

## IPNC Wine Service Policy July 23-25, 2010

**Goal:** Continue to improve quality of wine service through careful selection of servers and improved communication of expectations. Create an environment that promotes professionalism, guest satisfaction and fun for all.

1. **Maîtres d'Hôtel:** Each year, up to 32 individuals will be selected for IPNC wine service. Up to 25 individuals will be selected from the Northwest region and up to 7 individuals will be selected from other regions around the US and the world. At least 15 of these individuals will have past IPNC service experience and a record for excellence. The IPNC will select individuals with a high level of service experience and a reputation for reliability. Each new individual must understand that a great deal of work, time and professionalism is required. Persons who do not meet expectations will not be invited to return in subsequent years. Only one person may represent any given restaurant or retail shop per year. ***All selected individuals must have restaurant floor wine service experience.***
2. **Captains:** Four Maître d'Hôtel Floor Captains will be selected to oversee the floor. These people will be in charge of section assignments, shift planning, service instructions, reviewing the menu and general oversight of service.
3. **Wine Room:** Wine Room personnel distribute all wines to each event. The Wine Room Captains determine which wines are poured in each section and ensure that the distribution of wines is fair and equal to all guests. In addition, the Wine Room will serve as the Maîtres d'Hôtel's information source on the wines, pouring order and timing. The Maître d'Hôtel Floor Captains will communicate with the Wine Room Captains about general event information such as hours of duty and section assignments.
4. **Salmon Bake Service:** All Maîtres d'Hôtel will be required to serve from 7:30 – 9:00 pm at the Salmon Bake to ensure great service at this challenging, 1,000-guest event. At 8:30, a group of hired servers will arrive to shadow Maîtres d'Hôtel in each assigned service section. At 9:00 pm, IPNC Maîtres d'Hôtel will hand over their sections to their hired replacements so they may eat dinner and enjoy the rest of the evening.
5. **On-call Board Member/Executive Director:** In case of more significant problems with wine service, captains will contact the Executive Director who will act in conjunction with the on-call Board Member to take action as appropriate.
6. **Attire:** The weekend's events are black tie. Each Maître d'Hôtel will be given \$125 for tuxedo rental reimbursement/formal attire purchase. Payment will be given at the conclusion of the IPNC weekend and may be withheld in the event of behavioral issues during service and/or off-duty hours.
7. **Publicity:** The IPNC hopes that serving as an IPNC Maître d'Hôtel is regarded an honor and an opportunity to gain experience and further establish one's place in the wine industry. The IPNC values the service of each Maître d'Hôtel and would like to recognize participating individuals by including photos and biographies of each Maître d'Hôtel on the IPNC website. Photos and biographies will be provided to the IPNC by a predetermined deadline.
8. **Pre-event Gathering:** On Thursday night before the event, the IPNC will host an informal dinner party for the Maîtres d'Hôtel, Kitchen Volunteers and Wine Room personnel. This evening of food, wine and conviviality will serve as an opportunity for everyone to meet and kick-off the weekend celebration. A mandatory meeting is held at 7:30 am on Friday to discuss goals, details and wine service strategies for the event.