

# GIFT OF TIME

PRESENTED BY



## Enjoy It Now Wine Program

**Captain: Moriah Anderson**

**Objective:** To provide an efficient and seamless wine purchase experience while making guests feel appreciated and valued

**During Reception (appx. 5:30pm to 7:30pm)**

### Process:

1. Guests arrive at the event and are directed to Enjoy It Now wine area where they can view and select their wine with the help of two sommeliers
2. Sommeliers fill out chit (order form) with **wine number** and whether or not the wine needs to be decanted, then gives it to the guest
3. Guest takes their chit(s) to the checkout desk for payment

### Checkout Volunteers (Cashiers):

1. Greet and take chit from guest
2. Fill out the guest's **name** and **table number** – highlight and circle it so it's clear - on the chit
  - If the guest does not know their table number, you will have a list to look it up on by last name. If they aren't on the list, call to Aimee Calder via radio.
3. Look up the wine number(s) in Square by typing the number of the wine into the search bar (note: wines 1-9 are numbered 01-09, be sure to enter the 0)
4. Tap the correct wine(s) and it will be added to the guest's cart
5. Once you've added all of the wines, click the **Charge \$XXX.00** button
6. Guests may pay by tapping their credit or debit card. Cash is not accepted.
7. Thank the guest for their support and let them know their wine will be taken to their table
8. Hand the completed chit(s) to the inventory volunteer

### Inventory Control:

1. Pull the wine based on the **wine number(s)** on the chit(s)
2. Wrap the chit around each bottle with a rubber band, and hand it to a runner
  - Keep track of inventory and inform sommeliers when a wine is running low or runs out
  - Use "last one!" tags on display bottles when the display is the only bottle remaining

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## Runners:

- Once the inventory volunteer has pulled and attached the chit to the wine, runners will take the wine to the service hallway for the Parq staff to open and bring to the table
- Place white wine in a chiller
- Place red wine next to a decanter if it is identified as needing one on the chit
- Runners only need to place the wine on the service table. Parq staff will open and decant wine. **DO NOT remove the chit when you place it on the table as Parq staff will use this to identify the table and guest who purchased the wine.**
- Runners are to remain in the designated waiting area ONLY when they are not taking wine to the service hallway, please stay out of the wine display area

## During formal program (7:30pm onwards)

- All Enjoy it Now wine will be moved into the ballroom when the formal program begins
- Volunteers will follow the same process as above, but guests may wish to take their own wine back to their tables
- When a wine sells out, Lead makes an announcement over the radio to let zone leads know. All wine will be assigned a number.
- Table hosts may check with zone leads regarding inventory if guests inquire
- Enjoy it Now will close at 10:00pm, or when we sell out

## Important Notes

- Enjoy It Now Wine **does not** replace complimentary table wine service. Parq staff should still offer wine to guests regardless of Enjoy It Now purchase.
- Marking down the *table number* and *guest name* is very important – it ensures the wine is served to the correct guests.
- No wine will be sold without a complete wine chit.
- The captain and inventory volunteer will need to keep track of inventory and inform sommeliers when wines are running low or sell out