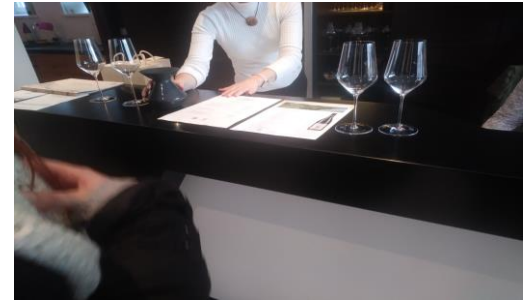




- use this scale for the points of attention



The positive picture shows the staff at the winery I, the woman at the reception was very friendly. She spoke English and we had very interesting conversation while tasting the wines. The negative picture shows the reception counter. We tasted the wines at the reception counter and not in a tasting room (although there was one). It was a bit annoying to stand at the reception during the whole tasting, especially when other customers came.



This winery visit was in general a nice experience. As we arrived, we were well welcomed and we could have a tasting, although we had not made an appointment. We had to pay 1 euro for each wine tasted, except if we would buy something, the tasting would be free of charge. The staff was very friendly and provided us with water for the tasting. However, it was not so personal and convivial because we just talked to the women at the counter and nobody from the winery or responsible for the wine production. Therefore, it was not possible to get a deeper understanding of the wines and/or winery philosophy.

POINTS OF ATTENTION:
Selection of wines: **good**
Friendliness and know-how of staff: **good**
Pricing: **average**
Wine Quality: **good**
Overall impression: **good**



The positive picture shows the entrance of the winery and we can see that the winery is accessible to people who have a reduced mobility and use wheelchairs. The negative picture shows the wine shop and the wine boxes under the shelves. It does not look so good and some of them are even open.

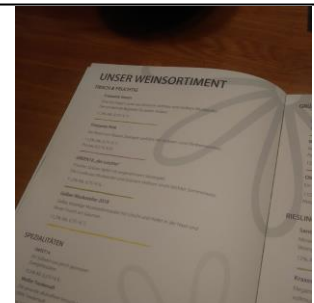


This winery visit was also very nice as we also came without arranging an appointment and had a tasting. The tasting was free, and the employee took the time for us and explained us everything about the winery. He was very knowledgeable and spoke very well English. We had the tasting at a tasting table but there were so many flies around which was a bit unpleasant. The atmosphere was very nice in general, the shop was attractive and the background music also pleasant. It was just a little bit cold inside.

POINTS OF ATTENTION:
Selection of wines: **very good**
Friendliness and know-how of staff: **very good**
Pricing: **average**
Wine Quality: **good**
Overall impression: **very good**



The positive picture shows the atmosphere of the winery visit and room, it was very personal and convivial, and we had a nice time with the wine maker himself. Also, we could seat down. The negative picture shows the wine selection which was only in German and the wine maker also spoke a lot in German so one of us had to translate sometimes.



This winery visit was very interesting because it was a very small winery and a family owned business. We had the tasting with the wine maker and for free. We had made an appointment before with him on the phone. He was very happy to meet us and talk to us about his wines and his work. He spoke in German at first because he claimed that his English was not good enough but then he tried, and it was fine and enough for us to understand everything we wanted to know.

POINTS OF ATTENTION:
Selection of wines: **average**
Friendliness and know-how of staff: **very good**
Pricing: **very good**
Wine Quality: **poor**
Overall impression: **good**

In my opinion the most important aspect during a winery visit is the staff. If the person talking to you is pleasant and friendly it will make the winery visit enjoyable, even though other aspects might not be at their best. Customers will feel comfortable and will leave with a good impression. Nobody would come back if the workers there were rude. The employees should also not expect the customers to buy something and give them a bad feeling and show no interest anymore if they don't, especially for young people. Moreover, I think it is fine to charge tasting but it is important to keep a low price or make some offers, if wine is bought afterwards. Also, it would be nice to let the customers decide what they want to taste because mostly they have different interest. A perfect winery visit should be kept simple, personal and convivial so that the customers can get a clear impression of the winery.