



- use this scale for the points of attention



Positive:

Our host was very friendly, engaging and sympathetic. He could speak very good English and explained as well as answered our questions very well and in detail.

Negative:

Beautiful wine tasting room, however inconvenient construction. Glasses, bottles were placed in the very back.



The most memorable aspect was the vintner himself, who made us feel very welcome. He was engaging, asking questions and was making sure that everyone was involved in the conversation. Due to the winery's ambience of a family owned business, it gave me a feeling of home, which made the whole experience even more special. To top it off, he even accompanied us to a regional restaurant after the tasting, which made this evening unforgettable.

POINTS OF ATTENTION:

- Selection of wines: 😊
- Friendliness and know-how of staff: 😊
- Pricing: 😊
- Wine Quality: 😊
- Overall impression: 😊



Positive: Diversified way of having a tasting, where you pay per glass. It is quick and easy, especially when you just want to try a few wines and not have a whole tasting over hours.

Negative: Lack in service, had to ask for Spittoons, water and the next wine/glass. Spittoon with plastic cup inside, got full very quickly and did not get emptied!



The Czech wine tasting experience was a little disappointing, due to difficulties finding a winery that was open or wasn't only a wine bar. Sadly, very few locals could speak English, which made it impossible for them to engage with us. Even though the woman who was serving us was giving her best, the overall experience was not too pleasant. Since the other worker did not want to serve us at the beginning nor did they offer us a tour at the winery, we felt quite uninvited and legitimately did not stay for too long.

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Positive: Interesting, exciting and very educational tasting. The vintner offered and showed me how to "sabrage" a sparkling wine for the first time!

Negative: Nothing that I purposely noticed. Only negative aspect is that he showed a video on a small phone to five people, which made it difficult for everyone to see.



By far one of the most amazing wine tasting experiences I have ever made. It is a small winery of about three hectares of vines, producing 90% sparkling wines by the traditional method. Seeing the work passion of the vintner and the story behind his winery, made the tasting not only personal but also inspiring. He was continuously making sure that we were satisfied (by bringing us cheese/snacks, making sure that we weren't cold and asking which wine we would like to try next) as well as showing us around the cellar. Furthermore, he was excited that young people are interested in wine and was keen on educating and teaching as much as possible.

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First, I would recommend having at least one worker who can speak English. Nowadays a lot of young people travel the world and the wineries should be able to interact with them as well as provide them with some facts about the wines. The customers should be priority number one, making sure that they are always satisfied. For me, the most important factor is the one person who does the tasting. The person should engage with the guests no matter how young they seem to be, eventually ask them questions as well as serve them with kindness and with a smile. Not to forget, the tasting room should be friendly and in a clean condition, offering extra comfort for the guests. The costs of the wine tasting should be for free, since most of the guests purchase wine bottles anyways. At the end the experience of the customer matters, so try and make it an unforgettable one!