
Cape Coral - Wine and Roses Italian Restaurant

Posted by CrispySugar - 2008/06/23 18:16

Being one that usually enjoys reading restaurant/food reviews, I was sad when I read Lang's review of the Wine & Roses restaurant. Why? Because I was there, and this review doesn't represent the place at all. I feel the need to offer my own opinion, not because I think I should defend W & R, but because I used to write entertainment reviews. And I don't think this one was quite right.

First of all, Lang gives the reader the impression that the place is five-star, dinner-jacket attire complete with a live piano player and \$200 bottles of wine. It's NOT. Maybe it's the flat-screen TV's showing some NASCAR race (it was Sunday) or the reasonably-priced menu.. but the place is relaxed and definitely casual. It's not over-the-top or pretentious in any way. The decor is beautiful. It's clean, simple and tasteful. The white tablecloths perfectly complement the deep red booths, and the lighting was JUST RIGHT. Sorry, but I like to see my food. And the people I'm with, for that matter.

Also. I was offended by the way the server was ripped apart for her lack of knowledge on wine pouring. It sounded like she was a nice person, not rude, prompt and attentive. What more could you ask for? If you want a place that trains the staff on wine-pouring down to the last millimeter of foil, then go somewhere that charges 40 bucks per entree, not 13.99. What she did was not a big deal at all. Our server poured the wine just fine. In fact, my friend made a bigger idiot out of herself by spilling it when she tried to "swirl" like a pro. But it's all in good fun, right? One would think so.

Our server was helpful and honest. I appreciate that... when I asked what was good she told me what to order and what I might not want to order. Honesty is a big plus in my book. Plus, the menu is huge. It would take someone a while to learn it all. So she didn't try the food. Maybe she's working too hard. Maybe she's on a special diet (gluten allergy!) or maybe she just hadn't the chance since it was only open for "a few days". You don't know. But the two major points of the negative review were not anything to ruin a night out, that's for sure. Did she neglect your table? Was she rude? Did she spill the wine all over you? ...No? Well then what's the problem?

Anyways, overall our experience was positive. My one and only complaint is the large menu. It took me absolutely forever to decide what to get! It all looked very delicious- the menu described each item in detail. I felt like a kid in a Costco-sized candy store. Now, I don't like places with just a few choices, either. Find a happy medium.

My bottom line: It's a classy but relaxed restaurant with good food. I wish a potential date would take me there. It's not too expensive but the ambiance is just right. The name doesn't tell all- and neither should just one review. Try it the next time you have a craving for good Italian- you'll like it, and your wallet will too.

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Re:Cape Coral - Wine and Roses Italian Restaurant

Posted by R D Lang - 2008/07/03 20:15

CrispySugar, Thank you for taking the time to read my review.

I fear you weren't paying much attention, though, as your critique of my review blatantly ignores most of what I wrote.

Let me respond segment by segment:

First of all, Lang gives the reader the impression that the place is five-star, dinner-jacket attire complete with a live piano player and \$200 bottles of wine.

I never gave the reader the impression of anything. It was Wine and Roses who ran the advertisement with the bottle of Opus One prominently displayed. I believe my exact words regarding this were, "This is a restaurant that hasn't decided what it wants to be, a restaurant with an identity crisis. The advertisement with the Opus One bottle also has a large picture of a pizza right next to it (for those who don't know, Opus One is a \$200 bottle of wine)."

Also. I was offended by the way the server was ripped apart for her lack of knowledge on wine pouring.

No server was "ripped apart" at any time in my review. I believe my exact words on the topic were, "Mind you, I do not ever blame the server in these instances...they are only working with the tools they've been given. It is up to the restaurant management to ensure their staff has been well trained and prepared to succeed before they are put on the floor. The server was conscientious and personable, putting her best foot forward in the given situation...but just hadn't received much in the form of formal training from her superiors, and was suffering and embarrassed as a result."

Plus, the menu is huge. It would take someone a while to learn it all. So she didn't try the food. Maybe she's working too hard. Maybe she's on a special diet (gluten allergy!) or maybe she just hadn't the chance since it was only open for "a

few days". You don't know.

Perhaps everyone should get their food for free during the first few days then.

A restaurant should not open until they are ready and the staff is properly trained. Your first customers should be seen as your most important...you never know who they might be. They are the first people who will go out and spread the word about your restaurant....Good or Bad.

If a restaurant doesn't care enough to take care of their first few guests properly, how can they expect to garner any interest in their establishment? First impressions are everything in the restaurant business.

I can't accept this, "You need to give them a few days" argument. I went to Wine and Roses and paid the check with my hard earned money.

The burden to properly train their staff should not fall on me and my wallet. Wine and Roses needs to work out the kinks on their own dime.

My one and only complaint is the large menu. It took me absolutely forever to decide what to get! It all looked very delicious- the menu described each item in detail. I felt like a kid in a Costco-sized candy store.

CrispySugar, if you honestly felt like a "kid in a Costco-sized candy store" while perusing the menu at Wine and Roses...then you clearly need to get out more often. The place is a temple of mediocrity.

But hey, it's your money...give it away however you want.

---R D Lang

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