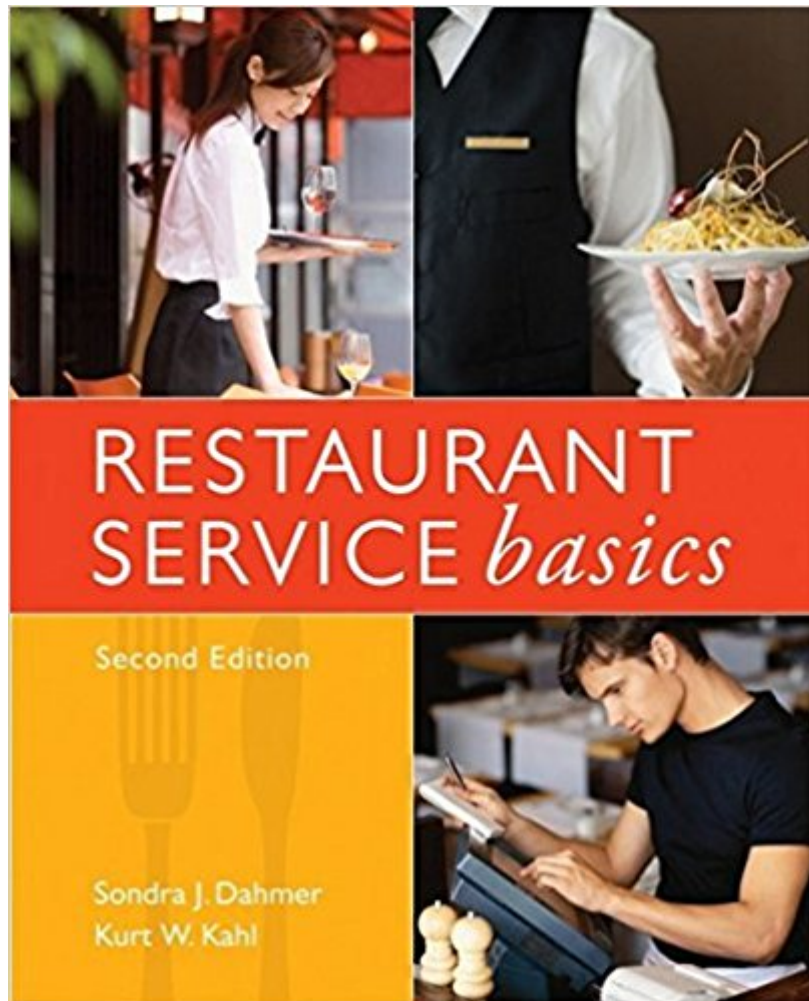




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Restaurant Service Basics



Synopsis

An excellent training tool for both hospitality programs and working restaurant managers, *Restaurant Service Basics, 2nd Edition* considers the entire dining experience in situations ranging from formal to casual. Step-by-step instructions guide readers through service functions. Different types of service French, American, English, Russian, Family-style, and Banquet are explained in detail, along with universally important safety, sanitation, and emergency procedures. This Second Edition features end-of-chapter projects that incorporate real-life situations, as well as enhanced coverage of point-of-service and other technology use in restaurants.

Book Information

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Customer Reviews

"...packed with information and tips, it is an ideal tool that can lead to excellent restaurant service."
(Hospitality, May 2002) --This text refers to an out of print or unavailable edition of this title.

The essential guide to great service skills and techniques-now in a second edition. No matter how excellent the food, guests will not return to a restaurant with poor service. On the other hand, great service leads to both a pleasurable dining experience and a successful restaurant. Whether as a server or restaurant executive, anyone entering today's foodservice industry cannot afford to ignore the significance of excellent service. *Restaurant Service basics, Second Edition* offers a practical and up-to-date guide to professional table service. Authors Sondra Dahmer and Kurt Kahl provide extensive, step-by-step instructions on everything a truly excellent service must do, from proper attire to order taking methods to dealing with difficult guests. This revised and updated Second

Edition features: New coverage of technology use in restaurants, including POS systems Plentiful photos and diagrams that illustrate table settings, service styles, and much more Updated information on upselling from the menu, food allergies, food trends, safety and sanitation guidelines, and alcohol service New teaching and learning features including learning objectives, key terms called out in the text, mini-cases, a resource of menu and service terms, and an expanded glossary End-of-chapter review questions and projects that incorporate real-life situations A comprehensive and concise resources for building a top-notch waitstaff, Restaurant Service Basics, Second Edition is an essential manual for servers-no training, those who train them, restaurant managers, and hospitality students.

Cam nicely packaged and in time for class. Pretty straight forward when it comes to school books, I was so happy with the price point as well.

Old out dated and boring...I expected more than what it offered, I was looking for a guideline of do's and dont's for training my servers.

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Very knowledgeable

As a curriculum designer and training manager, I highly recommend Restaurant Service Basics. It is an excellent training tool for hospitality programs, inhouse restaurant training program as well as the individual wanting to seek restaurant employment. Every aspect of restaurant service is covered thoroughly. All restaurants should have a copy on the shelf as a basic reference for those infrequently encountered situations. This valuable resource has been published for a number of years and regular new editions keep the content fresh and current.

I bought this book based on the editorial and customer review. Service basics is an overstatement. Do not buy this book unless you have never dined in a restaurant. It will not help you at all if you know anything about the business. The book is filled with helpful gems like "The course that is usually served first is the appetizer. The appetizer is a food item served before the meal..." Wow thanks! What's a Napkin? The computerized service system is at least 10 years behind industry standards and serving from the left with the left hand is not the way it is always done. Stick with the

Culinary Arts Institutes "Remarkable Service" It is by far the best there is.

The book explains how a restaurant is operated thoroughly. The book has pictures to allow easy comprehension. The roles of the entire team from Owner to buss, they're all in there. Explains everyone's task and gives projects to practice on to get a first hand experience. I recommend this book to all business owners and managers. Great book even for waiter/waitress wanting to improve their service.

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