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Remarkable Service: A Guide To Winning And Keeping Customers For Servers, Managers, And Restaurant Owners, 3rd Edition



Synopsis

Remarkable Service has been a leading guide to restaurant service techniques and principles for the past decade. In its all-new edition, a complete reorganized and updated look at table service and foodservice management is provided, including everything from setting up a dining room and taking orders to executing wine service and handling customer complaints. Remarkable Service, Third Edition features all-new photography throughout, as well as a foreword by restaurateur Danny Meyer, whose restaurants are legendary for their world-class service. New "Scripts for Service Scenarios" throughout the book provide real-world examples to help readers practice tasks like taking a reservation, recommending a dish, and communicating with kitchen staff. This text is a vital resource for culinary professional, meant to be used as both a development tool for lifelong learning and an essential text for those taking table service and dining room management courses.

Book Information

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Customer Reviews

Waiters should get honorary degrees in public relations for the daily juggling they do to meet the

needs of customers. This book shows management and waiters some techniques for making dining pleasurable.

Today, I received the book and started to read on the fundamentals of service. I had the "Professional Table Service" book. That use as a reference, but I know is outdated. I replace it with Remarkable Service. It has been Great to refresh on service and to review on beverage 101.

This book is required for my service management class, very step by step book on how to build your service skills. If you are looking to further your service skills to learn how to give your guests remarkable service this is the book, anyone can take away the key points of the book!

Used for my culinary college class

This book goes into some details of the service industry and talks about the different kinds of services around the world.

Very good and useful as an overall introduction

Textbook arrived on time and just as expected/described.

Wonderful book. Easy to understand and gives a comprehensive guide to delivering excellent service.

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