



Restaurant Service Basics

By Dahmer, Sondra J.; Kahl, Kurt W.

Wiley, 2008. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Preface.Acknowledgement.Chapter 1: The Server.Objectives.Service and Hospitality.Advantages of Being a Server.Qualifications for the Job.Personal Appearance on the Job.The Uniform.Hygiene and Grooming.Your Role in the Restaurant Organization.Teamwork with Co-workers and Supervisors.Issues Regarding Restaurant Employment.Respecting the Diversity of All People.Preventing Harassment on the Job.Keeping Violence and Drugs Out of the Workplace.Safety and Preventing Accidents.Taking Sanitation Seriously.Key Terms.Review.Projects.Case Problem.Chapter 2: Types of Establishments, Table Service and Table Settings.Objectives.Types of Establishments.Types of Table Service.French Service.Russian Service.English Service.American Service.Banquet Service.Family-Style Service.Buffets.Salad Bars, Oyster Bars, and Dessert Tables.Key Terms.Review.Projects.Case Problem.Chapter 3: Before the Guests Arrive.Objectives.Station Assignments.Reservations.Dining Room Preparation.Preparing the Tables.Folding the Napkins.Preparing the Sidestand.Studying the Menu.What is a Menu'.Why Study the Menu'.Types of Menus.Content of the Menu.Methods of Food Preparation.Preparation Time.Meal Accompaniments.Closing the Dining Room.Key Terms.Review.Projects.Case Problem.Chapter 4: Initiating the Service.Objectives.Seating Guests.Who Seats Guests.Where to Seat Guests.How to Seat Guests.Controlling Seating.Approaching the Guests.Taking Orders.Technique of Taking Orders.Methods of Taking Orders.Appropriate Topics of Conversation.Answering

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