



## **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

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