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Transforming service into extraordinary guest experiences with repeat business the reward For the past decade, Remarkable Service has been the most comprehensive guide to standard-setting restaurant service techniques and principles. This all-new edition features a completely reorganized, updated look at table service and foodservice management, from setting up a dining room and taking guests' orders to executing wine service and handling customer complaints. With straightforward advice from The Culinary Institute of America's expert table service and foodservice management faculty, Remarkable Service, Third Edition offers new "Scripts for Service Scenarios" throughout to help servers practice such real-world scenarios as recommending a dish, taking reservations, and dealing with special requests. This book also addresses the service needs of a wide range of dining establishments, from casual and outdoor dining to upscale restaurants and catering operations. Chapters cover everything from training and hiring staff, preparation for service, and front-door hospitality to money handling, styles of modern table service, and the relationship between the front and back of the house.

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