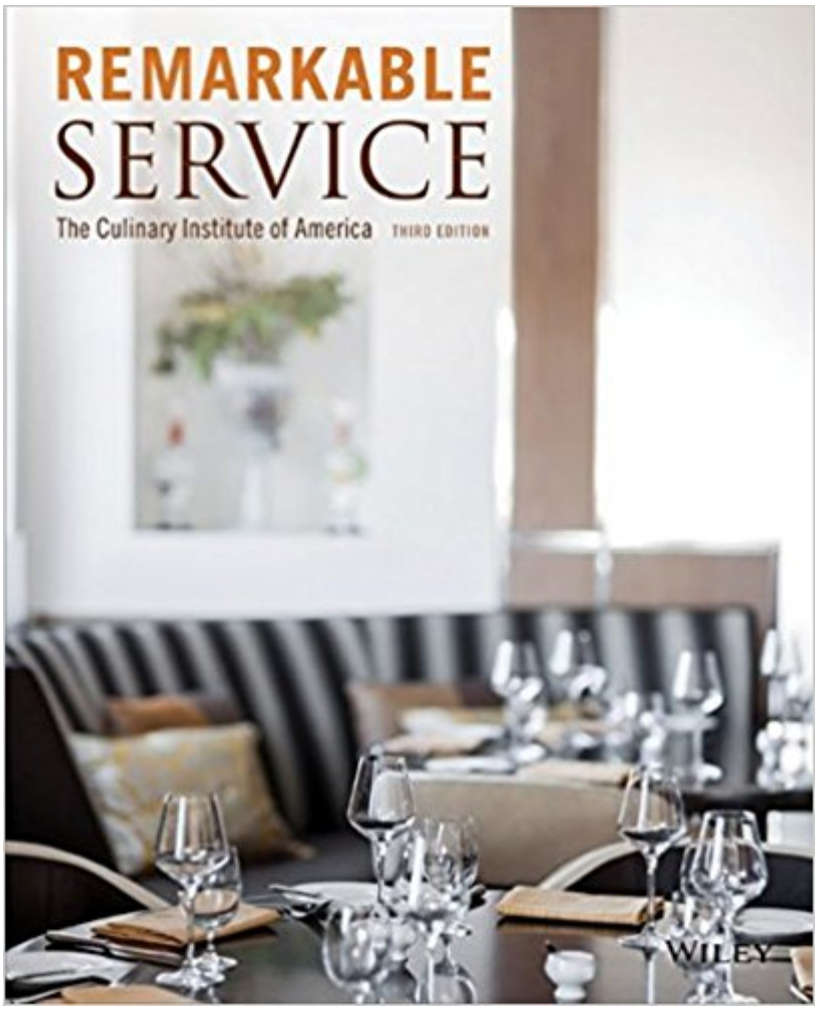
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Remarkable Service



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Synopsis

Transforming service into extraordinary guest experiencesÃ¢â ¬â •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. Foreword by restaurateur Danny Meyer, whose restaurants are legendary for their world-class service Respected industry-wide as a contemporary reference guide and refresher for foodservice professionals

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 That use as a reference, but I know is outdated.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 hasÃƒÂ¢Ã â ¬Ã â 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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