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How to Improve Dining Room Service: Includes a Restaurant Performance Evaluation Guide

Richard Saporito

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HOW TO IMPROVE DINING ROOM SERVICE is an easy learning manual that explains the basic fundamentals of “Front of the House” customer service quality and efficiency needed in every restaurant dining room. It is a very helpful guide for anyone in the restaurant industry. It doesn’t matter if someone is an owner, operator, manager, part of the waitstaff or hosting the front door. HOW TO IMPROVE DINING ROOM SERVICE is written in a way to be understood by everyone. Through this book, readers will get step-by-step instructions explaining how they can improve various elements of their restaurant customer service. In detail, important topics are discussed such as the Front Door and Reservation Desk Duties, Seating Maximization and Efficiency, Dining Room Preparation, Organization, Coordination, Understanding, and Awareness, Traffic Flow Guidelines, Menu Knowledge and Upselling, Staff Scheduling Efficiency, Cross Training, Sanitary Rules, Safety Information and much more….. When readers begin studying HOW TO IMPROVE DINING ROOM SERVICE, they will acquire knowledge from an author who is highly experienced in restaurant service consulting and waiter training. In just a few short pages, readers will obtain useful information derived from several years of restaurant expertise that can be put to use immediately in dining rooms of all sizes and shapes. Best of all, everything is conveyed in a pleasant, easy-to-understand manner. One will not have to sift through a thick book of complex restaurant management terminologies to get to the meat of what’s really important in running a restaurant dining room successfully. Additionally, HOW TO IMPROVE DINING ROOM SERVICE includes a special section called the RESTAURANT PERFORMANCE EVALUATION GUIDE. In this section readers answer a series of 60 involved questions to help determine how pleasing their establishment is for the customer. It will help determine specific areas that need special attention when it comes to the “dining service experience.” Topics analyzed here are: Restaurant Outside/Inside Appearance, Front Door and Dining Room Appearance, Menu Analysis, Ambiance, Dining/Wait Staff Service, Skills, and Technique throughout the dining experience, Food Preparation and Quality, Service Ending, Payment Handling, Restrooms and much more..... When finished using this unique self-evaluation guide, one will be able to easily pinpoint the strengths and weaknesses in their restaurant operations. From this vantage point, troubleshooting and problem-solving can commence with focused vision and direction. Here are a few comments from pleased restaurant operators…… "Thank you so much Richard. This book has a lot of great organizational tips helping us to elevate our dining room customer service!" ----Orlando Campos, General Manager, Brasilia Grill, Montville, New Jersey “Your book was very interesting, easy to read with many items that we extracted and used for our operations!" ----Marc C. Moulinet, Director of Services, Horseshoe Bay Resort, Marble Falls, Texas “Richard, thanks to your book, I can now display great service in my restaurant!” ----Francis Le Roux , Owner, De Ark Guesthouse, Lydenburg, South Africa “A must read for every restaurant owner, manager, waiter or host.” Get this book now!” ----Michael Meyer, Executive Chef and Editor-in-Chief, CuisineArts.com

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