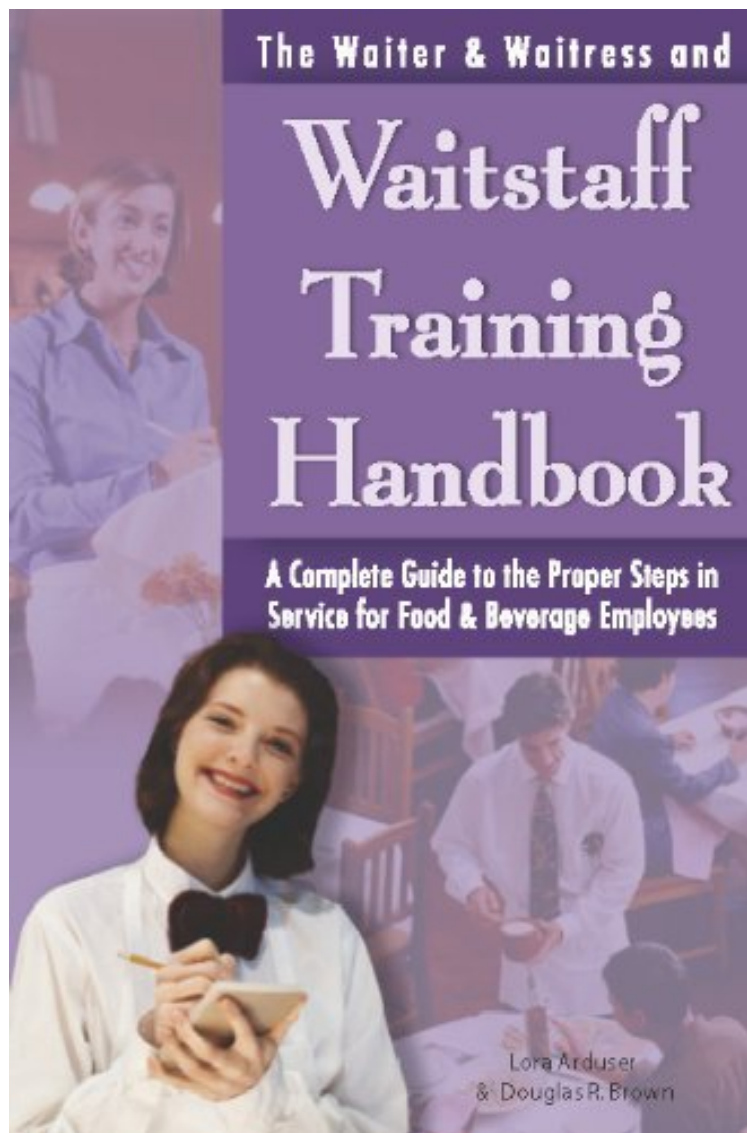


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# The Waiter Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food Beverage Employees

Lora Arduser

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**Lora Arduser : The Waiter Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food Beverage Employees** before purchasing it in order to gage whether or not it would be worth my time, and all praised The Waiter Waitress and Waitstaff Training Handbook: A Complete Guide to the Proper Steps in Service for Food Beverage Employees:

0 of 0 people found the following review helpful. I found this book to be very comprehensive for any patron of a restaurant who wishes to know what a good restaurant is made of oBy Robert M. NiedWhile I am not in the restaurant business or intend to open an eatery, I found this book to be very comprehensive for any patron of a restaurant who wishes to know what a good restaurant is made of or what must be done to have a good restaurant. I ordered the book to answer one question: should a server ask to clear the empty dishes of a guest when the other guest (or guests) are still eating? I did not get a "Yes" or "No" answer, but by careful reading, I believe that the author would say "No". What do you say, and what is your authority for so saying?7 of 7 people found the following review helpful. Basic KnowledgeBy makaparaI really wanted a book to be able to use as a course for people who work in my restaurant who have never sat down in a reasonable restaurant. In that respect it worked, it has all of the basic notions which have to be learned. I would have preferred that it was more class like, with ideas for practice sessions, exams, some kind of grading system, as obviously it is to improve the service in a restaurant by teaching the staff.4 of 4 people found the following review helpful. Very simple basic stuffBy HasemeisterThis was not particularly useful to me. It contained very rudimentary information, mostly common sense stuff. I was looking for a much more detailed description of high-end waitstaffing, or something more in-depth about the tricks of the trade. This was a very matter-of-fact, limited description of the work. It felt like something from a High School Guidance Councilor's office.

This training handbook was designed for use by all food service serving staff members. The guide covers every aspect of restaurant customer service for the positions of host, waiter or waitress, head waiter, captain, and bus person. The detailed performance of each position is described for different types of establishments, and all types of service including French, American, English, Russian, Family-Style and Banquet. It provides step-by-step instructions on: hosting, seating guests, taking/filling orders, loading/unloading trays, table side service, setting an elegant table, folding napkins, centerpieces, promoting specials, promoting side orders, handling problems, difficult customers, managing tips and taxes, getting customers to order quickly, handling questions, handling the check and money. Plus, learn advanced serving techniques such as flambe and carving meats, fish, and fruits. It also features a chapter devoted exclusively to food safety and sanitation. Whether it's your first day on the job or you are a twenty year veteran you are bound to learn a lot. Food service managers will find this book to be an excellent foundation for your organizations training program. Atlantic Publishing is a small, independent publishing company based in Ocala, Florida. Founded over twenty years ago in the company president's garage, Atlantic Publishing has grown to become a renowned resource for non-fiction books. Today, over 450 titles are in print covering subjects such as small business, healthy living, management, finance, careers, and real estate. Atlantic Publishing prides itself on producing award winning, high-quality manuals that give readers up-to-date, pertinent information, real-world examples, and case studies with expert advice. Every book has resources, contact information, and web sites of the products or companies discussed. This Atlantic Publishing eBook was professionally written, edited, fact checked, proofed and designed. The print version of this book is 288 pages and you receive exactly the same content. Over the years our books have won dozens of book awards for content, cover design and interior design including the prestigious Benjamin Franklin award for excellence in publishing. We are proud of the high quality of our books and hope you will enjoy this eBook version.

EXCELLENT!!! The training guide covers every aspect of restaurant customer service. --Food Service Professional MagazineAbout the AuthorDouglas R. Brown is a best selling author and publisher of computer software and books specific to the food service industry. His extensive background and years of service in the food service industry provides the practical insight into the business so desperately needed in the highly volatile food service industry.