



Restaurant Service Basics

By Sondra J. Dahmer, Kurt W. Kahl

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An excellent training tool for both hospitality programs and working restaurant managers, *Restaurant Service Basics, 2nd Edition* considers the entire dining experience in situations ranging from formal to casual. Step-by-step instructions guide readers through service functions. Different types of service French, American, English, Russia, Family-style, and Banquet are explained in detail, along with universally important safety, sanitation, and emergency procedures. This *Second Edition* features end-of-chapter projects that incorporate real-life situations, as well as enhanced coverage of point-of-service and other technology use in restaurants.

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Restaurant Service Basics By Sondra J. Dahmer, Kurt W. Kahl Bibliography

- Sales Rank: #894347 in Books
- Published on: 2008-10-06
- Original language: English
- Number of items: 1
- Dimensions: 9.20" h x .48" w x 7.40" l, .80 pounds
- Binding: Paperback
- 212 pages

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Editorial Review

Review

"...packed with information and tips, it is an ideal tool that can lead to excellent restaurant service."
(Hospitality, May 2002)

From the Back Cover

The essential guide to great service skills and techniques-now in a second edition.

No matter how excellent the food, guests will not return to a restaurant with poor service. On the other hand, great service leads to both a pleasurable dining experience and a successful restaurant. Whether as a server or restaurant executive, anyone entering today's foodservice industry cannot afford to ignore the significance of excellent service.

Restaurant Service basics, Second Edition offers a practical and up-to-date guide to professional table service. Authors Sondra Dahmer and Kurt Kahl provide extensive, step-by-step instructions on everything a truly excellent service must do, from proper attire to order taking methods to dealing with difficult guests.

This revised and updated *Second Edition* features:

- New coverage of technology use in restaurants, including POS systems
- Plentiful photos and diagrams that illustrate table settings, service styles, and much more
- Updated information on upselling from the menu, food allergies, food trends, safety and sanitation guidelines, and alcohol service
- New teaching and learning features including learning objectives, key terms called out in the text, mini-cases, a resource of menu and service terms, and an expanded glossary
- End-of-chapter review questions and projects that incorporate real-life situations

A comprehensive and concise resources for building a top-notch waitstaff, *Restaurant Service Basics, Second Edition* is an essential manual for servers-no training, those who train them, restaurant managers, and hospitality students.

About the Author

Sondra J. Dahmer has taught at numerous hospitality and foodservice programs.

Kurt W. Kahl, MS, RD, CD, LD, is a Registered Consultant Dietitian and trainer in the areas of foodservice and nutrition. Together, Dahmer and Kahl have trained waitstaff on service skills and have helped experienced servers polish their skills.

Users Review

From reader reviews:

Seth Sawyer:

Book is to be different per grade. Book for children until eventually adult are different content. As we know that book is very important for people. The book Restaurant Service Basics seemed to be making you to

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James Reed:

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