



## 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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### 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:**

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