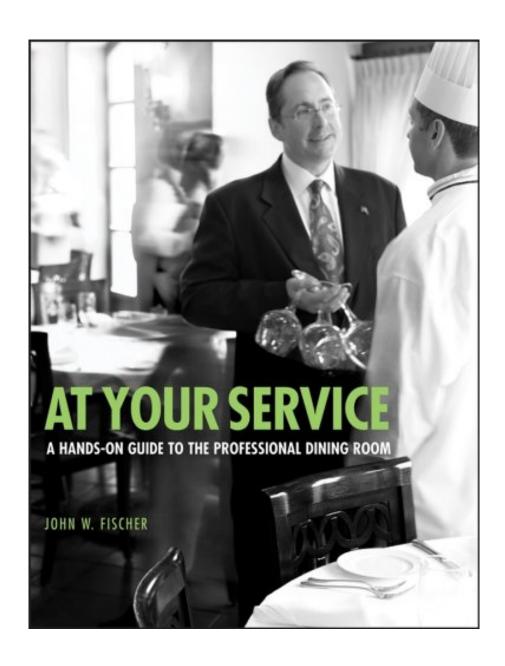


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The essential guide to the exemplary service and hospitality that build customer loyalty . . . and restaurant reputations

In today's competitive restaurant environment, culinary excellence is not enough. Dining establishments must offer the kind of service that sets them apart. At Your Service is the comprehensive, contemporary guide to help professionals refine the dining experience. It gives new and veteran servers and their managers fresh insight, ideas, skills, and confidence for running a successful front-of-the-houseoperation: taking reservations and greeting guests, basic service, table-side service, beverage service, and money handling. The book includes:

- Guidelines to enhance service in a variety of settings, from formal French establishments to casual American restaurants
- Sidebars and real-life anecdotes from industry professionals to reinforce the principles of good service
- Effective ways to address staffing challenges
- Ideas to enhance the relationship between the front and back of the house
- Sixty-four photographs of dining room service and techniques

### About the Author

JOHN W. FISCHER teaches advanced table service at The Culinary Institute of America (CIA) and is a Certified Hospitality Educator (C.H.E). A CIA graduate, Mr. Fischer held managerial positions at renowned New York City restaurants such as Rainbow!, Fresco by Scotto, Manhattan Ocean Club, Campagna, Hudson River Club, and Mondrian.

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The book can be used as a reference guide for a variety of foodservice personnel as well as a text for students. As competition for the customer's spending dollar has increased, contemporary restaurants must distinguish themselves by training staff to manage the needs of the customer and to offer consistent service. Service and hospitality mean different things to different foodservice operations, and this book addresses a wide range of mid- and up-scale dining establishments. Chapters cover everything from 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. At Your Service uses real-life anecdotes to teach the basic principles of service and hospitality, and this new edition includes the most updated information on serving customers in the contemporary restaurant world.

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River Club, and Mondrian.

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8 of 10 people found the following review helpful.

Excellent

By Guy T. Anderson

I was trained by the author John Fischer at the CIA. He is an excellent teacher of the FoH Art. It is truely an art to wait on people and give the guest every thing they could possibly want or need. John is a great and excellent teacher that dove into the realms of the ways and hows and whats to do and when to do it sequences. I got to see him in action behind a bar one afternoon serving up as the bartender that did not show that day. He was knowledgable about wines and bar drinks showing some razzle dazzle! He was "the man" when I had him. Thanks John and for even signing my book...guy

22 of 26 people found the following review helpful.

Move over remarkable service.

By Silly Willie

I attended the Culinary Institute of America and was trained by Mr. Fischer. I cannot imagine a single resource that does so much to demistify the key essentials of successful service than this reference. I recommend it to anyone in the industry or interested in the industry. The old standard (the bible until now) for front of the house reference has been remarkable service. An information filled text-book but a remarkably boring and mundane read. Entertaining, Original, Insightful, and Educational this is your one stop reading for front of the house.

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By Baker & Pastry Culinary Student

I only bought this book for my Restaurant Management class homework. I was suprised to find out that there was no question and answers at the end of each chapters, like most of my text books for class. Overall the book was very informative. I especially liked that it did have a lot of photos. Some of my books are all text reading, borrrring. At Your Service: A Hands-On Guide to the Professional Dining Room

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