



# At Your Service: A Hands-On Guide to the Professional Dining Room

*John W. Fischer*

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## **At Your Service: A Hands-On Guide to the Professional Dining Room** John W. Fischer

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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