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## Professional Dining Room Management

By Carol A. King

John Wiley and Sons Ltd, United States, 1988. Paperback. Book Condition: New. 2nd Revised edition. 229 x 153 mm. Language: English . Brand New Book. The service supervisor s job is a key one in the restaurant business because a large part of the guest s dining experience and satisfaction is derived from the interpersonal contact between guest and staff. If this contact is not satisfactory, all the care and investment in decor, food selection, and preparation are for naught. The service supervisor must see to it that courteous and efficient service is provided at all times. Professional Dining Room Management, Second Edition, discusses the management side of running a restaurant. Written specifically for the dining room supervisor who oversees the service staff of the restaurant, this useful guide outlines the four skills the effective dining room manager needs: Technical know-how and knowledge of serving food Ability to direct, train, and motivate the service staff Ability to be a good customer relations person--to meet the public and merchandise the restaurant while promoting sales Ability to be a good administrator--to organize the work flow and control costs The book carefully details types of dining room service, including French, Russian, American, and...



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