

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

By The Culinary Institute of America (CIA), John W. Fischer



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"The nation's most influential training school for professional cooks." *—Time* magazine

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. From the renowned Culinary Institute of America, *At Your Service* is the comprehensive, contemporary guide to help professionals learn the ins and outs of running a successful front-of-the-house operation: 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

Founded in 1946, THE CULINARY INSTITUTE OF AMERICA is an independent, not-for-profit college offering bachelor's and associate degrees in culinary arts and baking and pastry arts. Courses for foodservice professionals are offered at the college's main campus in Hyde Park, New York, and at its additional campus for continuing education, The Culinary Institute of America at Greystone, in St. Helena, California.

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Editorial Review

From the Back Cover

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About the Author

JOHN W. FISCHER teaches advanced table service at The Culinary Institute of America 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.

Users Review

From reader reviews:

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