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MASTERING RESTAURANT SERVICE

H. L. CRACKNELL
and
G. NOBIS

M
MACMILLAN

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PREFACE

The aim of this book is to provide people newly-employed in, and those intending to enter the catering industry, with an outline of what it is like to work as a waiter and what knowledge and skills are required to carry out the job efficiently; it is also intended as an *aide-mémoire* to those already engaged as waiters. To this end it provides an outline of the whole range of activities to be undertaken and deals with the organisational requirements as found in the majority of food-service situations.

This book seeks to provide the reader with the foundations of a sound career and subsequent advancement and self-development; to do this, it takes as its basis the origins and historical background of the profession of waiter and shows how the intricate methods of food service were first introduced and subsequently developed. It gives an insight into the cultural aspects of food and beverage service from early times, and traces the course through the social changes at all those levels of society, where frequent eating away from home is a normal event in the pattern of life.

It might be felt that this book places too much emphasis on the very high-class form of restaurant service, but it does embrace all levels of food service. The authors believe strongly that the standard of food service applicable to the best restaurants should set that of all others.

The art of waiting can be defined as constant attention to small details and the anticipation of a customer's wants before he has to ask. Waiting techniques are a form of etiquette and good manners and when well carried out they add enormously to the customers' enjoyment of a meal, so enhancing the quality of life. Even such a simple chore as brushing crumbs off the table can be carried out with aplomb. Serving people and making sure that they enjoy their meal may seem alien to the British character but waiting is an honourable calling and can be the route to a very lucrative career. It is a job that requires a ready smile rather than a reluctant scowl.

Suggestions for self-teaching are given and questions are included so as to measure the degree of understanding gained at each stage. The reader should attempt to answer these questions before proceeding to the next chapter or section.

Reference is made throughout to the food-service operator or waiter but it must not be thought that this book is for men only; it is equally applicable to female staff who excel at this career.