



# Presenting Service: The Ultimate Guide for the Foodservice Professional, 2nd Edition

*Lendal H. Kotschevar, Valentino Luciani*

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A detailed approach to providing service in restaurants and foodservice operations Service starts when a customer walks into a restaurant and doesn't end until he or she walks out. Presenting Service, Second Edition, is an up-to-date, hands-on guide for managers that presents the essential skills and know-how to direct a foodservice staff through a successful, completely enjoyable dining experience. Packed with checklists, objectives, key terms, and chapter summaries and reviews, this Second Edition features a new chapter on bar and beverage service that includes coverage of specialty coffees as well as insightful cocktail and wine service advice for better serving and recommending alcoholic and nonalcoholic beverages to guests. Other valuable features of this revised edition include: \* A new chapter on classic service styles, including the techniques of French, Russian, American, English, and Chinese dining \* A new chapter on table etiquette that contains a historical perspective as well as thorough coverage of etiquette rules concerning special foods and various cultures, such as European, Chinese, Indian, and Middle Eastern dining \* Customer Service and Foodservice Security boxes that identify tips and best practices for handling customer and security issues \* A new appendix covering the duties of service workers that explains the responsibilities of the frontline staff, including the host, server, bus person, and bar server

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