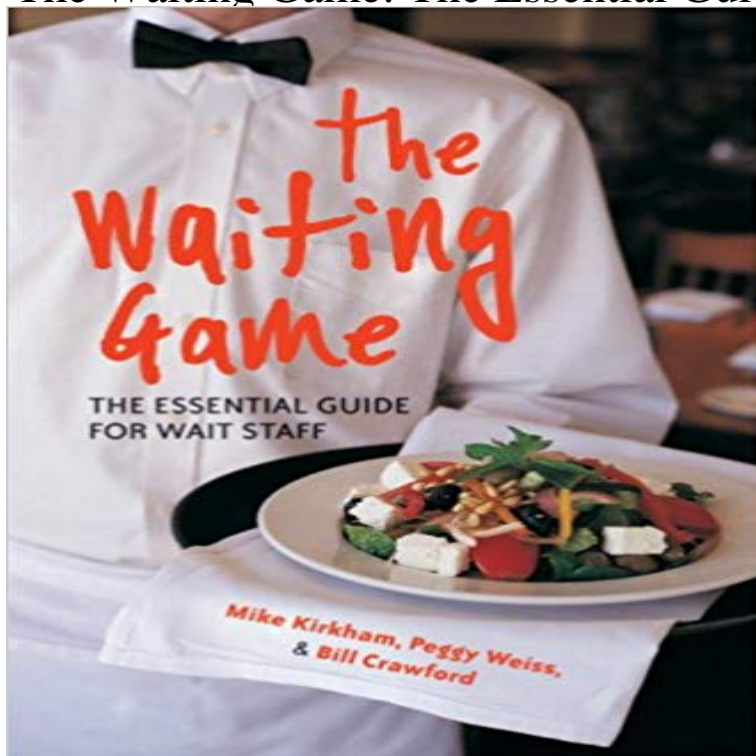


The Waiting Game: The Essential Guide for Wait Staff and Managers



In this indispensable training manual, Mike Kirkham, Peggy Weiss, and Bill Crawford draw from more than 40 years of restaurant experience to present a succinct, highly informative guide to the art and science of waiting tables. In today's competitive dining environment, having a skilled wait staff can mean the difference between a restaurant's success or failure, and THE WAITING GAME is the industry's clearest and most cost-effective tool for sharpening wait service skills. Brimming with professional tips, on-the-job advice, and practical definitions, this handbook covers all the essentials of waiting, including wine service etiquette, fine-dining protocol, and the dos and don'ts of dealing with difficult customers. Whether you're a first-time waiter, an experienced server hoping to move to a more prestigious establishment, a manager seeking an accessible training guide, or a foodie craving the definitive word on proper service, THE WAITING GAME has it all.

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