



En Manual de Entrenamiento para el Mesero, Mesera y Personal (Spanish Edition)

Lora Arduser, Douglas R. Brown

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Este nuevo manual fue diseñado para uso de todo miembro del personal de servicios de comidas. La guía cubre todos los aspectos sobre servicio al cliente en un restaurante para las posiciones de anfitrión, mesero o mesera, capitán y bus. El funcionamiento detallado de cada posición es descrito para diferentes tipos de establecimiento y para todos los tipos de servicio incluyendo el Francés, Americano, Inglés, Ruso, Familiar y Banquete. Este manual provee de instrucciones paso por paso para:

- Recepción
- Tomando órdenes
- Poner una mesa elegante
- Promoción de órdenes paralelas
- Manejo de propinas e impuestos
- Manejo de dinero
- Sentando a los clients
- Cargando/descargando bandejas
- Centro de mesas
- Manejando problemas
- Manejo de preguntas
- Haciendo que los clients ordenen rápido
- Servicio con mesa auxiliar
- Doblar servilletas
- Promoción de especiales
- Clientes difíciles
- Manejo de la cuenta

Además, aprenda técnicas de servicio avanzadas como flamear y trincar carnes, pescado y frutas. También, un capítulo es exclusivamente dedicado a la seguridad y sanidad

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