

How To Become A Perfect General Manager. HOSPITALITY, HOTELS, RESTAURANTS, FOOD. 4th Edition. The book includes: 1. Techniques and strategies to succeed in the restaurant, hotel and food business. 2. Probing Quality In Hospitality. 3. The personality and leadership quality of the GM. 4. The Step By Step Guide To Excellent Guest Service. 5. The GM Assessment formulaire. 6. Hospitality protocol and etiquette. The dos and don'ts. 7. Excellence standards for the wait staff. 8. How good a boss are you? 9. Employees Fear Syndrome. 10. Hospitality Leadership. 11. The World's Best Establishments in Food, Guest Service, and Hospitality. 12. The In-House Talent Search. How to discover the best employees. 13. Quality in "Immediate Service" or Immediate Service Contact (ISC). 14. Hospitality Quality Standards: Corporate versus Autonomy and Personal Initiatives. 15. The Step By Step Guide To Excellent Guest Service. 16. Basic social manners. 17. Serving wine. 18. Basic Tables Set-Up. 19. Restaurant Floor Manager Responsibilities and Duties. 20. Make your Wait Staff look good! 21. List of guests' complaints. 22. The World's best in Food, Guest Service, and Hospitality. 23. Best culinary schools and institutes in the United States. 24. America's outstanding chefs. 25. The 50 best restaurants in the world. 26. Best restaurants in France. 27. The very best restaurants in America. 28. Worlds Best Food Shops. 29. The Worlds Best Hotels, Resorts and Spas. 30. The Worlds Best Wine

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