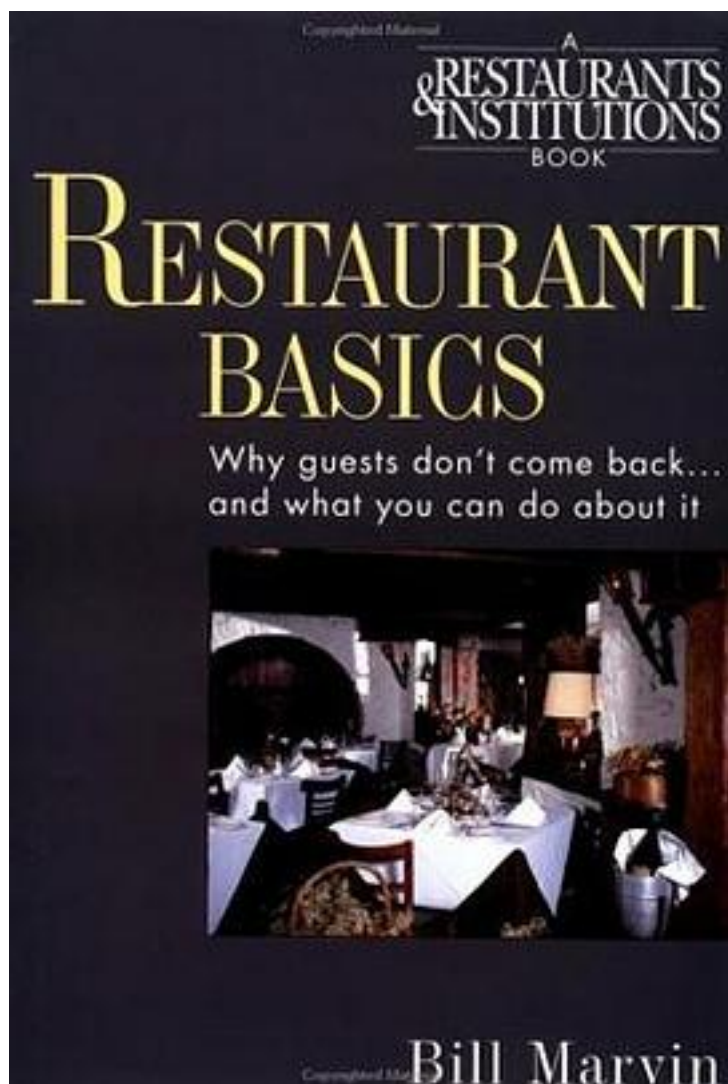


Restaurant Basics



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出版者:John Wiley & Sons

出版时间:1991-12-01

装帧:Hardcover

isbn:9780471551744

An easy-to-read, comprehensive, commonsense look at restaurant service from the guest's point of view. Helps teach the details of good service, develop meaningful middle management training and establish definitive operating guidelines that enhance service. Explores the particular process by which customers form their opinions of restaurant service. Provides a competitive advantage for restaurant operators.

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