

Four Star Tips: A Survival Guide for Restaurant Professionals is a lively, easy-to-read book that is full of anecdotes and useful information for the busy student or professional. Chapters One-Three encourage readers to evaluate their work and personal lives and set goals for the future. The authors introduce the Seven Guiding Principles, which form the core of this book. They ask readers to analyze how they spend their time and what tasks give them the most pleasure. They discuss time management and how to get organized. Chapters Four-Seven focus on the restaurant work environment. The importance of teamwork, customer service, and stress management are discussed. Other chapters discuss the importance of sanitation in the restaurant, the role of the Board of Health, the challenges of managing a restaurant, what its like to own a restaurant, and financial planning. Throughout the book restaurant professionals from waitstaff to managers to bartenders to menu planners share their experiences and advice about working in this profession.

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