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It's All About the Guest: Exceeding Expectations in Business and in Life, the Davio's Way

Steve Difillippo

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Steve Difillippo : It's All About the Guest: Exceeding Expectations in Business and in Life, the Davio's Way before purchasing it in order to gage whether or not it would be worth my time, and all praised It's All About the Guest: Exceeding Expectations in Business and in Life, the Davio's Way:

0 of 0 people found the following review helpful. Thoroughly EnjoyableBy CarineFun reading! Love the heart felt stories and professional advice. Steve's personality and passion for food, his work and family definitely shows through in his writing. I would recommend this for any entrepreneur, as well as the established resteraunteur for tips on

running a successful business. I'll be on the lookout for his second book!
5 of 5 people found the following review helpful. Steve's stories are true to the industry.
By belle This is a great book for any Culinary Arts Students. Steve's stories share real life experiences that take place in this industry.
0 of 0 people found the following review helpful. Must Read
By Shaughn Keegan This is an amazing read. Steve has created an amazing restaurant empire!

When's the last time you picked up a business book that was so engaging you couldn't put it down? Steve DiFillippo was only 24 when he opened his first restaurant. Since then, he's wowed Julia Child with his pomodoro, overlooked some triple-X rated shenanigans at Table 7, taken on American Express, gotten himself into Time and Newsweek (for taking on American Express), cooked a rabbit for Stevie Ray Vaughn, inadvertently gotten a guest divorced, whipped up some tasty eats at the Super Bowl--and that's just the beginning. The money hasn't been bad, either: that first restaurant is now the hub of a rapidly growing \$50 million restaurant brand group and a \$10 million brand food line. With guests constantly asking how he did it, Steve has written the ultimate guide to starting a restaurant, running a successful business, enjoying food, and living life. The 5.9 million restaurant workers who say they want to open their own restaurant will go nuts over this book, but so will anybody who loves food and the restaurant world--heck, anybody who wants to make money and have a blast doing it. As a special bonus, Steve includes twelve classic recipes.

"Steve is the consummate host. As restaurateurs both starting out in Boston in the late '80s, we share a passion for this industry as well as an enduring friendship. Through this book you will gain insight into what it takes to run a successful restaurant as Steve guides you through all aspects of the process, sharing stories from his own personal journey. It's all about bringing people around the table, and Steve always has room at his table to welcome you."
--Todd English, chef/restaurateur
A veritable handbook for anyone considering opening their own restaurant, DiFillippo pulls back the curtain to share his experiences--good and bad--and offers specific, distilled advice. A foodie practically from birth, DiFillippo did time in other restaurants before assuming ownership of Davio's, an 80 seat Italian restaurant in Boston, when he was just 24. At the time, Davio's was on its last legs and he quickly learned why: financial mismanagement, rampant drug use, theft and decrepit equipment had undermined the restaurant, forcing DiFillippo to make some quick decisions and set the tone for employees as well as customers. Attention to the smallest details, from bathrooms to wineglasses and the desire to go the extra mile for customers are just some of the lasting changes that have helped the restaurant expand to other locations and build loyalty. Budgeting, problem employees, food critics, labor laws, food costing, and knowing when to close up shop aren't as juicy as stories about hanging out with Julia Child (which he also includes) but they'll stick with serious readers a lot longer and help budding restaurateurs get a much more realistic feel of the road ahead. Anyone seriously considering entering the restaurant or hospitality business would do well to spend some time with DiFillippo's entertaining and insightful book.
-- Publishers Weekly starred review