

## Chapter 1 Outline

Guests and Moments of Truth  
Managers as Leaders  
    Values of Leaders  
People in Food Service  
    Managers  
    Production Personnel  
    Service Personnel  
The Team Approach in a Food Service  
Operation  
    Telephone Courtesy  
    Taking Restaurant Reservations  
    Tipping Policies  
    Restaurant Menus  
    Point-of-Sale Equipment  
    Food Production  
    Service Trays  
Service Styles  
    Plate Service  
    Cart Service  
    Platter Service  
    Family-Style Service  
    Buffet Service

## Competencies

1. Define moments of truth. (pp. 4–8)
2. Summarize leadership attributes that food service managers should have. (pp. 8–15)
3. Identify staff members needed in a food service operation. (pp. 15–22)
4. Explain general tasks and issues involved in working in a food service operation, such as telephone courtesy, taking restaurant reservations, tipping policies, menus, point-of-sale equipment, food production, and service trays. (pp. 22–29)
5. Discuss common styles of dining room service. (pp. 29–32)