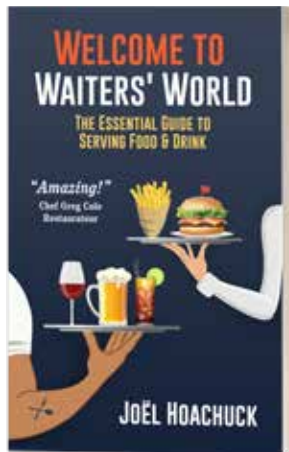


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## Restaurant Service Press announces *Welcome to Waiters' World*, the book the restaurant industry has been waiting for!

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Renowned restaurateur Joel Hoachuck provides a complete guide for restaurant waiters, owners and managers



Saturday, December 18, 2021, Napa Valley, California

*Welcome to Waiters' World: The Essential Guide to Serving Food and Drink* is a comprehensive yet easy-to-read guide for serving guests with finesse and confidence. With more than 30 years experience in the restaurant industry worldwide, Joel Hoachuck wrote this book to provide everything a waiter needs to be successful. In addition, it offers both waiters and restaurant management the means to create consistent, positive experiences for guests.

"The techniques in this book will save waiters and restaurant management hours of on-site training in the COVID-19 era and beyond," says Hoachuck. "This book is especially needed right now because with COVID-19 and its after effects we are all running short on staff. As a result, we are dealing with staff that has no restaurant experience and basically no clue what they are doing. Gone are the days when waiters received any formal training. Employees are now being hired based on

their personalities, not on technique or knowledge - forcing management to train them from scratch. It is so important for managers to have this guide; to enable them to train staff 'on the fly.' The guide includes important tips and techniques for delivering superior service, maximizing sales and increasing your income, whether you work in a local diner or a four-star restaurant."

The guide includes examples of how to interact with customers and coworkers in different situations, step-by-step instructions on performing the tasks of a waiter effectively, with supporting illustrations for quick reference. It also provides an easy-to-understand overview of wine service and an extensive glossary of restaurant lingo. It finishes up with a quiz to test the reader's knowledge.

"Whether you are a professional or someone wishing to enter the restaurant business, reading Joel Hoachuck's book, *Welcome to Waiters' World*, is a must," says Alain Pierrat, Former President, Marriott Hotels of Canada. "Written in a very concise way, it covers a lot of ground that restaurant owners and operators will benefit from."

"I've experienced how these recommendations have helped restaurants improve service, while increasing retention, loyalty, earnings, and satisfaction of the people in this industry," says Hoachuck. "People will learn from this book how to make their work more enjoyable and fulfilling."

### About Joel Hoachuck

Joel Hoachuck has overseen and trained restaurant teams from ten to hundreds of employees over his more than 30 years in the restaurant industry. He began his career in France as a waiter, set sail on the QE2 as captain waiter and settled in the Napa Valley to hone his skills at the renowned Tra Vigne before holding various restaurant management positions at a variety of four-star restaurants including Bouchon, Auberge du Soleil, and Bottega. He is currently General Manager at El Dorado Kitchen in Sonoma, California.

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