



# Quality Restaurant Service Guaranteed: A Training Outline

*Nancy Loman Scanlon*

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## **Quality Restaurant Service Guaranteed: A Training Outline** Nancy Loman Scanlon

This illustrated guide for foodservice managers is based on the author's program which has been used successfully in over 60 U. S. hotels to achieve quality service and increased profitability. This is the first foodservice management book to outline training in a systematic, detailed way, integrating customer satisfaction and profitability, and referring to Total Quality Management (TQM) principles.

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