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It's All About The Guest: Exceeding Expectations In Business And In Life, The Davio's Way



Synopsis

Whenâ™s the last time you picked up a business book that was so engaging you couldnâ™t put it down? Steve Difillippo was only 24 when he opened his first Davioâ™s restaurant. Since then, heâ™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 thatâ™s just the beginning. The money hasnâ™t been bad, either: that first restaurant is now the hub of a rapidly growing \$50 million restaurant brand group and a \$10 million Davioâ™s 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 Davioâ™s recipes.

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Customer Reviews

Wow...Steve DiFillippo knows his stuff. I thoroughly enjoyed the Book, the insider restaurant tidbits, the recipes, but mostly the common sense advice. Yes, the Book will interest anyone in the restaurant industry, however, there is sage advice here for any business that interacts with the public. I highly recommend this enjoyable read.

This is a great book for any Culinary Arts Students. Steve's stories share real life experiences that take place in this industry.

A great read for almost any age... Not only do Steve's tips help in the restaurant business, I think his common sense and knowledge of management can help any one aspiring to be a small business owner. Well written and easy to read, Steve provides clarity and focus... You won't even realize how much you're actually learning as you read along.

A friend of mine had the book and told me about it. She read it on the trip we went on, and that made me order it ... her good review of the book. I have a restaurant and although I haven't started reading it, I will soon, as I believe it will enrich me.

This book was written by someone who is a dedicated longtime restaurant owner and employee. Many interesting insights and suggestions are offered in this book, concerning owning, and managing restaurants. Unfortunately, profanity and crass comments are regularly added in this work, rendering it offensive and not recommendable.

Very enjoyable book. Knowing the restaurant it was interesting to hear the evolution from inside the business. Enjoyed mentions of Boston personalities. However, I think it is a great book for anyone in a customer facing position regardless of the industry.

This is a great no-nonsense book. If you're interested in excelling in the food business, Steve will help you understand the passion and effort it will take to succeed! One without the other will only take you so far - he's a great example of when you actually apply both.

When I lived in Boston, I visited Davios once a week - it is one of my all-time favorite restaurants and "It's All About the Guest" shows why! Steve DiFillippo exceeds customers' expectations - please

come to San Francisco!!

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