

The book was found

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



## Synopsis

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 Davio's 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 Davio'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 Davio's recipes.

## Book Information

File Size: 1452 KB

Print Length: 293 pages

Page Numbers Source ISBN: 0762791381

Publisher: Lyons Press; 1 edition (October 15, 2013)

Publication Date: July 30, 2014

Sold by: Digital Services LLC

Language: English

ASIN: B00MJD6WIK

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Not Enabled

Enhanced Typesetting: Enabled

Best Sellers Rank: #550,738 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #115

in Kindle Store > Kindle eBooks > Business & Money > Industries > Restaurant & Food #319

in Kindle Store > Kindle eBooks > Cookbooks, Food & Wine > Reference #366 in Books >

Business & Money > Industries > Restaurant & Food

## 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!!

[Download to continue reading...](#)

It's All About the Guest: Exceeding Expectations in Business and in Life, the Davio's Way Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition: Tools for Resolving Violated Expectations, ... and Bad Behavior, Second Edition AUDIO Subjects Matter, Second Edition: Exceeding Standards Through Powerful Content-Area Reading Business Plan: Business Tips How to Start Your Own Business, Make Business Plan and Manage Money (business tools, business concepts, financial freedom, ... making money, business planning Book 1) Buyer Personas: How to Gain Insight into your Customer's Expectations, Align your Marketing Strategies, and Win More Business Photography Business Box Set: Master the Art of Wedding Photography and Start Your Own Business (business photography, business photography, starting photography business) BUSINESS PLAN: Business Plan Writing Guide, Learn The Secrets Of Writing A Profitable, Sustainable And Successful Business Plan ! -business plan template, business plan guide - Be Our Guest: Revised and Updated Edition: Perfecting the Art of Customer Service (The Disney Institute Leadership Series) At The Beach House: A Guest Book The Doubtful Guest The Incurrible Children of Ashton Place: Book III: The Unseen Guest New Consecration Sunday Stewardship Program with Guest Leader Guide & CD-ROM: Revised Edition Our Church Guests: Black Bonded Leather, Gilded Page-Edges (Bonded Leather Guest Books) Jay Shafer's DIY Book of Backyard Sheds & Tiny Houses: Build Your Own Guest Cottage, Writing Studio, Home Office, Craft Workshop, or Personal Retreat The Summer Guest: A Novel Frankenstein: Mary Shelley's Wedding Guest (Twayne's Masterwork Studies) (No 126) The Bread Is In The Bed: How to make (more) money as a B&B or Guest House Innkeeper Be Our Guest: Perfecting the Art of Customer Service (Disney Institute Book, A) Guest Blogging Goldmine: How I Got More Than 100,000 Visitors a Month on My Blog in 9 Months Using a Free Marketing Strategy Be Our Guest: Perfecting the Art of Customer Service

[Dmca](#)