

Working the Back of the House

Introduction

In the bustling kitchens and crowded dining rooms of restaurants across America, there lies a hidden world, a world of hard work, camaraderie, and sometimes, chaos. It is a world that most people only glimpse as they sit at their tables, waiting for their food to arrive. But for those who work in the restaurant industry, it is a world that they know intimately, a world that shapes their lives and leaves an lasting impression on their souls.

In this book, I will take you on a journey into the heart of the restaurant industry, sharing my experiences as a waitress, dishwasher, and cook. I will introduce you to the people who work in restaurants, from the chefs who create the culinary masterpieces to the servers who bring them to your table. I will tell you about the

challenges they face, the rewards they reap, and the lessons they learn along the way.

I have worked in the restaurant industry for over twenty years, and in that time I have seen it all. I have seen the good, the bad, and the ugly. I have seen the best of human nature and the worst of human nature. I have seen people at their best and at their worst. But through it all, I have never lost my love for the restaurant industry.

There is something special about working in a restaurant. It is a place where people from all walks of life come together to share a meal and a conversation. It is a place where strangers can become friends and friends can become family. It is a place where memories are made and stories are told.

If you have ever worked in a restaurant, then you know what I am talking about. You know the feeling of camaraderie that comes from working together as a team to create something special. You know the

satisfaction of seeing a customer smile when they take their first bite of food. You know the pride that comes from knowing that you played a part in making someone's day a little brighter.

If you have never worked in a restaurant, then I encourage you to read this book. I hope that it will give you a glimpse into a world that you may never have seen before. I hope that it will make you appreciate the hard work that goes into preparing and serving your food. And I hope that it will inspire you to be a little more kind and patient the next time you eat out.

Book Description

In the heart of every restaurant, there lies a hidden world, a world of hard work, camaraderie, and sometimes, chaos. In this book, Pasquale De Marco takes you on a journey into this world, sharing their experiences as a waitress, dishwasher, and cook. You'll meet the people who work in restaurants, from the chefs who create the culinary masterpieces to the servers who bring them to your table. You'll learn about the challenges they face, the rewards they reap, and the lessons they learn along the way.

This book is a celebration of the restaurant industry, a behind-the-scenes look at the people who make it all happen. It's a story of hard work, dedication, and passion. It's a story of the human spirit, and the ability of people to come together to create something truly special.

Whether you've worked in a restaurant or not, this book is for you. It's a book that will make you appreciate the hard work that goes into preparing and serving your food. It's a book that will make you smile, laugh, and cry. And it's a book that will stay with you long after you've finished reading it.

So come on in, take a seat, and let Pasquale De Marco take you on a journey into the heart of the restaurant industry. You won't be disappointed.

Chapter 1: From Dishwasher to Server

The pecking order of the restaurant world

There is a strict hierarchy in the restaurant world, with the chef at the top and the dishwasher at the bottom. In between, there are the servers, the bartenders, the bussers, and the cooks. Each position has its own duties and responsibilities, and there is a clear chain of command that must be respected.

The chef is the king or queen of the kitchen. They are responsible for creating the menu, preparing the food, and ensuring that it is cooked to perfection. They are also responsible for managing the kitchen staff and making sure that the kitchen runs smoothly.

Next in line are the servers. They are responsible for taking orders from customers, serving food and drinks, and clearing tables. They must be friendly and efficient, and they must be able to handle difficult customers with grace and professionalism.

The bartenders are responsible for making drinks, both alcoholic and non-alcoholic. They must be knowledgeable about the different types of drinks and how to make them properly. They must also be able to handle a busy bar and keep up with the demands of the customers.

The bussers are responsible for clearing tables, sweeping and mopping the floors, and keeping the dining room clean. They are often the lowest-paid employees in the restaurant, but they play an important role in keeping the restaurant running smoothly.

The cooks are responsible for preparing the food that the chef has created. They work in the kitchen under the direction of the chef, and they must be able to follow recipes and cook food to order.

The dishwasher is at the bottom of the hierarchy. They are responsible for cleaning the dishes, pots, and pans that are used in the restaurant. They must be able to

work quickly and efficiently, and they must be able to keep up with the demands of the kitchen.

The hierarchy in the restaurant world can be strict, but it is also necessary. Each position has its own important role to play, and the restaurant cannot function properly without all of its employees working together.

Chapter 1: From Dishwasher to Server

The art of dishwashing: Tips and tricks

In the bustling kitchens of restaurants, the dishwasher is often an unsung hero. They work tirelessly behind the scenes to keep the dishes clean and the kitchen running smoothly. If you're thinking about becoming a dishwasher, or if you're just curious about what the job entails, here are a few tips and tricks to help you get started:

1. Learn the basics.

Before you start washing dishes, it's important to learn the basics. This includes things like how to properly load and unload the dishwasher, how to use the different types of detergents and sanitizers, and how to clean and maintain the dishwasher itself.

2. Be organized.

One of the most important things for a dishwasher is to be organized. This means keeping the dishwashing area clean and tidy, and making sure that all of the dishes are properly sorted and stacked. When the kitchen is busy, it's easy to get overwhelmed, so it's important to stay organized and focused on the task at hand.

3. Work efficiently.

Dishwashing can be a repetitive and tiring job, so it's important to work efficiently. This means finding ways to wash the dishes quickly and effectively without sacrificing quality. One way to do this is to use a two-sink system. Fill one sink with hot, soapy water and the other sink with clean, hot water. Wash the dishes in the first sink and then rinse them in the second sink. This will help to speed up the process and ensure that the dishes are properly cleaned.

4. Take care of your hands.

Dishwashing can be tough on your hands, so it's important to take care of them. Wear gloves to protect your skin from the hot water and detergent. You should also apply lotion to your hands regularly to keep them moisturized.

5. Be a team player.

Dishwashers are an important part of the kitchen team. They work closely with the cooks and servers to keep the kitchen running smoothly. It's important to be a team player and to be willing to help out your fellow employees.

Dishwashing may not be the most glamorous job in the restaurant industry, but it's an essential one. By following these tips, you can become a successful dishwasher and help your restaurant run smoothly.

Chapter 1: From Dishwasher to Server

The transition from dishwasher to server: Overcoming challenges

Transitioning from dishwasher to server is a big step in the restaurant industry. It requires a new set of skills and knowledge, and it can be difficult to adjust to the new responsibilities. But with hard work and dedication, it is possible to make the transition successfully.

One of the biggest challenges is learning how to multitask. As a server, you are responsible for taking orders, serving food and drinks, and cleaning tables. You also need to be able to answer customer questions and handle complaints. This can be a lot to juggle, especially during busy shifts.

Another challenge is dealing with difficult customers. As a server, you will inevitably encounter customers who are rude, demanding, or even abusive. It is

important to be able to stay calm and professional in these situations. You need to be able to defuse the situation and provide good service, even to difficult customers.

Finally, servers need to be able to work well as part of a team. They need to be able to communicate effectively with the kitchen staff and other servers. They also need to be able to work together to provide a positive dining experience for customers.

Despite the challenges, there are also many rewards to being a server. It is a job that is fast-paced and exciting. Servers have the opportunity to meet new people and make a difference in their lives. They also have the opportunity to earn good money, especially if they work in a busy restaurant.

If you are thinking about transitioning from dishwasher to server, there are a few things you can do to prepare yourself. First, talk to your manager or another server about what the job entails. You can also

take some online courses or read books about serving. Finally, practice your customer service skills by role-playing with friends or family.

With hard work and dedication, you can make the transition from dishwasher to server successfully. It is a challenging but rewarding job that can provide you with a good living and a sense of satisfaction.

This extract presents the opening three sections of the first chapter.

Discover the complete 10 chapters and 50 sections by purchasing the book, now available in various formats.

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