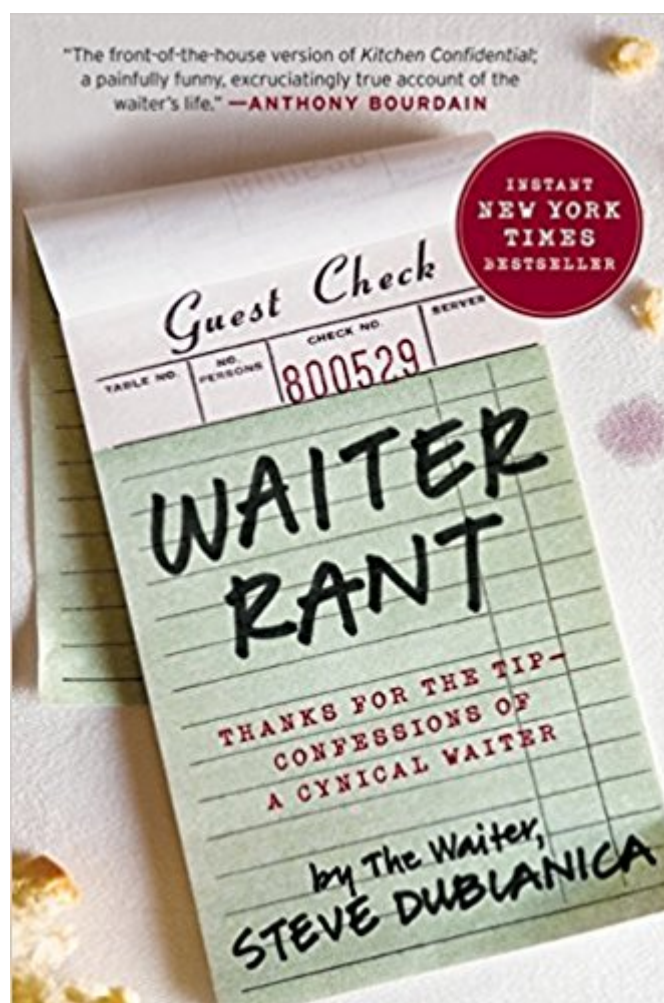


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Waiter Rant: Thanks For The Tip--Confessions Of A Cynical Waiter (P.S.)



Synopsis

According to *The Waiter*, 80 percent of customers are nice people just looking for something to eat. The remaining 20 percent, however, are socially maladjusted psychopaths. Eye-opening, outrageous, and unabashed—replete with tales of customer stupidity, arrogant misbehavior, and unseen tidbits of human grace in the most unlikely places—*Waiter Rant* presents the server's unique point of view, revealing surefire secrets to getting good service, proper tipping etiquette, and ways to ensure that your waiter won't spit on your food.

Book Information

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Customer Reviews

Starred Review. Anonymity is tough to maintain when you want to do a book tour. Such is the case with Steve Dublanica, a seminary dropout and laid-off psychiatric worker who, in 2004, started www.WaiterRant.net, blogging as *The Waiter*. His brutal observations on waiting tables at an upscale restaurant he called *The Bistro* (outed as *Lanterna Tuscan Bistro* in Nyack, N.Y.) are expanded in this entertaining audio. Dan John Miller is pitch perfect not only as the Waiter—who devolves from woebegone rookie into jaded veteran—but also as his customers, co-workers, bosses and brother. Miller's vocal interpretation dovetails seamlessly with the material. He shines when the Waiter is dishing it out, but even more so when he's taking it. Miller's performance is enthralling during passages in which he reveals his crippling self-doubt, overwhelming sense of underachievement and acknowledgment that he's become somewhat of a jerk. An Ecco hardcover (Reviews, Apr. 28). (Aug.) Copyright © Reed Business Information, a division of Reed Elsevier Inc.

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This anonymous work renders in book format a popular blog produced by a veteran waiter toiling in metropolitan New York's high-pressure restaurants. Typical of bloggers' output, this is a highly idiosyncratic, little-edited, narrowly conceived work; nevertheless, it's readable, fun, and, for those unfamiliar with the sphere of personal service, highly instructive. Unlike the suave servers of Europe's finest restaurants, American waiters rarely find a lifelong career path and present meals only on the way to some other unrelated profession. Customers can reflect human behavior's extremes, and waiters confront both rudeness and parsimony. In these pages, waiters frequently engage in mutually destructive behaviors with chefs and abuse one another on a personal level. And waiters' near-total reliance on voluntary tipping can quickly corrupt both the tip's giver and its receiver. This tell-all is likely to spawn notoriety for the people who run the front of the house just as Anthony Bourdain's journals did for kitchen staff. --Mark Knoblauch --This text refers to an out of print or unavailable edition of this title.

Dublanica sees every person -- customers, coworkers, restaurant owners, movie stars -- as a human being with human motives and foibles. He does spend a lot of time skewering them, but with occasional flashes of warm sympathy. He is also unsparing in self-analysis. On the negative side: the chapters become repetitious and tedious, particularly the stream of irritating customers (although maybe Dublanica is subtly chronicling his increasing disenchantment with the job -- the customers aren't getting ruder with time; he's burning out). This book would be better if it were shorter.

I choked this book down until the 12th chapter. I can almost see the author with a thesaurus nearby as he wrote this disjointed mess of a book as he raced to use \$.10 words when \$.02 words would be much, much better. The mark of any lame writer.....use words outside normal use to make himself appear smarter than he is. He states how many people are judgemental as he proceeds to judge everyone within this book. He took stories that could have been good and butchered them to death while trying to convince us all he wasn't gay. Which as you know means....He mentions "American idol" 17 times (uselessly) up until chapter 12. We thought it would be fun to have a drinking game based on this small piece of repetitive filler. As you can tell I hate this book and hate this pompous author who manages to make being a waiter sound like...well....being a waiter with himself standing high above the rest. I have deep respect for any profession or job, they are all

honorable. But this guy is full of himself and truly should not be, he is a lame writer. Move on.

Either you or someone you know has made statements like, "everyone should work in the restaurant industry at some point in their life," or "they should make a sitcom about that restaurant." Well, after reading this you will know why they say that. Being a waiter is an occupation that seemingly everyone can do, but why is there such high turnover? What could be complicated about bringing me the thing that I ordered? Why is it not considered "a real job?" There are politics and dynamics that only exist in this world. Pick up the book and you will have a better understanding of it and laugh through your education.

I love reading a book that I can't wait to get back to; this one of those books! These stories give insight to the restaurant experience, the good and the not so good. Eating is something we all have to do. So why not learn what goes on in the lives of the people who can make this experience great or make you wish you had stayed home and made a sandwich! Patrons, show respect and tip generously; restaurant staff, please don't do "stuff" to my order!

There are parts of this book that are funny or interesting, but on the whole the author spends pages and pages analyzing himself and giving us his philosophies of life. This book could use a lot of editing. The author seems angry at his Waiter customers, and seems to see his readers as them. There are also many very tasteless scenes, and he writes as though he were talking to a casual friends. Too much swearing, and flippant talk.

I thought this book was fascinating. Just like any other work place, restaurants can be a toxic environment. I would like to think my husband and I are good customers in that we are almost always pleasant and leave between 20%-25% tip regardless of the service we received. I liked the writers insight into the mentality of the chef/owners and other kitchen staff. I especially liked his empathy with some his less fortunate co-workers as well as his antipathy toward the most obnoxious co-workers. Also, his ramblings about his own personal beliefs and shortcomings as a co-worker/boss were interesting. In the end, he believes that he is just as toxic as everyone else..taking a lot of blame for the working environment. I could have done without the picture of the workers not wearing rubber gloves, dishing salad with bear hands, not having soap to wash up with, reusing uneaten bread from previous patrons, etc. I wasn't surprised, necessarily only dismayed to have my suspicions confirmed.

The author writes in a very amusing, engaging, and personal style. He nails several very real issues that anyone who has worked in food service for any period of time is all too familiar with. As someone who worked fast food since high school, and waited tables and tended bar through college, there were several moments reading this book where all I could say was, "nailed it." The author's own educational and experiential background add a unique perspective and thought process to his observations and experiences. He is clearly an intelligent guy, who is all too aware of his own character flaws and weaknesses. I'd overall consider it a fairly light-hearted read, with some really great zingers and thought provoking segments. This is not a book just for food service folks to rail against "the man" or customers. It's also provides some valid (and sometimes humorously presented) insight into some serious issues affecting the industry and the folks who thrive in--or are destroyed by--it. It looks at the authors, his colleagues, and managers with just as critical an eye as it looks to the clientele. I read through it pretty quickly. Some books I read off-and-on for months or even years, so for me, finishing a book within a month means it was quite engaging. My brother, at the time a manager in food service (and occasional server) along with several old friends who work in the industry have all smiled when I recommended the book. I always get a response along the lines of, "Oh yeah! That was a great book. I recommend it too!"

I enjoyed the Kindle version of this book so much that I bought the hard copy of it to give to my grandson for Christmas because he is a server and host at Aerie, the upscale restaurant at the Grand Traverse Resort in Traverse City, MI. He said that he was looking forward to reading it.

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