Service Analysis Part One

Dining Room Operation

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What is fine dining? Fine dining is an upscale business that caters and provide the highest quality of food and service while having a formal atmosphere. As I was doing my research the three fine dining restaurants that stood out the most to me were River Café, Manhatta, and Del Posto because of the atmosphere and interior design and also their beautiful views. After looking through each restaurant atmosphere and menu I seem to gravitate towards River Café because every time I walk past it there seems to be a lot of people and the area is best for having a girls night and take photos while having a nice walk after having a full course meal.   
 The restaurant I have picked to dine at would be River Café which is a Michelin-starred restaurant that serves classic American cuisine. Michael Buzzy O’Keeffe’s the owner of the restaurant of River Café has been open for over forty fears now where their goal is seeking out the finest ingredients for every detail of the dining experience and serving the guessing from all around the world. Executive chef Brad Steelman is the leading chef of the restaurant who is proudly of his menus that complements the changing of the seasons which features classic American cuisine that refines the flavor of classic American meal. River Café is the first restaurant that has produced many world class chefs like Larry Forgione who invented “free range chicken” which was also called farm to table, Charlie Palmer who also be farm over factory food, David Burke received three stars from the New York Times at the River Café for his mastery of French culinary technique and his unique American creativity at the age of 26, Rick Laakkonen where the River Café has challenged him by the attention grabbing view and his visual skills are sharp. The current status of staff at River Cafe is executive chef Brad Steelman, pastry chef Karen McGrath, general manger Scott Stamford, wine director Joseph DeLissio, music Dom Salvador a pianist who plays jazz while a figure in the history of Brazilian music and Richard Kimball, and flowers Maureen Hayden Andariese.

The address of the restaurant is 1 Water St, Brooklyn, NY 11201. The hours of operation are Mondays to Friday breakfast would be from 8:30 a.m. to 11:30 a.m. and re-opens for dinner at 5:30 p.m. to 11 p.m. Saturday is the only day they are open for lunch from 11:30 a.m. to 2:20 p.m. then reopen for dinner at 5:30 p.m. to 11:00 p.m. Sunday is the only day they have brunch from 11:30 a.m. to 2:30 p.m. then reopen for dinner at 5:30 p.m. to 11:00 p.m. As Zevanya made the call to make a reservation on the 23rd of March at 6 PM with a party of 3 people, which include my two classmates (Zevanya and Parizod) and myself. When we made the call to the restaurant, we were assisted by a professional lady who did not introduce herself but, Zevanya introduced herself then went straight into make a reservation. The lady then asked the standard questions of “what day and time would you like to make your reservation? How many are in your party? May I have your name and phone number and what is the occasion, if any”. Are there any allergies we should be aware of? She was very informative as she asked if this was our first-time dining with them and the dress code that needs to be followed, such as no jeans or athletic footwear. We wanted to get a window seat for the view so we can have the full experience then Zevanya would asked her if we were able to request a window seat but, she said that they did not accept any seating requests during the reservation but, we can request it upon arrival by the maître de. Then nearing the ending of the call, she told us that a couple of days beforehand prior to our reservation date that would reconfirm the reservation with us, and the call lasted approximately 3 minutes and 30 seconds.

After making the reservation and talking to the representative I did a little bit of research of the surrounding of the area to see what we can do after dinner and I came upon a little bit of history of the beginning of Michael Buzzy O’Keeffe restaurant River Café before it was open it was an abandoned neighborhood by the Brooklyn docks, desolate except for trucks waiting to enter the piers. Also, when we had hurricane Sandy it was a total disaster for the restaurant that they had fishes swimming in the restaurant, and they had to revamp the whole restaurant with new equipment’s basically the whole restaurant was cover with water. After reading a bit of history I went on google to see photos of the before and after of the restaurant to see if there was a big change in the interior design. Then I went on Yelp and New York Times reading some of the review of the restaurants they all were talking about how everything is worth it from food to service to interior design and the view and most of the people stated that it is good for special occasions. After reading all the review and articles I have high expectations for the restaurant.

We have chosen River Café because of the menu and the reviews the guest gave the restaurant we also made the reservation for dinner because the view would be even better watching the sun starting to set but not fully setting yet. Also, we are hoping the weather isn’t going to be to terrible so the experience would be better.

References

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