New York City College of Technology, CUNY

Department of Hospitality Management

Dining Room Operations

HMGT 2305 Section D100

Service Analysis Assignment

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“Providing Over 70 Years Quality Service in the Hospitality Industry”

After researching each restaurant listed on my project list, I found three restaurants that satisfies my liking, which are Le Jardinier, Gotham Bar and Grill and River Café. Since it’s my first-time evening looking into fine dining it was a pretty hard decision for me to make, because aside from not knowing, which is better, I have never been to a fine dining restaurant. I would like my experience to be unique and unforgettable, which expect to get a sunny day and not a crowded restaurant. In order to choose one, I have concentrated in located, the type of cuisine, and how expensive the restaurant is.

Le Jardinier is a vegetable driven place, where the color green and brown predominant in the dining room. Architect Joseph Dirand is responsible for the interior design, which made an excellent design by reflecting a peacefully environment. This new restaurant is located in 610 Lexington Ave, midtown Manhattan. The type of cuisine is classic French techniques. On the menu, they offer local, high quality fruits and vegetables, fresh herbs along with fish, meat and poultry and a variety of drinks which includes beers, cocktails, shakes, non-alcoholic cocktails and a different selection of wine. A gluten free chocolate tart is available in the desserts. This modern restaurant opened to the public in August 2019. The chef’s tasting is available for a cost of $115.

Gotham bar and Grill is a Modern American cuisine, located in 12 East 12th Street. Since 1984, the restaurant has opened its door to the public, however, one year ago, when Victoria Blamey was hired to take the chef Portales position, she introduces a new menu from local farm, seasonal ingredients, fish varietal and meats, as well as 3-star review by Pete Wells who is a critic from The New York Times and who suggested to try Baywater Sweet oyster on his review. On the other hand, under Chef Portales leadership, the restaurant gained one Michelin star, three James Beard Awards and five 3-start reviews from The New York times. At Gotham bar and grill you are able to see fresh flowers on some of the dishes as part of the design, which it makes a lovely environment. Unfortunately, they don’t provide fixed price menu.

However, only River café brings you to a splendid view to the Brooklyn bridge, the East river and the city. While you are listening to the sounds of the piano, smelling the fresh flowers, and sipping on their delicious wine, it is easy to fall in love with the romantic setting. The type of cuisine is classic American Cuisine with a variation of sea foods, meat and chicken along with colorful designs. According to its website, acclaimed recognition, one for the most outstanding wine lists in the world and another one for being one of the most beautiful restaurants in the world. Furthermore, Pete Wells two starts review in 2014 from The New York Times. Since 1977, River Café has opened its door to the local people and visitors. The brunch menu is available only on Sunday and its Fixed Price menu is accessible for a cost of $ 72.00 per person which it includes Amuse, appetizer and main course, compering to dinner menu which cost $150 on weekdays.

The River café is owned by an Irish American named Michael O’Keeffe since 1977. Through the years six chefs had passed the kitchen such as Larry Forgione who invented the term “free range chicken”, [Charlie Palmer](https://www.charliepalmer.com/), [David Burke](https://www.chefdavidburke.com/), [Rick Laakkonen](https://www.newyorker.com/magazine/2001/09/24/ilo) and [Brad Steelman](https://youtu.be/2QvNPL0AVt4). This beautiful café is located in one water street, Brooklyn. My reservation date is on Sunday, March 22 at 12:30pm and I will be going with Jasmin Ledesma, Yiraldy Veloz and Ivette Colon who are my friends from college. We made the reservation on Tuesday after dining class, about 3:10 pm and Ivette who has the most agreeable accent of the three, spoke over my phone in speaker. El, the receptionist who first put Ivette in hold for a second, sounded like she was kind of busy and in a rush to hang up. However, we were able to make the reservation for Sunday, March 22 at 12:30 pm, because we want to enjoy the brunch and they only offer at Sunday. I realized that she changed her attitude when Ivette told her about our school project and she even asked for our allergies and she answered the questions about the dress code and the music live.

The type of the cuisine is classic American Cuisine and on Monday to Friday they provide breakfast and dinner, On Saturday, lunch only and dinner and on Sunday brunch only and dinner. The history of the cafe starts as an ambition of Michael O’keeffe who is a perseverant and patient person who asked to build his restaurant for twelve years to the City, in 1974 the government did give it the permission, but advising him how danger the area was, besides the financial problem.

O’Keeffe goals was always providing the highest level of cuisine. “The cafe was among the first major restaurants in the United States to promote varietal wines from leading California producers like Opus One, Jordan Wine Estate, Dominus Estate and others. Its California collection remains vast.” (Wells, Pete 2017). Gaining that way several specials honors including the “Wine Spectator Award of Distinction” from Restaurants and Institutions Magazine.

In the restaurant review on The New York Time by Pete Wells, he did not write about his meal experience, he drew up the café’s history, its owner’s live, changes of the menu and events through the years for example the hurricane Sandy. I think is the effect that the restaurant produces because on yelp, with more than 1.123 reviews and 4 starts, people started to talk about how beautiful the dining is, the view, the flowers, the live piano, the great server and then the food.

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