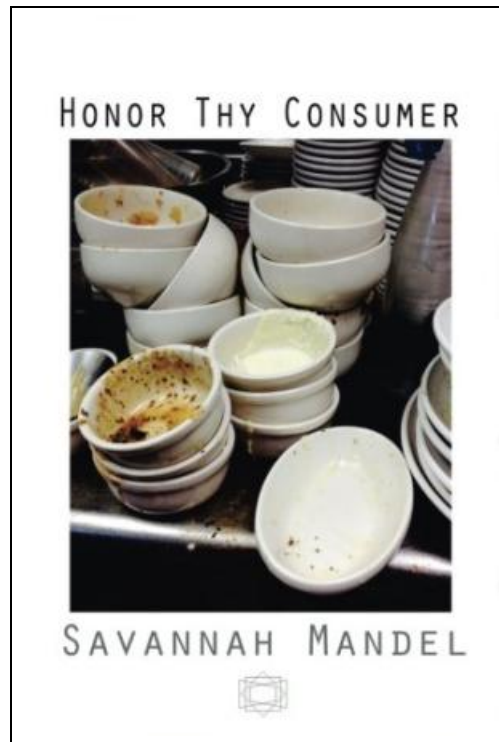


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An Excerpt: JUDGEMENT In the Florida restaurant industry, profit is based on judgement. Submission as a value; appraised by the quality of service given. How does it feel then, when a guest does not tip? Or when extreme tips are given? The server adds physical interaction to the basic commodity. They are the personified dining experience, evaluated and judged upon assumed expectations and they place their trust in economic exchange with guests. Each table is a risk, precariously balanced on interactions with strangers who have specific intentions and expectations. At what point in their service to the consumer class does the employee lose control?.



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