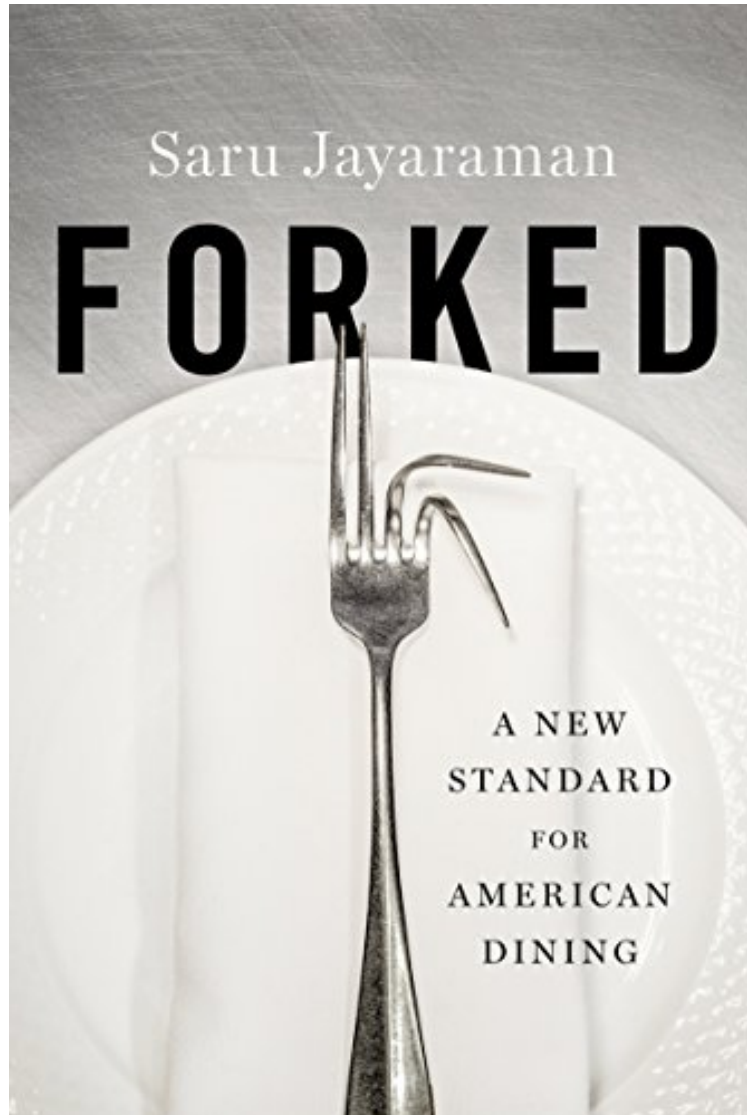


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## Forked: A New Standard for American Dining

*Saru Jayaraman*

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**Saru Jayaraman : Forked: A New Standard for American Dining** before purchasing it in order to gage whether or not it would be worth my time, and all praised Forked: A New Standard for American Dining:

1 of 1 people found the following review helpful. this book provides good insight on these dynamics and helps inform consumers on ...By Rob LVery informative book about the economics and history of the food industry and how it relates to the people employed in food establishments. The author tells us about the low road and high road establishments and how the industry has evolved to mostly pay workers low minimum wages or to rely on tips which create a whole host of other social issues such as sexual, racial and gender discrimination. The author shows us that restaurants can take the high and be successful. With bills being passed across the country raising the tipped minimum

wage, this book provides good insight on these dynamics and helps inform consumers on the issues we often don't think about. 3 of 3 people found the following review helpful. Eye-opening for people who eat at restaurants or think about the people who work there. By Felix Very readable and full of lots of practical information, plus a history that includes the story of tipping's origins in the post-slavery U.S. And I read a great profile of the author and description of the book in the Sunday New York Times Business section: An Outspoken Force to Give Food Workers a Seat at the Table [...] 0 of 0 people found the following review helpful. Good read! By Erin Hewitt I genuinely enjoyed reading this book. I smashed it in a couple of days, squeezing in reading time between work days. As a former server I lived this life- the struggle of making ends meet when you rely on people's generosity or lack thereof. Jayaraman presents many different ways that the low living standard of restaurant employees is being combatted successfully in the industry as a call to action. A good book, easy read and enjoyable to the end. I highly recommend this book.

A restaurant critic can tell you about the chef. A menu can tell you about the farm-sourced ingredients. Now who's going to tell you about the people preparing your meal? From James Beard Leadership Award winner Saru Jayaraman, *Forked* is an enlightening examination of what we don't talk about when we talk about restaurants: Is the line cook working through a case of stomach flu because he doesn't get paid sick days? Is the busser not being promoted because he speaks with an accent? Is the server tolerating sexual harassment because tips are her only income? As most corporate restaurants continue to set low standards for worker wages and benefits, a new class of chefs and restaurateurs is working to foster sustainability in their food and their employees. *Forked* offers an insider's view of the highest--and lowest--scoring restaurants for worker pay and benefits in each sector of the restaurant industry, and with it, a new way of thinking about how and where we eat.

"A revealing expose acute; of the realities of restaurant work that makes a strong case for reform." --Kirkus s "Well researched. Jayaraman investigates the employment practices of a wide range of restaurants, from fine dining establishments to fast-food chains; the issue that riles her most is the federal minimum wage for tipped workers." --Wall Street Journal "Paints a grim picture of the food business today: Millions of service industry employees live in poverty, most big restaurants are not great employers, and many still pay servers \$2.13 an hour, the federal minimum for workers who receive tips. But the book also makes the case that restaurants can survive and even prosper while paying workers well and offering them generous benefits." --New York Times "Few people are better versed in the ways in which tipping marginalizes those who depend on it. Tipping, Jayaraman says, isn't merely problematic in its current, contemporary context; the practice is abhorrent from a historical perspective, too." --Washington Post "Offers case studies and rankings of the working conditions at eateries, ranging from greasy spoon diners to coffee shops, white tablecloth places to national chains. As Jayaraman argues, restaurants can be both profitable and good places to work, too." --NPR's "The Salt" "The purpose of the book is not to start a vicious boycott or pat the good guys on the back; it is to inform diners about their choices. Jayaraman believes that elevated standards will ultimately benefit restaurant owners by creating sustainable improvements in employee loyalty, customer service and profits. Her fundamental message is that when workers do better, employers do better too." --Food and Wine "Not everyone has the luxury of quitting their horrible, no good, underpaid food service job, and it's those workers who are the subject of *Forked*." --The Grist "Forked examines how restaurants treat everyone from bussers to line cooks. It promises to peek behind the scenes at restaurants to show how they pay and treat their employees. Will it change how we think of dining out? Author Saru Jayaraman hopes so." --Eater "Jayaraman's well-articulated and -researched argument for higher standards in the restaurant industry focuses on workers over profit and how this approach is more sustainable in the long term." --Library Journal "No one has done more to move forward the rights of food and restaurant workers than Saru Jayaraman. This is the story of the next steps in the movement, as told by the woman who is creating them." --Mark Bittman, author of *The Kitchen Matrix* and *A Bone to Pick: The Good and Bad News About Food* "That restaurant workers can be paid as little as \$2.13 an hour and require food assistance to survive is a national scandal. *Forked* tells the stories of enlightened restaurant owners who treat and pay workers decently, with immediate returns in employee loyalty, better customer service-and profits. This book should inspire all restaurant owners to take the "high road," and all of us restaurant customers to demand that they do." --Marion Nestle, Professor of Nutrition, Food Studies, and Public Health at New York University and author of *Soda Politics: Taking on Big Soda (and Winning)* "Saru Jayaraman makes a powerful case that an employee-first restaurant culture is not just the right thing to do, but also leads to more sustainable-and more profitable-business fortunes. It's especially gratifying to study her list of 'high road' employers, peppered with real life examples that will no doubt inspire and light the way for others." --Danny Meyer, CEO of Union Square Hospitality Group and author of *Setting the Table: The Transforming Power of Hospitality in Business* "A critical book that shines light on the restaurant industry and all the practices that undermine workers-especially women. Saru Jayaraman brilliantly and bravely moves us toward the day when the industry is transformed and sustainable wages are the norm, providing examples of restaurant companies doing it right, and naming those that still have a long way to go." --Eve Ensler, author of *The Vagina Monologues* and founder of V-Day

and One Billion Rising About the Author Saru Jayaraman is Co-Founder and Co-Director of the Restaurant Opportunities Centers United (ROC United) and a graduate of Yale Law School and the Harvard's Kennedy School of Government. She has been named one of Crain's "40 Under 40," CNN's "Ten Visionary Women," New York magazine's "Influential of New York," and a 2014 White House "Champion of Change." Her work has been profiled extensively in the New York Times, and she has appeared on CNN, MSNBC, Bill Moyers Journal, NBC Nightly News, Today, and Real Time with Bill Maher.