



LOOK SHARP + LIVE SMART

IS IT JUST US OR IS JENNIFER ANISTON GETTING HOTTER?

THE PREZ AND I

>AN EXCLUSIVE LOOK INSIDE THE LAST DAYS OF THE BUSH WHITE HOUSE
BY ROBERT DRAPER

THE (OVERWORKED, SLIGHTLY DISTRACTED) MAN'S GUIDE TO FINALLY GETTING PRODUCTIVE

TASTEMAKERS | THE GOOD BOSSES

Lachlan Mackinnon-Patterson and Bobby Stuckey

FRASCA FOOD AND WINE, BOULDER, COLORADO

Calm, happy cattle produce healthier, better-tasting beef. So maybe it shouldn't surprise us that a well-treated, well-educated staff makes for a better dining experience. Frasca is consistently praised not just for its Friulian-inspired food but also for the friendliness of its knowledgeable waiters and the warm, family feel of the place. The restaurant's owners, chef Lachlan Mackinnon-Patterson and wine director Bobby Stuckey (pictured below) never leave the issue of vibe to chance. Here, Mackinnon-Patterson explains how they do it.

1 COMMUNICATE

"We gather pre-service as a whole staff. I always think there's too much separation between the front and back of the house. In almost every restaurant I've worked in, if someone comes back and reports that a guest didn't like a dish, all the chefs say the same thing: 'Oh, he didn't get it.' The only way to dispel this myth is to get the chefs out with the front-of-the-house people to see what they hear, who's coming in, what we know about these people. It brings it all together."

2 EDUCATE

"We try to get everyone to read the *New York Times* food section, SFGate.com, and our local food section in the *Denver Post*. If the guest asks you about a place they know, you hopefully will know about it, too. They'll feel like they're talking to an equal."

3 GO FORTH AND EAT

"We have something we call dining credit. Every single staff member who goes out to eat somewhere they feel is relevant, we'll give them a \$50 credit as long as they write up a couple of paragraphs about it and stand up at the staff meeting and make a little presentation about it. Some people go to San Francisco for the weekend, and they'll give a different anecdote for each place that they think will help their colleagues do their job a little better."

4 SEE WHAT OTHERS ARE UP TO

"A lot of our guests have eaten all over, so for everyone in a managerial position, we fund an annual stage anywhere they want to work in North America for four days. If a guest ate at Per Se last week and our G.M. did a stage there, he can have a different dialogue with the guests than at a lot of restaurants where they just don't have anything to say."

5 TRAVEL TO THE SOURCE

Every year, the staff makes a pilgrimage to the Friuli region of Italy. Everyone is invited, from dishwashers to the G.M. Employees pay their own airfare; the rest of the boisterous eating-and-drinking trip is picked up by Bobby and Lachlan.—ADAM SACHS



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