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Masciaga Way Lessons

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understanding, creating
and, more importantly,
maintaining exceptional
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Masciaga has worked for over twenty five years as the Director and

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In 2014 his career and life became the subject of a book published in the UK and titled The Diego Masciaga Way: Lessons from the Master of Customer Service. Chris

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Parker , an influential English communication expert, illustrated Masciaga ' s long career at the famous restaurant, and his legendary figure in the international hospitality and restaurant scene.

A tribute to Diego
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influence, The Diego Masciaga Way explains Diego's philosophy and his very practical approach to understanding, creating and, more importantly, maintaining exceptional customer service.

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worked for over twenty
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and Restaurant Manager
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became the subject of a
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Diego shares with
audiences 'the Diego
Masciaga way of Service'
which is the result of the
skilled understanding of
every individual

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customer and the on-going recognition of and speedy response to their ever-changing needs, combined with the application of technical skills and the management of environments and atmosphere.

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Diego shares with audiences 'the Diego Masciaga way of Service' which is the result of the skilled understanding of every individual customer and the on-going recognition of and speedy response to their ever-changing needs, combined with the application of technical skills and the management of

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