



Monica's Waterfront Bakery & Cafe
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Monica and Mark Downen have earned a rare honor for their five-year old, hyper-local restaurant in Old Town Silverdale. On January 2, Monica's Waterfront Bakery & Cafe was officially certified as "A Place of Hospitality," the first restaurant in Washington – and only the third in the nation -- to achieve this recognition.

The program was developed by Gig Harbor restaurant consultant Bill Marvin, aka The Restaurant Doctor. It is designed to help independent restaurateurs re-discover their roots in hospitality, which is far beyond simply offering memorable customer service.

The mission of A Place of Hospitality is to trigger a resurgence of hospitality in the world. The initial focus is on independent restaurants but the principles apply to all businesses. The goals of the program are to help the business owners rekindle their passion for hospitality, achieve more balance in their lives, put the joy back into serving the public, level the playing field when competing against the chains, create sustainable, steadily growing businesses built not on discounts and endless hype but on personal connection and true service to the community ... and to do all this in a way that is both practical and profitable.

Monica Downen says that while hospitality can be defined as the friendly and generous reception and entertainment of guests, visitors, or strangers, it is more about the feeling than the activities. "We are not always perfect," says Downen. "When we make the occasional mistake we always make it right. Our super supportive family of customers and our fantastic service team have helped us achieve this milestone." You can learn more about Monica's on their web site at www.waterfrontbakery.com.

Bill Marvin is a business consultant with 50+ years in the foodservice industry. He is a prolific author, a sought-after speaker and a respected advisor in the areas of concept development and operational effectiveness. His websites are www.restaurantdoctor.com and www.aplaceofhospitality.com.



