

# Boston Magazine

## October 2010

YOU SPOKE. **WE HEARD YOU.**

2010 marks the first annual *Boston* magazine **Readers' Choice Awards**, presented by JetBlue. From February to May, thousands of you voted on your local favorites – from bars to blogs – by ballot and online at [bostonmagazine.com](http://bostonmagazine.com). We tallied up your votes, found the winners, and now we present them to you!



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[local blog/blogger]

### **PATRICK MAGUIRE, SERVER NOT SERVANT**

#### **What made you decide to start a blog?**

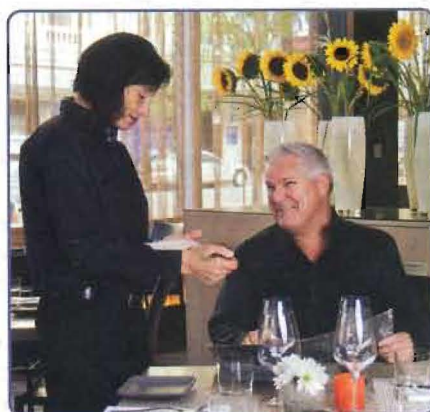
Having worked in customer service jobs most of my life, I was driven to advocate for workers who can't say what they would really like to. So I started the blog to launch my book, *I'm Your Server Not Your Servant*. My mission is to engage readers in a dialogue that will result in more respect and common courtesy for service industry workers, and greater awareness and civility among human beings.

#### **What's your biggest pet peeve in restaurant service?**

In any customer service environment my biggest pet peeve is indifference. Professional hospitality industry workers convert customers to ambassadors for their business by being aware, engaging and knowledgeable.

#### **Have you ever stiffed someone on a tip?**

A few years ago I took a cab from Neptune Oyster in the North End to Stella in the South End. The cigarette-smoking driver ignored my attempts to engage him, and rambled on his cellphone in an unfamiliar language for the entire ride. When I paid him, I explained why I wasn't tipping him. He sped away screaming (what I'm sure were expletives) into his cellphone...



**[servernotservant.com](http://servernotservant.com)**