

A SHORT SAMPLE FROM PAUL'S BOOK

Sal Rubino tells this story:

The first time Victoria Peterson applied at the restaurant I totally dismissed her as a non-candidate because she looked like a waif. Skin and bones, basically. I didn't think she would represent us well.

One day she managed to clean herself up and I saw something in her, not the least of which was her persistence and her enthusiasm.

Victoria immediately blossomed. She engaged the customers, walking around the dining room, making them feel welcome and appreciated. For me that was huge. She would go out of her way to talk to a mother with her baby. She would pick the babies up and hold them and walk around so the mother could enjoy her meal. She was a bit unconventional in her approach. Some people didn't get that conduct. They thought she was a loose cannon—"What's she doing with that baby over there? It's a liability." I saw it as a pure spreading of joy and I celebrated it.