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Diego's customer service knowledge and advice has proved inspirational for thousands in the hospitality and catering industry. Written by Chris Parker, an expert in communications and influence,

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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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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 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 Masciaga, a Master of hospitality

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In 2014 his life and career became the subject of a biography, published in the United Kingdom under the title The Diego Masciaga Way: Lessons from the Master of Customer Service, in which Chris Parker, an influential British communications expert, tells the story of his long, exemplary career at the celebrated restaurant and of his legendary fame in the world hospitality and restaurant scene. The book explains Masciaga's philosophy and very pragmatic approach to customer service and ...

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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 environments and atmosphere.

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