



The best restaurants (those with outstanding cuisine and outstanding service) try to adapt as much as possible to their customers' needs, desires, and cultures. For example, the staff at Emeril's Delmonico in New Orleans is known to adjust their behavior to the culture of the diners at any given table.

Perhaps an older traditional couple at one table might be celebrating their anniversary and, as a result, expect to be distracted as little as possible and treated with the utmost respect that their age and experience suggest. Another table might be filled with younger diners who have no need, in fact a dislike, for pretense or tradition and prefer a waiter that smiles, laughs, and intrudes in a friendly way, possibly offering suggestions, making jokes, or engaging in personal conversation. These tables might be served by the same person, who adjusts and adapts his behavior based on whatever cues he can read from his customers (such as dress, demeanor, body language, conversation, tone, etc).

## **Emeril's Delmonico**

1300 St. Charles Ave, New Orleans, LA 70130  
TEL 504 525 4937  
The Venetian, Las Vegas Blvd. S., Las Vegas, NV 89109  
TEL 702 414 3737  
[www.emerils.com/restaurants/delmonico](http://www.emerils.com/restaurants/delmonico)



Not only does the chef willingly make substitutions on-the-spot to compensate for diners' food allergies, preferences, or customs (seeing it almost as a professional challenge), the restaurant even has been known to reconfigure a room during the course of a meal to position a group under the stunning chandelier in the Crystal Room when all of the other patrons have left. This commitment to adaptively building experiences creates moments of surprise and comfort and makes each diner feel special.

All experiences should strive to adapt themselves to the differences each customer or participant engenders.

creator: Emeril Lagasse  
opened in 1997

**Emeril's Delmonico**

experience design 1.1

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