Machus salad moves to Auburn Hills Palace

Catering to fussy customers is omething John Wood knows a lot bout, working in management for

about, working in management for Machus restaurants. It's learning more about finitely customers, too — since recently take in gover the reigns of a new division of the local restaurant chain called Machus Management Services Inc., which runs the Palace Grille and special food services at the newly opened performance auditorium. The Palace of Auburn Hills. "One of the performers we have a wanted Thai food," Wood said. "We have a chef that was able to you some menu items logether, I blink it was for Pink Floyd."

was for Pink Floyd."
Feeding the performers and their
road crews three meals a day, plus
lilling their idiosyncratic requests—
'At Intermission, one wanted tunalish on such and such a bread with

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'We're there as a management operation only. We certainly have the incentives for it to succeed though.'

- John Wood

the crust trimmed off," he said— is one small part of their new operation.

In addition, they serve diners at the Palace Grille, which seats 240 people and their lounge, which seats another 150. They also prepare food from a separate menu and deliver it to the 172 until-seat suites in the auditorium. In addition, they cater private parties in the auditorium's meeting rooms.

IT'S A BIG operation, aighed Wood as he looked about a paper-strewn desk in his Birmingham office. In the two months he's been running the Palace operations, Wood says he's been back in Birmingham "about two days."

two days."

"When you look at the scope of it, we do as much there in one day, or more, as we do in our total company everywhere else." Wood said. "Employee-wise it's probably two and a half to three times more than we have in our Red For or Siy Fox, which are our bigger operations."

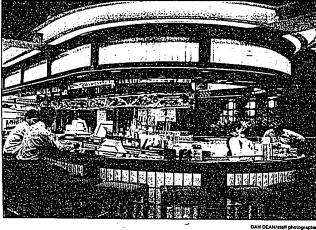
Managing a restaurant is different than opening a new one. "Our risk is

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absolutely very low," Wood said.
"We're there as a management operation only. We certainly have the incentives for it to succeed though."
On concert or other event nights,
the Palace Grille is open only to
saide-owners and their visitors, it's
aide-owners and their visitors, it's
dinners when there are no events
going on.
The restaurant features simple
fare, Wood said, "broiled steaks,
grilled or broiled seafoots, not a lot
of sauces, not a lot of prepared
foods, upscale regional American."
In addition, there are special
Machus louches, like their pastries
and the Machus saida.

"WE KNOW MANY of the suite-"WE KNOW MANY of the suite-owners. Many are our regular cus-tomers," Wood sald. "We know them and they know us. (The grille) is a blend of what we are offering to our customers as being a Machus operat-ed restaurant and the owners and what they would like us to offer on our menu."



The shiny new "Palace Grille" lounge at The Palace of Auburn Hills gears up with a few late afternoon customers Friday. The lounge is part

the food are new employees, with one pastry chef moving there from the bakery at South Adams Square. They were schooled in Machus methods, he said.

Those hired may have hoped to get a close-up view of their favorite performers, but Wood said they were warned when they were hired: "'If you're taking this job to watch the shows don't waste our time. When your work is done you have to leave.' There is no place to stand and congregate," Wood said, in addition, the restaurant is so sound-proof, they can't hear even the loudest of the

heavy metal groups.

That makes it even more of an attraction for parents who decide to let their children see show. Moon and dad will come up and have dinner while the kids enjoy the show," Wood sald.

Even as the boss, Wood can't see those performers he would want to see, "You don't have time to watch it. I saw none of (Bill) Cosby. When those people are having fun you're busy working."

SOMETIMES THAT WORK is made challenging by the performers, who can haggle with their promoters

to get certain specialty foods. "It depends on how tickets sell. The higher
the price, the certavagant they
can get. It's payed one gottating with
the performers."
Wood, not a fan of Palace performers like Judas Priest and PlagFloyd, has certainly gotten an education in rock performers and their
tastes.
"I think probably your heavy metal groups are most outrageous in
their requests. Every guy in the band
wants something different to drink.
But, I guess they're on the road a lot
... It's a different life."

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