

A celebration of detail wins the 2017 Award for Service Excellence

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by **Jeanne Calitz**



The Tiffany dining room at Restaurant Mosaic. Photo supplied.

There's good service and then there's excellent service; there's attention to detail and then there is the celebration of detail – this is what you'll find at [Restaurant Mosaic at The Orient](#) in Pretoria, winner of the Award for Service Excellence at the [2017 Eat Out Mercedes-Benz Restaurant Awards](#). The restaurant enjoyed further recognition at the ceremony on Sunday 19 November, being placed in the number two spot in the [Top 10](#), and with sommelier Moses Magwaza winning the Wine Service Award.



Moses Magwaza, Margot Janse, Antro Davel, Mari Dartnall and Chantel Dartnall backstage after Restaurant Mosaic won the 2017 Service Excellence Award. Photo by Jan Ras.

From start to finish, guests at [Restaurant Mosaic](#) are treated like royalty – as befits the opulent setting. It's the small, thoughtful touches that stay with you – the way you're met at the parking area and accompanied to the entrance, the way your napkin is refolded and presented on a tray upon your return from the restroom. It's in the menu of welcome drinks that greets you upon arrival. It's in the gorgeous canapés, served under glass domes, presented before you're led upstairs to the feast that awaits.



Soup du jour at Restaurant Mosaic. Photo supplied.

Beautifully attired staff will make sure you're comfortably seated in one of the wood-clad booths. Celebrated chef Chantel Dartnall will come personally to take you through the menu choices. And the house sommeliers Germain Lehodey and Moses Magwaza will be on hand to explain the thinking behind and character of every wine pairing.

It's a delightful, all-encompassing experience. Says head judge Abigail Donnelly: "The service at [Restaurant Mosaic](#) is warm, generous and very thorough. There's no pretence – one gets the feeling of true authenticity."

Want to read more about the food, drinks and ambience? Read the full review of [Restaurant Mosaic at The Orient](#).