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### INNOVENTOR'S CHIEF BUILDS RELATIONSHIPS AT PATRICK'S

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**Kent Schien** says the wait staff seems attuned to needs of businesspeople.

**Kent Schien** has lunch down to a science. He has little choice.

As the founder and chief executive of **Innoventor** Inc., an engineering firm, Schien finds that lunch is about the only time he can devote significant amounts of time to prospective and existing clients and employees.

He has four to five business lunches a week, and he has a different restaurant for each type of situation. He's up to about 20 places within about 15 minutes of his office in Maryland Heights.

"It just depends on who I'm taking out. I tend to pretty much spread it around," he said.

If things have moved to a serious business level, especially with a prospective client, he often picks Patrick's at West Port Plaza. The atmosphere is dignified with tablecloths in the cafe and neatly attired staff.

"It's one of those environments you can go in and talk at a normal level and be heard and not feel like you have to strain your vocal chords to talk to somebody. ... If you're really doing the proverbial power lunch, you want to focus on the relationship you're building, and you don't want to be rushed," he said.

The wait staff at Patrick's, he said, is excellent at reading the customers.

"They pay attention to whether you're in a hurry, and they can tell if you're not in a hurry," he said. "They're very patient."

It doesn't hurt that the food is top-notch, too, Schien said.

"They have a special every day at lunch, and their chefs are very good. They also have homemade rolls every day, hot out of the oven. They really cater to the business person."

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PATRICK'S 342 West Port Plaza, 314-878-6767

Coin of the realm: Cash, major credit cards. Items range from \$6 to \$10.

Attitude: Three distinct areas: a relaxed cafe with tablecloths, a formal dining room with wood tables and a large casual bar area. Waiters wear white shirts, black pants and dress shoes.

Atmosphere: The mood ranges from bright and cheerful in the cafe to business-level quiet in the dining room.

Air quality: Smoking in part of the dining room and the bar.

Dress code: Lunch crowd decidedly in business attire.

Hours: Lunch from 11 a.m. to 4 p.m.

Reservations: Accepted and encouraged.

Parking: Two garages next door. Patrick's validates for up to two hours.