

Orientation

Welcome to the MASH'D team. Your training will set you up for EXPERTISE! Each day, you will observe, follow, and learn from our most elite team members.

_____ **Explain 10-foot circle**

_____ Tour of restaurant

_____ Introduction to Mash'd Culture

_____ Review Handbook

_____ Complete Paperwork

_____ Review Training Package, Schedule, and Expectations

_____ Review Host Standards

_____ Review General Information and prepare for General information test

HOST DRESSCODE GUIDELINES

The Hosts are the face of our restaurant. They should be well-coiffed and feel confident and comfortable in whatever they choose to wear. Being “buttoned-up” is a cornerstone of what we strive for- both in appearance and state of mind: Feeling good, looking good and being mentally prepared for work!

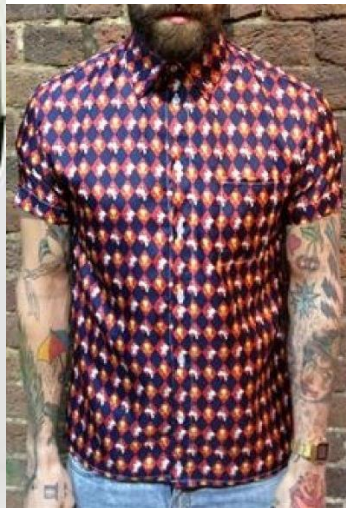
Things we say YES to:

- Jeans without holes
- Blouses
- Skirts no shorter than 2 inches above the knees
- Dresses no shorter than 2 inches above the knees
- Clean sneakers
- Closed toe shoes
- Button down shirts
- Patterns: flowers, stripes, plaid
- Modest accessories/ jewelry
- Not sure if it's a “YES”? ask!

Things to skip:

- Spaghetti straps
- Shorts
- Overly revealing clothing
- See-through clothing
- Anything with holes/rips (even if it came like that)
- T-shirts/ cotton tank tops
- Dirty clothing or shoes
- Clothing with words or large brand logos
- Anything faded
- Overly baggy or tight clothing
- Shirts that reveal midriff
- Polo shirts
- Hats

GOOD EXAMPLES:



DAY 1

_____ Today take General Information Test

_____ **Go Over 10-Foot Circle**

_____ **Go over restaurant layout, patio, table numbers**

_____ **Role play and practice phone etiquette**

- Thank you for calling Mash'd, this is _____ how may I help you
- Speak confidently. Not shy, not quiet – project voice
- Speak with a smile. Must sound happy and energetic

_____ **Discuss general information**

_____ **Critical hostess function #1, "The Greeter"**

- Communicates floor information to the coordinator
- Help answer phones
- Greets guests that walk in. Obtain information – group size, seating preference, special request, etc.
- Never point to the restroom – walk the guest.
- Discuss confident speaking

_____ **TO GO training Part 1:**

- **Phone: proper greeting, answer and speak with a smile**
- **How to use order sheet to obtain critical info.**
- **Aloha**
- **Verify every to go order, write order on box, check for all items.**

_____ **Intro to open table**

- Basics – how to take a reservation
- How to estimate wait time
- How to record a walk-in while on a wait
- How to change status of tables
- How to assign servers to sections
- Review host standards

_____ **Discuss tomorrows test**

- Snacks

DAY 2

_____ Today take DAY 2 test: Snacks

_____ Go Over 10-Foot Circle

_____ Role play and practice phone etiquette

- Thank you for calling Mash'd, this is _____ how may I help you
- Speak confidently. Not shy, not quiet – project voice
- Speak with a smile. Must sound happy and energetic

_____ Critical Hostess Function #2 Seaker / Seater

- Updating of OpenTable and floor management
- Never point to the restroom – always walk the guest
- The MUST when seating a guest
 1. Must engage in conversation
 2. Don't outrun the guests – keep in pace with our guest
 3. Pull chair when applicable, wait until guest is seated to hand them their menus
 4. Remove extra silver
 5. Present proper menus and guest greet card
 6. Discuss confident speaking

_____ Open Table training part 2:

- How to estimate wait time
- How to record a walk-in while on a wait
- How to change status of tables
- How to assign servers to sections
- How to cancel a reservation
- How to seat a reservation – guest must get credit for reso

_____ To Go Training Part 2

- Critical questions to ask – refer to “to go” order sheet
- How to quote to go time – business level, manager sets time
- Aloha
- Verify every to go order

_____ - Review Host Standards

_____ - Review tomorrow's test: Signatures and Tacos

DAY 3

_____ Today's Test: Signatures and Tacos

_____ Go Over 10-Foot Circle

Role play and practice phone etiquette

- Thank you for calling Mash'd, this is _____ how may I help you
- Speak confidently. Not shy, not quiet – project voice
- Speak with a smile. Must sound happy and energetic

_____ Critical Hostess Function #3 “The Coordinator”

- Must learn to take names over the phone and in person
- Enter names into open table reservation or walk in page
- Must learn how to quote a wait – 3 minutes per name on the list
- Must learn to modify wait times depending on floor info from seaker/seater
- Must learn how to change status: complete, partial, cancel, etc.
- Communication with greeter and seeker
- Never point to the restroom – always walk the guest
- Discuss confident speaking

_____ Open Table training part 3:

- How to estimate wait time
- How to record a walk-in while on a wait
- How to change status of tables
- How to assign servers to sections
- How to cancel a reservation
- How to seat a reservation – guest must get credit for reso

_____ Gluten Free and Food allergy class

- Gluten free Menu
- Read over and sign Gluten Free Document

_____ Brunch Menu and class

_____ Observe Expo for 30 – 45 Minutes

_____ Day 3 “To Go Training”

- Review everything from day 1 and 2
- Aloha
- Verify every to go order
- Review Host Standards

_____ Tomorrow's Test: Deserts and Pizzas

DAY 4 – Final and Validation 😊

_____ Take Day 3 test: Deserts and Pizzas

_____ 10-Foot Circle

_____ Role play and practice phone etiquette

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- Communication with greeter and seeker
- Never point to the restroom – always walk the guest
- Discuss confident speaking

_____ Open Table training part 4:

- How to estimate wait time
- How to record a walk-in while on a wait
- How to change status of tables
- How to assign servers to sections
- How to cancel a reservation
- How to seat a reservation – guest must get credit for reso

_____ Part 4 “To Go” Training

- Review proper phone greet
- Use order sheet to obtain critical information
- Critical questions
- Quote to go time
- Pass all menu test
- Aloha
- Verify every to go order

_____ Manager must validate hostess on “To Go”

- Must role play by placing real “to go” order over phone and validate every step of the process including packaging of the food.

FLOOR CHART – Provide your location seating chart here

