

# Orientation

As part of the MASH'D team, you will work on mastery of our scratch kitchen and craft cocktails. Your training will set you up to be knowledgeable and hospitable. Each day, you will observe, follow, and learn from our most elite team members- embrace this time! Welcome to the team!

\_\_\_\_\_ Tour of restaurant

\_\_\_\_\_ Introduction to Mash'd Culture / Testimonial

\_\_\_\_\_ Review Handbook (emailed to you)

\_\_\_\_\_ Complete Paperwork

\_\_\_\_\_ Apron Issued

\_\_\_\_\_ Review Training Package, Schedule, and  
Expectations

\_\_\_\_\_ Review Service Standards

\_\_\_\_\_ Review General Information Sheet

\_\_\_\_\_ Set expectation that **General info** and **snacks** test will be taken day 1

# Day 1

## Hosts

- \_\_\_\_\_ Open Table Classroom
- \_\_\_\_\_ Review Mash'd Front Door Focus
- \_\_\_\_\_ Learn Table Numbers

## Follow Server Trainer

- \_\_\_\_\_ Aloha Class (See Classroom Guide)
- \_\_\_\_\_ Craft Cocktails: Double Dealer, Hawkeye, Knockout punch, Agave Heat, Hands up
- \_\_\_\_\_ Review Table Numbers
- \_\_\_\_\_ Discuss Seat Numbers
- \_\_\_\_\_ Discuss all Mash'd Testimony and service standards
- \_\_\_\_\_ Discuss Snacks and Salads – begin preparing for test
- \_\_\_\_\_ Learn how to roll silverware
- \_\_\_\_\_ Side Work:
- \_\_\_\_\_ All Service Standards taught, practiced, role play
- \_\_\_\_\_ 5 priorities of a server
- \_\_\_\_\_ 3 tier section

### TEST: GENERAL INFO AND SNACKS

### STUDY FOR DAY 2 TEST: SALADS AND SANDWICHES

**Trainer:** \_\_\_\_\_

**MOD** to verify service standards were taught \_\_\_\_\_

## Day 2

### Follow Server Trainer

- \_\_\_\_\_ Greet 2-3 Tables, Ring in orders
- \_\_\_\_\_ Craft Cocktails: Trapdoor sangria, The Rock, Hibachi Mule, Smoke on the water
- \_\_\_\_\_ Review Openers and Green Stuff
- \_\_\_\_\_ Review Drinks from previous day
- \_\_\_\_\_ Review Points of Service, gluten study sheet, and culture
- \_\_\_\_\_ Discuss Handhelds and Shake It Up
- \_\_\_\_\_ Side Work:
- \_\_\_\_\_ Learn checkout procedure
- \_\_\_\_\_ All Service Standards taught, practiced, role play
- \_\_\_\_\_ 5 priorities of a server
- \_\_\_\_\_ 3 tier section

**TEST: SALAD AND SANDWICHES**

**STUDY FOR DAY 3 TEST: SIGNATURES/TACOS AND DESSERTS**

**Trainer:** \_\_\_\_\_

**MOD:** to verify service standards were taught \_\_\_\_\_

## Day 3

### Follow Server Trainer

- \_\_\_\_\_ Take majority of tables with Supervision and Assistance
- \_\_\_\_\_ Ring in all orders
- \_\_\_\_\_ Review Openers, Green stuff, Handhelds, and Shake It Up, “Motor City” pizzas
- \_\_\_\_\_ Review Drinks from previous days
- \_\_\_\_\_ Mixology Focus: Cherry Moonshine Margarita, Bootleg Mule, S&S Tea, Liquor, and Flights.
- \_\_\_\_\_ Discuss Killer plates and Indulge
- \_\_\_\_\_ Side Work:
- \_\_\_\_\_ Do checkout with trainer
- \_\_\_\_\_ All Service Standards taught, practiced, role play
- \_\_\_\_\_ 5 priorities of a server
- \_\_\_\_\_ 3 tier section

**TEST: SIGNATURES/TACOS AND DESSERTS**

**OPEN BOOK TEST: KIDS MENU**

**STUDY FOR DAY 4 TEST: PIZZAS AND 9 OF THE COCKTAILS**

**Trainer:** \_\_\_\_\_

**MOD:** to verify service standards were taught \_\_\_\_\_

## Day 4

### Follow Server Trainer

\_\_\_\_\_ Take ALL tables with Supervision and Assistance

\_\_\_\_\_ Review: Openers, Green stuff, Handhelds, Shake It Up, and Killer Plates  
And Indulge

\_\_\_\_\_ Mixology Focus: Moonshine Sangria, Moonshine Mary, Illegal Endeavor, Smash'D  
lemonade

\_\_\_\_\_ Side Work

\_\_\_\_\_ Do checkout with trainer

#### Bar Class

\_\_\_\_\_ Go over cocktails, infusions, Beer, and Wine

\_\_\_\_\_ Review Moonshine

\_\_\_\_\_ All Service Standards taught, practiced, role play

\_\_\_\_\_ 5 Priorities of a server

\_\_\_\_\_ 3 tier section

**TEST: PIZZAS AND 9 OF THE COCKTAILS**

**OPEN BOOK TEST: INFUSIONS**

**STUDY FOR DAY 5 TEST: BRUNCH/MIMOSAS / REMAINING 10  
COCKTAILS**

Trainer: \_\_\_\_\_

MOD: to verify service standards were taught \_\_\_\_\_

# Day 5 Validation

Manager Serve (Managers Grade on 1-10 Scale)

- \_\_\_\_\_ Greeted in timely manner
- \_\_\_\_\_ Order written down and repeated back
- \_\_\_\_\_ Server can answer questions regarding food and beverage – if not sure double Checks and returns with answer
- \_\_\_\_\_ Server maintains just fill it, acknowledges red flags
- \_\_\_\_\_ Demonstrates preemptive service – anticipates guest needs
- \_\_\_\_\_ Server demonstrates 3 tier section behavior – is seen helping others
- \_\_\_\_\_ Food and beverage delivered in a timely manner
- \_\_\_\_\_ Quality checks are timely and relevant – specific in nature
- \_\_\_\_\_ bev naps are used
- \_\_\_\_\_ Server passes verbal quiz of our testimonial – it's okay to miss a few as long as The core understanding is there
- \_\_\_\_\_ Server is friendly / hospitable

TEST: BRUNCH/MIMOSAS/REMAINING 10 COCKTAILS  
OPEN BOOK TEST: WINE, BEER,

Pass / Not Pass

Trainer \_\_\_\_\_

General Manager \_\_\_\_\_