

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