



**Timely—Reading your guests.** Understanding what type of experience and what speed of service your guest is anticipating and pacing your service accordingly.

Initially understanding the timeline dictated by your guests will allow you to anticipate their desired speed of service.

**Own It**—taking personal responsibility for the specific needs of all our guests.

## **Mash'D Service Priorities:**

1. Greet & first round of drinks
2. Guest request
3. Hot food & cold food
4. Run Drinks
5. Pre-bus, bus, & roll

## **Three Tier Section:**

1. My tables
2. My neighbor's tables
3. The entire restaurant

**Genuine Fast Greet—Immediate.** You see a greet card, you greet the table. **Do not walk past a greet.**

### **Drink times- As Fast as Possible**

Non-alcoholic beverages go out ASAP. Great servers know when to ask for help, mutual accountability by all!

### **Ring the Order into Aloha**

Slow down and get it right. **WRITE EVERYTHING DOWN.** This is a non-negotiable. Be sure to double and triple check each order and any special instructions. Our guests deserve to get what they ordered correct the first time.