

Hi Team,

Sherill Baker has completed the survey

Company Name	Bluegrass Hospitality Group
Course Name	Bluegrass Hospitality - MP Certification (Host)
Survey Name	Drake's MP Certification
Survey	
Question 1	What Store is this for?
Answer	Drake's Cool Springs
Question 2	Position?
Answer	Server Assistant/ Bar Back
Question 3	Mission Statement
Answer	Meets Standard
Question 4	Buzz Words
Answer	Needs follow up
Question 5	To whom/where to report harassment cases to
Answer	Meets Standard
Question 6	Drake's Leadership (COO, Market Partner, Training Coordinator, Corporate Chef)
Answer	Needs follow up
Question 7	Chain of Command

<b>Answer</b>	Needs follow up
<b>Question 8</b>	Name all Managers in your store
<b>Answer</b>	Needs follow up
<b>Question 9</b>	Purpose of Line-Up
<b>Answer</b>	Meets Standard
<b>Question 10</b>	Answering the telephone properly
<b>Answer</b>	Meets Standard
<b>Question 11</b>	Scheduling Standards
<b>Answer</b>	Needs follow up
<b>Question 12</b>	Hours of Operation
<b>Answer</b>	Needs follow up
<b>Question 13</b>	Proper Uniform
<b>Answer</b>	Needs follow up
<b>Question 14</b>	Absentee Policy
<b>Answer</b>	Meets Standard
<b>Question 15</b>	Parking Policy
<b>Answer</b>	Meets Standard
<b>Question 16</b>	Benefits (Discount/Vacay/Insurance/401K)
<b>Answer</b>	Needs follow up

<b>Question 17</b>	Declaring Tips
<b>Answer</b>	Needs follow up
<b>Question 18</b>	Status Changes (address/# of dependents, etc.) Who to report to?
<b>Answer</b>	Needs follow up
<b>Question 19</b>	Table Numbers
<b>Answer</b>	Meets Standard
<b>Question 20</b>	What do you need at the beginning of every shift?
<b>Answer</b>	Meets Standard
<b>Question 21</b>	Explain how to seat guests
<b>Answer</b>	Meets Standard
<b>Question 22</b>	What should be removed from table? Why?
<b>Answer</b>	Needs follow up
<b>Question 23</b>	What should you offer if children are present?
<b>Answer</b>	Needs follow up
<b>Question 24</b>	Explain how to do a open menu count.
<b>Answer</b>	Meets Standard
<b>Question 25</b>	What should you before leaving?
<b>Answer</b>	Meets Standard
<b>Question 26</b>	Reservation/seating policy/refer large parties to?

<b>Answer</b>	Needs follow up
<b>Question 27</b>	How do you handle non-compliant guest?
<b>Answer</b>	Needs follow up
<b>Question 28</b>	Examples that enhance positive guest perception?
<b>Answer</b>	Needs follow up
<b>Question 29</b>	What should you do if you need to leave host stand?
<b>Answer</b>	Needs follow up
<b>Question 30</b>	What to do if a guest doesn't like where they were seated?
<b>Answer</b>	Meets Standard
<b>Question 31</b>	What 3 positions is everyone responsible for?
<b>Answer</b>	Meets Standard
<b>Question 32</b>	Restroom Checks
<b>Answer</b>	Meets Standard
<b>Question 33</b>	Opening Duties
<b>Answer</b>	Needs follow up
<b>Question 34</b>	Closing Duties
<b>Answer</b>	Needs follow up
<b>Question 35</b>	How do you assign servers to sections on Open Table?
<b>Answer</b>	Meets Standard

<b>Question 36</b>	How to seat guest on Open Table?
<b>Answer</b>	Meets Standard
<b>Question 37</b>	How to update table status on Open Table?
<b>Answer</b>	Needs follow up
<b>Question 38</b>	How do you add guest to waitlist on Open Table?
<b>Answer</b>	Needs follow up
<b>Question 39</b>	How do you page(text) guests on Open Table?
<b>Answer</b>	Needs follow up
<b>Question 40</b>	How to block tables on Open Table?
<b>Answer</b>	Needs follow up
<b>Question 41</b>	How to quote wait times?
<b>Answer</b>	Needs follow up
<b>Question 42</b>	How to preassign tables?
<b>Answer</b>	Meets Standard
<b>Question 43</b>	What does RSOA stand for?
<b>Answer</b>	Needs follow up
<b>Question 44</b>	Who discontinues alcohol service?
<b>Answer</b>	Needs follow up
<b>Question 45</b>	Signs of intoxication

**Answer**

Needs follow up

**Question 46**

What to do when someone walks in intoxicated?

**Answer**

Needs follow up

**Question 47**

Explain your store's team member alcohol policy

**Answer**

Needs follow up

**Question 48**

The employee, as signed below, has successfully completed all required follow shifts, quizzes and classroom sessions and turned in a ABC/ServSafe card, which are needed to become certified. The below signed Managing Partner and Training Coordinator witnessed the completion of the Certification Training Process and attest that the employee is ready to work on the floor of his/her store alone without assistance. (Employee Signature)

**Answer**

Sheirll

**Question 49**

The employee, as signed below, has successfully completed all required follow shifts, quizzes and classroom sessions and turned in a ABC/ServSafe card, which are needed to become certified. The below signed Managing Partner and Training Coordinator witnessed the completion of the Certification Training Process and attest that the employee is ready to work on the floor of his/her store alone without assistance. (MP Signature)

**Answer**

Sherill