

# DAY 4 – Final and Validation 😊

\_\_\_\_\_ Take Day 3 test: Deserts and Pizzas

## \_\_\_\_\_ 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 seeker/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 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.