

HOST SEQUENCE OF SERVICE

GREETING THE GUEST- SET THE TONE

Valet Arrival:

Guests arrival to the valet must be the smoothest experience as possible.

Guests will be greeted by valet attendants with a smile and say – "Good (time of the day), welcome to MILA.

Can you please provide me with your phone number, and we will send you an electronic ticket?

Please request your car 10 to 15 minutes before departing using the link in the text message." Then the valet attendant will point the entrance to the guests.

In case of rain the valet attendant will welcome guests with an umbrella and walk the guests to the lobby entrance.

Main Lobby Host Stand – Street Entrance (1 Maître D + 1 Host):

The main lobby (street level) set the tone and the experience.

It is the main entrance and the first interaction that guests are going to have with MILA.

Welcome- (immediately)

All hosts are to immediately stop what they are doing (unless they are with a guest or on a call), turn and face the guest, smile and say-

"Good (time of day), welcome to MILA"

Check with the guest to see if they have a reservation, ask-

"May I have the name and time of your party?"

Look for the reservation, say-

"Mr. Smith, welcome. We have you scheduled for 7:45 for a party of two, please follow me to the elevator"

Then walk the guest to the elevator and inform the guest that MILA is located on the 3rd floor and that a team member will be waiting for them upon exiting the elevator.

In the event that the guest wishes to have cocktails before dinner – The Maître D will alert the guest to text us when they are ready and have settle their bar tab in, then the upstairs desk will escort guests to their table. We will accommodate party of 4 or less even if the party is incomplete. If party of 5 or more, 75% of the party need to be there prior to seating otherwise we will encourage guests to enjoy the bar and lounge or upstairs waiting area while waiting for the remaining guests. Exception for elderly –mother with babies – handicap – vips – investors – press

If guests are joining for V(five) by MILA

Just as a courtesy reminder V is a Mixology based experience offers 8 signature cocktails designed by Jennifer Le Nechet and Mido Yah, involving theatrical creations and embracing the MediterrAsian flavors.

If the guest does not have a reservation and want to join us for dinner/brunch/lunch add them to the wait list, quote them an approximate wait time and ask the guest-

"Have you dined with us before?" Make a note on the reservation codes of first-time guest.

"How many in your party?"

"Do you have a preference in seating?"

"May I have your name and mobile number? I will alert you via text message when your table is available.

It is appropriate to alert guests that MILA will in certain circumstances request the table be returned by a certain time "We will be more than happy to accommodate your party however; we do require the table returned by 9.30pm"

Then walk the guest to the elevator and inform the guest that MILA is located on the 3rd floor and that a team member will be waiting for them upon exiting the elevator.

If the guest does not have a reservation and are just joining us for drinks at bar or lounge add them to the wait list in order to build MILA database – details on file ...

"Have you dined with us before?" Make a note on the reservation codes of first-time guest.

"How many in your party?"

"May I have your name and mobile number?"

Then walk the guest to the elevator and inform the guest that MILA is located on the 3rd floor and that a team member will be waiting for them upon exiting the elevator.

We do not guarantee areas of the restaurant, example patio vs dining room.

Dress Code:

DINNER: NO beach attire – NO flip-flop - NO athletic wear but baseball caps and sneakers are allowed

BRUNCH: Casual but no beach attire.

Never say: "I am sorry sir your beach attire is unacceptable to enter Mila restaurant" but say instead "I would like to inform you that we have a dress code and unfortunately, we do not allow beach attire but you are more than welcome to join us again, we do accept Jean, t-shirt & casual shoes".

The most important is to establish the dress code situation in the most genuine way possible to avoid conflict and always give guest an option.

Sample Descriptions of Guests and Special Instructions:

(Use non-offensive language/symbols only; do not use slang or any descriptions to describe race or ethnicity)

Person/Clothing	Colors	S.I.
Male = M	Green = GR	Highchair = HC
Female = F	Blue = BU	Window = WN
Child(ren) = C	Orange = OR	Booster = BOO
Plaid shirt = #	Red = RED	Server's name
	White = WTE	Particular table #
	Pink = PK	Main Dining Room = MD
T-shirt = T	Yellow = YW	Terrace = TR
Blonde = BL	Black = BLK	V by Mila = VbM

Curly hair = CH	Purple = PP	Lounge = LG
Brunette = BR	Lavender = LV	Private Event = G/A
Hat/Cap = H/C	Light Blue = LB	Atelier = AT
Stripes = //	VIP = PX	Gallery = GL

Other Wait List Notes:

Lounge seating is treated like dining room seating and should be seated by a Host. This is unlike the bar which is first come, first serve.

If bar seats are available, always offer these seats prior to taking their name. It is important to give guests options while on a waitlist; someone may be in a hurry and leave because the wait is too long. Do not assume someone is not interested in the tables in/near the bar.

If a guest departs and misses their spot, take note of it in the event they return and are wondering where their table is. Inform them that they will be "one of the next available tables". Work this guest back into the wait with priority.

Guests will check back with you throughout their wait time to check how much longer. Avoid telling the guest that they are "next to be seated", or "there are (#) names ahead of you", as the next available table(s) might be for a large party, a specific request for a server, or a reservation. If they are within the next five names, inform the guest that they are coming up soon. The Maitre D need to update via text the guest on table status.

"ALWAYS UNDER PROMISE & OVER DELIVER"

Quote Increments

5-10 minutes	25-30 minutes
10-15 minutes	30-40 minutes
15-20 minutes	40-50 minutes

SEATING THE GUEST

Guest chit:

Gather the appropriate number of menus, cocktail and wine list

Print out the guest chit and hand it to the seater. This will list the guest's name, number of guests, table number, server name, reservation codes and guest codes. Bring this with you when seating guests. Make a note on the chit of the host seat position. After seating the table immediately hand the chit to the captain, then the server informing them of the host seat number and any special requests.

Seating:

If the table is ready upon arrival, direct the guest to the seater. "Mr. Smith, please follow Annie, she will escort you to your table."

The pace of the seater should mirror the pace of the guests. If they stroll, you stroll. If their pace is brisk, your pace will also be brisk. Look behind you and make sure they are walking with you. Never leave a guest behind. If you can, talk to the guests as you show them to their table. Ask them how they are and when appropriate, on route or at the table perhaps, note that we are excited to welcome them on arrival at the table. It is important to make them feel at ease and welcome in the restaurant. Furthermore, any information you gather about the guests should be reported immediately to the Captain and Maitre D so that the team can customize their service if possible.

It is particularly important to communicate if they are celebrating a special occasion so that the Maitre D or captain can greet the table appropriately. 'While escorting guests to a table, be aware of traffic in the dining room. Take the most direct route to the table, even if it moves against the traffic pattern of the dining room. Since you might be moving against traffic, always look up to avoid any potential collisions. If you encounter a Server carrying hot plates or an employee carrying something heavy, try to slow down and let the employee pass while continuing to converse with the guests. Unescorted guests always have the right of way.

Never rush past anyone, always step back and permit the guest to pass.

If you are about to seat guests who are waiting at the bar, remember to check with the host to confirm the name of the party, the number of guests, a description of the guest, their location at the bar, and the location where they are to be seated. Before approaching

the guests, note if they have anything to drink, ask the bartender what they are drinking and ask if any other drinks are coming. Be sure that they are ready to go into their table.

Be sure that you always have a tray when approaching a party with drinks. Hold stemmed glassware by the stem and never touch the upper portion or the rim of a rocks or high-bail glass. Do not hold glasses anywhere where you might leave visible fingerprints. Leave napkins and tap water at the bar since they will receive fresh napkins and water in a dining room glass at the table. If there are too many glasses for you to carry take as many as you are able, let the guests know someone will follow shortly with the rest of the drinks, and signal to the Anchor or Dining Room staff discreetly that you need help as you walk down the bar stairs to escort the table into the dining room.

When taking drinks from the bar and placing them on your tray, make connections between the drink and the guest to remember which drink goes where at the table. While walking to the table, signal to a fellow host or a dining room employee to help you pull out the table.

Keep drinks on the tray and in your hand until everyone is seated at the table. Once seated, serve using open hand service, and never place the tray on the table when delivering drinks. Once you arrive at the table, assist the guests with seating. Pull out chairs for all the ladies, all staff members in the area must participate. Menu presentation starting with the ladies, hand menus to the guests from the right side.

When everyone is seated and have a menu wish them a nice evening before walking way. Examples include: "Mr. Smith, once again thank you for joining us at MILA"!

Farewell to Guests:

The same procedures for welcoming guests into the restaurant should be used for bidding guests farewell. Always be sure that every guest that leaves get an upbeat goodbye. As you see tables getting up, check their names in Open Table and see if there are any special notes. This way you can make your farewell as personal as possible.

For example: "Goodbye Mr. Smith! Thank you for being here tonight and Happy Birthday!"

Communication with Guests:

Instead of:	Please Say:
The Customer	The Guest

How is everything?	Please let me know if there is anything else, I can do
The Gentleman or the Lady	Sir or Ma'am, or use the guest's name
How are we doing tonight?	How are you doing tonight? (Never include yourself in the "we" of the table)
No problem	Thank you, You're welcome, Absolutely
Talking at the guest	Listen with your ears and eyes, each guests and table need to be a custom experience

Guest Service Turnoffs:

1. Carelessness. "Discussion Groups" of three or four idle servers. Any discussion should be held off the floor and should pertain to the service period at hand.
2. Thoughtlessness. Not acknowledging waiting guests. Don't leave them hanging.
3. Disinterest. Appearing bored with your job.
4. Dishonesty. People who come to MILA know their food and wine. If you are unsure of anything do not try to bluff, always offer to ask a manager or the kitchen. The guest will respect your integrity.
5. Mistakes. A guest tells us, "I don't eat Shellfish" and then we send them a dish with lobster.
6. Arrogance. Welcome people and be humble.
7. Bad hygiene. Check breath, nose hair, make-up and hair.
8. Not bidding farewell.
9. Appearing to have lost control of the situation.
10. Not smiling.
11. Being overly intrusive.

Available for Guests:

In order to elevate guest experience and a stellar customer service MILA will provide the following if requested:

Reading glasses

Menu flashlight

Phone chargers

Matches

Toothpicks

Business cards (Managers – private events – Marketing / PR – etc.)

Each individual item will be available at the third-floor host stand.

Telephone Etiquette

Answering Phones:

All telephones must be answered by the third ring.

When answering a telephone smile and follow this guideline:

The person answering the phones is often the first impression that guests have of MILA. Your interaction with callers is the first step in establishing a positive connection through hospitality and excellence. Remember that every caller formulates an opinion of our restaurant based on the conversation they had with you. Each caller will listen intently to your tone of voice, responses, and graciousness. Always treat every call with the utmost respect, courtesy, and understanding.

When taking reservations, the basic information you will need is the guest's name, number of guests in the party, date, telephone number and email for confirming the reservation. We always call to confirm our reservations.

"Good morning/afternoon/evening, thank you for calling MILA, insert your name speaking, how may I assist you."

Listen very carefully. Answer any and all questions.

Reservations:

Although not required, reservations are highly recommended for dinner. The Lounge does not take reservations. However, we will accommodate a reservation should a guest request. Please inform the Maitre'd and/or manager immediately of the request.

Walk-ins are accommodated as the situation allows. On occasion a wait may be necessary however; guests are welcome to enjoy a cocktail and an appetizer in the bar area while waiting.

Full meal service is offered in the Lounge and on the Bar top as well.

Large party reservations for parties of 12 or more must be directed to the Maitre'd / Manager / Event Manager. Place the guest on hold.

Ask the guest the following questions:

Date & time- "What date and time, were you looking to dine with us?" Locate the date and requested time on Seven Rooms system.

If the requested time slot is booked, look for open time slots and give the guest options, say "I apologize, it seems that we do not have an open reservation at 6pm, however I do have a 5:30 or 6:45 reservation available.

If you have the slot available, move forward with taking the reservation.

Guest name- "May I have your first and last name?" If misunderstood, politely ask the guest to spell their name. If it is hard to pronounce, spell it phonetically behind their name. Andy Warhol (war-hall). This will help others pronounce it correctly.

Phone number- "May I have your mobile number." Always ask for the area code if local area code 305- 561 – 786 – 954 – 754 please tag it in Seven Room.

Return guest- If the guest has dined with us before, their information will automatically populate while taking the reservation. If so say- "Welcome back, Mr. Smith, thank for choosing to dine with us again."

Email- Ask, " May I have your email to send you a confirmation?" Please repeat the email to avoid misspelling. Enter the guests email into the system and follow the prompts. Press-send email the day of the reservation. This will also help build up our email database. Allowing us to connect and inform our guests of special events and offers.

Special Occasion- Ask, "Is this a special occasion?" If so, ask what they are celebrating and add it to the reservation code section in Seven Room.

1st time guest- If the guest information does not automatically populate while taking the reservation. They may not have dined with us before. Always ask- "Is this your first-time dining with us?" If it is their first time, add that to the reservation code section in Seven Room.

Other requests- Ask, "Mr. Smith, is there anything else that I can assist you with?" If so- type the requests into the reservation codes for that evening.

If you receive an emergency call (fire, accident, etc.):

Find out who is calling.

Find out the nature of the emergency.

Thank them ask them to hold and get the call to the Manager on Duty.

Notify the Manager on Duty

Placing Callers on Hold

At times, you will have more than one-line ringing at once. When several lines ring at once, you will have to put them on hold in the order in which you received them. You should always ask:

"May I ask you to hold for a moment?" and then wait for a response. Never put a guest on hold without letting them say what they are calling for. Sometimes, a guest will give you a lot of information before you ask for them to be put on hold. For example, a caller might say, "Hi! This is Mr. Smith and I would love to make a reservation at 10:30 pm on Valentine's Day, do you have anything available?" If you need to put this caller on hold, make a note for yourself

of which line the caller is on and "Smith, 10:30pm, valentine." You may not have the time or memory to jot everything down, but this way when you get back to the call, instead of greeting them as if you hadn't spoken, you can say "Thank you for holding Mr. Smith, let me check on that reservation for you. You said it was for February 14th?" Show the guest that you are really listening to their request and that you care about their reservation! Keeping notes beside the phone will help you juggle multiple calls.

Third floor host stand is primarily responsible for answering phone calls.

Guests tags- this area is to be used for guest preferences.

Example: Always wants a window seat, drink preferences, steak temps, anything they guest likes when dining with us.

Important information:

Location:

MILA is located at 800 Lincoln Road, Miami Beach, FL, 33139 (corner of Meridian and Lincoln) - The main entrance is located on Meridian

Tel: 786-706-0744

www.milarestaurant.com

Style of Cuisine:

MEDITERRASIAN - MILA's cuisine is inspired by Asian and Mediterranean healthful and tasteful eating practices

Valet and Parking:

MILA does offer valet (\$18 per vehicle).

Hours of Operation:

Lunch Monday to Friday 11.30AM to 3.00PM

Brunch Saturday & Sunday 11AM to 3.30PM

Dinner Sunday to Thursday 6PM to 11PM

Dinner Friday & Saturday 6PM to 12PM

Handicap Access:

MILA is a fully handicap accessible facilities

Gift Certificates / Gift Cards:

Gift certificates can be obtained on our website, in person, or by mail. If you are filling out a gift certificate request over the phone with a guest, put the completed form in the Reservation Manager's mailbox. If the Reservation Manager is away, ask a Dining Room Manager to process the request instead.

Pre-Pays:

Dress Code:

DINNER: NO beach attire – NO flip-flop - NO athletic wear but baseball caps and sneakers are allowed BRUNCH/LUNCH: Casual but no beach attire.

Children / Highchairs / Kids Menu:

Dishes suggestion for kids: Robata, chicken breast, tempura, rice, fries, beef, sushi)

MILA does provide highchairs at no additional cost

Do you have gluten free/ vegan / dairy free options?

We do cater to all types of allergies. Please alert your server/captain upon seating restrictions

Credit card:

Amex, MasterCard, Visa, Discovery

Birthday Cake:

While we do offer house-made cakes (price dependent on size and variety). Cake cutting fee is \$5 per person. If you are bringing in your cake, please ensure its in an enclosed box with the name and date of the function and any care instructions.

In house cake within 48-hour notice:

Royal Cake (chocolate) \$10 per person – served with seasonal ice-cream/sorbet (not dairy free)

Outside Cake:

We recommend Elegant Temptation Cake – 305-556-6111

VIP and VIPS Reservation Codes

MILA VIPS:

Influencers, press, celebrities, travel agents, event planners, locals, Miami influential families, big spenders, friends & family, MLA partners, industry people, corporate business, socialites, politics, athletes, etc.

VIP Database:

MILA VIP database is a living document that's going to evolve on a daily basis. This VIP database will be created and updated by MILA Executive Team.

VIP codes will be set up in the Seven Rooms system for you to click on. Locate the guest codes section and click on the code based upon the level of importance. These items will be served to the guest free of charge. These codes will print out on the guest chit.

VIP level 1 to 3:

Level 1: Influencers- hotel concierges - local businesses (CEO or VP) -industry people (GM / executive chef/ etc.)

AA= (AA) amend appetizer

Level 2: Head of industry – artists - Influencers (100K +) - Socialites - City officials- B list Celebrities

AA/AD =Amuse + (AA) amend appetizer + (AD) amend dessert

Level 3: A list Celebrities – Editor in chief, International renowned industry people – Athletes – MILA Partners, etc.

AA/AD/SC= Amuse + (AA) amend appetizer + (AD) amend dessert + (CH) Champagne

TAKING A PRIVATE DINING INQUIRY

Objective: All messages are to be accurate and complete

Host or message taker sends message immediately to Private Event Director marine@milarestaurant.com

Procedure:

If the caller is inquiring about a private dining or a party larger than 12 guests, please check to see if the Private Dining Manager is available in the restaurant to speak to them. If he is not available, please proceed to take the message.

All messages to be emailed directly Private Dining Manager on google form– never placed on notepaper, scrap paper, etc.

Following information must be obtained:

Full Name (ask for correct spelling)

Company Name

Telephone Number (Repeat number to client to confirm)

Email (Repeat number to client to confirm)

Date of Event and time

Type of Event (ex: Corporate Luncheon, Boardroom meeting, baby shower, rehearsal dinner, birthday party, etc.)

Always ask for alternate phone numbers (i.e.: Office, Cell phone, Home etc.)

Please assure the caller that the Catering manager will return their call within 24 hours.

Teamwork

A group of people working together toward a common goal.

Remember it's not just how we serve the guest, but how we service each other. By creating an environment where teamwork is one of the top priorities, we will retain valued employees, increase guest satisfaction, and exceed sales goals. And most importantly, we want you to feel like you're part of something and be excited to come to work.

Teamwork multiplies success

Teamwork makes everyone's job easier

Teamwork maximizes strengths and reduces weaknesses

Teamwork makes work fun

Be proactive during the shift; look for teammates in need of assistance.

Below are some examples of proactive teamwork:

Assisting Servers:

Help serve food and beverages.

Refill beverages and pour wine.

Pre-bussing other tables.

Assisting Bartenders:

Restocking glasses, ice, products.

Run bar food.

Assisting Hosts:

Bring menus back to the host stand.

Help seat guests.

Assisting Runners:

Run food.

Inform of position number changes.

Make sure the table has been marked for the next course.

Assisting Server Assistants:

Restocking plates.

Restocking silverware.

Guest Recovery / Complaints

You want to serve our guests just as you would want to be served. Now take that into consideration when the guest has an issue/complaint. Ask yourself, how would you want someone to take care of your issue/complaint?

Listen to the guest, do not give excuses as to what the problem may or could have been.

Guests just want to be heard and understood; confident that you are going to fix the problem.

Use the 3 A's every time you encounter any guest issue, to ensure satisfaction.

Food & Beverage Issues**3 A's**

Acknowledge- Immediately identify the problem. What happened? What does the guest need?

Apologize- give a sincere apology, regardless of who is responsible.

Act- take immediate action to remedy the situation. Return the item to kitchen, write a re-fire ticket with correction/item needed. Inform the chef of the problem, then immediately inform a manager. The manager will check with the chef and speak with the guest. Beverages- return the item to the bar and inform the bartender of the correction/item needed. Immediately inform a manager, they will then follow up with the bar and the guest.

When the item is ready, a manager or chef will run the new item to the table and apologize again for the inconvenience.

Server is responsible for completing a 2 Min / 2 Bite Check to ensure guests satisfaction. Follow any direction given by management on how to ring in the new item(s). Always review the check ensuring the comp has been added to the check before presenting the bill for payment. All items are to be closed out to comp, not voided.

Reservation Issues

3 A's

Acknowledge- Immediately identify the problem. What happened? What does the guest need?

Apologize- give a sincere apology, regardless of who is responsible.

Act- take immediate action to remedy the situation. Ask the guest to hold for just a moment and Immediately inform a manager. The manager will speak with the guest and resolve the situation.

ADD FLOOR PLAN

How To Read A Floor Plan?

The floor plan contains information to help you identify sections, table numbers, position numbers and dining rooms. Dining rooms are divided up into 4 sections: Lounge, Patio, Main Dining Room and Private Dining Room (PDR).

Each room will be divided into sections. Each section will show table numbers, position numbers and landmarks. Floor plans are filled out and printed, then posted next to the Shift Communication Board in the kitchen. After clocking in, take a copy of the floor plan, using it to review your station, neighboring servers and server assistant assigned to you.

Day, Date and Shift

List of managers and chefs

List of Maitre D' & host team (upstairs and downstairs)

List of bartenders and service bar tenders

Patio floor plan

Lounge floor plan

Main dining room floor plan
List of captains, servers and server assistants
Private dining room floor plan
List of runners
List of sommeliers and drink runners
List of the support team, bar backs, porter, barista and restroom attendant.

Celebrity Procedures:

When a celebrity personnel calls in, please adhere to the following steps:

Doorman at the backdoor + Mila representative - one control the entry and second person to escort celebs in the elevator all the way to the designated table (inside our outside)

Call comes in, please inform the caller connected to the celebrity how to get to the side entrance Host/Maitre D' alerts management/chef/sommelier - enter alias into SevenRooms valet informed so that they may obtain the car from the back entry
back entry cleared table identified (marked with champagne glasses)/server identified
Maitre D' to deny entry to any paparazzi

Note Cards for Special Occasions :

Maitre D' will go through the reservations for the entire day in the morning and make a note of any incoming celebrations (birthdays, anniversaries, baby showers, etc.). Maitre D' and hosts will write a card and places card on table prior to guest seating

Phone System: