

DAY 3

_____ Today's Test: Signatures and Tacos

_____ **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 #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 seaker/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 3:**

- 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

_____ **Gluten Free and Food allergy class**

- Gluten free Menu
- Read over and sign Gluten Free Document

_____ **Brunch Menu and class**

_____ **Observe Expo for 30 – 45 Minutes**

_____ **Day 3 “To Go Training”**

- **Review everything from day 1 and 2**
- **Aloha**
- **Verify every to go order**
- Review Host Standards

_____ **Tomorrow's Test: Deserts and Pizzas**