

Mash'D Culture

Mash'D is Noble eats and Drinks. Where food is made from scratch, bar drinks are handcrafted, liquor is infused with fresh fruits, music is relevant, and our TV's create a relaxing ambiance enabling you to escape to your new "My Place". At Mash'D our people (our guests and our team) are the most important part of our day. Our Testimony which includes our guiding principles and culture enables us to meet and exceed the expectation of every guest that walks through our doors by restoring the lost art of hospitality

Mutual Accountability— *Making conscious decisions to do what needs to be done to better serve each guest.* Such as filling it before it is empty and cleaning it when dirty. We must all do what is best for the guest and treat each guest as our own. It's a philosophy that encompasses everything we do, polishing silverware, refilling ice, stocking ramekins, greeting guests at the door, answering the phones, running one another's food and drinks, supporting teammates with by greeting her/his table.

Red Flag—*Immediate action needed to better serve our guests.* Red Flag is a system we use to identify and avoid a problem before it happens. It is also a sign that a fellow server needs help. If you see a guest with empty drinks, plates pushed to the edge to the of table, getting up to find their server - any behavior requiring immediate attention

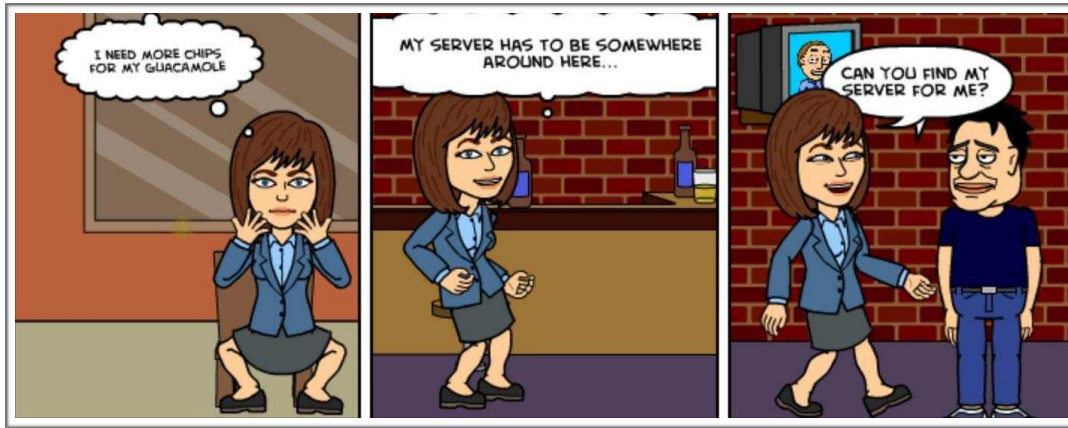


Just Fill It—*do not ask the guest, just fill it...*extra chips, water, sodas... meet and exceed guests needs by doing things without being asked.

Preemptive Service:

Preemptive Service- doing anything you can without being asked. Anticipating the needs of each guest. For example, hot towels when eating wings or ribs, extra plate for rib/wing bones, automatically splitting an item when two people are sharing, extra chips and bread for large groups eating guacamole or hummus. Chips running low. Bring them more! Our guests should never have to ask, and we should never have to ask...just fill it. Another form of preemptive service is utilizing pivot points and never auctioning off food.

Immediate—*as fast as you can.* Ask for help. Have you ever made less tips because you asked for help or got a manager involved? Very unlikely!



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.

Proper Food and Drink Placement

Never auction drinks or food. The seat number system ensures you always serve the proper person the proper food. Always repeat any requests or modifications made by a guest when delivering food and drinks.

Timely Quality Check

After food or drinks are delivered to our guests perform a quality check in a timely manner. Ask specific questions rather than a blanket “how is everything?”. Your questions should be prefaced by key words such as, “Is your Avocado toast perfect?”, “Are your Chicken Avocado Tacos excellent?”.



Table Maintenance

Continual table maintenance encourages conversation and sets us apart from our competition. Always remember to clear all empty plates, glasses, and trash from the table throughout the experience, and use your crumber. Consolidate, consolidate, consolidate! Full hands in and full hands out every time. As you walk by ANY table with empty plates, grab them! The only thing left on the table at end of service should be glassware.

Presenting the Check and Change

CHECK READY. Be sure to be timely and ask guests if there might be anything they may need, then be check ready and politely drop the check in a presenter onto the table allowing for efficiency. Stay close as many guests will be ready for immediate payment. Let the guest determine when they are ready to leave. Thank guests by last name and invite them back to see you!

Red Flag System

Our Red Flag program is designed to alarm our staff and managers to specific indications that a guest is having or could have a bad experience. It also is an indication that a server may need help. These specific items are some of the most crucial things to watch for in order to protect each guest's experience in our restaurant. **If you see any of these indicators, you must ask for help and you must involve a manager every single time.**

RED FLAGS:

Guest has to get up from the table to get something.

- Whenever a guest has to leave their table to get silverware, a drink, condiments, or anything else, this is a sign that they have been getting slow service.
- Be sure to apologize, get whatever they need quickly, and inform a manager.
- If another server is taking care of their need you can go to inform the manager of the situation while they are being taken care of.

Guest does not finish their food, does not ask for a to-go box, and does not rave about it.

- This is an indication that the guest did not like their food.
- You should always check back with the guest within 2-3 minutes of dropping off the food to see if they enjoy it. However, some guests don't like to complain and won't tell you that something is wrong. This green flag should be seen as non-verbal communication, telling you they didn't care for the dish.

Floor chart is not written or updated.

- This is a manager's responsibility and needs to be up to date at all times.
- If you see that the floor chart is not done, or that it hasn't been rewritten after cuts have been made, be sure to let the manager know.
- Every table should be in a server's section (including patio) at all times.

Guest waits at the front door to be greeted.

- A guest in our restaurant should never have to wait to be greeted at the front door. It makes a terrible first impression.
- Any time you see this happen be sure to apologize for the wait and have a manager visit the table.

There is a messy table, empty drinks, or lack of pre-bussing.