

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!