

DAY 1

_____ Today take General Information Test

_____ **Go Over 10-Foot Circle**

_____ **Go over restaurant layout, patio, table numbers**

_____ **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

_____ **Discuss general information**

_____ **Critical hostess function #1, “The Greeter”**

- Communicates floor information to the coordinator
- Help answer phones
- Greets guests that walk in. Obtain information – group size, seating preference, special request, etc.
- Never point to the restroom – walk the guest.
- Discuss confident speaking

_____ **TO GO training Part 1:**

- **Phone: proper greeting, answer and speak with a smile**
- **How to use order sheet to obtain critical info.**
- **Aloha**
- **Verify every to go order, write order on box, check for all items.**

_____ **Intro to open table**

- Basics – how to take a reservation
- 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
- Review host standards

_____ **Discuss tomorrow's test**

- Snacks