

# SERVICE STANDARDS (Until the guest leaves the building)

1. Greet Cards / Write down every order every time.
2. Bev Nap, Bev Nap Replacement
3. App Plates, Deliver & Disperse Immediately after ringing in appetizer
4. Replacement Linen when linen is dirty
5. Marking Tray to be used to replace silverware
6. Open Service- Body open toward guest
7. Pause, Smile, Say something. Do not drop and run.
8. Remove- "OK" From Vocabulary- "Is everything perfect?" (Fantastic, Great, Amazing!)
9. Don't defend our food. Don't ask, "is it okay if it comes with ...."
10. Know our iced t's. If some ask for Iced tea - offer pineapple lavender *Green tea low caffeine* or Black tea *(from India with Depth of flavor) high caffeine*
11. Mash'D Know and offer sauce options on Chicken Sandwich (buffalo, bbq, sriracha, wicked hot)

## Mash'D Service Expectations:

### Priorities of a Server

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