

Orientation BY GM

As part of the MASH'D team, you will work on mastery of our scratch kitchen and craft cocktails. Your training will set you up to be knowledgeable and hospitable. Each day, you will observe, follow, and learn from our most elite team members- embrace this time! Welcome to the team!

- _____ Tour of restaurant
- _____ CoAdvantage onboarding complete
- _____ Introduction to Mash'd Culture / Testimonial
- _____ 10 Foot Circle
- _____ Review Handbook (emailed to you)
- _____ Complete Paperwork
- _____ Apron Issued
- _____ Review Training Package, Schedule, and Expectations
- _____ Review Service Standards
- _____ Review General Information Sheet

STUDY FOR TEST: GENERAL INFORMATION AND SNACKS

Day 1

- _____ Open Table Classroom
- _____ **Craft Cocktails:** Double Dealer, Hawkeye, Knockout punch, Agave Heat
- _____ **Moonshines**
- _____ Review 10-Foot Circle
- _____ Explain our Iced Tea Options
- _____ Explain Just Fill It
- _____ Learn Table Numbers

Follow Server Trainer

- _____ Aloha Class
- _____ Review Table Numbers
- _____ Discuss Seat Numbers
- _____ Discuss all Mash'd Testimony and service standards
- _____ Discuss Snacks and Salads – begin preparing for test
- _____ Learn how to roll silverware
- _____ Side Work:
- _____ All Service Standards taught, practiced, role play
- _____ 5 priorities of a server
- _____ 3 tier section

TEST: GENERAL INFO AND SNACKS

STUDY FOR DAY 2 TEST: SALADS AND DESERTS

STUDY FOR COCKTAIL TEST: Double Dealer, Hawkeye, Knockout punch, Agave Heat

STUDY FOR MOONSHINE TEST

Day 2

Follow Server Trainer

- _____ Greet 2-3 Tables, Ring in orders
- _____ Trainee always remains with trainer
- _____ **Craft Cocktails:** Trapdoor sangria, The Rock, Hibachi Mule, Smoke on the water, Barrel Aged Old Fashioned
- _____ Review our Iced Tea options
- _____ Review 10-foot circle
- _____ Review “just fill it”
- _____ Side Work:
- _____ Learn checkout procedure
- _____ All Service Standards taught, practiced, role play
- _____ 5 priorities of a server
- _____ 3 tier section

TEST: SALADS AND DESERTS

TEST: Double Dealer, Hawkeye, Knock out, Agave Heat

TEST: Moonshine

STUDY FOR DAY 3 TEST: PIZZA AND SANDWICHES

STUDY FOR DAY 3 TEST: Craft Cocktails: Trapdoor sangria, The Rock, Hibachi Mule, Smoke on the water, Barrel Aged Old Fashioned

STUDY FOR DAY 3 TEST: Red Wines

Day 3

Follow Server Trainer

- _____ Take 2 table section with Supervision and Assistance from Trainee
- _____ Craft Cocktails: Strait Jacket, Jolly Rancher, Devils Limo, Manhattan
- _____ Red wines
- _____ Review our Iced Tea Options
- _____ Review 10 Foot Circle
- _____ Explain "Just Fill It"
- _____ Ring in all orders
- _____ Side Work:
- _____ Do checkout with trainer
- _____ All Service Standards taught, practiced, role play
- _____ 5 priorities of a server
- _____ 3 tier section

TEST: PIZZA AND SANDWHICHES / OPEN BOOK TEST: KIDS MENU

TEST: Craft Cocktails: Trapdoor sangria, The Rock, Hibachi Mule, Smoke on the water

TEST: Red Wines

STUDY FOR DAY 4 TEST: SIGNATURES & TACOS

STUDY FOR CRAFT COCKTAIL TEST: Strait Jacket, Jolly Rancher, Devils Limo, Manhattan, Barrel Aged Old Fashioned

Day 4

Follow Server Trainer

____ Take ALL tables with Supervision and Assistance

____ Craft Cocktails: Pineapple Bomb, Ranch Water, Long live the Queen, Rowdy Rhonda

____ White Wines

____ Review Iced Tea Options

____ Review 10-foot circle

____ Explain “Just Fill IT”

____ Side Work

____ Do checkout with trainer

____ All Service Standards taught, practiced, role play

____ 5 Priorities of a server

____ 3 tier section

TEST: SIGNATURES AND TACOS

TEST CRAFT COCKTAILS: Strait Jacket, Jolly Rancher, Devils Limo, Manhattan

TEST: Red Wines

STUDY FOR DAY 5 TEST: BRUNCH

STUDY CRAFT COCKTAILS: Pineapple Bomb, Ranch Water, Long live the Queen, Rowdy Rhonda

STUDY: White Wines

Day 5 Validation

SERVE GM

- _____ Greeted in timely manner
- _____ Order written down and repeated back
- _____ Server can answer questions regarding food and beverage – if not sure double Checks and returns with answer
- _____ Server Demonstrates: 1. Iced Teas 2. Just Fill it 3. 10-foot circle
- _____ Demonstrates preemptive service – anticipates guest needs
- _____ Server demonstrates 3 tier section behavior – is seen helping others
- _____ Food and beverage delivered in a timely manner
- _____ Quality checks are timely and relevant – specific in nature
- _____ bev naps are used
- _____ Server passes verbal quiz of our testimonial