



Server Training Guide



Welcome to Our Team

We welcome you to Mash'D and look forward to the opportunity to work with you. We recognize our employees as genuine, sincere, and our greatest resource. Our continued success in providing the highest quality made from scratch food, handcrafted and infused beverages, and tailored service to every Mash'D guest depends greatly on quality people like you. We want you to enjoy your time at Mash'D knowing we are committed to your success.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to Mash'D!

Sincerely,

David Kazarian

Jay Clark



OUR PLACE

OUR VISION

TO BE THE BEST RESTAURANT GROUP IN AMERICA

OUR MISSION

TO FIND AND FOSTER THE LOST ART OF HOSPITALITY WITH DEVOTED TEAMS, KILLER FOOD & BEVERAGE, AND KICK ASS AMBIANCE

OUR CULTURE

MUTUAL ACCOUNTABILITY
TRANSPARENT COMMUNICATION
COMMITMENT VS COMPLIANCE
TRAINING & DEVELOPMENT
10 FOOT CIRCLE: GREET EM ALWAYS
BE 1ST
RANDOM ACTS OF KINDNESS
ASK FOR AND GIVE HELP

THE GUIDING PRINCIPLES:

1. ROADMAPS – OPEN, MID, CLOSE
2. LINE CHECKS – LIKE OUR SUCCESS DEPENDS ON IT
3. ACES IN PLACES – WHEN THEY ARE NOT, ISOLATE AND MOTIVATE
4. TOOLS – 100% PROVISION TO DELIVER OUR VISION AND MISSION
5. YELLOW PAD – SEE SOMETHING, SAY SOMETHING
6. LEADERSHIP – INVOLVED IN ALL TRAINING
7. RESTROOMS – WORLD CLASS CONDITION AT ALL TIMES – 30 MINUTE CHECKS
8. SCHEDULES – POSTED EVERY MONDAY
9. RED FLAG – 100% COMMIT'D TO HELP EACH OTHER AND GUESTS
10. PARTIES OF 9 OR MORE: REQUIRE ADDITIONAL SERVERS
11. MENU – ACCURATE & CLEAN EVERY TIME
12. 3D EXPO AND BAR – HEAD ON SWIVEL