**CERTIFICATION**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Guest Play roll: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Table #\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Check #\_\_\_\_\_\_\_\_

STARTERS:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LARGE PLATES

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DESSERTS

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

##### ***Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_*** *Completion Date*

***Objective***: To demonstrate sequence of service; knowledge and to demonstrate friendly and unobtrusive service.

Attire/ Grooming

Greet tables Re-setting tables

\_\_\_\_\_\_Menu presentation \_\_\_\_\_Name usage

Guest interaction/connection Timing – Time standards

Mila description \_\_\_\_\_\_Executives name knowledge

\_\_\_\_\_\_Mila designer name, company? \_\_\_\_\_\_Art wall designer name

\_\_\_\_\_\_Ability to answer frequent questions

Smiles, Courteous Gestures \_\_\_\_\_\_Professional posture and smile

\_\_\_\_\_\_Handling Allergies \_\_\_\_\_\_Handling guest complains

\_\_\_\_\_\_Confident and knowledgeable table presentation

Handling Re-cooks/Re-fires

Proper linen folds \_\_\_\_\_\_Proper linen replacement

Synchronized service Synchronized clearing

Perfectly manicured table

Proper flow BOH/FOH

**BEVERAGES**

\_\_\_\_\_\_Water spiel \_\_\_\_\_Signature cocktails

Time standards on beverage service

Glassware, china and silverware handling

\_\_\_\_\_\_Sake by the glass \_\_\_\_ Sake selection

\_\_\_\_\_ Red wine by the glass

\_\_\_\_\_\_Rose by the glass \_\_\_\_\_White wine by the glass

\_\_\_\_\_\_Coaster usage

Time standards on beverage service

\_\_\_\_\_\_Spirit Knowledge \_\_\_\_\_After dinner drink offer

\_\_\_\_\_\_After dinner drink knowledge

**Perform wine service**

\_\_\_\_\_\_Wine presentation \_\_\_\_\_\_Wine list knowledge

\_\_\_\_\_\_Wine opening \_\_\_\_\_\_Wine taste

\_\_\_\_\_\_Wine pour \_\_\_\_\_\_Wine maintenance

\_\_\_\_\_\_Ice Bucket maintenance

**FOOD**

\_\_\_\_\_\_Sharing style description \_\_\_\_\_Menu Knowledge

\_\_\_\_\_\_Robata dishes \_\_\_\_\_Maki description

\_\_\_\_\_\_Fish selection \_\_\_\_\_Meat selection

\_\_\_\_\_\_Synchronized service Dish Etiquette

Synchronized clearing Beverage maintenance

\_\_\_\_\_\_Sushi set up \_\_\_\_\_Caviar set up

\_\_\_\_\_\_Dessert \_\_\_\_\_Ice cream & sorbets

Full Hands In/Out Handling re-fire/re-cook

\_\_\_\_\_\_\_Inspection, Guest satisfaction

**COFFEE SERVICE**

\_\_\_\_Coffee service

\_\_\_\_\_Milk selection

\_\_\_\_\_Coffee selection

\_\_\_\_\_Tea selection

\_\_\_\_\_Coffee timing

\_\_\_\_\_Sugar selection

\_\_\_\_\_Table manicuring

**HOSPITALITY**

Smiles, Expressed welcoming \_\_\_\_\_Eye contact

\_\_\_\_\_\_Engagement with guests \_\_\_\_\_Connection with guests

Efficient and unobtrusive \_\_\_\_\_Exceeding guests’ expectations

\_\_\_\_\_\_ Wowing the guests \_\_\_\_\_ Hands gesture

\_\_\_\_\_\_Body language

**END OF THE MEAL**

\_\_\_\_\_Table maintenance

\_\_\_\_\_Check presentation

\_\_\_\_\_Farewell

**Notes:**

##### **FOOD RUNNER:\_\_\_\_\_\_\_\_\_\_\_\_ *\_\_\_\_\_\_\_*** *Completion Date*

***Objectives***:

**Food Runner Roll play**

**Certification Points**

Y/N Picking up plates (ladies first, open service)

Y/N Dish Etiquette

Y/N Confidence when delivering the dish

Y/N Plate recognition

Y/N Proper plate carries

Y/N Know proper pivot points

Y/N Smile and eye contact

Y/N Responding to food comments

Y/N Condiments service, presentation and maintenance

Y/N Gracious guest right-of-way

Y/N Adhere to all time standards

* **FOOD RUNNER NOTES:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***FINAL NOTES/COMMENTS:***

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Manager Signature

**SERVICE CERTIFICATION**

**Objective:** You will be evaluated on your performance of all the knowledge acquired during your training/work at Mila.

Upon competition of floor certification & passing of written quizzes, you will be able to work scheduled shifts or maintain your position at Mila.

The following certifies that this employee meets all the steps required to preserve MILA standards & procedures. Employee must score 90% or better on their certification and written quizzes before being schedule or to maintain his shift scehdules. Two of the components of our vision fall under the umbrella of hospitality. **Exceeding expectations and honoring the Mila’s core values.**

As a team member, you must lead by example and demonstrate our mission, vision and values, as well as positively impacting every Guest’s experience.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **WRITTEN TESTS** | | | | | | |
|  | **DATE** | **SCORE** | **COMPLETE VERIFY BY** | **RETRAINING BY** | **2ND TEST SCORE** | **COMPLETE VERIFY BY** |
| **SUSHI** |  |  |  |  |  |  |
| **SALADS + COLD PLATES** |  |  |  |  |  |  |
| **ROBATTA** |  |  |  |  |  |  |
| **MILA SIGNATURES** |  |  |  |  |  |  |
| **LARGE PLATES** |  |  |  |  |  |  |
| **DESSERTS** |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **BTG** |  |  |  |  |  |  |
| **WINE LIST** |  |  |  |  |  |  |
| **BEER** |  |  |  |  |  |  |
| **SPIRITS** |  |  |  |  |  |  |
| **SAKE** |  |  |  |  |  |  |
| **SIGNATURE COCKTAILS** |  |  |  |  |  |  |

|  |
| --- |
| **SCORING** |
| 0= Does not perform to standard/procedures |
| 1=Aware of standard/procedure, but inconsistent |
| 2= Knows & executes standard/procedure consistently |