DAY

2

KNOWLEDGE & GUEST OBSESSED

Food Running · Table Maintenance · Floor Awareness

Goal: Bring Knowledge to life on the floor. Know the table numbers, the seat pivot, the expo flow. Understand what a perfect food run looks like before you touch a plate, because at HERO, confidence comes from preparation, not instinct.

OWN THE MOMENT — DAY 2: KNOWLEDGE & GUEST OBSESSED

You cannot fake your way to a great experience. Know the table numbers cold, know the expo flow, know what each plate looks like. And let that knowledge show up as care, because Guest Obsessed is what turns preparation into hospitality. When a guest asks a question, your answer without hesitation is what makes them feel like they're in the right hands.

Your posture, your eye contact, your movement on the floor tells every guest whether they're in good hands before you say a word.

FOOD RUNNING — THE STANDARD

Confirm before you touch it	Full hands always	Know seat numbers
Confirm the table number at expo before touching the plate. Never guess. If you're unsure — ask.	If you can carry it safely and correctly, bring it. Never make two trips when one works. Full hands in, full hands out.	Seat 1 is on your left, going clockwise. Deliver to the correct seat — never reach across guests or ask "who had the...?"

Proper plate/tray technique	Full hands back
Set the plate down from the guest's right when possible. No thumb on the rim. Both hands.	Never walk back empty if there's something to clear. Pre-bus on your way out every time.

The Rules on the Floor

5ft/10ft rule on every pass Smile at every guest within 10 feet. Verbal acknowledgment within 5 feet. Not occasionally — every single pass.	**30/30** 30 seconds to get a table bussed after a guest leaves. 30 seconds to reset (or reseat) a table.

DAY 2 CHECKLIST

Before Service

- ◻ Style Guide & Grooming Standards reviewed and approved
- ◻ Clock in

Tests:

- ◻ Table Numbers
- ◻ Pivot Points
- ◻ OTM & Core Values

- ◻ Pregame (apps)

Score:_____(must be 90% or above to pass)

Own the Moment — Day 2 Conversation

Along with your trainer discuss:

- What does it mean to be knowledge on the floor specifically? Not just knowing the menu, but knowing the floor, the rotation, and where you should be at all times.
- Walk through the difference between a SA who has to look something up, ask a teammate, or hedge their answer versus one who responds with zero hesitation. What does the guest feel in each scenario?

Prime Time

- ◻ Attend Shift Meeting
- ◻ Review Side Work & Host Stand Set Up with your trainer
- ◻ Shadow SA trainer through full service: Observe food running, table maintenance, and framing. Don't touch anything yet — watch how it flows.
- ◻ Own the table number confirmation - Every food run: confirm table number at expo before picking up. No exceptions, no guesses. Every time.
- ◻ Discuss the importance of the 5ft/10ft rule.
- ◻ Smile at every guest within 10 feet. Verbal acknowledgment within 5 feet. Not occasionally — every single pass.
- ◻ Discuss the importance of the 30/30 rule for bussers:
    - 30 seconds to get a table bussed after a guest leaves.
    - 30 seconds to reset (or reseat) a table.

After Service — Day 2

- ◻ Discuss Salads & Tenders
- ◻ Taste 1 Salad & Tenders
- ◻ Log Tasting Notes
- ◻ Walk through one dish from the menu — ingredients, how it's prepared, what it looks like coming off expo
- ◻ Complete side work and checkout with trainer

→ **DISCUSS · THIS DAY'S 1-PAGERS:** **Pivot Point · Allergen Protocol**

OTM Debrief — Knowledge

"Where did your knowledge show up as confidence — and where did it let you down?"

- ◻ For Yourself: Were there moments your knowledge gave you authority on the floor? Where did uncertainty show?
- ◻ For the Guest: When guests had questions, did your knowledge make them feel like they were in expert hands?
- ◻ For the Team: Did your preparation today make it easier for your teammates, or did gaps in knowledge create extra work for others?

Strengths:

_____

_____

Opportunities:

_____

_____

_____	_____	_____
Trainer	Trainee	Captain / GM

pivot point (for SAs)

Pivot Point is the system we use to make sure every guest is taken care of, so we run as a guest-obsessed team. It lives in the small stuff: where the food is rung in, how we move through the room, and how fast we close the loop on a guest. Master these and the section runs itself.

A SYSTEM WITH SOUL SO YOU CAN FOCUS ON BEING GUEST OBSESSED

run by seat

TABLE NUMBERS. Every table is rung in under the correct table number, every time.

SEAT NUMBERS. Every guest is the seat they sit in. Empty seats still count; guests in positions 1 and 3 are seat 1 and seat 3, not seat 1 and seat 2.

PUSHING TABLES TOGETHER. Always use the lowest table number. Seat 1 is the head closest to the door, or the next seat to the left.

sense of urgency

FULL HANDS IN / FULL HANDS OUT. Leave the kitchen serving something to a guest. Enter the kitchen after clearing something from a guest. There is almost always something to remove from the dining room.

36”. Tabletop to the floor. Train your eyes down as you walk and clear what’s no longer necessary, including anything that has fallen to the floor.

360 DEGREES. When you leave a table, scan the full area and seek out clearing or service opportunities, regardless of whose table it is.

guest request

When a guest asks for something, bring it immediately. A guest request trumps running hot food as the #1 priority, because that guest is waiting on us to enjoy their meal.

EXCEPTION. If the guest already has the item and just wants extra, it’s fine to consolidate it with the next hot-food run.

allergen protocol

We take every allergy seriously. If a guest has an allergy, we assume it is life-threatening and treat it that way. Our recipes are complex and can contain ingredients that never show on the plate. This protocol runs the same way every time, with zero exceptions.

If a guest is in distress, call 911 immediately.

the protocol

01 KNOW THE MENU. GUIDE THE GUEST.

Know the menu well enough to guide a guest with an allergy to a great choice with confidence. Unsure whether an item contains the allergen? Tell the guest you will confirm with a manager before ordering.

02 MANAGER BEFORE ANYTHING RINGS

Every allergy ticket gets a manager before it enters the system. No exceptions.

03 RING WITH THE ALLERGY MODIFIER

Use the Allergy Modifier button, communicate the item to Expo, and confirm the kitchen is aware.

04 A MANAGER RUNS THE DISH. EVERY TIME.

When the item comes up in the window, a manager runs it to the table and places it in front of the correct guest.

05 SIGNS OF A REACTION: STOP AND GET A MANAGER

Stop what you are doing and get a manager immediately. If the guest is in distress, call 911 first.

the nine leading allergens

These account for the vast majority of serious reactions. Guests may present allergies beyond this list. Every allergy gets the same care.

Gluten / Celiac
Wheat, couscous, farro, barley, oats, rye, soy sauce

Dairy / Lactose
Butter, cheese, cream, milk, yogurt, whey

Egg
Eggs, mayonnaise, meringue, baked goods, pasta

Soy
Edamame, miso, soy milk, tofu, tempeh, TVP

Sesame
Sesame oil, sesame seeds, tahini

Peanut
Peanut extracts, syrups, pastes, oils, milks

Tree Nut
Almonds, cashews, pecans, walnuts, plus nut extracts, oils, milks

Fish
Finned fish only: salmon, tuna, anchovies, redfish

Shellfish
Shrimp, crab, lobster, squid, oysters, scallops