DAY

5

# GROW TOGETHER & BE BETTER

*Connective Awareness · Multi-Station · Ticket Flow · Salesmanship from the Stick*

*Goal: Bring Grow Together and Be Better to life across stations. Move without being asked, own your mistakes fast, and sell from the stick with love. Your bar rises when you raise the people around it.*

***"The strength of the team is each individual member. The strength of each member is the team."***

PHIL JACKSON · 11X NBA CHAMPION

This is where everything compounds. Full ownership.

**OWN THE MOMENT — DAY 5: GROW TOGETHER & BE BETTER**

*"The floor rises when everyone brings their best — and lifts each other."*

Run food that isn't yours. Quick greet tables that aren't yours. Stay ahead of side work so your teammate doesn't drown. Be Better means you own mistakes fast, take feedback without ego, and make the next shift better than the last. The bar moves because you move it, and so does everyone around you.

## DAY 5 CHECKLIST

### Before Service

- ☐ Attire and grooming standards reviewed and approved
- ☐ Clock In
- ☐ Full bar setup and side work

**Tests**

- ☐ Beer & Wine
- ☐ Clubhouse Classics
- ☐ Bowls
- ☐ Guest Obsessed
- ☐ **Score:_____(must be 90% or above to pass)**

### Prime Time

- ☐ Attend Shift Meeting

**Role Play with your trainer— The Full Experience**

- ☐ Start Strong: Greet, first round, starter offer — locked and loaded
- ☐ Main Act: Guide, order, mark, quality check — seamless
- ☐ Finish Stronger: Dessert offer, drop check, fond farewell, guest notes before leaving the table
- ☐ Get ready to execute on a bar section.

**Role Play — Guiding the Guest**

- ◻ Through the Cocktail Menu: Confident steering with genuine recommendations and sourcing fluency
- ◻ Through the Space: Making bar guests feel at home and connected to the full experience
- ◻ Through the UNCO World: Connecting guests to other UNCO concepts and experiences naturally

**Bar Section – Execute all 3 acts while building any cocktails ordered**

- ◻ All service standards executed across all three act, no shortcuts
- ◻ OTM in every single guest interaction — smile, eye contact, confidence, warmth
- ◻ POS used with confidence and eye contact — zero hesitation
- ◻ 2 minute First rounds — no exceptions
- ◻ Never let a glass get below 1/3 without a round suggestion — always
- ◻ Connective Awareness check mid-service: Stop — where is every ticket in your queue? What seat needs attention? What's the floor waiting on?
- ◻ Salesmanship as guidance: The recommendation should be easy because you believe in the product.

## Own the Moment — Day 5 Conversation

- ◻ Grow Together isn't just running food for a teammate when they're slammed. It's lifting the whole floor. What is one specific thing you can do today (before, during, or after service) that makes someone else's shift better.
- ◻ Be Better means you own your mistakes without ego. If you drop a quality check, miss a round, or a guest flags something, what does owning that actually look like in the moment?

## After Service — Day 5

- ◻ Complete Sidework & Server Checkout with trainer/server
- ◻ Discuss Brunch Food & Brunch Drinks
- ◻ Taste 2 Brunch foods, 1 Brunch Drink
- ◻ Review and Prep for Final Test

→ **DISCUSS · THIS DAY'S 1-PAGERS:** **Large Party Service · Feedback Is Fuel · Vent Up, Never Sideways · Lessons from the Geese**

## OTM Debrief — Grow Together & Be Better

***"Did you make the bar better today — not just your section?"***

- ◻ For Yourself: Five days in, where have you grown the most? What's one thing you will do differently tomorrow?
- ◻ For the Guest: Could you stay ahead of multiple guests at once, or were you reactive and playing catch-up?
- ◻ For the **Team:** When the floor needed the bar, were you already moving, or did you need to be asked?

**Strengths:**

_____

_____

**Opportunities:**

_____

_____

| Trainer | Trainee | Captain / GM |
|---|---|---|

**NEXT SHIFT —** Day 6 — Prepare for Brunch & Brunch Cocktail test. Prepare for certification and full bar section.

# feedback is fuel

Everyone says they want feedback. Most people defend themselves the second it arrives. The best in the world are the easiest to coach, because feedback is not a judgment of who you are. It is free information about how to get better.

***Coachable is a competitive advantage.***

## the fundamentals

**01 HEAR IT ALL THE WAY OUT**
Do not build your defense while they are still talking. Listen to understand, not to respond. The feedback you deflect is the lesson you pay for twice.

**02 SAY THANK YOU FIRST**
Someone who coaches you is investing in you, and honest feedback always costs the giver something. Honor that before anything else.

**03 ASK FOR THE SPECIFIC**
What does better look like? Can I show you next round? These turn a comment into a rep. Vague feedback accepted vaguely changes nothing.

**04 APPLY IT THE SAME SHIFT**
Feedback applied in the moment sticks. Feedback filed away for later dies. Close the loop while the coach is still watching.

## in the shop

- ✓ Coaching is a gift, not a write-up. The moment we stop coaching you is the moment we stopped betting on you.
- ✓ Own mistakes out loud and fast. The quicker you own it, the quicker you grow past it, and the more the team trusts you.
- ✓ Ask for feedback before it's offered. What's one thing I can do better tonight? is the most underrated question in the building.
- ✓ Catch it done right too. When a teammate nails something, name it. Real-time praise is feedback's other half.
- ✓ The bar moves because you move it. Nobody can be coached into growth they didn't decide to want.

## otm self-reflection

**FOR YOURSELF** *What feedback did you get today, and what did you do with it before the shift ended?*

**FOR THE GUEST** *Did you ask for coaching, or wait for it to find you?*

**FOR THE TEAM** *What did you catch a teammate doing right, and did you say it out loud?*

# vent up, never sideways

Elite teams run a hard rule about complaints: up the chain, never sideways. Sideways venting feels like bonding. It is actually corrosion. It hands the weight to people who cannot fix it and creates negativity. Take it up the ladder, and bring your best idea with it.

**Leaders make positive impact, even when they vent.**

## the fundamentals

**01 SIDEWAYS FEELS GOOD, FIXES NOTHING**

Venting to a teammate gets you sympathy and solves zero. Ten minutes later the problem is still there, and now two people are carrying it.

**02 UP THE LADDER, WITH A FIX ATTACHED**

Bring the issue to someone who can act on it, and bring a proposed fix in the same breath. That is the difference between complaining and contributing.

**03 PROTECT THE NEW ONES**

Trainees inherit the attitude of whoever talks to them most. Hand them your standards, not your frustrations.

**04 DISAGREE INSIDE, ALIGN OUTSIDE**

Fight for your idea in the office. Best idea wins, rank does not decide. Then walk out the door unified. The floor never sees the seams.

## in the shop

- ✓ Gossip is a tax the whole team pays and nobody collects. Starve it.
- ✓ Mid-shift is never the moment. Take it offline and protect the energy of the room.
- ✓ A two-minute vent in the back is human. A nightly habit is a culture problem.
- ✓ When someone vents sideways at you, one question: have you told someone who can fix it?
- ✓ Bring issues to leadership with respect and confidence. That door is open and it is the right one.

## otm self-reflection

**FOR YOURSELF** *What frustrated you tonight, and where did it travel: up, sideways, or nowhere?*

**FOR THE GUEST** *Did the floor feel any of the team's friction tonight?*

**FOR THE TEAM** *When you brought the problem up, did a fix come with it?*

# lessons from the geese

Every fall, geese fly thousands of miles in that famous V, and the V is not decoration. It is engineering. Each bird's wingbeat creates lift for the bird behind it. Flying in formation, the flock travels roughly seventy percent farther than any goose could fly alone. The same wings. The same effort. Seventy percent more distance, just from refusing to fly solo.

Watch the point of the V. That bird is doing the hardest work, breaking the wind for everyone, and when it tires, it does not grind until it drops. It rotates back into the draft, and another goose takes the point. No ego. No permanent captain. The lead belongs to whoever is strongest right now.

And the honking you hear from a passing flock? It comes from the back. The geese behind are calling encouragement to the ones in front. The ones doing the hardest work hear the most noise, and the noise is support.

One more thing. When a goose gets sick or falls injured, two others leave the formation and follow it down. They stay with it until it can fly again, or until it cannot. Then they catch another flock and rejoin. Nobody falls alone.

Nature wrote the teamwork manual a few million years before we got here. A great floor flies in formation: the strongest takes the point and rotates, the back of the V makes noise for the front, and when somebody is going down on a brutal night, two of us go down with them until they are flying again.

***Fly in formation and everybody goes farther, including you.***

## otm self-reflection

**01** *Who took the point tonight, and did they get a draft to fall back into, or did we let them grind?*

**02** *Is your honking encouragement for the front, or just noise from the back?*

**03** *Who was falling tonight, and who went down with them?*

# large party service

Large Party Service is how we team-wait big tables, so a party of 12, 16, or more gets the same tight, guest-obsessed experience as a four-top. One table, one team, one standard, run on the Pivot Point system. The party only feels seamless to the guest when the team is locked in behind it.

## *ONE TABLE, ONE TEAM*

### party size & ratio

One server for every 12 guests. No table runs longer than 12 guests, ever.

Split the party evenly. A 16-top is 8 and 8, a 14-top is 7 and 7, and so on.

### server captain

When two servers team-wait a table, both work their own table numbers.

One server takes the lead as Server Captain: introduces the team, gives the spiel, and communicates with the host. The Captain sets the tone for the whole party.

### run your own table

Once it's time to order, each server takes their own table and runs it fully on the Pivot Point system.

Seat numbers have to be accurate, and empty seats still count as seats. That's what keeps a big party from turning into a guessing game.

### coverage during service

One server is at the table at all times, manicuring the tabletop and keeping drinks full.

The other server makes the trips: refills from the back, cold drinks, marking the tray, etc. The table is never left unattended.

### entrée delivery

The Server Captain is at the tabletop for entrée delivery, every time. That presence is what guarantees proper execution and food hitting the right seats.

### closing the party

When the party finishes dining, every table is taken to a final clear, nothing left but drink glasses.

Merge the tables together if it's one check, add gratuity if it isn't already on, and the Server Captain drops the check to the host.

Servers wish their party farewell and are present at the door for departure, thanking them for their visit.

**FIRE RULE: 6 AT A TIME**

**GATHER · REVIEW · ACCOUNT FOR EVERYONE · SEND TOGETHER**

Before any food is sent, the service team gathers, reviews the orders, and accounts for every guest. Entrées go together, but never more than 6 per fire. Ringing in 12 entrées? Break it 6 and 6. This keeps the KDS screen from overloading, keeps the cooks organized, and makes it easier for expo to build hands on completion.