DAY

6

EMBRACE THE ADVENTURE & SYSTEMS WITH SOUL

Rush Hour · Final Exam · Full Bar Sign-Off

Goal: Own the full bar from open to close and prove you can OTM when it gets hard. Embrace the rush, trust your systems, and show that everything you built in six days at Standard Service is yours to keep.

"Pressure is a privilege."

B I L L I E J E A N K I N G

OWN THE MOMENT — DAY 6: EMBRACE THE ADVENTURE & SYSTEMS WITH SOUL

"OTM when it's hard. Use the systems that free you to be present. Composure is the skill that earns loyalty."

Certification day is exactly the kind of moment this standard was built for. The kitchen is slammed. A guest is upset. The wait is long. Embrace it. Your composure, optimism, and system mastery are what separate you. Every checklist, every guest note, every side work task done right frees you to be more present with the people in front of you.

Before Service —

- ☐ Attire and grooming standards reviewed and approved
- ☐ Side work and bar full setup complete
- ☐ Attend shift meeting
- ☐ Final Exam: cocktail specs, spirits, wine, beer, service standards, OTM, core values, sourcing, brand vocabulary, to-go rules

DAY 6 CHECKLIST

Before Service

- ☐ Attire and grooming standards reviewed and approved
- ☐ Side work and full setup complete
- ☐ Attend shift meeting
- ☐ Final Knowledge Test (before prime time)

Own the Moment — Day 6 Conversation

- ☐ Discuss the systems you own coming into this shift (e.g. side work, setup, guest notes). Where are you locked in, and where are you still winging it?
- ☐ During your training, what was one moment where you had to embrace the adventure — something didn't go as planned and you had to figure it out on the fly. What happened, and what did you do?

Certification Checklist — Prime Time: Full Bar Rush

All items required for certification. Trainer evaluates independently — no coaching during service.

- ☐ Acknowledges every bar seat within 45 seconds with genuine warmth
- ☐ First drink built and delivered with urgency — never delayed
- ☐ Offers cocktail recommendation by name with specific, confident sourcing story
- ☐ Guides guests through menu with knowledge and genuine enthusiasm
- ☐ POS entries accurate — eye contact maintained throughout
- ☐ Suggests next round before the current glass hits 1/3
- ☐ Delivers drinks with name and a brief, non-scripted setup
- ☐ Unobtrusive service — no hovering, no pressure, no rushed energy
- ☐ Offers dessert and after-dinner cocktail options by name
- ☐ Suggests cocktails or beverages to go
- ☐ Fond farewell — every guest feels like a regular
- ☐ Guest notes updated — detailed, useful, specific
- ☐ OTM in every interaction — eye contact, confidence, warmth
- ☐ 360s executed — completing the circle, every time
- ☐ Grow Together — builds for bar partner, runs floor drinks without being asked
- ☐ Composure maintained through the rush — no cracks
- ☐ All systems (POS, batch preps, batch drawdowns) used with confidence and purpose

OTM Final Review — What It Means to Own the Moment

Six days in. Walk through what OTM truly is, and whether it shows in this person today.

1. Confidence — presence, polish, posture, smile. Every interaction.
2. Sense of Urgency — urgency, awareness, unobtrusive service. Always.
3. Knowledge — the hard work done before the shift. Knowledge is confidence.

Where are you strongest? Where do you still need to grow? What does Owning the Moment mean to you now, six days in, compared to Day 1? Do you believe in yourself as much as we believe in you?

→ **DISCUSS · THIS DAY'S 1-PAGERS:** **The Reset · Comps & Voids · Never Stop Growing**

OTM Debrief — Embrace the Adventure & Systems with Soul

"Did you Own the Moment when it was hard today?"

- ☐ For Yourself: Where are you most confident right now? Where will you put in the extra work to get sharper?
- ☐ For the Guest: Did every guest on your certification shift experience something they'll come back for?
- ☐ For the Team: Did you lead the bar tonight, not just your station?

Strengths:

_____

_____

Opportunities:

_____

_____

_____	_____	_____
Trainer	Trainee	Captain / GM

Certification Status

- ☐ Ready for Certification Exam
- ☐ Schedule Day 6 Again and/or Graduate from Training

Next Step: Schedule Exit Interview with Manager. Trainee serves a manager during Exit Interview, then earns first solo shift.

the reset

Elite athletes train one skill that never makes a highlight reel: the flush. The great shooters forget the miss before the ball stops bouncing. A rude guest, a kitchen mistake, a brutal rush. None of it belongs to your next table. They get a fresh you.

Every table gets a fresh you.

the fundamentals

01 NAME IT

Notice when you are rattled. That is not weakness. That is awareness, and it is the first move of composure. You cannot reset what you will not admit.

02 BREATHE ONCE, ON PURPOSE

One slow breath resets your nervous system. Use the walk to the kitchen. Use the POS line. Ten seconds is all the flush takes, if you take it.

03 FIND AN ANCHOR

Pick a physical spot: the pass, the service well, the kitchen door. Crossing it means the last moment stays behind it. Athletes call it a reset ritual. It works.

04 RE-ENTER WITH INTENT

Shoulders back. Ten feet, find them with your eyes. Five feet, warm voice. Your re-entry is a decision, not a mood.

in the shop

- ✓ Rough table? You get a two-minute vent in the back, max. Then it's done and buried.
- ✓ The frustration never travels. The next greet is as warm as your first one of the night.
- ✓ Teammates can call reset on each other. That's love, not judgment. Take it that way.
- ✓ A rough hour is not a rough night. The night resets every round if you let it.
- ✓ Watch for a teammate who's carrying something heavy. Sometimes the best reset is the one you give someone else.

otm self-reflection

FOR YOURSELF *What rattled you tonight, and how long did you carry it?*

FOR THE GUEST *Did any guest get less than your best because of a moment that wasn't theirs?*

FOR THE TEAM *Who on the team needed a reset tonight, and did we help them take it?*

never stop growing

We live in a loud world, full of passionate people with megaphones, certain about things they have never put in the work to actually change. Passion without skill is just noise. The people who change anything are the ones who got quiet, went to work, and earned the right to be heard.

Jiro Ono earned it. His restaurant, Sukiyabashi Jiro, has ten seats and sits inside a Tokyo subway station. It also became the first sushi restaurant on earth to earn three Michelin stars.

The training there takes ten years. You start by wringing hot towels. You wait years before you are allowed to touch the fish. One apprentice, Daisuke Nakazawa, spent months on the egg alone... he made over two hundred before Jiro finally nodded and called one good. Nakazawa wept.

Jiro is around a hundred years old and still stands behind his counter. His words: fall in love with your work, and dedicate your life to mastering your skill. He says he does the same thing over and over, improving bit by bit, always reaching for more.

That is what owning the moment is really made of. Not talk. Not opinions. A hunger to grow that never switches off. You earn the right to change something by getting good enough to change it... then you keep climbing, because no one knows where the top is.

> ***I'll continue to climb, trying to reach the top... but no one knows where the top is.***
>
> JIRO ONO · JIRO DREAMS OF SUSHI

otm self-reflection

01 *What skill in your craft are you quietly perfecting right now... and what are you only talking about?*

02 *Where have you mistaken passion for mastery, and what reps would close the gap?*

03 *If you kept climbing for ten years like Jiro, what would your guests know you for?*