02

KNOWLEDGE & GUEST OBSESSED

Floor Chart · Reservation System · The Walk to the Table

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 Standard Service, confidence comes from preparation, not instinct.

OTM 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 movement, your eye contact — the host stand tells every guest whether they're in good hands before you say a word.

The Usuals

The Usuals are cocktails created by neighbors, regulars, and members of this community. Every season, the community votes by purchasing. $1 from every Usual sold is donated to the winner's chosen charity. The Usuals are not a bar feature. They are the most ownable thing about this brand.

Your role as a host:

- ☐ Know the current Usual by name, who created it, and what charity it supports. It's covered in pre-shift. Every shift.
- ☐ When guests ask about the drink, tell the story. Name the drink, name the neighbor who created it, name the charity. Three sentences. Said with warmth.
- ☐ Never say "specials" or "featured drinks." It's The Usuals. It has a name, a story, and a community behind it.

Floor Chart Mastery

Know This Cold

Every table number — no guessing, no asking
Section assignments and server rotations
Bar seating, patio, and private areas
Maximum party sizes per table and section
Table availability and turn status at a glance

Protect the Floor

Rotate thoughtfully — never bury a section in one seating
Never seat ahead of the kitchen's capacity
Keep the chart updated live — not at the end of the rush

Reservation System — What Every Host Owns

Before Service

Review the reservation book — flag large parties, VIPs, and celebrations
Note any allergies or special requests in the system before doors open
Confirm floor layout matches tonight's reservation load
Brief the team on the night before service starts

During Service

Update guest status in real time — arrived, seated, waiting
Add notes for every table: mood, occasion, special requests
Manage the wait list with accuracy and proactive communication
Never leave a guest guessing about their wait — ever

T R I P L E S E A T

TripleSeat is our large parties and events booking system. A minimum of _____ guests is required to book an event. We do not accept reservations for parties of _____ guests or more in the dining room.

To send a request to the events department, a Lead Form must be filled out and submitted in TripleSeat. Our goal is to do as much as we can for the guest so that they can have an easy booking process. So, if you have the time, enter the information for them!

Required information to fill in a Lead Form:

- First & Last Name
- Phone Number
- Email
- Date & Time
- Guest Count
- Nature of Event (i.e. birthday party, happy hour, corporate dinner)

The manager or event coordinator will be able to answer all the guest's questions regarding events. Here are some common ones that you can answer when filling out the Lead Form for the guest.

- How far in advance can I book an event? Event inquiries need a minimum of 48 hours to be booked but we will always defer to a manager rather than telling the guest no.
- Can I bring decorations and cake for my event? Yes, however no confetti or glitter is allowed.
- Can I make a reservation rather than booking an event? We make reservations for up to _____ guests. All other parties are booked through our event coordinator. I would be happy to put in a request for you!

The Walk to the Table

> *"Never point. Always lead." Walking a guest to their table is not transportation. It is the handoff of the experience from the host to the server. It is your last chance to set the tone.*

The Walk	The Handoff	Special Situations
Lead confidently — they follow you, not a pointed finger Pace to the slowest person in the party Make brief, genuine small talk — not interrogation, not silence Know the fastest and most guest-friendly route to every section	Set the table — menus, noting celebrations, pulling out chairs Relay every guest note to the server before stepping away Introduce the server by name if they're present Never leave a table without the guest feeling settled	Large parties: confirm table configuration before walking Accessibility needs: know accessible routes cold Walk-ins during a wait: give honest time, offer bar seating first Guests at bar: acknowledge and note for bar team immediately

OTM DEBRIEF — KNOWLEDGE

"Did every guest feel like they were expected the moment they walked in?"

OTM starts with YOU. Let the trainee answer first — always.

For Yourself: Where did your preparation show up at the stand? Where did a gap in preparation hold you back?

For the Guest: Did the arrival feel seamless, or did the guest sense any hesitation?

For the Team: Did you set up the floor, or did the floor have to work around you?

TRAINER Signature / Date	TRAINEE Signature / Date	RECEPTION MANAGER / GM Signature / Date

Next shift: Day 3 — Wait Management & Difficult Moments. Study menu basics, the brand story, and the language of a composed host stand.

DAY 2 CHECKLIST

Before Service

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

Tests:

- ◻ Fill out a blank floor chart with all Table Numbers & Pivot Points
- ◻ OTM & Core Values
- ◻ Floor Chart & Section Assignments
- ◻ Open Table Navigation

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

Own the Moment — Day 2 Conversation

Along with your trainer discuss:

- ◻ What is the importance of knowledge at the host stand? Specifically in regards to knowing the menu, but knowing the floor, the rotation, the reservation system, and the wait.
- ◻ Walk through the difference between a host 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
- ◻ Review Act 1 – The Arrival: Greet arriving party, log reservation, offer specific walk and handoff. – Get ready to greet guests!
- ◻ Access Openable Academy and complete the Beginner Training Program
- ◻ Practice on the host iPad with trainer supervision:
  - ◻ Seating walk-in guests or placing them on a waitlist.
  - ◻ Taking reservations over the phone.
  - ◻ Seating guests with online reservations.
  - ◻ Notifying guests of table availability.
  - ◻ Assigning tables by server section.
- ◻ Roleplay Difficult Moments: Practice a frustrated guest arrival — composure, warmth, then solution
- ◻ Observe trainer managing the floor chart live during service
- ◻ Observe trainer entering to-go orders. Practice using the host's POS.
- ◻ Welcome the first 5 parties and execute Act 1 – The Arrival:
  - Acknowledge within 10 seconds — eye contact, warmth, zero hesitation
  - Log all special notes immediately — celebrations, allergies, VIPs
  - Walk to table with confidence and genuine warmth — not a tour guide march
  - Full handoff to server — every note relayed before stepping away
- ◻ Practice entering a lead on TripleSeat with your trainer.
- ◻ Observe trainer managing the floor chart live during service
- ◻ Shadow reservation system entry alongside trainer — watch how notes are entered and used
- ◻ During the rest of the shift, practice the full walk to table, including lead, handoff, and note relay, with trainer evaluation

After Service

- ◻ Discuss Meat & Bread and Pizzas
- ◻ Taste 1 Meat & Bread & 1 Pizza
- ◻ Log Tasting Notes
- ◻ Roleplay Act 2 – The Experience with 3 servers/hosts
- ◻ Review Flow of Service, Roles at the Host Stand, and Average Turn Times — be able to explain each
- ◻ Review Reception FAQs — know every answer cold

→ **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 menu knowledge gave you authority on the door? 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 hosts)

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