

FOH STEPS OF SERVICE · V2.5 (DRAFT)

MEZZÉ#1

MEDITERRANEAN EATERY & BAR



MEZZÉ#1

FOH STEPS OF SERVICE

THE OPERATIONAL REFERENCE FOR EVERY FRONT
OF HOUSE TEAM MEMBER.

Owned by Riad El Khaliabi & Irina Shlyakhova

FIRST EDITION · 2026 · CONROE · FULSHEAR

FM

FRONT MATTER

HOW THESE STEPS WORK

The operational reference for every Front of House team member at MEZZÉ#1.

This document holds the step-by-step procedures for the full guest journey — from the moment a guest approaches our door to the moment they walk back out.

Each step is a focused, repeatable procedure. Read it once. Practice it. Return to it when you want to handle a situation exactly right.

HOW TO READ EACH STEP

Every step follows the same format:

SECTION	WHAT'S IN IT
Purpose	Why this procedure exists.
When to use	The trigger that calls for it.
Procedure	Numbered actions, in order.
Say this / Not this	Exact words in our brand voice. Phrases that break the brand.
Brand note	Context, exceptions, brand reasoning.

THE THREE FILTERS

Before any decision on the floor, run it silently through three filters. If a decision doesn't pass at least one, it doesn't belong at MEZZÉ#1.

FILTER 01

THE FEELINGS

Does it make a guest feel at home, satisfied, or charmed?

FILTER 02

THE PILLARS

Does it support at least one of our four brand pillars? *The Shared Table. Heritage with a Modern Hand. Hospitality Is the Love Language. Built to Be Loved for Decades.*

FILTER 03

THE OWNERS

Would Riad and Irina nod or wince if they were standing here? If wince, stop. Ask the manager.

WHAT THIS DOCUMENT IS NOT

This is not a script. A great FOH team reads the table, the room, and the moment — and lands on the right answer because they understand what MEZZÉ#1 stands for. This document gives you that understanding. The judgment is yours.

FM

MAP

CONTENTS

The guest journey: 9 Steps of Service + 8 Cross-Cutting Protocols.

PART I · STEPS OF SERVICE

#	STEP	WHAT IT COVERS
01	Greeting & Seating	Warm welcome. The right table.
02	Server Welcome & Water	Water from the server. Conversation, not transaction.
03	Drinks, Wine & Signature Cocktails	Wine and signature cocktails — every order.
04	Drinks Delivered & Food Order	For the table, not the plate.
05	Food Delivery & Two-Minute Check	Every plate sets the tone.
06	Mid-Meal Service & Clearing	Attentive, not hovering.
07	Dessert, Coffee & Tea	End the meal as strongly as it began.
08	Check & Payment	Bill lands softly.
09	Farewell	As warm as the greeting.

PART II · CROSS-CUTTING PROTOCOLS

#	PROTOCOL	WHAT IT COVERS
A	Allergy Handling	Zero tolerance for shortcuts.
B	Complaint Handling	Recovery, not perfection.
C	Phone Calls	Within three rings. Friendly, clear, branded.
D	Server Handoffs During Shift	One meal, not two servers.
E	Birthday Ritual	Sparkler, song, gather, photo.
F	Anniversary Ritual	Sparkling wine early, photo offer.
G	Cash Handling	A security and trust matter.
H	Loyalty Program at Check Time	Every check, every table.

QUICK REFERENCE

A one-page summary at the back: timing, kitchen pacing, opening script, drinks, the two rituals, and the Absolute Rules. For the kitchen wall and the host stand.

01

STEP 1 OF 9

GREETING & SEATING

Warm welcome at the door. The right table for every guest.

PURPOSE

Make every guest's first interaction feel human, warm, and unmistakably MEZZÉ#1 — and seat them at the table that fits their party.

WHEN TO USE

From the moment a guest crosses the threshold until they are seated at their table.

PROCEDURE

1 Greet within 5 seconds

Whoever is closest acknowledges every guest within 5 seconds — a warm welcome before any question. A smile, eye contact, "be right with you" if hands are full. The door is everyone's responsibility.

2 Identify intent and party size

Once welcomed, quickly identify why they're here and how many will be joining.

- › Walk-in or reservation → continue to seating
- › To-go pickup → retrieve order, hand over with both hands
- › Asks for owner → take name & email; direct to info@mezze1.com. Never share owner or team cell phone numbers.
- › Restroom only → walk them, don't point

3 Choose the right table

Read composition, energy, and visible needs in 3 seconds. Match the table to the party.

- › Couples → corner banquette or two-top, lower light
- › Families → space for stroller or high chair
- › Business → quieter section, away from the bar
- › Large party (6+) → reserved large tables, or invite them to wait briefly while we combine tables
- › Solo → bar seat or small table with view of the room
- › If waiting → be honest about timing, offer the bar

4 Walk the guest, never point

Carry menus. Lead at the guest's pace. Look back every few steps. Use walking time as welcome time — short questions that turn a stranger into a guest.

5 Seat the guest and prepare the table

Place a menu in front of each seat, remove any extra place settings, turn on the table lamp, and verbally brief the server — party size, occasion, allergies, preferences. The server follows with tap water and a personal welcome.

✓ SAY THIS

"Welcome to MEZZÉ#1, how are you tonight?"

"Welcome in — good to see you."

"Welcome back — good to see you again."

✗ NOT THIS

"Do you have a reservation?" (transactional)

"How many?" (abrupt)

Pointing at a table instead of walking the guest

02

STEP 2 OF 9

SERVER WELCOME & WATER

*Tap water from the server. Conversation, not transaction.***PURPOSE**

Establish the server's relationship with the table — human first, transactional second.

WHEN TO USE

Within 60 seconds of the host seating the guest and placing the menus.

PROCEDURE**1 Bring tap water within 60 seconds**

Tap water arrives cold, in clean glassware, for the whole table. Hospitality begins with care of the body.

2 Always introduce yourself by name

We introduce ourselves at every table, every shift. "Hi, I'm [Name], I'll be looking after you tonight." Then ask how they are. A guest who doesn't know their server's name isn't being served — they're being processed.

3 Read the table and orient if needed

Identify first-timer vs returning, then act accordingly.

- > First-timer → "At MEZZÉ#1, the way to eat is to share. Most tables order 3–4 mezze, 1–2 from the grill, and a salad."
- > Returning guest → recognize them; ask what they're in the mood for
- > If unsure → "have you eaten with us before?" works for both

✓ SAY THIS

"Good evening — I'm [Name], I'll be looking after you tonight."

"Welcome — first time here, or have we met before?"

"So glad you're here tonight."

✗ NOT THIS

"Hi, can I get you started with drinks?"

"You guys ready?"

Skipping your name and going straight to the order

BRAND NOTE

We open with care of the table — a cold glass of tap water and a real introduction — then move into the order. Generosity at MEZZÉ#1 is expressed through attention, recommendations, and pacing.

03

STEP 3 OF 9

DRINKS, WINE & SIGNATURE COCKTAILS

Wine and signature cocktails are part of every drink order.

PURPOSE

Elevate the drinks program across the board — anchored in Lebanese wines as our signature and our house cocktails as the bar's voice.

WHEN TO USE

After water is on the table and the guest has had ~90 seconds to settle.

PROCEDURE

1 Wait 90 seconds before taking drinks

Give the guest time to land, look around, breathe. Don't rush.

2 Offer wine and signature cocktails proactively

Wine and cocktails are asked about at every table, every shift. Frame it as a choice between two paths — never a passive "anything to drink?"

- > "Will you be having wine tonight, or starting with one of our signature cocktails?"
- > Name a cocktail by name: "Layla is the one most tables order — orange blossom, gin, a little citrus."
- > Then bridge to wine: "Or if you want a glass with the meal, our Lebanese list is where we'd start."

3 Make confident recommendations

Lebanese wines are our signature. Pair specifically for grilled items. Keep cocktail choices to two options, not five.

- > Know 3 Lebanese wines cold: one red (**Ana Beirut** is the default), one white, one rosé
- > Lamb chops → Ana Beirut · Kafta → Lebanese red or rosé
- > Mixed grill → Lebanese red · Chicken → Lebanese white
- > Cocktails → offer two named options with a question, not a list

4 Apply TABC standards rigorously

Texas alcohol laws are not negotiable. Page a manager before refusing service or cutting off.

- > ID anyone who looks under 30 (TX DL, State ID, Passport, Military only)
- > Watch for SCAB signs: Speech, Coordination, Appearance, Behavior
- > If signs appear → slow service, bring water and food, alert manager

✓ SAY THIS

"Wine tonight, or starting with one of our signature cocktails?"

"We have a beautiful Lebanese list — want to take a look?"

"Ana Beirut is the table you want with the lamb chops — confident, food-friendly. Two glasses?"

"Layla or the Damascus — which one's calling you?"

✗ NOT THIS

"Anything to drink?" (flat, not branded)

"I don't really drink wine, so..." (server confidence kills the moment)

Listing six wines or six cocktails without guidance

04

STEP 4 OF 9

DRINKS DELIVERED & FOOD ORDER

Order for the table, not for the plate.

PURPOSE

Deliver the drinks promptly, then guide the table to a shared meal — mezze in the middle, not entrées defended by individuals.

WHEN TO USE

Within 5 minutes of placing the drink order, and continuing into taking the food order.

PROCEDURE

1 Deliver drinks within 5 minutes

Drinks come out fast. Walk them to the table, place them in front of the right person, never ask "who had the...?" if avoidable.

2 Frame the order for the table, not the plate

"How does the table want to start?" before "What can I get you?" Right-size the order, pace it intelligently.

- › A table of four doesn't need eight mezze; a table of two doesn't need just one dish — guide them
- › Watch portion counts against party size — Sambousek comes in a portion of three; a table of five should be asked if they'd like two portions
- › Pace: "Mezze first, grill a few minutes after?" — default to yes, that's how the shared table works
- › If guest asks "what's good?" → name 2–3 favorites specifically
- › If overwhelmed → offer cold trio, hot trio, sampler tray, or boards

3 Handle special situations

Allergies and children get specific protocols — never wing it.

- › Allergies → follow Protocol A (Part II), 4 steps, no shortcuts
- › Children → high chair wiped, crayons + coloring sheet arrive together
- › Stressed parents → offer to fire kids' food first
- › Child meltdown → fire kids' food early; if it continues, offer to-go boxes

4 Place the order on the iPad at the table

Enter the order into the POS on the iPad right at the table — confirming each item with the guest. Allergies and dietary needs always go in as ticket notes; the kitchen reads the ticket and acts on what's written there.

✓ SAY THIS

"How does the table want to start?"

"The Trio is what I'd order if I were here tonight."

"We can absolutely take care of that." (allergies)"

"Want me to send the kids' food out first?"

✗ NOT THIS

"Everything is good." (no specific guidance)

"We don't do that." (without checking)

Sighing or eye-rolling at allergies

BRAND NOTE

Children are welcomed, not tolerated. Other guests notice when a restaurant cares for families — that's part of how MEZZÉ#1 builds its family reputation.

05

STEP 5 OF 9

FOOD DELIVERY & TWO-MINUTE CHECK

*Every plate sets the tone.***PURPOSE**

Deliver food correctly, manage pacing, and catch problems while they're still small.

WHEN TO USE

From the moment the kitchen has the order through the first few minutes after food arrives at the table.

PROCEDURE**1 Hold kitchen pacing**

Know the timing, set expectations honestly.

- › Mezze and salads: 8–12 minutes from order at peak
- › Grill: 20–25 minutes from order at peak
- › Target table turns: 60 min lunch / 90–120 min dinner

2 Deliver food correctly — every plate matters

Walk plates out at the right moment. Every plate sets the tone — check it on the way out: temperature right, plating composed, garnish present. If it isn't, send it back before it reaches the table.

- › Place plates in front of the right person, identify each dish
- › Hot plates with a clean cloth — warn: "Please be careful, the plate is hot"
- › Allergy plates delivered by the server, never by a runner

3 Run the two-minute check

2–3 minutes after food arrives, return briefly: "Everything tasting how it should?" A problem caught at minute 3 is fixed by minute 7. A problem caught at minute 20 is a one-star review.

4 Recover quickly if something is wrong

Don't argue. Don't defend. Page the manager — never comp without approval (see Protocol B).

- › Wrong order → apologize once, take it back, fix within 10 minutes
- › Food not right → "Let me have the kitchen make you something you'll love"
- › Long wait → get ahead of it before the guest flags you

✓ SAY THIS

"Everything tasting how it should?"

"That's not what we sent you — let me fix this right now."

"How are the chops landing?" (specific, not generic)"

"Please be careful, the plate is hot."

✗ NOT THIS

"How is everything?" (generic, low-effort)

"Are you guys good?" (corporate)

Asking "did you like it?" while plates are still full

BRAND NOTE

The two-minute check is the highest-leverage moment of the meal. The brand isn't measured by perfection — it's measured by recovery.

06

STEP 6 OF 9

MID-MEAL SERVICE & CLEARING

*Attentive, not hovering. Present, not invisible.***PURPOSE**

Keep the meal flowing — refills, clearing, manager touches — without ever signaling that we want the guest to leave.

WHEN TO USE

From the second check (~8–10 min after mains arrive) through to dessert offer.

PROCEDURE**1 Stay attentive without hovering**

Read the table continuously. Run the mid-meal check (8–10 min after mains): refill water, ask specifically — "How are the chops landing?" not "How is everything?"

- > Empty water glass → refill before they ask
- > Empty bread basket → "Would you like extra pita?"
- > Empty dip plates but full pita → offer to extend the order
- > Leaning back, looking around → guest wants something

2 Cue the manager walk

Every full table gets at least one manager visit per shift. Quietly signal the manager when a table is enjoying themselves, celebrating, or first-timers seem impressed.

3 Clear at the right moment

Plates are cleared only when everyone at the table is finished — never one at a time while others are still eating.

4 Match pace to the table's energy

Never drop the check unprompted. The table is theirs until they're ready.

- > Deep in conversation → hold back; check water; revisit in 8–10 min
- > Winding down → clear cleanly; offer dessert + coffee in one breath
- > Ready to leave → "Whenever you're ready, I'll grab the check"

✓ SAY THIS*"How are the chops landing?"**"Another round? Glass of wine to go with the lamb?"**"More water before I clear these?"**"Whenever you're ready, I'll grab the check — no rush."***✗ NOT THIS***"Are you still working on that?" (treats food like work)**"You guys good?" (corporate)**Dropping the check unasked to turn the table***BRAND NOTE**

A full room is part of the brand. A guest who stays an extra 30 minutes is a guest we're glad to have — and other guests can see the room is full.

07

STEP 7 OF 9

DESSERT, COFFEE & TEA

End the meal as strongly as it began.

PURPOSE

End the meal as strongly as it began — Mediterranean coffee culture and a memorable dessert.

WHEN TO USE

When the table is clearly done with mains and ready to consider what comes next.

PROCEDURE

- 1 **Lead with a specific dessert, not a menu**
 "Would you like to see the dessert menu?" is a yes/no question that ends in no. Lead with a named dessert and a warm hook. Knafé is our signature.
- 2 **Pair with coffee or tea, prepared with care**
 Turkish coffee, sand coffee, mint tea — central to Mediterranean culture, not afterthoughts. Suggest them with the dessert. A bad coffee or tea ends the meal poorly — use the right measurement (5 spoons for coffee, 3 spoons for tea), the right water, the right pour.
- 3 **Close the meal, not just the dessert**
 Once the dessert and coffee are done, take a beat to mark the meal's end — not the bill, the meal. A brief, warm "How was everything tonight?" — eye contact, no pen out — gives the table a moment to thank you, ask one more thing, or settle back in. The check follows only when they signal.

✓ SAY THIS

"Our Knafé is what people come back for — should I bring two spoons?"

"You've got to try the baklava before you go. Turkish coffee with it?"

"Save room for something sweet? Let me grab the menu."

✗ NOT THIS

"Would you like to see the dessert menu?" (closes the door)

"Are you guys done?" (corporate, abrupt)

"We have some desserts if you want." (lukewarm)

08

STEP 8 OF 9

CHECK & PAYMENT

Bill lands softly. Processing is invisible.

PURPOSE

Close the meal cleanly — never rushing, always precise, always brand-voiced.

WHEN TO USE

When the guest asks for the check. Never before.

PROCEDURE

- 1 Ask the loyalty question first**

Before bringing the check: "Quick one — do you have a loyalty account with us?" If yes, look them up by phone number in the POS. If no, offer to set them up in 30 seconds. Don't push if they decline.
- 2 Bring the check correctly**

Only when asked. Always when asked. The check is delivered on the iPad at the table — there is no paper check first.

 - > Show the receipt on the screen so the guest can see the numbers and confirm everything is correct
 - > Ask: "Cash or card?"
 - > For card → the system prompts the guest to add a tip, then asks whether to print the receipt
 - > You can't see whether the guest chose to print, so always ask: "Did you get your receipt, or are you all set?"
- 3 Cash and split-check specifics**

When the path isn't a single card on the iPad, slow down and handle it cleanly.

 - > Cash → count twice; make change in two steps; never assume "keep the change"
 - > Split checks → confirm how, read it back, no sighing — we do split checks
 - > Thank the guest by name when known
- 4 Apply tip handling correctly**

Tips are not pooled. The tip belongs to whichever server closes out the table — regardless of mid-shift handoffs. Servers tip out the bartender at 10% of alcohol sales.

BRAND NOTE

Never comment on the size of a tip — not to the guest, not to a coworker.

09

STEP 9 OF 9

FAREWELL

*As warm as the greeting.***PURPOSE**

Close the relationship with the warmth that opened it — the line that turns a one-time guest into a regular.

WHEN TO USE

When the guest stands up to leave, and again at the door.

PROCEDURE**1 Server says goodbye at the table**

Warm, personal, specific. If you know their name, use it. Forward-looking, not formulaic.

2 Acknowledge at the door

Whoever is closest — host, server, or manager — says goodbye as the guest exits. A guest never walks past unacknowledged.

› First-timers get one extra line: "Come back soon and bring someone"

3 Handle departure issues immediately

Some moments at the door require action, not just words.

- › Forgot something → bring it to them, don't make them come back
- › Already left and called → hold at host stand, text when secured
- › Unhappy at departure → get manager BEFORE they leave
- › Visibly intoxicated → offer to call a ride; if they insist on driving, get manager

✓ SAY THIS

"Thanks for being with us tonight — drive safe."

"Glad you came in. Hope to see you again soon."

"Thank you, [Name] — really glad you came in."

"It was really good to have you in tonight. Come back soon and bring someone." (first-timer)"

✗ NOT THIS

"Have a good night!" (generic)

"Thanks, come again!" (chain-restaurant feel)

Nothing — letting a guest walk past unacknowledged

A

CROSS-CUTTING PROTOCOL

ALLERGY HANDLING

Zero tolerance for shortcuts.

PURPOSE

An allergy mishandled is a medical emergency, not a service failure. Every server follows this exactly.

WHEN TO USE

Any time a guest mentions an allergy or sensitivity — at the door, on the way to the table, at the order, or at any point during the meal.

THE 4-STEP PROTOCOL

- 1 Acknowledge calmly and warmly**
"Of course — we'll take care of that." Never sigh, never roll eyes, never appear inconvenienced.
- 2 Enter the allergy clearly on the ticket**
Enter the allergy as a ticket note in Rezku (POS) at the time the order is placed. Use clear, unambiguous language ("NUT ALLERGY — severe") so the kitchen sees it on the screen as they begin the dish.
- 3 Visually confirm the plate before delivery**
Before picking up an allergy plate, double-check the ticket and the plate together. If anything looks off, set it aside and have the kitchen redo it.
- 4 Deliver the plate personally**
Server (not a runner) walks the allergy plate to the table. Tell the guest at delivery: "I've flagged your allergy to the kitchen — here's your [dish]."

BRAND NOTE

Common allergens in our dishes — see the Allergen Pocket Card and the Allergen Reference Wall.

B

CROSS-CUTTING PROTOCOL

COMPLAINT HANDLING

The brand isn't measured by perfection. It's measured by recovery.

PURPOSE

Convert a bad moment into a recovered guest — and never make a small issue worse.

WHEN TO USE

Any time a guest expresses dissatisfaction — about food, service, the room, the bill, or anything else.

PROCEDURE

- 1 Listen completely**
Don't interrupt. Don't defend. Let the guest finish what they need to say before you respond.
- 2 Acknowledge sincerely**
"I'm really sorry that happened. That's not how we want this to go." Never argue specifics in the moment.
- 3 Bring the manager**
Only managers can comp, refund, or make material guest-recovery decisions. Page the manager immediately. "Let me get our manager to make this right for you."
- 4 Follow up briefly after resolution**
A short return to the table later — "Glad we got that sorted, thanks for letting us know" — closes the loop and shows the guest the team cares.

BRAND NOTE

What never happens: argue with the guest; blame the kitchen, another server, or a coworker out loud; say "that's never happened before" or "no one else has complained"; offer a comp, refund, or replacement before the manager has weighed in; raise your voice. Ever.

C

CROSS-CUTTING PROTOCOL

PHONE CALLS

Within three rings. Friendly, clear, branded.

PURPOSE

Handle phone inquiries consistently and efficiently — every call is brand exposure.

WHEN TO USE

Every incoming phone call. Always answer within three rings.

PROCEDURE

1 Answer with the standard greeting

"Thanks for calling MEZZÉ#1 [Conroe / Fulshear], this is [Name] — how can I help you?"

2 Identify the call type and route correctly

- > Reservation → handle directly; never name the booking platform
- > Catering → direct to mezze1.com/catering
- > Event or buyout → page manager (not a host-level call), or direct them to mezze1.com for information
- > Owner request → direct them to email info@mezze1.com. Never share owner or team cell phone numbers.
- > Press / media → ownership only (info@mezze1.com); never to manager or host

3 For reservations: collect & confirm

- > Date and time
- > Party size
- > Name and phone number
- > Any occasion (birthday, anniversary)
- > Read it back to confirm

4 For catering: don't build the order on the phone

"For catering, everything lives on our website — the menu, pricing, ordering. Fastest way is right there: mezze1.com/catering. Anything that's not on the page, send to info@mezze1.com and someone will follow up."

5 Close the call warmly

"You're all set — we'll see you [day] at [time]. Thank you!" Never let a caller hang up first without a warm sign-off.

✓ SAY THIS

"Thanks for calling MEZZÉ#1 Conroe, this is [Name] — how can I help you?"

"Of course — let me get you on the books. What night and time were you thinking?"

"You're all set — we'll see you Saturday at 7:30. Thanks!"

✗ NOT THIS

Picking up after more than 3 rings

Sending the caller to a booking platform name

Building a catering order on the phone instead of pointing to the website

D

CROSS-CUTTING PROTOCOL

SERVER HANDOFFS DURING SHIFT

The guest experiences one meal, not two servers.

PURPOSE

Make shift transitions invisible to the guest. Ensure no information is lost.

WHEN TO USE

Any time a server leaves mid-meal — end of shift, illness, emergency, or manager-directed section change.

PROCEDURE

- 1 Verbal handoff is required**

The outgoing server walks the incoming server to the table area and briefs them in person. A note on a ticket alone is never enough.
- 2 Transfer all relevant information**
 - > Party composition and dynamics
 - > What's been ordered and what's still coming
 - > Allergies or dietary needs
 - > Any special occasion
 - > Any complaints or issues so far
 - > Stated preferences (split check, no rush, specific timing)
- 3 Introduce the incoming server to the table**

"Hi folks — I'm heading out for the night. This is [Name], who'll be taking great care of you for the rest of your meal. They know everything we've talked about."
- 4 Incoming server picks up smoothly**

Confirm what's coming, bring the next round, continue service without making the guest feel handed off. The guest experiences one continuous meal.
- 5 Tip belongs to the closing server**

Per the FOH Employment Agreement: *"The tip belongs to whichever server closes out the table — the one who completes the customer's journey."* This applies regardless of handoffs.

BRAND NOTE

The guest should never overhear staff debating who's responsible for their table. If there's a question, the manager handles it out of sight.

E

CROSS-CUTTING PROTOCOL

BIRTHDAY RITUAL

The standard is the standard — every birthday, every shift.

PURPOSE

Mark every birthday at MEZZÉ#1 the same way — warm, festive, distinctly Mediterranean.

WHEN TO USE

When a guest at the table is celebrating a birthday — flagged via the reservation system or discovered at the table.

THE RITUAL

- 1 Server plates the Baklava with a sparkler**

The server plates the Baklava themselves and lights the sparkler — about 2 minutes of burn time. Not a candle. The sparkler is part of our celebration language.
- 2 Arabic birthday song plays via Spotify**

The dessert leaves for the table the moment the music starts. The song plays through the restaurant audio system so the whole room shares the moment.
- 3 Available employees gather and clap**

All available team members gather around the table and clap throughout the duration of the sparkler. The whole room knows it's happening.
- 4 Offer to take a photo**

"Want me to grab a photo of everyone?" Offered, not assumed. Use the table's phone, not yours.

BRAND NOTE

We do not skip the sparkler, the song, or the gathering of employees because it's a slow night or a busy night. Consistency is what makes this a brand moment.

F

CROSS-CUTTING PROTOCOL

ANNIVERSARY RITUAL

Two layers, locked in regardless of who's serving.

PURPOSE

Mark every anniversary the same way — quiet warmth, not theatrical.

WHEN TO USE

When a couple at the table is celebrating an anniversary — flagged via the reservation system or discovered at the table.

THE RITUAL

- 1 Bring complimentary house sparkling early**
Two glasses of complimentary house sparkling wine arrive shortly after the table is seated — not held back for dessert. The celebration begins with the meal.
- 2 Offer to take a photo of the couple**
"Want me to grab a quick photo of the two of you?" Offered once, not pushed. Use their phone, not yours.

BRAND NOTE

Anniversaries get sparkling wine and a photo offer. Two layers. Locked in. The brand promise of recognition is not dependent on the server remembering — it is operationally defined.

G

CROSS-CUTTING PROTOCOL

CASH HANDLING

A security and trust matter.

PURPOSE

Protect the restaurant, the guest, and the server — accurate, transparent, and disciplined.

WHEN TO USE

Any cash transaction during a shift, plus end-of-shift reconciliation.

DURING SERVICE

- 1 Each server is responsible for their own cash**
Keep your change on you every shift. The float you carry is yours to account for — never combine it with another server's cash, and never let anyone else handle it.
- 2 Count cash twice**
Once when received, once before placing it with your float. Visible to the guest where possible.
- 3 Make change in two steps**
Count from your float first, then count back to the guest. Bring change without asking — never assume "keep the change" unless the guest says so.
- 4 Question suspicious bills**
Large denominations or possible counterfeits — check with the manager before accepting.
- 5 End of shift — reconcile to the register**
At the end of your shift, reconcile against the report numbers and deposit all cash owed into the cash register.

BRAND NOTE

Grounds for immediate termination: buddy-punching, falsification of reports, theft of any amount. These are non-negotiable.

H

CROSS-CUTTING PROTOCOL

LOYALTY PROGRAM AT CHECK TIME

The single biggest driver of loyalty growth.

PURPOSE

Convert every check into a loyalty touchpoint — sign new members up, recognize existing ones.

WHEN TO USE

Every check, every table. As the server presents the check or just before.

PROCEDURE

- 1 **Ask the loyalty question**
"Quick one — do you have a loyalty account with us?" Asked warmly, casually, before the check is dropped.
- 2 **If yes — look them up at the POS**
 - > Look them up by phone number in the POS
 - > Confirm points are applied to the ticket
- 3 **If no — offer to set them up**
"Takes 30 seconds and earns you points on every visit. Want to set one up?" If they decline, don't push. Move on warmly.
- 4 **Sign-up: keep it under 90 seconds**
Name, phone number, email. Done. No long forms. The signup happens at the POS only.

✓ SAY THIS

"Quick one — do you have a loyalty account with us?"

"Before I run this — want me to look you up by your phone number?"

"Takes 30 seconds and earns you points on every visit. Want to set one up?"

✗ NOT THIS

Skipping the question because the table is busy

Pushing after a polite decline

Forgetting to look up an existing member

BRAND NOTE

This question is asked every shift, every table. It is the single biggest driver of loyalty program growth. Rewards are food-and-drink-based, not discount-based. Generosity reinforces the brand. Discounts erode it.



QUICK REFERENCE

SERVICE AT A GLANCE

For the kitchen wall and the host stand.

TIMING

Greet at the door	< 5s
Tap water	< 60s of seating
Wait before drinks	90s
Drinks delivered	< 5 min
Two-minute check	2–3 min after food
Mid-meal check	8–10 min after mains
Phone answered	< 3 rings
Reviews answered	< 48 hours

KITCHEN PACING

Mezze & salads	8–12 min
Grill	20–25 min
Lunch turn	60 min
Dinner turn	90–120 min
Manager walk	1x per full table

OPENING SCRIPT

- > "Welcome to MEZZÉ#1, how are you tonight?"
- > "I'm [Name], I'll be looking after you tonight."
- > First-timer: "The way to eat is to share. Most tables order 3–4 mezze, 1–2 from the grill, and a salad."

DRINKS

- > "Wine tonight, or starting with one of our signature cocktails?"
- > Default Lebanese red: **Ana Beirut** · pair with lamb
- > If overwhelmed: cold trio, hot trio, sampler tray, or boards
- > Sambousek: portion of 3 — table of 5 needs two portions

BIRTHDAY RITUAL

- > Server plates Baklava with a sparkler (~2 min burn)
- > Arabic song starts — dessert leaves with the music
- > Available employees gather and clap
- > Offer to take a photo on the table's phone

ANNIVERSARY RITUAL

- > Two glasses of complimentary house sparkling, early
- > Offer to take a photo of the couple

ABSOLUTE RULES · NEVER BREAK THESE

- > Walk the guest, never point.
- > Tip belongs to whichever server closes the table.
- > Never bring the check unless asked.
- > Children are welcomed, not tolerated.
- > Server delivers allergy plates personally — never a runner.
- > Owner & press requests → info@mezze1.com (never cell phones).
- > Never comment on the size of a tip.
- > Buddy-punching, falsified reports, theft → immediate termination.