

TRAINING-003 · FOH · V2.1 (DRAFT)

MEZZÉ#1

MEDITERRANEAN EATERY & BAR



WHAT YOU CARRY THROUGH THE WEEK

DAILY TRAINING — TRAINEE —

NINE DAYS. ONE CARD PER DAY. THE PACK YOU
CARRY.

Owned by Riad El Khaliabi & Irina Shlyakhova

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HOW TO USE THIS PACK

ONE CARD PER DAY. READ IT THE NIGHT BEFORE.

Your pack. Your job. Bring it to every shift.

WHAT'S IN HERE

SECTION	WHAT IT IS
Day cards (9 of them)	One page per day. What to expect. What to do. What to bring back.
Cheat sheet: Pairings	Dish on the left, drink on the right. Use it on the floor.
Cheat sheet: Five must-knows	The five things you need cold for Day 9.
Cheat sheet: Key scripts	Phone greeting. Allergy. Complaints. Memorize.

EACH DAY CARD HAS THE SAME SHAPE

BLOCK	WHAT IT MEANS
Where you'll be	On the floor. In the kitchen. A quiet corner.
Before you arrive	What to read before you come in. What to bring.
On the floor	Your job during the shift.
Goals for today	Tick the boxes when you do them.
Questions to bring back	Things to ask during the debrief.
Tonight	What to read or memorize for tomorrow.

BRAND NOTE

Bring this pack and a pen to every shift. Your manager has the matching pack from their side — they know what each day looks like for you. Ask questions. Make notes. This is yours.



PROGRAM AT A GLANCE

NINE DAYS FROM NEW HIRE TO SOLO SERVER

What you do each day. Where you build to.

DAY	WHAT YOU DO	WHAT YOU LEARN
1	Orientation. Brand, menu walkthrough, POS, 9 Steps overview.	The shape of the restaurant.
2	Read Steps of Service PDF. Shadow a senior server.	See the 9 Steps live.
3	Read Training-004 Food Training. Verbal check with manager.	Know the menu.
4	Read Training-005 Bar Training. Verbal check with manager.	Know the bar.
5	Take your first table. Senior watches closely.	Run one table end to end.
6	Take two tables. Senior available.	Juggle timing.
7	Run a 3-table small section.	Run independently.
8	Run a full section. Handle a staged complaint.	Service end to end.
9	Written test. Practical role-play. Sign-off.	Solo-ready.

BRAND NOTE

Some hires move faster. Some slower. If you need a tenth day, you'll get one. The goal is to start solo shifts confident — not to finish in nine days because the program says nine.

01

DAY 01 OF 9

ORIENTATION

No floor service today. You learn the brand, the menu, the POS, and the 9 Steps.

WHERE YOU'LL BE

With the manager all day. Tour, kitchen, server station, bar, POS terminal.

BEFORE YOU ARRIVE

- Arrive on time, in uniform — black shirt, black pants.
- Bring this pack and a pen.
- Confirm your 7shifts onboarding is done. All forms signed, certifications uploaded.

ON THE FLOOR

Tour the restaurant first. Then learn the brand. Then the menu (the longest block — we'll taste 3-5 dishes together). Then the POS. Then a quick walk through the 9 Steps. Bring questions.

GOALS FOR TODAY — TICK WHEN DONE

- I can name the owners and the manager I report to.
- I have heard our founder story — where the owners are from and how we got to Texas.
- I can name the three feelings a guest should leave with.
- I can name 10 dishes on the menu without looking.
- I can open a table, add an item, and split a check in the POS.
- I can name the 9 Steps at a high level.

QUESTIONS TO BRING BACK

- Which Step do new servers usually get wrong?
- Which dish gets the most questions from guests?
- What's the busiest night here?

HOMWORK

Tonight: Read the **FOH Steps of Service PDF** cover to cover. Tomorrow you'll see the 9 Steps live.

02

DAY 02 OF 9

SHADOW & STEPS OF SERVICE

You read the Steps last night. Today you watch them happen for real.

WHERE YOU'LL BE

On the floor. Attached to a senior server for the dinner shift.

BEFORE YOU ARRIVE

- Re-read any parts of the Steps of Service PDF you were shaky on.
- Bring this pack, a pen, and the Steps of Service PDF.
- Wear comfortable shoes — you're on the floor all night.

ON THE FLOOR

Shadow your senior. Run food for their tables. Bus tables. Watch every step they take. The 90-second pause. The two-minute check. The farewell walk. Watch how they say things — that's the brand voice in action.

GOALS FOR TODAY — TICK WHEN DONE

- I shadowed every step of service for at least three tables.
- I ran food for the senior's section.
- I bused tables — clean, fast, quiet.
- I observed at least one manager walk.
- I asked the senior at least three questions.
- I can recite the 9 Steps in order, with timing.

QUESTIONS TO BRING BACK

- Which Step did the senior make look easiest that I'd find hardest?
- Which Step gets dropped first when the floor gets busy?
- What's the one thing about the menu I should learn first?

HOMWORK

Tonight: Read **Training-004 FOH Food Training** cover to cover. Tomorrow your manager runs the food verbal check.

03

DAY 03 OF 9

FOOD VERBAL CHECK & SHADOW

You read the food doc last night. Today the manager checks what you know.

WHERE YOU'LL BE

A quiet corner with the manager for the verbal check. Then on the floor for the dinner shift.

BEFORE YOU ARRIVE

- Re-read any sections of Training-004 you were shaky on.
- Bring this pack, a pen, and Training-004.
- Be ready for the manager to read each item on the menu and ask you to describe it back.

ON THE FLOOR

The verbal check is 15-20 minutes. Manager reads each item, you describe it back. After the check, you shadow the senior tonight with a focus on menu language — listen for how the senior describes dishes to guests.

GOALS FOR TODAY — TICK WHEN DONE

- I passed the food verbal check.
- I can describe every dish on the menu in one sentence.
- I can name the default pour for Lamb Chops (Ana Beirut Red).
- I can say the four steps of the Allergy Protocol from memory.
- I shadowed dinner service with menu focus.
- I called dishes by name when running food, not by description.

QUESTIONS TO BRING BACK

- Which dish gets the most special requests?
- Which allergy comes up most often?
- What's your favorite item on the menu?

HOMWORK

Tonight: Read **Training-005 FOH Bar Training** cover to cover. Tomorrow your manager runs the bar verbal check.

04

DAY 04 OF 9

BAR VERBAL CHECK & SHADOW

You read the bar doc last night. Today the manager checks what you know. Pass means you take a table tomorrow.

WHERE YOU'LL BE

A quiet corner with the manager. Then on the floor for the dinner shift.

BEFORE YOU ARRIVE

- Re-read any sections of Training-005 you were shaky on.
- Bring this pack, a pen, and Training-005.
- Memorize: Layla is the lead cocktail. Ana Beirut Red is the house red. The Mastiha warning. The Arak warning. SCAB and the five valid IDs.

ON THE FLOOR

The verbal check is 15-20 minutes. After the check, the manager decides whether you take a table tomorrow. Tonight you shadow with a focus on the bar — listen for how the senior talks about wines and cocktails.

GOALS FOR TODAY — TICK WHEN DONE

- I passed the bar verbal check.
- I can name the lead cocktail (Layla) and the three flavor choices.
- I can say the Mastiha warning and the Arak warning from memory.
- I can name SCAB and the five valid IDs.
- I shadowed bar service tonight with bar focus.
- I'm ready to take a table tomorrow. (Manager confirms.)

QUESTIONS TO BRING BACK

- Which cocktail gets the most questions?
- Which wine pairs best with the most popular dish?
- What do you do when a regular asks for the bartender by name and the bartender is off?

HOMEWORK

Tonight: Tomorrow you take your first table. Re-read any parts of the menu or bar you're still shaky on. Sleep well.

05

DAY 05 OF 9

FIRST TABLE

One table. Your table. Senior watches every step. Manager watches from a distance.

WHERE YOU'LL BE

Your assigned table. Senior is right next to you. Manager is in the room.

BEFORE YOU ARRIVE

- Re-read the Steps of Service PDF. Top to bottom.
- Bring this pack and a pen.
- Pre-shift briefing with the manager. Confirm which table is yours.

ON THE FLOOR

One table. Run all 9 Steps. Greet at the door. Water on the table within two minutes. Take the order. Send the order. Deliver the food. The two-minute check. The mid-meal pace. The dessert lead. The check with the loyalty question. The warm farewell.

GOALS FOR TODAY — TICK WHEN DONE

- I ran the 9 Steps on my first table without prompting.
- I greeted the table within 30 seconds.
- I delivered water within two minutes.
- I described the dishes confidently, by name.
- I asked the loyalty question before bringing the check.
- I said goodbye warmly.
- I completed the post-shift debrief.

QUESTIONS TO BRING BACK

- What did I do well tonight? Specific moments.
- What did I miss? Specific moments.
- What should I focus on for tomorrow?

HOMEWORK

Tonight: Re-read the Steps you struggled with. Tomorrow you take **two** tables.

06

DAY 06 OF 9

TWO TABLES

Two tables. Same standards. Now the test is timing across both.

WHERE YOU'LL BE

Your two tables. Senior available. Manager watching timing.

BEFORE YOU ARRIVE

- Re-read any Steps you struggled with on Day 5.
- Bring this pack and a pen.
- Pre-shift briefing. Confirm which two tables are yours.

ON THE FLOOR

Two tables. The new test: can you hold the 9 Steps on both at the same time? The common failure is one table gets all your attention while the other gets forgotten. Watch for that. Pace yourself. Use the 90-second pause to check the other table.

GOALS FOR TODAY — TICK WHEN DONE

- I ran the 9 Steps on both tables.
- Neither table felt forgotten.
- I asked the loyalty question on both checks.
- I asked the senior for help when I needed it — not for every small thing.
- I completed the debrief.

QUESTIONS TO BRING BACK

- Which moment was hardest tonight?
- Which Step almost slipped?
- What's the move when both tables need water at the same time?

HOMWORK

Tonight: Sleep. Tomorrow is a 3-table section.

07

DAY 07 OF 9

SMALL SECTION

Three tables. A small section. Senior is backup only. You run it.

WHERE YOU'LL BE

Your 3-table section. You answer the phone tonight. You do your own tip-out math.

BEFORE YOU ARRIVE

- Re-read Protocol C (phone, takeout) in case the phone rings.
- Bring this pack and a pen.
- Pre-shift briefing. Confirm your three tables. Confirm the phone is yours tonight.

ON THE FLOOR

Three tables. The senior is there if you need backup — ask them only when you genuinely need help. Tonight you also answer the phone with the right greeting ('Good evening, MEZZÉ#1, this is [name].') and do your own tip-out math at end of shift.

GOALS FOR TODAY — TICK WHEN DONE

- I ran a 3-table section for the full shift.
- I held the 9 Steps on all three tables.
- I asked for the senior only when I genuinely needed help.
- I asked the loyalty question on every check.
- I answered the phone with the correct greeting.
- I did my own tip-out math — correctly.
- I completed the debrief.

QUESTIONS TO BRING BACK

- Which Step did I forget under pressure?
- How did my brand voice hold up across three tables?
- What's the difference between asking for help and looking unprepared?

HOMEWORK

Tonight: Tomorrow is a full section + a staged complaint. Re-read Protocol B (Complaints) and Protocol A (Allergy). Re-read the Absolute Rules.

08

DAY 08 OF 9

FULL SECTION & STAGED COMPLAINT

Your full section. A staged complaint mid-shift. You will not know which table or what.

WHERE YOU'LL BE

Your full section. Manager observes from a distance.

BEFORE YOU ARRIVE

- Re-read Protocol B. Memorize: listen, acknowledge, page the manager, fix, follow up.
- Bring this pack and a pen.
- Pre-shift briefing. You know a staged complaint is coming. You don't know when.

ON THE FLOOR

Run your full section. No skipped steps. When the complaint hits — whichever table, whatever it is — follow Protocol B. **Do not promise comps.** Page the manager.

GOALS FOR TODAY — TICK WHEN DONE

- I ran a full section. No skipped steps.
- I handled the staged complaint using Protocol B — including paging the manager (not promising comps).
- I ran a Birthday or Anniversary ritual if the chance came up.
- My closing duties were signed off.
- I completed the debrief.

QUESTIONS TO BRING BACK

- What was the moment in the staged complaint when I wanted to defend the kitchen or myself?
- What would I do differently if it happened tomorrow with a real guest?
- Am I ready for Day 9?

HOMEWORK

Tonight: Tomorrow is the test day. Written test first. Practical role-play after. Sign-off at end of shift. Re-read the Absolute Rules. Sleep well.

09

DAY 09 OF 9

TEST & SIGN-OFF

Written test first. Practical role-play after. Sign-off at end of shift.

WHERE YOU'LL BE

A quiet corner for the written test. The floor for the practical. Sign-off with the FOH manager.

BEFORE YOU ARRIVE

- Re-read the Absolute Rules one more time.
- Bring this pack and a pen.
- Arrive ready — no phone, no notes during the written test.

ON THE FLOOR

Written test (60 minutes, 100 points, 85 to pass). Six sections: brand, menu, bar, Steps of Service, protocols, TABC. Then lunch. Then the **practical (45 minutes, 50 points, 38 to pass)** — manager plays the guest, you run the service. Then the sign-off conversation.

GOALS FOR TODAY — TICK WHEN DONE

- I scored 85+ on the written test.
- I scored 38+ on the practical test.
- I named the Absolute Rules without hesitation.
- I handled at least one curveball in the practical (allergy, complaint, or wine question).
- I completed the sign-off conversation.
- I'm released to solo shifts.**

QUESTIONS TO BRING BACK

- What did the manager say I'm strong at?
- What did the manager say I need to keep working on?
- When is my 30-day review?

HOMWORK

Tonight: You're a MEZZÉ#1 server now. Sleep well. First solo shift starts tomorrow.

R1

CHEAT SHEET

PAIRINGS

Dish on the left. Drink on the right. Use this on the floor.

Two starred pairings: Lamb Chops + Ana Beirut Red is the dinner anchor. Knafé + Turkish Coffee is the dessert anchor. Memorize both.

DISH	DEFAULT POUR	ALSO GREAT
Lamb Chops ★	Ana Beirut Red	Musar Jeune Red. Honey Mustard sauce.
Kafta	Ana Beirut Red	Babylonstoren Rosé.
Beef Kabob	Musar Jeune Red	Ana Beirut Red.
Lamb Kabob	Ana Beirut Red	Musar Jeune Red.
Chicken Shawarma	Ana Beirut White	Babylonstoren Rosé. Toum sauce.
Chicken Tawook	Ana Beirut White	Toi Toi Sauv Blanc. Janan Chardonnay.
Gyro Plate	Ana Beirut Red	Light beer. Tzatziki sauce.
Halloumi Salad	Ana Beirut White	Janan Chardonnay.
Moroccan Salmon	Toi Toi Sauv Blanc	Janan Chardonnay (balances the harissa heat).
Shrimp Kabob	Toi Toi Sauv Blanc	Ana Beirut White.
Sujuk	Lebanese red	Cooling Labné or Tzatziki on the side.
Shakshouka	Lebanese white	Sparkling for brunch.
Tabboulé	Lebanese white	Anything grilled.
Hummus / Baba Ghanouj	Light white or starter cocktail	Layla.
Shawarmacos / Falafelos	Mediterranean Margarita	Layla.
Knafé ★ / Baklava	Turkish Coffee	Turkish Martini. Mint tea.

R2

CHEAT SHEET

FIVE THINGS YOU MUST KNOW COLD

The minimum to pass Day 9. Know them without thinking.

1. LAYLA

Our lead cocktail. Rum, Triple Sec, Lemon Juice, plus one fruit. Three flavor options: **Strawberry, Wild Berries, Mango**. When a guest asks 'what should I drink,' say Layla first.

2. ANA BEIRUT RED

Our house Lebanese red. The default pour with Lamb Chops, Kafta, and most grilled meats. Confident, food-friendly. **Lamb Chops + Ana Beirut Red is the dinner anchor**.

3. THE ALLERGY PROTOCOL (4 STEPS)

STEP	WHAT YOU DO
1	Stop. Don't guess. Don't assume the kitchen knows.
2	Flag the allergen in Rezku (POS). Every allergen field, every plate.
3	Confirm the plate with the kitchen when the ticket fires. Eyes on the plate.
4	Deliver the plate yourself. Not the food runner. You.

4. THE 9 STEPS OF SERVICE

1. Greeting. 2. Water and menu. 3. Order. 4. Send order. 5. Food delivery + 2-minute check. 6. Mid-meal + clearing. 7. Dessert lead. 8. Check + loyalty. 9. Farewell.

5. SCAB AND THE FIVE VALID IDS

SCAB: Stop. Card. And Bag (= get the manager). **Valid IDs:** Texas driver's license, out-of-state driver's license, U.S. passport or passport card, military ID, state-issued ID card — all current, not expired.

R3

CHEAT SHEET

KEY SCRIPTS

Memorize. These are the lines you say back word for word.

PHONE GREETING

"Good evening, MEZZÉ#1, this is [name]. How can I help you?"

GREETING AT THE DOOR

"Welcome to MEZZÉ#1. Is this your first time with us?"

ALLERGY — WHEN A GUEST SAYS THEY HAVE ONE

"Thank you for telling me. Let me make a note in our system and check with the kitchen before I take your full order. What's the allergy, and is it severe?"

MASTIHA WARNING (MEDITERRANEAN MARGARITA)

"Just so you know — the Mediterranean Margarita uses Mastiha. It's a Greek liqueur from pine tree resin. A little piney, a little sweet. If that sounds good, you'll love it. If you want a regular margarita, I'd steer you to a different one."

ARAK WARNING (ANY ARAK COCKTAIL)

"Arak is a Lebanese spirit. It tastes strongly of licorice — like ouzo or sambuca. Not everyone likes it. Is that ok with you?"

EMPRESS GIN FIZZ COLOR CHANGE

"Watch the color when I add the lemon — it changes. That's the gin reacting with the lemon."

LAMB CHOPS RECOMMENDATION

"If you like lamb, the Lamb Chops are the move. Three bone-in chops, simple seasoning — the meat is the star. I'd pour a Lebanese red with that — the Ana Beirut Red. That's the pairing."

LOYALTY QUESTION (BEFORE THE CHECK)

"Are you a member of our loyalty program? If not, would you like to be? Takes 30 seconds."

KNAFÉ RECOMMENDATION (DESSERT LEAD)

"Have you ever had Knafé? It's our signature Lebanese dessert — warm, with melted cheese inside, topped with pistachios and rose syrup. Should I bring two spoons?"

COMPLAINT — THE FIRST THING YOU SAY

"Thank you for telling me. I'm sorry that happened. Give me one minute — I'm going to get the manager." **Do not promise a comp.** Page the manager.

FAREWELL

"Thank you for coming in tonight. We hope to see you again soon." Use the guest's name if you know it.