

# MEZZÉ#1

MEDITERRANEAN EATERY & BAR



WHAT THE MANAGER RUNS ON DAY 9

## DAY 9 TEST KIT

WRITTEN TEST. PRACTICAL ROLE-PLAY. SIGN-OFF  
FORM.

*Owned by Riad El Khaliabi & Irina Shlyakhova*

## HOW TO USE THIS KIT

**THREE PARTS. ONE DAY.**

*Pulled out only on Day 9. The manager runs it. The trainee earns it.*

## WHAT'S IN HERE

PART	WHAT IT IS	HOW LONG
Written Test	100 points. 85 to pass. Closed book.	60 minutes
Practical Test	50 points. 38 to pass. Manager plays the guest.	45 minutes
Sign-Off Form	Filed in 7shifts when the trainee passes both.	Five minutes

## HOW THE DAY RUNS

**First:** written test in a quiet corner. Manager scores it. **Break.** **Then:** practical with a senior server playing the guest. Manager scores. **End of shift:** sign-off conversation.

## BRAND NOTE

Pass on both tests releases the trainee to solo shifts. Fail on either test means extend training by 1-3 days. Talk to ownership before any termination.

## PRINT THESE BEFORE DAY 9

- The Written Test** — pages 3 to 7 of this kit.
- The Practical Rubric** — page 8 of this kit.
- The Sign-Off Form** — page 9 of this kit.
- Have pens ready. Have water for the trainee.



## THE WRITTEN TEST

# 100 POINTS - 85 TO PASS

*Closed book. 60 minutes. Quiet space. No phone.*

## INSTRUCTIONS FOR THE MANAGER

- Print the next four pages. Hand them to the trainee.
- Set the trainee up in a quiet corner with a pen.
- Start the clock. 60 minutes.
- When time is up, score the test using the answer guide.
- 85 points or higher passes. Below 85 fails — the trainee retakes after extra training.

## HOW THE POINTS ARE SPLIT

SECTION	TOPIC	POINTS
1	Brand & voice	10
2	Menu (food)	30
3	Bar program	20
4	Steps of Service	15
5	Protocols	15
6	TABC & standards	10
<b>Total</b>		<b>100</b>

### BRAND NOTE

If the trainee misses an **Absolute Rule** question, talk it through verbally before sign-off — even if they passed overall. Absolute Rules are non-negotiable.



## WRITTEN TEST · PART 1

**BRAND · MENU**

Section 1 (10 points) and Section 2 (30 points).

**SECTION 1 — BRAND & VOICE (10 POINTS)**

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**Q1.** In your own words, tell our story — the four places behind MEZZÉ#1. (4 points — one per part: Damascus, Moscow, the Mediterranean, Texas. The idea counts, not the exact words.)

**Q2.** Name the three feelings a guest should leave with. (3 points)

**Q3.** Name three phrases servers do **not** say at MEZZÉ#1. (3 points)

**SECTION 2 — MENU (30 POINTS)**

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**Q4.** Name the four cold mezzé items on the menu. (4 points)

**Q5.** Describe Hummus Beiruti in one sentence. What makes it different from classic Hummus? (2 points)

**Q6.** What does *Sambousek* mean? Name the two versions. (2 points)

**Q7.** What is the national dish of Lebanon according to our menu? (1 point)

**Q8.** Describe Sujuk. What is the heat level? What is the optional add-on? (3 points)

**Q9.** A guest orders the Halloumi Salad. What is Halloumi, and how is it cooked? (2 points)

**Q10.** What is the default pour with Lamb Chops? (1 point — **Absolute**)

**Q11.** Mix Grill comes in how many sizes? Name the price for each. (3 points)

**Q12.** A spice-sensitive guest is asking about Moroccan Salmon. What do you say? (2 points)

**Q13.** What is a Shawarmaco? What is the cocktail pairing? (2 points)

**Q14.** Name the three Baklava flavors. (3 points)

**Q15.** Which dessert do servers lead with for non-birthday recommendations? Why? (2 points)

**Q16.** Which dessert arrives with a sparkler? When? (3 points)

# IV

## WRITTEN TEST · PART 2

# BAR · STEPS · PROTOCOLS

*Section 3 (20 points), Section 4 (15 points), Section 5 (15 points).*

## SECTION 3 — BAR PROGRAM (20 POINTS)

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**Q17.** What is the lead cocktail on our menu? Name the three flavor options. (4 points)

**Q18.** What is Mastiha? Which cocktail uses it? Say the warning script. (4 points)

**Q19.** What is Arak? Which three cocktails use it? Say the warning script. (4 points)

**Q20.** Empress Gin Fizz — what changes when you serve it, and what do you say to the guest? (2 points)

**Q21.** Name our house Lebanese red wine and our house Lebanese white wine. (2 points)

**Q22.** What is the Lebanese beer on our list? (1 point)

**Q23.** Which days are Wine Lovers' Days? What is the deal? (3 points)

## SECTION 4 — STEPS OF SERVICE (15 POINTS)

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**Q24.** Name the 9 Steps in order. (9 points — one per step)

**Q25.** What is the standard timing for water to the table after seating? (2 points)

**Q26.** The 90-second pause — what is it, and why does it exist? (2 points)

**Q27.** The two-minute check — what is it, and when does it happen? (2 points)

## SECTION 5 — PROTOCOLS (15 POINTS)

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**Q28.** Say the four steps of the Allergy Protocol, in order. (4 points — **Absolute**)

**Q29.** Say the four steps of Protocol B (Complaint), in order. (4 points)

**Q30.** What is the Birthday Ritual (Protocol E)? Name the dessert that arrives. (3 points)

**Q31.** What is the Anniversary Ritual (Protocol F)? What is served? (2 points)

**Q32.** What is our phone greeting? (2 points)

# V

WRITTEN TEST · PART 3

## TABC & STANDARDS

Section 6 (10 points). Final section.

### SECTION 6 — TABC & STANDARDS (10 POINTS)

**Q33.** How old must a guest be to buy or drink alcohol? To smoke hookah? (2 points — **Absolute**)

**Q34.** Name the five valid IDs we accept for alcohol. (5 points)

**Q35.** What is SCAB? What does each letter stand for? (3 points)

**Q36.** Name three signs that a guest has had too much to drink. (3 points — bonus, not counted in total)

**Q37.** At what party size do we add automatic 20% gratuity? (1 point)

### TEST COMPLETE

#### BRAND NOTE

Trainee signs and dates the test before handing it back. Manager scores using the answer guide, then sets up the practical.

### TRAINEE SIGN-OFF

TRAINEE NAME

DATE

TIME COMPLETE

### MANAGER SCORING

SECTION	POINTS POSSIBLE	POINTS EARNED
1 — Brand & voice	10	
2 — Menu (food)	30	
3 — Bar program	20	
4 — Steps of Service	15	
5 — Protocols	15	
6 — TABC & standards	10	
<b>Total</b>	<b>100</b>	
<b>Pass / Fail (85 to pass)</b>		

# VI

## THE PRACTICAL TEST

# 50 POINTS - 38 TO PASS

*Manager plays the guest. Trainee runs the service end to end.*

## SETUP

- Pick a quiet time — after lunch, before dinner.
- Pick a real table. Set it as you would for a guest.
- Have a senior server ready as a second guest if you want a two-top scenario.
- Have the kitchen fire 2-3 real dishes for delivery practice.
- Bring this rubric and a pen.

## THE FIVE SCENARIOS

Pick three to four from this list. The trainee does not know which.

SCENARIO	WHAT YOU DO AS THE GUEST
<b>First-time guest</b>	'Hi, first time here — what should we order?' Tests menu confidence.
<b>Allergy guest</b>	'I have a tree nut allergy. What is safe?' Tests Allergy Protocol.
<b>Complaint guest</b>	'This is not what I ordered.' Tests Protocol B.
<b>Wine guest</b>	'I want a Lebanese red but I don't know which.' Tests wine confidence.
<b>Birthday guest</b>	'It is my wife's birthday tonight.' Tests the Birthday Ritual.

## THE RUBRIC — 50 POINTS TOTAL

PHASE	WHAT YOU WATCH FOR	POINTS (1-5)
1 — Greeting	Warm. Eye contact. Brand voice. Within 30 seconds.	
2 — Water & menu	Water within two minutes. Menu offered. Specials mentioned if any.	

PHASE	WHAT YOU WATCH FOR	POINTS (1-5)
3 — Order taking	Confident. Knew the menu. Suggested a pairing.	
4 — Allergy / curveball	Followed the protocol. Paged the manager. Did not promise comps.	
5 — Food delivery	Plates by name. Right plate, right guest. Checked back.	
6 — Mid-meal & clearing	Read the energy. Cleared at the right pace. Did not drop the check.	
7 — Dessert	Led with Knafé by name. Paired with coffee or tea.	
8 — Check & loyalty	Asked the loyalty question before the check. Clean payment handling.	
9 — Farewell	Warm. Personal. Forward-looking line.	
10 — Brand voice throughout	Sounded human. No forbidden phrases. MEZZÉ#1 vocabulary.	
<b>Total</b>		<b>/ 50</b>

#### BRAND NOTE

**Pass at 38 points.** Any phase scored 1 (failed) gets a verbal review before sign-off, even if total exceeds 38. Any Absolute Rule violation (e.g., comping without manager approval, missing the allergy flag) fails that phase and requires re-test on that protocol.

# VII

SIGN-OFF FORM

## THE OFFICIAL RELEASE

Filed in the trainee's 7shifts profile when both tests pass.

### TRAINEE DETAILS

FIELD	ENTRY
Trainee name	
Location	<input type="checkbox"/> Conroe <input type="checkbox"/> Fulshear
Training start date	
Training end date	
Trainer (manager)	
Senior server(s) paired	

### TEST RESULTS

TEST	SCORE	PASS / FAIL
Written test (out of 100)		Pass at 85
Practical test (out of 50)		Pass at 38

### MANAGER'S DECISION

- Released to solo shifts.** Trainee is now an active MEZZÉ#1 server.
- Extended training.** Additional days: \_\_\_\_\_ Focus: \_\_\_\_\_
- Training ended without sign-off.** Reason: \_\_\_\_\_

### MANAGER'S NOTES

WHAT THE TRAINEE DID WELL

WHAT THE TRAINEE NEEDS TO WORK ON

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## TRAINEE'S ACKNOWLEDGMENT

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"I have completed MEZZÉ#1 server training. I understand the brand, the menu, the bar program, the 9 Steps, the 8 Protocols, and the TABC rules. I will hold the standard on the floor."

TRAINEE SIGNATURE

DATE

MANAGER SIGNATURE

DATE

### BRAND NOTE

After sign-off: upload signed form to 7shifts. Notify scheduling. Schedule the 30-day review. **Personally welcome the trainee to the team.**