

MEZZÉ#1

MEDITERRANEAN EATERY & BAR



WHAT THE MANAGER PRINTS BETWEEN DAY 2 AND
DAY 4

INTERVAL QUIZZES

THREE SHORT QUIZZES — DAY 2, DAY 3,
DAY 4. HYBRID FORMAT. 85% TO PASS.
MANAGER PRINTS, TRAINEE FILLS IN.

*Damascus is in our soul. Moscow shaped our craft.
The Mediterranean is on our menu. Texas is our home.*

Owned by Riad El Khaliabi & Irina Shlyakhova

HOW TO USE THIS PACK

WHAT IT IS, WHO RUNS IT, WHAT PASSES.

Three short quizzes given during the 9-day training program. One per day, Days 2 through 4.

THE BASICS

WHAT	STANDARD
Audience	Trainee fills it in. Manager scores it.
When	On the slow part of the shift, between lunch and dinner.
Where	A quiet corner — back booth, an outside table, the bar before service.
Length	8–10 questions per quiz. Takes 15–20 minutes.
Format	Hybrid — short answer plus multiple choice. Open-ended where the trainee should explain. Multiple choice where there is one right answer.
Pass	85% or higher. Same threshold as the Day 9 written test.
Fail	Retake the next day after extra coaching on the topics missed. If still failing, escalate to ownership.
Filing	Score goes in 7shifts under the trainee's file. Quiz paper goes in their training folder.

TELL THE TRAINEE ON DAY 1

During Day 1 orientation, the manager tells the trainee:

BRAND NOTE

“You will get a short quiz on each training day from Day 2 through Day 4 — 8 to 10 questions, 15 minutes, 85% to pass. We do this so you know what you know and where the gaps are. Failing a quiz is not the end — we coach you and you retake the next day. Day 9 has the final big test.”

WHAT EACH DAY COVERS

DAY	WHAT'S IN THIS PACK
Day 2 quiz	Steps of Service (9 Steps + order-confirmation), Protocols B–H. 10 questions. Verbal Steps check happens alongside.
Day 3	Verbal Food Check (dish-by-dish, manager reads, trainee describes in their own words) + Day 3 Quiz on Protocol A and food menu. 11 questions, 17 points, pass at 14.
Day 4	Verbal Bar Check (wines, cocktails, beers, spirits, TABC) + Day 4 Quiz on bar menu. Verbal Bar Check is the longest.

PRINT THESE ON EACH DAY

- **Day 2:** Day 2 Quiz pages + Day 2 Answer Guide (you only).
- **Day 3:** Day 3 Verbal Food Check + Day 3 Quiz + Day 3 Answer Guide.
- **Day 4:** Day 4 Verbal Bar Check + Day 4 Quiz + Day 4 Answer Guide.
- Trainee gets only the quiz pages and Verbal Check sheets. Answer guide stays with the manager.

BRAND NOTE

This is testing on top of teaching. The Verbal Check runs alongside the quiz on Days 3 and 4 — the verbal catches what the written misses, and vice versa. Together they make the call: ready or extend.



DAY 2 QUIZ

STEPS OF SERVICE + PROTOCOLS B-H

10 questions covering the 9 Steps + order-confirmation, and Protocols B, C, D, E, F, G, H. 85% to pass (~14 of 16 points).

INSTRUCTIONS

- Closed book. Pen only.
- Answer all questions in your own words.
- 15 minutes. When you are done, hand it back to the manager.
- If you do not know an answer, write 'I don't know' and move on. Do not guess wildly.

Q1. STEPS OF SERVICE — SEQUENCE (2 POINTS)

Name the 9 Steps of Service in order. One word or short phrase each is fine.

Answer space:

1. _____ · 2. _____ · 3. _____
 4. _____ · 5. _____ · 6. _____
 7. _____ · 8. _____ · 9. _____

Q2. STEP 2 TIMING (1 POINT)

Water arrives at the table within how long after the host seats the guest?

30 seconds 60 seconds 2 minutes 5 minutes

Q3. STEP 5 — THE TWO-MINUTE CHECK (2 POINTS)

What is the two-minute check? When does it happen and why does it matter?

Q4. STEPS OF SERVICE — PREVENTING ORDER MISTAKES (1 POINT)

What action helps prevent mistakes such as misheard items, missed modifications, and forgotten add-ons during the “Drinks Delivered and Food Order” step of the 9 Steps of Service?

Q5. PROTOCOL B — COMPLAINT HANDLING (2 POINTS)

A guest says their chicken is dry. What do you say, and what do you do? Write the first three things, in order.

1. _____

2. _____

3. _____

Q6. PROTOCOL C — CATERING CALL (1 POINT)

A customer calls to place a catering order. What are your actions?

Q7. PROTOCOL C — LARGE RESERVATION (2 POINTS)

A customer calls to make a reservation for 20 people. What are your actions?

Q8. PROTOCOL D — SERVER HANDOFFS (1 POINT)

A server you handed off to closes the table. Who keeps the tip?

The opening server The closing server Split 50/50 The manager decides

Q9. PROTOCOLS E & F — BIRTHDAY AND ANNIVERSARY (2 POINTS)

Name what we serve and the moment that goes with each:

Birthday: _____

Anniversary: _____

Q10. PROTOCOLS G & H — CASH AND LOYALTY (2 POINTS)

G. What does “have your own bank” mean and why does it matter?

H. What is the earn rate for the loyalty program? When must the card be added?

BRAND NOTE

Trainee signs and dates before handing back. Manager scores using the Day 2 Answer Guide.



DAY 2 ANSWER GUIDE

MANAGER ONLY — DO NOT GIVE TO TRAINEE

Score out of 16. Pass at 14 (about 85%).

SCORING

Q	POINTS	WHAT FULL CREDIT LOOKS LIKE
Q1	2	All 9 in order: Greeting & Seating · Server Welcome & Water · Drinks (Wine & Cocktails) · Drinks Delivered & Food Order · Food Delivery & Two-Minute Check · Mid-Meal Service & Clearing · Dessert/Coffee/Tea · Check & Payment · Farewell. 2 pts if all 9 in order; 1 pt if 7–8 in order or all 9 out of order; 0 pt if 6 or fewer.
Q2	1	60 seconds. Anything else: 0.
Q3	2	Names what it is (manager or server returns to the table after food arrives), when (2-3 min after first bite), and why (catches problems while they're small, before the guest sits unhappy). 2 pts if all three elements; 1 pt for two; 0 pt for one or none.
Q4	1	Repeating the order back to the guest for confirmation, including all modifications and additions, before submitting the order. 1 pt if mentions repeating/confirming the order back to the guest before sending; 0 pt for anything else.
Q5	2	(1) Apologize — sincerely, not defensively. (2) Fix it — offer a remake or alternative. (3) Page or tell the manager — do not comp on your own. 2 pts for all three; 1 pt for two; 0 pt for one or none.
Q6	1	Direct to mezze1.com/catering. Catering orders are built on the website, never built on the phone. 1 pt if direct to mezze1.com/catering ; 0 pt for anything else.
Q7	2	Get the caller's phone number and page the manager. All reservations for 15 or more people require manager confirmation — never promise the booking on the spot. 2 pts for phone number + page manager; 1 pt for one of the two; 0 pt if answer suggests confirming the reservation on the spot.
Q8	1	The closing server. Anything else: 0.
Q9	2	Birthday: Baklava with a sparkler, table sings, photo. Anniversary: 2 glasses of house champagne, photo. 2 pts if both correct in key elements; 1 pt if one correct; 0 pt if neither.
Q10	2	G. Each server carries their own change bank to start the shift — no shared till. It matters because every transaction is traceable to one person and tip-outs are clean. H. \$1 spent = 1 point. Card

Q

POINTS

WHAT FULL CREDIT LOOKS LIKE

must be added BEFORE checkout / before the bill closes. **2 pts** if both right; **1 pt** for one; **0 pt** for neither.

SCORING SUMMARY

- **Total possible:** 16 points.
- **Pass:** 14 or higher (about 85%).
- **Fail (below 14):** Verbal coach now on the items missed. Retake tomorrow. If still failing, escalate to ownership.
- File the scored quiz in the trainee's 7shifts folder. Log the score.

VI

DAY 3 VERBAL FOOD CHECK

MANAGER-FACING

Run during the slow part of Day 3. Read each dish. Trainee describes in own words.

HOW TO RUN IT

Five to ten minutes. Read the dish name. The trainee describes the dish in their own words — what it is, what it's served with, one default pairing. Check the box for dishes they answered confidently. Circle the ones they hesitated on.

PASS BAR

- All ★ dishes confidently described.
- Knafé named as the lead dessert.
- Lamb Chops paired with Ana Beirut Red.

SECTION	DISH	✓	NOTES
Salads	Tabboulé Salad ★	<input type="checkbox"/>	
	Chickpea Tabboulé	<input type="checkbox"/>	
	Fattoush Salad	<input type="checkbox"/>	
	Halloumi Cheese Salad	<input type="checkbox"/>	
	Greek Salad ★	<input type="checkbox"/>	
	Adas Soup	<input type="checkbox"/>	
Cold Mezzé	Hummus ★	<input type="checkbox"/>	
	Hummus Beiruti	<input type="checkbox"/>	
	Fire Roasted Pepper Hummus	<input type="checkbox"/>	
	Baba Ghanouj	<input type="checkbox"/>	
	Labné	<input type="checkbox"/>	
	Grape Leaves	<input type="checkbox"/>	

SECTION	DISH	✓	NOTES
	Cold Mezzé Trio	<input type="checkbox"/>	
	Cold Mezzé Sampler	<input type="checkbox"/>	
Hot Mezzé	Falafel (5)	<input type="checkbox"/>	
	Sambousek	<input type="checkbox"/>	
	Kibbé	<input type="checkbox"/>	
	Hot Mezzé Trio ★	<input type="checkbox"/>	
	Sujuk (the heat warning)	<input type="checkbox"/>	
	Shakshouka	<input type="checkbox"/>	
	Halloumi Cheese	<input type="checkbox"/>	
	Zahra ★	<input type="checkbox"/>	
Plates	Grilled Chicken Shawarma ★	<input type="checkbox"/>	
	Chicken Tawook ★	<input type="checkbox"/>	
	Gyro Plate	<input type="checkbox"/>	
	Lamb & Beef Kafta ★	<input type="checkbox"/>	
	Beef Shish Kabobs	<input type="checkbox"/>	
	Lamb Shish Kabobs	<input type="checkbox"/>	
	Shrimp Kabob	<input type="checkbox"/>	
	Lamb Chops (+ Ana Beirut Red) ★	<input type="checkbox"/>	
	Moroccan Salmon ★	<input type="checkbox"/>	
	Falafel Plate ★	<input type="checkbox"/>	
Grill	Mix Grill Plate ★	<input type="checkbox"/>	
Sandwiches & Tacos	Name the difference between Sandwiches and Tacos — what bread is used	<input type="checkbox"/>	
Sides	Names + which sauce with what	<input type="checkbox"/>	

SECTION	DISH	✓	NOTES
Sweets	Baklava (3 flavors, birthday dessert)	<input type="checkbox"/>	
	Knafé (lead dessert) ★	<input type="checkbox"/>	

TRAINEE	DATE	MANAGER	RESULT
---------	------	---------	--------

Pass Re-quiz

IV

DAY 3 QUIZ

PROTOCOL A + FOOD MENU

11 questions covering Protocol A (Allergy), the food menu, and key allergen/spice rules. 85% to pass (~14 of 17 points).

INSTRUCTIONS

- Closed book. Pen only.
- 20 minutes.
- Answer in your own words. Do not guess wildly — write 'I don't know.'

Q1. PROTOCOL A — THE FOUR STEPS (2 POINTS)

Name the four steps of the Allergy Protocol, in order.

1. _____
2. _____
3. _____
4. _____

Q2. ALLERGY — WHO DECIDES SAFE (1 POINT)

A guest tells you they have a tree nut allergy. You think the hummus is safe. What do you do?

- Tell the guest hummus is safe
- Bring it to them since chickpeas aren't nuts
- Check the Allergen Pocket Card, then confirm with the kitchen
- Ask another server

Q3. KNAFÉ (2 POINTS)

What is Knafé? What is special about how we serve it, and why do we lead with it for dessert?

Q4. HUMMUS BEIRUTI (1 POINT)

Describe Hummus Beiruti in one sentence. What makes it different from classic Hummus?

Q5. PAIRING — LAMB CHOPS (1 POINT)

A guest orders the Lamb Chops. What wine pairing do you lead with?

Q6. LARGE MIX GRILL BOARD — WHAT'S ON IT (2 POINTS)

How many skewers are included in the Large Mix Grill Board (serves 5–6 people)? Name each skewer.

Q7. MIX GRILL BOARD GLUTEN-FREE (1 POINT)

How can the Mix Grill Board be modified to be gluten-free?

Q8. GLUTEN + SALADS WITH GLUTEN (3 POINTS)

What is gluten? Name 2 salads on the menu that contain gluten. How can each one be modified to remove the allergen?

Gluten is: _____

Salad 1: _____ Modification: _____

Salad 2: _____ Modification: _____

Q9. SPICY MENU ITEMS (2 POINTS)

Which spicy menu items would you recommend if a guest asks for spicy dishes? What else should you tell them?

Q10. RICE ALLERGEN DISCLAIMER (1 POINT)

What allergen disclaimer should you communicate when a guest orders any dish containing rice?

Q11. HOUSE SALAD DRESSING (1 POINT)

What dressing is used in the House Salad served with all Plates and Boards? Name 2 main ingredients used to make it.

Dressing: _____

Ingredients: _____

BRAND NOTE

Trainee signs and dates before handing back. Verbal Food Menu check happens alongside this quiz.

V

DAY 3 ANSWER GUIDE

MANAGER ONLY

Score out of 17. Pass at 14 (about 85%).

SCORING

Q	POINTS	WHAT FULL CREDIT LOOKS LIKE
Q1	2	(1) Listen — do not interrupt, take it seriously. (2) Confirm — tell the guest you'll check, do not guess. (3) Verify — check the Allergen Pocket Card and confirm with the kitchen / chef. (4) Deliver — the server (not a runner) delivers the allergy plate and re-confirms with the guest. 2 pts all four; 1 pt for two or three; 0 pt for one or none.
Q2	1	Check the Allergen Pocket Card, then confirm with the kitchen. Anything else: 0.
Q3	2	Sweet cheese pastry with shredded phyllo / kataifi, topped with syrup. We serve it warm, often with pistachios. Syrup poured tableside — ask guest if they want more, normal, or less for sweetness. Lead with it because it's our signature dessert. 2 pts if describes the dish + the tableside syrup pour + leads-with rationale; 1 pt for two of those; 0 pt for one or none.
Q4	1	Hummus topped with parsley, chopped tomato, and a brighter/fresher finish ('Beirut' = from Beirut). Different from classic because of the parsley + tomato topping. 1 pt if mentions the topping difference; 0 pt if can't describe difference.
Q5	1	Ana Beirut Red. Anything else: 0.
Q6	2	9 skewers total — 3 Tawook, 3 Beef Kabob, 3 Kafta. 2 pts for total + all three breakdowns; 1 pt for total only or partial breakdown; 0 pt for wrong total.
Q7	1	Ask the kitchen to place the pita on the side instead of under the meat. 1 pt if pita on the side; 0 pt for anything else.
Q8	3	(1) Gluten = wheat. (2) Tabboulé Salad and Fattoush Salad. (3) Tabboulé → offer Chickpea Tabboulé instead. Fattoush → place pita chips on the side. 3 pts for all three parts; 2 pts for two parts; 1 pt for one part; 0 pt for none.
Q9	2	Recommend Sujuk or Harissa sauce. Inform the guest these are mildly spicy . Offer Tabasco on the side for additional heat. 2 pts for items + mild warning + Tabasco offer; 1 pt for two of three; 0 pt for one or none.
Q10	1	Rice is topped with almonds (raw, always on top). Server must alert the guest and the kitchen if there is any nut allergy. 1 pt if mentions almonds on rice; 0 pt for anything else.

Q	POINTS	WHAT FULL CREDIT LOOKS LIKE
---	--------	-----------------------------

Q11	1	House dressing made with olive oil and lemon juice . 1 pt for both ingredients; 0 pt for one or neither.
-----	---	--

SCORING SUMMARY

- **Total possible:** 17 points.
 - **Pass:** 14 or higher (about 85%).
 - **Fail (below 14):** Verbal coach now on the items missed. Retake tomorrow. If still failing, escalate to ownership.
-

VII

DAY 4 VERBAL BAR CHECK

MANAGER-FACING

Run during the slow part of Day 4. Read each line. Trainee answers in their own words.

PASS BAR

- Layla** named as the lead cocktail (and the three flavor choices).
- Ana Beirut Red** named as the pairing for grilled meats.
- Chateau Musar 2018** guest description learned by heart.
- The Arak warning script.
- Storage and Save procedure (date + wine saver + FIFO + 7 days).
- SCAB and the five valid IDs.

SECTION	ITEM	✓	NOTES
Wine service	The 7 steps of wine serving ★	<input type="checkbox"/>	
	Ladies first, then men, host last	<input type="checkbox"/>	
	Every bottle of wine opened in front of the guest	<input type="checkbox"/>	
	Storage and Save: date + wine saver + FIFO + 7 days	<input type="checkbox"/>	
	Wine tasting offer (1 oz, by-the-glass only)	<input type="checkbox"/>	
Red Wine	Wine Lovers' Days: Tue/Wed, 50% off bottles under \$100	<input type="checkbox"/>	
	Light-to-full body order rationale ★	<input type="checkbox"/>	
	Ana Beirut Red Blend — light-medium body, fruity, easy-drinking	<input type="checkbox"/>	
	Chateau Musar Red 2018 — guest description learned by heart	<input type="checkbox"/>	
	Musar 2018 does NOT participate in Wine Lovers' Days	<input type="checkbox"/>	
White Wine	All reds pair with grilled meats	<input type="checkbox"/>	
	Crisp-to-rich order rationale	<input type="checkbox"/>	

SECTION	ITEM	✓	NOTES
	Ana Beirut White Blend (house white)	<input type="checkbox"/>	
	Semi-sweet guidance — offer Toi Toi tasting	<input type="checkbox"/>	
	Three-tier pairing guide (light/middle/fuller)	<input type="checkbox"/>	
Sparkling & Rosé	All stored cold — refrigerator	<input type="checkbox"/>	
	House Sparkling Wine (anniversary ritual)	<input type="checkbox"/>	
Mezze Cocktails	Layla (+ flavors: strawberry, wildberry, mango) ★	<input type="checkbox"/>	
	Mediterranean Margarita ★	<input type="checkbox"/>	
	CucumBerry Mule — cucumber vodka	<input type="checkbox"/>	
	Empress Gin Fizz (+ aquafaba explanation)	<input type="checkbox"/>	
	Other Mezze cocktails (Road to Damascus, Spritzer, Turkish Martini)	<input type="checkbox"/>	
Arak Cocktails	Global Arak warning — how to say it to a guest	<input type="checkbox"/>	
	Three Arak cocktails: Mule, Near East, Drunk Beduin	<input type="checkbox"/>	
Classic Cocktails	Old Fashioned — learned by heart ★	<input type="checkbox"/>	
Brunch Cocktails	Mimosa uses House Sparkling Wine	<input type="checkbox"/>	
	Lebanese Sangria, Bloody Miriam (+ heat warning)	<input type="checkbox"/>	
Beers	Almaza is the Lebanese beer	<input type="checkbox"/>	
	Three drafts, three bottles — names and types	<input type="checkbox"/>	
Spirits	The five well brands: Monte Alban, Platinum, Burnett's, Benchmark, Calypso	<input type="checkbox"/>	
Non-alcoholic	Three Gazoz flavors	<input type="checkbox"/>	
	Turkish Coffee is the dessert pairing	<input type="checkbox"/>	
	Acqua Panna and Perrier are opened in front of the guest	<input type="checkbox"/>	

SECTION	ITEM	✓	NOTES
TABC	21+ for alcohol and hookah	<input type="checkbox"/>	
	Name 5 valid IDs we accept. All IDs must be current, not expired, not a photocopy, and not a picture.	<input type="checkbox"/>	
	SCAB — Stop, Card, And Bag	<input type="checkbox"/>	
	Signs of over-service (any three)	<input type="checkbox"/>	
	20% gratuity on parties of six or more — manager adds before checkout	<input type="checkbox"/>	

TRAINEE	DATE	MANAGER	RESULT
			<input type="checkbox"/> Pass <input type="checkbox"/> Re-quiz

VI

DAY 4 QUIZ

BAR MENU

11 questions covering wines, cocktails, beers, spirits, service rules, and SCAB. 85% to pass.

INSTRUCTIONS

- Closed book. Pen only.
- 15–20 minutes.
- Answer in your own words. Do not guess wildly.

Q1. THE HOUSE RED (1 POINT)

Name the house red wine that pairs with grilled meats.

Q2. THE LEAD COCKTAIL (1 POINT)

Name the lead cocktail recommendation. What are the three flavor variations?

Q3. MASTIHA WARNING (1 POINT)

A guest is curious about the Mastiha cocktail. What do you tell them before they order?

Q4. ARAK WARNING (1 POINT)

A guest orders an Arak-based cocktail. What do you describe before they order, and what visual change happens with ice?

Q5. SCAB — WHAT IT IS (1 POINT)

What does SCAB stand for, and when do you use it?

Q6. THE FIVE VALID IDS (2 POINTS)

Name the five ID types accepted under Texas TABC rules for alcohol service.

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____

Q7. WINE TASTING OFFER (1 POINT)

Which wines may be offered for a tasting when a guest is undecided about their selection, and how much should be poured for the tasting?

Q8. CHATEAU MUSAR 2018 — WINE LOVERS' DAYS (1 POINT)

Which wine is excluded from Wine Lovers' Days promotions (Tuesdays and Wednesdays), and why?

Q9. PROSECCO — SIZES AND POURS (1 POINT)

What sizes of Prosecco bottles do we have? Do we sell Prosecco by the glass?

Sizes: _____

By the glass? _____

Q10. TURKISH COFFEE (1 POINT)

How many cups of coffee does one Turkish coffee pot make?

Q11. BOTTLED WATER (1 POINT)

What bottled water brands do we carry? Do we pour bottled water at the bar?

Brands: _____

Poured at the bar? _____

BRAND NOTE

Trainee signs and dates before handing back. Verbal Bar Menu check happens alongside.

VII

DAY 4 ANSWER GUIDE

MANAGER ONLY

Score out of 12. Pass at 10 (about 85%).

SCORING

Q	POINTS	WHAT FULL CREDIT LOOKS LIKE
Q1	1	Ana Beirut Red. Anything else: 0.
Q2	1	Layla. Three variations: trainee should name the current three (e.g., classic / fruit-forward / herbaceous — check current bar menu). 1 pt if Layla + at least two variations; 0 pt if can't name Layla.
Q3	1	Mastiha is a pine-resin spirit — describe the resin/herbal flavor before they order. It's unusual; some guests love it, some don't. 1 pt if mentions the resin warning; 0 pt if just describes it as 'Greek liqueur' without warning.
Q4	1	Arak is anise / licorice-flavored. Turns milky white when ice is added (the louche effect). Warn the guest about the licorice flavor before they order. 1 pt if mentions licorice/anise warning AND the white/cloudy change; 0.5 pt for one; 0 pt for neither.
Q5	1	SCAB = Smell, Color, Appearance, Behavior. The visual check for intoxication before serving more alcohol. Used at every drink order, especially the second/third. 1 pt for both definition and usage; 0.5 pt for one; 0 pt for neither.
Q6	2	Five Texas TABC-acceptable: (1) Texas Driver License (2) Texas State ID (3) US Passport / Passport card (4) Military ID (5) Foreign passport (with valid visa for US visitors). 2 pts all five; 1 pt for three or four; 0 pt for two or fewer.
Q7	1	Only wines that are available for sale by the glass may be offered as a tasting sample. Pour 1 oz for the tasting. 1 pt for both parts; 0 pt if either is missing.
Q8	1	Chateau Musar Red Blend 2018 is excluded because it is a premium wine priced at \$140 per bottle and is not included in Wine Lovers' Days discounts. 1 pt for the wine name + reason.
Q9	1	750 ml and 187 ml. No, we do not sell Prosecco by the glass. 1 pt for both parts; 0 pt if either is missing.
Q10	1	Approximately 6 small coffee cups. 1 pt; 0 pt for anything else.

Q	POINTS	WHAT FULL CREDIT LOOKS LIKE
---	--------	-----------------------------

Q11	1	Acqua Panna (still) and Perrier (sparkling). No — we open and pour bottled water in front of the guest. 1 pt for both parts; 0 pt if either is missing.
-----	---	--

SCORING SUMMARY

- **Total possible:** 12 points.
 - **Pass:** 10 or higher (about 85%).
 - **Fail (below 10):** Verbal coach now. Retake the bar quiz on Day 5 or 6 with extra coaching. If still failing, escalate to ownership.
-