



FRIDAY FIRST.

**CELEBRATING MH RESTAURANTS 1ST TWO CERTIFIED
FIRST WATCH NRO LEAD TRAINERS
(ROBERT BERRY & HOLLY MILLS)**



FIRST WATCH - COLLEGE STATION

SHOUT OUTS!

CELEBRATIONS:



Congratulations to Jose, Jo and Team Champions Forest for becoming certified by First Watch to be our next Mac Haik First Watch Training Restaurant!

Special to a
thanks

valued employee!

YOUR dedication is greatly APPRECIATED.

1 YEAR ANNIVERSARIES

Araceli Salgado

**WANT YOUR TEAM TO BE ON
THE NEXT COVER?!**

To enter into our Cover Photo Challenge, submit a clever, quirky, or fun team photo! Photos must be emailed to **HR@**

machaik.com

Good Luck!!

LEADERSHIP is Action,
not Position.

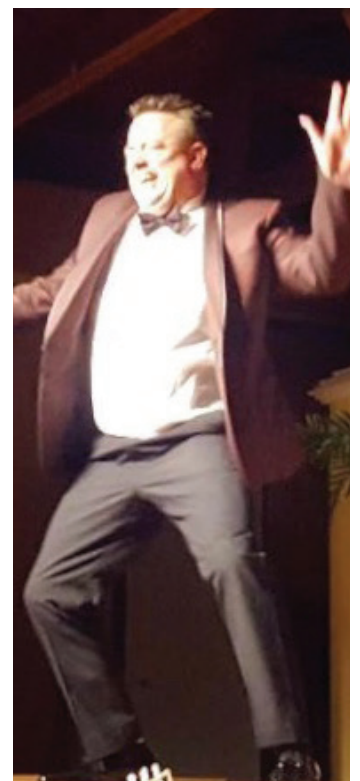




Fun at the FW Leadership Conference in Orlando, Florida



CONGRATULATIONS TO **DAN ANFINSON** FOR LIVING **#CULTURE** AND REPRESENTING THE FIRST WATCH FRANCHISE COMMUNITIES IN THE LIP SYNC SHOWDOWN AND COMING IN **3RD PLACE!**



PERIOD LEADERS

PERIOD LEADERS IN PPA:LEAGUE CITY \$13.79

PERIOD LEADERS IN SMG: BAYTOWN 81%

PERIOD LEADERS IN REVIEW PUSH:BAYTOWN 4.35

PERIOD LEADERS IN STERITECH:CHAMPIONS FOREST &

.....LEAGUE CITY 96.4

NEW FACES TO KNOW

TRAINING GRADUATIONS!



MICHELLE ABREO

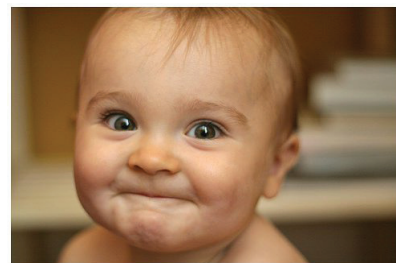


JEFF GREEN

IN THE KNOW

YOU FIRST

Don't just greet the customer **at** the front door, greet the customer by **opening** the front door! And remember to *SMILE...we are entertaining our customers.*



DID YOU KNOW?



SAFETY & SANITATION:

Uniform Standards are instilled for more than one reason. Here are a couple that are strategically in place for the protection of Safety and Sanitation in our restaurants.

Shoes: Black, only approved slip-resistant shoes. This helps to prevent falls.

Socks: Black, NO anklets. This helps to prevent burns from spilled coffee or open ovens as well as cuts from broken glass or plates.

Hair: Pulled back (up and off the shoulders) at shoulder length. This prevents hair from falling into and becoming a physical contaminant in a customer's food.

Jewelry: NO jewelry in BOH (except wedding ring). Such items can fall off and become a physical contaminant in food. In addition, jewelry can hold pathogens due to being difficult to clean.

Cut Gloves: Cut gloves are to be worn on employee's non dominant hand. Mesh cut gloves should be worn when hard chopping and when using and/or cleaning the slicer. To state the obvious, this helps you keep all 10 fingers!

Chef Shane's Hit List



HERB MIX

To start, use a **SHARP, DRY** knife. Best practice is to set aside a designated knife for Herb Mix and store it in the office every time your knives are sharpened. Chives and parsley should be dry as well. Best practice is to shake dry over a paper towel before cutting. You should make **3 to 4** passes **MAX** across the parsley with your knife. You should make **ONE** pass **ONLY** across the chives with your knife, cutting them as thin as you can. Dull knives or too many passes will cause bruising and wilting. Finally, chives and parsley should be an **EQUAL** amount.

MILLION DOLLAR BACON

Million Dollar Bacon pieces should be hand selected **CENTER CUT PIECES** only. Bacon is cooked **FULLY** in the **OVEN**. Because of the extreme heat in the oven and the air flow beneath the lifted rack there is only a 2-3 minute difference between undercooked and overcooked bacon. Timing is key. When checking for readiness, check frequently. Use a digital timer for accuracy and check every 1-2 minutes until perfectly cooked. There should be **NO** white and **NO** black, only dark auburn colored bacon. When preparing Million Dollar Bacon for service, warm on the **BOTTOM** shelf of the melter for 20-30 seconds. This is not to cook the bacon, but to caramelize the sugars and oils for optimal flavor profile.





AVO MASH • • • • •

Do NOT mash! Instead, using a chef spoon for safety purposes, stir to incorporate all ingredients when prepping Avo Mash. Remember, mashing will occur during transfer to 1/6 pan as well as every time it is scooped from pan to toast. The goal is an 80/20 chunk blend at time of service. In addition, remove any brown pieces of avocado PRIOR to prepping Avo Mash. Even the smallest amount of brown will ruin the entire batch.

DRESSED GREENS/ARUGULA • • • • •

Utilize the 2 Bowl Pass method and remember LESS MORE OFTEN. Lemon dressed arugula should almost always be made to order on week days. Acids in the dressing break down the arugula causing wilting within only 15 short minutes. Review Station at a Glance Sheet for proper ratio of dressing to greens. Do NOT over dress greens. They should be lightly dressed, evenly coated and glisten with a bounce.



FRESH



15 min



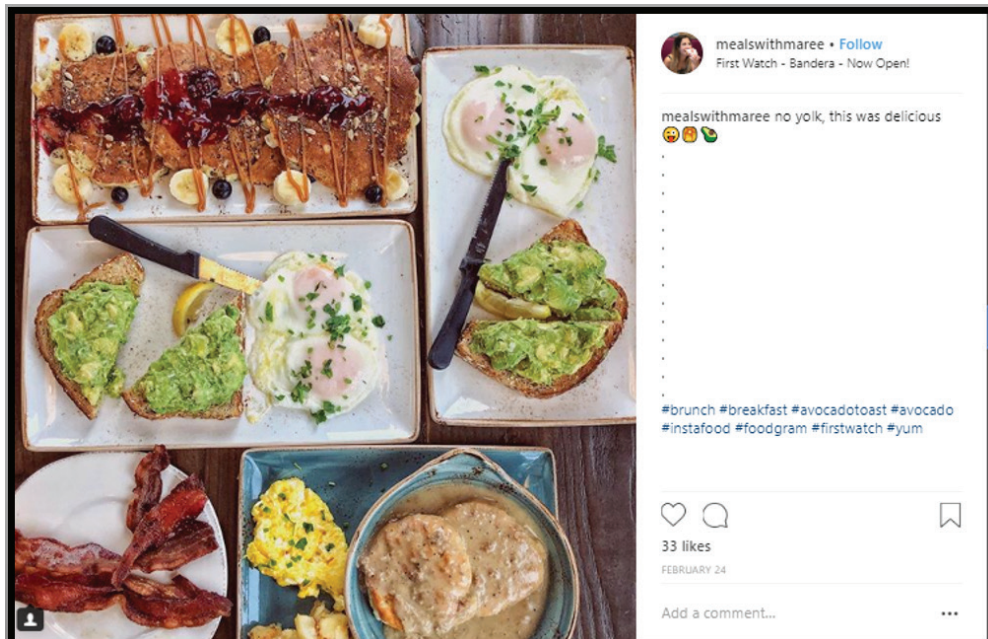
30 min

INSTAGRAMABLE PLATES

Neatness counts. Serve clean plates with no fingerprints, sauces, dressings or food pieces out of place. Food items should be centered with nothing hanging over the edge of plates.

Remember to slow down to speed up and pay attention to the details. Plates should be verified

by cook, plater and expo/
food runner before serving
to a customer. If there is
any doubt or question to the
quality or integrity of the
dish remember to use the
VETO POWER.



THE 5 AND 10:

Coffee creamer bowls should be abundantly full on every table. To ensure this, coffee creamer bowls should be part of Two Tray Set Up every single time. The bowls can then be efficiently exchanged, and the less filled bowl can be refilled to standard and ready for replacement at the next table.



NEW INITIATIVES:

With the exception of Kid's drinks, straws are now served UPON REQUEST ONLY.

THE 4-1-1

JOB POSTINGS:

Here's your chance to participate in our Employee Referral Award program! Earn up to \$250* for all hired hourly referrals.

NOW HIRING:

- Cooks- ALL locations
- 2019 NRO Trainers
(with travel to Austin, Texas!!)

*award distributed following referral's completion of 90 working with the company

UPCOMING EVENTS:



Mark Your Calendar

November 5: Holiday 2018 LTO Rollout

November 6: Election Day

November 12: Veterans Day

**November 22: Thanksgiving
(Restaurants will be closed)**

November 23: Black Friday

November 27: Train the Trainer

***Ask your General Manager now how you
can become our next Black Hat or Black
Apron.**

MH RESTAURANTS

BECOME AN NRO TRAINER!

● TEACH ● SHOW ● TRY ● TEACHBACK ● FEEDBACK ● ● ●

The role of the NRO trainer is to prepare and guide teams through their new restaurant openings as well as support ongoing training projects!

NRO trainers lead their teams passionately and with high energy in order to assist all FOH and BOH team members retain NRO and First Watch Standards.

WHY JOIN?

- \$15/hr for support trainers and \$16/hr for lead trainers
- PLUS over time pay and daily per diem
- Build leadership skills
- Enhance your career opportunities

TO APPLY:
SEND YOUR REQUEST TO
RTM @
SCICCOTELLI@MACHAIK.COM
TO SET UP AN INTERVIEW!



NEWS:



WELCOME KATY GRAND!!

October 1, 2018, MHFW Katy Grand Crossing opened their doors to the community becoming our 4th new restaurant of the year and 9th restaurant in the Houston area. This officially makes Mac Haik Restaurants the LARGEST franchise group of First Watch. Prior to grand opening, Team Katy Grand hosted a Friends and Family event in support of No Kid Hungry. They rang in nearly \$8000 in sales and raised over \$2500 for this great organization helping to feed kids in the US who do not have regular access to nutritious food.

Each week Team Katy Grand is certifying and cross training team members and well on their way to excellence. Their hard work and dedication combined with a building reputation has sales climbing up and up each week.

Thank you Team Katy Grand and all involved for closing our 2018 NRO season with a bang!

THANK YOU TRAINING TEAM:

Holly Mills – FOH Lead

Robert Berry – BOH Lead

Darraul Middleton – FOH support

Sal Tinajero – FOH Support

Michael Moorman – BOH support

Max Chavarria – BOH Support



CONGRATULATIONS TO

MANAGEMENT TEAM:

Blaine Matter – GM,

Osman Herrera – AGM,

Alex Mayo – AM.

ANNOUNCEMENT:

As you all know, it is our mission at First Watch to live and lead by YOU FIRST.

We want to hear from ALL our employees first hand about their own, personal YOU FIRST moments since they have joined the company. In doing this, you will have the opportunity to send the Regional Training Manager on tour one day each month to the restaurant of your choosing to seek YOU FIRST moments from both hourly team members and managers. The Hourly Team Member with the published YOU FIRST moment each month will get to select the next restaurant to be challenged.

There are only 3 simple rules:

- 1. Share your YOU FIRST moments.**
- 2. TAG and challenge any restaurant of your choosing.**
- 3. Seek opportunities to give a fellow teammate a YOU FIRST moment to keep the challenge alive.**

This month, Team League City continues our YOU FIRST Challenge...

Andrew Baker; GM:

“Just this past week we needed to have an epic G.I. kitchen clean up in League City. In full effort to pull this off, we received help from Jose Carranza, Cat Lloyd and Blaine Matter. These are employees at all different levels; cook, AGM and GM. These are also employees from 3 different restaurants spanning across 2 different regions. This level of teamwork not only showed me what it means to be YOU FIRST but gave me a phenomenal coaching moment for my own team on what it looks like to be YOU FIRST.”

Leesha Byrum; AGM:

“My YOU FIRST moment came from attending the Train the Trainer workshop. In 30 years of food service and over 6 years in management, this is the first company that has delved into the technique of delivering feedback, both positive and negative. These exercises helped me learn a lot about myself personally and professionally – and I have had fun practicing them on the hubs!”



Gabriela Rico; Black Apron:

“I appreciate my management team for consistently accommodating my scheduling needs. This allows me not only to come to work during my scheduled times, but to come to work happy and grateful.”

TAG!
You're It!

Tag TEAM BATYOWN! You're up next...