



MAD HOST TRAINING CHECKLIST

**4444 Westheimer Road Suite C180
Houston, TX 77027
281-888-2770**

PRIOR TO TRAINING:

- All staff must have completed:
 - ☐ W4
 - ☐ I9
 - ☐ WORK DOCUMENTATION (ID, SOCIAL SECURITY, WORK VISA, ETC...)
 - ☐ TOAST CLOCK IN
 - ☐ ADDED TO 7SHIFTS

DAY ONE: INTRO

- Intro to the restaurant. Following the three initial practical's new trainee will:
 - ☐ New trainee will be given copy of floorplan to study table numbers
 - ☐ Remainder of shift following an MD- see Collin, Hannah, or Perla
 - ☐ A tour of the space to learn architecture and locations of important items such as linen, water, coolers, etc....

Trainee will be scheduled from 6-9pm

DAY TWO: HOST RUNNER FOLLOW

- Day two training will involve learning the flow of the floor from the host perspective. Trainee will shadow host runners when seating tables, solidifying their knowledge of table numbers.
 - ☐ New trainee will be given floorplan exam at the end of their shift
 - ☐ New trainee will focus on table numbers and our style of communication with guests.
 - ☐ New trainee will also be given a crash course of Resy by MD on duty

Trainee will arrive at 6pm this shift

Floorplan Exam including seat numbers Given

Host Basics 1 Given

MGR Initials upon completion

DAY THREE: KITCHEN

- Day three training will involve learning the function of the kitchen and our cuisine. By this time new trainee should have access to the Food Matrix, to study and follow along while food is plated
 - ☐ New trainee will spend the first hour focusing on the cold side of the kitchen and taste as many dishes and sauces as possible.
 - ☐ New trainee will spend the second hour focusing on the hot side of the kitchen and taste as many dishes and sauces as possible.
 - ☐ New trainee will finish their training shift by following runners to tables to continue table number and seat number training.

Trainee will open this shift (5pm)

Basics Exam over Art Given

Host Basics 2 Given

MGR Initials upon completion

DAY FOUR: SERVER FOLLOW

- Trainee will follow a server captain through dinner service to gain a deeper understanding of how the restaurant runs from all departments. Trainee should start becoming more familiar with cuisine and talking points with guests.

Trainee will be scheduled from 6-9pm

Host Food test will be given at the end of the shift

MGR Initials upon completion



MAD GENERAL INFO

Address: 4444 Westheimer Rd. Suite C180 Houston, TX 77027

Phone number: 281-888-2770

Website: www.MADHouston.com

Cuisine: Spanish tapas

Owners: Ignacio (Nacho) Torras, Executive Chef Luis Roger

Managers:

- Remington Bruce: Director of Operations
- Katie Calub: Head of Events
- Maddie McKissick: Marketing and PR
- Perla Martinez: MD/ Administrative manager

Server Captains:

- Dario Najara
- Lupita Chavez

Hours of Operation:

Monday-Wednesday: 5-10pm

Thursday: 5-11pm

Friday-Saturday: 11-3pm, 4:30-12am

Sunday: 11-3pm, 4:30-10pm

Happy Hour- Midnight in Madrid

Monday: all day

Tuesday-Thursday: 5-6pm

Friday: 4:30-6pm

Fun Fact: Happy hour is called Midnight in Madrid because at 5pm, when we open, it is 12am in Madrid

Open Date: June 2019

WiFi: MAD-Guest

PW: tothemoon

Awards:

Houston Chronicle: Top 100 Restaurants 2019, Top 100 Restaurants 2022

Houston Press: Best Dessert 2020

Trufflemasters: 1st place 2020, 1st place 2022

MAD Art Basics

Picasso's "Scene de Tauromachie"

- Dictates a bullfight, starting with the parade progression, the fight, and the death of the bull
- The Torras family is friends with the Picasso family, hence the abundance of Picasso's.

MAD Bathroom

- Featured in the NY Times, article was about how the dining experience is more than just food
- Hotspot for guests to take photos. See Maitre D on policy for non guests

Picasso's Vases:

- "The King" and "The Queen" located in PDR A
- Created during Picasso's Madoura era

Dale Chihuly Chandeliers:

- We have two glass blown chandeliers created by Dale Chihuly. He is a famous artist from Seattle, Washington, where he has a museum of his extensive creations.
- Located above Table 11 and behind the paella station

Salvador Dali's "Venus de Milo":

- Created in 1938, originally altered with pom-pom-decorated drawers in the figure's forehead, breasts, stomach, abdomen, and left knee (now removed).
- Bronze

Banksy's "FlowerThrower":

- painted by Banksy in 2003 in the streets of Jerusalem
- Most well known artwork of Banksy

Joan Miro:

- Another famous Spanish artist in the same era of Picasso and Dali
- Most of his work combined naturalism with abstraction

Antonio Saura

- Located in paella station

Terrace Lights:

- Depict phases of the moon

Tiles in PDRs and by Table 11:

- Inspired by the tiles of the Plaza de Mayor in Madrid

EMPLOYEE PERKS:

- All employees are able to dine at the restaurant please be aware of the following:
 - 50% discount all food (excludes all beverages)
 - Employees are not allowed to sit at the bar when they dine in
 - All employees are required to get approval from a manager when dining in the restaurant

Starting covers:

Hosts:

Runners:

Managers:

