

# OUR PLACE

## OUR VISION

TO BE THE BEST RESTAURANT GROUP IN AMERICA

## OUR MISSION

TO FIND AND FOSTER THE LOST ART OF HOSPITALITY WITH DEVOTED TEAMS, KILLER FOOD & BEVERAGE, AND KICK ASS AMBIANCE

## OUR CULTURE

MUTUAL ACCOUNTABILITY  
TRANSPARENT COMMUNICATION  
COMMITMENT VS COMPLIANCE  
TRAINING & DEVELOPMENT  
10 FOOT CIRCLE: GREET EM ALWAYS  
BE 1<sup>ST</sup>  
RANDOM ACTS OF KINDNESS  
ASK FOR AND GIVE HELP

## THE GUIDING PRINCIPLES:

1. ROADMAPS – OPEN, MID, CLOSE
2. LINE CHECKS – LIKE OUR SUCCESS DEPENDS ON IT
3. ACES IN PLACES – WHEN THEY ARE NOT, ISOLATE AND MOTIVATE
4. TOOLS – 100% PROVISION TO DELIVER OUR VISION AND MISSION
5. YELLOW PAD – SEE SOMETHING, SAY SOMETHING
6. LEADERSHIP – INVOLVED IN ALL TRAINING
7. RESTROOMS – WORLD CLASS CONDITION AT ALL TIMES – 30 MINUTE CHECKS
8. SCHEDULES – POSTED EVERY MONDAY
9. RED FLAG – 100% COMMIT'D TO HELP EACH OTHER AND GUESTS
10. PARTIES OF 9 OR MORE: REQUIRE ADDITIONAL SERVERS
11. MENU – ACCURATE & CLEAN EVERY TIME
12. 3D EXPO AND BAR – HEAD ON SWIVEL