

Sylvie's Kitchen - Restaurant Handbook & Policy Guide

About Sylvie's Kitchen

Sylvie's Kitchen is a contemporary Asian fusion restaurant that celebrates the diverse culinary traditions of East and Southeast Asia while incorporating modern techniques and local Pacific Northwest ingredients. Founded by Chef Sylvie Chen in 2019, our restaurant offers an elevated dining experience that honors traditional flavors while creating innovative dishes for the modern palate.

Location: 1247 Pine Street, Seattle, WA 98101

Phone: (206) 555-CHEF (2433)

Email: reservations@sylvieskitchen.com

Website: www.sylvieskitchen.com

Hours of Operation

Dining Room Service

- **Tuesday - Thursday:** 5:00 PM - 10:00 PM
- **Friday - Saturday:** 5:00 PM - 11:00 PM
- **Sunday:** 4:30 PM - 9:30 PM
- **Monday:** CLOSED

Happy Hour

- **Tuesday - Friday:** 5:00 PM - 6:30 PM
- **Saturday:** 5:00 PM - 6:00 PM

Private Events

- Available Monday through Sunday by appointment
- Minimum 4-hour advance booking required

Holiday Hours

We observe modified hours during major holidays. Please check our website or call for specific holiday schedules. We are closed on Thanksgiving Day, Christmas Day, and New Year's Day.

Reservation Policies

Making Reservations

- **Online:** Available 24/7 through our website reservation system
- **Phone:** (206) 555-CHEF, available during business hours
- **Walk-ins:** Welcome based on availability
- **Advance Booking:** Up to 60 days in advance
- **Same-day Reservations:** Available until 3:00 PM

Party Size Guidelines

- **Standard Reservations:** 2-6 guests
- **Large Parties:** 7-12 guests (call for availability)
- **Private Events:** 13+ guests (separate event coordinator required)

Seating Preferences

- **Dining Room:** Standard seating with full menu
- **Bar Seating:** First-come, first-served for parties of 1-4
- **Chef's Counter:** Premium seating with chef interaction (6 seats total)
- **Outdoor Patio:** Seasonal availability (April-October), weather permitting

Special Occasions

Please inform us of birthdays, anniversaries, or special celebrations when making your reservation. We offer complimentary dessert presentation for special occasions with 24-hour advance notice.

Cancellation and No-Show Policy

Cancellation Requirements

- **Parties of 2-6:** Cancel by 3:00 PM same day
- **Parties of 7+:** Cancel 24 hours in advance
- **Chef's Counter:** Cancel 48 hours in advance
- **Private Events:** Cancel 72 hours in advance

Cancellation Methods

- Online through reservation confirmation email
- Phone: (206) 555-CHEF
- Email: reservations@sylvieskitchen.com

No-Show Policy

- **First No-Show:** Verbal warning, account notation
- **Second No-Show:** Future reservations require credit card guarantee
- **Third No-Show:** 30-day reservation restriction

Late Arrival Policy

- **Grace Period:** 15 minutes for standard reservations
- **After 15 minutes:** Table may be released, placed on waitlist for next available seating
- **Chef's Counter:** Strict 10-minute grace period due to tasting menu timing

Credit Card Guarantee

Required for parties of 6+, Chef's Counter reservations, and repeat no-show guests. \$25 per person charge applies for no-shows or same-day cancellations without proper notice.

Dress Code and Atmosphere

Attire Guidelines

- **Business Casual to Upscale Casual**
- **Acceptable:** Dress pants, blouses, button-down shirts, dresses, nice jeans with dressy tops
- **Not Permitted:** Athletic wear, flip-flops, tank tops, excessively casual attire
- **Special Note:** We welcome guests who dress up for their dining experience

Atmosphere Standards

- We maintain a sophisticated yet welcoming environment
- Please keep phone conversations brief and voices at conversational levels
- Children are welcome; we ask parents to help maintain our peaceful atmosphere

Family-Friendly Services & Children's Amenities

High Chairs and Booster Seats

- **High Chairs:** 8 available, cleaned and sanitized after each use
- **Booster Seats:** 12 available with safety straps
- **Infant Car Seat Accommodation:** Tables can accommodate car seats as seating
- **Reservation Note:** Please mention children's ages when booking to ensure proper seating

Children's Entertainment

- **Coloring Sheets:** Asian-themed coloring pages featuring dragons, pandas, and cultural designs
- **Crayons:** Individual 8-count crayon packs provided (children keep them)
- **Activity Placemats:** Interactive placemats with puzzles, mazes, and educational Asian culture facts
- **Quiet Toys:** Small fidget toys and wooden puzzles available upon request
- **Digital Entertainment:** Free guest WiFi available for tablets/devices (password: "SylviesKitchen2025")

Kids Menu & Dining Options

Children's Menu (Ages 12 & Under)

Kids Noodles - \$9

Choice of butter noodles, mild teriyaki chicken noodles, or plain lo mein noodles

Chicken Tenders - \$10

Panko-crusted chicken strips, sweet and sour dipping sauce, steamed rice or french fries

Mini Fried Rice - \$8

Kid-friendly fried rice with scrambled eggs, carrots, and peas

Add chicken strips +\$3

Grilled Chicken Bowl - \$9

Teriyaki-glazed chicken, steamed white rice, steamed broccoli

Kids Dumplings - \$8

Four pan-fried pork dumplings with mild soy dipping sauce

Pint-Sized Pad Thai - \$9

Mild version of our signature dish with rice noodles, no spice, crushed peanuts on side

Kids Beverages - \$3-4

Milk (regular, chocolate, or strawberry), apple juice, orange juice, Shirley Temple, virgin fruit punch

Kids Desserts - \$5-6

Vanilla ice cream with chocolate sauce, fresh fruit cup with honey drizzle, mini mochi ice cream (2 pieces)

Special Accommodations for Families

Seating Preferences:

- **Family-Friendly Tables:** Larger tables near the back of dining room, away from high-traffic areas

- **Easy Access:** Ground floor seating with stroller accessibility
- **Booth Seating:** Several booths available that work well for families with children
- **Outdoor Patio:** Kid-friendly during appropriate weather (enclosed railing for safety)

Baby and Toddler Services:

- **Bottle Warming:** Kitchen staff can warm bottles upon request
- **Baby Food:** We can provide plain steamed rice, steamed vegetables, or mild broth
- **Changing Station:** Family restroom equipped with changing table and supplies
- **Stroller Storage:** Designated area near entrance for stroller parking

Timing Recommendations for Families:

- **Best Times:** Tuesday-Thursday 5:30-7:30 PM, Sunday 4:30-7:00 PM (quieter periods)
- **Family Rush:** Friday-Saturday 6:00-8:00 PM tends to be our busiest
- **Early Dinner:** We welcome early diners with children and can prioritize seating

Special Family Programs

Kids Eat Free Sundays:

- One free kids menu item per adult entrée purchased
- Available every Sunday 4:30-7:00 PM
- Must be seated by 6:30 PM
- Kids menu items only, beverages additional

Monthly Kids Cooking Class:

- First Saturday of each month, 2:00-4:00 PM
- Ages 6-12 with adult supervision
- Learn to make dumplings or simple stir-fry
- \$25 per child, includes meal and take-home recipe card
- Advance registration required

Birthday Party Packages:

- Private room available for children's parties (Sundays 2:00-5:00 PM)
- Includes decorations, special dessert, and kids activities
- Minimum 8 children, maximum 16

- \$200 room fee plus food orders
- 2-week advance booking required

Dietary Restrictions and Allergies

Common Accommodations

- **Gluten-Free Options:** Multiple dishes available, separate preparation area
- **Vegetarian/Vegan:** Dedicated menu section with 8+ options
- **Shellfish/Seafood Allergies:** Can be accommodated with advance notice
- **Nut Allergies:** Please inform server; some dishes contain nuts or are prepared in shared spaces

Advance Notice Required

Please inform us of serious allergies or dietary restrictions when making reservations. Our kitchen team requires 30 minutes advance notice for special preparations.

Menu Modifications

Limited modifications available. Our chef-designed dishes are crafted for optimal flavor balance, but we'll accommodate when possible.

Payment and Pricing Policies

Accepted Payment Methods

- All major credit cards (Visa, MasterCard, American Express, Discover)
- Cash
- Mobile payments (Apple Pay, Google Pay, Samsung Pay)
- Gift cards and restaurant credits

Gratuities Guidelines

- **Suggested Gratuity:** 18-22% for exceptional service
- **Automatic Gratuity:** 20% added to parties of 6 or more
- **Private Events:** 22% service charge automatically included

Price Transparency

All menu prices are subject to current Seattle sales tax (10.25%). Prices may change seasonally based on ingredient availability and market conditions.

Menu - Asian Fusion Cuisine

Appetizers & Small Plates

Crispy Pork Belly Bao - \$16

Taiwanese-style steamed buns, five-spice pork belly, pickled mustard greens, hoisin glaze, crushed peanuts

Hamachi Crudo - \$19

Yellowtail sashimi, yuzu kosho, compressed Asian pear, micro shiso, togarashi oil

Korean Fried Chicken Wings - \$14

Double-fried wings, gochujang glaze, sesame seeds, scallions, served with pickled daikon

Vegetable Spring Rolls (V) - \$12

Hand-rolled rice paper, seasonal vegetables, herbs, served with peanut dipping sauce

Szechuan Wontons - \$15

House-made pork and shrimp wontons, chili oil, Szechuan peppercorns, black vinegar

Miso Glazed Eggplant (V) - \$13

Japanese eggplant, white miso glaze, sesame seeds, microgreens

Salt & Pepper Calamari - \$17

Wok-fried squid, jalapeños, onions, five-spice salt, spicy aioli

Soups & Salads

Tom Kha Coconut Soup - \$9

Traditional Thai soup, coconut milk, galangal, lime leaves, mushrooms

Add shrimp +\$6, Add chicken +\$5

Hot & Sour Soup - \$8

Szechuan-style soup, tofu, mushrooms, bamboo shoots, white pepper

Asian Chopped Salad - \$14

Mixed greens, edamame, carrots, bell peppers, crispy wontons, sesame-ginger vinaigrette

Seared Tuna Salad - \$22

Sesame-crust ahi tuna, mixed greens, avocado, cucumber, wasabi vinaigrette

Noodles & Rice

Pad Thai - \$18

Traditional Thai stir-fried rice noodles, tamarind sauce, bean sprouts, crushed peanuts, lime

Choice of chicken, shrimp, or tofu

Singapore Mei Fun - \$19

Curry-spiced rice vermicelli, char siu pork, shrimp, bell peppers, bean sprouts

Beef Pho - \$16

Vietnamese rice noodle soup, 12-hour beef bone broth, rare beef, herbs, lime

Vegetarian Ramen (V) - \$17

Miso-based broth, fresh noodles, seasonal vegetables, soft-boiled egg, nori

Kimchi Fried Rice - \$15

Korean-style fried rice, house-made kimchi, vegetables, fried egg

Add bulgogi beef +\$7

Dan Dan Noodles - \$16

Szechuan wheat noodles, spicy sesame sauce, ground pork, preserved vegetables

Thai Basil Fried Rice - \$17

Jasmine rice, Thai basil, vegetables, fish sauce, choice of protein

Main Courses

Miso Black Cod - \$32

Alaskan black cod, 48-hour miso marinade, baby bok choy, steamed rice

Korean BBQ Short Ribs - \$28

Galbi-style beef short ribs, gochujang glaze, kimchi, steamed rice

Tea-Smoked Duck - \$29

Half duck, five-spice rub, jasmine tea smoking, plum sauce, steamed pancakes

Malaysian Curry - \$24

Coconut curry sauce, lemongrass, lime leaves, steamed jasmine rice

Choice of chicken, beef, or vegetables

Whole Branzino - \$26

Mediterranean sea bass, ginger-scallion sauce, baby vegetables, jasmine rice

Szechuan Mapo Tofu (V) - \$19

Silky tofu, fermented black bean sauce, Szechuan peppercorns, steamed rice

Mongolian Beef - \$25

Wok-seared beef, onions, scallions, hoisin sauce, crispy rice noodles

Thai Green Curry - \$22

Traditional green curry, coconut milk, Thai eggplant, basil, jasmine rice

Choice of chicken, shrimp, or tofu

Desserts

Matcha Crème Brûlée - \$9

Japanese matcha custard, caramelized sugar, sesame tuile

Chocolate Mochi - \$8

House-made mochi, dark chocolate ganache, black sesame ice cream

Mango Sticky Rice - \$10

Traditional Thai dessert, coconut sticky rice, fresh mango, coconut sauce

Five-Spice Panna Cotta - \$9

Silky panna cotta, Asian pear compote, ginger snap cookie

Fried Ice Cream - \$8

Tempura-battered ice cream, honey drizzle, toasted coconut

Beverages

Specialty Cocktails - \$14-16

- **Lychee Martini** - Vodka, lychee liqueur, lime, fresh lychee
- **Korean Pear Soju Cocktail** - Soju, Korean pear, lime, ginger beer
- **Szechuan Margarita** - Tequila, Szechuan peppercorns, lime, agave
- **Thai Basil Smash** - Gin, Thai basil, lime, simple syrup

Wine Selection

- **House Wine by Glass** - \$8-12
- **Premium Wine by Glass** - \$12-18
- **Wine by Bottle** - \$32-120

Asian Beers - \$5-7

- Sapporo, Tsingtao, Tiger, Singha, Kirin

Non-Alcoholic - \$4-6

- Hot Jasmine Tea, Iced Thai Tea, Fresh Coconut Water, Asian Sodas

Sake Selection - \$8-15 per glass

- Junmai, Junmai Ginjo, Nigori varieties available

Special Services

Private Dining

- **Private Room:** Accommodates 12-20 guests
- **Semi-Private Section:** 8-15 guests with partial privacy
- **Full Restaurant Buyout:** Available Mondays, 40-60 guests
- **Catering Services:** Off-site catering available with minimum orders

Chef's Tasting Menu

- **Seven Courses:** \$85 per person
- **Wine Pairing:** Additional \$45 per person
- **Available:** Tuesday-Saturday evenings
- **Advance Notice:** 48 hours required

Special Events

- Birthday celebrations with complimentary dessert
- Anniversary packages with champagne service
- Corporate dining packages available
- Cooking classes offered monthly

Health and Safety

Food Safety Standards

- All staff certified in food safety protocols
- Kitchen maintains HACCP compliance
- Allergen protocols strictly followed
- Temperature monitoring for all perishables

Cleanliness Standards

- Tables and surfaces sanitized between each seating
- Hand sanitizer available at entrance and restrooms

- High-touch surfaces cleaned hourly
- Air filtration system professionally maintained

Contact Information

General Manager: Maria Rodriguez

Executive Chef: Sylvie Chen

Reservations: reservations@sylvieskitchen.com

Private Events: events@sylvieskitchen.com

Press Inquiries: press@sylvieskitchen.com

Emergency Contacts

- **After-Hours Emergency:** (206) 555-0199
- **Health Department:** (206) 263-9566
- **Non-Emergency Police:** (206) 625-5011

Frequently Asked Questions

Q: Do you offer takeout or delivery?

A: We offer takeout orders placed by phone. Delivery is available through select third-party services for a limited menu.

Q: Can I bring my own wine?

A: We offer corkage service for \$25 per bottle with a two-bottle maximum per table.

Q: Do you have a kids menu?

A: Yes, we offer a dedicated children's menu for ages 12 and under with kid-friendly Asian fusion options, plus high chairs, booster seats, and entertainment like coloring sheets and crayons.

Q: Are you family-friendly?

A: Absolutely! We welcome families and provide high chairs, booster seats, kids entertainment, a children's menu, and family-friendly seating areas. We also offer "Kids Eat Free Sundays" and monthly cooking classes for children.

Q: Do you have high chairs available?

A: Yes, we have 8 high chairs and 12 booster seats available. Please mention when making reservations if you need children's seating so we can ensure availability.

Q: What entertainment do you provide for kids?

A: We offer Asian-themed coloring sheets, crayons, activity placemats with puzzles, quiet toys upon request, and free WiFi for tablets. We also have monthly kids cooking classes.

Q: Is parking available?

A: Street parking is available. We validate parking at the Pine Street Garage (2 blocks away) for dinner service.

Q: Do you host private events on holidays?

A: Private events during major holidays require advance booking and may include holiday pricing premiums.

Q: What COVID-19 protocols do you follow?

A: We follow all current local health department guidelines and maintain enhanced cleaning protocols.

This handbook is updated quarterly. Current version: July 2025

For the most current information, please visit www.sylvieskitchen.com or call (206) 555-CHEF