



ADVICE TO APPLICANTS LETTER

Thank you for your interest in working with us. As you will soon see, Stone Werks Big Rock Grille is not just another place to eat and we are not looking for just another warm body. This letter will give you some idea of what to expect and how to proceed from here.

Read this letter carefully.

Its purpose is to explain what we are all about. If you ultimately choose to submit an application to work with us, we will assume that you have read this entire letter and agree to be measured by what we set forth here.

Why we do what we do.

Stone Werks Big Rock Grille exists to **Exceed every guests' expectations every day in everything we do**. To realize our purpose we must exemplify the spirit of hospitality at all times ... not only to our guests, but to each other as well.

Our company has several significant goals :

1. To become our guests' favorite restaurant

We will grow our business by building lasting personal relationships with and between our team and guests. Our warm friendly manner will “make their day” every time our guests dine with us.

2. To earn a reputation as the best employer in the area

We will hire the most qualified people we can find. We will support their development both within and outside the organization. We believe that only happy and well-trained staff can foster the climate of hospitality and personal connection we demand.

3. To operate the most successful restaurants in the market

Stone Werks Big Rock Grille will be exciting, busy and profitable. We will consistently strive to deliver on our mission to **“Exceed every guests' expectations every day in everything we do”** and foster high professional standards.

4. To have a good time!

We recognize that people go out to eat because they are looking for a good experience, not just a good meal.

This is how we operate:

1. We are committed to maintaining a drug-free workplace. This means that we do not tolerate the possession of drugs or alcohol on the premises nor do we permit our staff to work under the influence of drugs or alcohol.

2. Our restaurant is a completely non-smoking establishment. This means there are no cigarette breaks and we do not permit staff to smoke while on duty or while in uniform.

3. Our success comes from delighting our guests and earning their regular patronage. Everything in our company is focused on achieving this goal.

4. We value professional curiosity – that “itch” to continually expand knowledge, skills and personal effectiveness. This means we are more interested in what you can learn than in what you already know. People skills are essential.

Here is how to proceed from here:

1a. [For online applicants:] When you finish this letter, you will be directed to an online Application for Employment. Please give it some thought and take your time with it. Be sure to fill it out completely, even if you plan to submit a resume. If a question does not apply to you, mark it “NA” so we’ll know you didn’t avoid the answer. Foodservice is a business of details and we will only consider people who share our concern about the importance of handling all the small points.

1b. [For in-person applicants:] Do not try to complete the employment application now. Please take it home, give it some thought and take your time with it. Be sure to fill it out completely, even if you enclose a resume. If a question does not apply to you, mark it “NA” so we’ll know you didn’t avoid the answer. Foodservice is a business of details and we will only consider people who share our concern about the importance of handling all the small points.

2. We will verify the information you give us on the application. Please be sure that the contact information provided for references is correct and that they have your permission to talk with us.

3. Based on the information you provide us in your application, we may contact you to set up an appointment to come in for an initial interview.

4. Based on your application and your initial interview, we will notify you about the status of your application, either by phone or e-mail. If by some chance you haven’t heard from us within a week, call our corporate office at 210-408-0109.

5. We take staff selection very seriously. If you are a final candidate, you can expect additional interviews so please be patient. We go to this trouble because we only want to work with the best of the best.

If what we describe suits you, this could easily be the most enjoyable job of your life. If you cannot get behind what we are all about, that’s OK, too. At least you know that we aren’t a good fit without all the hassle of filling out applications and interviewing. It will save us both a lot of wasted time.

Whatever your choice, we hope you will visit us often as a guest and let us know how we are doing.

Thank you again for your interest and your time. We wish you all the best luck in the future, whatever direction your career may take you.

 **EXCELLENCE**

 **RESPECT**

 **INTEGRITY**

The Vineyard
1201 N. Loop 1604 West
Phone: 210-764-0400

The Rim
5807 Worth Parkway
Phone: 210-558-9898

The Shops at Lincoln Heights
999 E. Basse Rd.
Phone: 210-828-3508