



**EMPLOYEE  
HANDBOOK**  
*Updated May 2024*

## **WHAT MAKES US GREAT?**

**Our values create  
original experiences.**

**We blend fancy nights out  
with your everyday bar.**

***Welcome to the Parade.***

# **RULES OF THE ROOM**



## THEY CHOSE US

*When you are known for your culture, product and gratitude, guests flock to your establishment, even with dozens of other options nearby. Your job is to solidify that this particular choice of theirs was indeed the best choice!*



## QUALITY & SIMPLICITY

*Kindness doesn't have to be complicated. Nothing is more important than quality products. We exercise simple but thoughtful touches and make every motion have its purpose.*



### KEEP IT FRESH & FUN

*Mix things up a bit; it's encouraged. We never let our days get **stale!** And, if you're **wondering** why we chose you, it's because you were **bread** for this.*



### JOIN THE PARADE

*We're already going against the grain, and you can't beat us, so JOIN US and be a team member. The idea is to work with us not for us.*

# Business ISN'T PERSONAL

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*When you're part of the parade, situations will present themselves. Obstacles are just the nature of the beast. Reaffirm situational awareness goes a long way.*



## **ONE BAND, ONE SOUND**

*We're one team with one effort. Being one band with one sound was not something we did to the parade, but is the result of what the parade did to us.*

# ELEPHANT in the ROOM

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*We always address the elephant in the room. Honesty is key & communication is paramount. One that can practice patience & listening will find virtue. Always remember that at The Elephant Room, everyone has a voice.*

# INTERNAL CULTURE is our CORNERSTONE

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*We live in and love this community, and we believe that hospitality starts internally. You have to give respect in order to receive it.*

# **SERVICE STRATEGIES**

# BE *the Best* NEIGHBOR

## GO THE EXTRA MILE

*It pays off down the road.*

## SHARE THE BEST PRODUCT

*We don't cut corners here; we take the scenic route.*

## ALWAYS LEAD WITH A HELPFUL HAND

*A helpful hand can get us a leg-up!*

# LEAD *the* PARADE

## SET THE TONE

*Establish a vibe with attitude, music & body language.*

## RESPECT THE PEOPLE & SPACE

*Just like our bodies this place is a temple.*

## ONLY FAIL FORWARD

*Purposefully and deliberately use failure to find success.*

# EXTEND AN UNexpected *experience*

## MISE EN PLACE

*French culinary phrase which means “putting in place”  
or “everything in its place”*

## ENGAGE INDIVIDUALISM

*We are a special group*

## SHARE THE PEANUTS

*Make them come back for you.*



# SERVICE RECOVERY

- ACKNOWLEDGE IT.
- NOTIFY A TEAM MEMBER.
- MAKE IT RIGHT.
- CHECK BACK.
- SURPRISE & DELIGHT.

# OUR GUESTS LOVE

## **SPECIAL CARE**

*A little attention to detail and inclusivity can go a long way.*

## **THE SPACE**

*Bricktown is a vibe.*

## **ATTENTION TO LOCAL**

*We take pride in working with our neighbors.*



# OUR GUESTS DISLIKE

## UNCERTAINTY

*Our guests hate feeling unsure about our policies and confused about our products.*

## PRICE GOUGING

*Be clear on what the guest wants & expects.*

## BEING LEFT OUT OF THE PARADE

*No one likes to be ignored.*



# HARASSMENT PROTOCOL

No  
room  
for  
racism

*Culture & Respect remain at the center of The Elephant Room's values. Inclusion is a way to unleash the power of diversity. We are committed to equality for our guests and employees alike.*

**Inform management and security.**

**Swap staff and call security to remove if necessary.**

**File an incident report in bar book with description of event.**

**The Elephant Room has a strict NO TOLERANCE policy for any form of assault internally and externally.**

## **DPD Contact**

*Steven Engbretson*

*Chief's Neighborhood Liason*

*Neighborhood Police Officer*

*Office (313) 237-2850*

*Cell (313) 643-0381*

*notes*

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