

SANCTUARY SOCIAL

MANAGEMENT MEETING AGENDA

Wednesday, September 9, 2026 | 4:00 PM

Attendees: Andy Hagelman, Amanda Gilbert, Randie Hagelman

MEETING OBJECTIVES

Prepare for the September 15–16 new menu and wine launch, communicate new operating hours and entertainment changes, establish management coverage, reset operational accountability, clarify management responsibilities, and reinforce the required systems for communication, purchasing, employee documentation, and management compliance.

1. NEW MENU & WINE LIST LAUNCH

There is a significant amount of work underway to finalize the new menu and prepare the entire restaurant for its launch next week.

KEY DATES

Tuesday, September 15 — CLOSED TO REGULAR BUSINESS

Sanctuary Social will be **closed to the general public for the entire day**.

September 15 will serve as our official:

NEW MENU TRAINING & RESTAURANT TRANSITION DAY

The only guest-facing business that day will be:

Sanctuary Social Club Exclusive New Menu Preview

6:00–8:00 PM | Lounge

All staff members who are able to attend should participate in the September 15 training day. Management will review the current schedule and make adjustments based on staffing and training needs.

Wednesday, September 16 — PUBLIC LAUNCH

The complete new food menu and new wine list officially launch to the public.

2. MENU DEVELOPMENT — CURRENT STATUS

The menu is currently being fine-tuned.

ANDY

- Preparing the new menu items today.
- Management will taste and evaluate the new dishes during today's meeting.
- Finalize preparation methods, portions, presentation and execution.
- Work with Randie to document finalized recipes.
- Establish BOH preparation and execution standards.

RANDIE

- Build and update all new menu items in the Toast POS.
- Establish appropriate modifiers and POS configuration.
- Work with Andy to organize and document finalized recipes.
- Coordinate menu materials and administrative components of the launch.
- Coordinate the Social Club preview and public menu release.

TODAY'S MENU TASTING

During today's meeting:

- Taste new menu items.
 - Discuss presentation and plating.
 - Review portions.
 - Identify recipe adjustments.
 - Discuss preparation and execution.
 - Identify remaining products/supplies needed.
 - Establish what must be finalized before September 15.
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3. NEW OPERATING HOURS

With the launch of the new menu, Sanctuary Social will also transition to **new regular operating hours**.

NEW HOURS

Sunday

11:00 AM–7:00 PM

Monday

Closed

Tuesday–Thursday

3:00 PM–10:00 PM

Friday–Saturday

11:00 AM–11:00 PM

WEDNESDAY & THURSDAY CHANGE

We will discontinue lunch service on Wednesdays and Thursdays.

Going forward, **Wednesday and Thursday will mirror Tuesday**, with the restaurant opening at 3:00 PM.

ITEMS TO ADDRESS

- Effective date/communication of new hours.
 - Website updates.
 - Google/business listings.
 - Reservation system.
 - Toast/POS settings where applicable.
 - Social media.
 - Posted restaurant hours/signage.
 - Staff scheduling.
 - Kitchen prep schedules.
 - Vendor/delivery considerations.
 - Opening/closing responsibilities.
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4. TRIVIA SCHEDULE CHANGE

Going forward, Trivia will move from a weekly event to:

FIRST TUESDAY OF EACH MONTH ONLY

Trivia will no longer be held every Tuesday.

DISCUSS

- Effective date.
- Update entertainment/event calendar.
- Update website.
- Update social media/event listings.

- Remove recurring weekly listings where applicable.
- Staff communication.
- Guest communication/promotion of monthly Trivia.

The goal is to make the monthly Trivia event more intentional and easier to promote rather than treating it as a weekly recurring event.

5. MANAGEMENT SET SCHEDULE & COVERAGE

The new operating hours require us to establish an **updated set management schedule**.

Andy and Amanda's regular management schedules need to be reviewed to ensure appropriate management coverage throughout restaurant operations.

DISCUSS

- Tuesday–Thursday 3:00–10:00 PM coverage.
- Friday–Saturday 11:00 AM–11:00 PM coverage.
- Sunday 11:00 AM–7:00 PM coverage.
- Opening manager responsibilities.
- Closing manager responsibilities.
- BOH management coverage.
- FOH management coverage.
- Manager on Duty assignments.
- Days off.
- Vacation/time-off coverage.
- Special event coverage.
- Avoiding unnecessary overlap while preventing management coverage gaps.

The goal is to establish a **predictable set management schedule** rather than continually determining management coverage week by week.

EXPECTED OUTCOME

Before implementation of the new operating hours, Andy and Amanda should have defined regular schedules that collectively provide appropriate management coverage for all operating periods.

6. SEPTEMBER 15 — RESTAURANT TRAINING & TRANSITION DAY

September 15 is our opportunity to completely transition the restaurant to the new menu before opening to the public September 16.

STAFFING

All staff who are able to participate should be on site for training.

Management will review the September 15 schedule and determine:

- Who is currently scheduled.
- Who should be added.
- Arrival/training times.
- FOH training assignments.
- BOH training assignments.
- Staffing for the 6:00–8:00 PM Social Club event.

BOH — KITCHEN TURNOVER & TRAINING

Andy will lead the BOH transition.

The kitchen will:

- Transition from the existing menu to the new menu.
- Remove/discontinue prep associated with departing items.
- Organize stations for the new menu.
- Complete required prep.
- Review every new recipe.
- Review ingredients and product locations.
- Establish portions.
- Review plating/presentation.
- Practice execution.
- Review pars.
- Identify and correct execution problems.
- Ensure kitchen employees understand the new menu.
- Prepare the kitchen for full service September 16.

The kitchen staff should be **completely trained before the menu reaches normal public service.**

FOH — MENU & SERVICE TRAINING

Training will include:

- New menu overview.
 - Ingredients.
 - Preparation methods.
 - Plating/presentation.
 - Menu descriptions and talking points.
 - Common guest questions.
 - Allergens/modifications where applicable.
 - New wine list.
 - Wine knowledge/pairings.
 - POS changes.
 - Modifiers.
 - Proper order entry.
 - Menu tasting where appropriate.
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7. SOCIAL CLUB EXCLUSIVE MENU PREVIEW

Tuesday, September 15 | 6:00–8:00 PM | Lounge

Social Club members will receive exclusive first access to sample select new menu items and wines before the public launch.

The event will also allow management to observe execution of the new menu in a controlled environment before full public service begins.

DISCUSS

- RSVPs/expected attendance.
- Menu items sampled.
- Wines sampled.
- Presentation/service format.
- Staffing.
- Lounge setup.
- FOH responsibilities.
- BOH responsibilities.
- Timing/flow.
- Cleanup/reset.

8. SEPTEMBER 16 — PUBLIC LAUNCH

By opening September 16:

- Recipes finalized.
 - POS updated and tested.
 - BOH trained.
 - FOH trained.
 - New wines ready.
 - Ingredients/products received.
 - Prep completed.
 - Stations organized.
 - Menu materials ready.
 - Staff knowledgeable.
 - Restaurant fully transitioned.
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9. BOH RESET — ANDY'S PRIMARY OPERATIONAL FOCUS

Going forward, **Andy's primary operational focus will be the kitchen and BOH.**

Several BOH standards and procedures are either not being completed or are not being completed correctly.

AREAS OF FOCUS

- Food quality and consistency.
- Recipe adherence.
- Portion control.
- Prep standards.
- Kitchen organization.
- Cleaning and sanitation.
- Product rotation/storage.
- Waste management.
- Inventory controls.
- Equipment.
- Maintenance.

- Staff training.
- Opening/closing standards.
- BOH accountability.

The objective is to build **repeatable systems and accountability**, rather than continually correcting the same individual problems.

10. DAILY CHECKLISTS — IMMEDIATE ACCOUNTABILITY RESET

The required daily checklist process has stopped being consistently used.

This change was never approved.

The existing daily checklists remain required until a complete replacement system is operational.

Moving the process into **Sling** is acceptable. However:

WE CANNOT DISCONTINUE AN ACCOUNTABILITY SYSTEM BEFORE ITS REPLACEMENT IS BUILT AND IMPLEMENTED.

Until all required tasks are properly recreated in Sling, the current checklists must continue.

TRANSITION PLAN

1. Identify all current checklist tasks.
 2. Determine which exist in Sling.
 3. Add missing tasks.
 4. Assign responsibility.
 5. Establish completion expectations.
 6. Establish management review.
 7. Test the process.
 8. Formally transition only when complete.
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11. UPDATED MANAGER SALES, SERVICE & TIP POLICY

Management will review the updated:

MANAGER SALES, SERVICE & TIP POLICY

Each manager will receive a copy of the updated policy.

The policy establishes clear expectations regarding:

- When managers should and should not have restaurant sales assigned to them.
- Manager service responsibilities when tipped employees are available.
- Proper handling of guest checks.
- Tips received on manager checks.
- Service charges.
- Tip eligibility.
- Proper POS procedures.
- Manager responsibility for reviewing transactions.
- Required corrective action when a tip is inadvertently placed on a manager check.

POLICY ACKNOWLEDGMENT

All managers are required to review and attest to/acknowledge the updated policy.

The signed acknowledgment will be maintained with the appropriate management/HR records.

12. REQUIRED MANAGER SHIFT REVIEW

Effective immediately:

ALL MANAGERS ARE REQUIRED TO COMPLETE THEIR OWN SHIFT REVIEW WHEN CLOCKING OUT.

This is not optional and should not be delegated to another manager.

Before completing the shift review, managers are responsible for reviewing their own activity and confirming that their transactions comply with the **Manager Sales, Service & Tip Policy**.

This includes reviewing:

- Sales assigned to the manager.
- Guest checks handled by the manager.
- Tips.
- Service charges.
- Any unusual transactions.

- Whether required corrections have been made before the shift is finalized.

The purpose is to identify and correct problems **before payroll processing or after-the-fact management review**.

Each manager is personally accountable for verifying their own compliance.

13. AMANDA'S MANAGEMENT COMPUTER & FILE ACCESS

Randie and Amanda will transition Amanda's management PC.

Currently, Amanda's PC mirrors the main PC.

Amanda will transition to:

- Her own administrator/user account.
 - Her own files/workspace.
 - Access to designated shared Sanctuary Social files.
 - Appropriate management resources.
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14. MANAGEMENT COMMUNICATION, ORDERING & DOCUMENTATION

We need clear expectations regarding **where information belongs**.

MANAGEMENT GROUP CHAT

Use for:

- Quick questions.
- Immediate communication.
- Short updates.
- Time-sensitive coordination.

It should not be the permanent record for operational tasks, purchases or employee incidents.

ORDERING & REPLENISHMENT

CURRENT ITEMS NEEDING REPLENISHMENT

If an item is already part of normal restaurant inventory/operations and needs replenished:

TOAST NOW APP → SHIFT NOTES

Examples:

- Current food/product.
- Bar/beverage items.
- Existing supplies.
- Routine stock needs.

EQUIPMENT, UNIFORMS & NEW PURCHASES

For:

- Equipment.
- Uniforms.
- Completely new items.
- Products not currently part of normal inventory.
- New operational purchases.
- Non-routine purchases requiring approval.

Enter a:

PURCHASE ORDER IN xtraCHEF

Simple Rule:

Existing/current item needs replenished → Toast Now Shift Notes

Equipment, uniform, completely new item or non-routine purchase → xtraCHEF Purchase Order

The management group chat does not replace either process.

EMPLOYEE INCIDENTS / COACHING / CONCERNS

Employee incidents, performance concerns, coaching, policy violations, behavioral issues and corrective conversations must be documented using:

EMPLOYEE COACHING / INCIDENT REPORTING

Sanctuary Social Management Website

A group text or verbal conversation does not replace required documentation.

15. MANAGEMENT RESPONSIBILITIES — WHO OWNS WHAT?

Ownership does not mean other managers cannot assist. It establishes who is accountable for making sure a function is properly managed.

AMANDA GILBERT — GENERAL MANAGER / FOH OPERATIONS

Primary Focus: People + Daily Restaurant Operations

- Hiring/recruiting coordination.
- Employee onboarding.
- FOH training.
- Staff development/cross-training.
- Employee scheduling and schedule management.
- Time-off and shift coverage.
- Daily restaurant operations.
- FOH service standards.
- Staff performance/coaching.
- Employee incident documentation.
- Policy/procedure enforcement.
- Opening/closing execution.
- Daily checklist accountability.
- Inventory management/count coordination.
- Waste management/tracking.
- FOH organization/readiness.
- Guest service/problem resolution.
- Shift leadership.
- Staffing/coverage.
- Communication of operational expectations.

Inventory: Amanda and Andy remain the authorized management personnel responsible for entering inventory counts into xtraCHEF.

RANDIE HAGELMAN — ADMINISTRATION / HR / EVENTS

Primary Focus: Business Administration + Systems

- Human Resources.
- Employee records/documentation.
- Payroll/benefits administration and reconciliation.
- Policy development.
- Management consultation.
- Compliance/documentation systems.
- Accounting/bookkeeping coordination.
- Website development/management.
- Management website/resources.
- Social Club administration.
- Event planning.
- Private event coordination.
- Event contracts/documentation.
- Marketing coordination.
- POS menu setup/administration.
- Administrative systems/process development.
- Forms, SOPs and management resources.
- Technology/system setup and administration.

Randie's role should increasingly focus on **building and maintaining the systems, policies and administrative infrastructure**, while day-to-day operational execution remains with the appropriate operational manager.

ANDY HAGELMAN — OWNER / BOH & FACILITIES

Primary Focus: Product + BOH + Physical Operations

- BOH oversight/coordination.
- Kitchen standards.
- Kitchen staff development/accountability.
- Recipe development/management.
- Recipe execution/consistency.
- Food quality.
- Portion/preparation standards.

- Procurement.
 - Vendor/product ordering.
 - Food/beverage ordering oversight.
 - Inventory oversight with Amanda.
 - Product availability/pars.
 - Equipment.
 - Repairs/maintenance.
 - Facility/property issues.
 - Manager on Duty responsibilities.
 - Banking deposits.
 - Operational purchasing.
 - Vendor relationships.
 - BOH organization.
 - Food/product cost oversight.
 - Kitchen waste reduction.
 - Special operational projects.
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SHARED MANAGEMENT RESPONSIBILITY

All managers remain responsible for:

- Protecting Sanctuary Social standards.
- Communicating problems promptly.
- Following established policies.
- Using correct ordering/purchasing systems.
- Proper employee documentation.
- Completing required management checklists/tasks.
- Completing their own shift review.
- Complying with the Manager Sales, Service & Tip Policy.
- Supporting one another.
- Following through on assigned responsibilities.
- Addressing problems rather than assuming someone else will.
- Maintaining professional management communication.

Ownership means someone is accountable for making sure something gets done — not that they must personally perform every task.

16. RANDIE + AMANDA SIDEBAR — SCHEDULING

Randie and Amanda will separately review the scheduling process as Amanda assumes responsibility for creating and managing the employee schedule.

TOPICS

- Schedule creation timeline.
- Publishing deadlines.
- Employee availability.
- Time-off requests.
- Shift trades.
- Coverage expectations.
- Staffing levels.
- Labor considerations.
- Special/private events.
- Manager coverage.
- Schedule changes after publishing.
- Employee communication.
- Documentation/accountability.

Randie will create a **Scheduling How-To & Guidelines** document.

ACTION ITEMS BEFORE ADJOURNMENT

Every action item must have an **owner and deadline**.

MENU & WINE LAUNCH

- ☐ Finalize recipes
- ☐ Document recipes
- ☐ Finalize plating/portions
- ☐ Complete/test POS setup
- ☐ Finalize wine list
- ☐ Confirm product/orders
- ☐ Complete menu materials

SEPTEMBER 15

- ☐ Review/adjust staff schedule
- ☐ Establish BOH training plan
- ☐ Establish FOH training plan

- ☐ Determine training times
- ☐ Finalize Social Club preview menu/wines
- ☐ Confirm RSVPs
- ☐ Establish event staffing
- ☐ Establish lounge setup/service plan

HOURS & ENTERTAINMENT

- ☐ Implement new operating hours
- ☐ Update website/online listings/reservation systems
- ☐ Update posted hours/signage
- ☐ Communicate new hours to staff
- ☐ Transition Trivia to first Tuesday of each month
- ☐ Update Trivia calendars/listings/promotions

MANAGEMENT COVERAGE

- ☐ Review Andy's set management schedule
- ☐ Review Amanda's set management schedule
- ☐ Confirm MOD/opening/closing coverage for all operating days
- ☐ Identify and resolve management coverage gaps

MANAGEMENT COMPLIANCE

- ☐ Distribute updated Manager Sales, Service & Tip Policy
- ☐ Review policy with managers
- ☐ Obtain required manager attestations/acknowledgments
- ☐ Implement mandatory individual Manager Shift Review at clock-out

OPERATIONS & ACCOUNTABILITY

- ☐ Identify immediate BOH corrective priorities
- ☐ Reinstate daily checklists immediately
- ☐ Begin Sling checklist conversion
- ☐ Establish checklist accountability/review
- ☐ Transition Amanda's PC/account
- ☐ Reinforce Toast Now Shift Notes replenishment procedure
- ☐ Reinforce xtraCHEF Purchase Order procedure
- ☐ Reinforce Employee Coaching/Incident Reporting procedure

MANAGEMENT

- ☐ Confirm management responsibility assignments
- ☐ Identify areas without a clear owner
- ☐ Schedule Randie/Amanda scheduling sidebar
- ☐ Create Scheduling How-To & Guidelines
- ☐ Assign deadlines for all outstanding items

CLOSING EXPECTATION

The next week represents more than a menu change. It is an opportunity to **reset Sanctuary Social's operating structure.**

Beginning with this transition, we are establishing new menu and wine offerings, new operating hours, a revised entertainment schedule, defined management coverage, clearer management ownership, proper purchasing and documentation procedures, and renewed accountability.

By September 16, we should have a trained staff, organized BOH, knowledgeable FOH team, functioning accountability systems, clear management coverage, and managers who understand and follow the policies and procedures associated with their positions.

CLEAR OWNERSHIP • PROPER DOCUMENTATION • CONSISTENT FOLLOW-THROUGH • ACCOUNTABILITY