

Applebee's Statement

We understand the concern that many people have raised regarding the situation at an Applebee's restaurant in St. Louis and are grateful for the opportunity to respond. As a company that relies on literally hundreds of thousands of incredibly hard working team members, we can assure you that we and our franchisees value and support them and their efforts. However, this unfortunate situation has nothing to do with work. The team member involved did not actually wait on the party and had no dealings with the guest. Regrettably, and without the restaurant's knowledge, she took it upon herself to take a guest's receipt, with the name clearly visible, and post it online with her own commentary. That is a clear invasion of the guest's privacy, and also against the franchisee's company policy that the team member was provided when hired. We simply cannot accept behavior that compromises the safety and privacy our guests have every right to expect and deserve. The server who waited on the party is still employed by Applebee's and not involved in this matter. Please note that we are also not excusing the guest's behavior in this matter and the comment she wrote on the receipt, which is offensive to us and all our hard working team members. To be clear, the 18% gratuity added to large party tickets was paid by the guest's party. This is a very regrettable situation, and we wish it had never happened. We hope this provides you with some additional insight, and appreciate the chance to explain.

<http://news.applebees.com/2013-02-01-Applebees-Statement>