

Carriage House Restaurant posting on Facebook 12/12/21

Hey Carriage House family!

We want to keep you all in the loop so PLEASE read this entire update below!

First we want to say- Thank you for all the words of encouragement and support.

We have seen how excited everyone is about us opening which is why we wanted to do this right.

The last couple days we did a “soft open” which means we didn’t announce we were opening. We did an invite only but decided not to turn away anyone who showed up to eat telling them that we are still in training mode. The labor shortage is real. The material shortage is also real. It is very difficult to get certain things in these strange times that we are living in. We want to open not only to get cash flow coming in but also to give our new staff the experience they need to give our customers a wonderful dining experience.

This takes time... even for our veteran staff such as Rhonda who has been at this location for many years. We remodeled the property so things are not where they used to be and we have new software to learn.

We beg for your understanding.

We are not going to be perfect out of the gate.

There will possibly be screw ups, and the service might be slow. It’s even difficult to get dollar bills and change for our cash registers.

We are trying to work out all the kinks that’s why we do soft opening to see what goes wrong.

If you expect perfection we want to be honest that these first few weeks are not the time to come eat.

We want to do these “soft opens” to know what will go wrong in a real restaurant life situation.

Last night our sales system software froze. We ran out of change.

One of our fryers short circuited and two of our employees didn’t show up.

To the Customers that walked in last night without reservations that we served that was patient and understanding to the new staff....Thank you so much!

Unfortunately there was a couple customers that lost their patience and cursed at staff last night. I want to say to that- I am sorry we didn’t meet your expectations but it’s NEVER ok to verbally abuse our employees. We will not tolerate that and those customers will not be welcomed to our establishment.

With that said- it is so hard to find good help so as we newly transition into this, all we ask is that if you do come visit us during our soft opening please give us some grace, otherwise please just wait for our Grand Opening after we know we have everything running smoothly. We are excited to be the best we can be in due time. Thank you for understanding!