

2013 ROC NATIONAL

DINERS' GUIDE TO ETHICAL EATING

A Consumer Guide
on the Working Conditions
of American Restaurants

RESTAURANT OPPORTUNITIES CENTERS UNITED



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Why This Guide?

The restaurant industry is the one of the largest and fastest-growing sectors of the U.S. economy, with over 10 million workers. Despite its size and continued growth, the industry's workforce often relies on multiple jobs to make ends meet. Restaurant workers experience poverty wages, little access to benefits such as paid sick days, and few opportunities for advancement.

The Restaurant Opportunities Centers (ROC) United is a national restaurant workers' organization that seeks improved wages and working conditions in this immense industry. The purpose of the 2013 ROC National Diners' Guide is to engage consumers in letting the industry know that these conditions are not sustainable for workers, employers, and diners alike. We believe that lifting industry wages and working conditions will create a genuinely sustainable industry for all stakeholders.

The Restaurant Opportunities Center (ROC) is fighting to:

1 RAISE THE FEDERAL MINIMUM WAGE FOR TIPPED WORKERS AND NON-TIPPED WORKERS. Since 1991, the federal minimum wage for tipped workers has been frozen at \$2.13 an hour. For non-tipped workers, the minimum wage is \$7.25 an hour. The median wage for restaurant workers is \$8.90 an hour, just below the poverty line for a family of three. ROC applauds Senator Tom Harkin (D-IA) and Congressman George Miller (D-CA) for proposing The Fair Minimum Wage Act of 2012, which would raise the minimum wage for tipped workers from its current rate of \$2.13 an hour by 85 cents each year until the tipped minimum wage reaches 70% of the regular minimum wage (70% of the current minimum wage would be about \$5, representing a more than 100% wage increase for tipped workers). The legislation would also increase the minimum wage for all workers from \$7.25 to \$9.80.

2 WIN PAID SICK LEAVE. Over 90% of the more than 4,300 restaurant workers we have surveyed report not having paid sick leave. More shockingly, two-thirds of those surveyed report to work and prepare, cook, and serve food while sick. ROC is working with a large

coalition of organizations to pass the Healthy Families Act. Introduced by Congressman Rosa DeLauro, the bill would provide up to 7 days of earned sick leave per year.

3 ELIMINATE OCCUPATIONAL SEGREGATION. People of color, women, and immigrants largely occupy lower-paying positions in restaurants. Of the more than 4,300 restaurant workers ROC has surveyed nationally, we found a \$4 wage gap between white workers and workers of color, and 73% reported not receiving regular promotions on the job. To combat these issues, ROC supports workers in campaigns against discrimination. Over the last ten years, ROC has won 13 campaigns, obtaining over \$7 million in unpaid wages and winning significant policy changes in large restaurant companies. The policy changes we have won include internal promotions policies that allow workers of color and women to advance to livable wage positions in the industry.

THE PURPOSE OF THIS GUIDE IS NOT TO TELL YOU WHERE TO EAT AND WHERE NOT TO EAT. The purpose of this Guide is to provide you with information and tools to communicate to managers and owners wherever you eat out, whenever you eat out, that you, the consumer, care about the wages paid, benefits provided, and opportunities for advancement given to workers in the restaurants in which you dine. It is only by consumers consistently communicating to the industry the importance of these issues that we will be able to win these policy changes that ultimately benefit all of us.

ROC's Workplace Justice Campaign

In the 2012 ROC National Diners' Guide, ROC noted that workers in the Darden Restaurant Group, the world's largest full-service restaurant company and owner of the Red Lobster, Olive Garden, and Capital Grille Steakhouse, have sought and obtained ROC's help on legal charges regarding discrimination and wage theft. Since then, ROC has helped workers all over the country file several federal lawsuits and legal charges against the company. To support or follow the developments of the campaign, visit www.dignityatdarden.org.

Understanding the Guide

Restaurants can earn up to 5 points in the grading system. They receive one point for every criterion met.



If the restaurant receives 2 out of 5 points, they are awarded a **SILVER PRIZE**.



If the restaurant receives 3 out of 5 points, they are awarded a **GOLD PRIZE**.

Based on the information gathered, when a restaurant earns a point, it is indicated with the following symbols:



RESTAURANT INDUSTRY ROUNDTABLE - A restaurant that belongs to one of ROC's Restaurant Industry Roundtable - a group of employers working to promote the high road to profitability in the industry.



\$5 TIPPED WORKER WAGES – ROC argues that a minimum wage of less than \$5, or 70% of the regular minimum wage, for a worker who earns tips is not sustainable. A restaurant receives a point if their lowest paid tipped worker earns \$5 an hour anywhere in the United States. Tipped workers include servers, runners, bussers, bartenders, barbacks, and expeditors.



\$9 NON-TIPPED WORKER WAGES - A restaurant receives a point if non-tipped workers earn at least \$9 an hour. Non-tipped workers include host/hostess, dishwashers, prep cooks, line cooks, and porters. There are a few cities with higher wages such as San Francisco.



PAID SICK DAYS - A restaurant receives a point if it provides paid sick days to its part-time and full-time employees.



ADVANCEMENT - A restaurant receives a point if 50% of its current employees have been promoted internally. N/A is used if the restaurant has been open for less than two years.

Restaurants who do not receive a point in any of these criteria instead are marked with one of the following symbols:



NON-APPLICABLE The restaurant does not have that position or the criterion does not apply at this restaurant.
**N/A in the advancement column denotes a restaurant open for less than two years.*



DOES NOT MEET CRITERION This restaurant does not meet the criterion and does not provide the benefit.



DECLINED TO ANSWER Despite several attempts, this restaurant refused to report on this criterion or does not know if they provide the benefit.

Finally, some restaurants, those that are part of the Darden Restaurant Group, are the center of numerous lawsuits and legal charges with regard to wage theft and discrimination.

They are marked with the following symbol:



How You Can Use This Guide

Use this guide to support ROC's fight for sustainable wages, paid sick leave, and the elimination of occupational segregation by race and gender.

We at ROC understand that running a restaurant can present many challenges and that paying higher wages, providing benefits, and increasing internal promotions may appear difficult. But the gold and silver prize-winning restaurants in this Guide show us that it can be done. We at ROC want to help all restaurants move toward winning these prizes by providing them with the information, training and support they need to get there. But we also know that they need encouragement from you!

Consumers can encourage employers to provide sustainable wages, paid sick leave, and opportunities for advancement in the following ways:

1 Everywhere you dine, at the end of your meal, hand the manager or owner a Tip Card from the back of the Guide and let them know that, as a consumer, you care about the criteria used in this Guide. Encourage them to connect with ROC to learn about how they can improve their practices, or if they are already meeting the Diners' Guide standards, tell them to provide ROC with more information that will help them win the silver or gold prize.

Additional tip cards can be downloaded at www.rocunited.org/dinersguide, or obtained by calling ROC.

2 Support the Gold and Silver Prize Winners in this Guide, and let them know that you support them because they received these prizes. Let us know about other restaurants in your community who might be willing to share documentation to show that they, too, should be listed as Winners.

3 Send a letter to your federal representative demanding that Congress raise the federal minimum wage for tipped workers, currently at \$2.13/hour, and provide paid sick days for all workers. You can send these letters by visiting our website, at www.rocunited.org.

4 Where ROC is supporting workers with charges against restaurant employers who are violating the law, call the company to let them know that you won't support such illegal practices. If you are located in a city with actions in front of Darden Restaurants, attend a local action in your city. Follow actions by visiting the campaign website, www.dignityatdarden.org.

5 Let other consumers know about the Guide, and encourage them to use it.

6 Sign up online for more information and updates at www.rocunited.org. You can also contact us at info@rocunited.org to learn about other ways to support ROC's efforts to improve the restaurant industry for everyone.

7 Use social media as a tool to inform restaurant owners and consumers about the Restaurant Industry Roundtable or taking the high road. Tweet about your experience after dining at any high road or non-high road restaurant. Here are some tweet examples:

- If the restaurant is a Restaurant Industry Roundtable member and meets 1 or more criteria, tweet: @RESTAURANTHANDLE has great food & provides #CRITERIA #CRITERIA - thnx 4 promoting #highroad @rocunited #dinersguide
- If the restaurant meets 1 or more criteria, but is NOT a Restaurant Industry Roundtable member, tweet: @RESTAURANTHANDLE Thank u 4 giving #CRITERIA 2 workers - why not join @rocunited industry roundtable, promote #highroad? #dinersguide
- If the restaurant receives no points and does not meet any of the criteria, tweet: @RESTAURANTHANDLE ur food is great but as a consumer I value #paysickdays #livablewage & #equalopportunity for workers! @rocunited #dinersguide
- @RESTAURANTHANDLE food is great but as a diner I want #paysickdays #livablewage & #equalopportunity for workers! learn more@rocunited #dinersguide

ROC High Road Restaurants Listed by Location

CALIFORNIA

Chaya Restaurant Grp.

LOS ANGELES

Bouchon Bistro
Craft Los Angeles
The Farmer's Kitchen
Good Girl Dinette
The Gorbals
Homegirl Cafe & Catering

LOCAL

Mama's International
RACION
Red Hill
Tender Greens

SAN FRANCISCO

Zazie

ILLINOIS

CHICAGO

Fig Catering/Restaurant
Houlihan's
Lupito's Juice Bar
Siena by Maria
Sugar Bliss Cake Boutique

MICHIGAN

ANN ARBOR

Zingerman's Deli
Zingerman's Roadhouse

DETROIT

Avalon International
COLORS Detroit
Le Petit Zinc
Russell Street Deli
Seva Restaurant

CLAWSON

Due Venti

GRAND RAPIDS

Bartertown Diner

NEW YORK

NEW YORK

Bogota Latin Bistro
Blue Smoke (USHG)
Cafe 2 (USHG)
Cafe Duke
COLORS Restaurant
Craft NY (Craft Restaurants)
Craft Bar (Craft Restaurants)
Craft Steak (Craft Restaurants)
Colicchio & Sons (Craft
Restaurants)
Crema Restaurante
Good Restaurant
Gramercy Tavern (USHG)
Jazz Standard (USHG)
La Palapa
Maialino (USHG)
Mexicue
The Modern (USHG)
North End Grill (USHG)
One if by Land
Riverpark (Craft Restaurants)
Shake Shack (USHG)
Terrace 5 (USHG)
Topping | Rose | House (Craft
Restaurants)
Wichcraft (Craft Restaurants)
Union Square Cafe (USHG)
Untitled (USHG)

PENNSYLVANIA

PHILADELPHIA

The Belgian Cafe
Bliss
Fare Restaurant
Fergies Pub
Grace Tavern
Lil Pop Shop
Monks
Nodding Head Brewery
Tequilas Restaurant

TEXAS

AUSTIN

Black Star Co-op Pub & Brewery

WASHINGTON, D.C.

Ben's Chili Bowl

Busboys and Poets

Eatonville Restaurant

Inspire BBQ

Jack Rose






MiniBar - Think Food Group

Jaleo- Think Food Group

Oyamel - Think Food Group

Zaytinya - Think Food Group












2013 National Restaurant Listing






























	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
7-ELEVEN NATIONAL Convenience Store, Quick Serve, \$ www.7-eleven.com (972) 828-0711	⊖	N/A	⊖	⊖	⊖
APPLEBEE'S NATIONAL American, Quick Serve, \$\$ applebees.com (888) 592-7753	⊖	⊖	⊖	⊖	⊖
ARBY'S NATIONAL Burgers, Sandwiches, Quick Serve, \$ arbys.com (678) 514-4100	⊖	X	X	X	X
AUNTIE ANNE'S NATIONAL Pretzels, Quick Serve, \$ auntieannes.com (717) 435-1435	⊖	X	X	X	X
AVALON INTL. BREAD DETROIT Bakery Café, Casual, \$ avalonbreads.net (313) 832-0008			⊖		⊖
BAJA FRESH MEXICAN GRILL NATIONAL Mexican, Quick Serve, \$ bajafresh.com (877) 225-2373	⊖	X	X	X	X
BARNES & NOBLE CAFÉ NATIONAL American, Quick Serve, \$ barnesandnoble.com	⊖	X	X	X	X
BARTERTOWN DINER GRAND RAPIDS Farm Fresh Vegan / Vegetarian, Casual, \$ bartertowngr.com (616) 233-3219			⊖	⊖	

BASKIN-ROBBINS NATIONAL Ice Cream & Frozen Yogurt, Quick Serve, \$ baskinrobbins.com (781) 737-3000		X	X	X	X
BENIHANA OF TOKYO NATIONAL Japanese, Casual, \$\$\$ benihana.com		X	X	X	X
BENS CHILI BOWL WASHINGTON, D.C. American, Quick Serve, \$ benschilibowl.com (202) 667-0909		N/A			
BIG BOY REST/ FRISCH'S BIG BOY MIDWEST Burgers / Sandwiches, Quick Serve, \$ www.frischs.com 586-759-6000		X	X	X	X
BJ'S RESTAURANTS NATIONAL Italian American, Casual, \$ bjsbrewhouse.com (714) 500-2400					X
BLACK STAR CO-OP PUB & BREWERY AUSTIN Fine Texas Pub Fare, Casual Fine Dining, \$ blackstar.coop (512) 452-2337					
BLISS PHILADELPHIA Modern American, Casual Fine Dining, \$\$\$ bliss-restaurant.com (215) 731-1100					
BLUE SMOKE NEW YORK CITY American, Fine Dining, \$\$ bluesmoke.com/blue (212) 447-7733					
BOB EVANS RESTAURANTS NATIONAL American, Casual, \$\$ bobevans.com (800) 272-7675					
BOGOTA LATIN BISTRO BROOKLYN Columbian - Latin American, Casual, \$\$ bogotabistro.com (718) 230-3805					
BOJANGLES' FAMOUS CHICKEN 'N BISCUITS SOUTH American, Quick Serve, \$ bojangles.com (800) 366-9921		N/A	X		X

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(continued)

	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
BONEFISH GRILL NATIONAL American Grill, Casual, \$\$ bonefishgrill.com (866) 880-2226	⊖	⊖	⊖	⊖	X
BOSTON MARKET NATIONAL American, Quick Serve, \$\$ bostonmarket.com (800) 877-2870	⊖	N/A	X	⊖	X
BOUCHON BISTRO BEVERLY HILLS French, Casual Fine Dining, \$\$\$ bouchonbistro.com (310) 271-9910			⊖		⊖
BRAUM'S ICE CREAM & DAIRY Ice Cream & Sandwiches, \$ braums.com (405) 478-1656	⊖	X	X	X	X
BUCA DI BEPPO NATIONAL Italian, Casual, \$\$\$ bucadibepo.com (612) 288-0138	⊖	⊖	⊖	⊖	⊖
BUFFALO WILD WINGS NATIONAL American Grill, Casual, \$\$ buffalowildwings.com (952) 593-9943	⊖	⊖	⊖	⊖	⊖
BURGER KING NATIONAL American Burger, Quick Serve, \$ bk.com (305) 378-300	⊖	X	X	X	X
BUSBOYS AND POETS WASHINGTON, D.C. American, Casual, \$\$ busboysandpoets.com (202) 387-7638		⊖			⊖
CAFE 2 NEW YORK CITY American, Casual, \$\$ momacafes.com					

CAFE DUKE NEW YORK CITY International, Quick Serve, \$ icafeduke.com (212) 445-0010			N/A			
CALIFORNIA PIZZA KITCHEN NATIONAL American, Casual, \$\$ cpk.com (310) 342-5000						
CAPITAL GRILLE NATIONAL Steakhouse, Fine Dining, \$\$\$ thecapitalgrille.com (407) 245-4000				X		
CAPTAIN D'S NATIONAL Seafood, Casual, \$ captains.com (615) 391-5461			N/A			
CARIBOU COFFEE NATIONAL Coffee, Quick Serve, \$ cariboucoffee.com (763) 592-2200			X	X	X	X
CARINO'S ITALIAN NATIONAL Italian, Casual, \$\$ carinos.com (512) 263-0800						
CARL'S JR. NATIONAL American, Quick Serve, \$ carlsjr.com (877) 799-7827; (714) 254-4500			N/A			
CARRABBA'S ITALIAN GRILL NATIONAL Italian, Casual, \$\$ carrabbas.com (813) 288-8286						
CASEY'S GENERAL STORES MIDWEST Convenience Store, Quick Serve, \$ caseys.com (515) 965-6100			X	X	X	X
CHAMPPS AMERICANA NATIONAL Casual, \$\$ champps.com (651) 698-5050			X	X	X	X
CHARLEY'S GRILLED SUBS NATIONAL Sandwiches, Quick Serve, \$ charleys.com (614) 923-4700			X	X	X	X

2013 National Restaurant Listing



























(continued)













































	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
CHAYA REST. GROUP CALIFORNIA Euro-Asian Fusion, Casual Fine Dining, \$\$\$ thechaya.com (213) 236-9577					
CHECKERS DRIVE-IN NATIONAL American Burger, Quick Serve, \$ checkers.com (813)283-7000		X	X	X	X
CHEDDAR'S CASUAL CAFE SOUTH / MIDWEST Casual Dining, \$ cheddars.com			X		
CHICK-FIL-A NATIONAL Sanwiches, Quick Serve, \$ chick-fil-a.com (866) 232-2040					
CHILI'S GRILL BAR NATIONAL American, Casual, \$\$ chilis.com (972) 980-99171					
CHIPOTLE MEXICAN GRILL NATIONAL Mexican, Quick Serve, \$ chipotle.com (303) 595-4000		N/A		X	
CHUCK E. CHEESE'S NATIONAL Pizza, Casual, \$ chuckecheese.com (888) 778-7193		X	X	X	X
CHURCH'S CHICKEN NATIONAL Fried Chicken, Quick Serve, \$ churchs.com (800) 639-3495		N/A			
CICI'S PIZZA NATIONAL Pizza Buffet, Quick Serve, \$ cicispizza.com (972) 745-4200		X	X	X	X

CIRCLE K NATIONAL Convenience Store, Quick Serve, \$ circlek.com (602) 728-8000	⓪	X	X	X	X
COLDSTONE CREAMERY NATIONAL Ice Cream & Frozen Yogurt, Quick Serve, \$ coldstonecreamery.com (480) 362-4800	⓪	N/A	⓪	⓪	⓪
COLICCHIO & SONS (CRAFT) NYC Creative American, Fine Dining, \$\$\$ craftrestaurantsinc.com (212) 780-0880	ROC	\$5	\$9		↑
COLORS RESTAURANT NEW YORK CITY Global Fusion, Casual, \$\$ colors-newyork.com (212) 777-8443	ROC	\$5	\$9		↑
COLORS-DETROIT DETROIT New American, Casual, \$\$ colors-detroit.com (313) 496-1212	ROC	\$5	\$9		↑
CORNER BAKERY CAFÉ NATIONAL American, Quick Serve, \$ cornerbakerycafe.com (972) 619.4100	⓪	N/A	⓪	⓪	⓪
CRACKER BARREL OLD COUNTRY STORE NATIONAL American, Casual, \$\$ crackerbarrel.com (800) 333-9566	⓪	⓪	⓪	⓪	↑
CRAFT BAR (CRAFT RESTAURANTS) NYC Traditional American, Fine Dining, \$\$\$ craftrestaurantsinc.com (212) 461-4300	ROC	\$5	\$9		↑
CRAFT LOS ANGELES LOS ANGELES Creative American Cuisine, Fine Dining, \$\$\$ craftrestaurantsinc.com (310) 279-4180	ROC	\$5	\$9		↑
CRAFT NEW YORK NEW YORK CITY Traditional American, Fine Dining, \$\$\$ craftrestaurantsinc.com (212) 780-0880	ROC	\$5	\$9		↑
CRAFT STEAK FOXWODS, CONNECTICUT Traditional American, Fine Dining, \$\$\$ craftrestaurantsinc.com (860) 312-7272	ROC	\$5	\$9		↑

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	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
CREMA RESTAURANTE NEW YORK CITY Mexican, Casual, \$\$\$ cremarestaurante.com (212) 691-4477					
CULVER'S NATIONAL American, Quick Serve, \$ culvers.com (608) 643-7980		N/A	X	X	X
DAIRY QUEEN NATIONAL American, Quick Serve, \$ dairyqueen.com (952) 830-0200		X	X	X	X
DAVE & BUSTER'S NATIONAL American, Casual, \$\$ daveandbusters.com (800) 842-5369			X		
DEL TACO NATIONAL Tex-Mex, Quick Serve, \$ deltaco.com (949) 462 - 9300		X	X	X	X
DENNY'S NATIONAL American, Casual, \$ dennys.com (800) 733-6697					
DOMINO'S PIZZA NATIONAL Pizza, Quick Serve, \$\$ dominos.com (734) 930-3030		X	X	X	X
DUE VENTI CLAWSON, MICHIGAN Northern Italian, Fine Dining, \$\$\$ dueventidining.com (248) 288-0220					
DUNKIN' DONUTS NATIONAL Coffee Shop, Quick Serve, \$ dunkindonuts.com (877) 833-2633		N/A			X

EATONVILLE RESTAURANT WASHINGTON, D.C. \$\$ eatonvilleresaurant.com (202) 332-9672						
EINSTEIN BROS BAGELS NATIONAL Bagels & Sandwiches, Quick Serve, \$ einsteinbros.com (800) 224-3563			X	X	X	X
EL POLLO LOCO NATIONAL Mexican, Quick Serve, \$\$ elpollo loco.com (714) 599-5000			X	X	X	X
FAMOUS DAVE'S NATIONAL American BBQ, Casual, \$\$ famousdaves.com (952) 294-1300; (239) 997-1992						
FARE RESTAURANT PHILADELPHIA American, Casual Fine Dining, \$\$ farerestaurant.com (267) 639-3063						
FERGIES PUB PHILADELPHIA Irish Pub/BBQ, Casual, \$\$ fergies.com (215) 928-8118						
FIG CATERING/RESTAURANT CHICAGO American Ethnic, Catering, \$\$ figcatering.com (773) 793-1035						
FIREHOUSE SUBS NATIONAL Sandwiches, Quick Serve, \$ firehousesubs.com (800) 388-FIRE (3473)			N/A			
FIVE GUYS BURGERS & FRIES NATIONAL American Burger, Quick Serve, \$ fiveguys.com (866) 345-GUYS; (703) 339-9500			X	X		X
FLEMING'S PRIME STEAKHOUSE & WINE BAR NATIONAL Steakhouse, Casual, \$\$\$ flemingssteakhouse.com (949) 222-2223						
FRIENDLY'S ICE CREAM NATIONAL American, Casual, \$ friendlys.com (800) 966-9970			X	X	X	

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(continued)

	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
FUDDRUCKERS NATIONAL American Burger, Casual, \$ fuddruckers.com (800) 886-4600	⊖	N/A	⊖	⊖	X
GODFATHER'S PIZZA NATIONAL Pizza, Quick Serve, \$\$ godfathers.com (402)391-1452	⊖	N/A	⊖	⊖	⊖
GOLDEN CORRAL NATIONAL American Buffet, Casual, \$\$ goldencorral.com (919) 781-9310	⊖	⊖	X	⊖	⊖
GOOD GIRL DINETTE LOS ANGELES Vietnamese-American, Casual, \$ goodgirlfoods.com (323) 257-8980	ROC	\$5	\$9	⊖	⊖
GOOD RESTAURANT NEW YORK CITY Contemporary American, Casual Fine Dining, \$\$ goodrestaurantnyc.com (212) 691-8080	ROC	\$5	⊖	⊖	⊖
GRACE TAVERN PHILADELPHIA Irish Pub/BBQ, Casual, \$ gracetavern.com (215) 893-9580	ROC	\$5	⊖	⊖	⊖
GRAMERCY TAVERN NEW YORK CITY American, Fine Dining, \$\$\$ gramercytavern.com (212) 477-0777	ROC	\$5	\$9	⊖	↑
HARDEE'S NATIONAL American Burger, Quick Serve, \$ hardees.com (877) 799-7827	⊖	⊖	⊖	⊖	X
HOMEGIRL CAFE & CATERING LA Farm-To-Table Latino, Casual Fine Dining, \$ homegirlcafe.org (323) 526-1254	ROC	\$5	\$9	⊖	↑

HOMETOWN BUFFET NATIONAL American Buffet, Casual, \$\$ hometownbuffet.com (651) 994-8608		X	X	X	X
HOOTERS NATIONAL American, Casual, \$\$ hooters.com (770) 951-2040		X	X	X	X
HOULIHAN'S CHICAGO American, Casual Fine Dining, \$\$ www.houlihans.com (321) 616-3663					
HOULIHAN'S NATIONAL American Fusion, Casual, \$\$ houlihans.com (913) 901-2500					X
HUDDLE HOUSE NATIONAL American, Quick Serve, \$ huddlehouse.com (770) 325-1300					
HUNGRY HOWIE'S PIZZA NATIONAL Pizza, Quick Serve, \$ hungryhowies.com (248) 414-3300		X	X	X	X
IHOP NATIONAL American, Casual, \$\$ ihop.com (818) 240-6055		X	X	X	X
IN-N-OUT BURGER WEST American, Quick Serve, \$ in-n-out.com (949) 509-6200					
INSPIRE BBQ WASHINGTON, D.C. American BBQ, Quick Serve / Catering, \$\$ Inspirebbq.com (202) 391-0741					
JACK IN THE BOX NATIONAL American, Quick Serve, \$ jackinthebox.com (800) 955-5225		X	X	X	X
JACK ROSE WASHINGTON, D.C. Contemporary American, Casual Fine Dining, \$\$\$ jackrosediningsaloon.com (202) 588-7388					

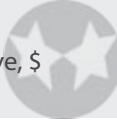













































2013 National Restaurant Listing *(continued)*















































	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
JALEO, THINK FOOD GROUP WASHINGTON, D.C. Spanish Tapas, Casual Fine Dining, \$\$\$ jaleo.com (202) 628-7949 					
JAMBA JUICE NATIONAL Smoothies & Snacks, Quick Serve, \$ jambajuice.com (510) 596-0100		X	X	X	X
JASON'S DELI NATIONAL American, Quick Serve, \$ jasonsdeli.com (888) 335-4543		N/A			X
JAZZ STANDARD NEW YORK CITY American, Casual Fine Dining jazzstandard.net (212) 889-2005 					
JERSEY MIKE'S SUBS NATIONAL Sandwiches, Quick Serve, \$ jerseymikes.com (732) 223-4044		N/A	X		X
JIMMY JOHN'S NATIONAL Sandwiches, Quick Serve, \$ jimmyjohns.com (217) 356-9900		X	X	X	X
JOE'S CRAB SHACK NATIONAL Seafood, Casual, \$\$\$ joescrabshack.com (713) 366-7500		X	X	X	X
JOHNNY ROCKETS NATIONAL American, Casual, \$ johnnyrockets.com (949) 643-6100					
KFC NATIONAL Fried Chicken, Quick Serve, \$ kfc.com (800) 225-5532		X	X	X	X
KRISPY KREME DOUGHNUTS NATIONAL Coffee Shop, Quick Serve, \$ krispykreme.com (800) 457-4779, (800) 334-1243		X	X	X	X

KRYSTAL NATIONAL American, Quick Serve, \$ krystal.com (423) 757-1500						
LA PALAPA NEW YORK CITY Artisanal Mexican, Casual Fine Dining, \$\$ lalapala.com (212) 777-2537						
LE PETIT ZINC DETROIT French, Casual, \$ lepetitzincdetroit.com (313) 963-2805						
LIL POP SHOP PHILADELPHIA Desserts, Quick Serve, \$ lilpopshop.com (215) 222-5829						N/A
LITTLE CAESARS PIZZA NATIONAL Pizza, Quick Serve, \$ littlecaesars.com (800) 722-3727; (313) 983-6000			N/A			
LOCAL LOS ANGELES American, Casual, \$\$ silverlakelocal.com (323) 662-4740						
LOGAN'S ROADHOUSE NATIONAL American, Casual, \$\$ logansroadhouse.com (800) 815-9056						
LONDON GRILL PHILADELPHIA New American, Casual, \$\$ londongrill.com (215) 978-4545						
LONG JOHN SILVER'S NATIONAL Seafood, Quick Serve, \$ ljsilvers.com			N/A			
LONGHORN STEAKHOUSE NATIONAL Steakhouse .Casual, \$\$ longhornsteakhouse.com (404) 636-3817						
LUBY'S CAFETERIA GULF COAST Southern, Casual, \$ lubys.com (713) 329-6800						

2013 National Restaurant Listing





























(continued)


	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
LUPITO'S JUICE BAR CHICAGO  Juices / Salads / Sandwiches, Quick Serve, \$ (773) 290-7707		N/A			
MAGGIANO'S LITTLE ITALY NATIONAL Italian, Casual, \$\$ maggianos.com (303) 39-3162					
MAIALINO NEW YORK CITY  American, Fine Dining, \$\$\$ maialinonyc.com (212) 777-2410					
MAMA'S INTERNATIONAL LA  Latin American, Casual, \$ mamastamales.com (323) 583-8294					
MCALISTER'S DELI NATIONAL Sandwiches, Quick Serve, \$ mcalistersdeli.com (601) 952-1100					
MCCORMICK & SCHMICK'S NATIONAL Seafood, Fine Dining, \$\$\$ mccormickandschmicks.com (503) 226-3440					
MCDONALD'S NATIONAL American Burger, Quick Serve, \$ mcdonalds.com (800) 244-6227		N/A			
MEXICUE NEW YORK CITY  Mexican BBQ fusion, Quick Serve, \$ mexicue.com (212) 244-0002					N/A
MIMI'S CAFÉ NATIONAL French, Casual, \$\$ mimiscafe.com (949) 825-7000					

MINIBAR - THINK FOOD GROUP WASHINGTON, D.C. Tex-Mex, Quick Serve, \$ minibarbyjoseandres.com 					
MOE'S SOUTHWEST GRILL NATIONAL Tex-Mex, Quick Serve, \$ moes.com (404) 255-3250		N/A			
MONKS PHILADELPHIA Belgian, Casual, \$\$ monkscafe.com (215) 545-7005 					
MORTON'S, THE STEAKHOUSE NATIONAL Steakhouse, Casual, \$\$\$ mortons.com (800) 5-LANDRY (552-6379)		X	X		
NINETY NINE RESTAURANT & PUB NORTHEAST American, Casual, \$\$ 99restaurants.com (781) 933-8999		X	X	X	X
NODDING HEAD BREWERY PHILADELPHIA Irish pub/BBQ, Casual, \$\$ noddinghead.com (215) 569-9525 					
NOODLES & COMPANY NATIONAL American, Quick Serve, \$ noodles.com (720) 214-1900		N/A			
NORTH END GRILL NEW YORK CITY American, Fine Dining, \$\$\$ northendgrillnyc.com (646) 747-1600 					
O' CHARLEY'S NATIONAL Italian American, Casual, \$\$ ocharleys.com (615) 256-8500					X
OLD CHICAGO NATIONAL \$ oldchicago.com (423) 424-2000					
OLD COUNTRY BUFFET NATIONAL American, Buffet, \$ oldcountrybuffet.com (651) 994-8608		X	X	X	X

2013 National Restaurant Listing

(continued)

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OLIVE GARDEN NATIONAL Italian, Casual, \$\$ olivegarden.com (407)245-4000			X	X	X	X
ON THE BORDER NATIONAL Mexican, Casual, \$\$ ontheborder.com (972) 499-3000			N/A	\$9 		X
ONE IF BY LAND NEW YORK CITY American, Fine Dining, \$\$\$ oneifbyland.com (212) 255-8649		ROC 	\$5 	\$9 		
OUTBACK STEAKHOUSE NATIONAL Steakhouse, Casual, \$\$ outback.com (813) 282-1225						
OYAMEL - THINK FOOD GROUP Mexican, Casual Fine Dining, \$\$\$ oyamel.com (202) 628-1005		ROC 				
P.F. CHANG'S CHINA BISTRO NATIONAL Asian, Casual, \$\$\$ pfchang.com (866) 732-4264					X	X
PANDA EXPRESS NATIONAL Asian, Quick Serve, \$ pandaexpress.com (800) 877-8988; (626) 799-9898			X	X	X	X
PANERA BREAD NATIONAL Sanwiches, Quick Serve, \$ panerabread.com (314) 984-1000			X	X	X	X
PAPA JOHN'S PIZZA NATIONAL Pizza, Quick Serve, \$\$ papajohns.com (877) 547-7272			X	X	X	X

PAPA MURPHY'S NATIONAL Pizza, Quick Serve, \$ papamurphys.com (360) 882-4608	⓪	N/A	⓪	⓪	⓪
PEI WEI ASIAN DINER NATIONAL Asian, Quick Serve, \$\$ peiwei.com (480) 888-3000; (877)-GOCHANGS	⓪	X	X	X	X
PERKINS RESTAURANT BAKERY NATIONAL American, Casual, \$\$ perkinsrestaurants.com (901) 766-6400	⓪	⓪	⓪	⓪	⓪
PIZZA HUT NATIONAL Pizza, Quick Serve, \$\$ pizzahut.com (800) 948-8488	⓪	X	X	X	X
POLLO TROPICAL CHICKEN ON THE GRILL FLORIDA Latin American, Quick Serve, \$ www.pollotropical.com (305) 670-7696	⓪	⓪	⓪	⓪	X
POPEYES LOUISIANA KITCHEN NATIONAL Fried Chicken, Quick Serve, \$ popeyes.com (404) 459-4450	⓪	N/A	⓪	⓪	X
PORTILLO'S HOT DOGS NATIONAL American, Quick Serve, \$ portillos.com/portillos/ (630) 954-3773	⓪	⓪	⓪	⓪	⓪
POT BELLY SANDWICH WORKS NATIONAL Sandwiches, Quick Serve, \$ potbelly.com (312) 951-0600	⓪	⓪	⓪	⓪	⓪
QDOBA MEXICAN GRILL NATIONAL Mexican, Quick Serve, \$ qdoba.com (303) 629-5000	⓪	N/A	⓪	⓪	X
QUIZNOS NATIONAL Sandwiches, Quick Serve, \$ quiznos.com (800) 335-4782	⓪	N/A	⓪	⓪	⓪
RACION PASADENA Spanish Inspired, Casual Fine Dining, \$\$ www.racionrestaurant.com (626) 396-3090				⓪	N/A

2013 National Restaurant Listing



(continued)

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RAINFOREST CAFÉ NATIONAL American, Casual, \$ rainforestcafe.com (800) 552-6379	⊖	⊖	⊖	⊖	⊖
RALLY'S HAMBURGERS NATIONAL American Burger, Quick Serve, \$ rallyshamburgers.com (813) 283-7000	⊖	N/A	⊖	⊖	X
RED HILL RESTAURANT LOS ANGELES American / World Mixed, Casual Fine Dining, \$\$ redhillrestaurant.com (213) 482-0886					N/A
RED LOBSTER NATIONAL Seafood, Casual, \$\$ redlobster.com (407)245-4000	⊖	X	X	X	X
RED ROBIN GOURMET BURGERS NATIONAL American Burger, Casual, \$ redrobin.com (303) 846-6000	⊖	⊖	⊖	⊖	⊖
RIVERPARK (CRAFT RESTAURANTS) NEW YORK CITY Traditional American, Fine Dining, \$\$\$, riverparknyc.com (212) 729-9790					
ROMANO'S MACARONI GRILL NATIONAL Italian, Casual, \$\$ macaronigrill.com (972) 674-4300	⊖	X	X	X	X
RUBY TUESDAY NATIONAL American, Casual, \$\$ rubytuesday.com (865) 380-7603	⊖	⊖	⊖	⊖	⊖
RUSSELL ST. DELI DETROIT American Deli, Casual, \$\$ russellstreetdeli.com (313) 567-2900			⊖	⊖	

RUTH'S CHRIS STEAK HOUSE NATIONAL Steakhouse, Fine Dining, \$\$\$ ruthschris.com (646) 277-1220; (407) 333-7440	⓪	⓪	⓪	⓪	⓪	
RYAN'S GRILL BUFFET & BAKERY NATIONAL American Buffet, Casual, \$\$ ryans.com (651) 994-8608	⓪	⓪	⓪	X	X	
SAM'S CLUB CAFÉ NATIONAL Café, Quick Serve, \$ samsclub.com	⓪	X	X	X	X	
SBARRO PIZZA NATIONAL Pizza, Quick Serve, \$ sbarro.com (631) 715-4100	⓪	N/A	⓪	⓪	⓪	
SCHLOTZSKY'S DELI NATIONAL Sandwiches, Quick Serve, \$ schlotzskys.com (512) 236-3600	⓪	X	X	X	X	
SEVA RESTAURANT DETROIT Vegetarian, Casual, \$\$ sevarestaurant.com (734) 662-1111		ROC	⓪	⓪	⓪	⬆️
SHAKE SHACK (EAST COAST) NYC \$ shakeshack.com		ROC	\$5	\$9		⬆️
SHEETZ NORTHEAST Convenience Store, Quick Serve, \$ sheetz.com (800) 487-5444	⓪	N/A	⓪	⓪	⓪	
SHONEY'S NATIONAL American, Casual, \$ shoneys.com (615) 231-2333	⓪	X	X	X	X	
SIENA BY MARIA CHICAGO Coffee Shop, Quick Serve, \$ sienabymaria.com (773) 665-7182		ROC	\$5	\$9	⓪	X
SIZZLER NATIONAL American, Casual, \$\$ sizzler.com (310)846-8750	⓪	X	X	X	X	

2013 National Restaurant Listing

(continued)

	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
SONIC NATIONAL American, Quick Serve, \$ sonicdrivein.com (866) 657-6642	⊖	X	X	X	X
SONNY'S REAL PIT BAR-B-Q American BBQ, Casual, \$\$ sonnysbbq.com (407) 660-8888	⊖	⊖	⊖	⊖	X
STARBUCKS NATIONAL Coffee Shop, Quick Serve, \$ starbucks.com (800) 235-2883	⊖	N/A	⊖	⊖	X
STEAK N SHAKE NATIONAL American, Quick Serve, \$ steaknshake.com (317) 633-4100	⊖	⊖	⊖	⊖	⊖
SUBWAY NATIONAL American, Casual, \$\$ subway.com (203) 877-4281	⊖	N/A	⊖	⊖	⊖
SUGAR BLISS CAKE BOUTIQUE CHI Bakery / Cupcakes, Quick Serve, \$ sugarblisscakes.com (312) 845-9669		N/A	⊖	⊖	
T.G.I. FRIDAY'S NATIONAL American, Casual, \$\$ tgifridays.com (800) 374-3297	⊖	⊖	⊖	⊖	X
TACO BELL NATIONAL Tex-Mex, Quick Serve, \$ tacobell.com (800) 826-2355	⊖	N/A	⊖	⊖	X
TACO CABANA Tex-Mex, Casual Quick Serve, \$ tacocabana.com (800) 357-9924	⊖	X	X	X	⊖

TACO JOHN'S NATIONAL Tex-Mex, Quick Serve, \$ tacojohns.com (800) 854-0819			X	X	X	X
TENDER GREENS CALIFORNIA Modern American, Quick Serve, \$\$ tendergreensfood.com (323) 382-0380						
TEQUILAS PHILADELPHIA Mexican, Casual Fine, \$\$\$ tequilasphilly.com (215) 546-0181						
TERRACE 5 NEW YORK CITY \$\$ www.momacafes.com/t5/t5.html						
TEXAS ROADHOUSE NATIONAL American, Casual, \$\$ texasroadhouse.com (502) 426-9984			X	X	X	X
THE BELGIAN CAFÉ PHILADELPHIA Belgian/BBQ, Casual, \$\$ thebelgiancafe.com (215) 235-3500						
THE CHEESECAKE FACTORY NATIONAL American, Casual, \$\$ thecheesecakefactory.com(818) 871-3001				X	X	
THE FARMER'S KITCHEN HOLLYWOOD Farm-To-Table, Quick Serve, \$\$ hollywoodfarmerskitchen.org (323) 467-7600						
THE GORBALS LOS ANGELES Meats/Scottish, Casual Fine Dining, \$\$ thegorbalsla.com (213) 488-3408						
THE MELTING POT NATIONAL American, Casual, \$\$ meltingpot.com (813) 881-0055						
THE MODERN NEW YORK CITY Fine Dining, \$\$\$ themodernnyc.com (212) 333-1220						

2013 National Restaurant Listing

(continued)

	ROC ROUNDTABLE	TIPPED WAGES	NON-TIPPED WAGES	PAID SICK DAYS	ADVANCEMENT
TIM HORTONS NATIONAL Coffee Shop, Quick Serve, \$ timhortons.com (614) 791-4200	⓪	X	X	X	X
TOPPING ROSE HOUSE (CRAFT REST.) BRIDGEHAMPTON, NY Trad. American, \$\$\$ toppingrosehouse.com (631) 537-0870	ROC	\$5	\$9		↑
UNION SQUARE CAFE NEW YORK CITY Fine Dining, \$\$\$ unionsquarecafe.com (212) 243-4020	ROC	\$5	\$9		↑
UNO CHICAGO GRILL / PIZZERIA UNO NATIONAL Pizza, Casual, \$\$ unos.com (866) 600-UNOS	⓪	⓪	⓪	⓪	⓪
UNTITLED NEW YORK CITY Casual, \$\$ www.untitledatthewhitney.com (212) 570-3670	ROC	\$5	\$9		↑
VILLAGE INN NATIONAL American, Casual, \$ villageinn.com (417) 887-1783 ; (800) 800-3644	⓪	X	X	X	X
WAFFLE HOUSE NATIONAL American, Casual, \$ wafflehouse.com (770) 729-5700	⓪	X	X	X	X
WAWA NATIONAL Convenience Store, Quick Serve, \$ wawa.com (800) 444-9292	⓪	X	X	X	X
WENDY'S MID-ATLANTIC American, Quick Serve, \$ wendys.com (614) 764-3100	⓪	X	X	X	X

WHATABURGER NATIONAL American, Quick Serve, \$ whataburger.com (210) 476-6000		N/A			X
WHITE CASTLE NATIONAL American, Quick Serve, \$ whitecastle.com (800) 843-27283		X	X	X	X
WICRAFT (CRAFT RESTAURANTS) NEW YORK CITY, American, Quick Serve, \$ wichcraftnyc.com (212) 780-0577		N/A			
WIENERSCHNITZEL NATIONAL Sandwiches, Quick Serve, \$ wienerschnitzel.com (949) 892-2699		N/A			
WINGSTOP NATIONAL American, Quick Serve, \$ wingstop.com (972) 686-6500		N/A			
YARD HOUSE NATIONAL American, Casual, \$\$\$ yardhouse.com (800) 336-5336					
ZAXBY'S NATIONAL American, Casual, \$ zaxbys.com (866) 892-9297; (877) 8zaxbys		N/A	X	X	X
ZAYTINYA - THINK FOOD GROUP D.C. Mediterranean, Casual Fine Dining, \$\$\$ zaytinya.com (202) 638-0800					
ZAZIE SAN FRANCISCO French, Casual Fine Dining, \$\$ zaziesf.com (415) 564-5332					
ZINGERMAN'S ROADHOUSE ANN ARBOR Traditional American, Casual Fine Dining, \$\$ zingersroadhouse.com (213) (734) 663-3663					

Research Methodology

This Guide provides information about the lowest wages and benefits offered to any worker in a particular restaurant company. Working with various university students including students from Georgetown University and the University of California at Los Angeles*, we asked restaurant managers about their practices with regard to:

- a *the lowest wage paid for tipped workers and non-tipped workers,*
- b *paid sick leave policy,*
- c *advancement opportunities for workers to move up the ladder.*

Restaurants listed in the Nation's Restaurant News' Top 150 were disaggregated into their various chains and companies and ranked using their U.S. food and beverage sales*. In order to select the top 150 most popular restaurants, the restaurants in the 2013 ROC National Diners' Guide were ranked in descending order of magnitude on the basis of actual, estimated or projected system-wide food and beverage sales for the companies' latest fiscal years, generally the year ended or ending nearest Dec. 31, 2011. Data is limited to the chains' system-wide food and beverage sales in the United States only; company data is limited to domestically generated revenue derived from food service only. Chains and companies with tied results on this or any other Top 150 ranking were assigned the same numeric rank. Restaurant companies listed in the Nation's Restaurant News were disaggregated into their various brands.

Having obtained a list of 150 restaurant brands, we then called managers in each brand. We first attempted to call national corporate headquarters; in the case of companies that did not respond at the corporate level or companies that are franchised, we called individual restaurant locations in Texas, Louisiana, South Carolina, and Alabama to inquire about the company's lowest paid wages, paid sick days policy, and internal promotions policy.**

High road employers were surveyed by ROC staff inquiring about the same employer practices that were asked of restaurants called on the Nations' Restaurant News Top 150 list.

Some restaurants did not provide us with all requested information. If any restaurant can provide us with this information, we would be happy to update the Guide.

* <http://nrn.com/article/top-100-2011-methodology>

** We thank Professor Abel Valenzuela from the University of California at Los Angeles and Professor Sarah Stiles from Georgetown University.

I EAT ETHICALLY

Dear Restaurant Owners & Managers,

I use the Restaurant Opportunities Centers United's *Diner's Guide 2013*, which I want all restaurant owners and managers to know about. I care about a restaurant's practices with regard to wages, benefits, and opportunities for worker advancement.



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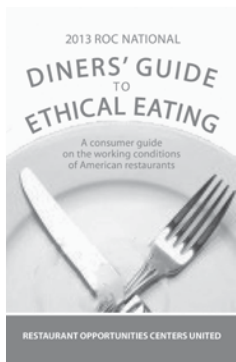
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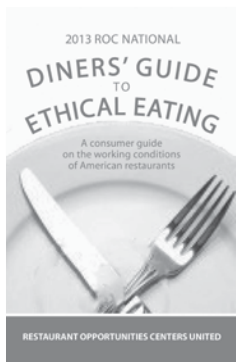


A TIP FOR RESTAURANT OWNERS & MANAGERS



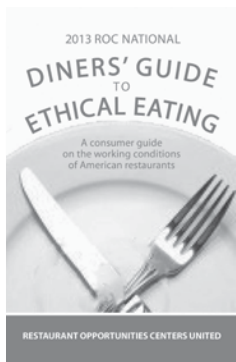
CONSUMERS CARE about a restaurant's practices with regard to wages, benefits, and promotions. Check out the ROC National Diners' Guide 2013, and learn how your restaurant can improve its practices and its listing in the Guide—and how the Restaurant Opportunities Center (ROC) can help. You can also find out how you can provide ROC with more information to add or change a restaurant's listing in the Guide.
www.rocunited.org/dinersguide

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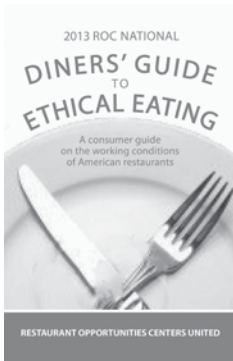
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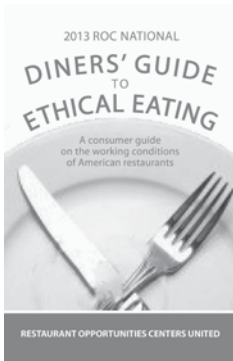


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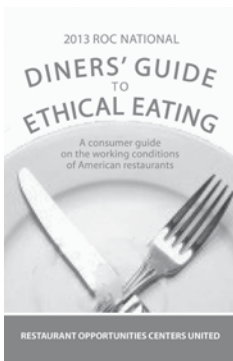
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“When you go out to eat, you shouldn’t get wage theft, racism, and sick cooks in the kitchen, along with your meal. How the food tastes at a restaurant really doesn’t matter, if the people who work there are being mistreated. This guide will help you separate the good guys from the bad.”

ERIC SCHLOSSER, author of *Fast Food Nation*

“...ROC-U produced a National Diner’s Guide that rates restaurants based on how they treat their employees. (We have pocket guides for fish; finally, there’s one for humans.)”

MARK BITTMAN, *NY Times* columnist



www.rocunited.org

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RESTAURANT OPPORTUNITIES CENTERS UNITED