

## Re: Follow Up

**From** Raphael Leach <leachraphael443@gmail.com>  
**Date** Mon 9/30/2024 7:18 AM  
**To** Samuel Grasser <Samuel.Grasser@theservicecompanies.com>

4 attachments (6 MB)  
IMG\_9261.jpeg; IMG\_9260.jpeg; IMG\_9258.jpeg; IMG\_9257.jpeg;

You don't often get email from leachraphael443@gmail.com. [Learn why this is important](#)

**VALIDATE:** 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking/opening if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

On Sun, Sep 29, 2024 at 10:05 PM Raphael Leach <[leachraphael443@gmail.com](mailto:leachraphael443@gmail.com)> wrote:

Raphael Leach

On Sun, Sep 29, 2024 at 10:04 PM Raphael Leach <[leachraphael443@gmail.com](mailto:leachraphael443@gmail.com)> wrote:

So-Fi Stadium

Concessions:201 Stand

On 09/29/2024 approx 10:49 am I was assigned to Concessions Stand 201 the number that was given to me on my purple Wristband.After signing in as I was instructed by one of the So-Fi Stadium employees to go to the Counters and pick a window.All the Employees that were assigned to 201 and I did what we were told,Explained to the So- Fi Stadium Employee that I don't Serve Alcohol,He asked Why?And I told him that I was a Muslim and it was Against my Religion to Serve and I also informed him I did not have a

License or Training to Serve Alcohol.This Employee responded I don't know why they put you here.Now I am not sure of this Employees name because he had his ID hidden under his court so did All the employees I came in Contact with.He was a Tall Dark Skin African American Male that I Am sure of.This Same Employee told me Approximately 11:20 Am this he was sending me to another concessions stand next to 201 to the Right of 201,I believe he was a Supervisor and once Again I was assigned to the window with the Beer Tap,I explained to the Lead A African American Young Woman that I told I could not Serve Alcohol because I'm a Muslim and also explained that I

think they are not Respecting my Religion,Her response was they have to respect your Religion and she went Further and said if anyone Orders Alcohol just Call her and she will do it for me.I humbly thanked her.I am not sure of her name but I remember she had Beautiful I believe Yellow like color Finger nails.I was doing Food orders with no problem. Approximately 12:00pm someone ordered Alcohol,A lady did the first one for me,She was working next to me at another window,She I believe was Hispanic or a white woman ,Approximately 30 minutes 12:30 pm Another order came and the Lady next to me was Busy,So I asked another lady to help me and she did but the Beer Kept Foaming up and She Kept pouring it out,This went on for about 5 minutes same thing filling the foaming cup up pouring it out, I continued to work around them as they tried to fix the problem.Finally

The Supervisor came in he tried to figure out but the Beer Kept Foaming up.I believe they call him Carlos So he turned to me and said I'm sending you some place else?,I Responded that you had me assigned to this window and I told him I don't serve Alcohol because I'm a Muslim He told the Guy in the picture who Spit on me in the parking lot,To escort me out the Building.Approximately 1:15 pm I Left with no Problems until the Guy in the Picture said take your "SHIT OFF",I replied what are you talking about?He replied the "Mother fucking" wristbands.I told him no and that he needs to talk to me with respect.This individuals kept disrespecting me following me all the way to the Parking lot where he SPIT ON MY CLOTHES USING ALL TYPES OF DISRESPECTING LANGUAGES.This was my First time working in So-Fi Stadium so I'm not Sure of the employees Names.Only Faces.The Staff there are Very Disrespectful,Unprofessional and Very Poor Attitudes.They need real customer service experience, Communication experience, and understanding the labor laws, and alcohol laws.I seen Employees wearing Dirty uniforms and Very Disrespectful,

I was told I'm just a temp to Shut up Really ?.

On Sun, Sep 29, 2024 at 3:04 PM Samuel Grasser <[Samuel.Grasser@theservicecompanies.com](mailto:Samuel.Grasser@theservicecompanies.com)> wrote:

Hi Rafael,yh

Thank you for letting us know about the situation that took place today at the Stadium. I've informed HR of the information you provided, including the pictures. We'll let you know if we need any additional information.

**Please provide a written statement from your point of view of the incident and how it transpired.**

- Notes
  - Names or descriptions of other employees or managers involved.
  - Any witnesses to the events, especially during the altercation.
  - Specific details about the location and time of the incidents.
  - Any photos, videos, or relevant paperwork you may have from that day.

**SAM GRASSER** | Assistant Operations Manager, Hospitality Services

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