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**Re: Not Working it. Re: Job: SoFi - Servers - Wednesday - June 25th**

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**From** Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>

**Date** Wed 6/25/2025 3:50 PM

**To** Ignacio <ignaciosanchez01@gmail.com>; Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>

Hello, I will escalate this to HR on your behalf for further review, at this time my previous walk off unapproved pay remains.

I am happy to connect with you on the phone regarding your points brought up.

My cell is 562-756-1026, thank you.

**MARLEN MUNOS** | Regional Manager Southwest - Hospitality Division

**THE SERVICE COMPANIES**

2900 Monarch Lakes Boulevard – Suite 202

Miramar, Florida 33027

**C:** 562-756-1026

**O:** 562.393.8319

**E:** [marlen.munos@theservicecompanies.com](mailto:marlen.munos@theservicecompanies.com)

**W:** theservicecompanies.com

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**From:** Ignacio <ignaciosanchez01@gmail.com>

**Sent:** Wednesday, June 25, 2025 3:24 PM

**To:** Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>

**Cc:** Ignacio <IGNACIOSANCHEZ01@gmail.com>

**Subject:** Re: Not Working it. Re: Job: SoFi - Servers - Wednesday - June 25th

Interestingly enough TSC just had a specific job posting for Food Runners at Angel Stadium. But you knew that.

On Jun 25, 2025, at 3:12 PM, Ignacio <IGNACIOSANCHEZ01@gmail.com> wrote:

Hi Marlen,

I'm not sure if you also missed reading the description for THIS particular job/role I signed up for: Server/Table Service.

If you have an HR/Legal resource, please use it.

The Nowsta lead, specifically told me they didn't have any server position.

So no, I didn't walk out of the job. There wasn't any to begin with. I just drove about 100 miles from North San Diego. I wasn't about to walk out of the job.

I'd suggest you use more broader job descriptions from now on. But no worries, I will not sign up for any more jobs with TSC.

Meanwhile, please seek advice about payment for today, which I hadn't brought up but since you were so abrupt bring it up, I think is good to follow up on it.

I'd also like to know how I can escalate this if necessary.

Thank you so much,

Ignacio

Sent from my iPhone

On Jun 25, 2025, at 2:45 PM, Marlen Ramirez Munos  
<Marlen.Munos@theservicecompanies.com> wrote:

Hi, no worries I removed the shift both days.

I see you have done this role before and choosing not to do it again does qualify as walking off the job so we will not be able to confirm any payment for today, please understand that if you have specific expectations for a shift you might want to call the emergency line before scheduling a shift to ensure you are willing to do the work requested of the shift you are trying to pick up, this was you are not going out to the work site and end up leaving. And again we understand your reasoning for leaving today we just ask to try and prevent walk offs in general by asking your questions on expectations prior to picking up a shift.

**MARLEN MUNOS** | Regional Manager Southwest - Hospitality Division

**THE SERVICE COMPANIES**

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**W:** theservicecompanies.com

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**From:** Ignacio <ignaciosanchez01@gmail.com>  
**Sent:** Wednesday, June 25, 2025 2:32 PM  
**To:** Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>  
**Subject:** Re: Not Working it. Re: Job: SoFi - Servers - Wednesday - June 25th

Yeah, im not calling it out. I'm here. The job isn't.

Sent from my iPhone

On Jun 25, 2025, at 2:29 PM, Marlen Ramirez Munos  
<Marlen.Munos@theservicecompanies.com> wrote:

Hello,

If you are trying to callout from a shift you scheduled you must follow proper callout policy. Email and text "callouts" is not acceptable if this is what you are trying to do. Please call the emergency line to properly remove yourself from this shift.

**MARLEN MUNOS** | Regional Manager Southwest - Hospitality Division

**THE SERVICE COMPANIES**

2900 Monarch Lakes Boulevard – Suite 202  
Miramar, Florida 33027

**C:** 562-756-1026  
**O:** 562.393.8319  
**E:** [marlen.munos@theservicecompanies.com](mailto:marlen.munos@theservicecompanies.com)  
**W:** theservicecompanies.com

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**From:** Ignacio <ignaciosanchez01@gmail.com>  
**Sent:** Wednesday, June 25, 2025 2:23 PM  
**To:** Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>  
**Subject:** Fwd: Not Working it. Re: Job: SoFi - Servers - Wednesday - June 25th

Hi Marlen, FYI.

Ignacio

Sent from my iPhone

Begin forwarded message:

**From:** Ignacio <IGNACIOSANCHEZ01@gmail.com>

**Date:** June 25, 2025 at 2:20:18 PM PDT

**To:** samuel.grasser@theservicecompanies.com

**Subject: Not Working it. Re: Job: SoFi - Servers -  
Wednesday - June 25th**

Hi Samuel, I'm here at SoFi, but I'm deciding to leave. The job description is clear about being Server - Table Service. But instead I'm told the only positions are for Uber, which is basically a runner from the kitchen to the stadium seats. Plus we are always let go early. This happened too last time. It's just not worth it nor what I signed for. I've done it for more than couple of times now hoping it was just temporary. It is not. They told me the same will be the case tomorrow. So, I'm canceling that one too.

Not sure why we are not being used at the Clubs anymore.

I spoke with the lead at the Nowsta table. He understood. He took my name and said he would pass it on.

Regards,

Ignacio

Sent from my iPhone

On Jun 22, 2025, at 6:29 PM,  
samuel.grasser@theservicecompanies.co  
m wrote:

Job: SoFi - Servers - Wednesday - June  
25th  
Job Code: 379327  
Client: Nowsta - SoFi  
Report to: CHECK IN @ RED LOT  
Position: Server--Table Service  
The following Dates:  
06/25/2025 @ 2:30 PM  
Uniform: Bistro--Black  
Location: 1001 S Stadium Drive  
Inglewood CA 90301  
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YOU ARE CONFIRMED FOR THIS SHIFT -  
PLEASE READ THE ENTIRE EMAIL NO  
MATTER HOW MANY TIMES YOU HAVE  
WORKED THIS VENUE BEFORE!

THIS IS THE OFFICIAL EMAIL FOR YOUR  
UPCOMING SHIFT. DETAILS AS FOLLOWS:

PLEASE SEND PICTURE OF YOUR  
TIMESLIP/TIMECLOCK AND STAND #  
THAT YOU WORKED TO:  
HSLAOC@THESERVICECOMPANIES.COM  
\*IT IS YOUR RESPONSIBILITY TO REQUEST  
YOUR 30MINUTE LUNCH FROM THE  
STAND LEAD IF YOU ARE GOING TO BE  
OVER 6HRS WORKING SINCE CHECK IN\*

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IMPORTANT SUGGESTIONS:

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(THE SIGN OUT LOGS ARE ONLY FOR THE  
STADIUM AND TSC NEVER SEES THOSE  
LOGS) ALWAYS REMEMBER WHAT STAND  
NUMBER YOU WORKED AT AND IF  
POSSIBLE, TAKE A PICTURE OF THE SIGN  
OUT ROSTER TO HAVE PROOF IF NEEDED.  
IF YOUR ELECTRONIC PUNCHES ARE  
EVER QUESTIONED BY THE CLIENT  
(NOWSTA).

\*\*\*\*\*

\*\*\*\*\*NO BAGS WILL BE ALLOWED INSIDE  
THE BUILDING NO EXCEPTIONS!!! PLEASE  
LEAVE YOUR PERSONAL BELONGINGS AT  
HOME OR IN YOUR CAR\*\*\*\*\*

\*\*\*CHECK IN IS HELD AT THE PARKING

LOT UNDER THE BIG WHITE TENTS NOT  
INSIDE THE STADIUM\*\*\*

THERE WILL BE THREE LINES UNDER THE  
WHITE TENT FOR \*\*NOWSTA\*\* TO CHECK  
IN AT:

ONE FOR CONCESSIONS, ONE FOR  
COOKS, AND ONE FOR BARTENDERS  
AND SERVERS

- MAKE SURE YOU ARE IN THE CORRECT\*  
LINE -

\*\*\*WARNING\*\*\*

THE CHECK IN PROCESS CAN TAKE 1-2  
HOURS LONG ON AVERAGE AND ALL  
STAFF THAT ARRIVE AS SCHEDULED TO  
THE CHECK IN LINE WILL START  
RECEIVING PAY AS OF THE CONFIRMED  
START TIME LISTED ABOVE UNLESS YOU  
ARRIVED LATE TO CHECK IN. IF YOU  
ARRIVE LATE TO THE LINE, YOU RUN THE  
RISK OF NOT GETTING A STATION  
ASSIGNED, PLEASE AVOID THIS  
ALTOGETHER BY ARRIVING EARLY TO  
YOUR SHIFT.

\*\*\*\*\*

CHECK OUT WILL BE AT GATE 10-C  
(ACROSS THE YOUTUBE THEATER) \*\*\*DO  
NOT\*\*\* JUST LEAVE THE STADIUM AFTER  
SIGNING THE PAPER ROSTER AT YOUR  
WORKSTATION.

YOU MUST MAKE YOUR WAY TO 10C  
AND CLOCK OUT WITH THE SAME  
NOWSTA MANAGERS YOU CHECKED IN  
WITH AT THE BEGINNING OF THE DAY

\*\*\*\*\*

\*\*Please make sure to give yourself  
enough time to get through traffic, park  
and walk to check in\*\*

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IMPORTANT REMINDER: Social Media  
Blackout Policy:

- Absolutely no photos taken of any  
production elements, load-in, talent  
and/or in the stadium bowl or grounds
- Absolutely no information or content  
shared about the event on social media

unless reshared from SoFi Stadium channels.

· All visitors must be escorted 100 percent of the time.

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UNIFORM STANDARD FOR ALL POSITIONS:(NO EXCEPTIONS)

Backpacks: Not allowed, whether clear or non-clear.

Visible Tattoos: Must be covered.

Facial Piercings: Must be removed/not visible.

Earrings: No larger than a quarter.

Excessive Jewelry: Not allowed.

Personal Hygiene: Must be maintained to ensure a clean and safe food service environment. Staff failing to meet these standards will not be allowed to clock in.

REGISTER CODE FOR CONCESSIONS IS 9125. Please save this code as it is always the same.

UNIFORM REQUIREMENT FOR CONCESSIONS AND DISH/UTILITY STAFF:

BLACK short-sleeve POLO WITH COLLAR

BLACK pants/slacks

ALL BLACK non-slip shoes

Acceptable: Clear fanny pack-sized personal bag (must remain ON you during your shift)

No logos, rips, or tears; no team or artist-affiliated gear

No leggings, jeggings, yoga pants, or gym tights

UNIFORM REQUIREMENT FOR COOK STAFF:

BLACK short-sleeve t-shirt

BLACK pants/slacks

ALL BLACK non-slip shoes (CLOSED TOE AND HEEL)

Acceptable: Clear fanny pack-sized personal bag; tool roll-up allowed (separate from personal belongings)

No logos, rips, or tears; no team or artist-affiliated gear

No leggings, jeggings, yoga pants, or

gym tights

\*NO KNIVES KIT REQUIRED\*

UNIFORM REQUIREMENT FOR  
SERVERS/BARTENDERS:

BLACK long-sleeve button-up dress shirt  
with a collar

BLACK pants/slacks

BLACK non-slip shoes

MUST HAVE A BLACK TIE, no apron  
required

Acceptable: Clear fanny pack-sized  
personal bag

No logos, rips, or tears; no team or artist-  
affiliated gear

No leggings, jeggings, yoga pants, or  
gym tights

NO BARKIT/TOOLS NEEDED

Required equipment will be provided by  
Legends and must be returned at the end  
of the shift

ADDITIONAL UNIFORM NOTES FOR ALL  
POSITIONS:

You can bring a black sweater/jacket for  
evening weather.

NO VISIBLE TATTOOS!!!

FACIAL HAIR GROOMED AND CLEAN  
CUT!!!

Earrings – only one in each ear, no larger  
than a quarter

No other visible piercings allowed

Please keep jewelry to a minimum to  
avoid any issues with the Health  
Department

If it's a cool day, long sleeves may be  
worn UNDER the uniform shirt pertaining  
to your position.

Uniform shirt must remain on during  
entire shift inside Stadium Gates,

Guest Employee Pass will be issued to all  
workers and must remain on for duration  
of shift

Hair Color should be a "natural" hair  
color. No blue, purple, orange, etc

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MEAL BREAKS:

You will be taking a meal break once you



check-in. And a 15min break while on shift if shorter than 6hrs

**MEDIA POLICY:**

Staff/Employees are on site to work, not stargaze. Staff is not allowed to approach players, celebrities, etc while working. No autographs, photos, etc.

**CELL PHONES:**

Phones need to remain away, unless team member is on break in a designated break area out of view of the guests.

**PERSONAL BELONGINGS:**

There is ZERO Storage at your work location. We encourage staff to leave all personal belongings in the car. No bags of any type will be accepted. NO EXCUSES OR EXCEPTIONS!!

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IF YOU ARE LATE, LOST OR CAN NOT  
MAKE YOUR SHIFT-  
PLEASE CALL OUR EMERGENCY LINE 916-  
634-0383 (NO TEXTING/EMAILING). THIS  
IS A 24 HOUR ANSWERING SERVICE  
WHO WILL TAKE A MESSAGE AND RELAY  
IT TO YOUR STAFFING MANAGERS FOR A  
FOLLOW UP. THIS IS THE ONLY  
ACCEPTABLE WAY TO CALL OFF YOUR  
SHIFT!

Thank you,

Samuel Grasser

