



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

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

W: theservicecompanies.com

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

2900 Monarch Lakes Boulevard – Suite 202
Miramar, Florida 33027

C: 562-756-1026
O: 562.393.8319
E: marlen.munos@theservicecompanies.com
W: theservicecompanies.com

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
W: theservicecompanies.com

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.com 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

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*

IMPORTANT SUGGESTIONS:

(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**

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.

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

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!!

**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

