



# THE VORTEX®

## BAR & GRILL



## STUFF YOU REALLY NEED TO KNOW

**CUSTOMER WARNING:** Everything we offer at The Vortex is bad for you. We are the kind of place that your momma warned you about. If you are easily offended, there's a good chance you'll be offended here.

We chargrill the **Best Damn Burgers** in Atlanta, offer a huge selection of beer & spirits, and serve ridiculously indulgent bar food. We make it really easy to enjoy yourself. Just follow the policies below, play nicely with others, and don't be a tight-ass. If you can't help being a tight-ass, then you should probably just go now.

### VORTEX OPERATIONAL POLICIES

#### IDIOT-FREE ZONE (VORTEX RULE #1)

We declared The Vortex an official **"Idiot-Free Zone"** when we opened for business back in 1992 and have remained committed to this policy ever since. Simply stated, it means that the customer is NOT always right. Anyone that acts like a great big jerk will be denied service and asked to leave our premises. It's funny, but to this day, people who behave badly always seem surprised when we toss their silly asses out the door. Probably because they're idiots.

#### 18 AND OVER ONLY

In July of 2005 State bureaucrats and anti-smoking zealots enacted the "Georgia Smoke-Free Air Act." As a result, every restaurant owner in Georgia was forced to choose between admitting minors or allowing their customers the freedom to smoke. Guess which option we chose? Bye-bye kiddies! Our patrons now enjoy eating, drinking and socializing in an "adults-only" environment. And they can still light-up if they want to. It's a win/win situation. Thanks, crazy Fascists.

#### SHOW YOUR ID

Do not give anyone a hard time when they ask to see your ID. Sideshow geeks get paid to guess your age, but we are required to verify it. So if you are refused a drink, or denied access to the bar because you don't have your ID, it's your own damned fault for being a dumb-ass.

**Let's Review:** You may be carded at the door because you must be 18 to enter The Vortex. This will require a valid government issued form of identification. Your college ID or a wrinkled photocopy of a speeding ticket won't cut it. If you order alcohol you may be carded a second time because you must be 21 to drink. Take it as a compliment. Hell, we might even card you a third time if you move from a table to the bar. We are not trying to be difficult. We are just protecting our government issued liquor license, and the livelihood of our entire staff. We are required to obey the law, and so are you. So shut your face and show your ID.

#### SMOKE 'EM IF YOU GOT 'EM

While we are proud to accommodate non-smokers and smokers alike, we will not put up with crybabies. This is a social gathering place for adults, and some adults may choose to smoke. So if you just can't tolerate smoke, this is probably not the place for you. Fortunately, there are many non-smoking options available in our fine city. If you decide to smoke in The Vortex, make sure you know where our designated smoking areas are, as they may change depending on the time of day. We do NOT allow the smoking of cigars, pipes, clove cigarettes or anything forbidden by the evil overlords.

#### NO RESERVATIONS

The Vortex is a small, casual joint so we seat on a first-come, first-served basis. We do not take reservations. Don't bother phoning ahead, because even if you speak with an employee you still do NOT have a reservation. You know why? Because we don't take reservations. Nope, not even for you Big Spender.

#### INCOMPLETE PARTIES

Be advised that we do not seat incomplete parties during any peak business period, and we decide what constitutes a peak period. We know all your little tricks and lies too, *you tricky, lying little bastards*, so don't even try them. Just have a drink at the bar while you wait for your slack-assed friends.

#### LARGE GROUPS

If you're foolish enough to show up with your 20 best friends at eight o'clock on a Friday night, don't cry like a baby when we tell you it's going to be a long wait. We are not designed to accommodate big groups, especially during peak days and times. If you do show up with a large party when we're busy, we may have to split up your group in order to seat you. We always do our best to serve everyone, but contrary to what some people may think, big groups are often just a big pain in the ass.

#### THIS IS NOT YOUR HOUSE

Don't ever come in here and start adjusting the fans, thermostats or lights, or moving the furniture around like you own the place. If you do, we'll slap you like a red-headed stepchild. Even if you're just trying to help, guess what? You're not helping. If your group has any special needs, let the host, server or manager help you. Our staff is here to help, so just ask them. They may look scary, but they're mostly pretty nice. Mostly.

#### NO WHINERS

We are sorry if you are offended by the foul-mouthed strippers sitting at the table next to you. We're sorry if you think the bar is too smoky or crowded, or the music is too loud, but it's time to get a clue. This is a bar. On occasion, it might get rowdy. If you're easily offended, or need to have total control over your environment, then you should probably stay home. Nobody likes a whiner.

#### CELL PHONES

You can be as rude to your friends as you'd like. But if you expect to get any service at The Vortex, then get off the damned cell phone. If you stay on your phone, then be prepared to be ignored. Texting, surfing, tweeting or posting when a server is trying to take your order may also result in bodily injury or death, so just put it away.

STUFF YOU REALLY NEED TO KNOW Is Continued ON THE BACK PAGE

(Rev. 11-26-13)

# MORE STUFF YOU REALLY NEED TO KNOW

## V O R T E X   O P E R A T I O N A L   P O L I C I E S

### NO OUTSIDE FOOD OR DRINKS

In case you hadn't noticed, we sell food and drinks here. This is not a picnic ground. If you are foolish enough to sit your butt down and whip out a sack lunch, or bring in an outside beverage, it will be confiscated and dumped in the trash. Give us any lip and you'll end up there too.

### THE VORTEX GUARANTEE

If you are not greeted within 2 minutes, then you'll be greeted within 4 or 5. Service times vary with business volume, so pull that stick out of your butt. In case you haven't heard, stress is bad for you. So just try to relax and enjoy the atmosphere, your friends and the whole Vortex experience. You're having fun, remember?

### SERVERS ARE NOT SERVANTS

We always try to foster an atmosphere of mutual respect. You be nice, and we'll be nice. Simple, right? There's no excuse for anyone to be rude. Our service is casual, so if you want to get your server's attention, feel free to call them by name. But just wait until they've finished with the customer they're currently helping before you try to flag them down. Do not whistle, clap, or bang your bottle on the table like an idiot. Likewise, never reach out and poke a server, pull their apron, or slap their ass. Treating a server disrespectfully, or displaying abusive behavior toward any of our staff, will result in the ill-mannered offender being taken out and beaten until they realize being pleasant would have been a much better option.

### SEPARATE CHECKS

Don't trust your friends? Then request a separate check when you place your order. If you wait until the end of your meal to request a separate check, it will be more difficult to process, and you'll end up having to wait a lot longer to cash-out. So be smart and ask up-front.

### SPECIAL ORDERS

The Vortex is a bar and burger joint. We stock a serious amount of booze, and offer a menu built around our awesome burgers. But if you are especially fussy, we can also prepare special orders, by request. Ask your server about it. Just understand, if we do make you something that's not on our menu, we'll charge you whatever damn price we want to, and you'll thank us for it. Changing our recipes, or removing ingredients from certain menu items will never result in a price reduction, although it may result in an unsatisfactory meal. Still, we always try to give our customers exactly what they want, even if we know better. People need to learn from their mistakes. So the lesson of the day is, "you order it, you pay for it."

### EXTRAS ARE EXTRA

We do our best to keep our quality high and our prices reasonable. One thing that helps us achieve this goal is to actually charge people for what they order. Simple, right? So if you ask your server for extra stuff, just understand you'll be paying for it. If you're particularly cheap, then you may want to ask how much an "extra" item costs before you order it. We don't want to see you crying when the bill comes. Don't worry, we'll be sure to let you know the minute that truck full of FREE goodies shows up. But so far, our delivery drivers won't leave us anything until we write a check.

### FRESH FOOD & SERVICE TIMES

All our menu items are fresh, and **cooked to order**. We strive to have food to your table within 20 minutes, but if we are very busy your order may take a little longer. Any "well-done" burgers will also increase the wait time. You see, a half pound of fresh, raw sirloin actually has to cook. Nothing at The Vortex ever sits under a heat lamp. This ain't fast food, it's good food.

### RETURNS

We know mistakes can happen, and we are always happy to correct any errors made by our staff. However, we are not in the business of providing free samples. Food that is prepared correctly may NOT be returned because you "*just don't like it.*" This applies to everything, from spicy dishes to cocktails. If you order a beer, wine or spirit that you absolutely hate, that's a real shame, but we don't brew, ferment, distill or bottle any of it. We just sell it. So if you have a sensitive palate, be prepared to share with your less-fussy friends. You know, the adults.

### PAYING THE BILL

You can pay your guest check with cash. Cash is great. We also accept Visa, Mastercard and Amex. Sorry, but we do NOT accept Discover Card, Diner's Club, Pay Pal, Traveler's Checks, personal checks, shiny beads or any other trinkets. Your server will collect payment, and complete the transaction for you at the table. Yeah, that's just how fancy we are.

### NO CAMPING

We always want our patrons to hang-out and enjoy themselves. But if you have finished eating and drinking, have paid your check, and can see that other people are waiting for tables, be considerate and give up your seat so the next group can enjoy the experience. Come on, you're done. Don't be the clueless table of campers. Someday, when you're the one waiting for a table, you will really appreciate this policy.

### TIP OR DIE

Help us maintain a quality staff. Always tip your server appropriately. Tipping is part of the social contract, and the current custom in the United States. Tipping is also how our servers and bartenders make their living. If you think tipping is a scam, then buy yourself a TV dinner, stay home and watch wrestling. If the problem is you can't afford to tip, then you can't afford to eat at a full service restaurant. It's just that simple. We never add a built-in gratuity to our checks because we expect our clientele to be better than that, and we expect our servers to provide the best possible service at all times.

### HELP US HELP YOU

We really want our loyal patrons to enjoy themselves every time they visit. So if you ever have a problem with your food or service, please speak to the manager while you're here. After all, we can't deal with an issue we don't know about. Resolving legitimate customer issues, and listening to our guests concerns, helps us to continually improve our operation. On the other hand, going home and posting a whiny review on "**I'm-a-big-fat-pussy-dot-com,**" will not help us solve your problem. But it will prove that you are indeed a big fat pussy.

PLEASE DON'T STEAL OUR MENUS. IF YOU WOULD LIKE A COPY OF ANY PART OF OUR MENU, YOU CAN DOWNLOAD IT ALL FOR FREE ON OUR WEBSITE.

[www.THEVORTEXBARANDGRILL.com](http://www.THEVORTEXBARANDGRILL.com)