## RONRAIL "It's The People"

## By Maria Koulouris Owner I The Iron Rail - Modern Steakhouse & Historic Bar

Toast time! No not the bread- even though I can't say no to a delectable slice of bread. The sparkling wine! Whether it's French Champagne. Italian Prosecco, Spanish Cava, or Rose Brut let's raise a glass to all that we have accomplished so far. But the biggest toast I want to give is to my Iron Rail family.

My dysfunctional unique family that I have come to not only appreciate but.... Love. Shh don't tell them...lol. Sometimes I feel like the ringleader of a crazy circus and sometimes I feel like a mother who is protective of her young. It may be the small age gap or the fact that we are spending so much time together but the connection I feel for my employees is a strong one. We laugh, we cry, and we struggle together. I am so proud of my team and so happy that they chose to work with me.

One day one of my guests asked me what the secret was to have a small employee turnover and with all humility I responded I think it's me. We have all worked for our fair share of difficult bosses and I did not want to be one of them. I would not be able to live with myself every day yelling and screaming at my employees. I try to maintain a comfortable environment while enforcing the service standards. We try to encourage and congratulate them when they have done a good job. There are days where we don't see eye to eye and when that happens, however, one of the lessons that my parents taught me was that the most important asset to any business is the people. As much as my employees push my buttons sometimes when I get annoyed, I would not be able to run The Iron Rail

without them. We are a small team, and we respect each other and that is what keeps us going when days are hard.

While some have come and gone, a handful have been with me since day 1 and I am truly grateful for their loyalty. And then there is my A-team. The A-team is who I entrust in leaving the restaurant with when I leave for a much-needed break. The A-team are the ones that feel for The Iron Rail and want to see it succeed as much as I do. One server even left the state to pursue a dream of hers and when she moved back to CT she not only came back to her family but to her Iron Rail family as well. Another employee started with us when she was just fifteen and only a sophomore in high school, with the intelligence and Moxy of someone 10 years older than her. Starting as a busser, she is now in charge of expediting the food during dinner service and hopes to become a server/bartender when she turns eighteen. Now almost three years later she is set to graduate in the spring and embark on a new journey. Even though I have pleaded with her to stay and have joked that I would call NMHS to hold her back another year: I am excited to see what she and my other high schoolers will accomplish in the future. I hope I trained them well for their future career endeavors.

So, stop on by this March to celebrate St. Patrick's Day, Easter or join us for our Johnnie Walker scotch paired dinner and say hello to one of my kids.



Modern Steakhouse & Historic Bar Seasonal Specials - Sunday Brunch Private Dining Room for Parties & Special Occasions

> 860-799-5606 Sunday-Thursday 11:30 am - 10:00pm Friday - Saturday 11:30 am - 11:00 pm

Socials: @TheIronRail

Check out our fabulous menu at:

www.theironrail.com

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