



## ABLE Award The Pheasant Restaurant & Lounge

The Pheasant Restaurant and Lounge has been chosen as a recipient of the A.B.L.E. (Ability, Belief, Leadership and Effort to Achieve Access For All) Award for 2015, presented by the Brookings Committee for People who have Disabilities.

The A.B.L.E. Award (Ability, Belief, Leadership and Effort to Achieve Access For All) is presented annually to recognize the outstanding commitment of a business or public entity in fulfilling the goals of the Americans with Disabilities Act.

The Pheasant is Brookings' oldest full-service restaurant. The Pheasant was established in 1949 and has been under the same local, family ownership and operation for almost a half a century and three generations.



The Brookings Committee for People who have Disabilities would like to specifically recognize The Pheasant Restaurant and Lounge for its customer service.

Employees at The Pheasant are known to treat all individuals with dignity and respect. Regardless of disability, the Pheasant Restaurant and Lounge welcomes all patrons and believes an all-inclusive philosophy and attitude should be the standard.



The Pheasant includes a portion in their employee manual specifically related to treating all customers with the same level of dignity and service quality. The manual further educates new employees on various disabilities and suggestions for providing excellent customer service. Perhaps what is more important than having such training for their staff is that all employees at The Pheasant are expected to model such customer service.

Furthermore, The Pheasant is willing and able to make accommodations for dietary needs and makes a conscience effort to do so while maintaining quality taste and texture.

Time and time again, The Pheasant Restaurant and Lounge has set the standard and is model for others.

It is the Committee's intention to highlight the efforts of an outstanding business or entity, which in turn may motivate others to provide improved accessibility to goods, services and recreational opportunities. Since 1996, there have been 75 nominees for the A.B.L.E. Award.

