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AMANDA BREAUD, Plaintiff,	SUPERIOR COURT OF NEW JERSEY LAW DIVISION MONMOUTH COUNTY DOCKET NO.:
vs.	
	Civil Action
APPLEBEE'S RESTAURANTS LLC; DOHERTY MANAGEMENT SERVICES, LLC; TROY MONTANEZ; STACEY MORANO; ROBERT SCHUTTINGER; ABC CORPORATIONS 1-5 (fictitious names describing presently unidentified business entities); and JOHN DOES 1-5 (fictitious names describing presently unidentified individuals), Defendants.	COMPLAINT and <u>DEMAND FOR TRIAL BY JURY</u>

Plaintiff Amanda Breaud ("Plaintiff"), by way of Complaint against Defendant Applebee's

Restaurants LLC ("Defendant Applebee's"), Defendant Doherty Management Services, LLC

("Defendant Doherty"), Defendant Troy Montanez ("Defendant Montanez"), Defendant Stacey

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Morano ("Defendant Morano"), Defendant Robert Schuttinger ("Defendant Schuttinger"), Defendant ABC Corporations 1-5, and Defendants John Does 1-5, collectively referred to herein as "Defendants," alleges as follows:

PARTIES

 Plaintiff is an individual who resides at 10 Kremer Avenue, Eatontown, New Jersey 07724.

2. Plaintiff was employed by Defendants as a Supervisor at two (2) Applebee's Neighborhood Grill + Bar restaurants. These restaurants were located at 14 Park Road, Tinton Falls, New Jersey 07724 (hereinafter the "Tinton Falls location") and 1183 NJ-35, Middletown, New Jersey 07748 (hereinafter the "Middletown location"), respectively.

3. Defendant Applebee's Restaurants LLC is a limited liability company which develops, franchises, and operates the Applebee's Neighborhood Grill + Bar restaurant chain.

4. Defendant Doherty is a limited liability company that manages and operates individual franchise restaurants. Defendant Doherty is a franchisee of four (4) national restaurant brands including Applebee's Neighborhood Grill + Bar.

5. Defendants ABC Corporations 1-5 are currently unidentified business entities who have acted in concert with the corporate defendants, and/or currently unidentified business entities responsible for the creation and/or implementation of anti-discrimination and/or anti-retaliation policies of the corporate defendants, and/or currently unidentified business entities who may have liability for the damages suffered by Plaintiff under any theory advanced herein. Defendant Applebee's, Defendant Doherty, and Defendants ABC Corporations 1-5 will henceforth be referred to as "Corporate Defendants."

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6. At all relevant times, Corporate Defendants have been single and joint employers of Plaintiff within the meaning of the New Jersey Law Against Discrimination ("NJLAD") N.J.S.A. 10:5-12, *et seq.*, New Jersey Conscientious Employee Protection Act ("NJCEPA") N.J.S.A. 34:19-1, *et seq.*, and New Jersey State Law. Upon information and belief, Defendant Applebee's and Defendant Doherty's operations are interrelated and unified, and they share common management, centralized control of labor relations, common ownership, common control, common business purposes, and interrelated business goals. In addition, they jointly determine and manage the pay practices, rates of employee pay and method of payment, maintenance of employee records and personnel policies, practices and decisions with respect to the employees.

7. Defendant Troy Montanez is, at all relevant times hereto, employed as a Senior Manager at the Corporate Defendants' Middletown location. Accordingly, this claim is brought by Plaintiff against Defendant Montanez in his individual capacity and/or as an agent or servant of the Corporate Defendants acting during the course of his employment.

8. Defendant Stacey Morano is, at all times relevant hereto, employed as a bartender at the Corporate Defendants' Middletown location. Accordingly, this claim is brought by Plaintiff against Defendant Morano in her individual capacity and/or as an agent or servant of the Corporate Defendants acting during the course of her employment.

9. Defendant Schuttinger is, at all relevant times hereto, an individual who was employed as General Manager of Corporate Defendants' Middletown location. Accordingly, this claim is brought by Plaintiff against Defendant Schuttinger in his individual capacity and/or as an agent or servant of the Corporate Defendants acting during the course of his employment. At all times relevant hereto, Defendant Schuttinger is an "employer" as defined under the NJLAD.

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10. Defendants John Does 1-5 are currently unidentified individuals who acted in concert with Defendants and/or currently unidentified individuals responsible for the creation and/or implementation of anti-discrimination and/or anti-retaliation policies of the Corporate Defendants and are currently unidentified individuals who may have liability for the damages suffered by Plaintiff under any theory advanced herein. Defendants John Does 1-5 and Defendant Schuttinger will henceforth be referred to as "Individual Defendants."

FACTS COMMON TO ALL CLAIMS

11. In or around October 2018, Plaintiff was promoted to the position of Supervisor at Defendants' Tinton Falls location.

12. On January 1, 2019, Plaintiff was temporarily transferred to Defendants' Middletown location.

13. Immediately upon the commencement of her employment as a Supervisor at Defendants' Middletown location, Plaintiff was exposed to a hostile work environment where racism and bigotry were commonplace.

14. Plaintiff's supervisor, Defendant Montanez, routinely directed racist and discriminatory language toward employees.

15. For example, when an African-American employee's uncle passed away, Defendant Montanez said, "well, that is one less black guy we have to worry about."

16. On another occasion, Defendant Montanez called an employee "a fucking retard" in front of other staff members.

17. On May 13, 2019, a customer at Defendants' Middletown location complained to Plaintiff about another customer, Alex LNU – last name unknown – ("Alex LNU"), making racist comments about Muslims at the restaurant bar.

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18. The customer told Plaintiff that Alex LNU said, "Muslim people are disgusting," "most of them are terrorists," and "if it were up to me, none of those motherfuckers would be allowed in this country."

19. The customer also told Plaintiff that she considered Applebee's a family restaurant and that such language and racist comments should not be tolerated. The customer advised that she would call the police if nothing was done to stop Alex LNU's offensive conduct.

20. Furthermore, the customer explained that the bartender, Defendant Morano, was participating in the offensive, discriminatory conversation with Alex LNU and had done nothing to halt Alex LNU's racist invective.

21. The customer further told Plaintiff that Defendant Morano had openly agreed with several of Alex LNU's racist comments.

22. As Plaintiff walked to the bar area to address the emerging situation, two (2) other families directly complained to Plaintiff about the offensive conversation and pleaded with her to do something to end it.

23. Plaintiff quietly confronted Alex LNU and asked him to leave the restaurant because of his unacceptable conduct. Alex LNU became irate and yelled at Plaintiff but ultimately left the restaurant.

24. After Alex LNU left, several customers applauded Plaintiff for her actions and told her that they appreciated her for doing the right thing.

25. One customer left the following appreciative note to Plaintiff on the customer's receipt ("receipt"):

irvey, you will need following code. ****** 765051307946 ********** To The manager-Thank you for standing up to hate + Rasicun 0.78 2.69 18 Thank you ratuity Examples Service % Tip = \$8.12 Tip = \$7.34 18 % 20 % Tip = \$8.16 **** ***** DINING WITH US. FUR YOU TOMORROW IZERS NIGHT.

26. The note on the receipt reads, "To the Manager – Thank you for standing up to hate
+ Rascism [sic]. Thank you for your service."

27. Despite the appreciation of Applebee's customers, Plaintiff faced immediate hostility and retaliation from staff and management for her actions and received no support from Defendants.

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28. Throughout the rest of her shift, Defendant Morano continued to complain to staff in front of customers that Plaintiff's actions were costing her money in the form of lost tips from regular customers such as Alex LNU.

29. Furthermore, Defendant Morano contacted Defendant Schuttinger, the General Manager of the Middletown location, and complained about Plaintiff's actions in asking Alex LNU to leave the premises.

30. Defendant Schuttinger called Plaintiff later that night, berated her, and strongly criticized her for asking Alex LNU to leave the restaurant. Defendant Schuttinger explained that Plaintiff should have instead asked the customers allegedly offended by Alex LNU to move to another area away from the bar.

31. Defendant Schuttinger also told Plaintiff, in no uncertain terms, that she had no authority to tell customers at the bar to refrain from "discussing religion." This was an obvious attempt to minimize and downplay Alex LNU's blatantly racist and openly discriminatory conduct and behavior.

32. That same night, Plaintiff posted a brief summary of the incident to the Applebee's Daily Manager's Log for May 13, 2019. This log could easily be viewed by managers and supervisors at the Middletown location, as well as by Defendants' corporate administrators and executives.

33. Specifically, Plaintiff wrote in the Manager's Log that she "had multiple complaints from 2 different tables about [Alex LNU's] derogatory remarks on Muslim people," that "the only lady who complained was ready to call the police," that "Stacey [Defendant Morano] was not happy about it and made it clear that she didn't agree with my decision in front of the bar guests," and that "[t]he other 2 guests at the bar thanked me."

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34. The next day, Plaintiff complained in writing in the restaurant's Human Resources Department via Defendants' human resources software.

35. Plaintiff documented the discriminatory comments made by Alex LNU. This includes, but is not limited to, the multiple customer complaints and the retaliatory reprimand she received form Defendant Schuttinger.

36. Plaintiff further explained that she wanted Applebee's guests to feel safe and that Applebee's, as a matter of policy, should ensure that customers do not find themselves subject to discriminatory hate speech.

37. Defendants did not respond to Plaintiff's written complaints and failed to investigate, document, and remediate Plaintiff's allegations of discrimination, hostile work environment, and retaliation.

38. Several days later, Plaintiff told Applebee's Area Director, Sam Halim ("Mr. Halim"), that she could no longer work at the Middletown location because of Defendants' failure to address the pervasive atmosphere of discrimination and hostility – and the fact that she had been subjected to retaliation on account of her actions.

39. Furthermore, Plaintiff asked to be transferred back to the Tinton Falls location.

40. Defendants denied Plaintiff's transfer request and instead offered a schedule whereby she would still have to work three (3) days in the Middletown location.

41. Such actions would thereby force Plaintiff to be continually subjected to further retaliation.

42. Unable to tolerate even a single day more in the hostile work environment at Defendants' Middletown location, Plaintiff refused this change in schedule.

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43. During her time at Defendants' Middletown location, Plaintiff began suffering from insomnia and sleep deprivation due to the hostile work environment and the retaliation she experienced following the May 13 incident.

44. Furthermore, Plaintiff routinely suffered anxiety attacks and cried on her way to and from work at Defendants' Middletown location due to Defendants' failure to protect her from retaliation or to maintain a safe, non-discriminatory work environment.

45. On May 20, 2019, as Plaintiff continued to discuss a possible solution with Mr. Halim to avoid having to go back to work at the Middletown location, Plaintiff was terminated by Defendant Schuttinger due to a false and retaliatory accusation that she had not appeared for one of her shifts. Highlighting the obvious pretext behind Plaintiff's termination is the fact that Defendants failed to follow their own progressive disciplinary policy.

46. Immediately following her termination, Plaintiff wrote a letter to Defendants documenting everything that had happened since the incident of May 13, 2019 and explaining that the hostile work environment created and maintained by Defendants made it nearly impossible for her to perform her duties.

47. Specifically, Plaintiff wrote that Defendant Schuttinger's "coaching" following the incident "was alarming to me . . . Asking guests who are offended (rightfully so) by derogatory remarks, to get up and move; does not WOW them. Imagine if the guests had pulled out their cell phones and recorded me telling them if they were 'so offended' they could move. That is not the message I want to send my guests. I want them to feel safe and leave WOWed."

48. Plaintiff further wrote that "[t]here have also been MULTIPLE instances of management taking part in bullying/hazing activity including: pulling up a server's social media

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and calling him names at powershift, asking the employee if he was 'retarded' in front of other staff, and times where I am severely uncomfortable with the language used toward staff."

49. Plaintiff further wrote that Defendants' actions "makes it nearly impossible to perform my work duties and be a valued team member. I loved working for Doherty and Applebee's, but I am forced to feel as though that is no longer an option."

50. Finally, Plaintiff explained that she had experienced extreme stress and anxiety due to Defendants' actions and had begun suffering from sleep deprivation as a result.

51. Plaintiff's post-termination letter is appended hereto as **Exhibit A**.

COUNT ONE

<u>RETALIATION IN VIOLATION OF NEW JERSEY'S LAW AGAINST</u> <u>DISCRIMINATION ("LAD")</u>

52. Plaintiff re-alleges and incorporates by reference herein each and every allegation contained herein above as though fully set forth and brought in this cause of action.

53. The paragraphs set forth herein demonstrate that Defendants have violated the New Jersey Law Against Discrimination, <u>N.J.S.A</u>. 10:5-1 et seq., by retaliating against Plaintiff for complaining about discrimination in the workplace.

54. Defendants subjected Plaintiff to excessive discipline, workplace harassment, and adverse employment actions in retaliation against her having asserted her rights under the LAD by complaining to Defendants about discrimination, harassment, retaliation, and the hostile work environment she experienced while employed by Defendants.

55. Defendants are vicariously, strictly, and/or directly liable to Plaintiff for unlawful retaliatory conduct in violation of the LAD pursuant to N.J.S.A. 10:5-12(d).

56. As a proximate result of the aforementioned acts and omissions set forth herein, Plaintiff has sustained damages and will continue to suffer damages in the future.

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WHEREFORE, Plaintiff demands judgment in her favor and against Defendants on this Count, together with compensatory and equitable relief, all remedies available under the law, punitive damages, pre-and post-judgment interest, and attorneys' fees and costs of suit. More specifically, Plaintiff demands judgment against Defendants for harm suffered in violation of the LAD as follows:

- A. Reinstatement of employment and all benefits;
- B. Back pay and benefits;
- C. Front pay and benefits;
- D. Compensatory damages;
- E. Consequential damages;
- F. Reinstatement;
- G. Punitive damages;
- H. Prejudgment interest and enhancements to off-set negative tax consequences;
- I. Any and all attorneys' fees, expenses and/or costs, including, but not limited to, court costs, expert fees and all attorneys' fees incurred by Plaintiff in the prosecution of this suit (including enhancements thereof required to off-set negative tax consequences and/or enhancements otherwise permitted under law);
- J. Such other relief as may be available pursuant to the LAD and which the Court deems just and equitable;
- K. Ordering Defendants to take appropriate corrective action to stop and prevent retaliation at the workplace;
- L. Ordering Defendants to take appropriate corrective action to stop and prevent harassment at the workplace;
- M. Ordering Defendants to undergo anti-discrimination training;
- N. Ordering Defendants to undergo anti-retaliation training;
- O. Ordering Defendants to undergo anti-harassment training;
- P. Ordering Defendants to undergo workplace civility training;
- Q. Ordering Defendants to undergo bystander intervention training;
- R. Ordering Defendants to engage a research organization to assess the effectiveness of their anti-discrimination training;
- S. Ordering Defendants to engage a research organization to assess the effectiveness of their anti-retaliation training;
- T. Ordering Defendants to engage a research organization to assess the effectiveness of their anti-harassment training;
- U. Ordering Defendants to engage a research organization to assess the effectiveness of their workplace civility training;
- V. Ordering Defendants to engage a research organization to assess the effectiveness of their bystander intervention training;
- W. Ordering Defendants to identify an appropriate professional to investigate any future complaints of discrimination;

- X. Ordering Defendants to identify an appropriate professional to investigate any future complaints of harassment;
- Y. Ordering Defendants to identify an appropriate professional to investigate any future complaints of retaliation; and
- Z. Such other relief as may be available and which the Court deems just and equitable.

COUNT TWO

<u>RETALIATION IN VIOLATION OF NEW JERSEY CONSCIENTIOUS EMPLOYEE</u> <u>PROTECTION ACT ("CEPA")</u>

57. Plaintiff repeats each and every allegation set forth above as if set forth fully herein at length.

58. Throughout the course of her employment, Plaintiff reported and complained of

Defendants' unlawful behavior.

59. Defendants had knowledge of Plaintiff's complaints and/or protests.

60. As a direct result of Plaintiff raising complaints, Defendants took retaliatory action against Plaintiff by subjecting her to a hostile work environment and excessive discipline and by discharging her from employment.

61. Defendants are vicariously, strictly, and/or directly liable to Plaintiff for an unlawful retaliatory discharge in violation of CEPA, pursuant to <u>N.J.S.A</u>. 34:19-1, *et seq*.

62. As a proximate result of the aforementioned acts and omissions set forth herein, Plaintiff has sustained damages.

WHEREFORE, Plaintiff demands judgment in her favor and against Defendants on this Count, together with compensatory and equitable relief, all remedies available under CEPA, punitive damages, pre-and post-judgment interest, attorneys' fees and costs of suit, and for such other relief that the Court deems equitable and just. More specifically, Plaintiff demands judgment against Defendants for harm suffered in violation of CEPA as follows:

- A. Reinstatement of employment and all benefits;
- B. Back pay and benefits;
- C. Front pay and benefits;
- D. Compensatory damages;
- E. Consequential damages;
- F. Reinstatement;
- G. Punitive damages;
- H. Prejudgment interest and enhancements to off-set negative tax consequences;
- I. Any and all attorneys' fees, expenses and/or costs, including, but not limited to, court costs, expert fees and all attorneys' fees incurred by Plaintiff in the prosecution of this suit (including enhancements thereof required to off-set negative tax consequences and/or enhancements otherwise permitted under law);
- J. Such other relief as may be available pursuant to CEPA and which the Court deems just and equitable;
- K. Ordering Defendants to take appropriate corrective action to stop and prevent retaliation at the workplace;
- L. Ordering Defendants to take appropriate corrective action to stop and prevent harassment at the workplace;
- M. Ordering Defendants to undergo anti-retaliation training;
- N. Ordering Defendants to undergo anti-harassment training;
- O. Ordering Defendants to undergo workplace civility training;
- P. Ordering Defendants to undergo bystander intervention training;
- Q. Ordering Defendants to engage a research organization to assess the effectiveness of their anti-retaliation training;
- R. Ordering Defendants to engage a research organization to assess the effectiveness of their anti-harassment training;
- S. Ordering Defendants to engage a research organization to assess the effectiveness of their workplace civility training;
- T. Ordering Defendants to engage a research organization to assess the effectiveness of their bystander intervention training;
- U. Ordering Defendants to identify an appropriate professional to investigate any future complaints of discrimination;
- V. Ordering Defendants to identify an appropriate professional to investigate any future complaints of harassment;
- W. Ordering Defendants to identify an appropriate professional to investigate any future complaints of retaliation; and
- X. Such other relief as may be available and which the Court deems just and equitable.

DEMAND FOR DISCOVERY OF INSURANCE COVERAGE

Pursuant to <u>Rule</u> 4:10-2(b), demand is made that Defendants disclose to Plaintiff's attorney whether or not there are any insurance agreements or policies under which any person or firm carrying on an insurance business may be liable to satisfy part or all of the judgment which may

be entered in this action or indemnify or reimburse for payments made to satisfy the judgment and provide Plaintiff's attorney with true copies of those insurance agreements or policies, including, but not limited to, any and all declaration sheets. This demand shall include and cover not only primary insurance coverage, but also any excess, catastrophe, and umbrella policies.

DEMAND FOR TRIAL BY JURY

Plaintiff demands a trial by jury on all issues.

McOMBER & McOMBER, P.C. Attorneys for Plaintiff, Amanda Breaud

By: <u>/s/ Christian V. McOmber</u> CHRISTIAN V. MCOMBER, ESQ.

Dated: January 21, 2020

DESIGNATION OF TRIAL COUNSEL

Pursuant to <u>Rule</u> 4:25-4, CHRISTIAN V. MCOMBER, ESQUIRE, is hereby designated as trial counsel for Plaintiff.

CERTIFICATION

Pursuant to <u>Rule</u> 4:5-1, it is hereby certified that, to the best of my knowledge, there are no other civil actions or arbitration proceedings involving this matter with respect to this matter and no other parties need to be joined at this time.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment.

McOMBER & McOMBER, P.C. Attorneys for Plaintiff, Amanda Breaud

By: <u>/s/ Christian V. McOmber</u> CHRISTIAN V. MCOMBER, ESQ.

Dated: January 21, 2020

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EXHIBIT A

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During my closing shift on Monday 5/13/2019 I received a guest complaint that a table was inhappy with the fact that a bar regular. Alex, was saying prejudiced comments about Moslim individuals. I was told comments included "Muslim people are disgusting" "most of them are terrorists", and " if it were up to me, none of those mother 1..., would be allowed in this country." Before I knew it, another table in the bar area complained that she heard the same country. Before I knew it, another table in the bar area complained that she heard the same counters. This guest also complained that we (Applebee's) allows our bartender to participate in conversations like these. I explained to her that we as a company do not condone that behavior and that there is no excuse for comments like that to be made, anywhere, but especially in our restaurants. I quietly confronted Alex and asked him to leave. He became irate and told me he had a right to free speech and could say as he pleased. The bartender made it clear to the entire bar she did not agree with my decision. When he left, a third woman at the bar began to clap and thanked me for asking him to leave saying "I was just about to leave I couldn't listen to it anymore." Even though this guest did not originally complain, it is clear that she was also uncomfortable by the comments. The bartender went on to complain to staff and guests for the remainder of the evening about how I costed her money.

Later, I received a phone call from my General Manager. I was told that I was in fact wrong for asking a regular to leave the restaurant and that instead; I should have asked the tables that were uncomfortable to move to another area. Also, that I could not tell a bar guest not to "discuss" religion at the bar.

This "coaching" was alarming to me. Asking guests who are offended (rightfully so) by derogatory remarks, to get up and move; does not WOW them. Imagine if the guests had pulled out their cell phones and recorded me telling them if they were "so offended" they could move. That is not the message I want to send my guests. I want them to feel safe and leave WOWed

There have also been MULTIPLE instances of management taking part in bullying/hazing activity including: pulling up a server's social media and calling him names at powershift, asking the employee if he was "retarded" in front of other staff, and times where I am severely uncomfortable with the language used towards staff.

It has gotten to the point that I have anxiety and lose sleep about the thought of coming back in to work; which is so disheartening because it is a company I have so much fim working for and love. Unfortunately, working here is no longer an option for me as the work environment is uncomfortable at best and hostile at worst; with my every decision being questioned and/or undermined by the management team. The constant mistrust creates a workplace culture that makes it nearly impossible to perform my work duties and be a valued team member. I loved working for Doherty and Applebee's, but I am forced to feel as though that is no longer an option.

Amanda Breaved

Civil Case Information Statement

Case Details: MONMOUTH | Civil Part Docket# L-000244-20

Case Caption: BREAUD AMANDA VS APPLEBEE'S RESTAURAN TS LLC Case Initiation Date: 01/21/2020 Attorney Name: CHRISTIAN V MC OMBER Firm Name: MC OMBER & MC OMBER, PC Address: 54 SHREWSBURY AVENUE RED BANK NJ 07701 Phone: 7328426500 Name of Party: PLAINTIFF : BREAUD, AMANDA Name of Defendant's Primary Insurance Company (if known): Unknown Case Type: LAW AGAINST DISCRIMINATION (LAD) CASES Document Type: Complaint with Jury Demand Jury Demand: YES - 6 JURORS Is this a professional malpractice case? NO Related cases pending: NO If yes, list docket numbers: Do you anticipate adding any parties (arising out of same transaction or occurrence)? NO Are sexual abuse claims alleged? NO

THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION

Do parties have a current, past, or recurrent relationship? YES

If yes, is that relationship: Employer/Employee

Does the statute governing this case provide for payment of fees by the losing party? YES

Use this space to alert the court to any special case characteristics that may warrant individual management or accelerated disposition:

Do you or your client need any disability accommodations? NO If yes, please identify the requested accommodation:

Will an interpreter be needed? NO If yes, for what language:

Please check off each applicable category: Putative Class Action? NO Title 59? NO Consumer Fraud? NO

I certify that confidential personal identifiers have been redacted from documents now submitted to the court, and will be redacted from all documents submitted in the future in accordance with *Rule* 1:38-7(b)

01/21/2020 Dated /s/ CHRISTIAN V MC OMBER Signed