

General FAQ

Can I make a reservation?

We can't reserve a seat for you, but we can make sure you and your small party is on the list with call-ahead seating. Simply call before you arrive, and we'll make sure you're in line to be seated.

For larger parties, check with our manager and we'll make sure we do our best to accommodate your entire party.

How do I apply for a job?

Look no further for an incredible career opportunity with Logan's. Check out our website www.logansroadhouse.com/careers/ for job openings, or send your resume to our Human Resources Department at GetAJob@logansroadhouse.com. You can also mail in your resume to:

Logan's Roadhouse, Inc. Attn: Human
Resources PO Box 291047
Nashville, TN 37229-1047

If you are interested in employment opportunities as a team member in one of our restaurants, you can apply at your local Logan's Roadhouse restaurant or visit our website www.logansroadhousejobs.com. Once you are on the website, follow these instructions:

1. Click on Careers, then Team Member Opportunities at the top of the page.
2. Select the position you are interested in from the list at the top of the page.
3. Once you have selected the position, scroll down and click on Apply Now!
4. Click Next Step.
5. Select the state where you would like to apply.
6. Scroll down and click Apply in the left column (listed in red) beside the location where you would like to apply.
7. Click Next Step.

If you have issues applying online please contact Kenexa, our vendor for online job applicant support. Kenexa can be reached at (855) 608-4975.

If you would like to apply for a position at one of our new locations that is under construction, look for a "Now Hiring" banner. The "Now Hiring" banner indicates that the restaurant is ready to begin accepting applications.

I'm working on a school project and want to find out more about your company.

Thank you for thinking of Logan's Roadhouse for your school project. We wish we could sit down with you and give you as much information as possible, but we receive these requests so often, we're not able to. However, you can find everything you need on our website.

How can I take the guest survey?

On the bottom of our guest receipts, we randomly offer guests the option to take a brief online survey to tell us how we are doing. If you received an invitation, visit the website www.loganslistens.com where you will be prompted to enter the access code on your receipt. Once the survey has been completed, you will receive a 19-digit confirmation code, which will be valid for a \$3 off coupon on your next visit to Logan's Roadhouse.

Who do I contact if I have a problem taking the guest survey?

If you have a problem taking our online guest survey (www.loganslistens.com) or you didn't receive your 19-digit confirmation code, please contact SMG Technical Hotline at 800-584-1126.

How can I get a recipe for a menu item?

At Logan's Roadhouse we take great pride in our food and the fact that many of our items are made from scratch. Since all of our recipes are proprietary and confidential we are unable to share them.

Do you offer franchises?

Thank you for your interest, however we are currently not offering any new Logan's Roadhouse restaurant franchises at this time.

How can I suggest a city for a new location?

We're glad that you are interested in having a Logan's Roadhouse restaurant in your city! Visit our contact us page to share your suggestion and we will forward it to our Real Estate Department for consideration.

How can I obtain an employee reference or verification of employment?

Logan's Roadhouse does not provide letters of recommendation or references for team members. To verify employment, please contact our vendor CCC Verify at www.cccverify.com or call toll-free at (855) 901-3099. Requests sent by fax should be sent to CCC Verify at (614) 495-0225.

Where should I send a media request?

Media requests and inquiries should be directed to DVL at (615) 244-1818.

Gift Card FAQ

How do I check the balance on my gift card?

You can check your Logan's Roadhouse gift card balance on our website www.logansroadhouse.com/about-us/gift-cards/ or by calling (800) 322-6857.

Can I reload my gift card?

At this time you cannot reload a Logan's Roadhouse gift card. A new gift card can be purchased at any of our restaurant locations throughout the U.S. and through our website www.logansroadhouse.com/about-us/gift-cards/.

Can lost/stolen gift cards be replaced?

Although the terms of the gift card state "card has no replacement value if lost or stolen," we would like to assist you with obtaining a replacement card, if possible. If there are unused funds available on the card that was lost or stolen, we can transfer this balance to a new card. Please contact our Cash Management Department at (800) 815-9056 and have your card number or receipt available.

Do your gift cards expire or have any maintenance fees (lose value)?

Logan's Roadhouse gift cards do not expire and there are no fees charged to our gift cards at any time, for any reason.

How do I check the status of my online gift card order?

After placing a gift card order online at <http://logansroadhouse.com/about-us/gift-cards/>, a confirmation page will appear containing your confirmation number and other details of your order. You will also receive an email confirming your order.

If you have questions or need additional information regarding your online order please use the following contact information:

eGift Card: (877)850-1977 Plastic Gift Card:
(800)605-9722

Who do I contact with a question or complaint about my gift card?

To check the balance of your Logan's Roadhouse gift card, visit our website <http://logansroadhouse.com/about-us/gift-cards/> or call (800) 322-6857.

Nut-E Club, Mobile App

How can I sign up for your emails/LoyaltyProgram?

Logan's Roadhouse offers our Nut-E Club, an email club we use to send members exclusive messages regarding new news, promotional offers and coupon offers.

To join our Nut-E Club, visit our website <http://logansroadhouse.com/about-us/nut-e-club/>.

Please note that most of our coupons are only valid at our corporately owned locations and are not valid in NC, SC or Augusta, GA.

I'm a member of the Nut-E Club, but I'm not receiving Nut-E Club emails.

To ensure delivery of our Nut-E Club emails, please add LogansRdhs@LogansRdhs.fbmta.com to your address book. We also recommend that you periodically check your Spam or Junk Mail folders to be sure our messages aren't being filtered there instead of your inbox.

If you have tried all of these options and are still not receiving our emails, please visit the "Contact Us" page on our website and provide us with the email address used for your Nut-E Club membership and a note letting us know that you are not receiving our email messages. We will be happy to research the issue.