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Dear Mr. Sietsema,

I would like to thank you for the article you wrote about Succotash Restaurant in Penn Quarter “Succotash is a looker, but the food needs polish.” I particularly appreciated your comments about the host stand, and its comparison to canvassers that speckle the streets of downtown Washington in search of charitable donations and signatures from ‘socially-conscious’ passersby. I have worked in that industry, as well the restaurant industry, in the past and found your comparison very appropriate. During my tenure within Succotash, I cannot tell you how many times I was embarrassed as a hostess in the ‘over-kill’ and ‘fake’ greetings of 3-4 hosts, PLUS 3-4 managers at the host-stand. I have been in the hospitality industry (in many capacities) for over 40 years and can attest to the fact that ‘more’ is not always ‘better’. As I have continually said ‘hospitality’ is about gracious, courteous services to one’s guest (or family)—not gushing, over-bearing, plastered-smiles, and insincere service. I do not believe I was working on any of the occasions you came into Succotash, however, if I was I would have been easily identifiable because I was the token ‘white-lady’ and ‘elderly’ amongst the host staff.

Your reference to the host-stand touched a ‘cord’ in me in reference to my research and activism work in a variety of ways. While the focus of my work for the past decade has been in the arena of violence against women (VAW) as human rights violations^[1] in the past 2 years it has expanded into a large variety of arenas; in part in my efforts to combat the demise of democracy under Donald Trump, whose Administration is setting the foundation for a dictatorship in the USA. One of the main problems with Washington, and its lack of leadership and ability to effectively govern, is that it is filled with ‘experts’ so busy vying for power and prestige, that NO ONE is interested in or able to view issues and problems from a holistic perspective. The issues I covered in my blogs during ‘16 (the US presidential election year) are those which the American press should have been discussing during the debates—instead of silly, empty-rhetoric campaign slogans to “Make America Great Again” vs. “Keep America Great.”

The year started with my blog, “[El Chapo, Sean Penn and the Failed War on Drugs](#),” which was in response to the bullying of Sean Penn by the press in reaction to his Rolling Stones Magazine article, “El Chapo Speaks,” and 60 Minutes interview with Charlie Rose where he felt propelled to ‘defend’ his interview with ‘El Chapo’. Then I produced a series of blogs in response to the passing of Harper Lee (author of *To Kill a Mockingbird*) in “[Harper Lee’s Passing: A Legend Dies, But Not Sa Raison d’Etre](#)” which explains how rampant human rights violations (including genocide) of Afro-Americans in the USA has changed its form under the ‘New Jim Crow’, but is just as racist, oppressive and discriminatory as the ‘Old Jim Crow’ (1896-1965). The ‘[New Jim Crow](#)’ began under the Reagan Administration with their ‘War on Drugs’ and ‘Just Say No’ campaigns and policies, and continued on

during the two Bush Administrations as well as during the Clinton and Obama Administrations. The Clintons and Obama sold-out to the arms manufacturers as well as pharmaceutical companies, both of which have a vested interest in maintaining wars, civil unrest, and unhealthy (mental and physical) societies. I then continued the year with a blog series for Erin Eddy entitled “[The Right to Truth, the Obligation to Protect, and Universal Jurisdiction](#).” Eddy is a State Department foreign service agent; victim of domestic abuse by Department of Defense (DOD) employee, and victim of legal abuse, international child abduction, and child-trafficking of her child by the Arlington court-house ([Judge Wiggins](#) and [Judge Newman](#), husband of multi-millionaire [Sheila Johnson](#)).

The year then continued with my 52-part blog series covering the IMF/World Bank Spring Meetings (starting with “[The IMF in Denial!: Observations of a CSO Rep at the IMF/WB Spring Mtgs](#)”), followed by my coverage of their Annual Meetings in October, from which I was black-listed by IMF staff in their attempts to silence me and cover-up for the rampant corruption and mismanagement within the IMF. These staff members were so afraid that I would expose the truth about the IMF to other Civil Society Organization (CSO) Rep from around the world attending the Meetings, that they implicated themselves in illegal ‘interference’ in the US Presidential elections by attempting to suppress my right to Freedom of Speech. But, since conferences of IMF/World Bank Meetings are streamed online, I covered the Meetings (from coffee shops across the street from the IMF) in my blogs, which began with “[Collusion by ICD, IMF HR & IMF Security in Political Suppression: Phishing for Phools Part 1 in the IMF/WB Annual Meeting](#)” thwarting their ridiculous attempts to silence me. (If the Spanish, American and French governments have not been effective in intimidating and silencing me, it is hardly a bunch of queen-for-a-day secretaries at the IMF who are going to do so.) I have once again signed up to attend the IMF/WB Spring Meetings ’18 as a CSO Rep in my on-going efforts to challenge the failure of these organizations and their staff to fulfill their missions and mandates, and instead be the motor behind increasing global economic instability, civil unrest, violence, and break-down in rule of law.

I then finish my marathon blogging for ‘16, with my blog-series starting with “[Cost of Corruption: Open Letter to Presidential Candidate Hillary Clinton](#)” in my desperate attempts to prevent Donald Trump from winning the elections—well-aware of the catastrophic havoc and chaos he would bring to the White House, and American government, as President. Unfortunately, once again time has demonstrated that my concerns and predictions were right on target—and why all the ‘Big-wigs’ in ‘The Swamp’ should start LISTENING to me instead of marginalizing and attempting to silence me.

One of the reasons I started working at Succotash (apart from needing an income to keep a roof over my head) was my admiration of the wonderful job Michael Reginbogin had done with the interior design and restoration of the building. I remember when the building was opened as a night-club, ‘The Bank’, in ‘85. I had paid my way through college (GWU) working in power-house restaurants and night-clubs in DC in the early ‘80s (as well as on Capitol Hill for former Senator J. Bennett Johnston), and knew the manager who opened ‘The Bank’—which rivaled ‘Studio 54’ in New York, if not for its celebrity clientele, for its cocaine-snorting clientele. Cornelia Guest ‘Deb of the Decade’ was in my class at Foxcroft School (Middleburg, VA), and between my observance of all the American elite at parties along the East Coast during high school, those who frequented the night-clubs and restaurants in which I worked, and Capitol Hill, in the ‘80s; I became thoroughly disgusted with the hedonism, narcissism, and superficiality of American society—particularly its ‘elite.’ That, and my extremely abusive mother (who made Cornelia’s mother, CZ Guest, and her ‘good-friend’ Nancy Reagan look like ‘Angels’), is what propelled me to give up a promising career in the financial markets (after having abandoned one in international affairs, due to my disillusionment with Capitol Hill during my 5-year tenure there) and return to Europe seeking some sort of meaning in life. (I eventually found my ‘calling’ and ‘meaning’ in life with my two wonderful, beautiful children.) So the transformation of

the building which houses Succotash into a beautiful, Southern Hospitality restaurant, from the decadence of before, was like a ‘breath of fresh air’—particularly due to the fact that I had found little change in ‘The Swamp’ since my return to it in ’09 from that I had observed in the ‘80s.

Unfortunately, the ‘breath of fresh air’ was short-lived, after the restaurant opened. The training program of Succotash management was ‘incredible’—and even a little ‘over-the-top’ for relatively simple tasks and job expectations of hosting positions. However, after my previous experiences working in restaurants (’82-’87 and ’17-’18), and governing agencies (’81-’85 and ’09-’15), it was warmly welcomed for a variety of reasons. Regrettably, once the restaurant opened, the micro-managing and bullying of managers began, creating chaos everywhere. One of the ‘last straws’ which propelled me to resign was when a ‘guest’ aggressively told me that she found it “horrible the way I harassed diners by constantly updating my ‘tablet’ and OpenTable system, documenting (like an assembly line) when diners were on ‘appetizers’, ‘entrée’, ‘dessert’, ‘check-dropped’, ‘paid’, ‘bussing needed’, and ‘finished’. I had previously had diners complain to me about this invasive practice—and agreed with them. But, when I told Management about the complaints, they were uninterested in any feed-back or criticism. The only thing Management ever seemed interested in was ‘pleasing’ Jason Berry. The first rule of effective management (or governing) is that any leader is only as effective as those he surrounds himself with. The second rule, is that those around you must be willing, and able, to ‘speak truth to power’.

Unless there are several ‘turnings’ and ‘seatings’ of tables during a shift, the only OpenTable options necessary to use are ‘partially arrived’, ‘arrived’, ‘partially seated’, ‘seated’, and ‘finished’. Updating the system, only for the sake of updating the system is a ROYAL waste of time and money—and nothing other than a way to keep the excessive number of managers Succotash has on its pay-roll busy. I would love to do a cost analysis of what it is costing Succotash for managers to continually update the ‘position’ of diners during their meal. Not only is this ridiculous practice a useless expense for the restaurant, but it is intrusive and rude to ‘guests’. If the restaurant spent less on elevated salaries for more managers than it needs, it could afford to pay the REAL workers better wages and employ enough ‘bussers’ to assist ‘servers’. What most owners and managers of restaurants in DC fail to understand is the extent to which ‘hospitality’ is about graciousness, respect, humility and a warm-welcoming demeanor. It is not about putting on airs, playing queen-for-a-day (or king-for-a-day), putting on plastic smiles, and creating chaos and disorder in the process.

I ran an extremely busy ‘executive’ home for almost 20 years, entertaining extensively, as well as managing 8 international moves, and serving on the board of Anglo-phone, Franco-phone, and Hispania-phone ‘Expat Wives Clubs’. It was particularly my year as President of the French ‘Expat Wives Club’ (Bogota Accueil) that gave me the idea for [Global Expats](#), which transforms the non-profit, volunteer aspect of ‘Expat Wives Club’ into a for-profit organization which remunerates its employees. During these years not only did I prepare menus and cater large parties, but I kept my family organized and running smoothly while juggling an extremely busy social calendar and serving my communities in a wide variety of ways. People were constantly asking me how I managed to accomplish so much. And, I would respond “good organization.” Any effective management job entails providing all the tools and materials workers need to be effective, while overseeing that the work-flow proceeds in an orderly and harmonious fashion. The idea that hovering over the shoulder of everyone, and continually providing negative feedback—so that they will ‘aspire’ to perfection, is an extremely erroneous assumption, and dysfunctional management style.

The progressive rhetoric of the training program of Succotash was a far cry from the daily practices and constantly changing and contradictory ‘mandates’ from Management. The failure of Succotash Management to transform their rhetoric to reality is reminiscent of what I experienced, and am criticizing within the IMF, both within their internal management, as well as their over-sight functions. As I keep explaining in my correspondences to ‘public-authorities’—with my latest to [Prince](#)

[Charles](#) and two middle-management directors at the IMF, [Mark Lewis](#) and [Hali Edison](#)—the crux of the problems of mis-management within their organizations are of accountability and transparency by HR personnel, and not of ‘training’ and more ‘training’ of unethical and incompetent staff. One of the many arenas my research and activism work has covered is the extent to which the modern-day, alpha-dominance feminist movement has embraced a dysfunctional work-place. Women in positions of power, instead of using their power and influence to change it, with a focus on work-life balance and implementation of progressive personnel management theory, are embracing bullying management styles. **And, this is why HR departments and their personnel are the motor behind rampant bullying in the work-place.**

Not only do I provide an extensive analysis of the dynamics, tactics, strategical thinking, and rationalizations of bullies in the work-place in my report “[Work-place Bullying in the IMF](#),” but I have been examining and tracking these same dynamics in the restaurants where I have been employed in the past two years. Ashok Bajaj, and his company Knightsbridge Restaurant Group, is another case-study of systemic labor rights violations in the industry, as well as how this mis-management is increasing costs, reducing productivity, and exposing establishments to litigation and financial damages to injured parties. What is interesting from an anthropological and sociological perspective in the forms of bullying to which I have been subjected, in work-places and housing, in the past decade, is how gender plays a roll. The bullying tactics of the white women (in Succotash and IMF) are covered-up by a smiling, friendly veneer, while women of color (in IMF and predatory landlords in DC) are more overt and straight-forward in their aggressiveness. In my documentation of labor and housing rights violations in ‘The Swamp’ in the past 10 years I have consistently tracked middle-eastern women (and a few men) at the international level and black-women at the national level. In my analyses, I have demonstrated how affirmative action have only empowered the previously oppressed groups to become the oppressors; particularly targeting white, upper-middle class women, with defenseless ‘deposed, trophy-wives’ their ‘favorite’ target. The extent to which bullying networks are at the reins of power in ‘The Swamp’ is of crisis proportions, and why Donald Trump won his bid for presidency with a campaign slogan to “drain the Swamp.” Not only have I extensively tracked rampant bullying in work-places and group homes in DC, but also amongst ‘experts’ within the NGOs I have been (unsuccessfully) lobbying to find effective solutions to global socio-economic problems.

Betty Friedan, who began the modern-day feminist movement with publication of her book, *The Feminist Mystique*, in ’63, published another book, *The Second Stage* (in ’81, ’85, and ’98) denouncing the dysfunctional path the alpha-dominance feminists had created and promoted in their quest for power in the work-place. It is for this reason that work-life balance, child-care, and women’s rights within the home and marriage have not been advanced in political agendas and public-policy debates, or in HR policies and practices. The HR Department of the IMF is a perfect example of how HR departments are filled with unethical immoral women (and men), wasting millions of dollars of taxpayer’s (or shareholders) money in senseless ‘workshops’, ‘retreats’, and ‘meetings’ while lining the pockets of unscrupulous and parasitic ‘consultants’ and ‘experts’. My activism work, and calls for ACTION, is a continuation of Betty Friedan’s work in challenging the dysfunctional alpha-dominance feminism which has seized power in public and private sectors, and which is wreaking havoc on societies around the world. It is also, as one African woman at the IMF/World Bank Spring Meetings so aptly put, “rendering women more slaves to society than they previously were”, while escalating extremism, violence and civil unrest in countries around the world, as explained in my blog [Men, Women & Sex Ed for the Feminists: Observations of a CSO Rep at the IMF/WB Spring Meetings – Part 13](#).

Once again, I thank you for the review you did on Succotash in Penn Quarter, which was a very perceptive analysis of the problems within the restaurant. However, more importantly than just critiquing the food and quality of service in restaurants, it is important to start critiquing the BAD management which is behind sub-standard food and service. Global leaders such as President of the

World Bank, Jim Yong Kim, and Secretary General, Antonio Guterres, and former Secretary General, Ban-ki Moon, of the UN are VERY vocal in their calling for a paradigm shift throughout the world. However, until, and unless, their own organizations take the lead in addressing their own internal mismanagement and dysfunctional paradigm, they will NEVER be able to challenge the dysfunctional paradigm which controls 'The Swamp' (aka 'This Town', Mark Leibovich), or other 'Swamps' around the world.

Sincerely,

Quenby Wilcox