

Multimedia Feature Story

Devin Serrano-Diaz

COMM 308W

10/19/2025

## **Texas Roadhouse now serves meals for your best friend**

**A heartwarming meal**

[Youtube Video](#)

EPHRATA, Pa. - On April 19, 2025, a branch of the well-known steakhouse chain delivers a special request for one of their customers. Hunter Metzger. A Pennsylvania resident put in an online order with a detailed message, informing the staff, "Last meal for our dog. Please prepare with love," where the staff received the message.

Their dog Iris, a 9-year-old great dane, had received multiple treatments for multiple health issues and breathing problems. However, the treatments were unsuccessful. Later on, after multiple examinations from veterinarians, it was discovered that Iris had developed a tumor on her nose. Veterinarians were able to perform multiple treatments, however, no response or sign of recovery had occurred. Metzger had come to the realization that his best friend is not getting better, and decided to make the heartbreakng decision to have her euthanized.

"Everybody loves their pets, and if you ever have to make that tough decision, you want them to be able to go down with some semblance of dignity, you know what I mean?" Metzger says. "We want to hold on as long as possible, but it's not always fair to the animal."

Texas roadhouse kitchen manager, Kate Weston discovered this special request during her shift and took action. Weston ensured that the food for Iris was made to the highest quality they could

serve. They served Iris an 8-ounce new york strip steak, steak fries, mashed potatoes, and freshly baked bread. The staff members also wrote their condolences on the written receipt for the order, including a heartfelt note on the to-go container saying, "Made with LOVE."



By the time Metzger picked up the order for Iris, multiple staff members greeted him and gave their condolences to his best friend. "While it was a simple act, we hope it brought a moment of comfort during a difficult time," a spokesperson for the chain tells TODAY.com. The franchise did not stop there and took it a step further for Iris and her family, where Hetzger discovered through his emails that the staff refunded his order for Iris. Hetzger then shared the photos he took of Iris and her last meal on a private facebook group page, where it was shared across the platform. "This kind of customer service and demonstrated compassion sets this Texas Roadhouse team a level above the rest!" Metzger wrote in his post. "Thank you from the bottom of our hearts!"



#### References:

TodayShow. (2025, May 16). *Texas roadhouse fulfills customer's special request - his dog's last meal*. TODAY.com. <https://www.today.com/food/restaurants/texas-roadhouse-dogs-last-meal-rcna206850>