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STANDARDS OF WORKPLACE CONDUCT

(Edit/Insert your company standards below.)

Company X expects its employees to:

- Provide and maintain the highest standard of food, atmosphere, personal service, courtesy, and hospitality for its customers.
- Seek and train employees who are friendly, courteous, and attentive and anticipate our customers' needs.
- Provide and maintain the highest standards of cleanliness, sanitation, and safety.
- Remain flexible in the improvement and modification of our products and services to meet the changing needs of our customers.

Company X is committed to providing a work environment for its employees and customers that is free from sexual harassment, workplace violence, and alcohol and drug abuse. Any violations of these standards may lead to disciplinary action up to and including termination.

Defining Harassment

Harassment includes any form of verbal or physical behavior that is unsolicited, unwelcome, interferes with an individual's work performance, or creates an offensive work environment and is based on a protected category such as race, sex, age, national origin, sexual orientation, mental or physical disability, marital status or any other state or federally protected right.

Specifically, harassment because of sex includes:

- Unwanted sexual advances or verbal conduct and may include:
 - Comments which have a sexual content
 - Excessive flirting
 - Paying too much attention to someone else
 - Following someone around the store
 - Profane language
 - Touching a person in a way that makes them uncomfortable
- Employment benefits for sexual favors – “quid pro quo”
- Reprisals after rejection to sexual advances
- Hostile work environment
- Gender harassment
- Harassment based on pregnancy, childbirth, or related medical conditions

Quid pro quo is a Latin word for “something for nothing.” This type of harassment happens when submitting to a supervisor's sexual advances becomes necessary for getting or keeping a job or maintaining employment benefits. In quid pro quo cases, an employee's job security, or advancement are linked to his or her acceptance of the supervisor's sexual advances.



STANDARDS AND EXPECTATIONS

(Edit/Insert your company-specific information below. The following is an example.)

To help ensure that all employees perform at their best, we have established the following Standards and Expectations. Any violations of these standards might lead to disciplinary action up to and including termination.

As an employee, you represent **Company X** to the public. Therefore, we require that you treat the public in a courteous, professional, and friendly manner

Appearance

Because you represent **Company X** to our customers, it is important to look your best at all times by following the list of standards below. Extreme styles of appearance are unacceptable. Employees should be conservative in the use of makeup, jewelry, dress, perfume, and hairstyle.

Men

Hair must be clean, well shaped, and well groomed. If hair can be pulled back, it must be in a ponytail or braid. Sideburns may not extend below the bottom of the ear.

You must be clean-shaven – you must shave before you come to work. All facial hair must be well trimmed and maintained. You may not grow a beard, mustache, or goatee, except during a vacation; in this case, it must be fully grown-in before returning to work. No decorations (buttons or pins) should be worn on the uniform. Visible tattoos and body piercing (except ears) whether temporary or permanent are not permitted.

Women

Hair must be clean, well shaped, and well groomed. Hair that touches the top of the collar must be restrained with a headband. If hair can be pulled back, it must be pulled back in a ponytail, French braid or French twist. No decorations (buttons or pins) should be worn on the uniform. Visible tattoos and body piercing (except ears) whether temporary or permanent are not permitted.

Hands

Hands, including fingernails, must be well manicured and meticulously clean. Fingernails must be well maintained, and not too long. Polish, if worn, cannot be chipped or peeling. Avoid outrageous colors.



Jewelry

A moderate amount of jewelry may be worn. Necklaces, if worn, may not be visible; they must be concealed beneath your clothing. The only acceptable visible piercing is the ears, no more than one earring per ear. Earrings may not be larger than a quarter. No visible tattoos.

Perfume/Cologne

Perfume or cologne may be worn lightly.

Personal hygiene

Special attention must be paid daily to personal hygiene; teeth must be brushed, daily bathing/showering, and deodorant must be used. Makeup, if worn, should enhance your natural appearance.

Check your personal appearance before going on duty for each meal period. Do not touch hair, nose, or face while preparing or serving food. Concentrate on what you touch. Try to avoid unconscious hand movements to touch your face or hair. Brushing hair out of your face, or scratching an itching nose is not attractive while preparing or serving food.

Your appearance is a reflection of the respect you hold for your job and yourself. Only the highest standard of appearance and hygiene will be acceptable. Failure to observe these standards will result in disciplinary action up to and including termination.



Uniform

(Insert your company-specific information here. The following is an example.)

- Shirt** • Clean and pressed Company issued, buttoned polo shirt.
- Tee Shirts** • (Kitchen employees only) Clean, plain white tee shirts may be worn.
- Slacks** • True khaki, cotton-poly blend. No jeans, sweatpants, knits, or tuxedo pants. Pants must be clean and pressed. Hem must skim top of shoe. Pants must not be faded and must hold a crease.
- Socks** • Plain black or white
- Shoes** • Plain black leather shoes that are clean and polished, with a skid resistant sole.
- Name Tag** • Name tag must be visible and clean.
- Skullcap** • Skullcaps should be black. (Kitchen employees only)

Service

(Insert your company-specific information here. Below is an example.)

- Every customer should be greeted with a “genuine” smile.
- An employee must **always** be at the counter.
- Every customer must be greeted as they approach the counter.
- Customer requirements must be fulfilled quickly and enthusiastically with a “Yes I Can” attitude.
- The phone must be answered in three rings or less with the following, proper **Company X** greeting:
 - “Good morning (afternoon or evening). Thank you for calling **Company X**. This is (state your name) speaking. How may I help you?”
- Cashiers must be knowledgeable of the menu and promptly ring up the customer’s purchase.
- The customer should be thanked with a smile upon order completion and order pick-up.
- Every customer will receive an exit greeting. “Thanks for choosing **Company X**. Come back soon.”

ACKNOWLEDGEMENT OF RECEIPT

I have received my copy of **Company X's** Employee Handbook. I understand and agree that it is my responsibility to read and familiarize myself with and abide by the policies and procedures contained in this manual.

I understand that this manual is designed to acquaint me with some of the Company's policies, procedures, rules, and benefits. I understand that the Company may revise, modify, delete, or add to any and all policies, procedures, rules, or benefits set forth in this manual at its sole discretion and without prior notice to me.

I further understand that the policies, procedures, rules, and benefits described herein are not all inclusive. I understand that this manual contains guidelines only and cannot be construed as, or evidence of, a contract or guarantee of any kind. Nor does this manual guarantee me employment for a definite period of time. The Company or I may terminate employment for any reason at any time, with or without cause or prior notice. I also understand that any agreements to the contrary may only be made in writing and signed by the President of the Company.

Print Name

Sign Name

Date

