

**Vicker's Lakeside Tavern**

# **HANDBOOK**



**Welcome**

## Where is Everything?

Before we get into the nuts and bolts of what we do and how we do it we'll be showing you around the building with an explanation of where we are and where we plan to go with some parts of our business. You may have some questions we haven't anticipated so feel free to ask anything that you are curious about and we may have missed in our planning...we're human too!

Our first concern here is SAFETY! We want EVERYONE to have a safe environment to work in and after you're done with your duties, to relax in.

To that end we have First Aid supplies in the Kitchen, Behind the Bar, and in the Office. We will familiarize you with what is in each location and how to use some of the items.

Also, we have a map showing where the most immediate emergency care is located.

Another concern is "Fire" ....Obviously, we have units in the kitchen that have open flames and units that generate large amounts of heat that potentially could cause a fire. We will show you where the fire extinguishers are and their "Fire Rating" ....All extinguishers are rate by what kind of fire they extinguish...These ratings are "A", "B", and "C". Our extinguishers are rated to handle ANY type of flame A, B, or C. We'll also familiarize you with the suppression system over the fryers and the range in the kitchen.

# Welcome Letter

Welcome To Our Team!!

We welcome you to **Vicker's Lakeside Restaurant**. We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of food, beverages and service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning **Vicker's Lakeside Restaurant** and its policies. This handbook is intended solely as a guide as every situation may be different. Please read it through. If you have questions about anything, contact Jon, Jack, or a Manager.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to **Vicker's Lakeside Restaurant!**

Below are your managers and owners of our location. You are welcomed to call anyone below if you ever have a problem and feel that you need to address it with someone above your supervisor.

Sincerely,

*Vicker's Lakeside Restaurant Vicksburg, Michigan*

**Jon Pearsall:**

pearsalljon@yahoo.com

**Jack Pearsall**

jackbp@comcast.net

**General Manager**

773-892-4363

**Manager/owner**

269-352-0161

**Nate Ambroso**

**Vickers General Manager**

# Vicker’s Lakeside Restaurant Employee Handbook

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**Vicker’s Lakeside Restaurant’s** mission is to make out guest as comfortable as possible while serving GREAT food and drink. We do this through top quality food and beverages, excellent customer service, sales growth, cost controls and treating our employees like family. We believe that our employees are our most important asset and our success depends upon creating and retaining a staff capable

of delivering an exceptional dining experience to every customer, every time.

## **Our Way of Doing Business**

**Vicker's Lakeside Restaurant'** success depends on people, OUR people. Our restaurant can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We recognize however, that success is not measured by sales; guest counts, and numbers alone. We are measured by the way we achieve goals, as much as, the goals themselves. We believe that a commitment to values and integrity should always guide our decisions and actions as we pursue our goals. Following are the core values that form the foundation of our measurement of success:

**We believe in providing great service.** Our goal is to provide the kind of unique and genuine sort of personal care and attention that you would enjoy receiving.

**We believe that good enough isn't.** We should never stop trying to do it better, no matter how good we are. We constantly strive to "raise the bar" for our guest.

**We believe in honesty and trust.** We work to build trust with others in each and every transaction and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.

**We believe in the ongoing training and development of our people.** We see it as a worthy investment in the future of the restaurant and as a way of enabling our people to achieve their potential in whatever they do.

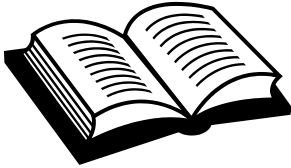
**We believe our continued success depends on teamwork.** We know that great achievements are only possible from helping and respecting each other.

**We believe in doing business in a professional and orderly manner.** We take great pride in having good systems, standardized procedures and being organized.

**We believe in being responsible to others and to ourselves.** We do what we say we are going to do when we say we are going to do it. We believe in personal

accountability and avoid blaming others when things don't turn out as planned.

## About this Handbook



This handbook is designed to help you get familiarized with Vicker's Lakeside Restaurant. We want you to understand how we do business and how important you and every employee is in helping us take care of our guests and making this a fun and rewarding place to work.

The policies stated in this handbook may change from time to time. It isn't flawless either. We've done our best to include as much information as possible in an easy-to-understand manner.

This handbook is not a contract, which guarantees your employment for any specific time. Either you or Vicker's Lakeside Restaurant may terminate your employment at any time, for any reason, with or without cause or notice. Understand that no supervisor, manager, or representative of Vicker's Lakeside Restaurant, other than the Owners of Vicker's Lakeside Restaurant has the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

We wish you the best of luck in your position and hope that your employment with **Vicker's Lakeside Restaurant** and as we expressed earlier in this handbook, will be a very enjoyable and rewarding experience.

## Complaint Reporting Procedure

The Company encourages all individuals to report any incidents of unlawful discrimination, sexual harassment, other harassment, retaliation or denial of accommodation immediately so that complaints can be quickly and fairly resolved.

If you believe that you have been the victim of discrimination, harassment (including sexual harassment), retaliation, and/or denied accommodation (for your disability, pregnancy, childbirth, or related medical condition, or for your religious belief and/or religious practice), you should report this problem to your immediate supervisor or any other member of management. In a case where your complaint may involve your

immediate supervisor, you should notify any other member of management or Jon or Jack. Alternatively, if you feel that you are unable to state your complaint to your immediate supervisor, or any other member of management, please go directly to Jon or Jack

Your complaint should be as detailed as possible. You will be asked to provide the details of the incident(s) that occurred and the names of all individuals involved and any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory.

Supervisors and managers will refer all complaints involving discrimination, harassment or other prohibited immediately to the owners. Upon receipt of a complaint, the owners will immediately undertake an effective, thorough and objective investigation of the allegations. All complaints will be investigated.

Investigations will be confidential. Information obtained during the complaint procedure and investigation will be only shared with those individuals on a need-to-know basis or as required by law. One of the owners will advise all parties concerned of the results of the investigation.

If the Company determines that discrimination, harassment or other prohibited conduct has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by the Company to be responsible for discrimination, harassment or other prohibited conduct will be subject to appropriate disciplinary action, up to and including unpaid suspension and/or termination of employment.

The Company will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees, co-workers, or third parties.

## Employment Policies

### Hiring



It is Vicker's Lakeside Restaurant's policy to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three-day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, form I-9. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during

an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

### **Non-Discrimination**

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Vicker's Lakeside Restaurant is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

### **Age Requirements**

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All servers and bartenders, as per the law, must be at least 18 years of age. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable. No employees under the age of 18 years can take orders for or serve alcoholic beverages.



## Orientation Period

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You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities for the position in which you were hired. It's also important for you to get to know us and become familiar with how we operate. We, therefore, have a 30 day Orientation Period for that purpose referred to above. The 30 day period allows both you and the Company to see whether or not it's a good fit and if not, part company as friends. During the Orientation Period you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.

## Training

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To help you be successful in your job you will receive adequate training for the position you have been hired for. You will not be expected to be on your own until you are ready. You will participate in detailed training programs and receive training materials to help you perform your job the right way. You may be asked to take TAM training or Food Sanitation courses. Vicker's will pay for these as required. We want you to be a knowledgeable and productive member of our staff.

### Evaluations



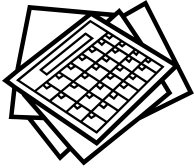
Employees **may** receive written and verbal performance evaluations as need requires. The evaluation process is intended to let you know how well you're performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

The evaluation process is an opportunity to identify accomplishments and strengths as well openly discuss areas and goals for any improvement. Depending on your position and performance, you may be eligible for a pay increase. Pay increases are not guaranteed. Rewards are

based solely on a person's job performance and results. Pay increases may occur when new positions are assumed.

## Schedules

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Schedules are prepared to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly on Wednesdays for the following week. Each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately. Employees must enter and exit through the front door during business hours – not the back door.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must indicate and initial the change on the posted schedule. The restaurant usually requires high levels of staff on or around holidays, sporting and other special events. We understand that you have a life outside of the restaurant and will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of the restaurant. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

## Overtime

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In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked. Tip credit will be factored into the hourly rate for tipped employees.

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## Standards of Conduct

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Consistent with our Mission and values, it is important for all employees to be fully aware of the rules, which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive and positive working environment, everyone must conform to standards of reasonable conduct and policies of the Restaurant.

**AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT AN EXPRESS WARNING.**

1. Invalid Work Authorization (I-9 form)
2. Supplying false or misleading information to the Restaurant, including information at the time of application for employment, leave of absence or sick pay (if eligible).
3. Not showing up for a shift without notifying the Manager on duty. (No call, no show, no job)
4. Clocking another employee “in” or “out” on the Restaurant timekeeping system or having another employee clock you either “in” or “out.”
5. Leaving your job before the scheduled time without the permission of the Manager on duty.
6. Arrest or conviction of a felony offense.
7. Use of foul or abusive language.
8. Disorderly or indecent conduct.
9. Gambling on Restaurant property.
10. Theft of customer, employee or Restaurant property including items found on Restaurant premises.
11. Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, guest check or credit card processing procedures.
12. Refusal to follow instructions.

13. Engaging in harassment of any kind toward another employee or customer.
14. Failure to consistently perform job responsibilities in a satisfactory manner within the 30 day orientation period.
15. Use, distribution or possession of illegal drugs on Restaurant property or being under the influence of these substances when reporting to work or during work hours.
16. Use of alcohol on Restaurant property or being under the influence of alcohol when reporting to work or during work hours.
17. Waste or destruction of Restaurant property.
18. Actions or threats of violence or abusive language directed toward a customer or another staff member.
19. Excessive tardiness.
20. Habitual failure to punch in or out.
21. Disclosing confidential information including policies, procedures, recipes, manuals or any proprietary information to anyone outside the Restaurant.
22. Rude or improper behavior with customers including the discussion of tips.
23. Smoking or eating in unapproved areas or during unauthorized breaks.
24. Not parking in employee designated parking area.
25. Failure to comply with Restaurant's personal cleanliness and grooming standards.
26. Failure to comply with Restaurant's uniform and dress requirements.
27. Unauthorized operation, repair or attempt to repair machines, tools or equipment.
28. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

## Harassment



It is this Restaurant's policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

## Sexual Harassment

All of our employees have a right to be free from sexual harassment. Vicker's Lakeside Restaurant does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

### Definition of Sexual Harassment

Sexual harassment encompasses any sexual attention, from either gender, that is unwanted and is defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- ▶ Submission is made an express or implied term or condition of employment or status in a class, program or activity.
- ▶ Submission to or rejection of the behavior is used to make an employment or educational decision (such as hiring, promotion or grading a course).
- ▶ The conduct has the purpose or effect of unreasonably interfering with a person's work or educational performance or creates an intimidating, hostile or offensive environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Sexual harassment may take many forms, for example:

- ▶ Physical assault.
- ▶ Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, wages or any other condition of employment.
- ▶ Direct propositions of a sexual nature.

- ▶ Comments of a sexual nature.
- ▶ Sexually explicit statements, questions, jokes or anecdotes.
- ▶ Unnecessary touching, patting, hugging or brushing against a person's body.
- ▶ Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience.
- ▶ Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, the Company will take immediate and appropriate action, including discipline and possible termination. You may talk to Jon or Jack anytime concerning this.

## Absences

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All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

- ▶ If you are going to be late or miss work, employees are expected to call and talk to a Manager, General Manager or Owner at least 2 hours before they are scheduled to work.
- ▶ Any employee who does not call or report to work for an assigned shift will be considered to have voluntarily resigned employment at Vicker's Lakeside Restaurant.
- ▶ Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other

planned absence, an Employee Leave Request Form, available from your Manager, should be submitted to and approved by the General Manager or owners.

- ▶ Employee Leave Requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with the General Manager.
- ▶ To return to work from an accident or medical leave, all employees must present a doctor's release.
- ▶ Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless the General Manager is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

## **Personal Relationships in the Workplace Policy**

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The employment of relatives, married couples or persons involved in a romantic relationship may cause conflicts, raise issues of favoritism and damage employee morale.

A relative is any person who is related to another employee by blood or marriage. A relative is also any person who is related to another employee by law, for example, by adoption, guardianship or as a registered domestic partner. A supervisor may not oversee a related employee. A supervisor who is related to another employee or applicant must immediately disclose the relationship to management.

A "romantic relationship" is one that could be reasonably expected to become a close consensual or sexual relationship regardless of the gender or sexual orientation of the employees involved. Dating is included in the definition of romantic relationship. An employee in a romantic relationship may not be supervised by the romantic partner. A supervisor involved in a romantic relationship with another employee or applicant must immediately disclose the relationship the owners.....IMMEDIATLY!

A supervisor who fails to follow this policy of disclosure can be disciplined or terminated.

## Tardiness

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Employees must be prepared to start work promptly at the beginning of the shift. Please arrive at the Restaurant 10 to 15 minutes before your shift. You will be paid for your time and it will make starting your shift a lot less stressful. Your scheduled time is the time you are expected to be on your job, not arrive at the Restaurant. Repeated tardiness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the Restaurant and speak to the Manager on duty.

## Resignations

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You are requested to give a two-week notice of your plans to leave the restaurant. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible for re-hire and will not have a “left without resignation notice” on your employment record.



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## Payment Procedures

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### Time Clock Procedures

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You should arrive at the restaurant 10 to 15 minutes before you are scheduled to start work. Notify the Manager on duty that you have arrived for your shift. You may clock in within 5 minutes of the start of your shift. All hourly employees are given an employee ID number to clock in and out on the Restaurant's timekeeping system.

Tampering, altering, or falsifying time records or recording time on another employee's ID number is not allowed and may result in disciplinary action, up to and including termination.

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### Tip Reporting

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As an employee of a Restaurant, all the tips you receive, whether in cash or included in a credit card transaction, is taxable income to you. You are required, by federal law, to report and record your actual tips for each shift.

At the end of each shift, tipped employees must disclose on the Server Check-Out form, the amount of credit card tips and total tips less any tips shared with any other employees. Your tips will be recorded and reflected in total on your paycheck stub. Endorsement of your paycheck indicates that you acknowledge that your tip information on the stub is accurate and correct.

It is the employee's responsibility to comply with IRS requirements of reporting all your tip income. While you are responsible for reporting all of your tip income, the Restaurant may be required to allocate additional tip income to any tipped employee that does not declare at least 8% of their gross sales as tip income.

We strongly encourage you to accurately report your tip income. This will reduce the chances of you being audited by the IRS and allows you to qualify for greater social security, unemployment and worker's compensation benefits.

Vicker's Lakeside Restaurant does not allow automatic gratuities per se. You are not allowed to add an automatic

gratuity to a bill. There are exceptions to this policy. You may add an 18% gratuity to a party of 8 or more. You must however, inform the party such a policy is in effect BEFORE they order. Management will inform any reservations that this policy is in effect at time of the call.

### **Payroll Checks**

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Paychecks are available at the Restaurant every other Thursday between the hours of 2pm-5pm. After payday, you may pick up your paycheck during the same hours. Please understand that it may be difficult for anyone to be available to obtain your paycheck during peak business hours.

### **Payroll Deductions**

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Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on form W-4. If you want an explanation of your deductions or if you wish to change them in any way please speak with the General Manager.

As per state law, the Restaurant complies with court orders in connection to garnishments from employee paychecks as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

### **Change of Address**

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We ask that you report any address changes to a Manager or General Manager as soon as possible so your year end statement of income and deductions, form W-2, will be mailed to the correct address.

## **Lost Paychecks**

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Report lost paychecks to a Manager or General Manager. We will stop payment on the lost check and reissue you another check on the next payroll cycle. The reissued check will incur a deduction equal to the bank stop payment charge.

## **Benefits**

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### **Family and Medical Leave**

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An employee who has been employed for at least 12 months and for at least 1,250 hours of service during the previous 12 months, may be granted unpaid leave for one or more of the following reasons:

- ▶ Birth of son/daughter and in order to care for such son/daughter.
- ▶ Placement of son/daughter with the employee for adoption or foster care.
- ▶ To care for a spouse, son, daughter or parent who has a serious health condition.
- ▶ A serious health condition that renders the employee incapable of performing the functions of his/her position.

A total of 12 workweeks of leave during any 12-month period may be granted under this policy. Such leave must be taken on a sustained or uninterrupted basis, except that intermittent leave may be taken for serious health care of the employee, child, spouse or parent. You must provide as much prior notice as reasonably possible.

### **Holidays**

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Due to the nature of the restaurant business you may be required to work holidays. It is currently our policy to close the Restaurant for business on the following holidays:

Thanksgiving Day, Christmas Day and New Year's Day. ALL other Holidays will be decided by business circumstances and will be decided based upon a number of other influences. THEY WILL NOT BE MANDATORY!

### **Worker's Compensation**

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Worker's compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with the Restaurant. An employee who is injured on the job, regardless of the severity of the injury or illness, should:

- ▶ Report the occurrence to the manager on duty.
- ▶ The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

If an employee experiences a disabling work injury, the nature of which necessitates an absence from work, the General Manager, will provide the employee with information concerning his or her lawful benefits.

### **Employee Meals**

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Employees receive a 50 % discount up to \$15.00 at anytime except on his/her time off on Friday/Saturday nights. The discount does not include kids meals or fajita's. If you are caught eating something that is not paid for you may be automatically terminated as this is considered stealing

### **Cell Phones**

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Placing personal cell phone calls is to be kept to an absolute minimum and reserved for emergencies and unusual circumstances. Please inform your friends and families of this policy. If Vicker's Lakeside Restaurant finds that excessive personal calls are interfering with Vicker's Lakeside Restaurant work, a requirement that all cell phones be turned off during business hours will be implemented. Personal cellular phones must be set on "silent" or "vibrate" modes

during work hours. Sending or receiving of text messages is not permitted at any time other than during your break. Employees are prohibited from using cell phones (even with a hands-free device) while operating any motor vehicle on Vicker's Lakeside Restaurant business, while in any moving Vicker's Lakeside Restaurant vehicle, while operating Vicker's Lakeside Restaurant equipment and when discussing Vicker's Lakeside Restaurant business on any cellular phone while driving (regardless of whether the employee is on Vicker's Lakeside Restaurant time or personal time). Exception: In an emergency situation, an employee may use a cellular phone while driving for the purpose of dialing 911 or another number to reach an emergency services provider (police, fire, ambulance). The above prohibitions against the use of cell phones also apply to sending or receiving text messages on devices of any type.

Employees who make or receive an excessive amount of personal cell phone calls, who send or receive text messages during work hours or who are otherwise in violation of this policy will be subject to disciplinary action up to and including termination.

## **Employee Use of Social Media Websites**

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While Vicker's Lakeside Restaurant encourages its employees to enjoy and make good use of their off-duty time, certain activities on the part of employees may become a problem if they have the effect of impairing the work of any employee; harassing, demeaning, or creating a hostile working environment for any employee; disrupting the smooth and orderly flow of work within the company; directly or indirectly disclosing confidential or proprietary information; or harming the goodwill and reputation of Vicker's Lakeside Restaurant among its customers or in the community at large. In the area of social media (print, broadcast, digital, and online), employees may use such media in any way they choose as long as such use does not produce the adverse consequences noted above. For this reason, Vicker's Lakeside Restaurant reminds its employees that the following guidelines apply in their use of social media, both on and off duty:

1. If an employee publishes any personal information about themselves, another employee of Vicker's Lakeside Restaurant, a client, or a customer in any public medium (print, broadcast, digital, or online) that:
  - a. has the potential or effect of involving the employee, their co-workers, or Vicker's Lakeside Restaurant in any kind of dispute or conflict with other employees or third parties;
  - b. interferes with the work of any employee;
  - c. creates a harassing, demeaning, or hostile working environment for any employee;
  - d. disrupts the smooth and orderly flow of work within the office, or the delivery of services to the company's clients or customers;
  - e. harms the goodwill and reputation of Vicker's Lakeside Restaurant among its customers or in the community at large;
  - f. tends to place in doubt the reliability, trustworthiness, or sound judgment of the person who is the subject of the information; or
  - g. reveals proprietary information or Vicker's Lakeside Restaurant trade secrets;

the employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances.

2. No employee of Vicker's Lakeside Restaurant may use company equipment or facilities for furtherance of non-work-related activities or relationships without the express advance permission of The General Manager.
3. Employees who conduct themselves in such a way that their actions and relationships with each other could become the object of gossip among others in the office, or cause unfavorable publicity for Vicker's Lakeside Restaurant in the community, should be concerned that their conduct may be inconsistent with one or more of the above guidelines. In such a situation, the employees involved should request guidance from (a designated member of management) to discuss the possibility of a resolution that would avoid such problems. Depending upon the circumstances, failure to seek such guidance may

be considered evidence of intent to conceal a violation of the policy and to hinder an investigation into the matter.

4. Should you decide to create a personal blog, be sure to provide a clear disclaimer that the views expressed in the blog are the author's alone, and do not represent the views of Vicker's Lakeside Restaurant.
5. All information published on any employee blog(s) should comply with Vicker's Lakeside Restaurant's confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other social networking sites, blogs and forums.
6. Be respectful to Vicker's Lakeside Restaurant, co-workers, customers, clients, partners and competitors, and be mindful of your physical safety when posting information about yourself or others on any forum. Describing intimate details of your personal and social life, or providing information about your detailed comings and goings might be interpreted as an invitation for further communication --- or even stalking and harassment that could prove dangerous to your physical safety.
7. Social media activities should never interfere with work commitments.
8. Your online presence can reflect on Vicker's Lakeside Restaurant. Be aware that your comments, posts, or actions captured via digital or film images can affect the image of Vicker's Lakeside Restaurant.
9. Do not discuss company clients, customers or partners without their express consent to do so.
10. Do not ignore copyright laws, and cite or reference sources accurately. Remember that the prohibition against plagiarism applies online.
11. Do not use any Vicker's Lakeside Restaurant logos or trademarks without written consent. The absence of explicit reference to a particular site does not limit the extent of the application of this policy. If no policy or guideline exists, Vicker's Lakeside Restaurant employees should use their professional judgment and follow the most prudent course

of action. If you are uncertain, consult your supervisor or manager before proceeding.

## Restaurant Policies & Practices

### Customer Service



Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At **Vicker's Lakeside Restaurant** the customer always comes first!

### Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our Restaurant better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly.

When faced with a customer complain:

- ▶ Don't get defensive and try to explain.
- ▶ Remove the offending item immediately.
- ▶ Apologize for the problem and tell the customer you will take care of the problem.
- ▶ If you need the assistance of a manager, don't hesitate to ask.

Do everything you can to let the customer you care and that this isn't the kind of experience you want them to have at our restaurant.

### Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always



answer in a friendly, polite manner: “Good (morning, afternoon, evening), Thank you for calling **Vicker’s Lakeside Restaurant**, this is (your name), how may I help you?”

Respond to any questions that you are absolutely certain. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a manager. Always thank the person for calling. Always ask the caller for their name when they ask to speak to a manager or customer.

## Management / Employee Relations



Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that “management is never too busy to be informed of work-related problems, complaints or disputes of any employee.”

If you have such a problem, you should promptly talk to your General Manager. They will listen in an open, objective and courteous manner. We want to understand and solve. If you feel you cannot speak with your GM you are always welcome to call Jon Pearsall (773-892-4363) or Jack Pearsall (269-352-0161).

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. As we said in the “Welcome Letter,” we recognize our employees as our most valuable resource and we take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration.

## Meetings

Staff meetings are held on a periodic basis for your benefit as well as for the Restaurant. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Such meetings are treated as a shift and attendance is mandatory. Only management-approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of the Restaurant. **YOU WILL BE PAID FOR MEETING HOURS!**

## **Teamwork**

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We cannot achieve our goals and provide the highest levels of service to our customers without working together as a team. Teamwork basically boils down to common courtesy and common sense. If a co-worker is overloaded and you're not, help them in any way you can. It's only a matter of time before they will return the favor. Pitch in to help a customer whether they are technically yours or not. If another employee hasn't quite caught on to something and you have, ask if you may suggest another way to do it. Genuine teamwork makes for a much more enjoyable and satisfying work experience and results in happier (and more generous) customers.

## **Communication**

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It is important for every employee to have a good sense of "what's going on" in the Restaurant. It is management's responsibility to keep everyone informed of ongoing changes and news affecting the Restaurant and our people. Such communication takes place primarily in pre-shift meetings, general meetings and by posting notices and information to the "bulletin board" located in the kitchen.

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## Safety

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Vicker's Lakeside Restaurant is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

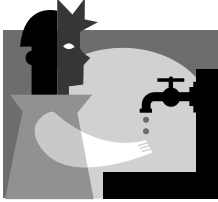
You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- ▶ Wipe up spills immediately.
- ▶ Never run in hallways or the kitchen, always walk carefully. Even when it's busy, take small steps and pay attention.
- ▶ Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them.
- ▶ Report defective equipment or tools to a manager immediately.
- ▶ Never operate equipment unless you have been trained how to use it properly.
- ▶ Pay special attention when using slicers. They are very sharp and move very fast.
- ▶ Wear nylon, no-cut gloves when cleaning slicers. If you don't have a pair, see a manager.
- ▶ Never try to catch a falling knife. Knives are easier to replace than fingers.
- ▶ Let people know when you're carrying anything hot. Don't be shy, yell out something like, "HOT STUFF COMING THROUGH."
- ▶ Don't put hot food or plates in front of small children.
- ▶ Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with your legs, not your back.
- ▶ Do not text or call when you are driving. Statistics show you are much more likely to be in an accident when texting or talking on a cell phone while operating a vehicle. If you must call the restaurant or a fellow

employee about work pull over to text or make the call. Do not accept a call or text from the restaurant while you are driving.

## Sanitation

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We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is **ABSOLUTELY ESSENTIAL** that **EVERYONE** follows safe food handling procedures. This is one area of the Restaurant where there is absolutely no compromise. **NEVER** take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we **ALWAYS** follow and enforce:

Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing. If you use latex gloves, change them frequently.

Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.

Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.

Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 45°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 45° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."

Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always

placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

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## Dress Code

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To maintain our image as an exceptional, high quality restaurant we need to dress the part. Following are detailed descriptions of dress for both the dining room and kitchen positions. If you have any questions regarding our dress code please ask the General Manager.

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### Dining Room Dress Code

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**Shoes** - Black shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean. Socks must be dark, preferably black.

**Pants & Belts** – Blue Jeans. Jeans must be long enough to touch the top of the shoe. Belts must be worn with pants that have belt loops. No holes visible in jeans. Black, khaki or jean shorts of appropriate length may be worn.

**Shirts** – Vicker’s Lakeside Restaurant MAY provide initial company made shirts. Management will determine the cost of shirts that need to be purchased and make a decision on apparel

**Appearance** - Clean and well-groomed hair. Hair pulled back off the shoulder. Well groomed hands, fingernails and fingernail polish. Facial hair should be neat and well trimmed.

**Accessories** - No excessive cologne, perfume, make-up or jewelry. No earrings longer than 1 inch. No hat or unauthorized buttons can be worn.

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## Kitchen Dress Code

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**Shoes** - Black work shoes with non-slip soles that permit walking safely on wet or greasy floors. No tennis shoes.

**Pants** – Vicker’s Lakeside Restaurant issued kitchen pants only. They must always be worn to work clean and well maintained.

**Shirts** – Vicker’s Lakeside Restaurant issued Chef shirts only. They must always be worn to work clean and well maintained.

**Appearance** - Clean, well groomed hair, hands and fingernails. Facial hair should be neat and well trimmed.

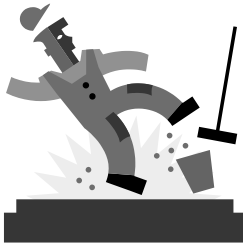
**Accessories** - No excessive cologne, perfume, make-up or jewelry. Hair restraints must be neat and in good taste.

**Tattoos** - You may be asked to cover tattoos if we do not feel it goes with the image of Vicker’s Lakeside Restaurant. You should tell your manager about any tattoos that may be seen by the customer before starting your position. **We reserve the right terminate employees that have tattoos showing that we feel are excessive or offensive and can be seen by our customers.**

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## Accidents and Emergency Situations

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Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately. Managers are responsible for administering CPR, choking procedures or appropriate first aid.

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## Crime and Robbery

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If you are ever involved in a robbery, DO NOT RESIST. Statistics show that people, who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow employees and customers are our highest priority. Don’t be a hero, always cooperate fully and do not resist!

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## Workplace Violence and Threats

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Vicker’s Lakeside Restaurant has a zero-tolerance policy if anyone makes threats or bullying a fellow employee. If any employee has threatened or bullied you please report

this to your manager and/or call Herb Dyer (504) 669-4164. This will remain confidential as we conduct our investigation.

### **Fire Protection**

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All employees must know the specific location and operation of fire protection in the Restaurant. The Restaurant is equipped with many fire-extinguishing systems in the ducts, hood, over the stoves and other cooking equipment that contains a dry chemical. They can be set off immediately by pulling the ring attached to each system. We also maintain hand held CO<sup>2</sup> systems. Be very specific before setting off a fire alarm or notifying someone to take action.

If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.

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## Alcohol Serving Policy

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As a Restaurant that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should become informed immediately.

Employees who serve customers, must abide by the Restaurant's policies on alcoholic beverage service:

1. We will not knowingly allow anyone on our staff that is under the legal drinking age to serve or dispense alcoholic beverages.
2. We will not serve alcoholic beverages to an intoxicated person.
3. We will not knowingly serve a person alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears to be under 35 years old.
4. We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.
5. The Restaurant will offer to call a taxi for any customer that makes this request.
6. ANYONE serving alcohol is required to have a TAM or TIPS card. Your manager will talk to about how to get your card.

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## Proprietary & Confidential Information

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It is illegal to steal, copy or communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process,



procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes.” Our internal business practices, procedures and recipes are of great value to Vicker’s Lakeside Restaurant. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by The General Manager. Vicker’s Lakeside Restaurant will institute civil action against anyone who violates this policy.

## Solicitation

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**Employees** - There should be no solicitation or distribution of literature of any kind by any employee during actual working time of the employee soliciting or the employee being solicited. Working time does not include lunch and rest breaks. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including dismissal.

**Non-Employees** - Non-employees are prohibited from soliciting and distributing literature at all times anywhere on Company property. Non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area’s public use.

## Service Dogs

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**A Service Dog** is defined in the Americans With Disabilities Act as "any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items."

Service Dogs must be allowed to go anywhere their handler goes, including restaurants, schools, buses, taxis, airplanes, stores, movie theatres, concerts, sporting events, doctor's

offices, and any other public place. It is **REQUIRED** under federal and state laws that they be allowed. They do not have to wear any specific identifying gear, including vests. Many Service Dog users choose to dress their dogs in a vest or other identifying apparel in order to make access easier, as it avoids many questions and confrontations. This is a personal choice, and is **NOT REQUIRED UNDER THE LAW**. It is illegal to ask for any special identification from Service Dog partners. Some carry ID cards, and may present them voluntarily, but this also is not required, and should not be expected. You may **NOT** ask for "proof" or certification of the dog's training as a condition of entry into your business.

If a Service Dog misbehaves and places someone in danger, you as a business owner have the right to ask the partner to get control of the animal, or please leave. This should be only an isolated incident, and cannot be used to determine future access based upon what "might" happen or has happened in the past. A person with a Service Dog cannot be refused entry based on the actions of another Service animal. Example: You cannot say "Oh, that last Service Dog team that was in here left a mess, so I'm not letting any Service Dogs into my store anymore." This is discrimination and can be punishable by law. Remember, too, that Service Dogs are just that, **DOGS**, and they can have bad days just like people can. They are not robots, and cannot be expected to act perfectly all the time.

# HANDBOOK RECEIPT

This Employee Handbook does not constitute a contract of employment either in whole or in part. The Company, reserves the right to add, delete, or change any portion of the Employee Handbook with or without notice.

## FOR THE EMPLOYEE'S INFORMATION:

Your employment status: \_\_\_\_\_ Full Time \_\_\_\_\_ Part Time

Your position title: \_\_\_\_\_

General Manager's Name: \_\_\_\_\_

Your starting date: \_\_\_\_\_

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of Vicker's Lakeside Restaurant. I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook, and understand that they are at-will employees. The contents of any Employee Handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding. The Company reserves the right to change, at its discretion, the contents of this handbook.

## POLICY STATEMENT

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) or a guarantee of continued employment. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that the Company reserves the right to change the provisions in this handbook at any time. It is policy of the Company that employment and compensation of any employee is at will and can be terminated with or without cause, at any time, at the option of the employee or at the option of the Company.

\_\_\_\_\_  
Manager's Signature                      Date

\_\_\_\_\_  
Employee's Signature                      Date