

# Employee Handbook

---

**THE BREW HOUSE**  
**WWW.TBHVACOCONNECT.COM**



## OFFICIAL EMPLOYEE HANDBOOK

• • • • •

### The Brew House-Blackstone

116 South Main Street  
Blackstone, VA 23824  
434-298-0035

### The Brew House-Farmville

201 North Main Street  
Farmville, VA 23901  
434-394-2207

### Straight Outta Philly

### Trippin Billies

120 W. Broad Street  
Blackstone, VA 23901

[TBHVACOCONNECT.com](http://TBHVACOCONNECT.com)

# Table of Contents

## INTRODUCTION

- I. Handbook Overview
- II. Company Overview

## SECTION 1: MISSION STATEMENT & CORE VALUES

## SECTION 2: PRESENTATION & WORKPLACE BEHAVIOR

- I. Conduct & Behavior
- II. Attire
- III. Staff Conflict Policy
- IV. Guest Conflict Policy
- V. Harassment & Discrimination Policy
- VI. Alcohol Consumption Policy
- VII. Cell Phone Policy
- VIII. Strike Policy & Fireable Offenses
- IX. End of Employment

## SECTION 3: PROCEDURES & EMERGENCIES

- I. Pre-Shift Meetings
- II. Health Procedures
- III. Opening & Closing
- IV. Kitchen Safety & Sanitization
- V. Alcohol Serving Policy
- VI. Scheduling
- VII. Attendance
- VIII. Health Reporting
- IX. Comping/Voiding Checks
- X. Theft/Robbery Policy
- XI. Asking for Help

## SECTION 4: PAY & BENEFITS

- I. Pay
- II. Overtime
- III. Breaks
- IV. Employee Meals
- V. Holidays & Vacations
- VI. Family/Sick Leave
- VII. Insurance
- VIII. 401K

SECTION 5: CONCLUSION & SIGNATURE

Introduction



I. HANDBOOK OVERVIEW

This handbook contains general information about your employment with The Brew House and outlines policies and procedures that affect your daily work. (All Companies will be represented in this manual as “TBH” henceforth) It does not include specific provisions of all policies and procedures, nor does it create any employee rights or benefits. Following the policies described in this handbook is considered a condition of employment. This handbook is a summary of our policies, which are presented here only as a matter of information. Policies and rule help lay the standard for expectations and makes the work environment equal a fair. This handbook should be used with other training and standard provisions.

**This is not a contract, nor is it an invitation to contract.**

This handbook supersedes all previous employee handbooks. A memo can be created to update or alter the policies and procedures in this handbook until such time the handbook can be updated. The most recent copy of this handbook will be our company website [www.tbhvaco.com](http://www.tbhvaco.com)

No individual manager or employee has the authority to change policies at any time. Refer to this book for policy and procedure. If you are uncertain about any policy or procedure, speak with your manager. This handbook contains basic information related to your employment and is updated often as the need arises. Each employee is expected to read and understand this book.

We rely upon the accuracy of information contained in an employment application / interview / resume and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentation, falsification, or material omission in any of this information or data may result in termination of job demotion/ probation / retraining period / pay.

II. COMPANY OVERVIEW

DISCLAIMER

**1.Employment defined-** employment is “at will” and may be terminated at any time without reasoning. Virginia is an AT WILL state.

Full time employee is defined as at least 35+ hours a week or at least 1,680 hours in a physical year (12-month period).

An employee at TBH is a person who regularly works for TBH on a wage, salary, or “gig” basis. “Employees” may include exempt, non-exempt, regular full time, regular part time, flex, or others employed with TBH who are subject to control and direction of TBH in the performance of their duties.

**2.Probationary period-** employees serve a probationary period of 30 days from their employment or re-employment to learn if the employee is suited for the job. This time may be extended for an additional 30 days if deemed necessary. The employee may be deemed unqualified for the position if proper progress isn’t made in the first 30 days.

**3.Working Interview-** A working interview allows a potential employee to review the facility, get a general idea of the workflow and responsibilities. It is also an opportunity for TBH & its managers to further review the potential employee for potential employment. This is not considered actual employment and production doesn’t occur. Working interviews do not qualify as minimum wage and should be no longer than 2 hours. Working interviews are often required for some positions, especially when the interviewee claims to be highly skilled.

**4.NON-Production Training Period** - By Virginia Law training pay for a period may be less than the standard minimum wage by a decrease of 25% as considered “non-production” employees not completing the full 14–31-day training period are classified as non-production training time. A Typical NON-Production training period should last at least 3 days and up to 14 days. And in some cases, depending on the employee’s ability to learn could last up to 30 days.

**5.Non-Disclosure / Non-Compete Confidentiality** - The protection of confidential business information, intellectual property and trade secrets is vital to the interest and success of TBH. Such confidential information includes but not limited to; compensation data; financial information; marketing strategies; pending projects & proposals; proprietary production processes; recipes; training manuals & procedures; TBH Employee website; training process; personnel payroll records; customer information; vendor information; conversations between persons associated with the company.

Employees who improperly use or disclose trade secrets will be subject to disciplinary action, including termination of employment and legal action even if the employee does or does not directly benefit from the disclosed information and even if the employee intended to or did not intend to disclose such information.

**6.Legal Fees-** TBH will be entitled to all, but not limited to damages, legal fees, fines, attorney’s fees etc. caused by an employee and incurred by TBH will be at the expense of the employee. This will hold true to existing employees and terminated employees.

**7.Your personal records** maintained by your employer, is the property of the employer. The Virginia Freedom of information act provides that employee may have access to information contained in his or her personnel records except for reference letters and mental and medical records only when a physician has indicated that a review of such records might be injurious to the employees’ health.

No employee is allowed under the law to release any information about any other employee without written consent of that employee.

To help privacy and security of all documents, documents should be uploaded via the company website and original copies of documents **SHOULD NOT** be handed in at brick-and-mortar locations. Any employee who does so is at fault if the information is mishandled.

TBH will reject paper documents handed in at Brick-and-mortar Facilities. If an employee physically hands in paperwork, note etc. instead of uploading via the website then the employee assumes full responsibility for such actions. TBH cannot be held liable for personal information that is left at brick-and-mortar facilities.

**8.Changes in Information-** It is the responsibility of the employee to promptly notify TBH of any changes in personal data to include but not limited to; mailing address; phone numbers; emergency contacts; tax information, by changing employee's personal information on the TBH employee website.

**9.Outside employment.** Your obligation to TBH is your primary duty unless when hired it is specified that TBH is your second job. If your status should change during your employment, fill out an employee change of info form on the company website. TBH cannot guarantee that it will, after the change in status, be able to accommodate new scheduling provided by an employee. The results of change of employment could be job re-assignment, unpaid leave time, termination, or less hours.

**10.Safety in the workplace.** As an employer, TBH makes every effort to ensure a safe and healthy workplace for its employees as well as for customers and other visitors. Employees are provided charts, training manuals, policies and procedures and class time to educate on safety practices. Following all Policy and Procedures is the best way to maintain a safe work **If any employee becomes aware of safety hazard or safety issue, they have the immediate and profound obligation to notify management without delay.**

**11.Payroll Corrections.** TBH relies on the accuracy of the time keeping instrument. From time-to-time errors occur during the calculation of time and tips, or errors sometimes arise from employee error in clocking in and out, or tips being mis-applied. **In this situation once the error has been identified the correction will be made on the next available pay period. If you feel a payroll error has occurred, after payroll, please notify human resources. If an error**

clocking in or out has occurred, the correction must be made on the TBH employee website. If an employee fails to clock in and out and fails to make the corrections on-line, the schedule and or manager on duty will be the determining factor to correct the time. Any employee who fails to clock in and out and fails to make the correction on-line will receive disciplinary action. *3 such offences with lead to corrective action.*

**12.Pay.** Pay periods begin open of business on Monday mornings and end close of business on Sunday. Payroll is process. Checks will be delivered and available for pick up no later than 6 PM on the following Friday (i.e. 5 business days from the close of the week). TBH does not guarantee any specific pay increases. Pay increases are based on continued education, increased responsibility, good standing, and other qualities TBH deems valuable. Wage charts show a maximum that an employee can earn during a time period and is no guarantee. Direct Deposit recipients should, but not limited to their banking institution, receive their Deposits on the following Fridays.

**13.Conditional Leave.** TBH will extend unpaid leave time to any qualifying employees. Due to the nature of this business, conditional leave cannot guarantee the position will be available after any period. When you are aware that you will need to have a leave of absence, consult with HR to establish a plan of action. Depending on circumstances, benefits could be haunted, and calculation of tenure could be haunted.

#### **14.Classification of Employment**

**30-day probation (30p)** = Any employee who has not completed their 30-day probationary period. Growth and potential must be observed before the completion of this period to be considered for actual employment.

**90-day probation (90p)** = An employee has completed their 30-day probation and has been considered for employment. The next 60 days will continue to be an observation period to determine what positions/classifications the employee will be granted.

**Standard Employee / Standard Server (STE, SRV)** = A standard employee without additional designation who does not govern themselves.

**BR+=** A person proficient and proven skilled in bartending and can handle 5-7+ tables and a max head count of 36 people.

**BR=** A person proficient and proven skilled in bartending and can handle up to 4 tables and a max head count of 18 people.

**SRV+=** A person who does not bartend and can handle up to 5-7+ tables and a max head count of 36 people.

**SRV=** A person who does not bartend and can handle up to 4 tables and a max head count of 18 people.

**RTM=** A leader during a shift. They are to govern & direct the subordinances in their zone (i.e. FOH or BOH) and govern other policies during the shift they're assigned. Should report to a MNG.

**MNG=** A leader across shifts and zones. They are to govern & direct the subordinates across shifts and zones. Be proficient in enforcing policy. Can hire / fire / provide corrective action plans.

**GM=** A leader across shift / zones / locations. Is a Master of Policy and a contributor to policy & procedures.

**CL=** Any person officially trained to close the register.

**Full Time=** 35 hours+ per weeks or 1,680 hours per Fiscal year or 420 hours in a quarter or 840 hours in a half fiscal year. Only in this instance, per some federal benefits and to qualify for health programs reserved to full time, full time is deemed 30 hours.

**Part Time=** 34 hours- per weeks or 1,679- hours per Fiscal year or 419- hours in a quarter or 839- hours in a half fiscal year.

**Flex=** Temporary, seasonal, less than part time. Does not receive or qualify for any benefits.

# The Brew House

## Mission Statement & Core Values



To provide a great team driven work force in a fun and exciting environment, while maintaining the highest standards for customers service, quality of food, and cleanliness. To follow all rules and regulations set forth by The Brew House as well as State and local agencies. To ultimately give each customer entering The Brew House the best restaurant EXPERIENCE in a clean and safe environment.

1. To provide each customer with exceptional customer service and excellent food & beverage preparation. To provide swift and attentive service.
2. To always keep the customers, experience in mind. To maintain ambiance and cleanliness.
3. To follow and uphold the rules set forth by – The Brew House – The Health Department – The ABC Board – Other Local agencies.
4. To work together as a team for the greater good of the guest and TBH collectively. Putting the greater good of the customer & team before self.
5. To always be honest and fair. Always make proper use of the facility, goods, resources, and time.
6. Have passion and care in everything you do. “How you do anything, is an example of how you do everything”
7. Despite the routine and struggles, always KEEP YOUR PASSION. If you lose your passion, find it.
8. 10% of life is what happens to you and the other 90% is your reaction to that 10%.
9. In the restaurant industry, everything each person does, both negative and positive, has a direct effect on every single other employee in the facility. Everything you do effect someone else.
10. Follow the Pyramid of Success which defines by putting the customer as the priority followed by doing right by the company followed by teamwork = the recipe for person success.
11. We seek, only, those employees who share our core values.



In All You Do – Do for The Greater Purpose.  
Only In This, Will the Rewards Be Great.



# Presentation & Workplace Behavior



The work rules and standard of conduct for TBH are important, and the company regards them seriously. It is the responsibility of GM, MNG, RTM to uphold such standards. All employees are urged to become familiar with these rules and standards within 30 days. In addition, employees are expected to follow the rules and standards faithfully in performing their duties and conducting company business. Please note that any employee who deviates from the rules and standards will be subjected to corrective action, including termination. It is the responsibility of the employee to read and understand all handbooks, training manuals, recipe books, charts and processes.

## I CONDUCT & BEHAVIOR

The atmosphere at TBH is laid back and casual. However, Staff should always remain professional while working and be constantly aware of how their behavior will be perceived by guest. Employees should arrive to work with a good attitude and be ready for working and leave all personal issues out of the working environment. Work is not the place to socialize, hangout, or to bring your troubles. Employees should not congregate for the purpose of socializing. Employees must never leave the FOH or BOH unattended.

**1.Unacceptable behavior in the workplace** - While not intended to list all forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment; theft; falsifying time records; working under the influence; possession, distribution, sale, transfer, use of alcohol or illegal drugs in the workplace; fighting or threatening violence; boisterous or disruptive activity/behavior in the workplace; negligence or improper conduct leading to damage of company owned or customer owned property; insubordination or other disrespectful conduct; violation of safety rules, health code violation, ABC regulations & laws; sexual or other unlawful or unwelcome harassment; excessive absenteeism/requesting off or any absence without notice; excessive tardiness; unauthorized use of telephones, computer's, or other company equipment property; unauthorized disclosure of trade secrets or confidentiality violation; unsatisfactory performance or conduct; unacceptable behavior to customers or staff; poor or misleading or misrepresentation of the company; negative or unrepresentative conversation in front of customers or staff; non work related use of cell phones.

**2.Proper Representation & Perception-** As the employee, you are the "face" of TBH. Your behavior and actions are a direct representation or REFLECTION of TBH both while on the clock, in the facility both on and off the clock, and in some cases outside of the facility & on social media platforms. A professional appearance is important any time you encounter customers or potential customers. Employees should be well groomed and dressed appropriately & professionally for their position, per dress code. Employees should conduct themselves respectfully to customers and to their fellow employees. Employees should never gossip, "chit chat" "hang out" and so on while in the presence of a customer or during working hours & while clocked in. Employees shall never discuss matters of business in the presence of a customer or other staff that are not involved in such the matters (i.e. sales or other employees). Employees shall never give negative perception or notions of TBH.

Improper representation of TBH, inappropriate behavior will result in corrective action, whether the act was intentional or not. Employees should also keep in mind that their actions have a direct impact on their fellow employees.

**3.Reviews & Complaint.** Any employee receiving a legitimate complaint will be subject to corrective action, re-training (at own expense), or termination, depending on the severity of the complaint. It is the employee's responsibility to follow proper procedures and practices, and to correct errors towards an unhappy customer if the complaint is legitimate per return policy. Follow the return policy to address most situations. Otherwise, a standard 10% discount or an offering of an e-gift card are appropriate. Each employee should be familiar with the return policy.

**II ATTIRE**

All employees shall come to work clean and groomed in proper attire and ready for service. All persons must be clean; groomed; free of lint & debris; free from odors; free from excessive perfumes & colognes; in dress code (see full dress code) Employees arriving out of dress code will be sent home off the clock to remedy the infraction (end shift). The second offense, employee will be sent home to remedy the infraction then put on a 90-day probation. 3<sup>rd</sup> offense is termination.

**Shirt Policy-** Employees will be issued 1 free shirt at the completion of their 30-day probation period. Employees may purchase additional shirts at a discounted rate (use employee shirt discount button) Employee who have reached their 1-year mark may receive 1 additional free shirt and will receive 1 additional free shirt per each new “design” issued.

**BOH Staff-** Will receive an apron at the completion of their non-production training period. Will receive a chef’s coat and 1 additional apron after 30-day probation. And will receive 1 additional Chefs jacket & apron per quarter, in good standing,

**Kitchen / Dish –** Must come to work clean; groomed; fully dressed; no loose / baggy clothing; clean hands and nails; all hair pulled up tight in a hat, hair net or other hair restraint; long hair in a bun; no loose jewelry; slip resistant shoes; Chefs Coat; apron.

**Servers / front of house –** Must come to work clean; groomed; clean hands and nails; BREW HOUSE shirt; jeans or khaki or black khaki; belt; casual shoes; slip resistant shoes; hair restrained; Bandana; Server Apron; Ink pens (3+), note pad.

(X)**No;** open toe shoes; inappropriate & revealing clothing; offensive verbiage or pictures; sheer clothing; baggy clothes or exposed undergarments; short shorts; pajamas; leggings; sweatpants; hoodies; slip on shoes; crocs.

Also see the dress code handout for more detail on dress code.

**III STAFF CONFLICT POLICY**

From time-to-time staff conflict will arise. It is expected that the employees difuse on their own such situations. If it becomes serious and unresolvable then a manger must be notified. Statements will then be retrieved from both parties and mediation will begin. If mediation cannot resolve the matter, then shift re-assignments will be issued without regards to either employee’s availability; limited hours; retraining; termination.

Unresolved conflict will result in further corrective action or termination.

**IV GUEST CONFLICT POLICY**

From time to time a guest may become “unruly”. We must always remain professional in responding to such a guest or incident. At the first sign of a “problem guest”, politely try to defuse the situation by warning the customer of their behavior (i.e. sir, you are being too boisterous we will need to bring the level down, please). It is best practice to have multiple people involved in a situation to act as mediators and witness. If a customer cannot be diffused by simple means of discussion or that the person seems to be intoxicate, not of sound mind, harmful to themselves or to others, ask them to leave or call the police. Use your judgment in the situation.

Employees are never permitted to use verbally or physically assault a customer. Use of reasonable force is acceptable if to safely diffuse a volatile situation. Employees should not put themselves in harm's way, ever. At the first sign of danger call 911.



In Virginia you are allowed to defend not only yourself from harm, but also other persons in certain circumstances (i.e. one individual is unable to defend themselves from bodily harm). Virginia's rule is that you step into the shoes of the person he/she defends. Therefore, if the person being defended would have been justified in using self-defense, the third party defending that person is as well.<sup>23</sup>

However, a third party may not defend another unless he reasonably believes that the other person was without fault in provoking the attack.

The use of force is ONLY in situations where one person may be harmed whereas the other person already used force. It is always advisable to call 911 in any emergency.

**A manager and / or an employee who fails to resolve a guest issue in accordance to Brew house policy will result in corrective action, retraining (at own expense) or termination depending on the severity.**

## V ANTI-HARASSMENT & ANTI-DISCRIMINATION POLICIES

To provide equal employment and advancement opportunities to all individuals, employment decisions at TBH will be based on merit; qualifications; abilities; proper adherence to process. TBH does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, sexual orientation, gender identity, veteran status, pregnancy, age or disability, and all other protected classes. This policy governs all aspects of employments including selection, job assignment, compensation, discipline, termination and access to benefits and training.

TBH will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to TBH or put the employee in a situation to be unable to perform the job. This policy governs all aspects of employments including selection, job assignment, compensation, discipline, termination and access to benefits and training.

Harassment is any unwelcome verbal, written, or physical conduct that either denigrates or shows hostility or aversion towards a person. 1. Has the purpose or effect of creating an intimidating, hostile, or offensive working environment; 2. Has the purpose or effect of unreasonably interfering with an employee work performance; 3. Affects an employee's employment opportunity or compensation. No person shall retaliate (is any overt or covert act of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against one or more individuals for exercising their rights.)

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor or manager. Employees can raise concerns without or make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

TBH is committed to providing a work environment that is free of unlawful discrimination and harassment. Unwanted actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or other legally protected characteristics in a negative or hurtful manner will not be tolerated.

If you believe you or someone else has been a victim of discrimination or harassment, please promptly advise a manager or fill out a grievance form on the company website. Any manager who becomes aware of possible harassment must report it to their supervisor immediately.

Harassment or discrimination, depending on the severity will result in corrective action, retraining (at own expense), or termination.

## ALCOHOL / DRUG CONSUMPTION POLICY

Employees may not be intoxicated or under the influence of any substance while on the clock and/or performing work related task. Staff may not drink alcohol while on duty or otherwise be under the influence of alcohol, marijuana, or other drugs. Any employee while off the clock and chooses to drink alcoholic beverages may not engage in any work activities at all and may not be permitted to clock in while intoxicated.

Employees who are off the clock and consuming alcohol must remove all aprons, hair nets, gloves etc. and work shirts that would make them "appear" that they are still "on duty". Employees choosing to consume alcohol while not clocked in, may not do so in a Brew House issued shirt, apron. It should not be "perceived" an employee is drinking while on the clock.

Employees may not bring into the facility alcohol (purchased outside TBH), marijuana, or other illicit or decriminalized drugs. TBH reserves the right to contact proper authorities and terminate immediately. If employees come in and are suspected to be under the influences of drugs or alcohol can be terminated, sent immediately for drug testing, or sent home for a up to 1 week (without pay) probation period.

Alcohol consumption or marijuana use or other illicit drugs, while on the clock will result in corrective action plan (skipping any verbal) or immediate termination. Being under the influence possess a risk to the person under the influence and puts other employees at risk. Employees are not permitted to consume any illicit substance at all or be under the influence while clocked in.

If you are prescribed medication that causes certain side effects such as drowsiness, dizziness, or could otherwise create impairment and poses a safety threat to yourself, co-workers, & customers, you must notify TBH and provide Doctors instructions or get clearance from doctor to perform certain task. TBH does not require employee to disclose medications or medical conditions.

## VII CELL PHONE POLICY

0 Tolerance.

Employees should never use their cell phones in work zones, in front of customers or while on the clock for non-working purposes. Employees who bring cell phones into the building should keep their phone in their employee box or in their personal bags etc or hidden away in a waitress apron. Employees should NEVER wear their cell phone on them or in their pocket or hold it in their hand. If you have a medical condition which requires you to have a cell phone that breaks this policy, you must provide a doctor note and it must contain specific instructions. Please upload this letter on the TBH employee website.

Employees using cell phone while on the clock will result in corrective action, re-training (at own expense), or termination.

If cell phone use becomes an issue, there will be a 2 week ban on bringing cell phones into the building for all employees. During this time employees will be encouraged to give the landline number out as an emergency contact during the cell phone ban.

## VIII CORRECTIVE ACTION POLICY & FIREABLE OFFENSES

TBH holds employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, TBH expects a manager (GM, MNG) to act. Leniency is exercised during the first 90 days of employment as this is the period that an employee is to use to become familiar with all policies and procedures of TBH.

Corrective action at TBH is progressive for the most part. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected. Corrective action is intended to correct policy infractions by written explanation. In some instances, it may become apparent that bad behavior cannot be corrected, and termination will be the result.

The usual sequence of corrective actions includes a verbal warning, a written warning, a probation period, and final termination. Continued education or hours re-education can be a course if it is deemed that the results will be positive. In the instance that re-education is the course for corrective action, then the burden must be on the employee and not the company.

**Probation** – Probations are a period to put great focus on policy infractions that have failed to be corrected by steps. during such time of 30 days or 60 days Or 90 days an employee will be monitored to see if the actions can be corrected. In some instances, the probation will be firm, and no such infractions should occur during this period and in other instances soft probation may be to “re-train”, whereas the correct practice of a procedure should be perfected by the end of the probationary period. 2 probationary periods or more in one fiscal year will void any employee of potential bonuses, and promotions. An employee who successfully comes out of probation must wait a 6-month period for promotions or pay increases. This is a period to determine fully if an employee can follow proper practices & procedures and to become a positive asset to the team. Any person being placed on probation for a second time (no limit in time) for the same offense may be terminated without consideration.

**6 Strikes-** Any employee receiving 6 “strikes” (corrective actions) in a fiscal year. will void any employee of potential bonuses, and promotions. An employee who successfully comes out of probation must wait a 6-month period for promotions or pay increases. This is a period to determine fully if an employee can follow proper practices & procedures and to become a positive asset to the team.

In deciding which initial corrective action would be appropriate, a manager or supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, previous training, tenure, and the employee's previous record. Probation periods will take an employee out of good standing. Any perks or additional benefits will be suspended during this period. (employee discounts, employee meals, decreased eligible bonus amount, free apparel) Employee who are on probation cannot be considered for pay increase for 6 months after successfully coming out of probation.

**Errors & performance-**Avoidable errors by employees will result in corrective action. Employees may elect to pay for their errors an avoid the corrective action. Steps will begin with a written verbal and will escalate to 90 probation or termination. If the employee qualifies for potential bonuses such errors may be deducted from these bonuses. Such errors and performance errors, depending on severity & frequency, will disqualify the employee from pay increases for 3 months from last incident.

Though committed to a progressive approach, TBH considers some infractions and violations of standards as for immediate termination. These include but are not limited to; theft; insubordinate behavior; vandalism or destruction of property; untruthfulness about work history; being on company property after hours; untruthfulness about skills or training; divulging company business practice or policy; misrepresenting TBH to customers, public, prospective customers, vendors, the general public or other employees; intentionally providing false information to or about TBH with the intent (or lack of intent) to discredit; deformation; commit fraud or to provide false information of any sort; violence; harassment; discrimination.

## IX END OF EMPLOYMENT

Termination of employment is an inevitable part of employment within any organization and many of the reasons for termination are routine. Below are a few examples of some common circumstances under which employment is terminated. Proper termination is required to maintain benefits. Improper termination will forfeit benefits due and owing.

**Resignation** – Voluntary employment termination initiated by the employee.

**Termination** – Involuntary employment termination initiated by TBH.

**Layoff** – Involuntary employment termination initiated by TBH for non-disciplinary reasons.

**Retirement** – Reaching a point where there a permanent end to working.

**Voluntary Termination-** When a non-Exempt employee intends to terminate his/her employment with TBH he/she shall give TBH at least 2 full scheduled weeks written notice for employees who have been employed for less than 12 months. Exempt employees or employees having held a position for 12 months or greater shall give at least 4 full scheduled weeks written notice, or less if special permission is granted

in writing. This is the minimum requirement to be considered for re-hire, to issue a good referral, and maintain benefits due and owing.

Employee leaving without proper notice but remain in good standing with the company may re-apply for a position after 24 months. Employees who do not remain in good standing will not be eligible for re-hire.

Any employee who terminates employment with TBH shall return all files, keys, recipes, training packets, aprons, shirts, and all other property / materials belonging to TBH. Failure to do so will result in legal action at the expense of the employee at fault.

Employees being terminated without proper procedures will forfeit any perks or benefits that they may be due such as but not limited to employee discounts, rewards programs, pay increases, unused sick leave, company paid subscriptions, bonus moneys. Certain benefits are only provided to employees in "good standing".

**Social Media-** Employees who voluntarily quit or who are otherwise terminated may not retaliate by posting negative reviews or posting negative comments on the internet or review sites. TBH estimates that such retaliation by a former employee cost the company a minimum of 25,000+ In damages. Employees seeking such retaliation either during employment or after employment will be sued for an amount no less than 25,000. The employee will also be responsible for all legal fees incurred during such lawsuits. TBH encourages all employees to leave properly and on good terms.

# Procedures and Emergencies



## I PRE-SHIFT MEETINGS

Pre-shift meetings will be conducted each day at 11AM and again at 5PM. Employees should arrive and be clocked in and ready by these meeting times. In this meeting we will discuss but not limited to; specials; out of; low on; events; promotions; sections; rotations; substitutions; dating items; new beer; tapped beer; etc. Use the shift meeting sheet as a guide. Take this opportunity to develop a plan for your shift.

These meetings are vital to create structure, communicate, and motivate for a successful shift. All staff should come together (but not leaving the FOH unattended) to discuss those topics to be prepared for the evening shift.

## II HEALTH PROCEDURES

In the instance that any employee or patron is having a medical emergency please dial 911 and follow their instructions.

**Allergies-** Certain allergies are very serious and life threatening. Most common are shellfish, dairy, nuts, and gluten. Others, more serious include Alpha Gal, Celiac, soy, tree nuts. Dietary The staff must take extra precautions and adhere to training and policy to ensure that persons with allergies are treated with extra care in translating the information and avoiding cross contamination. FOH Should use the allergies button and verbally tell BOH.

Employees suffering from certain illness or symptoms, or those symptoms listed in the VDH sickness reporting agreements, should seek doctor’s approval before returning to work. Employees cannot work if they are diagnosed or have symptoms of food born illnesses.

Anyone who may become injured while working and must seek medical attention and must do so immediately and must go directly to the nearest hospital ER or Doctors office at the time of the incident. All persons must take a drug and alcohol test once arriving at an emergency facility, if they suffer a work-related injury. If injuries are not work related then employees may void this protocol.

### III OPENING & CLOSING

The doors must be UNLOCKED, and restaurant must be 100% ready for service at the advertised time of OPEN. TBH will always honor its advertised times as we are dedicated to keeping the customer first.

Ready for service means; kitchen is prepped and ready; front of the house is prepped and ready; the facility is stocked; the facility is clean; lights are on; music is on; tv's on with sound; open signs are on; sandwich boards are updated and in place.

Staff entering their shift should use their "Shift Start" list and check their areas and stock areas. Staff leaving their shift should first complete "closing duties" list. Closing duties apply to those closing out their shift during the day and those closing out their shift at night. Upon entering your shift begin preparations for service. **This is not a time for socializing.**

**Staff Locker-** All employees shall use the designated area to keep personal belonging. **Unless good reason is giving, please keep most of your belongings in your vehicle. Jackets small handbags are permitted. Large carrying bags may require a special designation and will be subject to search without reason, entering and leaving. No employee belongings shall be stored in the kitchen or other storage areas per DOD.** TBH is not responsible for any personal items brought in by an employee. It will be brought in at your own risk. Items left longer than 1 week will be discarded.

**1.Closed-** The restaurant is not considered CLOSED until the open signs are off and it's at least the advertised CLOSING time. **The open signs must remain on until the advertised closing time.** If employees remain inside the facility after advertised close, please announce to them that the facility is officially closed and required closing procedures will begin. For the safety of the staff, Customers must be directed to leave before drawers are counted.

**2.FOH – Closing.** Closing duties must be performed after the facility has closed. Closed is after the advertised closing time. However, the list below can safely be done before advertised closing.

**Some tasks can be done before closing.** **Cleaning and sanitizing tables, dumping trash, sanitize POS screen, spot sweep, turn off coffee makers, restock beer, update 86 list, clean and sanitize outside tables, clean and sanitize menus, clean and sanitize server trays, dispose of boxes, fill rotate sauces, put away garnish bins, roll silverware, clean and sanitize walls near trash cans & soda dump bins, clean and sanitize all refrigeration doors & handles, re-stock liquor bar, stocking bathrooms, organizing around POS and behind the counter.**

**These tasks must be done after closing and never while customers are in the facility. Putting up chairs and barstools, mopping, full sweeping, cleaning bathrooms, Put away liquors, Clean & sanitize Liquor bar countertops, Clean & sanitize keggers handles & nozzles, clean & sanitize soda machine and station, clean & sanitize beer bar, sweep & mop work zone, Turn off tv's music radio, turn off signs, turn off lights.**

**3.Regular menu or late-night menu-** (when in season or applicable) must be served and available until closing time or kitchens designated closing time.

**4.10 Minute Rule-** **Customers should never be turned away before the advertised closing times. Orders must be into the kitchen no later than closing** (i.e. close at 10 orders must have a time no later than 10). FOH may stop seating customers that are ordering food 10 minutes prior to closing **and those orders can be placed and shall be TAKE-OUT Only.** At this time customers may order food, beer, wine, and mixed drinks to go.

**5.TBH is ABC ON/OFF.** Retail beer and growler fills can be sold all the way till close. If customers arrive after the 10-minute mark they must be beer/mixed beverages, food orders to go only.

**6.Last Call** **for alcohol should be 15 minutes prior to advertised closing or later (if the bartender does choose so).** Last call should be announced to each customer and is their opportunity to purchase their last beverage of the night. Which means after this no additional beverages will be initiated unless the server deems it ok "if they're paying, we're staying". Last call is the notification to place your last beverage order. All Patrons should be afforded the

right to be notified and place their last beverage order. Patrons are permitted, within reason to stay past closing time or last call to finish their beverage or meal. However, Patrons may not be permitted to stay passed the point of needing to lock the doors. When it is time to count the drawer and lock the door the patron must leave. It is at the discretion of the manager not the service staff if they choose to make last call later than 15-20 minutes before closing. If it is beneficial for both TBH and the servers and is the will of the staff to extend open hours, then it is suggested and permitted with good cause. With last call, servers should ask if patrons would like beer, wine, or mixed beverages to-go. This may in some instances encourage customers to take their "last call" to go exit faster. Customer shall never be FORCED to take their beverages to go.

State law says that no alcoholic beverages can be sold past 2AM and before 6AM for on premise consumption. However, patrons may consume alcohol past this point.

Failing to perform open/close duties properly will result in corrective action. Check bathrooms every 2 hours.

## IV KITCHEN SAFETY & SANITIZATION

Following health code is vital to public safety. These rules and regulations are set in place to make sure that humans do not get sick or die from food born illness or otherwise experience undue hardships. Health code violations are most always preventable. TBH hold the highest standards in food safety and has 0 Tolerance for violations of state regulated health code. Failure to follow the written health code provided in the training manual is negligence on the behalf of the employee. The employee will be responsible for any such damages that occur from negligence.

All employees are required to wear slip resistant shoes. Gloves and eye ware must be worn when using harsh chemical, cleaning hood vents, or using chemical that will vapor in the air etc. Failure to do so is negligence on behalf of the employee.

Employees should never perform task that are out of the normal spec of their daily work requirements for a restaurant worker.

Employees are expected to use a level of common intelligence when it comes to their actions and safety practice. If you are unable to use a level of common intelligence in your actions, you must notify a manger immediately and have assistances or training in a task.

**Wet Floors-** Always put up a wet floor sign out when a floor is wet and before mopping. Failing to put the wet floor sign out FIRST is employee negligence. Never walk on a wet floor or floor with spills or ice. Matts should be placed at the beginning of the shift, and before work begins in front of 3 bin sink, fryer & grill. Likewise, matts/rugs should be placed down in front of ice makers, ice bins, & drink machines. Failure to do so is willful employee negligence and poses a safety hazard.

Brief safety overview

1. Never walk on a wet floor.
2. Always wear slip resistant (and comfortable) shoes.
3. Always wear gloves & protective eyewear when using chemicals.
4. Always wear safety goggles when performing major cleaning task.
5. Keep stairs and walkways free from boxes and other debris.
6. Do or throw trash, gloves etc onto the ground.
7. Always announce "behind" when you're behind someone.
8. Always announce when you have a hot pan.
9. Never put knives or glasses in dish water that you cannot see in to.
10. Always carry knives and sharp objects down and by your side.
11. Always place knives & sharp objects inverted. (Sharp side down)
12. Never cut towards yourself or cut when fingers are in the way.
13. Turn off meat slicers if you walk away from the machines! Even if returning momentarily.
14. Always "tap" a dish or pan before picking it up to determine if it's hot.



15. If there are any spills clean up ASAP! And use wet floor sign. Also announce there's a spill or wet floor.
16. If you notice a potential hazard, please notify a manager ASAP.
17. Never perform task outside of your job description. Example a server is cooking, or a dishwasher fixing an electric cord.
18. Always use clean mop heads and proper chemical to eliminate slick greasy floor.
19. Never put greasy rags into the dirty rag bin.
20. If floors become greasy. Stop all task and mop with double degreaser. Always use extra precautions on a greasy floor until it is remedied.
21. Never stack boxes too high or improperly stock a shelf, fridge or freezer where items will fall.
22. Use extra precaution when climbing a step stool. Always notify a co-worker before climbing a stepstool. Have the co-worker stand at the base of the stool and "hold and watch" you as you climb. Before climbing make sure the stool is properly and safely locked into place. The steps and your shoes are dry and free of debris.

## V ALCOHOL SERVING POLICY

**1.A Person must be 21 years or older** to purchase or consume any alcoholic beverage. **It is the servers DUTY and THE LAW to make sure that all persons you are serving or who are consuming alcohol are 21 years old or older.** If you are caught serving persons under the age of 21 you will be arrested, fined and could serve up to 30 days in jail. The fine is 2,500.00. In addition, anyone that violates such laws and causes damages to TBH will directly be responsible for all damages, fines, court and attorney fees. Failure to properly ID a customer and the result is serving a person under 21 is employee negligence. If you are unsure how to read an ID ask for a second opinion.

**2.Acting Bartender** - Servers must be 21 or older to act as a bartender. This means mixing drinks, opening beer/wine, pouring beer or wine. You must be 21 or older to be behind a bar that has liquor or beer. A person over the age of 18 and under 21 may carry an opened alcoholic beverage to a guest, if it has been mixed/opened for them. Any person under the age of 18 does not carry any alcoholic beverage at all.

**3.PER STATE LAWS** – You **may not over pour or over serve a patron or give mixed beverages away for free or 2 for one.** To ensure that you do not over serve or over pour follow all the Recipes provided to you by TBH. Drink prices are per the recipe. Customers may choose to add alcohol to drinks which adds an increase in the cost of the beverage. State regulations state Increase in alcohol must = increase in price. Pricing and increasing pricing is a practice that helps regulate how much a person drinks, usually.

If a person is intoxicated, by law you are prohibited from serving them. You should never assume someone is intoxicated by the amount of alcohol they have consumed. **Instead, Look for signs such as swaying, slurring while talking, stumbling.** Please also see the ABC guidebook and DUI handbook for training. This is a cont. Education class.

You may not over pour or pour additional alcohol into a drink and not charge the proper price for it. This is considered theft, and you will be terminated and is a violation of law to increase the amount of liquor without equally increasing the price. You must be approved by TBH to mix drinks.

See training manual for more in-depth descriptions.

## VI SCHEDULING

Scheduling is done on a bi-weekly basis and will be available by Sundays. If a schedule is not posted, you will follow the previous weeks schedule (of the same rotation) until a new schedule can be posted. In most situation schedules will not vary much from week to week. It is the goal to establish reliable scheduling so employees can better plan their weeks. In general, unless understaffed or otherwise discussed most full-time employees will work 4-5 days with 2-3 days off. Employees value their schedule and value their "set" days off. Excessive RQ off and absenteeism places strain on the entire staff and TBH and voids some employees from the joy of their "set" schedule, time off, & time with family. TBH takes many steps to stabilize scheduling for the benefit of its employees' joy and the health of TBH.

## VII ATTENDANCE & TIME OFF

Breaks of any kind may not be taken while performing pertinent duties to include but not limited to open menus; busy times of days; times where sections are on low staff and could be left unattended, while active orders are in progress.

A Request for time off is not a guarantee that the request will be granted. Time off will be determined “granted” based on the schedule and if there are ample persons on the schedule to handle such an absence and if the employee has available request off or vacation time or sick time. Also, determination will be on a first come first serve basis. Some major holidays and events are “No Request Off”. See your yearly agenda for more details.

**1. Personal Days** - Employees will be permitted no more than 3 personal days per quarter to request off (12 per year). And should select personal days in drop down. All personal day request should be made at least 2 weeks in advance of the request date. No such request will be considered without a 2-week advance notice. Please be vigilant in filling out the form correctly. Personal days will not be given priority over other employees with Bonafede court/doctors' appointments. After 12 “personal day” per year have been used the employee will be forced to use vacation/sick time. If such time isn’t available, the employee will be denied such request and can be placed on probation or terminated. Certain dates & holidays are NO request off. In the restaurant industry some holidays are busy days by nature. Request, unless special circumstance exist, will be denied.

**2. Vacation Request**- Any employee who has vacation time and is requesting off and wants to use their Paid Time Off, shall choose “Vacation” if available, and the request should be made at least 4 weeks in advance (for 3 days + at one time).

**3. Court/Doctors** – Anyone who must request off due to court or doctors' appointments must do so no later than 5 days prior to the schedule posting. (Sunday before). For court appointments please upload document from court stating the date. Pre-loading the note will void the RQ from counting against you. For doctors' appointments upload document from doctors stating the appointment date. If an appointment card isn’t available in advanced please upload such note after the appointment and the day will be credited back to you. . All these steps can be avoided, in its entirety, if such dates fall on employees “set” days off, then no such notes are required. It is suggested that Doctors appointments be scheduled on “set” days off. It is also suggested that an employee, within reason, can simply request the time frame of the appointment instead of the entire day. Partial days will not count against you (i.e requesting just 1 shift off not the entire day) .

Any employee who does not use any request off or does not call out (without replacement), and with the sole exception of a Bonafede court appearance will receive a \$25.00 e-gift card per quarter in compliance (at close of year). Reliability and the contribution to a stable schedule will be rewarded.

To request time off visit [www.tbhvaco.com](http://www.tbhvaco.com) On the home page will be a form submission for the request. Request should be given at least 2-4 weeks in advance for best odds of being approved. If TBH is unable to approve the request it is the employee's responsibility to cover their assigned shifts or find an equal replacement. Failure to cover scheduled shifts could result in termination.

**4. Emergency & Illness** - Anyone who becomes ill or has an emergency is required to contact their direct manager ASAP. It is never, under any reason, acceptable to call out at the start of the scheduled shift. Anyone who does not give enough advance notice of “potentially” missing a shift or “missing” a shift could be terminated or immediately placed on probation.

**5. Switching Shifts** - Anyone who cannot make their scheduled shift must first find a suitable replacement. If the employee finds a suitable replacement on their own and in addition “switches” shifts / days, may forgo the “wrath” of calling out. If the replacement is late or fails to show the corrective action will always fall on the person originally scheduled for the shift. A “suitable” replacement is someone the employee finds themselves and that is an equivalent to their job title, or doesn’t leave the shift void their equal job title and exchanges another scheduled date. Equivalent is not met, otherwise described as “calling out”, when the shift is void, a manager finds the replacement, or the replacement is below the job title (leaving the shift void the title), or no replacement is found at all. Any employee depending on another to cover their shift should always cover another of that employees shift to avoid undue burden to payroll or other employees scheduled time off regardless of the situation.

Any employee who misses their scheduled shift and did not have, on the ready, “a.k.a Switching shifts” a replacement, must present a suitable note excusing them from the absence (call out). Having management find your replacement constitutes as a call out and you will still be required to provide a doctor (or other reason) note. **Employees may not return to work until such note is provided.** Three such incidents in six months, with or without note, will result in automatic termination.

**6.Free Pass.** An employee, after being employed for 6 months or more and in good standing, and with no prior incidents, will receive 1 “free pass” for missing a scheduled shift “calling out” and not being able to find a “suitable” replacement, which is better defined as a “manager found” a replacement or the replacement is below the job title, or the shift was not switched. Such incident will still require a note to return to work. This “free pass” is void if no replacement can be found and the shift is left void. However, the incident “free pass” will not count as one of the 3 per 12 months. Such an employee must still give suitable notice to missing the shift. Qualifying employees may not use vacation time to cover shifts missed after schedule is posted. Under any circumstance, it is never acceptable for an employee to miss a shift without, an advanced notice to a manager and proper replacement.

A “suitable replacement” cannot be an employee who will incur **OVERTIME** if replacing the shift. Alternates to this is if the replacement employee exchanges shift with the employee that needs to be replaced. An employee must show good faith in limiting its burden to TBH. If an employee cannot remedy their burden, then termination or immediate probation could result. The replacement must be the equivalent or greater in position or doesn’t leave the shift void of the position. Example: the bus boy cannot replace the bartender.

**7. 90-day probations.** All new hires are on a 90-day probation period to determine proper attendance habits. Employees that call out during this period could be terminated with only one occurrence.

**8.Excessive absence.** Employees are on a 30- & 90-day probationary period upon being hired with certain expectations at both markers. The purpose of hiring employees is to fill shifts. Additional sick time, vacation time, holiday pay are given at the 12-month marker and increases with tenure. In addition, employees are permitted beyond the paid times to request up to 12 additional days without pay and 2 holidays without pay. When an employee exhaust all their limitations on absences and time off it will result in probation or termination.

Any employee who is absent on a scheduled shift, without paperwork filled out, replacement, and no calls or enough advance notice (6 hours’ notice) will be terminated as a “no call/no show” or will be considered as a voluntary self-termination.

There are no mandates for COVD SARS Virus and is treated as any other sickness.

If an employee chooses to wear a mask to work to avoid contracting illness or to avoid spreading an illness, they can only wear a N95 respirator mask. No clothe mask or other form of face coverings are allowed.

**Tardiness**-TBH will grant a fair grace period of 10 minutes on the occasion. However, tardiness is unacceptable. Tardiness doesn’t allow the employee to be properly prepared with information for their shift. Tardiness, without proper excuse, over 10 minutes – 30 minutes will be an automatic corrective action starting with a verbal written. After 4 such write ups an employee’s sick time will begin to decrease (without compensation) after further incidents. Excessive tardiness over a 6-month period could result in termination.

**VIII Health Department Reporting Agreement.** The U.S. Food and Drug Administration (FDA) and the VDH recommends that food workers not work when sick with symptoms of food-borne illness. The intention is to prevent the transmission of disease through food by infused infected conditional employees or food employee with an emphasis on illness due to the following list. Anyone “calling out” or “switching shifts” with the below symptoms must provide a note from a doctor with a return-to-work date regardless of if proper coverage was found for the shift.

- These food-borne illnesses include.
- Norovirus
  - Typhoid Fever (salmonella Typhi)

- Shigellosis (Shigella spp. Infection)
- Escherichia Coli 0157:h7
- STEC Infection
- Nontyphoidal Salmonella
- Hepatitis A (Hepatitis A Virus Infection)

Employees should report if they're suffering from the following symptoms

- Diarrhea
- Vomiting
- Jaundice
- Sore Throat with Fever

In addition, any employee with infected cuts, wounds, lesions, containing pus on the hands, wrist, an exposed body part, or other parts and the cuts, wounds, or lesions are not properly covered Must be covered (including boils and

Employees with certain symptoms of food born illnesses or diagnosed with a food borne illness must wait 48-72 hours from the last onset of temperature or last vomit / diarrhea. Or return upon doctor's advice if the date is sooner. All employees must sign the VDH Employee reporting agreement.

Due to the nature of and great need for each scheduled person to be present during their shift and a replacement being of the utmost urgent nature, If suitable replacements cannot be found and / or in the instance a new person must be hired to fill the absences or excessive absences of an employee, TBH cannot, at that point, guarantee that the existing employee can return to their regular shifts, regular hours, or regular position.

## X COMPING/VOIDING CHECKS/CUSTOM AMOUNTS

All voids and comps must be accounted for and explained. Managers and staff have the authority to comp 10% without explanation for active military discounts and for minor services errors or long wait times. Excessive "poor service" discounts could raise red flags on employee performance. These comps are for errors and slightly unsatisfied customers. Anything beyond a 10% customer satisfaction comp or employee discount must be explained and requires a shift managers approval.

**1.Filing a void / comp.** Print the voided ticket (POS or kitchen). Write on the back of ticket reason and staple with the close of day report. Failing to properly file void comps will result in corrective action and in some cases can be considered theft if proper process can't be verified. Cash voids will ALWAYS be suspicious.

**2.Military discounts.** are only for military asking & presenting valid ID, if not in uniform. Misuse of discounts will lead to corrective action.

**3.Custom amounts** should be used on the rarest of occasions when there's absolutely no alternative. If a custom amount needs to be used, enter a valid description of what the custom amount is for. We should always steer away from created custom food and drink items for individual customers. The menus are the offerings. Any customer who alters in any way a menu item or drink (or custom drink) may not return the item based on the reason of dissatisfaction. Employees shall never create custom amounts to offer menu items or altered menu items at a cheaper rate. To help improve our POS please file custom amount tickets with close of day so that these items can be added.

Reporting of voids, returns, & comp amounts will help us better improve the POS systems and policies.

## XI THEFT/ROBBERY POLICY

In the event of theft or a robbery please know that your life is more valuable than anything in the facility. Never put your life in harm's way. In the case of any emergency call 911, ASAP!

In the event theft is performed by an employee, this will result in automatic termination. If theft is suspected, TBH, reserves the right to put the suspected employee on unpaid probation until a conclusion can be reached. Theft can include but not limited to taking physical items, over pouring alcohol, fraudulently returning items, giving away or not ringing in items.

If an employee is found to have committed theft, police may become involved.

XII ASKING FOR HELP

There is a lot of information to consider and retain in the restaurant. Simplest rule “if you’re not sure just ask somebody.” All employees are welcome to attend or re-attend any class they feel they could benefit from.

SECTION 4

Pay & Benefits



I PAY

**1.Pay Frequency** - Employees will be paid weekly. Paychecks will be available no later than 6 PM on Fridays in the brick & motor facility. Pay period runs OPEN business Monday- CLOSE business Sunday.

**2.Direct deposit** is available to all employees as a free benefit and can be used when its available and is encouraged. Checks will not be available earlier than the day and time above. There is a 5-business day processing period per each direct deposit.

Only the employee can pick up their check. Any employee who is requiring a third party to pick up a check or other important documentation may upload a signed letter naming the third party allowable to pick up the document and the date. This document can be uploaded via the company website via the “upload doctors / other note” option.

Any employee who must perform weekly’s and has not by payroll pick up will perform them upon arriving to collect their check. Collecting checks without performing to required duties can result in probation or termination.

**3.TIPS-** Any credit card tips out disbursements will be settled on weekly paychecks that runs with its corresponding hours. Credit card tips greater than 400.00 in one single pay period could incur a processing fee no greater than the current fee that is incurred by TBH via the credit card processing companies.

**4.Time Keeping-** The time clock is a legal instrument. Altering, falsifying, tampering with time records, failing to clock in and out correctly, failing to clock out for breaks, with result in disciplinary action or termination. If you fail to properly clock in or clock out and are still in the shift, facility you may have a supervisor correct the error. If the error is not able to be corrected at the time, visit the company website and use the “hours correction” option.

**5.Correcting Time Keeping Errors.** When clocking in and clocking out errors can occur, however the employee must remedy it by filling out the report online. If the employee fails to make the correction online, they will be written up for each occurrence. 3 such occurrence will result in probation. The corrections must be made for both clocking in errors and clocking out errors. Failing to correct time when it gives the employee more hours than worked could be considered falsifying time keeping records. RTM, GM, MNG, Closers must always contact the employee if they are still clocked in past working time so they can make proper corrections.

If an employee fails to clock in or out properly, break properly and fails to correct the hours by entering the error online, then it will be left to the discretion of TBH to determine what the correct hours should be, corrective actions steps will be taken, and termination could occur if the act was deemed intentional.

**6.Salary Increases-** TBH does not grant “cost of living” wage increases. Performance is the key to wage increase in the company. TBH, in compliance with state regulations, we reserve the right to decrease a person’s salary with notice based on declining performance of the employee provided such decreases do not go below the minimum wage standard. Employees may see a fast-paced wage acceleration in their first year as the employee goes through training and finds themselves to have earned themselves to the wage standard. Training periods of 14-31 days will be at the minimum wage standard. Wages will be revisited at 90-



days & 6-months in the first year. Caps will be placed on the maximum amount an employee's pay can increase per year thereafter. Pay increases will also be based on performance & continued education credits and evaluations. Other factors that can determine any employee's wage increase is waste from the facility, attendance, and may hinder a person qualifying for a wage increase. Employees that haven't moved beyond "training" within the first 30 days may be considered as non-hirable or may be placed on an additional 60-day trial period at minimum wage with an assessment at the end of 90 days.

By the virtue of the state of Virginia, servers' hourly wages consist of hourly rates paid by the company, cash tips, credit card tips. Minimum wage & servers – In the instance a server feels they have received less than the minimum wage for their services several actions will be required to determine facts. An accurate accounting and verification of the server's cash received must be submitted. If the server cannot produce such proof of cash, then TBH will tally 15% of gross cash sales as "cash received" to calculate an accurate hourly rate. Rate is upon hourly wages, credit card tips, cash tips, and tips/cash out from other servers.

Any servers refusing to take tables, while still required to and are on the clock, will be disqualified from this consideration and will receive corrective action and most likely termination. In the instant that a server is making below the minimum threshold, TBH will perform an evaluation and possibly re-training of server. Average hourly wages for servers (including cash, credit card tips, & hourly wages) is \$17-\$25 an hour.

**7.On-Boarding.** The process of on-boarding may take time. Depending on the start date and the process of filling out on-boarding paperwork and processing such paperwork, most often Hours & tips from weeks 1 & weeks 2 will be combined on the employee's first check. However, all weeks henceforth shall follow regular pay periods.

## II OVERTIME

Employees receive overtime pay after 40 hours in a pay period week. You must have received authorization to work overtime or been scheduled. If you voluntarily work overtime without permission, without being scheduled, you may be subject to disciplinary action. Any employee covering another employee's shift where they may be placed into overtime must first get approval and may not be considered as a "suitable" replacement.

## III BREAKS

Breaks may not be taken during busy service times. Employees may not break within 2 hours of clocking in. (example – you clock in at 3PM you are not eligible for a 15-minute break until 5PM) Smoke breaks and phone use breaks are not a requirement nor perk of working at TBH. Anyone taking a smoke break must clock out using "smoke break". Anyone who is on the clock or taking a break that is paid must remain in the facility. Anyone who wishes to leave the facility must use either "smoke break", "Meal Break", or "end shift" and "start shift" upon returning.

**1.15-minute break.** Employee who wishes to take their scheduled 15-minute break may do so by clocking out on "break". When selecting "break", the employee will remain on the clock for 15 minutes.

Employees working a 6-hour shift or greater may take ONE 15-minute break (clock out for BREAK). Break periods are not mandatory. Break periods are on the manager's discretion.

**2.Meal Breaks.** Employees working an 8-hour shift or more may take a 30-minute MEAL break. (clock out for MEAL) Break periods are not mandatory. Break Periods are at the manager's discretion.

Request for break periods during busy periods may be denied. Breaks are not mandatory or required for person above the age of 16. Person under the age of 16 are required by law to have a break period of 15 minutes per 5-hour shift.

**3.Double Breaks.** Employees working a double or are taking a break longer than 30 minutes should END SHIFT then CLOCK IN once returning. A double is considered 2 separate shifts with either 30-minute clock out period, 60-minute clock out period, 120-minute clock out period or simply clock out and re-clock back in upon returning.

It is the responsibility of the employee to clock in and out properly. If you fail to do so it will be your responsibility to notify your manager to remedy ASAP or fill out a time correction form



on-line. In the instance that your hours are incorrect and are not correct by the time payroll is to be calculated, then those hours in its entirety may be omitted until you can provide accurate hours. In this instance a printout of these hours will be provided to you, and it will be your responsibility to provide corrections. Any corrections provided by employee will be remedied on the next payroll processing date.

Improper or excessive breaking will result in corrective action or corrections by HR on timecards. If you are breaking, the time keeping instrument must always reflect.

**4.Smoking & Vaping** TBH promotes a productive and cooperative working environment. No special rights are granted to smokers or non-smokers. Employees must strive to assure that any personal habit does not interfere with the effective production of work, customer satisfaction, and team moral and should otherwise adhere to standard break periods. If an employee is permitted to take a "smoke break" they must first, make sure no pertinent duties are required; no open menus; and no food orders are pending; then clock out using the smoke break option; that such break is not during busy service times; is not within 2 hours of clocking in; and is in designated area. TBH does not provide paid smoke breaks.

Employees who do take smoke breaks and fail to clock out will automatically be docked 15 minutes per shift; put on probation; terminated; depending on the severity of the infraction.

## IV EMPLOYEE MEALS

**1.Proper Place** -Employees who wish to take a proper and approved break, during the proper time, to eat a meal may do so. Employees should clock out based on above procedures and employees must eat their meal out of a work zone and at the specified employee tables the employee is responsible for bussing and cleaning their own table. Failure to clean and sanitize the table after eating a meal will result in corrective action. Best practice is to arrive to work prior to the start of your shift to eat. Eating in working zones is a health code violation and is prohibited.

**2. Eating at work.** Employees who wish to eat prior to or at the beginning of their shift should first order and take their meal prior to clocking in. If an employee brings in a meal at the beginning of their shift must have the meal prior to clocking in. Clocking in then sitting down to a meal upon arriving to work while on the clock will be considered as theft of time and could result in immediate termination. Break periods cannot be taken within the first 2 hours of clocking in. All meals must be paid for in full, each day prior to closing and preferably at the time of the sale. We will be unable to close the register out with outstanding tabs.

Employees who order from the restaurant must start the tab with "employee meal" and may not place orders if the kitchen is legitimately busy. If the kitchen is busy, then the kitchen reserves the right to hold an employee's meal until it is better suited to make the order. Moreso, Employees cannot take breaks or meal breaks during busy times. Employees are not allowed to place personal meals within the last hour of the kitchens scheduled close. Employee may submit the order one hour prior to close and, at the discretion of kitchen staff, request it be made closer to close. TBH will not allow employee meals to hinder ticket times for regular customers. Employees should never order items that kitchen is low on.

## VI HOLIDAYS & VACATIONS

See yearly events, holidays, & closing chart on the employee website located on the Human Resources document page. Employees who have reached the minimum time requirements for holiday pay (see benefit chart) for **July 4<sup>th</sup>, Thanksgiving Day, Christmas Day**. Not all facilities are closed on these days. TBH may elect to be open these days. In that instance those who work the above dates will receive time and a half pay + take their holiday or they will have the option to "bank" the holiday pay and add it vacation / sick time. Holiday pay at the rate of the employees' hourly rate, except for servers which be at a higher rate than standard pay.

For fairness employees are limited to requesting a max of 2 holidays off per year and should do so well in advance. The request is no guarantee. Request will be granted on first come first served. Any employee who has reached their max 2 holidays per year will be automatically denied additional request. Examples of holidays are New Year's Days, Valentines Day, St.

Patrick’s Day, Easter Sunday, Mother's Day, Memorial Day, Father's Day, Juneteenth, Labor Day, Halloween, Christmas Eve, New Year’s Eve.

The restaurant industry is 365/7 types of industry. This means holidays and weekends are busy days in the industry. Choosing to be in this industry is choosing to work those types of hours.

**Fairness.** Restrictions and limitations for requesting off and holidays is to create fairness and equal opportunity for all employees.

LEAVE

Employees are permitted to take leaves of absences. These leaves may be for medical, school or other reasons. First submit it in writing that you are requesting a leave of absence, the time frame and reason. It is not always guaranteed that you will be given hours or the same position if/when returning. There is no guarantee that there will be any positions available upon your return as because of the nature of the business, all positions are vital and must always be filled. Determination will be based on the need for staffing and job positions at the time you request to return. Job guarantee and position has a higher likelihood of being available if a solid plan of return is established when taking leave. Leave of absence does freeze your time, which allows you to return to work and your previous time will count towards benefits. Quitting and returning will not freeze time. Time off for leave does not count towards benefits.

Section 6  
Conclusion



TBH is a full-service restaurant that is open 7 days a week / nearly 365 days a year with hours ranging from early morning to late nights. It is a demanding environment where each person is expected to perform their job duties and contribute, at the minimum, their fair share. TBH seeks team players that will honor the pyramid of success and that will be an attribute to the team and brand. Any employee that is a burden to the team or brand will be removed.

TBH expects to run a business that is exciting and rewarding for its employees and follows the rules. There is no place or tolerance for those who do not contribute equally, follow the rules, provide superior service, nor have the best interest of TBH in their actions. This handbook sets out to provide guidelines on policies. It however cannot foresee all possible situations. Any miss-action not listed in this handbook will still be subject to a corrective action plan or termination. We do depend on training manuals, memo’s, meetings, managers, and supervisors to help bridge the gaps of this handbook, where there are gaps or lack of extended explanation.

A corrective action plan is meant to be an advisory / re-training tool of smaller infraction and, if it’s the intent of the employee to excel, shouldn’t be received negatively and often helps to excel good employees into great employees & leaders. Corrective action is also a tool for termination if these actions cannot be corrected then burdensome employees will be terminated. Some infractions, by nature, cannot be corrected and the first and last steps are termination (i.e. violence, theft). It is at the discretion of TBH on when terminating an employee is deemed necessary. It’s at the discretion of TBH if an employee is eligible for re-hire or are not at all re-hirable or referable.

Though we are committed to our employees and are compassionate about their lives and situation, ultimately the overall health of the company, within the boundaries of the law, will be the prevailing factor when making decisions. If an employee and / or their actions show that it deteriorates the overall success and moral of the staff and the company, or provides for unhealthy, unsafe, or unsatisfactory environment they will be terminated.

TBH reserves the right to update, change policies and add policies as we see fit. These changes may be in the form of a memo. When changes are made, employees will receive a revised copy of the handbook or a written copy of the change separately.

It is an agreement that the employee perform as per policies and procedures. TBH deems this as standard. Employees who fail to perform to these standards are to be considered sub-standard. Employees who perform at higher than the standard for extended periods of time will be considered for pay increases & promotions.