

ABOUT THIS HAND BOOK

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 SAWYER'S may terminate your employment at any time, for any reason, with or without cause or notice.

HIRING POLICIES

It is SAWYER'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 when hired. *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** - SAWYER'S 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** - All employees, as per the law, must be at least 16 years of age. Required work permits must be supplied when applicable.
- **TRAINING** -To help you be successful in your job you will receive adequate training. You will not be expected to be on your own until you are ready. We want you to be a knowledgeable and productive member of our staff.
- **SCHEDULES** - 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. For your convenience we will try to publish schedules in advance monthly. 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. You should clock in *when your shift begins* and be ready to start work immediately.
 - *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.

- Keep in mind that the restaurant usually requires high levels of staff on or around holidays and other special events such as Meadowbrook concerts.
- **WAGES** - In accordance with NH Minimum Wage Law as it applies to seasonal businesses, employees are not paid overtime. You will receive a competitive wage. In addition, all employees, except for the general manager share in a capped tip pool (30 hours). Tips on average exceed three dollars per hour. All paychecks are on Direct Deposit to your Savings/Checking Account.
 - Our starting wage with tips for new employees without experience is between nine and ten dollars.
 - Your wage is negotiated directly with your employer. You are encouraged not to discuss your wage with other employees. This is a good practice to follow. Wages are private.
 - Be advised that if you quit your job without the customary 2 weeks notice you will sacrifice your tips. They will be distributed to all remaining employees for picking up the slack have created by quitting. At Sawyer's tips are not an entitlement.

CODE OF CONDUCT

AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION AND SACRIFICING TIPS WITHOUT A WRITTEN WARNING.

1. Invalid Work Authorization (I-9 form).
2. Not showing up for a shift without notifying the Manager on duty. (No call, no show, no job)
3. Clocking another employee "in" or "out" on the Restaurant timekeeping system or having another employee clock you either "in" or "out."
4. Leaving your job before the scheduled time without the permission of the Manager on duty.
5. Use of foul or abusive language.
6. Disorderly or indecent conduct.
7. Theft of customer, employee or Restaurant property including items found on Restaurant premises.
8. Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, guest check or credit card processing procedures.
9. Refusal to follow instructions.
10. Engaging in harassment of any kind toward another employee or customer.

11. **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.**
12. Excessive tardiness.
13. Habitual failure to punch in or out.
14. Disclosing confidential information including policies, procedures, recipes, manuals or any propriety information to anyone outside the Restaurant.
15. Sawyers is a smoke free environment.
16. Smoking or eating in unapproved areas or during unauthorized breaks is prohibited..
17. Rude or improper behavior with customers including the discussion of tips.
18. Failure to comply with Restaurant's personal cleanliness and grooming standards.
19. Failure to comply with Restaurant's uniform and dress requirements.
20. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

POLICIES/PROCEDURES

- **Payment Procedures** – 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 will result in termination.
- **Tip Reporting** - As an employee of a Restaurant, all the tips you receive is taxable income to you. All cash and credit card tips are pooled from both the Restaurant and Dairy Bar at the end of each day. They are paid in Cash each week and will accompany your pay check.
 - It is the employee's responsibility to comply with IRS requirements of reporting all your tip income.
- **Payroll Checks** - Paychecks are available FOR PICKUP at the Restaurant every Wednesday and/or Thursday between the hours of 2 PM and 4 PM. After payday, you may pick up your paycheck when you return to work. Please understand that it may be difficult for anyone to be available to obtain your paycheck during peak business hours.

- **Payroll Deductions** - Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes, social security, Medicare taxes, housing, transportation and miscellaneous deductions for uniforms and meals.
- **Change of Address** - We ask that you text any address changes to 904-343-6107 as soon as possible so your year-end form W-2, will be mailed to the correct address.
- **Lost Paychecks** - Report lost paychecks to the Owner(s). 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 (usually +/- \$40.00).
- **Employee Meals** - Employees receive a 25% discount off the regular price of all menu items except seafood during each shift you work. Employee meals can be purchased either before or after your shift or on a scheduled break. Under no condition can you purchase food for anyone.

CUSTOMER SERVICE

At SAWYER'S the customer always comes first! In fact, the Customer is always right even when wrong!

- **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 complaint:
 - 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 three rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), this is SAWYER'S, 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.

SAFETY

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.
- 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.
- **Crime and Robbery** - 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!
- **Fire Protection** - 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 CO² systems throughout. Be very specific before setting off a fire alarm or notifying someone to take action.

CELL PHONE USE POLICY

Cell phones are not permitted in your workspace and cannot be in your pocket or possession while you are clocked in . Repeated violation of this policy can result in dismissal. You must leave your phone in your car or other company designated place so you use them during your break outside the building on your own time. Emergency calls for you can be made to the company telephone at 603-293-4422.

SANITATION

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 coaching and 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.

DRESS CODE

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

Dining Room/Dairy Bar/Cashier Dress Code:

- **Shoes** - Black shoes only with non-slip soles that permit walking safely on wet or greasy floors. Shoes must be clean.
- **Pants & Belts** - Khaki pants only. Pants must be long enough to touch the top of the shoe. On warm days shorts may be worn to touch the top of the knee. Solid color brown belts must be worn with pants that have belt loops.
- **Shirts** – Sawyer’s Colored T-Shirts, short sleeve. Shirts must be in good condition, not soiled or stained. Additional shirts can be purchased at cost.
- **Caps** – Sawyer’s Colored Hats must be worn at all times. Hats must be worn with the bill in the front.
- **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.

Kitchen Dress Code:

- **Shoes** - Black work shoes with non-slip soles that permit walking safely on wet or greasy floors. No tennis shoes.
- **Pants** - Long trousers to the ankle only on front line to prevent burns. Shorts are only allowed in back kitchen. They must always be worn to work clean and well maintained.
- **Shirts** - Sawyer’s issued T-Shirts only. They must always be worn to work clean and well maintained. Chefs jackets may also be worn
- **Headware** – Sawyer’s issued caps or Chefs headwear. Caps must be worn with the bill to the front.
- **Aprons** – Sawyer’s issued aprons must be worn at all times. Bib aprons must be worn at full length and not folded at the waist.
- **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 in lieu of caps must be neat and in good taste.

SAWYERS DAIRY BAR, INC.

Handbook Receipt

POLICY STATEMENT

The handbook is a general guide and is simply intended to explain the rules, procedures and requirements for all employees. It is 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.

FOR THE EMPLOYEE’S INFORMATION:

Your employment status (Circle One): Full Time Part Time
Your position title: Cook Scooper Server Prep Cashier/Expeditor

General Manager’s Name:

Starting date:

Beginning wage: \$_____ per hour.

I acknowledge I have read and understand the Employee Handbook which is published on the company website. I agree to abide by all of them.

Manager’s Signature Date Employee’s Signature Date