



**EMPLOYEE  
MANUAL**

## **Welcome To Our Team!**

Welcome to Twilight Pizza Bistro. Our success in providing the highest quality of food, service, and atmosphere depends on having quality people like you and your fellow employees. We want you to enjoy your time here and are dedicated to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning Twilight Pizza Bistro and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, please contact us. There are no stupid questions, and we are committed to developing an environment of open communication.

We hope you find your time with us to be a fun, enjoyable and rewarding experience.

Once again, welcome to Twilight Pizza Bistro!

Sincerely,

Don Mills and Morgan McColum, Owners

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## **OUR MISSION**

Twilight Pizza Bistro's mission is to create a superior work environment, where our team members look forward to coming to work and are proud to say that they work for Twilight. This pride is created through everyone pulling their weight, helping their fellow employees to learn and grow, providing customers with an exceptional dining experience, and genuinely caring about the quality of the food, atmosphere, and service provided. We believe that our employees are our most important relationship and our success depends upon creating and retaining a capable staff who deliver a great experience—every customer, every time.

## **OUR WAY OF DOING BUSINESS**

Our restaurant can only prosper and provide opportunities for employment and growth when we continually improve ourselves and the work we do. We recognize, however, that success is not measured by sales, guest counts, and numbers alone. We are measured as much by the way in which we achieve our goals as we are by the actual achievements themselves—it's the journey, not the destination. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. Following are the core values that form the foundation of our measurement of success:

We believe in providing exceptional service. Our goal is to provide unique and genuine personal care and attention that our customers tell stories about long after their visit.

We believe that good enough isn't. We never stop trying to do it better, no matter how good we are. We constantly strive to "raise the bar" even if we feel we are the best around.

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

We believe our continued success depends on teamwork. We know that great achievements are only possible from helping and respecting each other. We believe that although everyone has a job description, there is no such thing as “that’s not my job.” Cross training will be utilized as much as possible because every position is important for success—there are no unimportant jobs, and no job is easier than another; all have their unique challenges.

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

We believe in being responsible to others and to ourselves. We do what we say we are going to do and we do it when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don’t turn out as planned. Own it, good or bad, and learn from mistakes—that is the path to improvement!

## **ABOUT THIS HANDBOOK**

We want you to understand how we do business and how important you and every employee is in helping us take care of our guests and making this a fun and rewarding place to work.

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

We wish you the best of luck in your position and hope that your employment with Twilight Pizza Bistro is a very enjoyable and rewarding experience.

## **EMPLOYMENT POLICIES**

It is Twilight Pizza Bistro’s policy to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, Form I-9. In Section 1 of Form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee’s employment it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

## **NON-DISCRIMINATION**

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

## **AGE REQUIREMENTS**

Anyone pouring alcohol must be over the age of 21. No employees under the age of 18 years can take orders for or serve alcoholic beverages. We have a standing policy that all servers must be 21 years of age, as we feel that is what is best for the restaurant. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable.

## **PROBATIONARY PERIOD**

You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities of the position for which you were hired. It's also important for you to get to know us and become familiar with how we operate to find out if this job is a good fit for you as well. We, therefore, have a 90-Day Orientation Period for that purpose. This 90-day period allows both you and Twilight Pizza Bistro to see whether or not it's a good fit and if not, part company as friends. During the orientation period, you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we strongly encourage you to ask questions and seek additional help.

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. You will participate in detailed training and receive training materials to help you perform your job the right way. We want you to be a knowledgeable and productive member of our staff. Again, questions are strongly encouraged and show that you want to perform the job the right way.

All employees receive written and verbal performance evaluations twice a year during the first year of employment, and at each employee's year anniversary dates thereafter. The evaluation process is intended to let you know how well you're performing and to help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with us.

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

## **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. Schedules are posted weekly. Each employee is responsible for working their shifts.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should be ready to start work immediately when your scheduled shift begins.

Schedule changes may be allowed only if you find a suitable replacement for your position and get a manager's approval. To be valid, the manager must indicate and initial the change on the posted schedule. It is the employee's responsibility requesting the shift change to make sure that this happens. Shift changes must be documented on the master schedule by the manager's changes and initials. Requests for substantial time off (more than two days) should be made as far in advance as is possible. We feel it is important to follow these procedures in order to eliminate possible misunderstandings or miscommunication.

The restaurant usually requires high levels of staffing on and around holidays, sporting and other special events. We place a high value on family and personal time, and we understand that you have a life outside of the restaurant. We will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of the restaurant. Please remember that there is no assurance that you will get the requested time off, although we will make every effort to accommodate requests.

In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one work week. Twilight Pizza Bistro's work week begins on Monday and ends on Sunday. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked. Holidays worked will be paid at the normal straight time rate, unless doing so falls into overtime.

## **STANDARDS OF CONDUCT**

Consistent with our mission and values, it is important for all employees to be fully aware of the rules that govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive, and positive working environment, everyone must conform to standards of reasonable conduct and policies of the restaurant. An employee involved in any of the following conduct may receive disciplinary action up to and including immediate termination without an oral or written warning.

Invalid Work Authorization (I-9 Form).

Supplying false or misleading information to the restaurant, including information at the time of application for employment or leave of absence.

Not showing up for a shift without notifying the manager on duty. (No call, no show, no job.)

Falsifying time records, either your own records or another employee's.

Leaving your job before the scheduled time without the permission/release of the manager on duty.

Arrest or conviction of a felony offense.

Use of foul or abusive language.

Disorderly or indecent conduct.

Theft of customer, employee or restaurant property including items found on restaurant premises.

Theft, dishonesty or mishandling of restaurant funds. Failure to follow cash, guest check or credit card processing procedures.

Refusal to follow procedures or instructions.

Engaging in harassment of any kind toward another employee or customer.

Failure to consistently perform job responsibilities in a satisfactory manner.

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.

Waste or destruction of restaurant property.

Actions or threats of violence or abusive language directed toward a customer or another staff member.

Excessive tardiness or absence.

Improper recording or failure to record time.

Disclosing confidential information including policies, procedures, recipes, manuals, or any proprietary information to anyone outside the restaurant.

Rude or improper behavior with customers or employees including the discussion of tips.

Smoking or eating in unapproved areas or during unauthorized breaks.

Failure to comply with restaurant's personal cleanliness and grooming standards.

Failure to comply with restaurant's uniform and dress requirements.

Unauthorized operation, repair or attempt to repair machines, tools or equipment.

Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

## **HARASSMENT**

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

## **SEXUAL HARASSMENT**

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

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

Submission is made an express or implied term or condition of employment or continued employment.

Submission to or rejection of the behavior is used to make an employment decision (such as hiring or promotion).

The conduct has the purpose or effect of unreasonably interfering with a person's work performance or creates an intimidating, hostile or offensive environment for work, including harassment in the workplace from an outside party, such as a vendor.

Sexual harassment may take many forms, for example:

Physical assault.

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

Direct propositions of a sexual nature.

Comments of a sexual nature.

Sexually explicit statements, questions, jokes or anecdotes.

Unnecessary touching, patting, hugging or brushing against a person's body.

Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience.

Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

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

## **ABSENCES**

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

If you are going to be late or miss work, employees are expected to call and talk to the manager on duty at least 2 hours before they are scheduled to work.

Any employee who does not call or report to work will be considered to have voluntarily resigned employment.

Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence longer than three days, an Employee Leave Request Form, available in the office, should be submitted to and approved by management. (This policy will be changing with our implementation of Hot Schedules.)

Employee Leave Requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency/event. The nature of the emergency should then be shared with management.

To return to work from an accident or medical leave, all employees must present a doctor's release.

Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless Twilight Pizza Bistro is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

## **TARDINESS**

Employees must be prepared to start work promptly at the beginning of the shift. Always arrive at the restaurant 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be on your job, not arrive at the restaurant. Repeated tardiness is



grounds for termination. If it is not possible for you to begin work at your scheduled time, call the restaurant and speak to the manager on duty.

## **RESIGNATIONS**

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

## **PAYMENT PROCEDURES**

### **Time Procedures**

All employees are to clock in and out of the Point of Sale (POS) system. Make sure to have one of the managers approve your time anytime you are requested to come in early or stay later than your scheduled shift. Time records from the POS system (clock in and clock out times) are checked against the schedule for accuracy.

Tampering, altering, or falsifying time records is not allowed and may result in disciplinary action, up to and including termination.

### **Tip Reporting**

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

At the end of each shift, tipped employees must disclose on the POS system total tips, less any tips shared with any other employees. The POS system automatically records credit card tips. You must alter the amount you received in cash or paid out to others on your daily report.

Your tips, as you have reported them, will be recorded and reflected in total on your paycheck stub. Endorsement of your paycheck indicates that you acknowledge that your tip information on the stub is accurate and correct.

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

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

## **Payroll Checks**

Paychecks are available at the restaurant every other Monday after 3PM during regular business hours. After payday, you may pick up your paycheck during regular business hours.

## **Payroll Deductions**

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and Social Security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnish to us on Form W-4. If you want an explanation of your deductions or if you wish to change them in any way, please contact management. All W-4 changes must be done on the proper form so that we may have an accurate record of your requested changes. We are not required to nor do we deduct Oregon taxes for Oregon residents. Oregon residents are responsible for paying Oregon taxes.

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

## **Change of Personal Information**

We ask that you report any changes of personal information (Address, Phone Number, etc.) to us by filling out a Change of Personal Information Form as soon as possible. This is to ensure that we have current information in case of emergency and so that your year-end statement of income and deductions, Form W-2, will be mailed to the correct address.

## **Lost Paychecks**

Report lost paychecks to management. We will attempt a "stop payment" on the lost check and reissue you another check. The reissued check will incur a deduction equal to the bank stop payment charge.

## **BENEFITS**

### **Family and Medical Leave**

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

Birth of son/daughter and in order to care for such son/daughter.

Placement of son/daughter with the employee for adoption or foster care.

To care for a spouse, son, daughter or parent who has a serious health condition.

A serious health condition that renders the employee incapable of performing the functions of his/her position.

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

### **Holidays**

Due to the nature of the restaurant business, you will be required to work holidays. It is currently our policy to close the restaurant for business on the following holidays: Thanksgiving, Christmas Day, Easter, and Independence Day. These closures will be evaluated from time to time and may be changed, as business conditions dictate.

### **Vacations**

Vacations are provided by the restaurant to enable employees to leave their work environment for a period of time and must be taken within the year in which they are earned.

All full-time employees who have been with the restaurant for a consecutive 12 month period are eligible for a one week, paid vacation. Employees are considered full-time if they averaged 40 hours or more per week the previous year.

Employee Leave Request Forms for vacation are available in the office and are to be submitted to management and approved prior to vacation leave. Employees are asked to submit requests for vacation at least two weeks prior to the requested vacation date if vacation request is for less than three days off. If request is for three or more consecutive days off, then we request that you submit your Leave Request Form at least one month prior to your vacation, unless the request is due to an unexpected situation. Efforts will be made to grant vacation time as requested, but business needs may require an employee to adjust his or her vacation time.

### **Worker's Compensation**

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

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

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

## **Employee Meals**

All employees receive 50% off of meals. This employee meal benefit can be taken advantage of either before or after your shift or on a scheduled break. All employee meals need to be rung up by someone other than the employee taking the meal discount, and ticketed just as regular meals so that we may properly record our food costs. Please note on all tickets the employee(s) for whom the meal is being made. Sodas are free to employees during work. Off-duty employees receive 20% off their meals at the restaurant. Orders need to be taken and rung in by an on-duty employee.

## **Customer Service**

Our restaurant exists only because of customers, and, in particular, repeat customers who voluntarily choose to return here and spend their hard-earned money on our food and beverages. Without customers, we don't have a restaurant. They are the only reason we are here. As a result, taking care of our customers is our highest priority. It is, in fact, a privilege, never an interruption, to serve our customers.

## **Telephone Courtesy**

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two to three rings, with a smile. Believe it or not, people can hear a smile over the phone and will usually respond in a positive manner. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), Twilight Pizza Bistro. This is (your name here)." There is a good reason to end your greeting with your name. Studies have shown that this pattern makes the person on the other end of the phone remember your name more readily and leaves an opening for them to respond with real, interactive dialogue..."Hi, Brenda, this is Bob Thompson and I'd like to order a pizza to go...."

Respond to any questions for which you are absolutely certain of the answer. If you are uncertain, tell them you are not sure but that you will find out the answer for them. Ask the person if you may put them on hold for a moment and quickly refer the call to a manager or someone else who can respond appropriately to the call. Always ask the caller for their name and phone number (in case we need to ask additional questions, get accidentally disconnected, etc.). Always thank the person for calling.

Never accept collect phone calls from any party. Most of these calls are scams or wrong numbers.

Never discuss sales with any phone solicitor. Tell all salespeople who call that all decisions regarding purchases are made by the owners and that we only accept in-person solicitations, by appointment only. Take a message, pin it to the Message Board in the office, and we will respond to these calls ourselves.

## **Management / Employee Relations**

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

expect the same in return. We will also try our best to recognize and reward your hard work and accomplishments.

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

If you have such a problem, you should promptly contact management. We will listen in an open, objective, and courteous manner. We want to understand and help to resolve any issues that arise.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. We take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration.

## **Meetings**

Staff meetings are held on a regular basis for your benefit as well as for the restaurant's. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Most meetings are held pre-shift and attendance is mandatory. You will clock in for the meeting. Only management-approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of the restaurant.

## **Teamwork**

We cannot achieve our goals and provide the highest levels of service to our customers without working together as a team. Teamwork basically boils down to common courtesy and common sense. If a co-worker is overloaded and you're not, help them in any way you can. It's only a matter of time before they will return the favor. Pitch in to help a customer whether they are technically yours or not. There is no room for ego in customer service—our goal is to give the customer the best experience, the fastest service possible—in other words, allow others to help you make the customer's experience the best it can be. Genuine teamwork makes for a much more enjoyable and satisfying work experience and results in happier (and more generous) customers.

## **Communication**

Communication is an integral part of teamwork. Shifts go well when people communicate what is going on with the other personnel involved in the processes, and shifts tend to go very poorly when communication breaks down. It is therefore important that you master open communication with your fellow team members in all departments of the restaurant. No job is more important than any other, and everyone should be brought into the communication loop. Doing so will increase your success, and the success of our team.

It is also important for every employee to have a good sense of “what’s going on” in the restaurant. It is our responsibility to keep everyone informed of ongoing changes and news affecting the restaurant and our people. Such communication takes place primarily in weekly schedule emails (thus, it is very important that you read these) or in pre-shift meetings, general meetings and by posting notices and information in the schedule posting area.

## **Safety**

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

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

Wipe up spills immediately.

Never rush. 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 us about where you can purchase them.

Report defective equipment or tools to management 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, ask management.

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 food coming through.” Also, when carrying sharp objects such as knives, call out, “Sharps coming through.” And when rounding corners with your hands full, call out, “Corner.”

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 you legs, not your back.

If someone asks or tells you something, respond with “Thank You.” Not only does this let both parties know that the information has been heard and understood, it’s just common courtesy. Also acknowledge your coworkers communications verbally by saying, “Got it, thanks,” or something else that lets them know that they’ve been heard and that the information was understood.

## 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 of our customers. This is a huge responsibility, one that we must never take lightly.

All employees are required to have a current Food Handler's Card. The training you receive when obtaining your Food Handler's Card will give you some of the basic knowledge you need to work in the restaurant industry. You will also receive additional and ongoing training on food safety issues in the form of bulletins and during meetings.

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.

Never pick up glasses from the rim. This is one easy way to prevent yourself from getting sick and help to prevent the spread of germs.

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

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 washing and sanitizing it first. The same rules apply 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 41°. Food that is cooking or in hot holding should always be above 140°. Bacteria count on food grows rapidly between 41° 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 to dress the part. Following are detailed descriptions of dress for both the Front of the House (FOH) and Back

of the House (BOH) positions. If you have any questions regarding our dress code, please talk to management.

## Hair

If short, shoulder length (where hair does not touch shoulders), hair can remain down. Hair should always be neatly brushed and styled. If longer, hair needs to be in a ponytail, a braid, a hairclip, or a hair net, off the shoulders. Hair should be styled neatly as would be appropriate for an office setting, not teased and sprayed as if going out to a nightclub for the evening.

## Jewelry

A minimum of jewelry should be worn while working in a food service environment. Small earrings, no longer than an inch, can be worn. Longer can cause potential problems and irritations, such as when you need to lean to serve food to customers. We don't want long earrings dangling near someone's face.

## Clothing

Front of the House (FOH) Employees—A black shirt,  $\frac{3}{4}$  sleeve length or shorter sleeve length, or a Twilight tee. Shirts must be in good condition (not soiled, stained, ripped, or faded). Shirts must fit at the sleeve, whether short- or long-sleeved. Sleeveless shirts are not allowed. Black or khaki pants (pants must be long enough to touch the top of the shoes), skirt, capris, or shorts. (No short skirts or shorts...if they're too short, you will be sent home to change. Too short is four or more inches above the knee. When in doubt, choose other attire.) All clothing is to be neat, clean, and relatively wrinkle-free (in other words, if it looks like you wore your clothing to bed, we'll send you home to change into something less wrinkled). Black or khaki socks and black or khaki shoes, with non-skid soles for your safety. Only shoes with non-slip soles that permit walking safely on wet or greasy floors should be worn. Shoes must be clean. Health code states that open-toed shoes are not allowed. Absolutely no high heels! High heels are not safe in a restaurant environment. Employees who are dressed inappropriately will be clocked out and sent home to change.

Back of the House (BOH) Employees—Same as FOH employees, but BOH employees may wear jeans, khakis, or other pants/shorts, so long as they are not ripped, stained, etc. BOH employees may also wear any type of closed-toed shoes with non-skid safety soles (i.e., black socks and shoes are not required). BOH employees may also wear chef coats and hats, bandanas, baseball caps.

Apron—Servers are required to have their own black aprons. For hosts, a short, black apron with pockets is very useful. This is not mandatory, but it will help you to be more efficient in your job. BOH employees can utilize the white aprons provided by us. Aprons, like all other clothing, are to be clean. Unwashed, dirty aprons will not be tolerated.

## Facial Hair

Facial hair should be short, neat and well trimmed.



## Makeup

Makeup is to be subtle, neat, and professional. Glitter and false eyelashes are not tolerated as they can make their way into customers' food. Let's put it this way—if you look like you're about to go to a rave or as if you are trying to emulate Lady Gaga, you will be sent home to tone it down a few hundred decibels.

## Hands and Nails

Hands are to be clean at all times, and nails trimmed short, filed, and clean nail beds (i.e., no debris under your fingernails). Press-on nails are not acceptable as they can also make their way into food. Acrylics are also not acceptable, as your hands are in bleach water so much that it can damage them and allow them to separate from the nail, also causing them to potentially make their way into food. Health code states that fingernail polish and paste-on accents are not allowed. Health code states that no jewelry may be worn on your hands, wrist, or arms except a wedding or engagement ring (and only if covered by a one time use glove when preparing food.)

## Cologne and Perfume (and other scents)

No excessive cologne or perfume. This can be very irritating to customers' senses. If you smoke, make sure that you thoroughly wash your hands (and use breath mints) so that the smell of cigarette smoke cannot be detected. This is also a very unpleasant scent for customers (and your co-workers).

## Piercings, Gauging, and Tattoos

We realize that this is a very popular form of self-expression, and a small to moderate amount of this is acceptable to us, as long as in good taste and not over the top. Piercings on the face are fine if approved prior to employment. All ear piercings, as long as there is no gauging, Monroes, and very small nose piercings (excluding septum piercings) are acceptable. All other piercings are off limits. Ear gauges under 1/4" are acceptable. Larger gaugings are not. If any gauge or piercing that is visible becomes infected, you will not be allowed to work until the infection has completely cleared up. Tattoos are acceptable, as long as the content could not be construed as offensive. We realize that you may not like these policies, but it is our prerogative as an employer to set appearance standards for our employees. There are many places that will hire persons with more extreme "body-accessorizing," but we are not one of them. It is important that our customers not feel alienated by the people serving them.

## CELL PHONE USAGE POLICY

Cell phone usage is restricted to breaks and off hours. Cell phones shall not be used on the floor (this includes checking messages, text messaging, making, or answering calls). Restrict your cell phone usage to the break room and off-premises for the benefit of customers and your fellow employees. If using your cell phone in view of customers while off-duty (i.e., in front of the restaurant, etc.), please remove your apron so as not to appear on-duty. Cell phone usage while on duty will result in warnings and/or termination.

## ACCIDENTS AND EMERGENCY SITUATIONS

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 calling 911 in the event of an emergency. In the event that a manager is not available, do not hesitate to call 911.

## 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 is 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. We maintain three hand held CO<sup>2</sup> systems (one in the kitchen and one each by the front and back door). It is the manager on duty's responsibility to set fire procedures in motion or to notify officials to take action. However, if a fire starts and a manager is unavailable, do not hesitate to utilize an extinguisher. If a fire does break out, assist guests in a controlled and orderly fashion to the nearest exit and out of the building immediately. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.

## ALCOHOL SERVING POLICY

As a restaurant that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, whether served by us or not, a manager should be informed immediately.

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

We will not knowingly allow anyone on our staff that is under the legal drinking age of 21 to dispense alcoholic beverages. We will also not knowingly allow anyone on our staff that is under the age of 18 to bring alcoholic beverages to a table.

We will not serve alcoholic beverages to an obviously intoxicated person.

We will not knowingly serve alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears to be under 30 years old.

We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.

It is our policy to get a sober family member or friend of someone appearing to be intoxicated to drive them home safely, or to call them a taxi.

#### PROPRIETARY AND CONFIDENTIAL INFORMATION

It is illegal to steal, copy, communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes." Our internal business practices, procedures and recipes are of great value to Twilight Pizza Bistro. Employees are not to disclose any proprietary processes or recipes to any person. Twilight Pizza Bistro will instigate legal civil action against anyone who violates this policy.

#### SOLICITATION

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

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

## EMPLOYEE HANDBOOK RECEIPT

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

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of Twilight Pizza Bistro. I understand the standards of conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

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

## POLICY STATEMENT

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

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Employee's Signature

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Date

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PRINT NAME HERE NEATLY