

## **Mainstreet Ventures Distinctive Eateries:**

Real Seafood Co., Ann Arbor, MI, October, 1975

Mainstreet Ventures Inc., Ann Arbor, MI, June, 1981

Tidewater Grill, Charleston, WV, April, 1985

Gratzi , Ann Arbor, MI, December, 1987

Palio , Ann Arbor , MI, September, 1991

Ciao! , Sylvania , OH, January, 1992

The Chop House, Ann Arbor, MI, December, 1998

Real Seafood Co., Toledo, OH, December, 1999

Zia's , Toledo, OH, June, 2000

The Chop House, Charleston, WV, December, 2001

Blue Pointe , Ft. Myers , FL, November, 2003

The Chop House, Grand Rapids, MI, April, 2004

Real Seafood Co., Naples, FL, June, 2004

Carson's, Ann Arbor, MI, April, 2005

The Chop House, Annapolis, MD, May, 2009

EO Burgers, Beavercreek, OH, April, 2010

Real Seafood Co., Bay City, MI, May, 2015

Stillwater Grill, Brighton, MI, March, 2016

Stillwater Grill, Okemos, MI, April, 2016

Palio, Grand Rapids, MI, April, 2017

This Employee Handbook is the property of one of the above restaurants, and is on loan to you for training purposes. Please bring it with you to our training meetings. You will be required to return it to your manager prior to taking the test at the end of training.

If you decide not to complete your training at the restaurant, you must return this handbook to your manager in order to receive your paycheck.

Thank you.

## TABLE OF CONTENTS

<b>1 Introduction and Welcome</b>	<b>6</b>
<b>Our History</b>	<b>7</b>
<b>Equal Employment Opportunity Statement</b>	<b>10</b>
<b>Employment-at-Will Statement</b>	<b>11</b>
<b>Open Door Policy</b>	<b>11</b>
<b>2 General Employment Information</b>	<b>13</b>
<b>30 Day Orientation</b>	<b>13</b>
<b>Employee Evaluations</b>	<b>13</b>
<b>Job Opportunity and Advancement</b>	<b>14</b>
<b>Entering and Leaving the Building</b>	<b>14</b>
<b>Recording of Time Worked</b>	<b>15</b>
<b>Tip Reporting</b>	<b>15</b>
<b>Rest Breaks</b>	<b>15</b>
<b>Guest Relations</b>	<b>16</b>
<b>Good Neighbor Policy</b>	<b>16</b>
<b>Safety</b>	<b>17</b>
<b>Responsible Dispensing of Alcoholic Beverages</b>	<b>20</b>
<b>Use of Employee Locker Area</b>	<b>21</b>
<b>Smoking While at Work</b>	<b>21</b>
<b>Personal Phone Calls</b>	<b>21</b>
<b>Personal Visits at Work</b>	<b>21</b>
<b>Alcohol and Controlled Substances</b>	<b>22</b>
<b>Personal Conduct</b>	<b>22</b>

<b>Personal Hygiene and Dress Code</b>	22
<b>Employee Bulletin Board</b>	24
<b>Suggestions to Improve Operations</b>	24
<b>Manager/Employee Meetings</b>	24
<b>General Meetings</b>	25
<b>3 Employee Job Security Guidelines</b>	26
<b>Merit System</b>	27
<b>Demerit System</b>	27
<b>4 Personnel Information</b>	30
<b>Pay Periods</b>	30
<b>Overtime Pay</b>	31
<b>Work Schedules and Absences</b>	31
<b>Unpaid Leave of Absence</b>	32
<b>Family and Medical Leave</b>	32
<b>Personal Record Changes</b>	33
<b>Employment of Relatives</b>	33
<b>Full Time / Variable Time Status</b>	33
<b>5 Employee Benefits</b>	34
<b>Employee Meal Policy</b>	34
<b>Holiday Pay</b>	35
<b>Employee Discounts</b>	35
<b>Employee Tuition Reimbursement Program</b>	36
<b>6 I Understand Form</b>	37

# 1 Introduction and Welcome

This manual has been prepared to help you understand your job, our company, and our restaurants. More importantly, we want you to understand and **EMBRACE** the standards by which we operate our business and your role in the show.

Our standards are not the levels of performance that we are willing to accept but the degree of excellence we must achieve to realize success. Our standards are the benchmarks by which we measure our performance.

The standards that we set represent the commitment we have made to our employees and our guests. It is this commitment that provides the impetus and framework for growth and success.

**“To consistently exceed guest expectations by providing memorable dining experiences in creative and distinctive restaurants.”**

Today’s businesses talk about quality, service and value. These things are very important, but they are just not enough to ensure success. People are looking to be entertained and have some fun while enjoying a great meal.

We want our guests to return again and again. We want to build long term guest loyalty. We also understand that the guest's perception of quality, service, and value is a highly personal matter. Thus we need to ensure the **QUALITY, CONSISTENCY and ENJOYMENT** of each guest's experience every time they choose one of our restaurants over the many alternatives. This takes the sincere commitment of each person involved, working as a team member and always keeping that end in mind.

We realize that the most important responsibility of our managers is hiring and training the right people. A restaurant is just a building until it is brought to life by the people who work there. The employees give each restaurant its vitality and personality. Therefore, we are extremely selective in choosing employees to represent us. We look for the very best, so we can be the very best.

We take great pride in our restaurants and so will you once you understand our standards of excellence. You will be proud to be an integral part of this establishment

that is recognized as being "the place to go". We will be proud to have you represent us because we believe in your ability to excel.

We extend to you a warm welcome and hope you will have fun working with us!

## **Our History**

Founded in 1981, Mainstreet Ventures is situated in the heart of Ann Arbor, Michigan, a city known for its diverse culture and exciting atmosphere. The original owners, Dennis Serras (now retired); Dieter Boehm (now retired); and Michael C. Gibbons at that time had a combined experience in the restaurant industry in excess of fifty years. The partners joined in a common purpose of developing distinctive upscale restaurants that were recognized as the community's best. Featuring sites in downtown areas versus the typical urban chain sites we were able to stand out in our communities for our landmark locations, memorable facilities, and exceptional dining experiences.

One of the first goals of the partners was to seek out an Executive Chef. Simon Pesusich joined the group in 1982 as Executive Chef and eventually partner. A native of Solina, Croatia, Yugoslavia, Chef Simon completed his formal training of hotels and restaurants in Pula, Yugoslavia in 1964 and has worked in Europe, Canada, and Los Angeles before settling in Michigan in the mid seventies. With the partners in place, we set out at attaining our goal of maintaining a fresh, interactive approach to the restaurant industry knowing that in the restaurant business, there is no such thing as resting on past success. It is all about the next experience.

Opened in 1975 by Dennis Serras, the Real Seafood Company specializes in fresh seafood from the harbors of Boston, Chesapeake Bay, and George's Bank. Real Seafood Co. selections are procured by traditional "watermen" and selected by standards set centuries ago. A closely-knit, mutually accountable relationship has been forged between our company and two of the nation's top seafood purveyors - we inspect their New England facilities and they routinely examine our kitchen - to assure our guests of the highest standards of quality and freshness. Our seafood is as close to the New England waters as your taste can travel. Located in the heart of downtown Ann Arbor, the Real Seafood Co. is the locals' favorite place for seafood.

April of 1985 saw Mainstreet Ventures venturing outside of Michigan with the introduction of a new restaurant concept in Charleston, West Virginia, Tidewater Grill.

Offering a wide variety of fresh fish; pastas; sandwiches; and salads, Tidewater Grill takes great care in selecting only the freshest products, expertly prepared for every meal. Tidewater Grill brings a refreshingly contemporary atmosphere to the city's downtown at the Town Center Mall.

Gratzi opened in December of 1987 as an urban, upscale, contemporary Italian restaurant featuring regional Italian food and wine rooted primarily in the northern provincial tradition. Gratzi's physical structure enjoys a distinguished local history as the former Orpheum Theater, which screened the most popular movies of the day in the 1930s. This dramatic history is preserved today in the restaurant's elegant decor and ambience. Seated above Gratzi's bar, a grand sculpture of Orpheus himself, the great poet and musician, overlooks the dining room guests, while a beautifully painted Renaissance-style mural depicting an ancient bacchanal reinforces the indulgent and purely pleasurable atmosphere.

Just down the block from Gratzi, the former Quality Bar was remodeled and reopened in September of 1991 as Palio, a rustic, country Italian restaurant featuring authentic Tuscan-style dishes; pastas; and grilled items. Somewhat more casual than their upscale neighbor across the street, Palio was named for the famous horse race that runs yearly through Siena, Italy. A record is even kept of the race's annual winners on a mural along the back dining room wall. During the summer months, Palio boasts Ann Arbor's largest and most popular outdoor gathering spot on their rooftop Palio del Sole, which overlooks the city's downtown. Fully equipped with its own "cucina" (kitchen), Palio del Sole offers a completely unique menu from Palio downstairs.

Continuing with the tradition of true Italian country cooking, Ciao! Ristorante was opened in January of 1992 in Sylvania, in northwest Ohio. Naming our restaurant Ciao!, the friendly Italian greeting used to indicate both "hello" and "goodbye," was our way of inviting guests to join us time and again for authentic Italian cuisine.

December of 1998 saw the opening of The Chop House, located next door to Gratzi in Ann Arbor. This beautiful restaurant is richly decorated with an array of exquisite artwork and ornate gas lamps that emit a warm, natural glow throughout the dining room. The Chop House features the finest Midwestern grain-fed USDA prime beef and exceptional wines in a refined, elegant setting. Prepare to be pampered at The Chop House.

Our dessert and cigar lounge La Dolce Vita ("the sweet life") was opened simultaneously with The Chop House. Situated between Gratz and The Chop House with access from either restaurant, La Dolce Vita is the perfect place to relax and enjoy the finest in after-dinner pleasures including a wide selection of ports, cognacs, single malt scotches, generous martinis, and sinfully delicious desserts prepared by our own pastry chef. Downstairs, La Dolce Vita hosts a cigar lounge where you can relax in a comfortable leather chair with a premium hand-rolled cigar for the perfect ending to an unparalleled dining experience.

A second Real Seafood Company opened in December of 1999 at "The Docks" on the Maumee River at International Park in downtown Toledo, Ohio. The largest of all Mainstreet Ventures restaurants to date, this property boasts a sizable raw bar; two full kitchens; abundant intimate seating; a huge glass fireplace surrounded by seating on all sides; a baby grand piano; and an outdoor patio providing the best riverfront view in town. A massive sculpture of a prehistoric fish spans an entire wall from front to back while nautical-themed light fixtures dangle overhead. An altogether spectacular experience from the breath-taking atmosphere to the outstanding food, the Real Seafood Company is quite simply, seafood as it should be!

Zia's quickly followed in June 2000, right next door to Real Seafood Company on "The Docks." Serving generous pasta dishes, home-style Italian meats, chicken, fish, and large pizzas that can be delivered to your boat; Zia's is where we make you feel like family! Zia's has a fun and festive atmosphere, featuring a stone water fountain in the main dining room and a side room decorated to feel like a cozy, personal library, garlic strands and Chianti bottles hanging from the ceiling, and even a clothes line strung up in the window, all designed to provide the sensation of being transported to a small family village in Italy.

Our second prime American steakhouse, The Chop House, opened in December of 2001 in the Charleston Town Center Mall, also the location of Tidewater Grill. Similar in menu and decor to its Ann Arbor namesake, The Chop House in Charleston asserts its own distinctive style with a special "Chef's Table" in a cozy alcove that's just perfect for private dinner parties.

Blue Pointe Oyster Bar and Seafood Grill opened in November 2003. Blue Pointe specializes in the freshest seafood from Boston, the Pacific Coast, the Great Lakes and the Gulf of Mexico. The menu features not only the freshest seafood, oysters and raw bar available but also offers exceptional salads, steaks and chops, burgers,

sandwiches and appetizers. Located in The Bell Tower Shops in Fort Myers, Florida, Blue Pointe has a contemporary atmosphere with high top tables and booths and an abundance of outdoor seating in a garden like setting.

Our third Chop House restaurant opened in April of 2004 in downtown Grand Rapids Michigan, across the street from the Amway Grand Plaza hotel. The Chop House in Grand Rapids features all of the stars of the American chop house tradition along with some unique favorites, including hand crafted desserts created daily.

June 2004 brought the opening of Real Seafood Company in Naples, our second restaurant in Florida. It is a contemporary seafood restaurant featuring an open and elegant decor, a large outdoor seating area and full bar/lounge. The menu features Daily Fresh Catches along with a teaming variety of fresh seafood entrees, including Broiled Maine Scallops, Chesapeake Bay Crab and Lobster Cakes, Cajun Seared Yellowfin Tuna, Paella Valenciana, Live Maine Lobster, Filet Mignon, Steak, Veal and much more.

April 2005 brought the opening of Carson's American Bistro in Ann Arbor, Michigan. Carson's features American cuisine in a comfortable neighborhood atmosphere with indoor and outdoor fireplaces.

Our fourth Chop House opened in Annapolis, Maryland in 2009 at the Annapolis Towne Centre. The restaurant's spectacular décor includes custom woodwork, terrazzo floors, private dining areas and countless unique touches which are sure to delight guests. The Chop House offers all of the stars of the American chop house tradition including USDA Prime beef.

ExtraOrdinary (EO) Burgers was our entry into the gourmet burger segment, opened outside of Dayton, Ohio in April 2010 and offers much more than a typical "burger joint," serving premium burgers made from all natural, 100% USDA Prime beef. Burgers are complemented with fries that are hand cut and fried to order, gourmet dipping sauces, hand spun shakes, and our wide selection of wines and craft beers.

Real Seafood Company in Bay City, Michigan opened to sell-out crowds in May 2015 and to-date is one of our busiest locations. The atmosphere is contemporary and relaxed and the setting offers scenic views from every table both indoors and out of the Saginaw River. This is a social place for guests to relax and enjoy, whether it's just to sip a favorite cocktail, dining for two, or for large parties and events. This spectacular waterfront

restaurant offers a year-round gathering place for guests to enjoy; whether it's with dockside boating in the summertime, to ice fishing in the winter. Located in the brand new Uptown Center, Real Seafood Co. Bay City is a community member of Bay City and the Great Lakes Bay Region, and is committed to the belief in Uptown Bay City as community place to live, work and enjoy.

## **Equal Employment Opportunity Statement**

Mainstreet Ventures, Inc., and the restaurants it manages are equal opportunity employers and promote equal employment opportunities for all of its employees. The company does not discriminate on the basis of a person's race, religion, age, sex, or national origin regarding such matters as recruiting, hiring, training, on-the-job treatment, promotions or transfers. The only factors considered in hiring or potential advancement are ability and attitude toward professional responsibilities and work quality.

In addition, any reference to gender in this handbook is meant to include both male and female personnel.

## **Employment-at-Will Statement**

It should be understood that neither this Employee Handbook nor any other company communication or practice constitutes an employment contract between the company and its employees. An employment-at-will relationship exists by which the company or an employee may terminate the relationship at any time, with or without cause. The company reserves the right to change, modify, or amend, in whole or in part, any of its policies, in content or application, at any time. These changes may be implemented even if they have not been communicated, reprinted, or substituted in this Employee Handbook.

It should also be understood that no employee of the company, at any level, has the authority to enter into an employment contract or to change the employment-at-will status of any employee of the company.

All employees, at all levels, must read the Employee Handbook and sign the I Understand Form prior to their first day of work.

## **Open Door Policy**

Our success as a company is based on the abilities, dedication, and hard work of all of our employees and managers. It is our policy to deal with our employees fairly and honestly, and to respect and recognize each as an individual. We have a great deal of confidence in you and the management team. We are interested in your comments,

suggestions, and complaints, and will handle them in a way that will best serve the business as a whole, and you as an employee.

When you want to speak out, we want to listen. We realize that there may be problems from time to time, and we recognize the importance of clearing up any difficulties. In order to do this, we must know of any problems or complaints that you have. It is neither healthy nor productive to complain to one another - take your concerns to your manager so they can be properly addressed. No member of management is ever too busy to listen to your concerns. Whatever the problem or question may be, our employees deserve answers.

Should you have the need to speak with anyone relative to problems within your place of employment, the following procedure must be followed. You must first talk to your immediate supervisor regarding your concerns. If the problem has not been solved to your satisfaction, the next step is to speak with the manager of the restaurant. If you are still dissatisfied with the outcome, you should then go to your manager's supervisor. If your concerns are still not resolved, you should go to the Director of Operations. If you are still not satisfied, you should contact either of the following people personally at (734) 668-6062:

Michael Gibbons, President and Partner

Kevin Gudejko, Director of Operations and Partner

## **2 General Employment Information**

### **30 Day Orientation**

The first 30 days of a new employee's employment at the restaurant is a period of orientation and training in which both parties have an opportunity to evaluate one another.

The nature of our business combines the service industry with both manufacturing and retailing. This type of operation calls for people who are willing to work long and sometimes odd hours and who have the ability to get along well with co-workers and the public.

During the "getting acquainted" period, it is expected that you will consult your manager if you have any questions whatsoever on policies, procedures, and job responsibilities. It is also expected that you will welcome advice and guidance from your manager regarding your work and work habits.

Prior to the end of the 30 day orientation period, your manager will meet with you to discuss your performance in a formal evaluation. If, at this time, either party thinks the employment relationship is not working out, it can be terminated with no hard feelings.

### **Employee Evaluations**

The purpose of employee evaluations is to maintain effective communication between you and your manager; to provide for a formalized procedure for evaluating your performance; and to allow you and your manager to better understand each other, as well as your strengths and shortcomings, and to find a way, through goal setting, to constantly improve performance.

In the first year of your employment, you will be evaluated four times, and twice a year after that.

Both you and your manager will rate your performance in the following areas:

- Attitude/Appearance
- Job Knowledge/Competency/Cooperation

- Initiative/Salesmanship
- Reliability/Consistency/Customer Rapport
- Speed/Efficiency/Cost Control
- Accepting Feedback/Staff Rapport

Through individual evaluations, you and your manager should come to a better understanding of each other's expectations regarding your conduct and performance at work.

## **New Job Positions and Promotions**

Our policy is to promote from within whenever possible. Thus, when higher level positions are open, we will look first within our organization for a qualified individual. In turn, we hope interested employees will position themselves for advancement in our company and through training and education prepare themselves for these opportunities as they become available.

## **Job Opportunity and Advancement**

A non-management employee who is promoted will be given a 60 day trial period to meet the qualifications of the job. If the employee is unable to perform the new duties, as trained, by the end of that period, he will be returned to his previous job classification.

## **Entering and Leaving the Building**

Employees will enter and leave the building through the door designated by management.

In addition, management reserves the right to inspect all packages and personal belongings carried by all employees. All packages carried out of the building **MUST** be opened for inspection upon request of the manager.

## Recording of Time Worked

The time listed on the schedule is the time we want you to begin working. Please be dressed in the appropriate dress code, clocked in, and report in with your supervisor no later than your scheduled time.

Before leaving your work shift, your closing duties must be checked out by your manager prior to clocking out.

## Tip Reporting

To comply with Federal law, **all** tips received must be reported to the Internal Revenue Service for tax purposes. Tip reporting is not just for servers but for anyone making more than \$20 per month in tipped income. The law requires that you declare 100% of your tips.

Our restaurants are enrolled in a program with the IRS, (TRACS), through which we have agreed to ensure that certain measures are in place which operate to assure proper tip reporting. In order to be sure that the company complies with the program and retains its rights under the program, it is important that certain procedures, presently in place, be observed with your full compliance.

The cost of doing business is ever increasing; and Mainstreet Ventures aims to create a **balance** between the consumer, employee, and the business, so we can be a successful organization in this new economy. With that being said, the industry has seen some changes, including the 2.2% swipe fee that we have our servers cover. The Department of Labor regulations permit restaurants to deduct credit card fees from tips provided by customers by credit card. The federal courts, interpreting the regulations and Fair Labor Standards Act, have affirmed the deductions.

## Rest Breaks

Due to the nature of our business, it is impossible to arrange scheduled breaks. If you need to take a break during your shift, talk to your manager and he will arrange for coverage of your work area. At no time are you permitted to take a break without the

prior approval of your manager. You must adhere to the time limit set by the manager and the break must be taken in the designated area.

## **Guest Relations**

Our number one priority is exceeding our guest's expectations of the product, service, and atmosphere they will experience at our restaurants. In order to do this, we must view our patrons as our friends and our guests, and treat them accordingly. Recognizing this distinction sets us apart from other organizations.

Realistically, we know that problem situations will arise from time to time. Our management teams have been trained to handle all types of situations and are quite skillful in turning a problem into an opportunity for cementing a pleasant and loyal relationship. We view problem solving as being given a second chance to make things right for our guests and are thankful when we are given this opportunity.

If a problem of any type should arise, let your manager know immediately. The manager will assist you and/or the guest, as appropriate. Remember that no problem is inconsequential if it affects guest satisfaction.

## **Good Neighbor Policy**

We want our neighbors to feel good about having us for neighbors. We want them to be understanding toward us and happy that we have located our restaurant in their neighborhood or right next door to their business. Without their friendship and forbearance, it could be very difficult to operate our restaurant. We hope that our neighbors will become our very best customers, as this type of repeat business is our "bread and butter". More importantly, we hope that our neighbors will become our unpaid sales force and "sell" us to their associates and clientele.

To help build and maintain a good relationship with our neighbors, please follow these guidelines:

1. Enter and leave the restaurant premises promptly and quietly. Don't "hang out" in or around our neighbor's place of business.

2. If we share a parking area, park in the designated employee parking area leaving the most desirable and convenient parking spaces for customers...ours and theirs.

No matter how well we get to know our neighbors, never take them for granted or treat them with less concern or professionalism than any other patrons. Go out of your way to make sure that their regular patronage is always a pleasant, and not a routine, experience.

## **Housecleaning**

Keeping the restaurant clean is a tremendous job and requires everyone's help. Years worth of nationwide studies indicate that sanitary conditions are the #1 concern of people eating in restaurants.

Our establishments are constantly cited by the local health department for excellent sanitation standards. Our established daily, weekly, and monthly sanitation procedures assure us of safe and clean surroundings only if they are followed by all of us.

No one individual is capable of keeping the restaurant clean. Everyone must contribute by "working clean". Clean as you work, throughout the shift. Always wipe up spills immediately and pick up anything you see dropped on the floor anywhere in the restaurant. When using the restrooms, make sure they are clean and fully stocked.

## **Safety**

Accidents and injuries on the job hurt both you and the restaurant. They may mean pain and loss of wages to you and the loss of your experience and trained services to the restaurant. Please follow these basic safety rules

1. Be careful on wet floors.
2. If anything is dropped or spilled on the floor, pick or wipe it immediately. If you are too busy to mop up a spill, let the manager know.
3. Always watch where you are walking. Many accidents are caused by someone not watching where they were going.

4. Always be prepared for the unexpected. Develop eyes in the back of your head, be ready for the person (especially if it is a guest) walking in front of you to stop suddenly, or worse yet, to back up.
5. Know the location of fire extinguishers and how to use them.
6. In case of any emergency, dial 911.
7. Never run on the premises.
8. If you do have an accident or receive an injury, report it immediately to the manager so you can receive proper care and we can prevent further accidents.
9. All accidents must be reported and documented as established. See your manager for details.

## **Food Safety**

All restaurants will adhere to the revised Michigan food safety codes. The following areas must be implemented and maintained:

1. Person in Charge
  - a. There must be a designated "Person In Charge" on the property at all times. Employees must know who this is at any time. Should a Health Department official visit the property, this is to whom they should be referred. The General Manager may decide who the designated person shall be but normally it would be the Chef first, the AKM or GM next. All managers are required to know the proper information to be able to be designated as "The Person In Charge".
2. Required Forms
  - a. All employees are required to have filled out the Conditional Employee and Food Employee Interview Form 1A and the Conditional Employee and Food Employee Reporting Agreement Form 1B. These forms are part of the new hire packet and must be completed prior to the first day

of employment. These signed forms must be kept in employee's personnel file.

3. Food Temperatures

- a. All managers and employees must have knowledge of basic food holding, heating and cooling temperatures.
- b. Each employee will be tested on these requirements
- c. Food Specs must be posted in each kitchen.

4. Bare Hands Contact

- a. Employees must wear gloves when handling ready to eat foods.

5. Date Marking

- a. All prepped food, soft cheeses and opened containers must be labeled with a "use by" date, which must be 4 days after prep date.

6. Thermometer Use and Calibration

- a. All kitchen managers/supervisors must carry a properly calibrated thermometer. There should also be thermometers available for use by employees.

7. Hand washing

- a. All employees must understand and adhere to the guidelines for when and how to wash hands, particularly, the 20 second rule. Hand washing Guidelines must be posted at hand sinks and employee restroom.

8. HACCP Program: The above items in place will constitute the basics of a HACCP program.

9. All Chefs, Sous Chefs, Dining Room Managers, and GM's should become ServSafe certified within their first year of employment.

## **Food Temperatures**

**Heating:**

1. Cooked potentially hazardous foods must be held hot at or above 140 degrees.
2. Potentially hazardous foods must be reheated to 165 degrees in all parts.

**Cooling:**

1. Refrigerated potentially hazardous food must be 41 degrees or below.
2. Potentially hazardous foods must be cooled from 140 to 70 degrees within 2 hours and from 70 to 41 degrees within 4 hours.

**Responsible Dispensing of Alcoholic Beverages**

As concerned members of the community, we believe we have an obligation both to our patrons and to our community as a whole. This obligation lies in our commitment to alcohol management.

Our interest is a concern for the well being of our patrons by refusing to allow them to become intoxicated. We wish to eliminate the possibility of any type of an accident while one of our patrons is under the influence of alcohol.

Guests who have consumed too much alcohol are a management problem and can often cause disturbances in the restaurant resulting in harassment to guests and/or employees.

We recognize alcohol as a regulated substance. It is a powerful drug and an attitude of professional and ethical conduct is required in dispensing it.

In our continuing commitment to alcohol management, we will educate our employees in responsible serving practices and the importance of proper serving techniques.

All General Managers will be ServSafe Alcohol certified.

## **Use of Employee Locker Area**

In some units, lockers have been provided for employee use during working time. These lockers are intended as temporary storage areas for your personal belongings during your shift and it is recommended that you bring a lock with you to secure the locker. You must, however, remove the lock when you leave the building. Any lock left on a locker overnight will be removed.

No guest restrooms are to be used by employees for any reason if employee restrooms have been provided. **Employees are not permitted to smoke in any restroom at the restaurant.**

## **Smoking While at Work**

We agree with the Surgeon General and recognize that smoking is hazardous to your health. We are passionate about delivering exceptional guest service and believe every working employee should be readily available to fulfill our guest's needs. For these reasons, our restaurant is non-smoking for all employees while at work. Smoking is not permitted on work property by any employee, whether on the clock or off. If you smoke, we sincerely hope you will use this as an incentive to quit.

## **Personal Phone Calls**

Personal phone calls may not be made or taken by employees while at work. Please ask your family and friends not to call at work for any reason other than an emergency.

## **Headphones**

For your safety, headphones are not permitted to worn while working.

## **Personal Visits at Work**

We hope that you will enjoy your new place of work and encourage you to enjoy the restaurant, as a guest, on your days off.

While you are working, sitting at the restaurant tables, at the bar, or in the lounge area is not permitted. If your friends come to visit with you while you are working, let them know that you won't be able to join them at that time. Although we want them to enjoy

the restaurant as customers and we welcome their business, we also know that if you are visiting with your friends, you may be, or may be perceived by other guests to be, neglecting your duties or their needs. It is for this reason that we ask you to discourage your friends from visiting with you at work.

## **Alcohol and Controlled Substances**

No employee is permitted to drink alcoholic beverages or use any controlled substances on the job, come to work while under the influence of the above or bring alcohol or controlled substances onto the premises.

## **Personal Conduct**

We do not want to tell you how to conduct your private life or interfere with it in any way. Because of the type of business that we are in, and the high volume of people that you come in contact with during every shift, yours will become a familiar face in and around town. Fame and notoriety have their price, though, and your behavior off the job may reflect not only on you but also on the reputation of the restaurant. If your conduct on or off the job is at any time embarrassing or harmful to the reputation of this establishment or its employees, you will be subject to discharge.

## **Personal Hygiene and Dress Code**

Good personal hygiene is not only healthy - it is good business. When working with the public, in any capacity, it is essential that commonly accepted standards of personal hygiene, dress, and grooming, are followed. One of your most important responsibilities is to maintain a neat, professional, and clean personal appearance at all times. Your body, teeth, hair, hands, nails and clothing need constant care and attention.

An employee dress code has been established and must be followed. It is posted on the employee bulletin board. We expect you to follow it and you can expect us to enforce it strictly and fairly. In addition, we expect you to keep all articles of your dress code clean, pressed and in good repair. Your shoes are also a part of your dress code and must meet our standards, as well as health department safety regulations.

Your manager is the final authority on all dress code, grooming, and personal hygiene questions. Management reserves the right to ask you to go home, change into proper dress code, and return to work if you are not attired properly. The following is our policy:

In general:

1. Bathe daily and use a good deodorant.
2. Brush your teeth after each meal and have them cared for by your dentist.
3. Make sure your breath is not offensive. Be aware that the flavor of highly seasoned food may linger on your breath and be offensive to your co-workers and our guests.
4. Do not consume any food or beverage in the view of our guests, or eat candy or chew gum while at work.
5. If your hair is long enough to tie back, it must be pulled back in a ponytail. Any stray ends must be pinned back to prevent them from falling forward or covering your face. No scarves, bandanas, or hats may be worn while working except for those provided for kitchen employees.
6. Please allow the aromas of our food to stand out by refraining from wearing colognes, perfumes or any other fragrances.
7. If you have a tattoo, it must be concealed while working.
8. No jewelry is permitted except a watch and one ring per hand. Women may wear one earring per ear not larger than the size of a nickel.
9. Colored nail polish is not permitted. Clear polish only.
10. Employees are not permitted to carry beepers or cell phones while working.
11. Specifically for females:
  - a. Make up, if worn, must be light, simple and uncomplicated.
  - b. A bra must be worn while working.

12. Specifically for males:

- a. Men must be clean shaven when they report to work each day.
- b. If facial hair exists, it must be kept trimmed and neat.
- c. If facial hair is grown while employed by us, an employee must be off work for a minimum of seven days while it grows in.

## **Employee Bulletin Board**

There is an Employee Bulletin Board in the restaurant. You must check this board daily, before starting your shift, for any information pertaining to your job. This is also where you will find your work schedule.

If you would like to post any information of your own please check with your manager first.

When an employee is recognized with a merit, the merit and the reason for its issuance are posted as further recognition for a job well done.

It is your responsibility to read and be responsible for information on the bulletin board.

## **Suggestions to Improve Operations**

We are always on the lookout for better ways of doing things. If you see a way to improve our restaurant, please make your suggestion to your manager and follow it up in writing. If your suggestion results in improvement to the operation, your manager will make a suitable award to you.

## **Manager/Employee Meetings**

Managers will meet with employees to openly and objectively air and solve any and all problems affecting the staff and the operation of the restaurant.

These meetings are excellent forums for finding creative solutions to common problems. The purpose of these meetings is to improve communication, thus improving working conditions and the operation of the restaurant. In this way, everyone can gain more enjoyment from their job, and be more productive, resulting in greater customer satisfaction.

## **General Meetings**

There are two different types of general meetings that will be held as necessary:

1. Mandatory - All employees are required to attend. This is considered a scheduled shift and you will be paid to attend.
  - a. Absence from this type of meeting is treated as absence from any other scheduled shift.
2. Non-mandatory - This type of meeting is usually an informative meeting, a task force, or a marketing/promotions meeting.
  - a. Employees are requested to attend but not required to do so.

### 3 Employee Job Security Guidelines

For any business and its employees to succeed and prosper, basic standards of conduct must be established and adhered to. To help assure our success, achievement of our high standards, and your job quality and security, we have established employee job security guidelines.

As to job security in general, no employee who has completed their 30 Day Orientation and Training period and has had their Employee Evaluation, will be laid off or dismissed unless:

- Business drops off, in which the last person hired in a specific job classification will be the first laid off.
- Rules or regulations are broken.
- An employee accumulates three demerits in a twelve month period.

Employees are expected to honor their obligations by reporting to work when scheduled. Failure to honor this obligation causes grave inconvenience to your managers, coworkers and most importantly our guests. Missing a scheduled shift is considered a serious offense and may result in termination. An employee who misses three consecutive shifts is considered to have resigned.

Management has a responsibility to provide working conditions in which good employees are allowed to perform their jobs without hindrance from employees who are unwilling to perform their jobs properly.

We have set forth the following guidelines to provide you with a clear set of rules and regulations which management is expected to administer in a fair and consistent fashion.

We have developed a 3 part system for providing job security. The system is comprised of merits, demerits, and offenses so severe that they may result in termination.

## **Merit System**

Employees who exhibit excellence in job performance and attitude are valuable assets to our restaurant. Exceptional employees will be recognized with merits in instances of:

- Superior performance of job function.
- Performance above and beyond standard duties and responsibilities.
- Exemplary team performance for the betterment of the restaurant and its employees.

The rewarding of merits will be determined solely by the judgment of management.

A merit is an honor and carries a great deal of importance in our company. In some instances, a merit may offset a subsequent demerit. Merits, when issued, are posted on the employee bulletin board so that all employees will be aware of co-workers performing in an outstanding manner.

## **Demerit System**

The great majority of our employees put forth genuine effort to do a good job for the organization and themselves, and conscientiously exhibit the kind of proper behavior we must have to operate successfully. Employees have the right to expect management to enforce strictly and fairly these rules of conduct.

Demerits will be issued for violating the following minor rules and may result in the following disciplinary action:

1. First demerit - written notice of rule violation
2. Second demerit - suspension may occur
3. Third demerit - dismissal

If the offense is serious, under the circumstances, the restaurant reserves the right to apply a more severe penalty. Any employee who accumulates three demerits in

a twelve month period will be terminated or suspended pending review by the District Manager and the General Manager. The only way this happens is when an employee doesn't care.

### **Minor Violations**

1. Failure to clock in at the time you are scheduled.
2. Failure to call in at least three hours prior to your shift when you are ill.
3. Tardiness.
4. Negligent use of restaurant property, equipment, or careless waste of food.
5. Horseplay or running on the job.
6. Frequenting restaurant areas not required by your job function.
7. Failure to observe the rules and regulations of your department or work area.
8. Failure to comply with established dress code, grooming, or personal hygiene standards.
9. Violation of any safety rule.
10. Failure to check out with your manager upon finishing your shift.
11. Failure to clock out and immediately leave the premises after being checked out. You may wait for transportation in the area designated by your manager.
12. Failure to leave the building quietly. No calling out or yelling to co-workers or creating any type of disturbance.
13. Smoking on the property at any time, whether or not you are on the clock.

## Major Violations

Major rule violations are listed below. Besides a demerit, violation of a major rule will subject an employee to disciplinary suspension or discharge, depending on the seriousness of the offense.

1. Insolence toward a guest (such as discussion of gratuity, quality of food or service, etc.), or in any way arguing with a guest.
2. Failing to work in a cooperative manner with management, supervisors, or other co-workers.
3. Misconduct or use of foul language before the public.
4. Chronic tardiness.
5. Fighting, assaulting, or threatening a fellow employee or any person on the restaurant premises. Immediate dismissal of all employees involved.
6. Unauthorized absence from your job.
7. Entering the restaurant premises or reporting for work under the influence of alcohol or drugs or bringing alcohol or unlawful drugs onto the restaurant premises, including the parking lot. Immediate dismissal.
8. Unauthorized drinking of any alcoholic beverages while on the job regardless of the source of the alcohol.
9. Willful or reckless destruction of restaurant or guest property, i.e., wrongful use and destruction of napkins or linen which are intended for table use and not for cleaning floors or equipment.
10. Sleeping on the job or willfully shirking duties.
11. Gambling on the premises. Immediate dismissal.
12. Falsification of medical, personnel, or other records.
13. Tampering with another employee's records or clocking in or out for another employee.
14. Possession of weapons on restaurant premises.
15. Theft of any kind or nature. We do not differentiate on the value of the item stolen or given away. Immediate dismissal.
16. Improper cash handling procedures.

17. Mishandling of guest or company funds.
18. Refusal to sign merit/demerit documentation.
19. Engaging in harassment of any kind, including sexual harassment, toward another employee or guest. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission is explicitly or implicitly a term of employment, when submission is used as a basis for employment decisions, or when such conduct interferes with work performance or creates a hostile work environment.
20. Making or publishing racial slurs, derogatory comments, or insults concerning any employee, manager, or the restaurant.
21. Engaging in oral or written solicitation for any cause or purpose during working time and at any time in guest areas where guests are present or likely to be present. Distribution of literature of any kind is also prohibited during working time, in work areas, and in guest areas. Working time includes the work time of both the employee doing the solicitation or distribution and the employee to whom it is directed.
22. Unethical or indecent behavior.
23. An employee on a leave of absence who does not report to work on the day scheduled after a leave of absence is considered a "voluntary quit".
24. Failure to check identification and/or serving alcoholic beverages to a minor.
25. Serving alcoholic beverages to an intoxicated guest or failure to notify a manager when a guest appears to be over consuming alcohol.
26. Any employee who commits or is charged with a felony off the business property will be suspended from work until the charged party is cleared through court action.
27. Posting anything on the employee bulletin board without prior approval from the General Manager.

## **4 Personnel Information**

### **Pay Periods**

Payday is every Wednesday. In order for us to process your paycheck you must accurately and completely fill out the following paperwork and turn it in to your manager. We cannot process your paycheck unless everything is complete. We need:

1. Federal and State W-4 forms
2. Copy of the I Understand form from this handbook
3. Employment application
4. Full time/Part time position form
5. Federal I-9 form
6. Name and telephone number of who to contact in an emergency

Any questions regarding your paycheck should be directed to your manager. Report any discrepancies immediately.

## **Overtime Pay**

Any hourly employee working more than 40 hours in one week with the manager's approval will be paid overtime wages (time and a half).

## **Work Schedules and Absences**

Seven day schedules will be posted on the employee bulletin board each Wednesday for the new schedule beginning on Saturday. It is your responsibility to check the posted schedule for your work shifts. Should any changes become necessary, once the schedule is posted, your manager will inform you in person. Schedule requests will be accepted and we will try to honor them, but we cannot guarantee anything until the schedule is posted. Generally, requests are honored on a seniority basis. All assigned work schedules are considered correct once they are posted.

Once the schedule is posted, it is final. If you find you are unable to work a particular shift, you are responsible for finding your own replacement. You must document the change on the Work Transfer Sheet, it must be signed by both parties, and approved and signed by the manager. If the transfer is not documented and signed in exactly this fashion, the originally scheduled employee is responsible for showing up for the shift.

If you are ill and cannot come to work, you must notify your manager at least three hours prior to your shift. Since work begins early in the morning, this may not be possible if you are scheduled for the early morning shift. In this case, call the night before, or at 7:00 a.m., when the manager arrives at the restaurant. When calling in sick, you must speak with a manager or your absence is considered unauthorized. We reserve the right to ask for and receive a valid, written doctor's release from work.

## **Unpaid Leave of Absence**

An employee in good standing who has one year of service with the company may apply for an unpaid leave of absence for **medical, maternity, military, or educational** reasons. No unpaid leave of absence will be granted for longer than a four month period.

The request for an unpaid leave of absence must be made at least two weeks in advance and could not be considered if it would place undue burden on the restaurant.

The unpaid leave of absence insures that the employee will be reinstated, but does not guarantee their former, or any particular, schedule.

Failure to return to work on the scheduled day will be considered a voluntary quit.

## **Family and Medical Leave**

An unpaid Family and Medical Leave of up to 12 weeks per year may be extended to a non-probationary, full time employee who has completed at least one year of service for the following:

1. The birth of a child and to care for the newborn child.
2. Placement of a child with the employee for adoption or foster care.
3. To care for a spouse, son, daughter or parent who has a serious health condition.
4. For the employee's serious health condition which makes the employee unable to perform the functions of his or her position.

5. You must fill out the Leave of Absence Form and receive appropriate approvals prior to starting the leave.
6. This particular leave insures that you will be reinstated and retain seniority as well as your former schedule.

## **Personnel Record Changes**

You must notify your manager of any change in your name, address, telephone number, marital status, number of hours in school (if you are under 18) , the number of dependents you claim, or who to contact in case of an emergency, in order to keep your personnel file up to date.

## **Employment of Relatives**

We will not employ your spouse or relatives (natural or through marriage). Our past experience has shown that this causes undue strain on all parties involved.

## **Full Time / Variable Time Status**

A full time employee is defined as one working at least four or more days per week or at least 200 days per year with an average of not less than 30 hours per week.

A variable time employee is one who works less than the requirements of a full time employee.

A variable time employee does not accrue any seniority for purposes of vacation benefits or scheduling preferences.

You must complete a Full Time/VariableTime form as part of your new employee paperwork. This form must be resubmitted immediately should your status change.

# **5 Employee Benefits**

## **Employee Meal Policy**

An employee meal is provided daily and is limited to those items prescribed by the General Manager of your restaurant.

In addition, most menu items are available to you at a 50% discount off the menu price. The discounted item must be rung up and approved by your manager prior to ordering.

1. You may eat your employee meal either before your shift or after your shift, but not during your shift.
2. You must eat your employee meal in the area designated by your manager.
3. You must consume your employee meal on the premises. It is not available for take out.
4. Your employee meal will be prepared by the person working that area. Do not go back and prepare it yourself.

## **Vacation Pay**

All full time employees, defined as working at least 4 or more days per week or at least 200 days per year with an average of not less than 30 hours per week from the employee's anniversary date (date of hire), will receive one week of paid vacation after completing one year of service with the company. Upon completion of two years of service, the full time employee will receive two weeks of paid vacation. Upon completion of ten years of service, the full time employee will receive three weeks of paid vacation benefit.

Vacation time must be taken and cannot be accumulated from year to year. A "week" of vacation pay is determined by adding all regular pay divided by total hours worked during the preceding 50 weeks. This number will be multiplied by the average # of hours worked each week.

All employees whose pay is predicated on the tip credit, (server, busser, runner), will be paid at the prevailing Federal Minimum Wage.

We will make every effort to grant your vacation request at the time you want, but we must reserve the right to schedule vacations so that they do not interfere with the smooth operation of the restaurant.

## **Holiday Pay**

You will receive holiday pay (time and a half) for work on the following days:

- New Year's Day
- Christmas Day
- Thanksgiving Day
- Memorial Day
- Fourth of July
- Labor Day

## **Employee Discounts**

We extend an employee discount to all employees who have completed their 30 day orientation period. When you want to come into the restaurant as a guest, you must make a reservation through your manager beforehand. Your discount privilege can only be extended to you by your manager and is not applicable on weekends or holidays. Your discount applies to the food portion of your check only. Only one discount may be used at a time.

Sitting at the bar, in the lounge, at the high tops, or ordering drinks directly from the bar is strictly prohibited when dining as a guest in any of our restaurants. Employees may not drink alcoholic beverages in any Mainstreet Ventures restaurant unless they are dining. Professional behavior is expected at all times.

In addition to the discount you receive in your own restaurant, you are also eligible for discounts in other company owned restaurants. Check with your manager for details.

### **Discount Schedule**

Employees will receive a discount off their food check as follows:

Party Size	Discount
2	1/2

3  
4

1/3  
1/4

Etc.

In no event will the discount ever exceed 50%. There is no discount on alcohol and any employee dining on their day off is expected to be responsible if they choose to consume alcoholic beverages with their meal.

### **Employee Tuition Reimbursement Program**

We offer a program whereby working students can get assistance paying for their education. In fact, a straight "A" student is able under the right circumstances to get his schooling paid for - 100%!

Your manager has all the details so please feel free to ask what you need to do to qualify.

For Michigan properties, there are also numerous scholarships available through the Michigan Restaurant Association which we are happy to help you obtain.

## 6 I Understand Form

*Note: this is a reference copy and should remain in this handbook. Your manager has a copy for you to sign.*

I understand that neither this Employee Handbook, nor any other company communication or practice creates an employment contract. An employment-at-will relationship exists by which the company or I may terminate my employment at any time, with or without cause. The company retains the right to change, modify, or amend, in whole or in part, any of its policies, in content or application, at any time. These changes may be implemented even if they have not been communicated, reprinted, or substituted in the Employee Handbook.

I understand that the company will be fair and consistent in conducting business and employee relations as outlined in the Employee Handbook.

I acknowledge receipt of the Employee Handbook and I have read and understand it. I take all responsibility for the knowledge of its content and will review it on a regular basis.

I agree to comply, to the best of my ability, with the high standards set per this manual for the restaurant and my individual job function.

I understand that my continued employment constitutes my acceptance of any changes that may be made in the content or application of the Employee Handbook.

This Employee Handbook, updated 3/1/2015, supersedes all previous Employee Handbooks.

\_\_\_\_\_  
Employee Name (printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

Note: This completed original form must be maintained in the Employee's Personnel File.