

Silver Spoons Catering & Events

Team Handbook- *Est. 2005 | Denver, Colorado*

Our promise to each other: We treat every client like a guest in our home and every teammate like a trusted partner.

1) Welcome

Welcome to the Silver Spoons family! We believe gathering around food with friends and family is one of the best parts of life—and we get to create those moments for a living. That takes skill, hustle, and heart. This handbook is your playbook: clear expectations, practical how-tos, and the standards we're proud to uphold.

How to use this handbook:

- **Read it.** It explains how we work and what we expect from each other.
 - **Reference it.** Keep it handy for policies, procedures, and contacts.
 - **Ask questions.** If anything is unclear, talk with your supervisor or the owners. We're here to help.
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2) Our Mission

“We believe gathering around food with friends and family is one of the best parts of life.”

How we live it:

- **Delicious, consistent food** that travels well and presents beautifully.
 - **Grace under pressure.** Events change. We adapt.
 - **Surprise & delight.** Thoughtful touches turn good events into great ones.
 - **Pride & responsibility.** We own our work, our tools, and our results.
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3) Equal Opportunity & Inclusion (EEO)

Silver Spoons Catering & Events is an **equal opportunity employer** committed to a respectful, inclusive workplace. We don't tolerate discrimination or harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, age, veteran/military status, gender identity/expression, or any other status protected by federal, state, or local law. This applies to **all** employment practices (hiring, compensation, training, promotion, scheduling, benefits, and separation).

Hiring and promotion decisions are based on **qualifications, merit, and business needs**. If you experience or witness conduct that conflicts with this statement, speak up—tell your manager or the owners immediately.

4) At-Will Employment & Handbook Disclaimer

Your employment with Silver Spoons is **at-will**. You may resign at any time, with or without cause or notice; the Company may also end employment at any time, with or without cause or notice. Only the **Owner** can enter into a written, signed agreement that changes at-will status.

This handbook is a guide—not a contract. We may update policies to reflect the needs of the business and changes in law. When we do, we'll communicate clearly and post the latest version.

5) Accommodation & Accessibility (ADA)

If you need a work adjustment due to a medical condition, **tell us**. It doesn't have to be formal—start with a conversation. We may ask for reasonable documentation when a disability or limitation isn't obvious. We'll work with you in an **interactive process** to explore practical accommodations. There are excellent public and private resources available; we'll help you navigate them.

Our goal: Remove barriers so you can do your best work safely.

6) Food Safety, Personal Safety & ServSafe

Our standard is **clean as you go**—always. Every surface, tool, and vehicle reflects on us.

Non-negotiables:

- **Sanitation:** Clean spills immediately. Sanitize work areas/tools after each use. Follow labeled chemical procedures.
 - **Temperature control:** Fridges/freezers are temp-checked and logged daily. Hot food hot; cold food cold. Raw and cooked foods stored and handled separately to avoid cross-contamination.
 - **PPE & uniforms:** Use gloves, aprons, and cut-resistant tools as trained. **Black gloves** are required on events when handling ready-to-eat food. **Non-slip, closed-toe shoes** are required in the kitchen and at events.
 - **Certification:** Captains must maintain **ServSafe Food Handler/Manager** certification (Company-paid testing when assigned).
Training: <https://www.servsafe.com/Getting-Started-Guide>
 - **Vehicle safety:** Load low and secure. Lift with legs. Use carts/dollies. Never block exits or fire equipment.
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7) Harassment-Free Workplace

We're serious about respect. **Harassment of any kind**—verbal, visual, physical, or online—has no place here and will lead to disciplinary action up to and including termination. This applies at the kitchen, at events, on deliveries, during travel, and at Company-sponsored gatherings.

Examples (not exhaustive): slurs, insults, offensive jokes; unwanted touching or blocking movement; sexual comments; lewd images; threats; or harassing posts/messages on social platforms.

If a **client or guest** behaves inappropriately:

- Call the **event lead** immediately. We'll intervene, escalate to the client, and if needed **end service** to protect our team.

See something? Say something. Report concerns to your supervisor or the owners right away. Retaliation for reporting in good faith is prohibited.

8) Professional Relationships (Fraternization)

We value friendships at work, and we also value good boundaries. If you're in a **supervisory/managerial** role (influence over scheduling, pay, discipline, or assignments), do not date or pursue relationships with someone you supervise. If a relationship develops, **notify ownership promptly** so we can adjust reporting lines or schedules to protect everyone.

9) Drug & Alcohol Policy

Purpose. To protect safety, food quality, and client experience, every team member must report to work fully fit for duty and remain so for the entire shift.

What's not allowed

- **No arriving to work with an odor of alcohol** or any signs of recent alcohol use. You must be fit for duty at clock-in. Arriving with an alcohol smell will result in removal from the shift and may lead to discipline, up to termination. (Colorado law protects lawful off-duty activity, but employers can enforce on-duty fitness and rules needed for business/safety interests.)
- **No drinking on the job** at any time—including before clock-in, during breaks, during/after events while in uniform, on client property, or in company vehicles.
- **No possession of alcohol** in company vehicles or backstage/staging areas.
- **Do not accept alcoholic drinks** offered by clients or guests. You may clear glasses as part of service, but you may not drink, pour, or serve alcohol.
- **Driving company vehicles requires 0.00 BAC.** Any suspicion of alcohol use removes driving privileges immediately.

Medications & impairment

- If a prescription or over-the-counter medication may impair you, tell your manager **before** the shift so we can determine safe duties or reschedule.

Consequences

- First incident: removal from shift and written warning.
- Repeated or serious violations (e.g., while driving, guest exposure): suspension or termination.

10) Violence-Free, Weapons-Free Workplace

We will not tolerate threats, intimidation, or violence. Report any concerning behavior immediately. Unless you have **legal authority** (and written Company authorization), **no weapons** are allowed on Company property, in Company vehicles, or at events.

11) Tools & Apps We Use

To keep events tight and communication clean, we use a few apps:

- **Sling** — schedules & timekeeping (clock in/out, time edits)
- **TimeTree** — sign up for events/shifts (servers & drivers)
- **WhatsApp** — event photos, shift threads, quick updates (kitchen, captains, leads)

We may add tools as we grow; training is provided.

12) Attendance & Reliability

Events run on precision timing. **Be early, be ready.**

- If you're running late or can't make a shift, **call your supervisor** at least 2 hours in advance. Keep calling until you speak live (texts/voicemails alone aren't enough).
 - For multi-day absences, check in daily unless otherwise arranged. We may require a doctor's note for illness-related absences.
 - Excessive absences, no-shows, or failure to follow call-in steps may lead to discipline, up to termination.
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13) Scheduling, Hours & Timekeeping

- **Weekly schedules** are posted in Sling. Event times can shift based on client needs—we'll notify you ASAP.
- If you can't work an assigned event you previously accepted, **call a supervisor immediately** and (when possible) help propose a qualified replacement.
- **Timekeeping:** Clock in/out in Sling. If you forget, tell your supervisor the same day for correction. **Do not** work off-the-clock. **Overtime** must be pre-approved by management.
- **Time fraud** is a serious violation (e.g., clocking in before you're actually ready to work, inflating time, or clocking out late). Disciplinary action may include termination.

Pride move: Arrive with hair up, jacket off, hands washed—**ready to work** before you clock in.

14) Blackout Dates

Our peak season is **October–December**. Time-off during these months is rare and must be approved by ownership in advance.

15) Pay, Paydays & Classifications

- **Paydays:** Every other **Friday** via direct deposit, covering the prior two-week period (Sun–Sat workweek).
 - **Your responsibility:** Review your timecard before payroll. Report discrepancies immediately.
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16) Tips & the CHP Pool (Creating Happy People)

We are transparent about tips. Here's how it works:

- We operate a **mandatory tip pool** (CHP) for customarily tipped roles and event support roles that contribute directly to guest experience.
- **Distribution:** We total all tips received in a pay period and divide by total hours worked by eligible teammates to determine an **hourly tip rate**. Your CHP for the period = hourly tip rate × your eligible hours.
- **Example:** \$1,000 total tips ÷ 100 total eligible hours = **\$10/hr** in tips. If you worked 5 eligible hours, you receive **\$50**.
- **Cash tips & integrity:** All **cash tips collected at events must be turned in the same day** to the captain or office. **Keeping any portion of client tips, underreporting cash, delaying turn-in, or asking teammates to split outside the approved CHP method is theft.** Violations will result in **immediate termination**, and Silver Spoons will **report the theft to law enforcement and press charges**. Restitution may also be pursued.
- If you no-show a scheduled shift or separate employment mid-period, you are only eligible for tips accrued on the hours you actually worked.

Pride move: When guests compliment service, kindly invite them to leave a Google review. Reviews build our reputation and future business.

17) Benefits Overview

Health Benefits (ICHRA): Full-time, benefits-eligible employees (after 90 days) may participate in our **Individual Coverage HRA**. You purchase your own health plan and submit **eligible premiums and out-of-pocket expenses** (medical/dental/vision, Rx, some OTC) for reimbursement through our administrator (**BASE® | Employee Benefit Administration**). Proof of coverage/payment is required per the portal instructions. Details and onboarding provided at eligibility.

401(k): Eligible employees may participate per plan terms (to qualify you must work 200+ hours in a calendar year).

Final pay: If you resign, follow our **two-week notice** process so we can transition smoothly. Failure to provide proper notice and follow checkout procedures may affect eligibility for certain benefits. (We'll always follow applicable Colorado law regarding final pay and accrued leave.)

18) Dress Code & Professional Presentation

We represent a premium brand. Show up looking the part.

Required at events:

- **All black** attire as assigned; clean, pressed, well-fitting
- Please check TimeTree for the dress code for your event
- **Formal Event:** Black button-down with starched collar, Black Slacks, Belt, Black Skid-Proof Shoes
- **Casual Event:** Black Silver Spoons T-shirt with Black Shorts, Skort, or Jeans/Pants, Black Skid-Proof Shoes.
- **Closed-toe, closed-heel, non-slip shoes** (no sandals)
- Hair neatly secured (bun/braid); beards trimmed
- Nails neat; polish neutral, chip-free
- No strong cologne/perfume
- No visible facial jewelry other than earrings
- No offensive graphics or political slogans

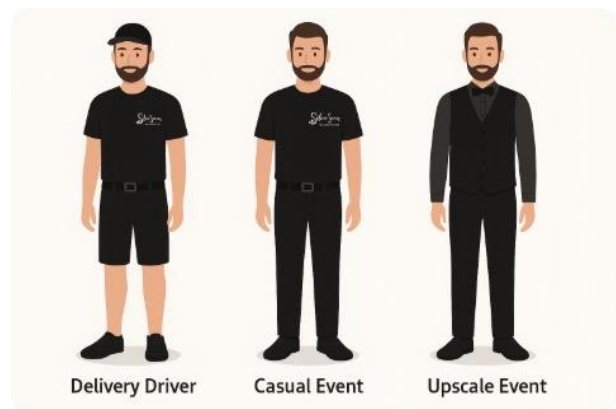
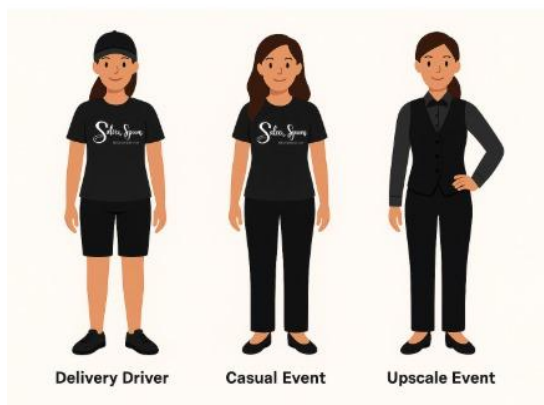
Personal Hygiene & Deodorant Policy (Food-Service Standards)

Standard. Because we handle and present food, all employees must maintain a **high degree of personal cleanliness** and a professional appearance every shift. (FDA Food Code, Ch. 2 “Personal Cleanliness” & “Hygienic Practices.” [U.S. Food and Drug Administration](#))

Required for every shift

- **Shower/bathe and use deodorant** before work; reapply as needed. **Noticeable body odor or halitosis is not permitted.**
- **Clean, laundered uniform/clothing** at the start of shift; replace if soiled. (Food employees must wear **clean outer clothing**. [U.S. Food and Drug Administration](#))
- **Hair secured back and effectively restrained** (hats, nets, beard guards as needed). (Hair restraints required to prevent contamination. [U.S. Food and Drug Administration](#))
- **Hands and exposed arms clean**; follow handwashing rules throughout the shift. (Food Code §2-301.11. [U.S. Food and Drug Administration](#))
- **Minimal fragrance**; no strong smoke/vape or other lingering odors.
- **Nails short/clean**; remove prohibited jewelry in food areas.

Captains may send anyone home (without pay) to change if they're out of uniform.



19) Professional Conduct (Kitchen, Events, Deliveries)

We expect **courtesy, cleanliness, and common sense**. Examples of conduct that may lead to discipline (up to termination):

- Insubordination or unprofessional behavior
 - Unsatisfactory performance after coaching
 - Excessive absences/tardiness; failure to follow call-in rules
 - Unauthorized personal use or damage to Company/venue/client property (you may be responsible for repair/replacement)
 - Company vehicle misuse or unsafe driving; you're accountable for the tickets you receive on duty
 - Leaving dish areas, linens, or event spaces dirty—**leave it cleaner than you found it**
 - Eating client food without Captain approval; bring your own meals/snacks and store out of view
 - Cell phones stored in personal vehicle during events (Captains may use phones for operations/photos/emergencies only)
 - Failure to complete venue checkout with the point-of-contact
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20) Expenses & Mileage

- Use Company vehicles when assigned. If you must use a personal vehicle due to availability, **pre-approve with a supervisor**; we reimburse mileage at the current rate **from kitchen back to kitchen**.
 - If you choose to drive your own vehicle when a Company vehicle is available, **mileage is not reimbursed**.
 - Keep your car clean—you're representing SSC.
 - For small purchases (ice, cups, etc.), get **pre-approval** and **submit itemized receipts** to payroll for reimbursement.
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21) Performance & Growth

We want you to win here. Expect:

- A check-in around **day 90**, and an annual review each year in your anniversary month.
 - Clear goals, coaching, and opportunities to expand your impact (captain test, cross-training, certifications).
 - Bring ideas anytime—don't wait for a review to improve how we work.
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22) Social Media & Brand Voice

We love sharing our work—but protect the brand:

- Be **positive, kind, and accurate** when posting about SSC.
 - Don't share confidential information (client names/addresses, pricing, proposals, internal docs).
 - Ask permission before tagging clients or posting images inside private residences.
 - The Company may use event photos you capture on duty.
 - Posts that harm the brand or violate privacy may lead to discipline.
 - If you don't wish for your picture to be posted, please just let us know and we will make sure to respect your privacy.
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23) Separation from Employment

If you decide to move on:

- Please provide **two weeks' written notice** to your supervisor.
- Return all Company property (keys, t-shirts /uniforms, devices, décor, tools).
- Final pay and any accrued benefits will be handled per Colorado law and Company policy.

If we separate employment, we'll communicate the reason we can share and the next steps.
At-will employment applies.

24) Job Snapshot — Servers & Captains

Your north star: Execute the plan **on time, beautifully, and safely** while keeping guests happy and clients confident.

Core responsibilities:

- Review event details/BEOs in advance; arrive early, ready to work
 - Lead FOH, satellite kitchen, and sanitation as assigned; maintain SSC presentation standards
 - Conduct pre-shift brief (assignments, safety, timeline, menu notes)
 - Partner with Chef on menu flow and last-minute fires
 - Manage rented and in-house gear with care; accurate pack-in/pack-out
 - Keep spaces spotless during and after service; complete venue checkout
 - Capture a few great photos for WhatsApp (no guests' faces without permission)
 - Complete the **event review** the same day; flag wins and issues for us to work on
 - Address guest concerns kindly and quickly; escalate to captain/ownership when needed
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25) Simple Event Standards We Live By

- **Five-minute rule:** If a guest looks like they need something, offer help within five minutes.
- **Two-minute wipe:** No unattended spills or clutter for more than two minutes.
- **Labels & temps:** Every time. No exceptions.
- **Leave it better:** The space, the timeline, the client's mood.

26) Captain Authority & Client Communication Protocol

Purpose. Protect a smooth event, clear communication, and a professional guest experience.

Who speaks to the client (POC).

- The **Captain is the sole spokesperson** to the client/POC during the event.
- Team members should **route all client/POC questions** to the Captain unless expressly delegated (e.g., "Melvin, please confirm the coffee setup with the POC.>").
- Never contradict or debate the Captain **in front of clients or guests**.

If a personal issue arises on shift.

- **Act responsibly and discreetly.** Step off the floor to the staging area or outside of guest view.
- **Inform the Captain immediately** (quietly or by message) and follow instructions.
- Use professional language and tone. **No visible conflict, eye-rolling, or side comments** around guests, vendors, or venue staff.
- If emotions are high, take a brief pause (water/bathroom), then return or check out with the Captain.

The Captain's authority.

- The Captain may **reassign duties, adjust breaks, or separate team members** to protect service flow.
- The Captain may **remove an employee from guest areas** if behavior, appearance, odor, or performance is not meeting standards.

- The Captain has the right to **end an employee's shift and send them home** for unsafe, disrespectful, or irresponsible conduct, including but not limited to:
 - Arguing or undermining leadership in view/hearing of guests
 - Refusing directives, disappearing from assigned post, or leaving early without approval
 - Impairment or suspected impairment, or violation of uniform/hygiene policies
 - Behavior that risks food safety, client satisfaction, or brand reputation

After-action & escalation.

- If you are sent home or reassigned, you must **cooperate immediately** and exit discreetly.
- **After the event**, you may request a follow-up with management to share your perspective. On-site disputes are not the time or place.

Do / Don't quick guide

- **Do:** Bring issues privately to the Captain; keep a service-first mindset; use the staging area for sensitive conversations.
- **Don't:** Confront teammates on the floor; involve the client in internal matters; contradict the Captain in front of guests; post about event issues on social channels or group chats during service.

26) Acknowledgment

Please sign to confirm you've received, read, and understand the Team Handbook and agree to follow it. If anything is unclear, ask—we're happy to help.

Employee (print): _____ **Date:** // _____

Employee (signature): _____ **Date:** // _____

Trainer: _____ **Date:** // _____

Final Notes & Updates

- Colorado and federal laws evolve. We'll update this handbook when laws or business needs change and will communicate updates.

Thank you for choosing to build memorable moments with us. Your care shows in every bite, every table, and every smile.