

Standard Employee Handbook
MTN, LLC



About Our Company:

First, it's a pleasure to welcome you to MTN Hospitality. As an employee, you can expect certain things from this company: advancement based on performance, competitive wages, and good working conditions. As a member of this team your job carries certain responsibilities. These include providing excellent customer service, treating fellow staff members with respect, having excellent workmanship in and around the building. Keep in mind that your success is our success and a well working machine creates an excellent experience for our guests.

MTN started in 2012 with a coffee shop and has expanded in to three restaurants all located in Northern Michigan. Owners Michael & Tawna Naturkas come from years of working in the hospitality business, from Detroit to Mackinaw Island.

Purpose Of The Handbook:

To bring a level list of guidelines that are necessary when there is a large group of people working to together. Below will be answers to most questions that you may have, along with managers in the department's guidelines to employment at MTH Hospitality.

No Harassment Policy:

We do not tolerate harassment of any of our employees, applicants, or customers. Any form of harassment related to an individual's race, color, religious creed, national origin. Sex, citizenship status, ancestry, veteran status, membership in the armed services, age, or disability, or any other category protected by the state or federal law, is in violation of this policy and will be treated as a disciplinary matter. For these purposes, the term "harassment" includes:

- Unwelcome sexual advances and request for sexual favors
- Offensive physical conduct
- Offensive remarks. Comments, jokes or slurs pertaining to an individual's race. Sex, gender, religion, age, disability, etc.

Employment Qualifications:

Depending on the position that you are applying for, or being considered for, there are certain attributes that we prefer:

- Honest
- Interest in long term employment
- Work as a team
- Interest in advancement
- Understand MTN Hospitalities goals
- Likes to work with guests and or food

Keeping Our Records Updated:

It is 100% a staff members responsibility to have written notice to any changes and provide this information in writing.

- Name Change
 - Home Address
 - Phone Number
 - Deduction Changes
 - If you have left the company, you are responsible to send forwarding information for final check and taxes to the following.
1. In writing, and signed; mail to

MTN Hospitality
4486 W Stutsmanville Rd
Harbor Springs, Mi 49740
Attn: address change

2. Or do a address change form at www.mtnhospitality.com

If you move; residence, or leave employment in any fashion, you are required to notify management via hand written letter, or form, at www.mtnhospitality.com of the new location prior to tax time. MTN Hospitality is not responsible to get forms to you if you did not provide this information. If you need an additional copy due to failure, notify management, there is a \$25.00 processing fee to receive a copy.

Dress Code:

Server;

Pants: Each property has a unique dress code. State Road Provisions, jeans with no tears or fridge. Jeans cannot have designs embroidered in them. The preferred jean is the Levi Red Tag.

Paper Station Bistro: Black slacks, no denim and they cannot be faded.

Shoes: State Road Provisions: Tennis shoes are the best thing. Shoes must be clean and unstained.

Paper Station Bistro: Any black closed toe shoes, no open toe or heal. Anti-slip are recommended.

Shirts: State Road Provisions: Shirts must be kept clean and wrinkle free. SRP T shirt or long sleeve.

Paper Station Bistro: Black plain shirt, button down is preferred

Beacon: Bar, very dark Levi red tags or close to that look~ Black button down shirts and a dark denim apron.

Basic Hygiene and Personal Educate:

- All employees must wear socks
- All uniforms are to be cleaned after each shift
- All hair shoulder length or longer must be pulled back.
- Jewelry must be kept to a minimum.
- No cologne or perfume.
- Facial hair on male employees must be kept neat and trimmed, if in kitchen bust wear a beard cover.
- All employees should practice basic personal hygiene.
- No chewing gum while on the clock.
- Swearing on the floor will not be accepted.
- Do not discuss tips in the presence of customers.
- Do not discuss your personal pay with others.
- Always answer the phone by saying, "good morning, afternoon or evening name of restaurant, this is your name how can I help you?"

Professional Standards:

Integrity in our relationships with our customers and fellow employees is an important part of providing quality service.

During hours of operation, our customers expect a first-class experience whether you are on or off the clock you are expected to act professional. After shifts if you are staying in the building please conduct yourself as a professional. Do NOT get intoxicated on premise. No drinking while on the clock or before shift of that day. There can not be any sign of marijuana or any other drug on any staff member before or during shift of that day.

Employee Dating:

Management cautions its employees in practicing dating habits with other employees of whichever property you are employed at. The potential problems posed by such relationships can distract both parties and other employees. Furthermore, this can open situations for sexual harassment.

Eating & Smoking Policy:

1. No smoking while on the clock unless you have been given permission by a manager. **Before asking you must have no tables at the time**, and another server must have been made aware that you plan to leave the floor for a couple of minutes. **Again, you may not smoke if you have any customers**. After you have a smoke, you are required to wash your hands before returning to the floor.
2. Employee meals for all staff. You are required to **ring your food up first** and discount the meal, which is 50% the discount must happen prior to you eating not at the end of your shift. All meals must be consumed prior, or after your shift unless you have permission or other arrangements. Eating is not to be done in view of our guest.
3. Food discount 25% for family members are dine in only, and you must be dining with them. The discount will cover any food that you order. This discount does not apply to carry-out, or any alcoholic beverages. This is for direct family, example: mother, father, children, spouse.

On And Off The Clock:

- You are required to punch in within five minutes of the time you are scheduled at. If you are scheduled for 6:00 and you punch in a 5:45 without managements approval, we will round the time up to 6:00.
- Eating is not permitted while on the clock unless special arrangements have been made.
- Please make it a habit that when it's time for your shift to end, that you start your cleanup prior to the end of your shift.
- Staff once off the clock cannot be at the restaurant if the restaurant is still in service. No staff at bar during normal business hours.
- Staff participating in drinking "day of" before shift, consuming liquor or drugs will be terminated.

Start The Shift:

- Make sure your hair and clothes are neat before the shift.
- Hang all your clothes along with purses etc. in proper spots.
- Wash hands before shift starts
- Start prep and follow opening procedures.

Days Off Call Off Rules:

1. Do not be late (EVER) Opener must be punched in at scheduled time unless otherwise asked by management.
2. **If you think you are going to be ill** you are required to find another staff member to fill your slot, you must reach out and find a replacement staff member to fill the spot then notify your manager by phone call, NOT text. Then contact Manager. There is: Three (3) call in maximum per (6) month period. If you are indeed ill, we will need proof. Example: Dr. note.
3. More then (two times) late to a shift you will be written up, two write-ups and you will be let go.
4. No show auto "write-up".
5. Vacation you need to give no less then 30 days to have time off. This does not guarantee that you have that time off. All requests must come in writing.
6. If you call in a staff member to replace you, you are responsible if they no show

What We Expect:

1. We expect you to have FUN! Meet new people and make then feel comfortable in our shop.
2. To be clean
3. Keep personal conversation down so that our guests do not hear you. Most of them could care less and you could be easily misunderstood.
4. Move fast, and keep moving. There are many things to do in that shop at any given moment.
5. Turn out the best product... learn that product.
6. **All raises and terminations are based on performance**

Theft & Termination:

1. You will be fired and prosecuted.
2. If you are terminated, you are restricted entrance to all MTN Hospitality buildings for 90 days.

Vacation Time & Pay

1. Unless in writing (contract) there is no paid vacations for hourly staff. Vacations for hourly staff can be submitted for approval with management. It must be in minimum 30 days before the date of the vacation. You will have a denial or approval within (7) working days.
2. Salary staff members, (management) will receive one-week paid vacation each year. The yearly rotation is January 1st December 31st in that year. You must be employed for a minimum of 9 months to qualify for a paid vacation. Vacation black-out dates as follow. June 15th – Sept 15th. December 1st – January 5th. All request are under consideration until signed off by management.
3. MTN,LLC and corresponding businesses are not responsible for reimbursement during any restructure or shut down for any reason.
4. All staff must be present top work shifts during these months and weeks. You may request time, but scheduling shifts depend on the specific restaurants needs. Please do not assume that you have any dates that you request off until you have written paperwork from management.
5. Dates listed below are only under consideration until you have signed sheet from management.
6. Pay-Day MTN Hospitality pay day is Friday every other week. Checks will be distributed by 5:00pm on the pay day. If you work at multiple restaurants, we will do our best to get the multiple checks to one place that you are working that pay day, although this is not guarantee.
7. Advancement on checks: our payroll system is complex and not easy to do advancements. If we are able to do an advance it cannot be more then 50% off the last payroll check that you received. Payment back from advancement will happen on the next payroll check in full.
8. We highly encourage all staff to keep and store paystubs for more then (1) year. If you require copies of paystubs there is a \$25.00 processing fee. This is for 1 stub, or all years.

Vacation Black-Out Dates:

- December 22nd-January 3rd
- July 1st – September 15th
- March 20th -April 8th

I have read the above and understand.

Print Name _____

Sign Name _____ Date _____

Contact information:

All email: mikenaturkas@mtnhospitality.com

Mark Ray (Executive Chef). MTN Hospitality

Katy Sansom (State Road Provisions Manager)

Robyn Smyley & Tyler Laughlin (Paper Station Bistro) Kitchen Manager

Nick Allerding (Lead Chef Beacon Bistro)

Peter Hauxwell (Beacon Bistro Manager)

Mike & Tawna Naturkas