**ORIENTATION MANUAL**

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1. **Introduction**

Welcome to Tim Hortons! I’m so excited to have you join the team.

There’s a lot to learn in these first weeks, but I wanted to take a minute to start with the heart of the matter — our company core values. At Tim Hortons, these values guide everything we do: our commitment to people and communities, our commitment to food and beverage quality and our commitment to the planet. As you become part of the team, you can slowly own these commitments to better help you work with dedication. I’m excited about how our company will shape your professional growth and experience, too.

You’ll find all employee policies in this manual, but I’d encourage you to reach out to your new team and your manager with questions. You are, after all, in good company.

Let’s hit the ground running!

Sincerely,

**Abe & Suzanne Robalo**

Owner/Franchisee

Tim Hortons

Jjam Management (1987) Ltd.

1. **Company Policies**

Attendance & Reporting Hours

* Attendance and punctuality are very important. All team members are expected to be on the floor five (5) minutes early before shift.
* Schedules are available weekly in our website. On the first day, the management team will activate your account.

Website: www.jjamstims.com

Username: (your personal email)

Password: (your first name)

* Scheduled days off are to be booked at least 3 weeks before and must be blocked on our ***black book***.
* Changing of shifts must be reasonable and must be approved by manager. Speak to the manager as soon as possible to be able to swap shifts to other team members.
* Calling in sick must be done while manager is on duty to help in calling team members to cover for your shift.
  + *Texting is not permitted and will not be recognized as a means of communication for this purpose.*
* 15-minute breaks are unpaid
* All team members are entitled with FREE coffee and steeped tea on breaks and 30% discount for other food and beverage at the store. You must call the attention of the manager or supervisor in charge to help you.
* Parking spaces are available at Sobeys parking lot, unless your shift is closing time, then you can park at the back door.

Payroll

* All team members are paid bi-weekly. Ceridian link will be sent to you email for paystubs and T4s.
* 4% vacation on each cheque and not banked.
* For statutory holidays, you must have worked before and after the holiday in order to be entitled with time and a half work day pay.

Uniform/Career Wear

* Uniforms will be available after 2-3 weeks
* All team members are required to wear black non-slip running shoes

WHAT TO WEAR (if uniform is not yet available):

* + Black dress pant
  + Black t-shirt or dress shirts

WHAT NOT TO WEAR:

* Hooped earrings (studs only)
* Facial piercings at all (TDL standards)
* Nail Polish or fake nails
* Bracelets, watches, rings, perfumes or cologne

1. **Rewards & Benefits**

* Star Employee of the Month – this is to recognize the team members’ effort and commitment in serving and working together with the customers and colleagues.
* Employee Benefits

1. **Employee Development & Performance**

Probationary Period

* New team members are in probation period for three (3) months.

Performance Reviews

* Employee evaluation will be after the third and sixth month of the employee. Annual evaluation is also implemented to measure and improve the performance of every team member and increase the future potential and value to company

1. **Workplace Communication**

Conflict Resolutions & Communication

At Tim Hortons, all team members are expected to work closely with the team in order to achieve the same goal. In any case that you find yourself having issues with anyone in the company, the upper management has an open door policy where you can always talk to us so we can help you as we want to create a positive work environment and in every problem, communication will always be the key.

Furthermore, if you have violated any company policy, the management will conduct a corrective action.

* Verbal Warning
* Written Warning
* Final Written Warning

Who to Contact?

For any conflict in the workplace, do not hesitate to contact your manager so he/she can make necessary action immediately.

MANAGER NAME:

CONTACT #:

1. **Hiring**

Employee Referral Program

Re-hiring Former Employees

**ACKNOWLEDGEMENT OF RECEIPT OF ORIENTATION MANUAL**

I hereby acknowledge that I have received a copy of the Tim Hortons Orientation Manual. I agree and understand that the manual is a guideline and an aid to being an effective employee of Tim Hortons.

I also understand and agree that it is my responsibility to read and become familiar with the contents of the manual.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Noted by:

Manager’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_\_