



Broadway PLATES AND PINTS

Employment Policies and Procedures

Employee Handbook

Plates and Pints: Employment Policies and Procedures

Welcome to Plates and Pints!

Welcome to the team! At Plates and Pints, we recognize our employees as our most valuable resource. Our commitment to excellence in food, beverages, and service is only possible because of dedicated individuals like you. We are excited to have you with us and look forward to helping you succeed in your role.

This handbook is your guide to understanding our values, policies, and expectations. Please read it carefully. If you have any questions, feel free to reach out to your trainer or manager for clarification.

We hope your time here is enjoyable and rewarding. Welcome aboard!

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Introduction

Our Mission

At Plates and Pints, we aim to create a fun, welcoming atmosphere where friends and families gather to enjoy great food and exceptional service. Whether you're here to celebrate a special event, catch a game, or relax with friends, our focus is on delivering an outstanding experience every time.

Core Values

Our success is built on the following principles:

- **Legendary Service:** Providing unique, memorable customer experiences.
- **Continuous Improvement:** Striving for excellence in everything we do.
- **Integrity:** Building trust through honesty and accountability.
- **Teamwork:** Supporting and respecting each other to achieve shared goals.
- **Responsibility:** Taking ownership of our actions and commitments.

About This Handbook

This handbook is a resource to help you understand our policies and procedures. It is not a contract of employment, and Plates and Pints reserves the right to update or modify the contents as needed.

Employment Policies

Hiring

We only employ individuals authorized to work in the United States. All employees must provide valid documentation within three days of hire as required by law.

Non-Discrimination

We are an equal-opportunity employer and make decisions based on qualifications, without discrimination based on race, sex, religion, or other protected characteristics.

Orientation Period

Your first 60 days serve as an orientation period, during which we will assess your fit for the role and provide initial training.

Training

We invest in thorough training to help you succeed. Certified trainers will guide you, and you will not be expected to perform duties independently until you are qualified.

Evaluations

Performance evaluations occur twice a year (January and July) and are designed to provide feedback and support your growth.

Scheduling and Overtime

Schedules are posted weekly. All requests for time off must be submitted in writing (In Sling) at least two weeks in advance. Overtime is paid at 1.5 times the regular hourly rate for hours worked beyond 40 in a week.

Standards of Conduct

General Expectations

We expect all employees to maintain professional behavior and contribute positively to the work environment.

Prohibited Conduct

The following actions may result in immediate disciplinary action, up to termination:

- Dishonesty or theft

- Harassment or abusive behavior
 - Falsifying time records
 - Violating safety protocols
 - Using or being under the influence of illegal substances while on the job
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Attendance Policy

Occurrence System

Absences and tardiness are tracked using an occurrence system:

- **Call-Off:** 1 occurrence
- **15 Minutes Late:** 0.25 occurrence
- **30 Minutes Late:** 0.5 occurrence

Reporting Absences

Notify a manager at least two hours before your shift if you will be late or absent.

Tardiness and Resignations

Repeated tardiness may lead to disciplinary action. If you plan to resign, provide a two-week written notice.

Compensation Policies

Time Clock Procedures

Clock in no earlier than five minutes before your scheduled shift. Falsifying time records is grounds for termination.

Tip Reporting

Tipped employees must report all tips at the end of each shift as required by federal law.

Payroll

Paychecks are issued biweekly and available after 2 pm on payday.

Employee Benefits

Worker's Compensation

If injured on the job, report the incident to a manager immediately for proper documentation and care.

Employee Meals

Front-of-House employees receive a 50% discount per shift; Back-of-House employees receive one free meal (up to \$20). Some exclusions apply.

Social Media and Technology Use

Guidelines for Responsible Use

Employees should ensure their online presence aligns with the company's values. Do not share confidential information or post in ways that could harm the company's reputation.

Cell Phone Policy

Non-management employees are prohibited from using cell phones during shifts unless in an emergency and with prior approval.

Customer Service Standards

Handling Complaints

Always address customer complaints promptly and professionally. Seek a manager's assistance when necessary.

Telephone Etiquette

Answer phones promptly and politely:

"Good [morning/afternoon/evening], Plates and Pints, this is [your name]. How may I assist you?"

Safety and Sanitation

General Safety Rules

- Clean spills immediately.
- Use proper lifting techniques.

- Always wear slip-resistant shoes.

Food Safety and Sanitation

- Wash hands frequently.
 - Avoid cross-contamination by properly sanitizing surfaces and tools.
 - Store food at appropriate temperatures.
 - Follow all Franklin County Public Health Guidelines
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Dress Code

Dining Room Staff

- Non-slip shoes
- Dark-colored pants or shorts (no excessive holes)
- Company-provided shirts
- Ohio State or NFL Shirts on Gamedays

Kitchen Staff

- Clean shirts and pants
 - Hair restraints and slip-resistant shoes
 - Hats or Hairnets
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Emergency Policies

Accidents and Reporting

Immediately report any workplace accident to a manager.

Fire Safety and Crime

Assist guests to safety during emergencies. Do not resist in the event of a robbery—prioritize safety.

All policies outlined in this handbook serve as guidelines and may be adjusted by management as necessary. Any changes to these policies will be provided in writing to ensure clear communication.

Acknowledgment and Receipt

I acknowledge that I have received, read, and understand the Plates and Pints Employee Handbook.

Employee Signature: _____ **Date:** _____