

Taco Alley

Policies and Procedures Handbook

Revised: 1/07/17

Welcome to the Taco Alley Family. It is our desire that your time spent with our organization will be a positive experience. This manual is designed to accompany you on the job training which will occur during your first few weeks with Taco Alley. This should serve to answer most of the questions you may have, if not, do not hesitate to ask the assistance of your immediate supervisor. Our goal is a clean, safe and healthy environment to work and to serve our customers.

Sincerely yours,

Management

General Policies

1.) **Appropriate Dress & Uniform**

Acceptable wardrobe is as follows: Blue jean denim pants, Taco Alley Shirt, Black or Brown shoes are preferred, Shorts are acceptable as long as they are in good taste. Shoes need to be nonslip, no open toe, and have safety in mind. Yoga pants, workout pants, wind suits, sweat pants and spandex should not be worn. Jewelry is discouraged, but a wedding band is acceptable otherwise no dangling earrings or necklaces. We prefer that in cold weather a long sleeve shirt is worn under the Taco Alley shirt that it is in good taste with no questionable slogans. Hoodies, Coats and Jackets should not be worn on shift. Before you clock in, (please fix your hair in the bathroom/**not in the kitchen area**). Hair must be pulled back off shoulders and collar. (Hair nets are acceptable). No dangling watches either, they are just not sanitary. Fingernails should be neat and trimmed at all times. Everyone must have a neat and clean appearance every day. Lockers are provided for your convenience while on duty, you are not to leave your work items in them. You are responsible for keeping up with your work clothes and keeping them clean and presentable. Please, do not wear dirty aprons on shift.

2.) **Personal Calls & Cell Phones**

Personal calls should only be made during breaks. You must gain manager on duty approval before making a personal call. Personal calls should be returned at break or after work, unless in the case of an emergency. Cell phones should not be carried with employee during shift, they simply aren't sanitary.

Remember: No personal information about Taco Alley employees should ever be given out to anyone over the telephone or in person. Refer any questions of this nature to the manager on duty.

3.) **Visitors**

Visitors during shift are discouraged, and no visitors will be allowed in the kitchen area. Any visiting should be restricted to the front lobby or out front and on break only. This includes off duty taco alley employees.

4.) **Attendance**

All call ins must be handled by voice call only and be placed before four hours before your shift. You should call, Steph at 405-823-8461 to get this covered. If she is unavailable, you should then call David at 903-249-7074. There are no other alternatives for having an excused absence. If you are sick and out of work for more than two days. you will be asked to provide a doctor's note before returning to work. If you don't get a doctors slip your absence will not be excused. Tardies are a serious inconvenience to all involved, Please try to be on time. The second tardy will result in a verbal warning, next a written warning and on the forth occurrence termination. Four Tardies over fifteen minutes will also result in termination. Please use the same call in procedure for tardies as you do absences. **Basically, don't walk in, clock in and go to the back and get ready, be here 5-10 minutes early, ready for work and then clock in.** Unapproved absences will be reason for termination. You must call in at least four hours in advance of your schedule for it to be an excused absence, even for illness, and it is your responsibility to call in person and speak with the manager on duty.

** TEXT MESSAGES ARE NOT RECOGNIZED BY THE STATE OF OKLAHOMA or Taco Alley for an absence.

5.) Breaks

All breaks at Taco Alley are paid and paid breaks are a privilege, please do not abuse them. You qualify for a break on any shift you have worked four hours or more. The manager on duty must authorize your break---NO EXCEPTIONS- you work four hours or less you do not qualify for a break. Breaks should be taken in the kitchen at the break area or on the patio, under no circumstances is a Taco Alley employee on duty to be in the lobby on break. Your mother doesn't work here, clean up your own mess. This especially applies to the area you are taking your break.

Food & Drinks

All food and drink are free while on shift except Chicken, it is full price. If you work less than four hours you may eat a free meal, but you may not do this on the clock. We have plastic glasses available for you during your shift. If you want a take out cup you must pay twenty five cents to the rainbow cup at register #2 for a large cup only at the time you make the drink. This privilege is not available to employees off the clock and only one cup per day is available in this manner. All food must be eaten in the building, NO EXCEPTIONS!!!!!! You must pay for food if you take it out of the building. This will require a manager to oversee the transaction.

6.) Accidents

Any accident should be reported immediately to the manager on duty. The manager on duty then needs to contact back office management IMMEDIATELY. No exceptions.

7.) Parking

Employees working day shift should park in the west parallel parking area and enter through the rear of the building. Crew members working on the evening crew should park up front under the light on the southeast corner of our parking lot.

8.) Smoking

This is a smoke free environment. No smoking is allowed in the building. The designated smoking area is out front in the outside dining area. The cigarette receptacle is to be used. *(Don't throw your butts on the ground, please-someone, like me, has to pick them up. Also employees under legal age are prohibited from smoking on the grounds.*

9.) Theft and Misrepresentation

Any theft or misrepresentation will not be tolerated. We will terminate and prosecute anyone taking part in these type activities.

10.) Staff Meeting

We will call as few meeting as possible for employees, but a staff meeting is like a work assignment, it is mandatory you attend. The meeting notice will be posted with the week's schedule.

11.) Employees Under the age of 16

There are strict requirements for employees under the age of sixteen. These employees may not operate any motorized or mechanized equipment; they may cook, clean, wait on customers and prepare food, though.

12.) Behavior

No foul or profane language to customer, fellow employees or management will be tolerated. You are expected as an employee to follow all directions given in normal duties by manager on duty, please comply with a positive attitude.

13.) Sanitary Methods

Wash and sanitize your hands before you come on duty every time or when you come back from break or restroom. If you have to sneeze or cough we prefer this not happen in a food area and please wash your hands before you handle food again. Do not touch your face or hair, etc while in the front counter area. Do not touch unwrapped food without food gloves and sanitary measures having been administered.

**Chewing gum is not allowed.

14.) Cell phones

Cell phones while on duty are discouraged. Use of these are a privilege not a right while clocked in at work. They are to be used in the back of the kitchen only and in a limited emergency only matter, abuse of this privilege will result in it being revoked. We also reserve the right to dock pay for excessive time spent on mobile device.

General Procedures

1.) Greeting

The official greeting of Taco Alley is, "Welcome to Taco Alley, How may I help you?" This is the only greeting to be used. This greeting should be used at each encounter, drive-thru and front line. Please be nice to the customers, remember, without them you do not have a job, and the more we have the more hours you receive.

2.) Time Clock

Your last four digits of your social security number is your employee number and should be used by you alone to clock yourself in or out on the time clock. Register one serves as the time clock please only use register one to clock in and out. Under no circumstances should a person clock in before their shift unless being asked to by the manager on duty.

3.) Cash Register

It is your responsibility to learn the use of the register system and our Menu at Taco Alley and become proficient at its use within the first week of employment. Failure to do this will be grounds for termination.

**failing to learn the menu within the first week is grounds for termination!!

4.) Lobby and Restrooms

The lobby and restrooms are our showcase and require constant care and maintenance. If you are asked to clean the lobby, you are also required to check the restrooms. Cleaning will require sweeping any debris in the floor, cleaning and sanitizing the tables and condiment bar/trash cans, as well as, filling the napkin holders. The lobby require constant attention, please be attentive to its needs. Paper products and soap require changing, please attend to replacing products as needed.

5.) Outside Parking Lot

When asked to clean the parking area, please pick up all trash and debris on all parts of the lot. We will allow smoking during this time as long as the privilege is not abused. This is to be done also by the position of fryer in the morning, neglect will result in termination.

6.) Office

The office is off limits to employees unless back office management is present. Please knock before entering the office at all times.

7.) Work Schedule:

The work schedule will be posted by 5:00 p.m. on Sunday for the following week. You may not rearrange your work schedule or change with another employee without back office management approval. Changes will only be approved in case of emergency. Note: Schedule your appointments on your days off

8.) Request for Days Off

You should write on the current schedule to request days off for the next week. It must be done before 5 p.m. on Wednesday the week before the requested day off.

9.) Pay Checks

Paychecks will be dispersed on the Thursday following the workweek after 5 p.m. No checks will be available before then. It is the employee's responsibility to provide proof of eligibility to receive pay for services rendered. When picking up your check, be prepared to wait until we are not busy. Employee checks will need to be cashed at another location, we do not carry enough spare change to cash your payroll check. Your check will not be given to another individual, unless you make arrangements with a back office manager.

10.) Check Cashing Procedure

- 1.) No temporary checks without proper ID. address and valid phone number
- 2.) No out of town checks (outside McCurtain county or immediate local area)
- 3.) Checks must have name, current phone number and address number on the check.
- 4.) You must check ID on all checks, if the person's ID does not match the name on the check, it cannot be accepted!
- 5.) No two party checks (checks written to someone else other than Taco Alley)
- 6.) Check for the amount of purchase only. NO EXCEPTIONS!!!!
- 7.) Employees will initial all checks assuring they have checked them for correct information; anything not being apparent or correct should be brought to the manager on duty's attention.

Hint: Question Low Number checks and out of town checks.

11.) Probationary period:

All new hires and position changes will be placed on probation during the first 90 days of the new position. If for any reason the employee fails to meet the standards set forth in this booklet or any other posted/stated policies he/she may be terminated without previous written or verbal notice.

Good Luck and Welcome!!

Employee Declaration

I, _____, have read and understand the “Policies and Procedures Handbook” for Taco Alley. I agree to abide by all policies contained in the handbook and understand that I will be terminated from employment by violation of these policies as outlined in the handbook.

Background information:

Have you been convicted of a felony crime within the past 5 years? _____ Yes _____ no

Are you on probation or parole or on a suspended sentence at the time of this application?

_____ yes _____ No

If yes, please explain _____

Please read the following information carefully and then sign and date below:

Accuracy of Information: I have reviewed and made sure all sections are correct and complete on this form and on my original application for employment. I understand that my eligibility for employment will be based on the information I have given on this form and my application.

Falsification of Information: I certify that all statements made on this application are true and correct. I understand that any false statements made by me may cause me to be ineligible for employment or subject to termination from employment.

Verification of Information: I authorize Taco Alley to investigate and verify the facts claimed by me on any document used to gain employment (this form and my application). I also authorize my former employers to provide any information requested by this employer. A photocopy of this application shall be as valid as the original

Signature

Date

Product List Taco Alley

Taco	Corn Shell, Meat, Lettuce Cheese
Soft Taco	Flour Shell, Meat, Lettuce, Cheese
Super Taco	8" Corn Shell, meat, Sour Cream, Lettuce, Cheese, Tomatoes
Super Soft Taco	Flour Shell, meat, Sour Cream, Lettuce, Cheese, Tomatoes
Taco Lite	Fried Flour Shell, Meat, Sour Cream, Lettuce, Cheese Tomatoes
Bean Burrito	10" Flour Tortilla, 2 Scoop Beans, Sauce, 1 soufflé cup Cheese
Combo Burrito	10" Flour Tortilla, 1 scoop Beans, 1 scoop Meat, sauce, 1 soufflé cup Cheese
Meat Burrito	10" Flour Tortilla, 2 scoop Meat, sauce, 1 soufflé' cup Cheese
Tostada	Flat Corn Shell, layer of Beans, mild sauce, lettuce, Cheese
Frijoles	2 scoop beans, mild sauce, Cheese,
Chili Burger	Bun, sauce, lettuce, 1 Scoop Meat
Nachos	Chips, 1 scoop Nacho Cheese, Peppers
Super Burrito	10" Flour Tortilla, scoop Beans, scoop Meat, sauce, 1 soufflé cup Cheese, tomatoes, sour cream, lettuce, olives
Super Tostada	corn shell, beans, meat, sauce, sour cream, lettuce, cheese, tomatoes, and olives
Enchilada	flour shell, scoop beans, scoop meat, sauce, cheese, olives
Super Salad	Flour Bowl, Lettuce, scoop beans, scoop meat, sauce, sour cream, cheese, tomatoes, olives, served w/picante
Super Nachos	Chips, 1 scoop Nacho Cheese, scoop beans, scoop meat, dollop of sour cream, tomatoes, and peppers
Quesadillas	10" Flour Tortillas, 2 Cup of Cheese, cook till lightly brown (3 minutes) use timer
Fajita Chicken Salad	Flour Shell, lettuce, chicken, sour cream cheese, tomatoes, served with ranch or picante
Queso and Chips	chips, 1 scoop nacho cheese, scoop spicy sauce
Chicken Fajita Taco	flour shell, chicken, sour cream, lettuce, cheese
Combo Meals	3 taco, 2 enchilada or 2 burritos with frijoles, rice, chips and picante and small drink
Double Decker Taco	flour shell, beans, corn shell, meat, sour cream, lettuce, cheese
Kids' Meal	taco, soft taco, bean burrito or chili burger with cinnamon crisps, and a small drink
Daily Special	Daily Special item served with a large drink
Cup of Chili	One 8 oz cup of Chili(¾ full), 1 oz shredded cheddar
Baja Chicken Soup	One 8 oz cup of Soup, 1 oz shredded cheese, sprinkle of chips
Chili Cheese Nachos	Nacho tray full of chips, one ladle nacho cheese, one scoop chili
Shredded Pork Tacos	6 inch flour tortilla, 1 oz pork, lettuce, cheese