

Agnes Policies and Procedures Handbook

The Goal of Agnes

Is to provide a safe, professional, and friendly work environment for employees, vendors, and guests. This Handbook contains specific rules, and guidelines which we encourage each employee to read, and learn. Once receiving this handbook, it is the individual responsibility of each employee to know and follow the rules. This will ensure a comfortable work environment, outstanding service, and consistent, properly prepared products that are the standard that we at Agnes intend to uphold.

Our Mission Statement

"At Agnes, our mission is to redefine fast food by offering healthier, flavor-packed alternatives that nourish the body and delight the palate. We are committed to serving quality meals that support better living without compromising taste or convenience."

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Attendance & Punctuality

Attendance and punctuality are something that directly affect the success of the business and our ability to provide excellent customer service. Each associate is expected to be at work on time as scheduled to work their assigned shift. If an employee is unable to work their scheduled shift, they are required to call the manager on duty and inform them at least 24 hours in advance. This will give sufficient notice to get the shift covered. Progressive discipline procedures will be instituted to track attendance and punctuality infractions. Any No Call No Show will immediate Termination.

Clocking In/Out Guidelines

It is the responsibility of each employee to clock in and out for proper time keeping of hours worked. Failure to do so will result in pay not being received. Employees must not clock in until they are ready to begin their shift. All employees will promptly clock out at the end of their shifts before cigarette breaks etc.

Property Damage

If an employee breaks any merchandise, they are to inform the manager of duty. We understand mistakes do happen; however, it is the employee's responsibility to replace what is damaged. Funds can be taken out of employee paychecks in installments depending on the amount to be recovered.

Food/Beverage Policy

All food/beverages at Agnes are to be paid for. None of the food is free. You will receive a 40% Discount on food during your scheduled shift. Please honor this standard.

Your friends do not receive a discount on their purchase of extra food for their dinners. This is considered stealing. Anyone caught doing this will be terminated immediately.

Illegal Drug Policy

No drug paraphernalia, or controlled substance of any kind is to be on the premises period. Do not come to work under the influence of marijuana or alcohol, nor use it on the premises. If the owners have reasonable suspicion, employees will be reprimanded and can be terminated due to safety liabilities. Each employee should consider this first, and only warning.

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Providing Excellent Customer Service

Our goal is to provide superior customer service. Every guest should be greeted with a smile and made to feel welcome as if they were guests in our home.

There is absolutely no cell phone usage while servicing our guests.

Front-of-house employees should familiarize themselves completely with the menu, to be able to answer any questions and promote the food correctly.

There should be no communication between cooks and our guests. Cashiers/Waitress should keep conversation friendly, professionally, and to a minimum to provide prompt service to all our guests in a timely manner.

Any dispute with a guest should be immediately addressed to the manager on duty, or owner, whichever applies at the time of the dispute. If one is not available, please get the phone number of the guest, and assure them that a manager will contact them promptly about the matter.

Don't forget to thank each guest and invite them back again.

Caribbean Music is to be played at all times. No exceptions!!

Respect in the workplace

Conducting yourselves in a respectable manner is not only expected but required. You must not engage in heated arguments, profanity, and belittling one another while on Agnes premises. Disrespect to one another will not be tolerated. If heated conflict does occur, management will address the situation in a meeting with each employee individually, then together.

Repeat violations will be handled on a Progressive disciplinary process in 3 steps: First time is verbal warning. Second is written. Third is 3 days' suspension with no pay. If you violate the respect policy after suspension, you will be terminated and ineligible to work for Agnes. Anyone who engages in a Physical dispute will be immediately terminated.

You must conduct yourselves to the highest standard of professionalism and respect, especially in the presence of our guests. ANY disagreements that are addressed in the presence of our guests will be met with disciplinary action NO EXCEPTIONS. If you feel another employee is the aggressor against you, inform a member of management IMMEDIATELY, so that the situation can be diffused promptly.

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Bullying, and poisonous talk about other employees will not be tolerated on the premises. Each employee will maintain a mode of respect for each other during their shift, regardless of outside, personal feelings.

Mandatory Staff Meetings

All staff meetings are mandatory. It is imperative that all staff are present to address any misunderstandings and hear of any upcoming training or events. Staff will be given sufficient notice to attend all meetings.

Anyone missing a meeting without prior consent from management will receive written disciplinary action at the first missed meeting. The next missed meeting will result in unpaid suspension.

Events

We encourage your feedback and suggestions on future events and promotions for the advancement of Agnes LLC. Please inform ownership. Employees are encouraged to participate in events that Agnes Eat sponsors, facilitates, or endorses.

Dress Code & Appearance

All employees are required to wear an Agnes shirt, or Chef Jacket depending upon position. Black pants and black non-skid shoes must always be worn. Uniforms should be clean, odor free, and not have visible staining or lint. Hair on your head and face should always be done and well-manicured.

Waste Log

Employees must log all wasted food in the wasted log. If you burn it, it spoils, the customer doesn't pick up, you must log it in the waste log and dispose of it properly. ALL WASTE MUST BE LOGGED.

Utility & Equipment Use

Employees must comply with all building regulations as outlined by the landlord. This includes proper food handling, odor control, pest management, and respect for shared common areas. Any violations may impact our lease and will result in disciplinary action.

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Lease Compliance

Employees are not allowed to eat or sit in customer seating areas during business hours. All breaks must be taken in the designated employee area or outside.

Dining & Guest Areas

All employees are responsible for ensuring food waste is double-bagged, tied, and disposed of promptly. Trash must be taken to the designated dumpster at the end of each shift. Any lingering odors, spills, or rodent sightings must be reported to management immediately.

Odor & Trash Control

All kitchen staff must follow strict cleanliness procedures for exhaust hoods and grease traps. These must be wiped down daily and deep-cleaned monthly. Clogged or overflowing traps must be reported to management immediately. Failure to follow cleaning protocols may result in write-up or suspension.

Kitchen Exhaust and Grease Trap Maintenance

Employees must immediately report any malfunctioning equipment or unusual utility issues (e.g., water leaks, electric failure). Do not attempt to fix or unplug major kitchen appliances without approval. Failure to report issues may result in disciplinary action.

Personal Belongings in the Workplace

Please leave laptops, computers, and other electronic devices at home. Employees are not permitted to work on other projects not related to Agnes.

No **PHONES** are allowed while working. Period! If you need to use your phone, you need to clock out.

Employees must not use store items such as food containers, cups, plastic ware, straws, etc. unless you have purchased items on the menu. You are permitted to bring your own from home if needed.

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Damaging Equipment

If you break it, you buy it.

Visitors

If you have a visitor their stay should be limited to 15 minutes (paid break) no longer. Additional questions please direct them to Management.

Documents Required for Employment

Upon hire, new employees will be required to show valid State ID, Social Security card, and given 10 days to complete their ServSafe level one testing.

Food Prep, Portion control, and Presentation

We must have a higher sense of urgency and sense of customers' time. It is the manager's role to check all food from the cooks before it goes out to the customer. The manager must check to make sure the food is fully cooked, and the presentation is clean, neat, and clear of drippings on the container. We must be precise with our timing. If you state the order takes 15 minutes, it must be that (15 minutes).

Drink cups must be fully filled with ice, unless the customer specifies something different.

Portion control on the following items:

- Condiments ~ don't give customers extra unless it's specified or paid for.
- Condiments in container's ~ distributed in the specified container ½ full not *filled to the rim*. Do not use coleslaw or Mac containers for condiments.
- 4-ounce burgers ~ they must be weighed no exceptions.
- 6-ounce fries ~ they must be weighed no exceptions.
- Rice ~ must be 5-ounces per order.
- Cabbage ~ must be 5-ounces per order.

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- Veggies ~ must be 5-ounces per order.
- Cheesesteak ~ must be 5-ounces per order.
- Oxtails ~ must be 6-ounces per order.
- Curry Chicken ~ 5 pcs of wings (or if) 2 pcs of drums
- Bread/Buns ~ toasted unless specified differently.
- Grill ~ must be thoroughly cleaned weekly. Cooks must be clean grilled in between daily use.
- All workstations must be cleaned before your shift is over.

Employee Agreement

I have received and read the Agnes LLC employee Handbook. I agree to abide by the rules and regulations described and am aware of policies and action that may be taken if they're not followed.

Employee Signature

Date

Employer Signature

Date