



# Employee Handbook

I, (PRINT) \_\_\_\_\_, have received this handbook and understand that I am responsible for upholding the contents of this document.

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

# General Policies

Any breach of the policies below will result in a warning, potential loss of privilege, and/or automatic write-up if specifically noted.

1. Hygiene:
  - a. Hats or hairnets are mandatory for all staff interacting with food. For kitchen employees, this includes facial hair nets.
    - i. Employees must bring their own hats. Nets will be provided on going.
  - b. Gloves are mandatory when interacting with food. Grill cook is not required to wear gloves, but must maintain clean hands at all times. Position 2 and 3 must wear gloves when touching food. Gloves should be replaced when compromised as not to cause cross contamination between the food.
  - c. Washcloths are to be kept in designated kind of container at all times. No cloths lying around.
2. Food:
  - a. All 6+ hour shifts are entitled to one free meal and 30% off when not working
  - b. Counter employees are entitled to 50% meals when working and 30% off the clock.
  - c. All employee meals must be rung up with the ticket name "Name + Meal"
  - d. It is not permissible for an employee to take food home that has not been rung-up. Should this occur, it will result in an automatic write-up. This also pertains to meats and produce.
  - e. Smoothies are not free. Protein smoothies are to be rung up for a cost of \$1.99 and yogurt smoothies for \$1.50.
  - f. No grazing on prepared foods sitting out for cooling. Prepared food (such as cooling beef, chicken, pork) are not to be eaten, unless for minimal taste testing needs by cooks/owners for quality control purposes.
  - g. Filtered water is provided for workers in the fridge. Water bottles are not free and must be rung up at \$1.00 each.
3. Cell phones:
  - a. Counter staff are not permitted to use cell phones when on the clock. Cell phones may be used on break, for emergencies, and for Pipeline Taco related communication.
  - b. For cooks and anyone preparing food, headphones are permitted for listening during prep hours, though you must remain aware of your surroundings and communication from teammates and customers.
  - c. Phone calls are not to be taken in the dining room or kitchen. Please go out back or in the dishwashing area out of the way, do not have phone conversations in front of others, especially in front of customers.

4. Breaks:
  - a. All minors are entitled to take a break for 15 min every 4 hours.
  - b. For all non-minors, every 6+ hour shift worked receives a 30 minute paid break, during non-peak hours. This is not a state-mandated term, it is Pipeline's benefit to you. Any shifts shorter than 6 hours must clock out for breaks.
  - c. If you must run a personal errand, take a personal phone call, or leave the building while not on a scheduled break you must clock out to do so.
5. Scheduling:
  - a. Time off: You must write your requested days off in the black planner before Thursday of the prior week.
  - b. Schedules are posted on Fridays and sent out by email. We assume that you have received the schedule by email. If you do not receive it, it is your responsibility to let management know.
  - c. If for some reason you cannot make a scheduled workday, it is your responsibility to find a replacement for it--you must contact all your co-workers before calling in uncovered for it to be excused, otherwise it qualifies as a write-up.
  - d. Clocking in earlier or clocking out later than scheduled hours is prohibited unless a manager or owner has specifically requested that you do so. Any hours not authorized will not be paid when payroll is made.
6. Music
  - a. Headphones are permissible, and a privilege, but speakers are not. Speakers are allowed when we are not open.
7. Tips for counter employees
  - a. Only counter staff receive tips from the tip jar, unless otherwise specified by the customer offering the tip.
  - b. If there is a large party, it is the manager's decision how to split tips.
8. Discipline, Accountability, and Write Ups
  - a. Owners, general managers, kitchen managers, and associate managers have the ability to write up employees for the following reasons:
    - i. Inappropriate activity.
    - ii. Insubordination.
    - iii. Breaking company policy and rules.
    - iv. Lying (and not owning mistakes).
    - v. Not getting shifts covered when calling out.
    - vi. Drinking alcohol or doing drugs on the clock, bringing drugs on the premises, arriving inebriated, are all reasons for termination.
  - b. These write-ups are to be given to the owner for review, and filed in the employee's folder.
  - c. Two write-ups result in loss of seniority for scheduling and potential of employee receiving minimum hours.
  - d. Three write-ups result in termination of employment with cause.
9. Misc.
  - a. Chairs go up at 9:00pm, NOT EARLIER.

- b. After 8:45, all orders are to go.
- c. Managers and kitchen staff should have a group text chat to facilitate group communication.

#### 10. Trade Secrets

- a. Managers and cooks agree to the attached non-disclosure and non-compete agreement.

#### 11. Catering Policy

- a. Take all orders using the Catering Order Sheet and tack them on the catering board.
- b. Orders can not be taken same-day. We need at least 24 hours to prepare appropriately, unless authorized by ownership.
- c. Catering orders will be rung up on Revel with the ticket name "Name + Catering."
- d. Write the catering on the calendar.
- e. Input the information into the online database
- f. All orders should be pre-paid unless customer has a legitimate reason not to.
- g. If required, schedule Delivery Dudes delivery immediately.
- h. Follow up one day beforehand with both client AND Delivery Dudes.
- i. Follow up with Delivery Dudes morning of.
- j. The cooks have the responsibility to check the calendar, anticipate, and prepare food for catering orders.
- k. Completed catering orders should be placed in the "Catering Orders Completed Folder."

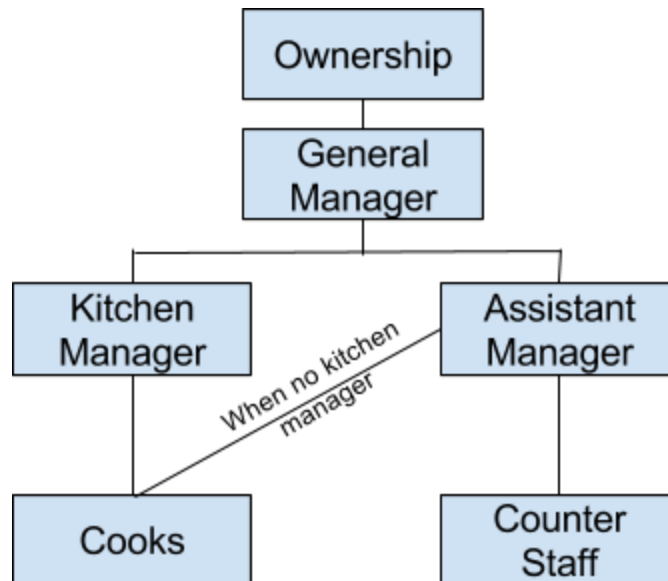
#### 12. Line Cook Priorities

- a. Our number one priority is to get the lowest possible ticket times and the highest quality food and presentation. Our food was designed by a CIA trained chef with the goal of inspiring someone to take a picture and post it to their friend network on social media. This is the measure of our success in today's world.
- b. The number two priority is preparation.
- c. IF THERE ARE THREE OR MORE TICKETS UP, THERE MUST BE AT LEAST TWO PEOPLE ON THE LINE.
  - i. Insubordination to a request for help on the line will not be tolerated and will be responded to with a write up.
- d. It is your responsibility to hear the tickets being printed. If your headphones block the sound of the printer, that is not a legitimate reason for a long ticket time. If your headphones are noise isolating, we recommend you have one in and one out. Anyone not responding to tickets quickly will be warned, then written up on a second offense.

#### 13. Training

- a. Pay starts immediately.
- b. Tips start for counter staff as soon as training ends.
- c. For counter staff, there are three training days.
- d. For kitchen staff, there are three training days.
- e. For dishwashers, there are two training days.

Seniority Hierarchy:



At the signing of this document, our kitchen manager is Emery Lewis.

# Responsibilities

## Front of House:

1. Assistant Manager Responsibilities:
  - f. Count drawer and set till. Report any discrepancies to the manager/owner text group.
  - g. Receive and sign for any deliveries
  - h. If there's a no-show employee, the manager will bring someone in
  - i. Write ups and discipline
  - j. Smoothie, soda, and retail inventory online
  - k. Coordinate catering orders and notify cooks (and any other special event).
  - l. Change orders from the bank
  - m. Check prep list completion status at ~4pm.
  - n. Both AM and PM manager's checklist
  - o. Text "cooks group chat" regarding preparation and catering needs for the next day
  - p. Double check that the pork is on before closing the shop.
  - q. Check out till and make deposits
2. Counter Responsibilities
  - a. Ringing up orders
  - b. Maintaining a clean front of house
  - c. Packing to-go orders and selling them
  - d. Deep cleaning
  - e. Communicating wait times to customers before purchase when tickets are over 10 minutes.
  - f. Counter people clean the prep station

## Back of House

1. Kitchen Manager Responsibilities:
  - a. Kitchen inventory.
  - b. Food ordering.
  - c. Delegate and oversee deep cleaning list completion.
  - d. Organizing the preparation of catering orders and looking ahead at the calendar and asking for extra help in the morning if required.
  - e. Overseeing and assessing the quality and consistency of kitchen staff regarding their presentation, speed, communication, cross contamination, and food waste. Any food leaving the kitchen is your responsibility. Any cook not meeting standards must be reported to ownership.
  - f. Assist on the line when needed.
  - g. Directing cooks between prep and cooking.
2. Cook Responsibilities:

- a. Line cooks' first responsibility is to cook on the line. The Kitchen Manager is here to support the line cooks. The Kitchen Manager's first responsibility is to manage all aspects of the kitchen, not just to cook.
  - b. Fastest ticket times possible for the highest quality food and the best possible presentation.
  - c. Food loss must be kept to a minimum. Remember that the kitchen manager is obligated to report excessive food waste.
  - d. First-in cook creates a prep list for the day with prioritization (the first item is the most immediate need). There should be two lists: AM list, PM list.
  - e. Make sure that AM for lunch is complete before starting the PM list. The PM list should not be started until after lunch unless it's a slow day.
  - f. Execute prep list following the priority set. The order is to be strictly followed unless directly instructed by the MOD/Kitchen Manager.
  - g. Maintain a clean cooking environment.
  - h. Maintain a clean and organized pantry. Clean up your mess.
3. Dishwasher Responsibilities:
- a. Sweep, mop, and clean the bathroom at the beginning of both shifts.
  - b. Making chips.
  - c. Making salsa.
  - d. Sweep and mop the back area and pantry.
  - e. Double knot and take out trash bag, break down cardboard. Put in appropriate containers. Maintain a clean trash area in the back.
  - f. Take dishes back from the tray bin before they get full.
  - g. Maintain a clean tray bin.
  - h. Empty customer trash bins before they get full.
  - i. Line the trays with paper if there is a rush.
  - j. When the PM shift comes in, they will sweep the bathroom and take out the trash.
  - k. Complete your deep cleaning at the earliest moment possible.
  - l. Clean all bean pans with scrubbers. They are not to be left for morning.

# Procedures

## 1. Counter

### a. Opening (in chronological order)

1. Spot sweep (including the back bathroom area)
2. Take down chairs
3. Roll out carpets
4. Assemble soda machine
5. Check napkins dispensers and refill as needed. Align dispensers uniformly
6. Stock cups, lids, straws, utensils, and napkins
  - 6.1. Hot sauce station
    - 6.1.1. Wipe down bottles and tighten all lids. Organize bottles.
    - 6.1.2. Wipe underneath the containers
    - 6.1.3. Trash rings wipe down
  - 6.2. To-go station
  - 6.3. Smoothie station
7. Set up smoothie station with backups of berries, mangos, and kale (NOT SPINACH) and make sure kale and spinach are flipped.
8. Fill souffle cups of salsa and sour cream
  - 8.1. Two trays of salsa, without lids, covered in saran wrap
  - 8.2. Two trays of half/half salsa and sour cream, with lids, no saran wrap
9. Windex the inside and outside of front doors, windows, and sneeze guard using paper towels.
10. Change time and temperature on the surf report chalkboard.
11. If weekday, prep sides of chips and salsa for here.

### b. Closing

- i. Stock cups, lids, straws, utensils, and napkins
  1. Hot sauce station
    - a. Wipe down underneath the containers
  2. To-go station
  3. Smoothie station
- ii. Restock smoothie ingredients
  1. Mango, berries, pineapple, spinach (flip), kale (flip)
- iii. Fill souffle cups of salsa and sour cream
  1. Two trays of salsa, without lids, covered in saran wrap
  2. One tray of double-stacked half/half salsa and sour cream, with lids, no saran wrap
- iv. Empty bathroom trashcans



- v. Wrap up smoothie bar (8:45pm)
- vi. Clean rugs, roll up, place on bench (8:50)
- vii. Clean table tops and chair seats (and booths) with sani-mix
- viii. Stack chairs
- ix. Check napkins dispensers and refill as needed.
- x. Turn off and take apart soda station
- xi. Sweep and mop the dining room, including the bathroom entryway, and prep area

\*\*check off, and initial on closing surfboard upon completion

c. To Go Orders

i. Counter

- 1. When ringing up a to go order, it is critical that the order taker names the ticket "Name + To go" or "Name + Pickup." At the end of the ticket, the counter-person must add the line item "-----TO GO-----" to let the kitchen know how to finish the meals.
- 2. On call-in orders get customer name and phone number

2. Cooks

a. Opening (chronologically)

- i. Turn on grill
- ii. Turn on oven
- iii. Turn on frier
- iv. Turn on hoods
- v. Set-up line with utensils
- vi. Make AM and PM prep list

b. Closing (chronologically)

- i. Send utensils to dish
- ii. Clean out fridges
- iii. Plastic wrap line
- iv. Clean the grill
- v. Scrub and wipe all doors on line
- vi. Sweep and mop line
- vii. Make sure all equipment is off, including hoods.

3. Dishwasher:

a. Opening (chronologically)

- i. Sweep and mop bathrooms
- ii. Restock rags and aprons as needed
- iii. Fill ice container for the soda station
- iv. Restock hand soaps and paper towels as necessary
- v. Make chips
- vi. Make salsa

b. Closing

- i. Sweep and mop the entire back area including the pantry

- ii. Take out trash and clean the surrounding area.
- iii. Let items bleach overnight if that is what is required.

#### 4. Deep cleaning

##### a. Cook

- i. Monday:
  - 1. Clean refrigerators (back and in the kitchen)
    - a. Windows
    - b. Accumulated food particles
      - i. Wipe down sides
      - ii. Water tray emptied
      - iii. Pan under line fridge
    - c. Pull the line (behind the grill walls and floor) and fridge
- ii. Thursday (can happen whenever, just once a week)
  - 1. Clean spice rack
  - 2. Clean/organize under the tables
- iii. Sunday: Deck brush under line
- iv. Weekly cleaning to be done some time during the week
  - 1. Week 1: oven
  - 2. Week 2: flame grill
  - 3. Week 3: flat top grill
  - 4. Week 4: frier

##### b. Dishwashers

- i. Weekly
  - 1. Bleach cutting boards
  - 2. Bleach the drain for the 3 sink prep station
  - 3. Clean stairs and pick up garbage on the ground by the trashcans.
  - 4. Scrub down the convection area top and bottom and sweep underneath
  - 5. Wipe down refrigerator and freezer and sweep underneath
  - 6. Wipe down the ice machine and sweep underneath
  - 7. Clean the mop bucket
  - 8. Bathroom
- ii. Nightly
  - 1. Mop and sweep dishwashing area, pantry, and back storage area.

##### c. Counter

- i. Weekly (in greater detail in the Deep Cleaning Addendum.
  - 1. Sneeze Guards
  - 2. Blender
  - 3. Register Area
  - 4. Surfboards
  - 5. High Chairs

6. Napkin Holders
7. Stainless Steel
8. Soda Station
9. Kitchen Cabinets
10. Doors
11. Molding + Lamps
12. Windows
13. Blue Panels
14. Deck Scrub
15. Mini Fridges
16. Spice Rack
17. Front Tables
18. Kickboards + Sill
19. Smoothie Bar
20. Hand Washing Sink
21. Counter
22. D.R. Trash Cans
23. Prep Tables
24. Blue Bench

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