



# EMPLOYEE HANDBOOK

Updated 4/21/2021

Welcome To Our Team!!

We welcome you to Old Firehouse Winery. We look forward to the opportunity to work with you and want you to know that we recognize our employees as one of our most valuable resources. Our continued success in providing the highest quality of food, beverages and service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this handbook to answer some of the questions that you may have concerning Old Firehouse Winery and its policies. This handbook is intended solely as a guide. Read it thoroughly, if you have questions about anything, contact a manager for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to Old Firehouse Winery!

Sincerely,

Dave Otto & Don "Woody" Woodward, Owners

## **Our Mission**

Old Firehouse Winery's mission is to enrich the lives of our guests, our employees and owners. We do this through superior quality food and beverages, legendary customer service, sales growth, cost controls and treating our employees like family. We believe that our employees are one of our most important resources and our success depends upon creating and retaining a staff capable of delivering an exceptional dining experience to every customer, every time.

## **Our Way of Doing Business**

Old Firehouse Winery's success depends on our people. Our restaurant can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We recognize however, that success is not measured by sales; guest counts, and numbers alone. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. Following are the core values that form the foundation of our measurement of success:

We believe in providing legendary service. Our goal is to provide the kind of unique and genuine sort of personal care and attention that our customers tell stories about.

We believe that good isn't good enough. We never stop trying to do it better, no matter how good we are. We constantly strive to "raise the bar."

We believe in honesty and trust. We work to build trust with others in each and every transaction and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.

We believe in the ongoing training and development of our people. We see it as a worthy investment in the future of the restaurant and as a way of enabling our people to achieve their potential in whatever they do.

We believe our continued success depends on teamwork. We know that great achievements are only possible from helping and respecting each other.

We believe in a clean and orderly restaurant. From after shift cleaning to the little wipes and cleaning made throughout the day, a clean restaurant is an appetizing restaurant.

We believe in doing business in a professional and orderly manner. While we promote a relaxed atmosphere, we expect your focus to stay on the job while you are here.

We believe in being responsible to others and to ourselves. We do what we say we are going to do when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don't turn out as planned. This handbook is designed to help you get familiarized with Old Firehouse Winery. We want you to understand how we do business and how important you and every employee is in helping us take care of our guests and making this a rewarding place to work.

The policies stated in this handbook may change from time to time. It isn't flawless either. We've done our best to include as much information as possible in an easy-to-

## About this Handbook

understand manner.

This handbook is not a contract, which guarantees your employment for any specific time. Either you or Old Firehouse Winery may terminate your employment at any time, for any reason, with or without cause or notice. Understand that no supervisor, manager, or representative of Old Firehouse Winery, other than the owners of Old Firehouse Winery has the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

We wish you the best of luck in your position and hope that your employment with Old Firehouse Winery and as expressed earlier in this handbook, will be a very enjoyable and rewarding experience.

### COVID-19 Requirements

As April 21, 2021, Old Firehouse Winery is under strict Covid-19 restrictions like all alcohol serving establishments. Not only are the coworkers required to follow the restrictions, it is **EVERY COWORKER'S RESPONSIBILITY** to enforce these rules.

1. Masks must be worn by coworkers **AT ALL TIMES**, except those working near fryers or grills in the kitchen.
2. Masks must be worn by **ALL** customers when on the premises, including in the Q-Line, at the counter, or when walking the premises outside. **EXCEPTION:** When eating or drinking, the mask may be removed.
3. **IMPORTANT:** Customers **MUST** be seated when drinking! No exceptions. At the Sunset Bar and during reunions, we **MUST** enforce this rule. If they refuse to comply a manager will ask them to leave.

Should the requirements for Covid-19 change, we will inform you of such changes.

## 1. Hiring

### Employment Policies

It is Old Firehouse Winery's policy to hire only United States citizens and non-citizens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, form I-9. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

#### a. Non-Discrimination

Old Firehouse Winery is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

#### b. Age Requirements

All servers, as per the law, must be at least 19 years of age. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable. No employees under the age of 19 years can take orders for or serve alcoholic beverages.

## 2. Orientation Period

You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities for the position in which you were hired. It's also important for you to get to know us and become familiar with how we operate to find out if this job is a good fit, therefore, we have an Orientation Period for that purpose referred to above. This orientation period allows both you and the Company to see whether or not it's a good fit and if not, part company as friends. During the Orientation Period you will begin your training and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.

### 3. Positions and job descriptions

**Shift Managers:** Oversee daily operations of full service restaurant. Work with management team to promote customer satisfaction and efficient operations by upholding existing practices.

#### **Wait Staff:**

**Bartenders:** (21+ years) Prepare, mix and serve beverages to guests at the bar. Aid in stocking and cleaning the bar and service areas. Greet customers and provide information as needed.

**Winery Counter Staff:** (21+ years) Prepare and serve wine related drinks to guests at the winery tasting counter. Aid in stocking and cleaning service area and indoor seating area. Prepare drinks for wait staff to serve to guests. Greet customers and provide information as needed.

**Winery/Restaurant Servers:** (19+ years) Provide table service to 4-8 tables of the restaurant. Clean and stock server areas and service areas. Greet customers and provide information as needed. Help other servers

#### **Kitchen Staff:**

**Line Cooks:** Prepare menu items for service in full service restaurant. Help in receiving goods from various vendors. Help with cleaning and stocking of kitchen and food related areas.

**Food Prep:** Prepare food items for use on the food service line. Help in receiving goods from various vendors. Help with cleaning of all food preparation and food production areas. Will be using knives, slicer, and other restaurant equipment.

**Dish Washers:** Maintain cleanliness of dish area and restock line and server areas with clean dishware. Change garbage when needed.

**Expeditors:** Ensure food orders are coming out of the kitchen in a complete and orderly fashion. When needed instruct the line cooks which items are needed next.

#### **Support Staff:**

**Utility:** Help in stocking the various bars and service areas, clean and restock bathrooms

**Grounds keeping:** Aid in setting up the patio and maintaining the properties surrounding the Old Firehouse Winery and Game On!!

**Cleaning:** Clean the tasting room at the winery, Game On! And other surrounding buildings.

**General Maintenance:** Aid in minor repairs for Old Firehouse Winery and Game On!

**Wine Manufacturing:** Aid in cleaning and preparation of wine production areas.

## 4. Schedules

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You should clock in when your shift begins and be ready to start work immediately. Our computers will not allow you to clock in early.

Schedules are prepared to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly and a copy is included with your paycheck. Each employee is responsible for working their shift. Keep in mind that the weekends are our most crucial shifts. The restaurant usually requires high levels of staff on or around holidays, and other special events. We understand that you have a life outside of the restaurant and will always try to find a way to work with you on your schedule requests.

### a. Schedule requests

Schedule request need to be submitted 2 weeks in advance. To request time off you must fill out a Schedule Request Form and give it to the Manager on Duty. They will then forward the request to the General Manager for approval. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

### b. Schedule Changes – After receiving your schedule.

If when you receive your weekly schedule, there is any need to change your schedule, you must complete a Schedule Request Form and get the approval of your immediate supervisor before it is forwarded to the General Manager. It is your responsibility to find a suitable replacement for your shift and have them approved by the General Manager. Although we will try to be accommodating, be prepared to give a valid reason why you failed to schedule off in the allotted 2 weeks prior.

### c. Schedule Changes – After the schedule is in effect.

Once the weekly schedule goes into effect, NO schedule changes will be allowed! ONLY in the event of emergencies or other extenuating circumstances will a schedule change be allowed! If there is a strong valid reason, you will still be required to fill out a Schedule Request Form. Next you MUST receive the approval of your immediate supervisor before it is forwarded to the General Manager. ONLY if you find a replacement and get a manager's approval, will the change be allowed.

## 5. Overtime

In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked.

## 6. Standards of Conduct

Consistent with our Mission and values, it is important for all employees to be fully aware of the rules, which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive and positive working environment, everyone must conform to standards of reasonable conduct and policies of the Restaurant. AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING.

1. Invalid Work Authorization (I-9 form)
2. Supplying false or misleading information to the Restaurant, including information at the time of application for employment, leave of absence or sick pay.
3. Not showing up for a shift without notifying the manager on duty. **(No call, no show, no job)**
4. Clocking another employee "in" or "out" on the Restaurant timekeeping system or having another employee clock you either "in" or "out."
5. Leaving your job before the scheduled time without the permission of the manager on duty
6. Use of foul or abusive language. Remember we serve a variety of people including children
7. Disorderly or indecent conduct.
8. Gambling on Restaurant property.
9. Theft of customer, employee or Restaurant property including items found on Restaurant premises.
10. Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, guest check or credit card processing procedures
11. Refusal to follow instructions.
12. Engaging in harassment of any kind toward another employee or customer.
13. Failure to consistently perform job responsibilities in a satisfactory manner within the orientation period.

14. Use, distribution or possession of illegal drugs on Restaurant property or being under the influence of these substances when reporting to work or during work hours.
15. Waste or destruction of Restaurant property.
16. Actions or threats of violence or abusive language directed toward a customer or another staff member.
17. Excessive tardiness
18. Habitual failure to punch in or out.
19. Disclosing confidential information including policies, procedures, recipes, manuals or any propriety information to anyone outside the Restaurant.
20. Rude or improper behavior with customers including the discussion of tips or other inappropriate topics.
21. Smoking or eating in unapproved areas or during unauthorized breaks.
22. Not parking in employee designated parking area.
23. Failure to comply with Restaurant's personal cleanliness and grooming standards.
24. Failure to comply with Restaurant's uniform and dress requirements.
25. Unauthorized operation, repair or attempt to repair machines, tools or equipment
26. Failure to report safety hazards, equipment defects, accidents or injuries immediately to management

## **7. Disciplinary Measures**

Doing your job in an orderly and thorough manner is essential to your success at the Old Firehouse Winery. When you fail to follow instructions or do things properly as outlined in this handbook, disciplinary measure must and will be taken.

### **a. Verbal & Written Warnings**

The first step in correcting a problem is often, but not always, a verbal warning. This verbal warning will alert you to the problem and allow you the chance to correct it. In many instances, especially when the problem is something clearly defined in the manual, a written warning will be the first course of action. When a written warning is issued, you will meet with a manager and receive counseling for the problem. No further disciplinary action will be taken, but you will be expected to correct the problem immediately. Failure to correct the problem behavior or issue will result in further action.

Written Warnings will remain in your personnel file for the length of your employment with the Old Firehouse Winery.



**b. Written Warnings (“Memos”)**

An additional offense for any our policies may result in an issuance of a written menu, a copy of which is in your personnel file.

In some instances, a first offense may be deemed severe enough by management to warrant a written warning first being issued.

**c. Additional Violations**

An additional violation of any kind will result in a possible suspension, demotion, or termination. Any written warnings for this will also be in the personnel file.

**d. Severe Violations**

A third violation of any kind may result in termination or suspension. Additionally, we reserve the right to immediately terminate without warning for severe violations, including, BUT NOT LIMITED TO: violence or threat of violence, theft, sexual harassment, refusal to work schedule, absence without notice (“no-show”), or any other actions which management deems necessary for the termination.

**8. Harassment**

It is this Restaurant’s policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

**a. Sexual Harassment**

All of our employees have a right to be free from sexual harassment. Old Firehouse Winery does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

Definition of Sexual Harassment:

Sexual harassment encompasses any sexual attention, from either gender, that is unwanted and is defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

Submission is made an express or implied term or condition of employment or status in a class, program or activity

Submission to or rejection of the behavior is used to make an employment or educational decision (such as hiring, promotion or grading a course).

The conduct has the purpose or effect of unreasonably interfering with a person’s work or educational performance or creates an intimidating, hostile or offensive

environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Sexual harassment may take many forms, for example:

Physical assault

Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, wages or any other condition of employment

Direct propositions of a sexual nature

Comments of a sexual nature

Unnecessary touching, patting, hugging or brushing against a person's body

Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience

Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to someone who is in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, the Company will take immediate and appropriate action, including discipline and possible termination.

## 9. Absences

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

If you are going to be late or miss work, employees are expected to call and talk to a manager at least **2 hours** before you are scheduled to work.

Any employee who does not call or report to work for a scheduled shift will be considered to have voluntarily resigned employment Old Firehouse Winery

Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence, an Employee Leave Request must be made.

An Employee Leave Request shall be submitted in writing to a manager and consist of a name, dates requested and the reason for the request.

Employee Leave Requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with an owner/manager.

During the busiest months of the year July and August please do not request any time off. Unless the reasons are compelling in the extreme, your request will be denied.

To return to work from an accident or medical leave, all employees must present a doctor's release.

Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless Old Firehouse Winery is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

## **10. Tardiness**

Employees must be prepared to start work promptly at the beginning of the shift. Always arrive at the Restaurant 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be on your job, not arrive at the Restaurant. Repeated tardiness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the Restaurant at and speak to the Manager on duty (MOD).

In case of lateness the procedure is as follows:

Call the Winery directly at 440-466-9300 and ask for the MOD. Do not leave a message with the office manager or another employee informing them you will be late as the message may never make it to the proper person; you must speak directly with the MOD. DO NOT CALL the MOD on their cell phone, this is NOT following procedure.

If the MOD is unavailable, you may ask to have the MOD return your call and they will do so as soon as possible. Remember that until you have actually spoken to the MOD you have not fully followed procedure.

Note that MOD that needs to be notified is NOT necessarily the manager that will be working your shift. In the case of second shift, the second shift MOD may not even be on site when you should be notifying someone of your lateness.

## **11. Resignations**

You are requested to give a two-week notice of your plans to leave the restaurant. A notice is important so that we have time to hire someone to take your place. Giving a

two-week notice is a professional courtesy and assures that you are eligible for re-hire and will not have a “left without resignation notice” on your employment record

## **12. Payment Procedures**

### **a. Time Clock Procedures**

You should arrive at the restaurant 10 to 15 minutes before you are scheduled to start work. The computer timekeeping system will not allow you to clock in early. All hourly employees are given an employee ID card to clock in and out on the Restaurant’s computer system.

Tampering, altering, or falsifying time records or recording time on another employee’s time card is not allowed and may result in disciplinary action, up to and including termination.

### **b. Payroll Checks**

Paychecks are available at the corporate office after 4:00pm every Wednesday.

### **c. Payroll Deductions**

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on form W-4. If you want an explanation of your deductions or if you wish to change them in any way please speak to our Office Manager Marty Fenlason.

As per state law, the Restaurant complies with court orders in connection to garnishments from employee paychecks as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

### **d. Change of Address**

We ask that you report any address changes to management as soon as possible so your year-end statement of income and deductions, form W-2, will be mailed to the correct address.

### **e. Lost Paychecks**

Report lost paychecks to our Office Manager. We will stop payment on the lost check and reissue you another check on the next payroll cycle. The reissued check will incur a deduction equal to the bank stop payment charge.

### **f. Holidays**

Due to the nature of the restaurant business you are required to work holidays. It is currently our policy to close the Restaurant for business on the following holidays: Easter, Thanksgiving Day, and Christmas Day.

**g. Worker's Compensation**

Old Firehouse Winery employees are covered by Ohio Bureau of Workers Compensation insurance for work-related injuries.

### **13. Injury Reporting**

Any injury occurring while you are on the clock **MUST** be **IMMEDIATELY** reported to the manager on duty, and an accident (incident) report filled out **DURING** your shift.

Failure to report the injury immediately and to fill out the above mentioned form will cause Old Firehouse Winery to deny the injury as work related. Additionally, all employees who witnessed the injury must fill out a witness statement if requested by the manager.

### **14. Drug and Alcohol Testing**

By accepting a position at Old Firehouse Winery, you hereby give Old Firehouse Winery implied consent to have a drug and alcohol test performed subsequent to the injury. As per Section 4123.54 of the Ohio Revised code, "An employee who tests positive or refuses to submit to a chemical testing may be disqualified for compensation and benefits under the Workers Compensation Act". The code further states "The burden of proof is on the employee to prove the presence of alcohol or a controlled substance was not the proximate cause of the work related injury". A positive drug test at any time during your employment with Old Firehouse Winery is cause for immediate termination of employment.

### **15. Working after an Injury**

Whether an employee can return to work during treatment for an injury shall be at the sole discretion of Old Firehouse Winery. Type of injury, duration of disability, and the availability of alternative duties will all be taken into consideration. In any event, a written note from the attending physician shall be provided to Old Firehouse Winery before any decision as to the availability of work is made. The note should specify the injury and the limitations, if any, of the employee.

### **16. Breaks**

**a. Lunch breaks**

Any employee **under 18** working a 6 hour or longer shift will be given 1 half hour break to eat, subject to a manager's approval. State and Federal laws **require** that a break be given to these employees. You must ask a manager first and clock out to take your break.

Any employee **over 18** working a 6 hour or longer shift will be given 1 half hour break to eat, subject to a manager's approval. State and Federal law do not require that any breaks be given to these employees and this is simply a courtesy and by no means guaranteed. If the restaurant is deemed too busy, you may not be given a lunch break. You must ask a manager first and clock out to take your break.

#### **b. Smoke Breaks**

The winery is under no obligation to offer smoke breaks. As a courtesy, when business allows, an employee will be given no more than (2) 10-minute smoke breaks during their shift. You must ask a manager first and clock out to take your break. Smoking while on the clock or without manager approval is grounds for termination.

## **17. Employee Purchases**

**All employees purchasing food, beverages, and/or gift items must retain their receipt while on the Old Firehouse Winery premises and be able to produce the receipt proving that the item was paid for upon the request of upper management.**

For Example:

If you buy a beverage at the Winery Bar and go sit on the patio, gazebo, deck, etc. then you must have a receipt for the purchase in your possession while you are drinking the beverage.

If you purchase a beverage at the Sunset Bar then you must have a receipt showing that the beverage was paid for in your possession while you are drinking the beverage.

If you purchase anything from the Tree Bar you must have the receipt for those items on your possession.

If you are dining on the patio and order through a server then you must have a receipt for any food or beverages on your table at all times.

If you buy food, beverages, or gift items to go then you must have a receipt in your possession while on the premises and as you exit the premise.

If you purchase food at the employee half price rate then you must have a receipt for the purchase.

**In addition, there will be no drink tabs run for employees at either the Winery or Sunset Bar; all bar service is strictly pay as you go for employees.**

Management reserves the right to ask for proof of purchase at any time from any employee when food, beverages or gift shop items are in the employee's possession while the employee is on Old Firehouse Winery property or has just exited the property. Failure to produce a legitimate receipt will be considered theft and you will be terminated with cause.

## 1. Customer Service

Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At Old Firehouse Winery, the customer always comes first!

### a. Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our Restaurant better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly. When faced with a customer complaint:

Don't get defensive and try to explain, get a manager.

Remove the offending item immediately, and get a manager.

Apologize for the problem and tell the customer you would like to help with the problem, and get a manager.

Oh and finally, always inform **a manager** of the incident.

Do everything you can to let the customer know you care and that this isn't the kind of experience you want them to have at our restaurant.

### b. Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: "Good (morning afternoon, evening), OLD FIREHOUSE WINERY, how may I help you?"

Respond to any questions that you are absolutely certain of the answer. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to the office manager. Always thank the person for calling. Always ask the caller for their name when they ask to speak to a manager or customer.

## 2. Management / Employee Relations

Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management

personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that management is never too busy to be informed of work-related problems, complaints or disputes of any employee.

If you have such a problem, you should promptly talk to the on duty manager. They will listen in an open, objective and courteous manner. We want to understand and solve all issues or concerns. If the problem is not resolved to your satisfaction, you should take up the matter with the general manager.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. As we said in the "Welcome Letter," we recognize our employees as one of our most valuable resource and we take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration

#### **a. Meetings**

Staff meetings will be held on a regular basis for your benefit as well as for the Restaurant. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Such meetings are treated as a shift and attendance is mandatory. Only management-approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of the Restaurant

Pre-shift "Fire Drill" meetings will be held often, especially on busy days. This allows the manager on duty to assign sections, discuss any issues, important groups, food specials or anything else that may affect the given shift or day. Pre-shift meetings should be quick and concise to allow employees to get to the guest as quickly as possible. Although your input is important, pre-shift meetings are not the ideal time for feedback.

#### **b. Teamwork**

We cannot achieve our goals and provide the highest levels of service to our customers without working together as a team. Teamwork basically boils down to common courtesy and common sense. If a co-worker is overloaded and you're not, help them in any way you can. It's only a matter of time before they will return the favor. Pitch in to help a customer whether they are technically yours or not. If another employee hasn't quite caught on to something and you have, ask if you may suggest another way to do it, as long as it coincides with company policy. Genuine



teamwork makes for a much more enjoyable and satisfying work experience and results in happier (*and more generous*) customers.

### **c. Communication**

It is important for every employee to have a good sense of “what’s going on” in the Restaurant. It is management’s responsibility to keep everyone informed of ongoing changes and news affecting the Restaurant and our people. Such communication takes place primarily in pre-shift meetings, general meetings and by posting notices and information.

## **3. Safety**

Old Firehouse Winery is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone’s responsibility and is a regular, ongoing part of everyone’s job.

You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never run on the patio or in the kitchen, always walk carefully. Even when it’s busy, take small steps and pay attention
- Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them
- Report defective equipment or tools to a manager immediately
- Never operate equipment unless you have been trained how to use it properly
- Pay special attention when using slicers. They are very sharp and move very fast
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you’re carrying anything hot. Don’t be shy, yell out something.
- Don’t put hot food or plates in front of small children.
- Use proper lifting techniques. If it’s uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with your legs, not your back
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## **4. Sanitation**

We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is ABSOLUTELY ESSENTIAL that EVERYONE follows safe food handling procedures. This is one area of the Restaurant where there is absolutely no compromise. NEVER take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we ALWAYS follow and enforce:

Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing. If you use latex gloves, change them frequently. Wash your hands before putting on latex gloves. **GLOVES ARE NOT A SUBSTITUTE FOR CLEAN HANDS**, they are an additional measure.

Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria. Change cleaning rags whenever necessary, but at least once each shift.

Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools always wash and sanitize them after every use.

Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 45°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 45° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."

Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

## 5. Dress Code

Old Firehouse Winery is not a formal restaurant, and we understand that each person's dress style is an expression of their personality. We like your personality otherwise we wouldn't have hired you. However we do require certain standards of dress in order to satisfy city, state, and federal regulations as well as commonly accepted norms of decency.

Shoes – Shoes must be close-toed and have non-skid soles. Tennis shoes or boots are required.

Appearance -Clean and well groomed hair. Hair pulled back off the shoulder. Well groomed hands, fingernails and fingernail polish. Facial hair should be neat and well trimmed. We do not allow beards or goatees. No facial hair below the corners of the mouth.

### a. Servers / Bartenders

**Burgundy winery polo shirts** will be provided for all servers & bartenders. **SHIRTS MUST BE TUCKED IN!** These are to be worn during your shifts. Specialty shirts such as Firefighter's roundup, Wine Fest, and Thunder on the Strip can only be worn

on the weekend of the event.

**Khaki (tan) shorts, pants, and / or skirts** must be worn by all servers, bartenders & front of the house managers. No exceptions will be made.

**Name tags are a required part of your uniform.** You must have your name tag on and in plain view for customers. If you have lost your name tag you must get a replacement before the start of your shift.

**b. Kitchen Staff**

**Black winery t-shirts** will be provided for all kitchen employees. SHIRTS MUST BE TUCKED IN! These are to be worn during your shifts.

**Brown winery hats** will be provided to kitchen staff that will be preparing food. Hats or hair nets must be worn at all times by these employees. This includes line cooks, prep cooks and anyone else helping to prep food.

**Blue or Black khaki material pants** must be worn by all kitchen staff. Jeans are not allowed! No exceptions will be made.

**c. Bussers**

**Burgundy winery t-shirts** will be provided for all bussers. SHIRTS MUST BE TUCKED IN! These are to be worn during your shifts.

**Blue or Black khaki material pants** must be worn by all bussers. Jeans are not allowed! No exceptions will be made.

**d. All Staff**

If you do not have the proper clothing do not come in to work. You will be sent home.

## **6. Cell Phones & Personal Electronic Devices**

**a. Cell Phones**

Cell phone usage of any kind while on the clock is strictly prohibited. This includes talking on the phone, texting, checking messages, playing games etc... We suggest you leave your cell phone in your vehicle when you arrive for work. There is absolutely no reason for any employee to need their phone while working. If an emergency should arise and someone needs to get in touch with you, they may do so by calling the Winery number **440-466-9300** or the office number **440-466-8650**. If it is truly an emergency, a manager will find you immediately.

If you are found using a cell phone for any reason, it will be immediately confiscated by management until the end of your shift. Repeated cell phone usage can result in

disciplinary action up to and including termination from employment.

Managers are exempt from this policy as they are required to be in contact with each other, the office and owners throughout their shifts.

#### **b. Personal Electronic Devices**

The use of personal electronic devices while on the clock is strictly prohibited. This includes: Laptop Computers, Hand Held Video Games, Ipods or MP3 Players, Personal CD Players, Kindles or other electronic reading devices, Cameras, Video recorders or other similar devices.

### **7. Accidents and Emergency Situations**

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately. Only trained and qualified persons are responsible for administering CPR, choking procedures or appropriate first aid.

#### **a. Crime and Robbery**

If you are ever involved in a robbery, DO NOT RESIST. Statistics show that people, who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow employees and customers are our highest priority. Don't be a hero, always cooperate fully and do not resist.

#### **b. Fire Protection**

All employees must know the specific location and operation of fire protection in the Restaurant. The Restaurant is equipped with many fire-extinguishing systems in the ducts, hood, over the stoves and other cooking equipment that contains a dry chemical. They can be set off immediately by pulling the ring attached to each system. We also maintain hand held CO<sup>2</sup> systems. Be very specific before setting off a fire alarm or notifying someone to take action.

If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.

### **8. Alcohol Serving Policy**

As a winery, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should become informed immediately.

Employees, who serve customers, must abide by the Restaurant's policies on

alcoholic beverage service:

1. We will not knowingly allow anyone on our staff that is under the legal age to serve or dispense alcoholic beverages.
2. We will not serve alcoholic beverages to an intoxicated person.
3. We will not knowingly serve alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears under 30 years old.
4. We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.

## **9. POS Systems**

All sales and purchases at the Old Firehouse Winery are run thru our Point Of Sale (POS) System with the exception of Tree Bar and The Sunset Bar.

As part of your training you will be shown how to assign tables, enter and print orders and the many other functions the POS System provides for us. There are several aspects of the system and our operation that we feel need emphasis placed on them by including them in this manual.

### **a. Food & Drink Tickets**

All food that is produced in the kitchen MUST have an accompanying ticket. An employee will not under any circumstances ask for a food item from the kitchen without the ticket insuring it has been entered properly into the POS System.

The same rule applies to drinks. DO NOT under any circumstances ask for a drink without providing a ticket to the bartender, even if you are about to ring it into the system. Bartenders are trained to refuse such requests.

### **b. Discounts & Coupons**

Only employees with the proper level of clearance can apply discounts to orders. If you fail to get a supervisor or manager to approve and initial any discounts or coupons, you will be held accountable for the discounted amount or any discrepancy. The discount or coupon amount can be deducted from your paycheck.

### **c. Owner Comps**

The owners of the Old Firehouse Winery will sometimes order food for themselves. As owners they are not charged for their food, but it must be run thru the POS System none the less. The ticket must have an Owner Comp discount applied to it by management and the ticket must go to the kitchen as all others. A receipt must be taken to the owner for their signature and be included with your end of shift paperwork.

### **d. Voids**

In the busy atmosphere of the restaurant some mistakes are inevitable and to be expected. However, like discounts, ONLY qualified supervisors or managers can

void an item once entered into the POS System.

The employee is expected to have a valid reason for the void and must initial a receipt along with the manager or supervisor to be included with their end of shift paperwork.

If a void is due to a problem with the food, the item in question must be brought to a mangers attention so that they can resolve the issue with the guest. DO NOT just throw the item away or the employee can be held responsible for the discarded food and the amount can be deducted from your paycheck.

Other voids are often due to a simple mistake by a server or a customer changing their mind. If a valid reason is not given for a void, the employee can be held responsible for any discrepancy and the amount can be deducted from your paycheck.

Excessive voids can lead a close review of the employee's behavior and serving practices and can further lead to disciplinary action up to and including termination from their employment with Old Firehouse Winery.

## **10. Proprietary & Confidential Information**

It is illegal to steal copy or communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes." Our internal business practices, procedures and recipes are of great value to Old Firehouse Winery. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by Old Firehouse Winery's owners. Old Firehouse Winery will institute civil action against anyone who violates this policy.

## HANDBOOK RECEIPT

This Employee Handbook does not constitute a contract of employment either in whole or in part. All employees of Old Firehouse Winery, Inc , are at-will employees. The Company, reserves the right to add, delete, or change any portion of the Employee Handbook with or without notice.

### STATEMENT OF EMPLOYEE

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of Old Firehouse Winery. I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook, and understand that they are at-will employees. The contents of any Employee Handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding. The Company reserves the right to change, at its discretion, the contents of this handbook.

### POLICY STATEMENT

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) or a guarantee of continued employment. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that the Company reserves the right to change the provisions in this handbook at any time. It is policy of the Company that employment and compensation of any employee is at will and can be terminated with or without cause, at any time, at the option of the employee or at the option of the Company.

Violations of any of these policies may result in disciplinary action, up to and including discharge.

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Employee Print

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Employee's Signature

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Date