



Mr. C's Ice Cream Emporium

Employee Handbook Policy and Procedures

Our Mission

Mr. C's Ice Cream Emporium will provide its customers with a unique Ice Cream experience based on;

- Value, Quality and Presentation of Product,
 - Excellence in Customer Service and a
 - Clean Fun and Entertaining Atmosphere.

Mr. C's Work Policies

Let us start by saying that we require the very best of our employees. As mentioned in our Mission Statement, we want to exceed our customer's expectations in all areas – Value, Taste and Service.

We require you to be excited about the success of Mr Cs. To achieve this excitement; you will need to have emotional ownership of the store; to be proud when we are complimented and to strive to do better when we receive complaints. We welcome your ideas and suggestions to make the store better.

You are the front line of our business. We depend on your enthusiasm and your diligence.

1. Discrimination/Harassment-

Mr. C's is committed to providing a working environment in which its employees are treated with courtesy, respect, and dignity. Mr. C's will not tolerate or condone any actions by any persons that constitute sexual harassment of any employee or customer.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, written or physical conduct of a sexual nature by employees or supervisors where such conduct is either made an explicit term or condition of employment used as the basis for employment decisions affecting employees or has the purpose or effect of substantially interfering with an employee's work.

Sexual harassment applies to the conduct of a supervisor towards a subordinate, an employee towards another employee, or an employee towards an applicant for employee.

Sexual harassment can apply to conduct outside the workplace as on the work site.

In practical term, this means that conduct such as deliberate, repeated, unsolicited verbal comments, sexual jokes or ridicule, physical gestures or actions of a sexual physical nature, and solicitations for sexual favors are violations of this policy and will subject the offender to disciplinary proceedings.

It is the responsibility of every employee to bring any evidence of sexual harassment to the attention of Manager and/or the Human Resources Department at Ross's Manufacturing, in that order, so that the matter can be promptly documented, investigated so appropriate action may be taken.

2. **Employee Uniforms-**

- a. Each employee will receive at least 1 shirt and a Cap. Aprons will be provided at the store and washed there. Employees are responsible for the purchase of their own white pants/shorts/skirt. These skirt/pants must be at *least* knee length. Uniforms are to be worn on the premises only and to and from work.
- b. Tennis shoes are fine. No open toes shoes allowed.
- c. **Clean and Ironed uniforms are to be worn.** You are responsible for the washing of the uniform shirt – this must be washed in cold water as to prevent shrinkage. If you shrink a uniform shirt, you will have to buy another at cost. If your uniform is soiled or not ironed when you arrive for work you will be asked to go home and change. Spare uniform shirts will be available in the rear of the store if needed. See a manager for approval.
- d. Long hair needs to be restrained and not hanging down (i.e. ponytail). Please wear your cap provided you.
- e. Keep jewelry at a minimum. No dangly earrings and necklaces or other items.
- f. Pierced ears are acceptable. Any other display of piercing (eye brows, tongue, nose, lip, etc.) will not be acceptable and must be removed prior to working.
- g. No artificial nails or nail polish is to be worn to work.
- h. No tattoos must be visible when you are in your uniform.

3. **Personal Hygiene-**

Bacterial contamination is a great concern with any food product, especially dairy.

Report any illness to manager at least four hours prior to shift

If you are suffering any of the following symptoms:

- Diarrhea
- Vomiting
- Sore throat with fever
- Discharge from eyes, nose and mouth
- Infected wounds or boils
- Jaundice

Please do not come into the store if you are suffering any of these symptoms.

4. **Hand Washing-**

Good hand washing is vital to both your health and the well being of the customer. Hands must be washed prior to handling any food items, using the bathroom, and after doing any cleaning procedures.

Effective Hand Washing is as Follows:

- Wet hands and exposed portion of forearms with warm water
- Use disinfectant soap and work up a lather that covers hands and forearms.
- Rub hands together for at least 20 seconds. Pay attention to the nails and between fingers.
- Rinse hands and forearms with warm water.
- Dry hands and forearm with clean paper towel.
- Use paper towel to turn off water and (if applicable) use on door handle of bathroom

5. Gloves

A glove is to be worn when handling any product that will be eaten by the customer or on your scooping hand. Wash your hands prior to using a glove. Gloves must be changed periodically during your shift. If you have any cuts, wounds, or open sores on hands and arms they must be completely covered by a water proof bandage or gloves.

Gloves must not be worn into the bathroom or in front of the customer area

6. Handling of Money

Use non-gloved hand to run register and handle money. If handling money with no gloves on, employee must wash hands before serving food products.

7. Employee Schedule

The schedule will be posted every week both in the store and on www.whentowork.com.

We have an availability sheet as well as a request book. Please make sure both of these documents are up to date before the roster is commenced. Reasonable requests for shifts off will always be considered, however the majority of our busy times are in the evenings, especially on the weekends and public holidays. You will be required to work at least one weekend shift each week.

Please also get a Managers approval for any shift changes.

8. Time Clock

Sign in to the POS system five (5) minutes prior to starting of shift. If you commence at 10am that means being ready to serve customers at 10am, not walking in the door with an apron over your shoulder. Have your uniform pressed and in order prior to working. Sign out at the end of your shift.

9. Employee Breaks-

Employees working over a 6 hour shift receive two 15-minute breaks (paid) per day and a ½ hour lunch (un-paid). Part time employees receive one 15-minute break (paid) after working four (4) hours. Please be aware that breaks cannot be taken if the store is busy. If you need a break please ask a Manager.

10. Discounts

a. Employee Discount

Employees are permitted to make one Ice Cream item at the end of their assigned shift and take the item from the store with them when they leave. This item is not to be made or consumed while working your shift or in a break.

Employees are also permitted to free fountain drinks whilst they are working. Please note that store sundae and drink cups are not to be used for personal fountain drinks. Please bring your own regular drinking cup. Cups over 12oz are not permitted. Employees do not receive any other discounts whether working or not.

Please note you will be given 2 free cone vouchers with every pay slip. These can be used by yourself or feel free to give them to friends or family. There is no other discount available to staff members.

b. **Emergency Services Discount**

Uniformed Police, Fire and Ambulance Officers qualify for free fountain drinks and 50% off Ice Cream menu items, not including pints/quarts/cakes and pies. As mentioned, these officers must be in uniform and be rung through by the shift manager.

11. Theft

Theft can take many forms but essentially if a staff member takes something that is not his or hers or gives something away that is not his or hers this is theft. Examples of theft could be, but is not limited to the following items:

- Eating Candy while cutting it up
- Eating Ice cream or other product without paying
- Over portioning your friends or families order
- Giving product away to friends or family
- Taking cash or tips without permission
- Coming late for work but claiming pay for a full shift
- Wasting time whilst working

We are serious about dealing with employee theft and will report any incidents to the local police department. Inventories and cash deposits are checked regularly by ownership to ensure the store is running effectively and with loss of product or money.

If you suspect or see any theft occurring within the store by an employee, please tell a manager or place an anonymous note in the safe. The information will remain confidential.

11A. Food Swaps

There is to be no food swaps between our stores and other stores.

12. Honesty and Accountability

We expect the most out of our employees, and thus honesty rates amongst one of our highest attributes we seek in you. Not only do we expect honesty in your dealings with money, product and time, we expect honesty in all aspects of your work. If you need time off, or require any special needs, please talk to a member of the management team.

We also expect respect be shown to all shift supervisors and managers. Any reports of manager's requests being ignored, not followed through or challenged may result in termination of your employment.

13. Employee Suggestions/Reports

From time to time you may have suggestions or comments that you would like ownership to address either about your own personal needs or perhaps the actions of other employees of staff members. Please place these comments in the drop safe. Confidentiality in messages that are passed on is assured. I appreciate your willingness to let me know what is going on in and around the store. Mr Christensen is the only person that has access to this safe.

14. Cell Phones and Personal Belongings

Cell phones are not permitted during working hours. Please turn off your phone or put on silent and then place in your bag in the locker provided. You are not permitted to wear your phone during your shift. No phones are permitted in front of the storeroom door. Checking of texts or emails is not permitted during work hours, unless you are on a break. Shop phone is to be used only in case of emergency or if permitted by manager.

15. Loitering Behind the Counter

This is not permitted during work hours and non-work hours. If you have *time to lean, you have time to clean!* Non-work hours you are considered a customer and will be treated as such. Please see the "Task List" or a Manager for assistance in finding things to do.

If you really have nothing to do, a toothbrush will be provided for you to clean benches in front of the store.

15A. Store Room Policy

During the regular shift and open hours, no employees are to be in the rear storeroom unless either being asked by a supervisor to go back there, or you are on a break.

The door to the storeroom is to be closed during open hours.

16. Language

ZERO TOLERANCE! Abusive, profane or insulting language or manners toward staff or customers will not be tolerated and will be subject to disciplinary action up to and including termination.

Only uplifting and customer friendly language is to be used.

There is a \$1 penalty for using the work "rag" in the store. "Cloth" or "towel" is an appropriate term

Every customer is to be greeted with – "Hi Welcome to Mr C's" and to be farewellled with "Thank you – See you tomorrow"

17. Employee Discipline

Missouri is an At Will State, meaning that your employment can be terminated without advising you of the cause. Depending upon the seriousness of the violation and past performance of the employee, an employee violating a policy may:

- Be Verbally warned
- Receive a written warning
- Have their employment terminated

18. Smoking and Chewing Tobacco

Smoking and Chewing Tobacco is not permitted by either employees or customers in or around the store

19. Vacation

Hourly employees are not entitled to paid vacation. Employees wishing to take vacation time non-paid may do so with management approval.

20. Sick Leave

Hourly employees are not entitled to paid sick leave.

21. Payroll

Employee pay is paid every second Friday and your pay slip may be picked up at this time at Mr C's. Pay is automatically deposited into your bank account provided. You will also receive 2 free cone vouchers with each pay slip that you may use to your own discretion. These will be at the store in a folder each payday.

22. Employee Probation

New employees commence their employment at Mr C's on minimum wage and may qualify for a raise upon a satisfactory 30 day trial period. This probation may be extended pending an unsatisfactory evaluation.

23. Employee Injury

Report all injuries to manager immediately. It will be determined if employee needs to seek medical attention. Workers compensation form must be filled out and turned in to the insurance company within 24 hours of the injury. All injuries will be reviewed to see if any safety procedures were not followed. All employees are trained in safe procedure practices upon hiring. Once trained, the employee is expected to follow all safety procedures.

24. Customer Injury

Report any injury immediately to the manager. Document the incident. Get the name, address and phone number of the customer and any witnesses and give it to the manager.

25. Security

Doors are to be locked both at pre-opening and at closing. This will help decrease the incidence of robbery. No non employees are to ever be behind the counter area or in the store before or after opening hours. Staff are to use the buddy system when leaving the building on the night shift.

- **Cash Drops**

Please ensure if you are responsible for the till, that regular cash drops or made to the safe on busy shifts. You will have \$100 in the till at the start of each shift, and cash drops of at least \$100 on top of the initial till should be made regularly.

- **Robbery**

In the unlikely event that the store is targeted by an armed or unarmed person, please comply with the thief's demands. Obtain as much of a description of the suspects as you can and call 911 immediately after they leave. Do not leave the store to go after the thief or to gain a further description. The safety of staff members and customers are our first priority.

There are cameras positioned throughout the store that will provide information and further description to police in their investigation.

26. Confidentiality

We are striving to be one of the best Ice Cream stores not only St Louis, but in the country. This being the case, our recipes, ingredients, procedures, industry secrets and all else that we do at Mr C's Ice Cream Emporium is proprietary information.

You are not to give any of this information out to any person whether they ask or not, but refer them on to Steve Christensen. A breach of this policy is very serious and can compromise not only your employment, but the existence of the store itself.

27 . Customer Complaints and Daily Log

We have a daily log book that will need to be updated at the completion of every shift by the shift supervisor. If there is an event, complaint or issue that arises throughout the shift, please note it in the daily log.

These will be read by ownership and acted upon.

28. Everything Else

These policies and procedures are not exhaustive and will be modified and added to from time to time.

Mr C's Employees are expected to use common sense in all areas of their work responsibilities. If you have any questions ALWAYS ask a manager or the owner.



Date _____

Name _____

I have read and had the Policy and Procedure Manual from Mr C's Ice Cream Emporium explained to me and I understand the contents thereof. I am able to comply with all of these requirements.

I also acknowledge that if I have any questions regarding these policies and procedures, I can ask management for clarification.

I acknowledge that a breach of any of these Policies and Procedures may result in disciplinary action including the termination of my employment

Signed _____

UNIFORM RECEIPT

NAME _____

DATE _____

NUMBER OF SHIRTS RECEIVED _____

NUMBER OF HATS RECEIVED _____

Signed _____

Manager _____

UNIFORM RETURN

DATE _____

NUMBER OF SHIRTS RETURNED _____

NUMBER OF HATS RETURNED _____

Signed _____

Manager _____