

“Create history where generations have come before ... at The Pomfret Club”



**The Pomfret Club
Employee Handbook**

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Revised: 02/12/2019

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INTRODUCTION

This employee handbook has been created to introduce you to the Pomfret Club and our method of doing things. The information in this handbook is important! Read this handbook and keep it in a safe place for future reference. As an employee of the Pomfret Club, you are required to adhere to all the guidelines in this booklet.

WELCOME TO THE POMFRET CLUB

You have been chosen over other candidates for your skills and motivation. We sincerely hope that you will put a real effort into becoming a member of the Pomfret Club Team!


The Pomfret Club's philosophy is to provide our guests high quality food and considerate service in an atmosphere of relaxation and fun. Carrying out this philosophy is the responsibility of each employee- whether you are working in the kitchen or on the floor in view of the club member or guest. Teamwork and co-operation are the keys to success for all staff members.

We trust that your employment will be long and profitable. Each employee is a valuable member of the organization. Everyone holds the key to the success of the whole team!

HISTORY OF THE CLUB

The Pomfret Club was established in 1885. The vision was to be a private club that provided a fun and relaxing atmosphere for all its membership. Since then, many improvements have been made to the clubhouse to sustain the original vision of providing exceptional service and products to our membership.

33 South 4th Street - Easton, Pennsylvania 18042 - (610) 258-7641



Counting among our members many are top leaders in business, academia, law, medicine, politics, religion, and the arts.

THE POMFRET CLUB EMPLOYEE

The following qualities are those of a successful Pomfret Club employee:

1. **SKILL**

Employees are expected to be highly skilled in the field. Merely "okay" is NOT good enough for our Club employees. The employee must be able, as well as have the desire to learn and improve his/her knowledge and performance.

2. **DEPENDABILITY**

The employee is punctual; work is completed on time and absences are minimal. The employee can handle an emergency or unforeseen incident calmly and correctly.

3. **INTEGRITY**

The employee is loyal and maintains a high standard of ethics.

4. **INITIATIVE**

The employee is creative and willing to perform more than just the required task.

5. **COURTESY**

The employee is alert and attentive to the needs of management, peers and ALWAYS the membership. Employees are the Club's principal public relation agents.

6. **PROPER APPEARANCE**

The employee is neat and tidy in your clean well-pressed uniform and conscious always of personal hygiene.

7. **RESPONSIBILITY**

The employee is responsible for quality control at all times.

****Keep these seven qualities in mind as you perform your Pomfret Club job. Job security and advancement are based entirely on performance and not seniority.**

YOUR PROBATION

All Pomfret Club employees are hired on a three-month probationary period. These three months give us a chance to evaluate each other, which includes giving you the opportunity to decide if you're going to like working for us. We, likewise, will assess your initial performance, productivity, attendance, and co-operation, and decide if your approach to work meets our requirements.

You are free to resign at any time during this three-month probationary period. We also reserve the right to release you without warning if we feel that you do not meet our standards of a suitable Pomfret Club employee.

SCHEDULES

Schedules are very important to the success of a Club. Schedules help us to provide the most efficient service possible, bringing our customers back again and again. Please take a moment to read the following important guidelines:

1. Schedules are for one or two weeks at a time, beginning on Tuesday morning and ending at the close of business Saturday night.
2. Weekly schedules are tentatively posted Friday for two weeks ahead (starting Tuesday).
3. Please do not deface, mark up or otherwise change any posted schedules.
4. If you require a special day or shift off, you must notify the office in writing three days prior to the posting of the schedule. Management must authorize any shift changes or substitutions. Reasonable effort will be made to accommodate your request, but obviously no guarantee can be made.

Employment at Will

Employment at **The Pomfret Club** is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the President of the club.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

In addition, no club member or director is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

REPORTING TO WORK, ABSENCES FROM WORK

We suggest that you report 10 minutes before your scheduled starting time in full uniform so that there is ample time for you to check your workstation. This means that you will be ready to perform your job when your shift begins.

In case of illness, you must phone at least 4 hours ahead of your schedules starting time. You must notify the supervisor, not a fellow employee. Indicate when you expect to return to work. **The Club will not pay for time off due to illness.**

If you know you are going to be late, please call to inform the supervisor so that a replacement can be arranged. Repeated lateness and/or absenteeism can result in termination of employment.

In an emergency, it is your responsibility to find a replacement and notify the management for approval.

Do not allow a substitute to work for you unless management approves it. A replacement will not be approved if the employee is in an overtime position.

EMPLOYEE MEALS AND BREAKS

Employees shall be given a discount off the menu price for any meals ordered on a day when they are scheduled for work. However, as a benefit, when a function is taking place and on select other days, **employees can enjoy a free meal.** This will be left to the discretion of the Chef and the amount of food that is available. Any complimentary banquet meals must be consumed on the premises and shall not be taken home.

Your supervisor will schedule breaks and lunches and you are asked to remain on the premises during your breaks since you are being paid during this time. If you are required to work during your break, you may be called back and your break re-scheduled. Make sure that your station is covered before going on break.

No alcoholic beverages are allowed during break, lunch or dinner. The Club will supply coffee, tea or soft drinks. Employees are not entitled to drink alcoholic beverage.

OVERTIME

Overtime is paid at time and a half after 40 hours in one work week.

HOLIDAYS

The following are observed Holidays:

New Year's Day – January 1

Christmas Day – December 25

The following are working Holidays where time and a half will be paid.

Easter Sunday – Mother's Day - Thanksgiving

YOUR PERSONNEL FILE

The following is a list of the kinds of information kept in your personnel file:

- A I9 and W4 form which you completed when you were hired
- Your completed application forms
- Copies of any disciplinary or complimentary letters and memos
- Copies of your performance reviews
- Copy of your Hire/Employee package

PAYDAY AND PAYCHECK DEDUCTIONS

1. Your rate of pay was established when you were hired. If you are unaware of your rate, discuss it with the office.
2. Calculation of monies owing to you is based on the completion of a check-in verification system. You are required to clock in and out. Do not ask, or allow, another employee to clock you in or out.
3. A pay period is a bi-weekly period beginning on a Tuesday morning and ending on the Saturday night of the next week. Your paycheck for that period is available on the week.
4. **Pay checks will be distributed on Wednesday bi-weekly.**
5. No advances in pay are allowed, so PLEASE DO NOT ASK!
6. If errors in your pay check arise, consult the office immediately.
7. Notify the office of change of address, marital status, etc.

VACATION

Full time employees receive a one-week vacation after one year, two weeks after two years.

STAFF UNIFORM

The Club dictates a dress code for employees in keeping with the club theme. You as the employee represent the Pomfret Club and first impressions are lasting ones. Due to the important role the uniform has to the image and success of the Club, no deviations from the uniform will be acceptable.

Uniform Description:

Your uniform must be kept clean and wrinkle free and in good repair.

SAFETY STANDARDS

All reasonable and practical precautions should be taken to prevent injuries to yourself, the membership, or trades people. Any safety hazard should be identified and brought to the attention of the manager.

At all times, a properly stocked First Aid Kit will be available in the Club. Know where it is and how to use it!

In the case of fire, it is your responsibility to follow all required procedures to prevent damage, injury or loss of life. You will receive training on fire safety: escape exits, alarms and extinguishers. Know what to do! Be prepared to put your training to use if necessary!

PERSONAL HYGIENE AND GROOMING

Your uniform and personal hygiene are indicative of the restaurant's standards of cleanliness. Please keep in mind that your grooming is essential to a good public image.

The following are the minimum grooming and hygiene requirements:

1. Shower or bathe daily and use an effective deodorant.
2. Keep fingernails clean, color free, and trimmed short.
3. Always wash your hands with soap and water after using the toilet, touching your hair and after having a cigarette.
4. Never handle food if you have open sores or cuts.

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5. If you feel that you might be exploring an alternative appearance and or style, contact management to avoid any problems.
6. Hair must be neatly trimmed and groomed. Employees whose hair overlaps the collar will be asked to wear a hair restraint.
7. A clean-shaven appearance is required (neatly trimmed moustaches are acceptable).
8. A moderate use of cosmetics and minimum use of jewelry are preferred.

NEATNESS COUNTS!!!

EMPLOYEE POLICIES AND OPERATION RULES OF CONDUCT

The following employee policies are applied consistently among employees to the extent reasonably possible:

- Consumption of alcoholic beverages, use of illegal drugs or profane language is not tolerated on the premises. No drinking on the premises is acceptable.
- Smoking is restricted to designated areas only, in accordance with health regulations. No smoking while on duty!
- Gossip or criticism of peers or management is destructive in a team environment. We appreciate constructive criticism.
- All suggestions should be presented in writing to the MANAGEMENT. Avoid the discussion of problems with fellow employees. Management will be required to correct the problems: they, therefore, should be the ones to hear about them.
- Staff must bring all membership complaints to the supervisor’s attention as soon as possible.
- Clubhouse telephones are for business only. Personal calls will be accepted only in an emergency.
- Soliciting for funds, distribution of literature, or gaining club support is prohibited on the premises.
- Employees must not have any business, financial interest, or outside involvements, which could conflict with their duties.

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- Your supervisor will assign the exits to be used when arriving and departing work. Upon arrival be in full uniform, sign/log in, and prepare to work. Upon departure sign/log out, collect your belongings, and leave. Do not loiter if waiting for a ride. Conduct yourself properly and leave the premises at closing.
- Please park only in areas designated by your supervisor.
- On your day off the Club is off limits, as it is reserved for the membership only.
- You are responsible for the cleanliness of your own staff areas and washrooms. These areas must always be clean. Clean up your dishes and always be considerate of others!
- Employees are responsible for their personal belongings.
- Staff is not allowed to run tabs at the bar.
- All staff meetings are scheduled shifts and must be attended.
- Nibbling of food by staff is not allowed.
- Horseplay or disrespect of fellow staff, management, or the members will not be tolerated.
- Changes to your personal status (i.e. If you move, or if your status for income tax purposes change) must be brought to the office personnel immediately.
- You are required to report communicable diseases.
- Admission of unauthorized personnel to restricted areas of the Clubhouse of property is not allowed.
- Never entice, coerce, or influence others from maintaining the highest level of productivity.

***Please remember that these are only examples of our operations rules of conduct, it would be impossible for the Club to list every action that would result in discipline/termination. Violations of any of the rules of conduct may result in termination upon the first offense, depending on the circumstances of the misconduct. Just as you may terminate your employment at any time, the Pomfret Club retains the same right. The Club continually updates and revises its policies and its disciplinary policies and procedures are subject to change.

QUALITY CONTROL

Quality control is the responsibility of each Club employee! Conduct yourself accordingly. The Club buys the best raw product, and cooks the food on the best restaurant equipment, but how the product is HANDLED BY YOU determines the result.

The ultimate quality that our members perceive is in your hands. Keep quality at the front of your mind, no matter what your role. As you handle the raw product, prepare delicious and appealing dishes, or serve the food to our members, your attitude and attention to detail is critical.

(IF YOU WOULDN'T EAT IT, DON'T SERVE IT!!!)

ACCIDENTS AND INCIDENTS:

An "incident" is an occurrence which disrupts service, and which could lead to serious consequences. It might be a member making a complaint, a member breaking something, or a member consuming too much alcohol. Incidents might also include staff.

In order to protect the Club against possible adverse consequences, (i.e. Lawsuits damage to reputation) each incident must be documented for future reference if needed.

Management must fill out an Incident Report every time an incident occurs on a shift. Consult your manager when in doubt

We have a stocked First Aid Kit. If you get injured and you can't be treated with a Band-Aid, then you should go seek medical aid with the direction of management. As soon as you return, the manager on duty will fill an Accident Report and an Incident Report.

The Accident Report is for Workers' Compensation. This report is essential, regardless of how insignificant the injury seems at the time.

CONFIDENTIALITY

In your employment with the Pomfret Club, you may have access to trade secrets and confidential information valuable to the club. Any misuse or disclosure of any confidential information may incur personal liability on your part for the disclosure.

COMMUNICATION

Communication plays a major role in our success. The Pomfret Club is committed to open, two-way communication. This means that we are committed to listening to what you have to say, as well as to communicating our goals and plans to you. We think that it is important that you play a role in making the decisions that will directly affect your job and communication is an important part of that process.

MANAGEMENT-EMPLOYEE COMMUNICATION

The most important communication link in our company is the link between you and your immediate supervisor or those you may supervise. We encourage our managers to keep the lines of communications open, but effective communication also requires involvement on the part of all employees. It is important that employees let management know what is on their minds and it is equally important that management listen. The following programs and policies are designed to encourage a free and open exchange of information between all Pomfret Club employees:

- Open door policy

You should feel free to talk with your Management Team about matters concerning your job. This “open door” approach encourages an informal and relaxed discussion between management and employees.

- Feedback

At one time or another, everyone has a problem or concern related to his/her job, and it is critical that all employees have a viable means of addressing these matters of concern to management. Therefore, we have developed a formal procedure to help you deal with such problems as they arise. If you have a job-related problem that needs to be resolved, you should take the following three steps:

Step 1. First, discuss your concern with your supervisor in a frank and open manner. It is their job to see that you are treated fairly.

Step 2. If you and your supervisor are unable to work things out together, then take the problem to the House Committee Chairman.

EQUAL EMPLOYMENT OPPORTUNITY

The Pomfret Club is an Equal Opportunity Employer. It is an established company policy to effectively utilize our available human resources by accepting the best-qualified person for the job. Factors considered in making employment decisions include knowledge, skills, ability, availability, aptitude, experience, education, health and a willingness to work and produce results. The Pomfret Club’s policy prohibits the use of any illegal or prohibited basis of discrimination as a factor in any employment decision.

SEXUAL HARASSMENT

It is the policy of the Pomfret Club to prohibit sexual harassment. Violation of this policy may be the basis for disciplinary action, including discharge. This policy is applicable not only to all Pomfret Club employees, but also to those with whom we do business, including customers and vendors. It is everyone’s responsibility to create an environment free of unwanted sexual conduct.

Sexual harassment is defined as “unwelcome” sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when: (a) submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual’s employment, or (b) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individuals, or (c) such conduct has the effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment.

Such conduct will not be tolerated. If you believe that you have been subjected to sexual harassment, you should notify the House Committee Chairman.

DISCIPLINARY ACTIONS AND DISMISSAL

It is the policy at the Pomfret Club that any conduct which, in its opinion, interferes with or adversely affects the proper organization of its business is enough grounds for disciplinary action ranging from oral warning to discharge. Depending on the conduct, any of the following disciplinary steps may be utilized:

1. Verbal warning
2. A written warning which is placed in the employees personnel file
3. A final warning and/or possible suspension from work for a stated period, which is also recorded in the employee’s personnel file
4. Termination

The Pomfret Club will investigate instances in which misconduct may have occurred. Whether you will be allowed to continue working during the investigation depends on the nature of, and the circumstances surrounding, the alleged act of misconduct. If an investigation results in disciplinary action, and you feel that such action was not justified, you may appeal the decision by using the feedback procedures outlined earlier in this handbook.

We like to think of every Pomfret Club employee as an exemplary member of our public relation team. We are all representatives of the Pomfret Club within our communities and within our Clubhouse. How we treat our members / guests and how we treat each other is as important to our public image and to our self-image as how well we prepare our food. The same high standards of excellence apply to every element of our operation, including how we conduct our business and ourselves.

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The Pomfret Club

EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the employee handbook of **The Pomfret Club**.

I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, club practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the club to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the club has any authority to enter into any agreement for employment for any specified period or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the President and House Chair of the Pomfret Club may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the President and House Chair of the Pomfret Club.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE