

# CHAMPPS

## AMERICANA

# EMPLOYEE HANDBOOK

Bluemound Restaurant Corporation, Inc.

2011

**NOTICE TO EMPLOYEES:**

**ALL EMPLOYEES ARE REQUIRED TO KNOW AND FOLLOW THE POLICIES CONTAINED HEREIN. OUR POLICIES ARE UPDATED FROM TIME TO TIME. THEREFORE, YOU SHOULD REVIEW OUR HANDBOOK PERIODICALLY SO THAT YOU KNOW OUR CURRENT POLICIES. OUR HANDBOOK IS AVAILABLE TO YOU ON OUR WEBSITE. COPIES OF OUR HANDBOOK ARE ALSO AVAILABLE TO YOU IN THE EMPLOYEE BREAK ROOM AND IN THE MANAGERS' OFFICES FOR YOUR REVIEW. PLEASE DO NOT REMOVE THE HANDBOOK FROM THE PREMISES. IF YOU NEED A COPY OF ANY POLICY OR HAVE ANY QUESTIONS REGARDING ANY POLICY, PLEASE ASK TONY LEWANOVICH, DIRECTOR OF OPERATIONS, ROB RAJALA, GENERAL MANAGER OR BILL ETTER, OWNER.**

# I. INTRODUCTION

## INTRODUCTORY STATEMENT

This Employee Handbook is designed to provide you with information regarding Champps Americana's general employment policies, procedures, and benefits. Its purposes include the following:

- To introduce you to us and to our establishment.
- To familiarize you with our goals and standards.
- To help you fit into our team as quickly as possible and to ensure that you will be happy working here.
- To anticipate and answer your questions about your job and working conditions.
- To clearly spell out the specific operating procedures and policies that you must know and follow to be a successful Champps Americana employee.
- To begin an on-going communication with you for the benefit of the company, and for your benefit as well.

However, this employee handbook cannot cover every situation or answer every question about policies and benefits at Champps Americana. Also, sometimes we may need to change the handbook. Champps Americana has the right to add new policies, change policies, or cancel policies at any time. The only policy we will never change or cancel is our employment-at-will policy. The employment-at-will policy allows you or Champps Americana to terminate your employment at any time for any reason.

Policy No. 101

## OUR MISSION STATEMENT AND STATEMENT OF BELIEFS

At Champps Americana we will serve our guests to the best of our ability at all times. We will provide a pleasant work environment for our employees. Employees and guests alike will be treated with respect and consideration. We will give back to our community through our time and support in whatever way we are able. We will promote family, friendship, caring and sharing as values that will never go out of style. With this as our policy, we feel confident that we are doing our best for our community, our staff, and our guests who have given us their support and loyalty.

Policy No. 102

## BUSINESS ETHICS AND CONDUCT

We expect Champps Americana employees to be ethical in their conduct. It affects our reputation and success. Champps Americana requires employees to carefully follow all laws and regulations, and have the highest standards of conduct and personal integrity.

Our continued success depends on our customers' trust. Employees owe a duty to Champps Americana and our customers to act in ways that will earn the continued trust and confidence of the public.

As an organization, Champps Americana will comply with all applicable laws and regulations. We expect all employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical.

If you use good judgment and follow high ethical principles, you will make the right decisions. However, if you are not sure if an action is ethical or proper, you should discuss the matter openly with Bill Etter, Owner, Tony Lewanovich, Director of Operations, or Rob Rajala, General Manager. It is the responsibility of every Champps Americana employee to comply with our policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.

Policy No. 103

## **CUSTOMER RELATIONS AND SERVICE**

As a Champps Americana employee YOU are the one who makes sure that the customer has a pleasant dining experience.

The cornerstone of our business is SERVICE, and our reputation is built on friendly and efficient service, cleanliness, and good food at affordable prices. *We do not encourage you to have long conversations with our guests, but we do want you to know that you may greet them.* When guests make a request of you, do all that you can to assist them. A smile, with genuine warmth, a friendly “hello” or courteous “thank you, come again” is the best way to convey a pleasant attitude.

Every employee represents Champps Americana to customers and the public. Our customers judge all of us by how we treat them. One of the highest priorities at Champps Americana is to help any customer or potential customer. Nothing is more important than being courteous, friendly, prompt, and helpful to customers.

Your contacts with the public, your telephone manners, and any communications you have with customers reflect not just on you but also on the professionalism of Champps Americana. Good customer relations can build greater customer loyalty.

Our telephone communications are an important reflection of our image to customers and the community. Always use proper telephone etiquette. The following are some examples of good telephone etiquette: use the approved greeting, speak courteously and professionally, repeat information back to the caller, and only hang up after the caller hangs up.

Policy No. 104

## **CO-WORKER COURTESY, COOPERATION, AND TEAMWORK**

TEAMWORK is very important to all of us here at Champps Americana. It is important to remember that in our many years of business we have developed a large number of rules that we follow in our daily routine. These rules are meant to help you do your job better, and to allow us all to work together and not against one another. When we cooperate and work together we can accomplish much more than any of us could individually.

A little courtesy goes a long way. Always say “Thank you” and “Excuse me” when appropriate. Pleasantries among employees are encouraged, but do not congregate and talk about your social lives. You will have plenty of time to talk to your friends away from the restaurant. Your talk at work should be kept to a minimum and should be confined to items relating to your job.

Treat all your co-workers with respect, and you should expect the same treatment from them.

As you go about your business, keep your eyes open to any problems that may be developing. Do not just wait for the problem to occur, and never leave something undone because “someone else will do it.” *All of our jobs will be easier if we work together and not against one another.*

Use common sense. Keep busy and be alert to customer’s needs and the needs of fellow employees. When things are slow keep yourself busy. There is never an excuse for standing around. Do side work, ask a manager if there are any extra projects to be done, or CLEAN, CLEAN, CLEAN your work area!

Policy No. 105

## **II. EMPLOYMENT POLICIES**

### **THE OPEN DOOR POLICY**

The management of Champps Americana has an Open Door Policy regarding any concerns or questions our employees may have regarding our restaurant. Champps Americana tries hard to ensure fair and honest treatment of all employees. We expect everyone to treat each other with mutual respect.

If you disagree with Champps Americana rules of conduct, policies, or practices, you will not be penalized, formally or informally, for making a complaint as long as you do it in a reasonable, business-like manner.

You may feel free to approach any member of management at any time with your concerns. We try to keep an open mind and always remember that first and foremost ours is a “people” business.

Please remember that communication is two-way, we cannot fix something if we do not know it’s broken. Bill Etter, Owner, and Tony Lewanovich, Director of Operations are available for consultation, and will deal with any problems in an appropriate manner.

Please understand that some issues may be more complex than they seem, and it may take time for management to make the decision that is best for the employee, the company, and our guests. Confidentiality will be observed to whatever extent is possible.

Policy No. 201

### **EQUAL OPPORTUNITY STATEMENT**

Employment opportunities at Champps Americana are open to all qualified applicants solely on the basis of their experience, aptitude, and abilities.

Qualified applicants are considered for all positions and for advancement without regard to race, color, religion, sex, national origin, age, sexual orientation, marital status, disability or any other basis protected by State or Federal law. Employment decisions are based on such factors as, an individual’s experience, achievement, performance, ability and attitude.

Our Equal Employment Opportunity policy covers all employment practices, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

We will make reasonable accommodations for qualified individuals with known disabilities where such adversely affects the employee's ability to perform the essential functions of the job or if the employee has a religious belief that affects the employee's job, unless making the reasonable accommodation would result in an undue hardship to Champps Americana. Any employee who feels they need an accommodation should contact Bill Etter, Owner, and Tony Lewanovich, Director of Operations. We will examine each situation on a case-by-case basis.

Policy No. 202

## **SEXUAL AND OTHER UNLAWFUL HARASSMENT**

All employees are to be treated with respect and dignity. Employees are expected to maintain a positive work atmosphere by acting and communicating in a manner to get along with customers, guests, co-workers and management. Employees have a right to work in an environment free from discrimination and harassing conduct, including sexual harassment. Harassment on the basis of an employee's race, color, religion, sex, national origin, age, sexual orientation, marital status, disability or any other basis protected by State or Federal law. Our Company views harassment and retaliation to be among the most serious breaches of work place behavior. Employees whose conduct violates this policy will be disciplined up to and including termination.

In general, harassment means persistent and unwelcome conduct or actions on any of the bases underlined above. Sexual harassment is one type of harassment and includes unwelcome sexual advances, unwelcome physical contact of a sexual nature, or unwelcome verbal or physical conduct of a sexual nature.

Harassment on any basis (race, sex, age, disability, etc.) exists whenever:

1. Submission to such conduct is an explicit or implicit term or condition of employment; or
2. An individual's submission to or rejection of such conduct becomes the basis for employment decisions affecting that individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Employee conduct that results in the harassment of other employees will not be tolerated. Further, the company does not condone such conduct by customers, vendors or any other businessperson conducting business with our Company. All complaints of harassment will be investigated promptly and, where necessary, immediate appropriate action will be taken to stop and remedy any such conduct. Any supervisor, agent or employee found in violation of this policy will be subjected to disciplinary action, including termination. If we find that a customer, vendor or any other person conducting business with our Company is harassing an employee, we will take immediate steps to see that it stops.

Any employee who has witnessed or been subjected to any harassment of this nature should immediately report the incident to his or her supervisor, or to any member of management – including Bill Etter, Owner, Tony Lewanovich, Director of Operations, or Rob Rajala, General Manager. We will promptly investigate complaints and take whatever corrective action is deemed necessary. Employees who make reports of harassment or register complaints may request that their reports or complaints be made in confidence. Circumstances may arise through an investigation in which a limited number of other

persons may have to be informed. Any employee coming forward with a complaint will not be retaliated against or punished in any way, even if the complaint is not sustained.

Policy No. 203

### **INTRODUCTORY PERIOD**

The first ninety (90) calendar days of employment are a probationary period for all employees. The introductory period is a time when the employee becomes familiar with the basic requirements and expectations for the job. It is also the time for supervisors to assess the employee's skills, determine if the employee's job performance meets the expected standards, and whether employment should be continued. The introductory period is a time for open communication by both parties. Feel free to ask your supervisor or any other management team member any questions you may have regarding Champps Americana, your duties or responsibilities.

Policy No. 204

### **EMPLOYEE PERFORMANCE/PROMOTIONS**

The Company feels that employees who are excelling or who are not performing their job requirements should not have to wait for a performance review to receive feedback. The Company will attempt to advise employees of problems or of outstanding performance beyond job expectations on an on-going basis. Hard work does pay off – individually and as a group. Length of service with Champps Americana does not guarantee promotions, advancements or placements in new/open positions within the company. Our policy is to promote, realign or hire the most qualified individuals. Cooperation, poise, hard work, determination, and a business-like attitude are factors that are taken into consideration. Similarly, a reduction in staff numbers is not based on length of service, but is determined by least qualified individuals.

Policy No. 205

## **III. EMPLOYEE BENEFITS**

A good benefits program is a solid investment in Champps Americana employees. Champps Americana will periodically review the benefits program and will make modifications as appropriate to the company's condition. Champps Americana reserves the right to modify, add or delete the benefits it offers.

## **VACATION PAY AND REQUESTS**

Hourly employees are eligible to take a one (1) week (five days) paid vacation on annual basis, after the completion of the first year employment. To be eligible, the employee must first have accrued 780 hours of actual time worked. Once this requirement has been met, the employee is eligible to take his/her first vacation time. Thereafter, the employee must average a minimum of thirty (30) hours per week over a six (6) month period in order to receive any further vacation days.

Vacation days must be requested off well in advance, at least 30 days, of the vacation days to be taken, and will be approved depending on the scheduling needs of the restaurant. If two employees within the same department request the same vacation period off, the employee who made the request first will be given first priority. (So get your vacation requests in early.) There are certain black out days when our restaurant is usually extremely busy when vacation days cannot be taken. See your supervisor for further details.

Vacation time is not accrued or earned and must be taken or it will be lost. There is no cash payment for unused accrued vacation time.

Policy No. 301

## **INSURANCE POLICIES AND PROCEDURES**

Hourly employees, after six (6) months of continuous employment, may be eligible for medical/dental insurance. Eligible employees must have averaged a minimum of thirty (30) hours per week over that six (6) month period to receive insurance benefits.

Insurance benefits are employee paid. Complete information regarding insurance will be in the new hire packet.

Policy No. 302

### **401K**

Any hourly employee over twenty-one (21) years of age after six (6) months may be eligible for enrollment in our 401K program. Eligible employees must have worked at least one thousand (1000) hours in the previous year and on an annual basis to qualify. For further, see our Administrator.

Policy No. 303

## **EMPLOYEE MEAL PROGRAM**

All employees are allowed one complimentary cup of soup or salad that may be eaten per shift. Also, all employees are allowed to purchase any menu item, except steak, kid's meals, seafood, and already discounted items for 1/2 price. This half-price discount offer applies only to food purchases of \$5.00 or more and only for the employee and only during these times:

- 30 minutes before your shift.
- 30 minutes after your shift.
- During a mid-shift break.

This meal must be eaten on the premises and cannot be taken to-go without manager approval.

All tickets for employee food must be signed by the employee and turned in to management by the person ringing in the food.

Policy No. 304

## **FAMILY/MEDICAL LEAVE**

Champps Americana recognizes that employees sometimes need time away from work for personal reasons. Under certain circumstances leaves of absence will be granted to employees for:

- Birth/Adoption.
- Pregnancy.
- Disability.
- Family/Medical.
- Leave in connection with military service.

Employees who have been employed for at least 52 consecutive weeks and have worked a minimum of 1,250 hours during the previous 52-week period are entitled to up to 12 weeks of unpaid family or medical leave during a 12-month period. Spouses are entitled to up to twelve 12 weeks of leave in the aggregate, except for personal illness.

Employees who have been employed for at least 52 consecutive weeks and have worked a minimum of 1,000 hours, but less than 1,250 hours during the previous 52-week period are entitled to up to 2 weeks of unpaid medical leave and 8 weeks of unpaid family leave during a 12-month period.

**Family Leave.** Family leave may be taken for the birth of a child, or the placement of a child through adoption or foster care. Family leave must be taken within 12 months of the birth or placement. For employees who work less than 1,250 hours, family leave must begin within 16 weeks of the birth or placement of the child. Family leave is also available to employees who care for an employee's child, spouse or parent, if the child, spouse or parent has a serious health condition requiring inpatient care in a hospital, hospice or nursing home, or continuing treatment or supervision by a health care provider.

**Leave for Domestic Partner.** Employees who have been employed for at least 52 consecutive weeks and have worked a minimum of 1,000 hours, but less than 1,250 hours during the previous 52-week period, and on an annual period thereafter, can also use their 2 weeks of unpaid medical leave to care for a domestic partner or parent of a domestic partner with a serious health condition. "Domestic Partner" is defined as either (1) an individual who has filed a declaration of domestic partnership in the office of the register of deeds in the county in which the individual resides. It is a legal relationship which involve individuals who: (a) are 18 or older, (b) are not married, (c) are not related by blood, (d) share a common residence, and (e) are of the same sex, or (2) (a) are 18 or older, (b) are not married or in a domestic partnership with anyone else, (c) not related by blood, (d) share a common residence, (e) consider themselves to be members of each other's family, and (f) agree to be responsible for each other's basic living expenses.

**Medical Leave.** Medical leave is available to an employee who is unable to perform his or her duties due to his or her own serious health condition that requires inpatient care in a hospital, hospice or nursing home, or continuing treatment or supervision by a health care provider.

**Scheduling Leave.** Family and medical leaves may, under certain circumstances, be taken on an intermittent basis or a part-time basis. An employee requesting part-time or intermittent leave may be required to transfer temporarily to an alternative position which better accommodates his or her leave.

**Notice.** For any leave, an employee must provide his or her supervisor with not less than thirty (30) days advance notice, if possible, before the date the leave is to begin. Employees should make a reasonable effort to give Tony Lewanovich, Director of Operations, or Bill Etter, Owner, advance notice in a reasonable and practicable manner, and to schedule planned medical treatment so as to not unduly disrupt the operations of Champps Americana.

**Certification of Medical Leave.** An employee who requests medical leave must provide certification from his or her health care provider of the following:

The date on which the serious health condition commenced and the probable duration of the condition;

1. The appropriate medical facts regarding the condition;
2. Where appropriate, a statement that the employee is needed to care for a spouse, child or parent of the employee;
3. Where appropriate, a statement that the employee is unable to perform the functions of his or her position due to a serious health condition; and
4. Where appropriate, a statement of the medical necessity for part-time or intermittent leave.

**Second Opinions.** An employee may be required to obtain, at Champps Americana's expense, an opinion from a second or third health care provider designated by Champps Americana. Champps Americana may also require periodic status reports from an employee on a family medical leave regarding his or her anticipated return from the leave.

**Third Opinion:** If the second opinion differs from the opinion in the original certification, Champps Americana may require, at its expense, the employee to obtain the opinion of a third health care provider designated or approved jointly by Champps Americana and employee concerning the information certified. The opinion of the third health care provider shall be final and binding on both Champps Americana and the employee.

**Substitution of Leave.** An employee may be permitted, and in some circumstances may be required, to substitute other accrued paid or unpaid leave for family or medical leave under this policy.

**Benefits.** During a family or medical leave of absence, employees already covered under Champps Americana's group health insurance plan shall continue coverage on the same terms and conditions as existed prior to their leave. Champps Americana will continue to contribute its portion of the premium payment during the leave of absence, and the employee will be required to pay his or her portion of the monthly premiums as instructed by Champps Americana. If an employee fails to return from his or her leave, Champps Americana may seek reimbursement for premiums paid by Champps Americana during the leave.

**Return from Leave.** In most cases, upon return from a family or medical leave, an employee will be returned to the position previously held, provided the job is available at the termination of the leave of absence. If an employee's previous position is not available, he or she will be returned to an equivalent position.

Policy No. 305

## **FAMILY LEAVE IN CONNECTION WITH MEMBERS OF THE ARMED FORCES**

For those employees who have been employed for at least twelve (12) months and have worked a minimum of one-thousand two-hundred fifty (1,250) hours during the previous 12 month period, they are also eligible for the following leave. All of the other requirements stated in the general FMLA policy above apply to this policy.

### **Eligibility for Leave**

1. An eligible employee shall be entitled to a total of 12 workweeks of leave during any 12 month because of any qualifying exigency (as the Secretary of Labor shall describe) arising out of the fact that the spouse, son, daughter, or parent of the employee is on “active duty” (or has been notified of an impending call or order to active duty) in the Armed Forces in support of a contingency operation. This leave may be taken intermittently or on a reduced leave schedule.
2. An eligible employee who is the spouse, son, daughter, parent, or next of kin of a “covered service member” shall be entitled to a total of 26 workweeks during a 12 month period to care for the covered service member. The leave shall only be available during a single 12-month period. The combined leave total under paragraph 1 and paragraph 2 is 26 workweeks in a single 12-month period. Leave under this paragraph may be taken intermittently or on a reduced leave schedule when medically necessary.
3. For eligible spouses who are both employed with the Company, the aggregate number of workweeks of leave to which both the husband and wife may be entitled is 26 workweeks during a single 12-month period for a leave described in paragraph 1 and paragraph 2 above. If, however, the leave taken by both husband and wife arises out of a qualifying exigency, paragraph 1 only, then the aggregate number of workweeks of leave to which both the husband and wife is 12 workweeks during a 12-month period.

### **Definitions:**

“Active Duty” means duty under a call or order to active duty by the military.

“Contingency Operation” means a military operation that is designated by the Secretary of Defense as an operation in which members of the armed forces are or may be involved in military actions, operations, or hostilities against an enemy of the United States or against an opposing military force; or results in the call or order to, or retention on, active duty of members of the uniformed services or under any other provisions of law during a war or during a national emergency declared by the President or Congress.

“Covered Service Member” means a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness.

“Outpatient Status” means a covered service member assigned to a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

“Next of Kin” is defined as the nearest blood relative of that individual.

“Serious Injury or illness” means an injury or illness incurred by the member in line of duty on active duty in the Armed Forces that may render the member medically unfit to perform the duties of the member’s office, grade, rank, or rating.

### **Notice For Leave Due To Active Duty of Family Member**

In any case where the necessity for leave is foreseeable, whether because the spouse, or a son, daughter, or parent, of the employee is on active duty, or because of notification of an impending call or order to active duty in support of a contingency operation, the employee shall provide notice to the Company as is reasonable and practicable.

### **Certification Related To Active Duty Or Call To Active Duty**

An employee requesting leave under paragraph 1 is required to provide certification of the need for such leave in such time and manner as the employer requires at the time such leave is requested.

*This policy will be interpreted and applied in accordance with State and Federal laws governing family and medical leave.*

Policy No. 306

### **WORKERS COMPENSATION INSURANCE**

Workers' compensation covers only work-related injuries and illnesses. Neither Champps Americana nor its insurance carrier will pay workers' compensation benefits for injuries that might happen if you voluntarily participate in an off-duty recreational, social, or athletic activity that we might sponsor

The workers' compensation program covers injuries or illnesses that might happen during the course of your employment that require medical, surgical, or hospital treatment. Subject to legal requirements, workers' compensation insurance begins after a short waiting period, or if you are hospitalized, the benefits begin immediately.

### **REPORT ON JOB INJURIES IMMEDIATELY.**

It is very important that you tell your supervisor immediately about any work-related injury or illness, regardless of how minor it might seem at the time. Prompt reporting helps to make sure that you qualify for coverage as quickly as possible and lets us investigate the matter promptly. Any employee who is injured while on the job must notify management immediately. Employees must complete a form to be provided as soon as possible. The form will require you to (1) state the time and date of incident, (2) what occurred, (3) how it occurred, (4) how you were injured and (5) name of any witnesses. Failure to provide this information can jeopardize your receipt of workers compensation benefits. As part of our Alcohol/Drug Policy, you may also be required to submit to drug testing.

Policy No. 307

### **BENEFITS CONTINUATION (COBRA)**

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) helps employees and their dependents to continue their health insurance even if they are no longer eligible under our health plan.

There are strict rules about when you can use COBRA. COBRA lets an eligible employee and dependents choose to continue their health insurance when a "qualifying event" happens. Qualifying events include the employee's resignation, termination, leave of absence, shorter work hours, divorce, legal separation, or death. Another qualifying event is when a dependent child stops being eligible for coverage under your health insurance.

If you continue your insurance under COBRA, you will pay the full cost of the insurance at Champps Americana group rates plus a 2% administration processing fee. When you become eligible for our health insurance plan, we will give you a written notice describing your COBRA rights. Because the notice contains important information about your rights and what to do if you need COBRA, be sure to read it carefully.

Policy No. 308

## **IV. PAY AND REVIEW POLICIES**

### **PAY PERIODS**

Your payroll checks will be available on Fridays on a bi-weekly basis in the main FOH office. Please do not attempt to pick up your check before 12:00 PM on any payday. We do not offer a “direct deposit.”

You must pick up your paycheck in person unless other arrangements are made in advance through management.

Policy No. 401

### **QUESTIONS/ERRORS**

Any questions regarding your paycheck should be brought to the attention of the Administrator. Your hourly rate and all other specifics of your paycheck are a confidential matter between yourself and management. No one but the Administrator or management is qualified to answer your payroll questions. Payroll related questions will be answered as quickly as possible, and any errors will be promptly corrected.

Policy No. 402

### **PERSONNEL DATA CHANGES**

**The following information is required by law, and by this company, as a part of your permanent record:**

1. FULL NAME INCLUDING MIDDLE INITIAL.
2. CORRECT ADDRESS.
3. SOCIAL SECURITY NUMBER.
4. Telephone numbers.
5. Dependents information.
6. Marital status.
7. Whom to contact in case of emergency.

**It is the employee’s responsibility to notify management or the Administrator immediately of ANY changes in the above information.**

Policy No. 403

## **WITHHOLDING INFORMATION**

Please be sure to notify the Administrative Office of the number of dependents you wish to claim for tax purposes. You may make changes to this number at any time.

Policy No. 404

## **REQUIRED DEDUCTIONS**

The automatic deductions from your paycheck that are required by law are as follows: Federal Income Tax, Social Security Tax, Medicare Tax, Wisconsin State Income Tax, and any deductions ordered by the court system.

Policy No. 405

## **LOST PAYCHECKS**

Any employee of Champps Americana who loses or misplaces a paycheck will be subject to the current fee (what our bank charges us) when we request our bank to issue “stop payment” on the check. This fee can be deducted from the reissued paycheck, or can be paid in cash at the time of the request.

If you are unable to locate paycheck contact the Administrative Office. Our Administrator will take care of the details involved in reissuing that paycheck.

Policy No. 406

## **TIPPED EMPLOYEES**

The reporting of tips is a federal law, you are required to report all tips earned. It is in your best interest to keep your own records, in addition to the records that we are required to keep, in the event of any audits or tax questions.

The discussion of tips in public areas of the restaurant or any suggestion to the guest that a tip should be left is an offense and poor taste and will be subject to disciplinary action, including termination. No automatic gratuity will be added to any check without specific approval of a manager.

Tipping from employee (i.e. server tipping bartenders and bussers, bartenders tipping) is voluntary. We do have suggested guidelines for such tipping, but the amounts are ultimately up to you and should reflect the quality of the service provided.

Policy No. 407

## **WORKING ON THE CLOCK**

Employees are strictly prohibited from working “off the clock.” All employees are required to punch in and out and must work all hours on the clock. You will be paid for all mandatory meetings.

Policy No. 408

## **PUNCHING THE “TIME CLOCK”**

During your orientation you will be shown how to correctly report your work time. Currently, you must “clock in” and “clock out” on the computer. Please be certain you use the computer correctly each time. You should be “punched in” and ready to work at your scheduled starting time. Do not “punch in” until you are ready to begin work. You are expected to come to work ready to work. If you have permission to come to work early or are asked to “punch in” early, have your supervisor or a member of management change your time on the schedule. **Do not under any circumstances “punch in or out” for another employee.** If you do so, both you and the other employee will be subject to discipline, including immediate discharge.

Policy No. 409

## **V. HOURS OF WORK, ATTENDANCE, AND ABSENTEEISM**

### **HOURS OF OPERATION**

#### **RESTAURANT HOURS**

Monday – Thursday 11 am - 10 pm: Dinner menu until 10 pm  
Appetizers & Pizzas until 11 pm

Friday & Saturday 11 am - 11 pm: Dinner Menu & Appetizers both until 11 pm

Sundays 11 am - 10 pm: Dinner Menu & Appetizers both until 10 pm

#### **BAR HOURS**

Monday – Saturday 11 am – 1 am: Last Call at 12:40 am

Sundays 11 am – Midnight: Last Call at 11:40 pm

**Hours of operation are subject to change.**

Policy No. 501

### **AVAILABILITY**

An availability sheet is available in the office. Anytime your schedule changes you should fill out a new form. The availability you give us is what we go by. The nature of our business makes it impossible to have set schedules, so please check your schedule every week.

Policy No. 502

### **SCHEDULING**

Schedules will run from Monday through Sunday. Every effort will be made to post the schedules by Thursday at 2:00 PM for the upcoming week. Please have any requests submitted in the request off book by the Sunday before the schedules are posted.

Requests are requests only. We will make every effort to honor your requests and needs, but we must schedule according to business volume, as well as trying to balance the individual importance of each request.

Schedule switches must be submitted in writing and approved by a manager. Your shift change is not approved until a manager signs it. Be sure to double check that a manager has approved your shift change. Schedule changes can be denied if overtime is going to be required or specific shift staff strength is compromised.

Policy No. 503

### **ARRIVING AT WORK**

Please arrive ready to work your shift at the time that you are scheduled. Be in proper uniform at all times when in building work areas.

Servers must come prepared with a cash bank. AM servers must arrive to set up the restaurant followed by AM pre-shift. PM servers and bartenders will meet in the employee break room for PM pre-shift prior to scheduled start time.

Policy No. 504

### **TARDINESS**

Please do not let this be a problem. Being on time is important to the proper operation of the restaurant and also compromises the jobs and efforts of your fellow co-workers. If you are running late, you are required to contact a manager only. However, a call doesn't get you off the hook, you are still late! Our normal discipline procedures will be:

- 1<sup>st</sup> offense - Verbal notice
- 2<sup>nd</sup> offense - Loss of shift
- 3<sup>rd</sup> offense - 1 week suspension
- 4<sup>th</sup> offense – Termination

However, we reserve the right to bypass any or all of the above steps depending upon the facts and circumstances.

Policy No. 505

### **NO CALL/NO SHOW FOR SCHEDULED SHIFT**

We cannot think of any reason for this to happen, so any occurrence is subject to disciplinary action - including termination. Please read your schedule properly and write it down so that "I misread my schedule" is not an acceptable excuse.

If you do not show up for your shift, management will call you. You must call us back within twenty-four (24) hours or Champps Americana will consider this "job abandonment." However, calling us back does not mean that you will not be suspended or terminated. A no call/no show for two (2) days will be deemed as job abandonment and your employment will be deemed terminated.

Policy No. 506

## **SICK CALLS**

Champps has a great concern over health and safety issues. We want all of our on-duty employees to be healthy to insure the health of our guests and co-workers. As managers, we would sincerely hope that our employees would not take advantage of this concern when “self abuse, self-induced” illnesses or social events are the true reasons for sick calls. If sick calls are necessitated, please observe the following guidelines:

You must speak directly to a manager, even if it is not your own department manager. DO NOT just leave a message, and DO NOT have someone call for you - very few illnesses are so incapacitating that you cannot lift a telephone to call us. If you are sick on two (2) consecutive shifts, you may be required to present a doctor’s written permission to return to work. This is dependent on the nature of your illness and up to manager discretion.

If you believe the illness is serious enough to qualify for FMLA, please notify your supervisor or management person on duty. This will enable us to begin processing your FMLA leave.

Policy No. 507

## **RETURNING TO WORK AFTER ABSENCE**

Any employee returning to work after an absence of **three days or more** due to illness or injury must bring a “return to work” release form from their doctor. This will assure management that you have sufficiently recovered to perform your work duties, and will also make us aware of any medical restrictions you may have.

Policy No. 508

## **RELIGIOUS OBSERVANCES**

If your schedule makes you unable to work due to a religious conviction, bring this to management’s attention and we will try to accommodate your request unless doing so would impose an undue hardship on the restaurant or fellow employees. Please give us as much advance notice as possible as there may be other employees who are interested in filling in for you.

Policy No. 509

## **Jury Duty**

You should promptly notify your supervisor as soon as you receive a summons for juror or witness duty. If you are excused from jury service, you must promptly report to work to complete your remaining work schedule.

Policy No. 510

## VI. REGULATIONS FOR EMPLOYEES

### MENU KNOWLEDGE

You must become familiar with our menu and our quality through your meal time food selections. Use your half-price meals to sample our variety, and to educate yourself about the various specials which we offer. Of course, we also encourage you to visit Champps Americana as a guest with family and friends during your non-scheduled times. The more menu knowledge you possess, the more effectively you will be able to answer related questions when they arise.

Always remember that you are our Ambassador to our guests and to our community and should always represent Champps Americana's best interest when discussing our products and services. Realize that word of mouth is the best advertising a restaurant, or a menu item, can have. Let your comments about our menu items reflect the amount of professional work that is involved in producing them.

It is not our policy to give out our recipes or to divulge our "secret" ingredients. **However, if a customer informs you that s/he is allergic to a certain food, such as nuts, or seasoning, or are on a restricted diet for health reasons, see a manager or chef for this information. Some allergies can cause a severe reaction and require immediate medical attention and, thus, your adherence to this policy is required.**

Policy No. 601

### PRODUCTIVITY

At Champps Americana it is not at all unusual to have guests waiting in line to be seated. Our waiting lines regularly occur at mealtimes, and can last all day on busy weekends in summer. We have developed a system that allows the restaurant to run at its most efficient level when we have a full house and a waiting line.

When we're functioning at this peak level every employee, from cooks to bussers, from waitresses to dishwashers, has to keep up the pace and not let their area lag behind. In order to be prepared for such a rush, which can occur at any time, our staff uses any slower times of day to do preparatory work, side projects, cleaning and organizing. This ensures that we will be ready to handle any number of guests who arrive.

**A lot of cooperation among employees is necessary in order to keep everything running smoothly during peak times.** Our excellent staff is always able to rise to the occasion. It's this kind of teamwork that explains our ability to satisfy our guests during our busiest, as well as our slowest days.

Policy No. 602

### PERSONAL APPEARANCE/DRESS CODE

A clean, well-groomed appearance is expected of every employee and every member of management. Who expects this? Our guests do. We are widely known for our high standards for cleanliness and

sanitation. Your personal appearance can influence what customers and visitors think about Champps Americana. Personal appearance can also impact the morale of your co-workers.

During business hours or whenever you represent Champps Americana you should be clean, well groomed, and wear appropriate clothing.

If your supervisor or any member of management finds that your personal appearance is inappropriate, you will be asked to leave work and return properly dressed and groomed. If you are asked to leave, you will not be paid for the time you are away from work. See your supervisor if you are not sure about the correct clothing standards for your job.

Where necessary, Champps Americana may make a reasonable accommodation to this policy for a person with a disability.

Policy No. 603

### **APPEARANCE CHECKLIST**

All Front of the House (FOH) employees (except hosts) will be issued a shirt and an apron depending on the position. These items will be charged to you at cost as described in your new-hire packet. You must pay cash for your uniforms upon receipt of them. You may purchase additional uniforms at any time.

You are to be neat, clean, and have an unwrinkled uniform every time you come in for a shift. Any employee not meeting these standards may be asked to buy a shirt or possibly be sent home.

Excessive jewelry, body piercing, such as, nose piercings (excluding earrings) and visible tattoos are not allowed. No tongue rings are allowed. Also, no more than one studded earring is permitted in each ear.

Excellent personal hygiene is required at all times. Any hair below shoulder length must be pulled back and away from the face. This applies to all FOH employees.

Chewing gum or eating candy is not permitted during your shift. FOH employees are not allowed to consume any type of food in the food service areas when on duty.

Pagers and cell phones are not permitted during your shift. If you need to use a phone ask management.

Hats are not allowed with the exception to food expeditors.

First button of the polo uniform shirt must be buttoned.

Pants & shorts must adhere to the following guidelines:

- Black color.
- Must have a back pocket (no flaps) and belt loops.
- No boot cut pants.
- No cargo pockets.

- No hip huggers.
- No jean like or stretch/spandex material.
- Shoes must be 80% black.
- Black socks are required.
- Black belt must be worn at all times (No words or studs).
- Shorts must be down to the knee (Same rules about the pants apply).
- Must be hemmed in the event that the bottoms are falling apart at the seams.
- All men's and women's polos have to be tucked in.
- Black or white T-shirt under uniform shirts are allowed (highly recommended for the shirts that do not have to be tucked in, so no mid-drifts show when reaching for things or bending down).

Policy No. 604

### **PARKING**

Please park away from prime spots, as we would like our patrons to have access to the most convenient parking spots. We may ask you to move your car if this guideline is not followed. No bikes or motorcycles in driveways, sidewalks, railings, etc.

We will gladly provide safe escort to any employee who feels uncomfortable in walking to their vehicle alone, particularly later in the evening or early morning hours. Feel free to ask.

Policy No. 605

### **EATING AND/OR DRINKING IN THE RESTAURANT**

The policies on employees' use of the restaurant when not on duty may vary on a situational basis, but here are some specific guidelines:

We welcome our employees to use the bar and restaurant at anytime. However, it is a privilege, which may be revoked on an individual basis if any abuses occur. When use of the restaurant/bar is allowed, it must be done out of uniform. Any use of the restaurant as a guest should be conducted totally as a guest; please do not enter working areas of the restaurant or monopolize the time of on-duty employees.

You are not permitted to eat in any of the side stations without manager approval. Any attempt by an underage employee to obtain alcohol service, or to serve or obtain for any underage friend any alcoholic beverage will result in immediate termination. This endangers our liquor license and thus the livelihood of every employee of Champps Americana.

Underage employees are not permitted to sit or lean directly at the bar at any time. After the restaurant is closed, off duty employees may not stay in the restaurant or bar to wait for closing employees without manager approval.

All employees at the bar at last call for alcohol must leave the building and must leave through the front exit. Employees will not be allowed in the Back of House (BOH) work areas after consumption of alcohol has taken place.

Policy No. 606

## **BREAKS & BATHROOMS**

The bathrooms for employees are the same bathrooms that the guests use, so here are some guidelines that must be followed:

Be presentable upon entering the restroom. You will be recognized as a Champps Americana employee, so please look sharp.

Do not discuss Champps Americana business, guests, or how the shift is going, etc. Wash your hands thoroughly before leaving the restroom. This is a must. Use soap, scrub and rinse thoroughly and towel dry. Don't ever give the guest a reason to think that you would prepare or serve food or drinks after using the bathroom without washing your hands. Please clean up the bathroom before leaving, whether it's your mess or not. Pick up any paper towels or toilet paper on the floor; wipe down the counters and mirrors if needed. No hanging out in the bathrooms.

You must always have someone watching your section if you are in the break room and must always ask a manager for permission if on duty, regardless of the time period.

**All employees under 18 years of age are required to take an unpaid uninterrupted 30 minute break after 6 hours of work – no exceptions.**

Policy No. 607

## **NO SMOKING**

Smoking is now prohibited by law. No smoking by anyone – employees and guests, is permitted anywhere within the restaurant, including our offices, work areas, employee lounge or breakroom, meeting room, and bathrooms. The only place where smoking may be permitted is in certain areas that we may designate that are located outside the building and reasonably distant from any entrance to the facility.

Because we can be assessed a fine, every employee is charged with the responsibility of helping us enforce this policy. If you see a customer smoking, you must immediately contact your supervisor and/or other manager and allow them to notify the guest of state law and our policy.

Policy No. 608

## **SOLICITATION**

Individuals who are not employees of Champps Americana are prohibited from distributing literature on company premises. Employees are not allowed to distribute literature or solicit other employees, without manager approval, for any cause or purpose during working time on company premises.

Policy No. 609

## **SHOPPERS REPORTS**

As a part of Champps Americana's ongoing effort to be the best, we may contract with the services of a mystery shopping company to give feedback on all facets of operations. These inspections are intended to address all areas of the building including ambiance and intent to return. Therefore be on your best behavior at all times.

Management reserves the right to impose disciplinary action for sub-par performance by any employee that is reported on the shopper's report.

Policy No. 610

## **REFERENCES**

Phone reference calls, without written consent, will give only the following information:

- Dates of employment.
- Position (s) held.
- Confirmation of quoted salary information.

Policy No. 611

## **SECURITY AND SAFETY**

All injuries, no matter how small, must be reported at the time that they occur. A first aid kit is available in the kitchen manager's office to treat minor injuries.

Please report immediately to a manager any conditions or equipment which could endanger the safety of an employee or guest.

Do not hesitate to call a manager if you feel the situation warrants it.

Report any unauthorized persons wandering in or around the building to management. Do not allow anyone in the kitchen area without management's approval. Sales representatives may not be in working areas without management's approval, and they must have an appointment to see management. Drop-in sales are not allowed.

Don't let anything be removed from the premises without management's approval.

Any employee who feels apprehensive about walking across our parking lot at night may ask a manager or chef to have someone accompany them.

Our workplace safety program is a top priority at Champps Americana. We want Champps Americana to be a safe and healthy place for employees, customers, and visitors. A successful safety program depends on everyone being alert and committed to safety.

**Call 911**, the emergency phone number, if required.

Familiarize yourself with all chemicals, their location and use, and the Materials Safety Data Sheet information, which is available for each of these products. Never mix any chemicals or cleaning products together, and do not use any product in an unlabeled container or bottle.

*Clean up all spills and wetness and glass breakages on floors immediately.* A minor spill can cause a major accident if not attended to promptly. PLEASE USE PROTECTIVE GEAR WHEN CLEANING UP, SUCH AS CUT RESISTANT GLOVES, AND PUT SPECIAL CAUTION SIGNS THAT ARE AVAILABLE SO THAT CUSTOMERS AND OTHER EMPLOYEES CAN AVOID THE AREA WHILE THE AFFECTED AREA IS BEING CLEANED.

Report to management any equipment malfunctions you may notice so that repairs can be quickly made, and to avoid possible injury to any of your co-workers.

Keep all aisles and hallways clear, and never block an exit.

Observe all safety precautions using any restaurant equipment. Unplug electrical equipment before cleaning.

**Minors are not allowed to operate or clean any restaurant equipment or machinery which can cause harm to you, such as slicers, dough mixer, or cake cutting band saw. If you are asked to do so by anyone STOP. You are required to notify a manager or supervisor before you start to work/clean on any such restaurant equipment or machinery. Please check with a manager or supervisor if you have any questions.**

In the event of fire, management or a supervisor will summon the fire department immediately if the fire is of a threatening nature (grease fire, electrical fire, etc.). Contact a manager or supervisor **immediately** if there is fire of any sort. The restaurant is equipped with chemical fire extinguishers. Any employee wishing to better understand the uses and operation of fire extinguishers may ask and will be instructed by management.

You are expected to obey all safety rules and be careful at work. You must immediately report any unsafe condition to the appropriate supervisor. If you violate Champps Americana safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

Policy No. 612

## **SECURITY INSPECTIONS**

Champps Americana is not responsible for personal possessions. We have limited locker space for employees. We cannot hold employee possessions in the manager's office, so we strongly recommend that you bring nothing of value in the building.

Champps Americana wants to have a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. We prohibit the possession, transfer, sale, or use of these materials on our premises, including cars or trucks in the parking lot.

We may provide you with desks, lockers, and other storage devices for your convenience but these are always the sole property of Champps Americana. Because they are our property, or on our property, including but not limited to, your car if it is parked in our parking lot, we may allow our representative or

authorized agents to inspect them at any time, either with or without advance notice to you. We may also inspect any items that we find inside them.

We also want to discourage theft and the unauthorized possession of property that belongs to our employees, Champps Americana, visitors, and customers. To help enforce this policy, we may require inspection of employees and other persons who enter or exit our premises as well as any packages or other belongings they carry with them. If you wish to avoid having your belongings inspected, the best thing is to not bring them to work.

Your failure to cooperate with this policy will result in discipline up to and including immediate discharge. We further will notify the Police Department or other appropriate governmental authority.

Policy No. 613

## **WORKPLACE MONITORING**

Champps Americana may conduct workplace monitoring to help ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers by telephone may have their telephone conversations monitored or recorded. Telephone monitoring helps us to identify training needs and performance problems.

All computer equipment, services, or technology that we furnish you are the property of Champps Americana we reserve the right to monitor computer activities and data that is stored in our computer systems. We also reserve the right to find and read any data that you write, send, or receive by computer.

We may perform video surveillance of non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

Policy No. 614

## **THREATS/VIOLENCE/THEFT**

Employees of Champps Americana will make no threats to other employees or customers. Employees cannot cause or participate in an assault, fight, argument, or other disturbance while at Champps Americana. They will be honest in handling money, merchandise, or other property which belongs to the company, other employees, or customers. Failure to comply with any of these guidelines will subject the employee to disciplinary action up to, and including dismissal.

Policy No. 615

## **NON-FRATERNIZATION POLICY**

Off-duty fraternization between employees of Champps Americana is not prohibited, as long as it in no way infringes on our business, or on the employees' performance at work. Should management feel that a work-related social relationship is having adverse effects on the company, or is detrimental to an employee's performance at work, disciplinary actions may be taken up to, and including, dismissal. Supervisors are not permitted to have a social relationship with a non-supervisory employee. This policy

is designed to protect our company, the supervisor and employee from adverse issues that can occur in the workplace as a result of such a relationship.

Policy No. 616

## **SANITATION**

**SANITATION IS VERY IMPORTANT TO THE LIFE OF ANY RESTAURANT.** *We have an excellent reputation, but just one outbreak of food-borne illness, and the public will forget our long record of excellence.*

*All employees should read and understand this section, even if they do not handle food.*

The following is a simplified explanation of what food-borne illness is: Food-borne bacterial illness can be caused by the mishandling of potentially hazardous foods, including meat and poultry products. Much food-borne bacterial illness can be prevented by proper handling, preparation and storage of food, accompanied by proper hand washing procedures. The bacteria that cause food poisoning are everywhere in our environment. Prevention becomes a matter of stopping the growth of these bacteria or killing them at the proper time to prevent their causing food poison.

DO NOT use any product from any of the following: leaking, bulging or damaged cans, cracked jars or jars with loose lids. DO NOT taste or use food with a foul odor or if liquid spurts from the container when it is opened.

**ROTATION.** Please follow the rotation label on the food. We follow a FIRST IN FIRST OUT rule. If you have any questions about the rotation date of any food product, please see a manager.

**KEEP IT HOT!** Most germs in meat and poultry that cause food poisoning are killed when those foods are properly cooked. Poultry, poultry stuffings, stuffed meats and stuffing containing meat should be completely cooked with no interruption in the cooking process. Once the food is cooked, keep it hot until serving.

Meat and poultry foods that have been cooked and then refrigerated should be reheated rapidly to at least 165 degrees F internal temperature before serving. Food should be at serving temperature before being placed in steam tables or soup wells. Steam tables and wells are only meant to keep food at serving temperature, they are not meant to heat cold products.

**KEEP IT COLD!** Raw or cooked foods must be stored below 40 degrees F.

Foods that are served cold, including cold meats, need refrigeration until serving time. Never keep cooked foods at room temperature for more than two hours, including preparation time.

Store food in the freezer at 0 degrees F or below. Thaw frozen products under refrigeration. Quicker defrosting may only be accomplished in air-tight packages under cold water, NEVER at room temperature. Cook food promptly after thawing.

**KEEP IT CLEAN!** If you keep germs off food products, you avoid problems. Keep utensils, kitchen equipment, serving equipment (EVERYTHING) soap-and-hot-water clean.

It is equally important to keep hands clean. Germs are a natural part of the environment; you have to keep washing them off. After handling food or washing dishes, wash your hands before sorting

silverware or doing other tasks. Wash your hands after visiting the rest room, blowing your nose or sneezing. Wash your hands when you come on duty or return from break.

REMINDER: For safe food service, **KEEP IT HOT, KEEP IT COLD, KEEP IT CLEAN!**

Policy No. 617

## **HAND WASHING POLICY**

The first component of hygienic hand practices is HAND WASHING. We cannot stress too frequently the importance of using proper hand washing procedures. Hand washing is the single most effective means of preventing the spread of bacteria and viruses that can cause infections and food borne illness. Employees at Champps Americana must always (and frequently) wash our hands properly. Never take this simple action for granted.

In one way or many ways, EVERY ONE of us at Champps Americana, no matter what position we work in, are foodhandlers. We all must properly wash our hands after the following activities:

- Before starting to work with food, utensils or equipment.
- Before and after handling raw foods.
- After handling soiled utensils and equipment.
- After using the restroom.
- After touching the hair, face, or body.
- After sneezing, coughing, or using a handkerchief or tissue.
- After smoking, eating, drinking, or chewing gum or tobacco.
- After using any cleaning, polishing, or sanitizing chemical.
- After taking out garbage or trash.
- After touching animals.
- After clearing tables or busing dirty dishes.
- After touching anything that may contaminate hands, such as unsanitized equipment, work surfaces, or washcloths.

### WHAT IS PROPER HANDWASHING PROCEDURE?

1. Wet your hands with warm running water.
2. Apply soap, not a hand sanitizer solution, and work up a soapy lather that covers hands and forearms.
3. Rub hands together for at least 20 seconds.
4. Be sure to wash palms, back of hands, under fingernails and between fingers.
5. Rinse hands thoroughly under warm running water.
6. Dry hands with single-use paper towels. Turn off the faucet with paper towels to prevent re-contamination of hands.

The State of Wisconsin Department of Health states in HSS 196.10 Personnel. (2) “Employees shall thoroughly wash their hands and the exposed portions of their arms with soap and warm water before starting work, during work as often as is necessary to keep them clean, and after smoking, eating, drinking, or using the toilet. Employees shall keep their fingernails clean and trimmed.”

Policy No. 618

## **DRUG AND ALCOHOL USE/TESTING**

Champps Americana is committed to providing the best possible service to our guests. It is imperative that our employees maintain high professional standards and that our employees are able to perform their jobs efficiently and accurately.

Champps Americana is committed to being a drug-free, healthful, and safe workplace. You are required to come to work in a mental and physical condition that will allow you to perform your job satisfactorily.

Champps Americana employees may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs while on Champps Americana premises or while conducting any business-related activity away from Champps Americana premises. Additionally, reporting to work under the influence of alcohol or a controlled substance is prohibited.

Employees exhibiting any evidence of using or possessing alcohol or a controlled substance while performing services for Champps Americana will be suspended immediately without pay for the remainder of the day, and will fall under the guidelines of the disciplinary policy. Champps Americana may also require employees to submit to a drug and/or alcohol test if there is reasonable suspicion of drug use. A positive test result or refusal to take a test relating to alcohol abuse or illegal drug use will result in termination. Employees must notify Champps Americana of any criminal drug statute conviction no later than 5 days after such conviction. Any attempt to falsify the implementation of this policy will be cause for immediate termination.

### **Use of Prescription Medication.**

You may use legally prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering yourself or others. If an Employee is required to take prescription medication before coming to work and/or while at work, which can in any way impair the employee's ability to work or adversely affect other employees or guests of the restaurant, the employees must first notify Bill Etter, Owner, or Tony Lewanovich, Director of Operations. Then a determination will be made as to whether the employee should be sent home or permitted to work. This is not designed to be punitive in nature but to protect the employee, other employees, and guests of the restaurant.

If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment. We may also require that you participate in a substance abuse rehabilitation or treatment program. If you violate this policy, there could also be legal consequences.

Policy No. 619

## **ALCOHOLIC BEVERAGE SERVICE POLICY**

No employee will serve alcoholic beverages to persons under the age of 21 years.

As a precaution, all customers who are under 30 years of age can be requested to show proof of age. If you feel uncomfortable in doing so, ask a manager.

- No one under twenty-one (21) is allowed to sit at the BAR at any time except if they are with a parent or legal guardian.

- No one under twenty-one (21) can sit at any BAR TABLE after 9 PM on any night unless they are with a parent or legal guardian.
- Everyone under 21 must LEAVE THE BUILDING after the kitchen is closed at 11 PM unless they are with a parent or legal guardian. (\*An announcement will be made each night in conjunction with the “Last Call” for food about the house rules concerning underage having to vacate the premises.)

**Our house rules are as follows:**

- Both the parent & the underage in question must have the same last name on an ID card or documentation to verify (Birth Certificate, Marriage License, etc.).
- The order must be taken from and served to the person who is of legal drinking age - do not give the drink directly to the underage person.
- The parent or guardian must remain in the area at all times while alcohol is present - if the underage person is left with alcohol and no supervision, the drink will be removed from the table.
- The underage person’s drink must remain at the table if he or she leaves the area to go to the bathroom, etc.
- We will not allow any individual under the age of 18 to consume alcohol at any time...even if they are with a parent or legal guardian.
- We reserve the rights to refuse service to anyone that is under 21 years of age – at anytime and for any reason.

Any employee found to be in violation of this policy will be subject to disciplinary action up to and including dismissal.

Policy No. 620

**BREAKAGE/ERRORS**

In the case of breakage, management realizes that accidents do happen. You are assumed to be competent and careful in your activities at work. Repeated, negligent and/or intentional breakage, however, is not tolerated and will subject the employee to discipline up to and including immediate discharge.

Pricing errors are also considered inexcusable because management makes every effort to provide up-to-date price lists, very complete pricing “bibles” that list all menu items with both full price and a la carte prices, (one in the main waitstaff area behind the counter, and one in the hostess phone area), two conveniently located printing calculators, and our assistance with your pricing related questions. Repeated, negligent and/or intentional errors are not tolerated and will subject the employee to discipline, up to and including immediate discharge.

Champps Americana also reserved the right to charge you for any loss, shortage or damage to its property, if such was repeated and/or due to your negligence or intentional failure to follow proper procedures.

Policy No. 621

### **EMPLOYEE PATRONAGE**

We do encourage you with your family and/or friends to come to the restaurant as a customer on your days off. Sitting in the dining room or bar area you can see our fine establishment as our guests see it. You will be better able to appreciate just how unique our company is, and you will see exactly what they see. Take pride in the good things, and remember to avoid those actions that detract from the experience. However, please do not interfere with the employees who are working or otherwise distract them from performing their assigned duties. Also remember, that when you are at the restaurant, you are expected to conduct yourself in the same manner as though you were on the clock.

Policy No. 622

### **TELEPHONES (Regular and Cell Phones)**

Our business phones are for Champps Americana's business only. Employees without manager approval cannot take any outgoing or incoming personal calls. We will attempt to take and relay messages for employees, but we cannot be an answering service for you.

There are to be no cell phones used during your shift. This does include your breaks. Please make plans before and after your shift. Please inform your family and friends that your cell phone will be "off" while you are at work.

Please do not call the restaurant to check your schedule, unless absolutely necessary. Please avoid calling during peak times.

Policy No. 623

### **SOCIAL MEDIA/NETWORKING POLICY**

Champps Americana employees who create or contribute to social media, such as, web sites, blogs, wikis, social networks, for example, Twitter, Yelp, Wikipedia, MySpace or Facebook pages or any other kind of social media, are expected to do so in a respectful manner that protects Champps Americana's reputation.

- Personal blogs should have clear disclaimers that the views expressed are yours and do not represent the view of Champps Americana. Be clear and write in first person to make it apparent you are speaking for yourself and not on behalf of Champps Americana. Sample disclaimer: "The views expressed on this site are my own and don't reflect the views of my employer."
- It is prohibited to reveal any Champps Americana's confidential or proprietary information, trade secrets or any non public company information. This also applies to comments posted on other blogs, forums, and social networking sites.
- Be respectful to Champps Americana, other employees, customers, business partners and competitors. If you discover a negative comment regarding Champps Americana, or its employees, notify your supervisor rather than initiate a response or confrontation.

- Be aware that your actions captured via images, posts or comments can reflect on Champps Americana. If a photo would not be appropriate if displayed in the workplace, it is not appropriate for a social media site.
- Respect copyright laws and reference or cite sources appropriately. Plagiarism also applies to online communication.
- Champps Americana logos and trademarks may not be used without written consent.

Employees must be aware of and abide by the Federal Trade Commission guidelines regarding the use of endorsements and testimonials. In an effort to avoid any liability, Champps Americana strictly prohibits illegal endorsements by any employee.

An “endorsement” is an advertising message that consumers are likely to believe reflects the opinions, beliefs, findings, or experiences of a party other than a sponsoring advertiser. Consequently, Champps Americana employees must ensure that an endorsement does not include any representation that would be deceptive or misleading. Employees may not make false or unsubstantiated statements through endorsements and employees are always required to disclose their relationship with Champps Americana in endorsement postings.

Policy No. 624

## **OFF-DUTY CONDUCT**

Please be an ambassador of Champps Americana at all times. Your conduct should reflect our desire to have the best, brightest, most outstanding employees in the industry, so please act the part whenever you are in public, whether in or out of uniform.

Policy No. 625

## **OFF-DUTY EMPLOYMENT**

Due to the nature of our business and our scheduling procedures, off-duty employment can potentially create an unworkable situation. Employees must notify a member of management if they are working at another job in addition to their position at Champps Americana. It will be assumed that Champps Americana’s scheduling needs will take precedence over scheduling at your other job. If, in the opinion of management, your other position interferes in any way with your employment with Champps Americana you may be asked to leave that position. If you fail to terminate your position with the other company upon request, your employment here will be subject to termination.

Policy No. 626

## **CONFLICTS OF INTEREST**

Champps Americana has guidelines to avoid real or potential conflicts of interest. It is your duty as an employee of Champps Americana to follow the following guidelines about conflicts of interest.

What is a conflict of interest? An actual or potential conflict of interest is when you are in a position to influence a decision or have business dealings on behalf of Champps Americana that might result in a personal gain for you or for one of your relatives. For conflicts of interest, a relative is any person who is

related to you by blood or marriage, or whose relationship with you is similar to being a relative even though they are not related by blood or marriage.

We do not automatically assume that there is a conflict of interest if you have a relationship with another company. However, if you have any influence on transactions involving purchases, contracts, or leases, you must tell an officer of Champps Americana as soon as possible. By telling us that there is the possibility of an actual or potential conflict of interest, we can set up safeguards to protect everyone involved.

The possibility for personal gain is not limited to situations where you or your relative has a significant ownership in a firm with which Champps Americana does business. Personal gains can also result from situations where you or your relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealing involving Champps Americana.

Policy No. 627

### **Confidential Information/Trade Secrets**

It is very important to Champps Americana that we protect our confidential business information and trade secrets. Confidential information includes, but is not limited to, the following examples:

- Compensation data.
- Recipes.
- Computer processes.
- Computer programs and codes.
- Customer lists.
- Customer preferences.
- Financial information.
- Labor relations strategies.
- Marketing strategies.
- New materials research.
- Pending projects and proposals.
- Proprietary production processes.
- Research and development strategies.
- Employee records.

If you have access to confidential information, we may ask that you sign a non-disclosure agreement as a condition of your employment.

If you improperly use or disclose a trade secret or confidential business information, you will be subject to disciplinary action, up to and including termination of employment and legal action. This applies even if you do not get any benefit from releasing the information.

Policy No. 628

### **RETURN OF PROPERTY**

Champps Americana may loan you property, materials or written information to help you do your job. You are responsible for protecting and controlling any property we loan you.

You must also return it promptly if we ask. If you stop working at Champps Americana, you must return all Champps Americana property immediately.

If you do not return our property, we will assume that you have determined to purchase it and we may take money from your regular or final paycheck to cover the cost. We may also take legal action to get back our property.

Policy No. 629

## **VII. PROBLEM SOLVING**

### **HANDLING COMPLAINTS**

It is very important for each and every one of us to understand that it is our job to keep our guests happy, to satisfy them, and to fulfill their wishes.

We receive many more compliments than complaints. However, every complaint must be dealt with, and its cause corrected, quickly. Whenever you receive a complaint from a guest, first thank the person for bringing the problem to our attention. Second, assure them that the problem will be dealt with. Third, immediately bring it to the attention of management if you cannot handle the complaint or the customer.

Even if management feels a complaint is unfair or unjust, we will still try to satisfy the customer. As a member of Champps Americana's team, an employee who has done his or her job correctly does not have to fear being held responsible for an unfair or unjust complaint.

If a complaint is found to be fair or justified, the person responsible for the complaint will be subject to discipline, up to and including termination.

Policy No. 701

### **HANDLING RUDE BEHAVIOR**

*No employee of Champps Americana has to be the target of an abusive guest or co-worker.* Should an incident with a guest arise, please immediately turn the problem over to the manager on duty. **DO NOT HANDLE THE PROBLEM YOURSELF: WALK AWAY AND AVOID CONFRONTATION.**

Any employee who has a complaint of rude, abusive, or inappropriate behavior at work by anyone, including co-workers, customers, or others, must report such complaints to a member of management. All complaints will be dealt with in a confidential manner to the greatest extent possible.

Policy No. 702

## **VIII. DISCIPLINE, TERMINATION AND RESIGNATION**

### **RULES OF CONDUCT**

#### **EMPLOYEES MUST:**

1. Be courteous, friendly, and helpful to our guests and other employees at all times.
2. Follow the Champps Americana's Employee Meal Policy.
3. Be honest in handling money, merchandise, or other property which belongs to the company, other employees, or customers.
4. Conduct yourself at all times within the law.
5. Not possess store or use weapons on company property or while in the performance of company business, regardless of whether such possession is lawful.
6. Maintain truth and accuracy in all company records and documents including the employment application and time records.
7. Protect the confidentiality of all company information and not disclose any information without written, prior authorization.
8. Not possess, store, or use alcoholic beverages or illegal drugs on company property or while in the performance of company business. Abuse of prescription drugs and reporting to work under the influence of alcohol or illegal drugs is also prohibited.
9. Not cause or participate in an assault, fight, argument, or other disturbance while on Champps Americana's property.
10. Respect the property of the company and of others. (For example, theft, misuse, damage, "borrowing" or destruction of company property or the property of others is prohibited.)
11. Not offer or receive money or other things of value to influence the decisions made by any employee of the company.
12. Follow specific instructions of any member of management.
13. Not make unauthorized telephone calls on the company telephone or personal cell phone.
14. Not make false statements, misstatement, or omission to any auditors or investigators employed or retained by the company or to any company official regarding company business.
15. Report to work on time and remain in the work place at designated duties when on duty – tardiness and poor attendance is prohibited.
16. Participate in security interviews.
17. Not allow friends or relatives in employee areas without permission.
18. Not make threats to other employees or customers.
19. Pay full attention to your work.
20. Report accidents, suspected dishonesty, or other unusual circumstances to management
21. Perform your jobs in a safe manner.
22. Follow Champps Americana's no smoking policy.
23. Not use profane, indecent, or abusive language or act in a rude or boisterous manner when on duty.
24. Have proper cause, give prior notification to management, and receive authorization to be absent from work.
25. Wear clean, proper, uniforms or other prescribed attire while working.
26. Not engage in conduct unbecoming our company image.
27. Not engage in conduct which may constitute any form of discrimination or harassment, including sexual harassment.
28. Not post materials on company bulletin boards or company property without prior approval from management.

29. Not work overtime without prior authorization of management.
30. Not engage in insubordination.
31. Comply with all instructions from management and all of the policies as contained in this Handbook or otherwise provided.

These rules are not intended to cover all conduct or work performance which may be grounds for disciplinary action or immediate dismissal. The rules are subject to unilateral change by Champps Americana at any time, without notice. Work rules in addition to these may be instituted by Champps Americana at any time.

Policy No. 801

## **DISCIPLINE**

Champps Americana expects the highest standards of behavior from its employees. Employees must comply with all Champps Americana's work rules and follow the instructions from your supervisor and other management officials at all times. Failure to comply with management instructions and any of the following rules will subject the employee to disciplinary action up to, and including dismissal.

The general disciplinary steps that the Company may follow are:

1. Verbal warning (with written summary); or
2. Written warning (and loss of shift(s)); or
3. Last chance warning and/or suspension; or
4. Discharge.

Management reserves the right to eliminate any and all steps due to the nature and severity of any violation, as determined by management, and immediately terminate the employee's employment.

Policy No. 802

## **RESIGNATION**

As a courtesy to your supervisors and co-workers, employees are expected to give a standard two-weeks' notice of intent to terminate, submitted in writing to management. Managers/supervisors are expected to give us four weeks' notice of intent to terminate, submitted in writing to the Operations Manager or Owner. Our staffing and scheduling procedures can operate more effectively if we receive cooperation in these situations.

All employees must return all Champps Americana property on the date of their departure from the restaurant and/or within two (2) days if the employee has already left the premises or failed to return to work.

Policy No. 803

## EMPLOYEE ACKNOWLEDGEMENT

AS PART OF OUR EMPLOYEE COMPLIANCE TOWARDS THE PROTECTION OF OUR LIQUOR LICENSE, WE REQUIRE EACH INDIVIDUAL EMPLOYEE TO INFORM CHAMPPS MANAGEMENT WITH REGARDS TO ANY INDIVIDUAL WHO IS CONSUMING ALCOHOL WITHIN THE CONFINES OF THE BUILDING WHILE UNDERAGE.

NON-COMPLIANCE WILL RESULT IN IMMEDIATE TERMINATION! THIS POLICY WILL BE IN EFFECT WHILE YOU ARE WORKING AS WELL AS WHEN YOU ARE OFF DUTY.

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

PLEASE REMOVE AND KEEP IN EMPLOYEE FILE.

**ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK**

I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED AND HAD AN OPPORTUNITY TO REVIEW A COPY OF THE EMPLOYEE HANDBOOK OF CHAMPPS AMERICANA. I UNDERSTAND THAT IT IS MY RESPONSIBILITY TO FAMILIARIZE MYSELF WITH THE CONTENTS AND ABIDE BY THE POLICIES SET FORTH.

I UNDERSTAND THAT UPDATED COPIES OF THIS EMPLOYEE HANDBOOK AND REFERENCE MANUAL ARE AVAILABLE TO ME IN THE EMPLOYEE BREAK ROOM AND IN THE MANAGERS' OFFICE FOR MY REVIEW. IT IS ALSO AVAILABLE ON OUR WEBSITE.

I AGREE THAT I WILL NOT REMOVE THE EMPLOYEE HANDBOOK FROM THE PREMISES. I UNDERSTAND THAT IF I NEED A COPY OF ANY POLICY OR HAVE ANY QUESTIONS REGARDING ANY POLICY, I CAN ASK MY SUPERVISOR.

I UNDERSTAND THAT CHAMPPS IS AN ATWILL EMPLOYER AND THAT I AM FREE TO LEAVE THE EMPLOYMENT OF CHAMPPS AT ANY TIME AND CHAMPPS IS FREE TO TERMINATE MY EMPLOYMENT AT ANY TIME WITH OR WITHOUT NOTICE. NO CONTRACT OR AGREEMENT OF EMPLOYMENT EXISTS.

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

PLEASE REMOVE AND KEEP IN EMPLOYEE FILE.

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## **Salaried Employees – Employee Handbook Addendum**

### **VACATION PAY AND REQUESTS**

Salaried employees are eligible to take a two (2) week (ten days) paid vacation on annual basis. During the first year of employment, the salaried employee may only take the vacation after the completion of the first ninety (90) days of employment. Following the first 90 days of employment and before the completion of the first year of employment, the employee must take the two (2) weeks of vacation. Beginning with the second year of employment, the salaried employee is eligible for two (2) weeks of vacation and, thereafter, on an annual basis.

Vacation days must be requested off well in advance of the vacation days to be taken and will be approved depending on the scheduling needs of the restaurant. There are certain black out days when our restaurant is usually extremely busy when vacation days cannot be taken. See your supervisor for further details.

Vacation time is not accrued or earned and must be taken or it will be lost.

Policy No. 301

### **INSURANCE POLICIES AND PROCEDURES**

Salaried employees, after thirty (30) days of continuous employment, may be eligible for medical/dental insurance.

The Company contributes a portion of the premiums toward the medical/dental insurance benefits. Complete information regarding insurance will be discussed at the time of hire.

Policy No. 302