



## STANDARDS

### MISSION STATEMENT

Find out how to overwhelm our guests, solve their problems, and produce excellent food to bring them back.

### ATTRIBUTES OF A SUPERSTAR EMPLOYEE

Honesty and Reliability: Don't lie, steal, or cheat; and be to work when you are supposed to.

Efficiency and a Sense of Urgency: When you come to work, you need to be prepared to work. You need to be able to work at a quick, hustle pace. A "sense of urgency" means you work fast all of the time, **even if it is slow**. There is never a time when there isn't something to accomplish in the store. If you are talking to other employees and are not working at full speed, you need to just work and forget the stories. Ask a manager if you need help finding something to do while at work.

Energy and Enthusiasm: Check your troubles at the door. Come to work ready to work. This is not your rest time. Bring enthusiasm for the job. If you don't like your job and are not enthusiastic about it, then go find another one. We don't mind, we just want happy employees.

### TRAINING

At Pizza Pie Café we have a 3 day evaluation process. Your work performance will be evaluated throughout your first 3 shifts by the management team and key employees. A decision will be made after your 3<sup>rd</sup> shift as to whether employment will or will not continue. This also gives you a chance to "try-out" the restaurant business. If we decide you will not work out for our type of business, we will buy back your T-shirt and shoes. Please save your receipt to your shoes.

### UNIFORM

All employees are expected to wear a clean, unwrinkled black Pizza Pie Café T-shirt, a hat, and a nice pair of blue jeans (that are not too baggy or low-riding and without holes or rips). The only exception for wearing a hat is when the employee is on a front cashier or hosting shift. **All pants need to be worn in a manner that doesn't expose undergarments.** Shorts are ok in summer with management approval. They must be no more than 4 fingers above the knee cap (no athletic shorts). You should have on a clean apron, black **non-slip** shoes (no open-toe shoes, or slipper type-ie. crocks), and hat. Your 1<sup>st</sup> hat is free. Any other shirts or hats that you would like to buy will need to be purchased with cash. They are \$6 each. Proper washing and care of your uniform is mandatory. Don't come to work in a dirty shirt with an excuse. **You will be sent home to change.**

### APPEARANCE/GROOMING

Daily shower, deodorant, and neat hair are necessary. In addition to the hat, shoulder-length or longer hair must be restrained. No fingernail polish, no large dangling earrings, and no gauges. The only visible piercing allowed is one in each ear lobe and guys should not have any visible piercing. Guys must be clean-shaven, which means no more than two days growth. Goatees' need to be trimmed and neat. No beards or mustaches. No visible tattoos.

### ATTENDANCE

Show up 5 minutes before shift, ready to work, and in proper uniform. Not showing up for a scheduled shift is grounds for immediate dismissal, which is determined by the GM. When calling in sick, you're responsible for covering your shift. If you are unable to find a replacement, you will need to let your manager know 2 hours before your shift so the manager can make arrangements to cover your shift. **If you have someone call in for you (roommate, parents, or spouse), you will need to get a doctor's note to return to work.**

### Time Clock Messages – CELL PHONES

**The use of cell phones and text messaging at work is prohibited.** The GM is the only one that will send time clock messages. Employees are responsible for every message that they receive. There are things that need to be updated and changed from time to time. If you do not receive your messages, you need to let the GM know.

### SCHEDULING

The schedule is done on a weekly basis. Requests for time off need to be in **by Wednesday at 5:00 PM**. Schedule is posted every Thursday. Plan on only being able to get one weekend off a month. Remember that your time-off requests are "requests". We will do the best that we can to work with your schedule, but you must be understanding of ours as well. All trading will need to be cleared by the GM.

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**PAYROLL**

Payday is twice monthly. First thru the fifteenth is paid on the 22<sup>th</sup> and the sixteenth thru the end of the month is paid on the 7th. If a payday falls on a Saturday or Sunday or Holiday we will do our best to pay on the Friday before the weekend. All paychecks are direct deposit. You must have a bank account to be employed with Pizza Pie Café.

**HOLIDAYS**

We are closed on Thanksgiving and Christmas Eve night and Christmas day.

**FOOD BENEFITS**

All employees are welcome to eat off our buffet for free **during their assigned breaks or after their assigned shift.** Taking leftover buffet pizza home will be decided by the manager on duty. All menu items will be charged at full price. We ask that you don't abuse this benefit by wasting food or not paying for food. This is not a permanent benefit and we may take this away if we find it being abused. Drinks from the soda fountain are free **while on duty.** All drinks must be kept in the kitchen and will **need to have a lid, straw, and be labeled with your name.**

**BREAKS**

All closers will take a mandatory break each night before anyone is sent home. This is not a paid break and will last a ½ hour or ¼ hour, as dictated by management. Each employee will be responsible to **clock out for their break.** The only exception to having to take a break will be determined by the manager, and will usually involve a busy night when everyone stays late. Absolutely no "smoke breaks".

**PARKING**

Please park in the employee parking area which is determined by the GM.

**AFTER SHIFT**

No employee is welcome to hang out after work for any reason. When you finish your shift, clock out and leave the premises.

**PERSONAL ITEMS**

Leave your personal items at home! Purses or jackets can be left in the designated areas **at your own risk.** Otherwise, leave them in your cars.

**INSUBORDINATION**

Insubordination means blatantly disrespecting a direct request from your manager to perform a normal work responsibility. Those involved in insubordination will be immediately terminated.

**DRUG TESTING**

Drug testing is mandatory if you are injured at work. If you test positive for illegal drugs, your medical visit will not be covered by worker's comp or Pizza Pie Café, and you will be responsible for paying for it yourself. You will also be terminated from your job. Random drug testing is our option.

**INTELLECTUAL PROPERTY**

All recipes, checklists, systems, and procedures must be used only for the purposes of the restaurant and must be kept confidential by all employees. All recipes are the property of and are solely owned by Pizza Pie Café Rexburg LLC. All checklists, systems, and procedures are the property of and are solely owned by Pizza Pie Café Management LLC. Any use or disclosure, without permission, is strictly prohibited by law.

Signature \_\_\_\_\_

Date \_\_\_\_\_

I understand that I am responsible for knowing and following these standards, including any additional standards which may be added at any time according to the manager's discretion. Failure to follow these standards may result in consequences up to and including the termination of my employment.

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