

BULL'S CORNER EMPLOYEE MANUAL

This manual is not a contract.

9/30/03

Our motto is "Sure, Why Not"

Operating Objective/Mission

Our objective is to provide our guests with the highest quality products and service in a casual atmosphere. It is our deliberate intention to pamper all of our guests. Each guest is special and should be made to feel unique and comfortable. Often it is the little things that a guest remembers as the most impressive part of their visit. It is our job to guarantee that each guest leaves Bull's Corner with a smile and the thought of the next visit. We want to create an environment in which each employee is treated with respect and their abilities recognized. We should treat our fellow employees like a customer. We want every guest to be happy about their decision to dine with us. Every staff member is empowered to turn every potentially unpleasant situation onto a good one.

Shift/Schedule Responsibilities

We have a strict attendance policy. You must show up for work, unless you have a doctor's excuse. It is your responsibility to phone your fellow workers and arrange for your replacement (with your Managers approval) when you are unable to work your assigned shift. If you can't find a replacement, then it is your responsibility to either work the shift or to provide a signed excuse from your doctor. The doctor's excuse must be turned in to your Manager before you return to work.

If you must change shifts, you must contact your Manager for approval for the change. Any shift that is picked-up that puts you in overtime must be brought to the attention your Manager.

Be on time for all shifts. If you will be late for any reason, you must call and speak **DIRECTLY** with a Manager. Although this does not excuse your tardiness, it does help us to plan accordingly. Tardiness can result in termination.

You must be in full uniform when you arrive for work.

Emergency Absence

Sometimes situations that are beyond your control. If a catastrophe occurs, contact your Manager.

Payroll

We pay bi-weekly. Your pay period will run from Sunday through Saturday. There is a three-day processing period. You may pick-up your check on Wednesday between 2 and 5 PM. For your protection, no one else may pick-up your check. Please follow customer dress policy when coming into the restaurant. We cannot cash your payroll or personal checks. Report any payroll discrepancies to your Manager.

As required by federal law, **ALL** tips must be reported daily.

Managers are not allowed to lend or advance company funds. Please do not ask.

Leaving Bull's Corner

If for any reason, you wish to terminate your employment with Bull's Corner, a two week notice will be considered professional and sufficient.

If you leave town, you may leave a stamped, self-addressed envelope so that we may send your final paycheck to you.

Just as an employee can terminate his or her employment with Bull's Corner at any time and for any reason, Bull's Corner can terminate an employee at any time for any reason. This policy of "Employment at Will" means that the continued employment of any person is the option of company management except as otherwise qualified by state law. Bull's Corner cannot guarantee permanent employment or employment for a specific term, nor will Bull's Corner adhere to or enforce any promises of permanent or specific-term employment made to an employee by any person.

Terminated employees will receive all earned pay, including earned vacation pay up to the time of discharge. If you quit, your paycheck will be issued on the next scheduled payroll. If we fire you, your final paycheck will be issued within three working days.

Leave of Absence

An unpaid leave of absence may be requested by an employee for medical, personal, military, or educational reasons. The purpose and duration must be approved by either Mike Norton or David McDonald.

A leave of absence is granted only to employees who intend to return on a specific date. All requests must be in writing and must be reviewed by Mike Norton or David McDonald no later than two weeks prior to the start of the leave. In evaluating approval of a leave of absence, Bull's Corner considers both job performance and the purpose of the leave. A request for a medical leave needs to be accompanied by a written doctor's approval of return with any applicable limitations.

Termination

These are a few of the offenses that are so serious in nature that they can result in termination. These are only examples and this is not intended to be a total list of all infractions that may result in disciplinary action or termination. Employees may be also terminated for other than "good cause."

- We have a rigorous drug testing policy, anyone testing positive for drug use can be fired.
- Questioning a guest concerning a gratuity
- Intentionally speaking to a guest in a rude or unfriendly way
- Acts of violence
- Theft
- Possession or use of illegal drugs.
- Time card abuse/fraud
- Intoxication or drinking while on the job.
- Insubordination
- Failure to report for an assigned shift without proper notice/procedure
- Excessive tardiness
- Serving alcohol to a minor or an obviously intoxicated customer
- Tampering with credit card receipts
- Smoking in unauthorized areas
- Malicious gossiping
- Sexual Harassment

Sexual Harassment

Bull's Corner is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employee relationship, and is strictly prohibited.

Sexual harassment includes any unwelcome or unsolicited sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature where submission to such conduct is either made explicitly or implicitly, a term of or condition employment, or submission to or rejection of such conduct by an individual employee is offensive to the individual employee. Sexual harassment also includes any conduct of a sexual nature that has the purpose or effect of unreasonably interfering with the individual's performance or creating an intimidating, hostile, or offensive work environment.

Any sexually harassing conduct in the workplace, whether committed by supervisors or non-supervisory employees, is prohibited. This includes, but is not limited to: unwelcome or offensive commentaries about an individual's body, sexually degrading words used to describe an individual, and the display in the workplace of sexually suggestive objects or pictures.

Any employee who wants or reports an incident of sexual or other harassment should report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact Mike Norton. Employees can raise concerns and make reports without fear of reprisal.

People

We are an equal opportunity employer. Discrimination will not be allowed. Everyone will be treated with fairness and respect. We expect the highest standards of honesty, fairness, and professionalism.

Probationary Evaluation Period

Each new employee's performance will be reviewed during the first 90 days of employment. This is a mutual get-acquainted period during which time you will be evaluated by your Manager. Anytime during this 90 day period an unsatisfactory employee may be terminated. Completion of the 90 day probationary period doesn't entitle you to a permanent position or employment for any length of time.

Employment Definitions

Full Time Employee - One who works a regular schedule of 30 hours or more per week and who has completed the 90 day probationary period.

Part-time Employee - One who works less than 30 hours per week and has completed the 90 day probationary period.

Temporary Employee - One who works less than 16 hours per week, or one who has been hired for a specific length of time, such as summer employment.

Probationary Employee - One who has worked less than 90 actual days.

Grievance Procedure

Managers are human and do make mistakes, despite their best intentions. If a problem arises, only sincere and straightforward communication can resolve the situation. Although you may be required to initiate the conversation, no member of management is ever too busy to hear about your situation.

Miscellaneous

Hours

Bull's Corner is in the service business, we are open 7 days a week. You must be prepared to work any day, weekends and especially holidays.

11:00 am to 10:00 pm Sunday through Thursday

11:00 am to 11:00 pm Friday and Saturday

Smoking

With the granted permission of a Manager, smoking is permitted only in designated areas. **SMOKING IS NOT ALLOWED** in rest rooms, bar, or wait station. The Health Department and Bull's Corner require that you wash your hands after every time that you smoke, before handling food or drink, even if it's only one puff (every time that you take a puff you put spit on your fingers). Waiters may NOT smoke if they have guests at a table.

Alcohol

Employees may not purchase/accept a drink before, during, or immediately after a shift. You may purchase alcoholic beverages in our bar **ONLY** after changing into acceptable street clothes. Bull's Corner and Louisiana State law prohibits drinking under the age of 21. Employees that are 21 or older may purchase a drink to-go after their shift.

Meals

You will be charged \$1.00 per day for soft drinks and coffee (no juices or bottled water are allowed). You may order a meal, either before your shift or after your shift (you must be punched-out), from our menu at a 50% discount, except for steaks or ribs. Meals should be eaten at the designated employee table. NO to-go employee meals. Please clean-up after yourself.

Parking

We save the best spots for our customers. Please park in the area designated for employees. Employees must enter through the rear door of the restaurant whether or not they drive.

Personal Phone Calls

Please ask all friends and family not to call you while you are on duty. **NO** phone calls may be accepted during rush hours, lunch - 11:00 to 2:00, dinner - 6:00 to 9:00. If the phone should ring during rush hours it is common courtesy to take a message. For your protection, employee phone numbers will not be given out over the phone. In LaPlace, we have an employee pay phone, 653-8445, located in the wait station, please ask your friends and relatives to call you at that number only. Please keep all phone calls to a bare minimum.

Cleanliness

- Never eat while on duty. -Do not chew gum, toothpicks, or straws
- Do not touch your hair, then handle food
- Keep hands and fingernails clean
- Don't wear strong perfume or after shave lotion
- If you smoke, you must wash your hands before returning to work.

Vacations

David McDonald approves all vacations. Please give him three weeks written notice of your intentions. Vacations can only be taken during the summer between Memorial Day and Labor Day. Full time employees (average of 30 hours or 5 full shifts per week) are eligible for vacation after one full year. Vacation eligibility is as follows: After 1 year: 5 compensated days: After 5 years: 10 compensated days: After 10 years: 15 compensated days: After 15 years: 20 compensated days. Vacation pay will be paid at the employee's current prevailing wage.

Uniforms

Employee Dress Code

Bull's Corner has an image of a wholesome family restaurant. Our employees must uphold that image. If you are visible to our customers, you must be in a clean pressed uniform. Your hair must be clean and combed. We don't allow visible tattoos, more than one ring per hand, and more than one earring per ear (men aren't allowed to wear earrings). No visible body piercing (except earrings), and no facial hair. You must have a neat short haircut. Waitresses, your hair must be arranged in either a pony-tail or an "up-do."

Waiters: Black pants or appropriate length skirt, pressed tuxedo shirt (including studs), black socks / stockings, black non-skid sole shoes, burgundy bow tie, burgundy apron, and a smile.

Assistant Waiters: Black pants, pressed tuxedo shirt (including studs), black socks/stockings, black non-skid sole shoes, black bow tie, and a smile.

Content of Aprons

A server's apron must contain the following at the start of each shift: an order pad, 2+ pens, a cork screw, \$20.00 cash bank (two \$5 bills, eight \$1.00 bills, and \$2.00 in miscellaneous change), money pouch, counterfeit pen, and matches. It is advisable but not mandatory to have a calculator. If during a pre-shift meeting, you are lacking any of these items (especially the \$20.00 bank) you can be asked to punch out and go home.

Counterfeit Pen/Money

Every server and bartender must have a counterfeit pen. If a guest pays with a \$20.00 bill or higher, the bill must be discretely checked at the table to make sure that is not counterfeit. If you take the money away from the table the guest can successfully argue that the counterfeit money wasn't theirs. If you turn in money that later turns out to be counterfeit, you will be charged.

Service Standards

Priorities of a Server

Greet Guests Immediately

Hot Food Hot, Cold Food Cold

Full Hands In, Full Hands Out

Superior Service

After the initial “How does everything taste?” let your presence be known non-verbally.

If the guest declines dessert and coffee, present the check immediately. At this time let the guest know that if they need anything else, you will be glad to do it.

Meet guest needs without verbal interruptions. For example, if the plate is empty, pick it up without comment.

Manicure small items while performing other major functions at the table.

Remember be positive while on the floor. Never let the guests see confusion or frustration. Don't be drawn into negative conversations.

During points of service, where you speak to a guest, asking if you can remove items from the table to make their conversation more comfortable.

Asking a guest “Would you like a Spinach Artichoke Dip?”

Refilling all drinks before they are half-empty.

Greeting your table in 30 seconds or less.

Offering a beverage

Suggesting specific choices for appetizers.

Returning in 60 seconds with first round, non-alcoholic drinks.

Inferior Service

Talking to the guest throughout the meal is interruptive and obsessive.

Do not make the guest feel rushed by continual interruptions such as “Can I get you anything else?” after check presentation.

Stating the obvious on every move you make at the table is interruptive (i.e. “Let me get that out of the way for you.”)

Do not cause interruptions to pick up straws, Sweet & Low packets, etc. Remove them silently.

Gossiping about internal issues, guests, or fellow employees. Negative attitudes or arguments around our guests are unprofessional.

Letting guests slide plates to middle or back of table and not asking if you can remove them.

Asking guest “Would you like an appetizer?”

Other Examples of Inferior Service

A guest orders a meal that automatically comes with French fries and you question the guest by saying, “That comes with French fries, will that be okay?”

A guest orders a Filet Au Poivre and you say, “Do you like black pepper?” Our menu has an adequate description. If a guest does not want black pepper, they will tell you.

A guest orders a Sicilian Steak and you say, “Now that has mushrooms in the sauce!” It is not professional for you to repeat the ingredients unless the guest asks you what is in the sauce.

A guest asks for water and you say “Would you like a lemon with your water?”

Exception: When a guest orders a baked potato, you should ask what they would like on it.

Telephone

Always answer the phone saying, “**Good (Morning, Afternoon, Evening) “BULL’S CORNER”, this is (give your name) _____.**” Speak slowly and clearly in a polite, businesslike manner. Keep in mind that the phone conversation is often the first impression of the restaurant. Remain as polite and helpful as possible. For management calls, ask the caller, “May I give him/her your name?” **Be sure the call is forwarded to, and answered by the appropriate person before you hang up. Follow through!** When putting someone on hold, say “Hold please, Sir or Ma’am”. If you know the person’s name, say “Hold please, _____.”

To Go Orders / Phone Etiquette

At Bull’s Corner, some of our best business is conducted over the telephone. Properly taking and bagging a to-go order is just as important as serving a table. Every to-go order should be taken with the consideration that the guest may not have a menu in front of them. This is your opportunity to up-sell. Up-selling means suggesting an accompanying cup of soup or a salad with the meal or perhaps a dessert or an appetizer. All to-go orders must be checked and double-checked. A guest remembers even the slightest mistake. We want to send all of our guests a lingering message that even the smallest detail is important when striving for perfection.

The telephone should never ring more than twice. It is the responsibility of every staff member to make sure that each guest’s call is answered quickly and in a friendly yet professional manner. Thank them for calling and be sure that no guest is left on hold for more than a minute. If you cannot answer their question or the person that they have asked for is not available, take a detailed message. At the end of the call thank them for calling Bull’s Corner and invite them to call again.

Credit Cards / Decline Procedure

At Bull’s Corner we accept VISA, Master Card, American Express, Discover, and Diner’s Club. If at any time a guest’s credit card is declined, the server must handle the matter delicately and discretely. The image/ego of the guest must be maintained. **DO NOT** approach the table and in front of the guest and his guests, announce that there is a problem with his credit card. A more reasonable approach would be to announce “ Sir/Madam there is a phone call for you”. When the guest is away from the table, discretely/tactfully tell the guest of the problem.

Gift Certificates

Gift certificates are available for any amount. They may be redeemed for food, alcoholic beverages and gratuity. If the entire amount on the certificate is not used, have a Manager cross-out the old amount and write in the new amount with ink, initial and then date it. Make a Xerox of the certificate and turn it in with your nightly drop. If there are less than ten dollars left on the certificate, change may be given. **EXCEPTION:** For certificates that we give either as door prizes or promotions no change may be given. Certificates that are donated by Bull’s Corner are identifiable by our name in the “ Presented By Space.”

Guest Accidents

Any type of accident involving a guest must be reported immediately to a Manager, whether the customer desires it or not. Types of accidents include falling, finding foreign objects in food, or guests spilling food and drink on themselves or others. When an accident does occur, make sure that you take care of the guest. Limit your comments and opinions concerning any guest accident. If a guest calls in to report an injury, refer the call immediately to a Manager. The Manager should handle this complaint just as an accident had occurred on the premises and report it to our insurance carrier.

Pivot Points / Why Bull’s Corner Does Not Auction-Off Food

Bull’s Corner is a fine-dining establishment with professional chefs that take great time and effort to prepare each and every meal to perfection. Short order restaurants auction-off food, we do not. Our servers use pivot points to help them consistently deliver entrees to their proper guests. This system is designed so that any server may properly present any other servers food.

Alcohol Awareness

Serving alcohol is a privilege that is granted by local authorities. This privilege carries with it a duty for us to operate in a responsible manner and involves public safety and considerable liability to the company as well as our employees. It is our **policy** to deal with situations that arise from serving alcohol. If there is any doubt as to the age of a guest. Ask them for proof of age. Be polite, but remember; you as well as the restaurant, can be held liable if a minor is served. Remember, these policies are designed for our guests' safety. They must be applied impartially. Alcohol awareness is a serious subject; and you, the Server, are the most important element of the Program.

Take Action

If you feel that a guest is intoxicated, you should cease serving the guest drinks immediately and inform your Manager. If the guest persists in ordering alcoholic beverages, acknowledge the drink request, but ask the Manager to explain to your guest that the drink must be declined.

Alcohol Policies

Our policies are designed to discourage over-consumption of alcohol. They are:

1. -Perception of our bar as quality, not quantity.
2. -Not allowing drinks to "stack up" in front of a guest.
3. -Suggesting appetizers or food to accompany drinks at the bar.

Watch For These Signs

Be aware of the condition of your guests at all times. Any guest who has consumed more than three drinks could soon be approaching intoxication. An intoxicated person will usually display recognizable behavioral characteristics. Alert Manager at the first sign of any of these:

- * Slurred speech, thick-tongued
- * Eyes become glassy, unable to focus
- * Unusual change in the color of facial skin, going pale or flushed
- * Loss of physical motor skills; staggers or stumbles when walking, spills drinks or food
- * Abusive language; questioning the Server's performance; profanity, bragging
- * Obvious changes in behavior; more or less talkative; loud voice.
- * Exaggerated emotional outbursts; crying or loud laughing
- * Unable to respond coherently when addressed or questioned.
- * Unreasonable and exaggerated responses.
- * Blank, staring facial expression.
- * Obvious impairment of judgment.
- * Annoying other guests.

Offer Alternatives

- * If possible, invite the guest to stay and eat something.
- * Let the guest know that her or she is welcome to stay and finish their meal.
- * Offer complimentary food. Check with the Manager.
- * Arrange for a taxi if the guest is driving. The phone number is posted in the bar.
- * Strongly discourage the guest from driving; if he or she ignores your suggestions and insists upon driving, call the Manager.

Be Prepared

You will be dealing with a person who is to some degree "out of control". The psychological message we give the guest is that we are in control of this situation. The guest will probably be offended and become argumentative. Do not attempt to "reason" with the guest. If you know the guest is belligerent or physically threatening, approach the guest with another employee (preferably a Manager). If the guest continues to be a problem, inform the Manager. Never attempt to physically detain a guest on the premises.

NOTE: A person with a physical or mental disability may seem to have the some outward appearance as a guest who has had too much to drink. Your sensitivity is extremely important in all situations.

Checks

We will take personal checks with proper identification. These checks will have to be written ONLY on local banks. ALL CHECKS MUST BE APPROVED AND INITIALED BY A MANAGER.

DO NOT TAKE:

- A post dated check; check must have today's date.
- A two party check.
- A check for less than \$10.00
- A check not written on an account and a bank in this parish.
- A Money or Postal Order.
- A check without a complete local street address, **NO** P. O. Box numbers. Address must be printed on the check by the bank.
- A check that has a different address than the check writer's drivers license.
- A check that has an address that is hand written.

Procedure When Taking A Check:

1. IS THE SIGNATURE LEGIBLE - If check is not signed in your presence, compare signature with drivers license.
2. CAN YOU CONFIRM IDENTITY - Check writer must have a Louisiana drivers license with a photograph. Address and signature must **match** address on check.
3. DOES THE WRITTEN AMOUNTS AND NUMBERS CORRESPOND - Banks will not accept checks with discrepancies.
4. IS THE I. D. USED RECORDED - Stamp the back of the check and record the type of I. D. and I. D. numbers as well as your own initials.

This is your copy of Bull's Corner employee policies. Please read and become familiar with the guidelines of this manual. You are expected to follow the rules / guidelines accordingly. **No aspect of this manual or anything said should be interpreted as a contract of employment.**

I have read the attached employee manual and I understand that I must abide by all rules thereof as a condition of employment. By agreeing to following commitments, I give my personal promise to uphold these standards.

- Treat every customer and co-worker as I wish to be treated - with the utmost respect and courtesy.
- Promote goodwill to all customers and co-workers and to handle customer concerns personally with the attitude that "the customer is always right."
- Practice productive job behavior, arriving at work on time and following all rules even when unsupervised.
- Do what needs to be done to the best of my ability.
- Uphold the standards and ethics that Bull's Corner has set for all its employees in regard to respect for property and illegal substances.
- Follow and actively promote all safety rules and regulations.
- Uphold the Bull's Corner image through my personal grooming habits, dress, and language.

Employee Signature

Date