



EMPLOYEE HANDBOOK

HANDBOOK IS ALSO AVAILABLE IN SPANISH
EL MANUAL TAMBIEN ESTA DISPONIBLE EN ESPANOL

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-RESTAURANT INFORMATION-

LOWER MILLS TAVERN

2269 Dorchester Ave, Lower Mills
Boston, MA 02124

TELEPHONE

857.267.4461

WEBSITE

www.LowerMillsTavern.com

SOCIAL



@LowerMillsTavern



@LowerMillsTav

CONTACTS

Brian O'Donnell, Managing Partner	Brian@LowerMillsTavern
Mike Batliner, General Manager	Mike@LowerMillsTavern.com
Cara Nance, Executive Chef	Cara@LowerMillsTavern.com
Bianca Feola, Social Media	Bianca@LowerMillsTavern.com

HOURS

Monday - Thursday: 11am - 1am

Friday: 11am - 2am

Saturday: 10am - 2am

Sunday: 10am - 1am

WEEKEND BRUNCH SERVED 10am-3pm

DELIVERY

Offered through UberEats; link on our website.

GIFT CARDS

Available at LMT or online @ www.LowerMillsTavern.com

-WELCOME MESSAGE-

Welcome to Lower Mills Tavern!

We are so excited to add you to the team. Lower Mills Tavern is the result of our vision to create a place that serves the community by offering great food in a comfortable atmosphere from a knowledgeable and friendly staff. We're very proud of what Lower Mills Tavern has become through the hard work and dedication of our amazing team-we look forward to working with you!

-WHO'S WHO-

CARA NANCE

Nance is a self-proclaimed purist in the kitchen who is passionate about making good food for everyone, challenging herself and thinking outside the box. Her love of food and creative culinary approach has also driven her to be acutely aware of how to cater to even the most specific dietary needs and restrictions, best summed up by her commitment to "feed you when other people tell you they won't." Nance is especially excited to illustrate her skills and excellence of cooking anything and everything for anyone - from a succulent pork chop to her signature vegan specialty, a seared, chickpea gnocchi.

At Lower Mills Tavern, Nance will continue to evolve the farm-to-table, "hometown" culinary philosophy reflected in its eclectic, global comfort food offerings. A truly hands-on leader, she brings a positive attitude and passion to the kitchen, the dining room and the Lower Mills culinary community.

When she's not in the kitchen, she is spending time with her husband and son or fulfilling other passions in photography, guitar playing and creating multimedia art. She is also an avid tattoo collector, many of which represent her passion for food (figs, golden beets, artichoke hearts and fiddleheads!) Her experience performing with the Naples Philharmonic Chorale also means you may hear her singing in the kitchen. Music to our ears!

-WHO'S WHO- CONTINUED

MIKE BATLINER
ADD BIO!

CHANA FOLEY
ADD BIO!

ANDREW TOTO

General Manager of Yellow Door Taqueria, our sister restaurant down the street, Andrew has over 15 years experience in the hospitality industry. From tattoo shops, to yachts- his passion has always been creating an experience for others. When not at Yellow Door, he is watching his daughter's many sporting events, or walking his dog Everett on the Neponset trail.

BRIAN O'DONNELL

Locally born, Brian has been a part of the Boston nightlife & restaurant scene since before Boston was cool. He has worked every position, and set the standard- not only in business, but guest experience in all of his projects. He and wife, Taniya Nayak design every space with fine attention to detail and style. When Taniya isn't filming with HGTV, ABC, and every other network- she and Brian love to spend time in the neighborhood with their bulldog, Flynn.

KEN CASEY

A man of many passions, Ken Casey is a hometown hero. A founding member of the Dropkick Murphys, Ken spends a lot of time on the road. That hasn't stopped him from starting The Claddagh Fund, running his own boxing promotion group-Murphy's Boxing, owning multiple restaurants, and being a family man.

-FAMILY BUSINESS-

YELLOW DOOR TAQUERIA | 2297 DORCHESTER AVE, BOSTON

Voted Boston's Best Taco in 2019 by Boston Magazine, the staff at YDT works hard and plays hard. Tacos are life.

LION'S TAIL @ INK BLOCK | 354 HARRISON AVE, BOSTON

Considered one of Boston's "Hottest Bars" by Zagat, Lion's Tail boasts live music, great food, and amazing cocktail creations. Located in the South End, the place is always buzzing.

MCGREEVY'S | 911 BOYLSTON STREET, BOSTON

America's First Sports Bar, re-opened by Ken Casey in 2008; this Red Sox-centric spot is the reimagining of the "3rd Base Saloon", popular in the 1890's. Then and now, it is THE place for Sox fans to blow off steam after a game. From comedy nights, to boxing weigh-ins, McGreevys is always up to something!

-THE BASICS-

HIRING

Authorized to work in the country? Do we have your documents?

Did you fill out your I-9 and W-4?

If you answered YES to all of the above you're good to go!

It is L.M.T.'s policy to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, form I-9. In Section Seven of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's tenure, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

NON-DISCRIMINATION

We hire based upon your qualifications. In order to serve, you must be older than 18.

L.M.T. is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other non-discriminatory factors.

All servers, as per the law, must be at least 18 years of age. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable.

ORIENTATION PERIOD

There's no doubt you're great. However, there is a 90-day window to see if this is a good fit. Ask questions, seek help and let's make this work.

You have been through our employee selection process, have been selected for employment and appear to have the potential to develop into a successful employee. However, we want the opportunity to begin the training period, get to know you, see how you fit in with your co-workers and determine if you are willing and able to carry out the responsibilities for the position in which you were hired. It's also important for you to get to know us and become familiar with how we operate to find out if this job is right for you. We, therefore, have a 90-day Orientation Period for that purpose referred to above. The 90-day period allows both you and the company to see whether or not it's a good fit. During the Orientation Period you will train and be observed by management. Also, during this time if you feel you do not understand what's expected of you or that you need additional training, we encourage you to ask questions and seek additional help from our management staff.

-THE BASICS- CONTINUED

TRAINING

We want you to be confident & happy working here! Training is a crucial part of that.

To help you be successful, we will offer adequate training. You will not be expected to be on your own until you are ready. You will participate in detailed training programs and receive training materials to help you perform your job the right way. This is all to ensure you will be a knowledgeable and productive member of our staff.

AND THEN...

AT-WILL EMPLOYMENT

During the course of your employment, you are free to end your employment with L.M.T. at any time for any or no reason, and we similarly may terminate the relationship for any reason or no reason. Both you and L.M.T. will have the right to terminate your employment at any time, with or without notice and with or without cause. This is called "employment at will". In fact, every aspect of your employment with us is on an at-will basis. As part of your at-will employment, we expressly reserve our inherent authority to manage and control the business and to exercise sole discretion to determine all management-related decisions, including (but not limited to) promotion, job assignment, the size of the workforce, demotion, transfer and discipline.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

We are an equal opportunity employer in all ways, shapes and forms.

L.M.T. is an equal opportunity employer. We are dedicated to ensuring that all of our decisions regarding all aspects of the employment relationship, including hires, promotions, assignment, discharge, compensation and the terms, conditions and privileges of employment are in accordance with our principles of equal opportunity. It is our policy that in exercising our management responsibilities, we will not discriminate against applicants on the basis of race, color, national origin, religion, age, sex, marital status, sexual orientation, veteran or military status, physical or mental disability, medical condition, genetic information, or on the basis of any other status protected by law, in compliance with applicable federal, state and local laws. It is L.M.T.'s objective to hire and promote individuals qualified or trainable for positions solely by virtue of job-related standards of education, training, experience and personal qualifications.

-THE BASICS- CONTINUED

AMERICANS WITH DISABILITIES ACT

We do not discriminate against people with disabilities.

It is L.M.T.'s policy to comply with all relevant and applicable federal, state or local laws, statutes and regulations prohibiting discrimination against qualified individuals with disabilities, including the Americans with disabilities act of 1990, as amended. We do not discriminate against any qualified associate or job applicant with respect to the terms, privileges or conditions of employment because of his or her physical or mental disability. We will reasonably accommodate an associate or applicant with a disability, provided the individual is otherwise qualified to safely perform the essential functions of the job, unless any such accommodation would impose an undue hardship on the restaurant or its associates.

All information regarding a disability shall be kept completely confidential with certain exceptions. An associate who has a disability and who is in need of a certain accommodation, should contact the General Manager so that an appropriate assessment can take place with the associate to determine what accommodations, if any, can be made to enable the associate to perform his or her essential job functions.

OPEN DOOR/PROBLEM-SOLVING PROCEDURE

We are here to listen.

L.M.T. believes all employees have the right to voice any problems or concerns they may have. While we may not be able to correct every problem brought to our attention, it is our desire to listen to our employees and to respond appropriately to all legitimate concerns. Most of the time an employee's immediate manager is the person best qualified to solve an issue brought to his or her attention. However, if an employee feels the issue is not resolved or if he or she would be uncomfortable discussing the issue with the immediate manager, then the issue should be brought to the attention of the next-higher-level manager.

(NOTE: Complaints where discrimination or harassment is being alleged should be brought using the Company's Discrimination/Harassment Complaint Resolution Procedure set forth in the Prohibited Harassment policy on the following pages.)

-HARASSMENT-FREE WORK SPACE-

SEXUAL HARASSMENT

All of our employees have a right to be free from sexual harassment. L.M.T. does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

DEFINITION OF SEXUAL HARASSMENT

Sexual harassment encompasses any sexual attention, from either gender, that is unwanted and is defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission is made in an expressed or implied term or condition of employment or status in a class, program or activity.
- Submission to or rejection of the behavior is used to make an employment or educational decision (such as hiring or promotion).
- The conduct has the purpose or effect of unreasonably interfering with a person's work or performance or creates an intimidating, hostile or offensive environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Sexual harassment may take many forms, for example:

- Physical assault.
- Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, wages or any other condition of employment.
- Direct propositions of a sexual nature.
- Comments of a sexual nature.
- Sexually explicit statements, questions, jokes or anecdotes.
- Unnecessary touching, patting, hugging or brushing against a person's body.
- Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience.
- Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, we will take immediate and appropriate action, including discipline and possible termination.

-SAFETY IN THE WORKPLACE-

SAFETY DOESN'T HAPPEN BY ACCIDENT.

GENERAL SAFETY

- Wipe up spills immediately.
- Never run in the restaurant, always walk carefully. Even when it's busy, take small steps and pay attention.
- Use restaurant verbiage, "behind" "next to you".
- Report defective equipment or hazards to a manager immediately.
- Never stack and carry glassware.
- Pay special attention when in the kitchen, slicing fruit, or using heat.
- Never try to catch a falling knife.
- Let people know when you're carrying anything hot. Don't be shy, yell out something like, "HOT COMING THROUGH" or "BEHIND".
- Don't put hot food or plates in front of small children.
- Always warn guests about warm plates.
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with your legs, not your back.

FOOD SAFETY

Food safety is a big deal. Beware of allergies, wash your hands and keep things clean.

Due to the nature of the restaurant business, it is ABSOLUTELY ESSENTIAL that EVERYONE follows safe food handling procedures. This is one area of the restaurant where there is absolutely no compromise. NEVER take shortcuts on food safety and handling. Every day we are entrusted with the health and lives of our guests. This is a huge responsibility, one that we must never take lightly.

KEEP YOUR HANDS WASHED

Always wash your hands after using the restroom, smoking, touching your hair or face, eating, sneezing or coughing. If you use gloves, change them frequently.

SANITIZE EVERYTHING

Besides clean hands, use sanitizing solution to constantly keep the bar, tables, cutting surfaces, and utensils clean. This helps to keep food handling areas, bar and preparation areas free of bacteria.

PREVENT CROSS-CONTAMINATION

Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it. The same for utensils like knives and portioning tools; always wash and sanitize them after every use. This also applies to allergens.

-SAFETY IN THE WORKPLACE-

CONTINUED

KEEP FOOD AT THE PROPER TEMPERATURES

Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 45 degrees. Food that is cooking or in holding should always be above 140 degrees. Bacteria count on food grows rapidly between 45 and 140 degrees so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."

STORE FOOD CORRECTLY

Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

ALWAYS NOTE ALLERGIES

Take extra care to inquire about all allergies. Always communicate with fellow staff, kitchen, and management both verbally and through tickets.

-ACCIDENTS HAPPEN-

HERE'S WHAT TO DO.

Report all accidents, no matter how minor they seem, to a manager. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately. Managers are responsible for administering CPR, choking procedures and appropriate first aid.

CRIME & ROBBERY

If you are ever involved in a robbery, DO NOT RESIST. The safety of you, your fellow employees and guests are our highest priority. Don't be a hero, always cooperate fully and do not resist!

FIRE PROTECTION

All employees must know the specific location and operation of fire protection in the restaurant. L.M.T. is equipped with fire-extinguishing systems in the ducts, hood, over the stoves and other cooking equipment that contain a dry chemical. They can be set off immediately by pulling the ring attached to each system. We also maintain handheld CO2 systems (by the bar, in the kitchen, etc.)

Be very specific before setting off a fire alarm or notifying someone to take action. If the fire alarm sounds, assist guests to the nearest door and out of the building immediately. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.

-LIVIN' LA VIDA WITHOUT THE LOCA-

It is the policy of L.M.T. to maintain a workplace free of unlawful drugs and alcohol and to discourage drug and alcohol abuse by its employees. We have a vital interest in maintaining safe and efficient working conditions for our employees. Substance abuse is incompatible with health, safety, efficiency and our mission. Employees who are under the influence of unlawful drugs or alcohol on the job compromise our interests, endanger their own health and safety and the health and safety of others, and create an inefficient, unproductive or disruptive working environment. Unlawful drugs are controlled substances that are not being used or possessed under the supervision of a doctor or other licensed health care professional. As an employee, it is very important to be ready to work safely, productively and efficiently every day.

The abuse of alcohol or prescription medication, or the use of illegal drugs greatly reduces one's ability to work productively and efficiently and threatens the safety and security of all employees.

NO DRINKING OR DRUGS AT WORK

L.M.T. strictly prohibits the unlawful manufacture, distribution, dispensing, transportation, possession and/or use of any unlawful substance or of alcohol by employees while they are working, or performing company business of any kind whether on the premises or elsewhere. However, when authorized, such as when entertaining guests- employees 21 years or older may consume or possess alcohol at approved moments. Under no circumstances, however, will abuse of alcohol be acceptable. These privileges may be withdrawn if abused.

USE YOUR PRESCRIPTION MEDS IN A SAFE WAY

Employees are expected to use all lawfully prescribed medication in a safe and lawful manner. If an employee is prescribed medication that could interfere with the employee's ability to safely perform the essential functions of his or her job, the employee should inform their manager so that the situation can be appropriately assessed.

YOU CAN GET IN TROUBLE IF YOU DON'T FOLLOW THESE RULES

Employees will be subject to disciplinary action, up to and including termination of employment, for violations of this policy.

If you have a drug or alcohol problem, you're encouraged to let us know.

CONVICTED OF A CRIMINAL DRUG OFFENSE?

You need to tell us within 5 days.

In accordance with the Drug-Free Workplace Act of 1988, employees must abide by the terms of this policy and must notify the General Manager, in writing, of any conviction of a violation of a criminal drug offense arising out of a violation of a drug statute, no later than five days after such conviction. The term "conviction" includes a finding of guilt, a no contest or nolo contendere plea and the imposition of a sentence by a judicial body.

DRUG OFFENSE AT WORK?

We have 10 days to report you to the police. Any employee convicted of a workplace-related drug offense may be reported by the company to any appropriate federal agency within 10 days after receiving notice of conviction.

-POLICY VIOLATIONS-

All employees are required to meet acceptable performance standards and comply with L.M.T's policies, procedures, rules and regulations at all times. Management will provide coaching to ensure all associates understand these expectations. However, corrective discipline will be used when an employee displays unacceptable behavior or when his or her performance is not meeting job requirements. Where appropriate, we follow a progressive discipline procedure.

PROGRESSIVE DISCIPLINE

We will use increasingly severe steps if you fail to correct a problem after being given an opportunity to do so.

FIRST VIOLATION: VERBAL WARNING

A documented verbal counseling is generally the first step in progressive discipline and is issued when past coaching attempts have been ineffective or for policy violations.

SECOND VIOLATION: WRITTEN WARNING

A written warning is typically issued when an employee's performance does not improve despite prior documented verbal counseling or if a situation or policy violation is deemed too serious for a documented verbal counseling. However, the imposition of one form of discipline in one instance does not mean that a different form of discipline is not warranted in another instance. In certain circumstances or for serious policy violations, it may be necessary to suspend an employee from his or her job duties until a full investigation of the allegations or incident occurs. Disciplinary documentation should be signed by the employee to acknowledge that he or she has read and understands the severity of the situation and what is expected of him or her to rectify it. Should an employee refuse to sign a disciplinary document, a second manager will witness that the documentation was presented.

THIRD VIOLATION: FINAL WRITTEN WARNING

This is the employee's final written warning. Any violations after this will result in termination.

FOURTH VIOLATION: SEE YA LATER

Employees may face termination for serious misconduct or conduct that has not been remedied through the use of documented verbal counseling and written warnings. However, consistent with the at-will nature of employment, L.M.T reserves the right to terminate the employment of any employee upon the first offense, without prior warning. Thus, the implementation of this procedure should not be construed as preventing, limiting or delaying the restaurant from taking disciplinary action against any employee, up to and including immediate termination without prior warning, in circumstances where L.M.T in its sole discretion, deems such action appropriate.

-SCHEDULING AND ATTENDANCE-

SCHEDULING

We understand the importance of scheduling and the impact it has on your life. That being said, flexibility is key on both ends. Please let us know of any commitments and/or conflicts you may have in your schedule and keep us in the loop as changes occur.

The number of employees scheduled, and the amount of weekly hours scheduled, is based on our anticipation of business and personal needs. The restaurant business experiences highs and lows, and we must be able to schedule accordingly to ensure proper service, as well as to manage our business properly. L.M.T does not guarantee any specific schedule to any employee regardless of length of employment.

Any scheduling requests need to be given to a manager 2 weeks prior. If an employee neglects to request time off and is scheduled for a shift they cannot work, they are required to get their shift covered if, and only if it is approved and signed off on by a manager.

It is your responsibility to read and comply with the posted schedule. A departmental, "all staff," or training meeting posted on the schedule is considered a scheduled shift. Attendance is mandatory at such meetings. Any conflicts that are discovered after a schedule has been posted should be brought to your manager's attention immediately. Any change or switch that occurs after a schedule has been posted must be approved by your manager. Management has the discretion to determine whether to approve the shift change and may deny the request for such reasons so as to avoid an employee working overtime or otherwise.

ABSENCES

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours. Absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

THINGS TO KEEP IN MIND

- If you are going to be late or miss work, employees are expected to call and talk to the Manager on Duty at least 2 hours before they are scheduled to work.
- Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment.
- Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence, an Employee Leave Request should be submitted to and approved by a Manager.
- Employee Leave Requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with a Manager.
- To return to work from an accident or medical leave, all employees must present a doctor's release.

-SCHEDULING AND ATTENDANCE-

CONTINUED

TARDINESS

If you're not early, you're late.

- Employees must be prepared to start work promptly at the beginning of the shift.
- Always arrive at the restaurant 10 to 15 minutes before your shift.
- Your scheduled time is the time you are expected to be on the job, not arrive at the restaurant.
- Repeated tardiness is grounds for termination.
- If it is not possible for you to begin work at your scheduled time, call or text the Manager.

RESIGNATIONS

You are requested to give a two-week notice of your plans to leave the restaurant. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible for rehire and will not have a "left without resignation notice" on your employment record.

-PAYROLL-

TIME CLOCK PROCEDURES

All hourly employees are given an employee ID number to clock in and out on the restaurant's timekeeping system. Failure to do so violates policy. Tampering, altering, or falsifying time records or recording time on another employee's ID number is not allowed and may result in disciplinary action, up to and including termination.

PAYROLL CHECKS

Employees of L.M.T are paid bi-weekly for work performed during a previous two-week period. An employee should address all questions about paychecks or deductions to the manager. Paychecks are available at the restaurant every other Friday after 4 p.m. After payday, you may pick up your paycheck during the same hours. Please understand that it may be difficult for anyone to be available to obtain your paycheck during peak business hours.

PAYROLL DEDUCTIONS

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on form W-4. If you want an explanation of your deductions or if you wish to change them in any way please inform the manager on duty.

As per state law, L.M.T complies with court orders in connection to garnishments from employee paychecks as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

-PAYROLL- CONTINUED

CHANGE OF ADDRESS

We ask that you report any address changes to the manager on duty as soon as possible so your year end statement of income and deductions, form W-4, will be mailed to the correct address.

OVERTIME

In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked. Tip credit will be factored into the hourly rate for tipped employees.

-PERKS-

HOLIDAYS

Due to the nature of the restaurant business you may be required to work holidays. It is currently our policy to close the restaurant for business on the following holidays: Thanksgiving Day and Christmas Day.

EMPLOYEE MEALS

Employees receive a 50% discount off the regular price of all menu items during each shift. Employee meals will be purchased with a manager's permission.

OFF TIME

Staff are welcome to visit L.M.T in their time off. There may be times, due to volume or other variables, that the answer may be "No".

SISTER RESTAURANT DISCOUNTS

All employees will receive a discount at L.M.T's sister restaurants. When possible, please let your Manager know ahead of time- to properly set up your dining experience.

BREAKS

All employees working a shift of more than six hours are provided with a meal period of no less than thirty minutes each day, unless the employee chooses to waive the meal period. If you are not provided with a meal period, please contact your General Manager.

-UNIFORM-

FRONT OF THE HOUSE DRESS CODE

- **Shoes:** Good, supportive shoes. Clogs, vans, whatever.. Dark and clean!
- **Pants:** Jeans or black pants.
- **Shirts:** Shirts must be in good condition. L.M.T. shirt or all black.
- **Appearance:** Clean and well-groomed hair. Long hair will be worn up and back. Well groomed hands, fingernails and fingernail polish. Facial hair should be neat and well-trimmed.
- **Accessories:** No excessive cologne or perfume.

KITCHEN DRESS CODE

- **Shoes:** Black work shoes with non-slip soles that permit walking safely on wet or greasy floors. No tennis shoes.
- **Pants:** Jeans or black pants.
- **Shirts:** L.M.T provided kitchen shirts./chef coats. To be put in to soiled linen bag daily.
- **Appearance:** Clean, well groomed hair, hands and fingernails. Hair **MUST** be securely pulled back, or hat worn. Facial hair should be neat and well trimmed.
- **Accessories:** No excessive cologne, perfume, makeup or jewelry.

-PRIVACY-

SOLICITATION

It is illegal to steal, copy, communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula, or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes." Our internal business practices, procedures and recipes are of great value to L.M.T. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by L.M.T (management or owner).

EMPLOYEES

There should be no solicitation or distribution of literature of any kind by any employee during actual working time of the employee soliciting or the employee being solicited. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including dismissal.

NON-EMPLOYEES

Non-employees are prohibited from soliciting and distributing literature at all times anywhere on company property. Non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area's public use.

-CONDUCT-

IN A NUTSHELL

Be honest. Show up on time. Clock in and out. Clean language. No gambling, drugs or alcohol at work. Be polite. Don't steal. No harassment or violence towards staff or guests. Drink and eat in permitted areas. Wear approved clothing and make sure they are clean. If you get injured or you see someone get injured tell management. Be a decent human and follow the rules.

In order to follow the rules you must know the rules.

To be a team and maintain a productive and positive working environment, everyone must conform to standards of reasonable conduct and policies of the restaurant.

AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING.

- Invalid Work Authorization (I-9 form)
- Supplying false or misleading information to the restaurant, including information at the time of application for employment, leave of absence or sick pay.
- Not showing up for a shift without notifying the Manager on duty. (No call, no show)
- Clocking another employee "in" or "out" on the restaurant timekeeping system or having another employee clock you either "in" or "out."
- Leaving your job before the scheduled time without the permission of the Manager on duty.
- Arrest or conviction of a felony offense.
- Use of foul or abusive language.
- Disorderly or indecent conduct.
- Gambling on restaurant property.
- Theft of customer, employee or restaurant property including items found on restaurant premises.
- Theft, dishonesty or mishandling of restaurant funds. Failure to follow cash, guest check or credit card processing procedures.
- Refusal to follow instructions.
- Engaging in harassment of any kind toward another employee or customer.
- Failure to consistently perform job responsibilities in a satisfactory manner within the 90-day orientation period.
- Use, distribution or possession of illegal drugs on restaurant property or being under the influence of these substances when reporting to work or during work hours.
- Waste or destruction of restaurant property.
- Actions or threats of violence or abusive language directed toward a customer or another staff member.
- Excessive tardiness.
- Habitual failure to punch in or out.
- Disclosing confidential information including policies, procedures, recipes, manuals or any proprietary information to anyone outside the restaurant.
- Rude or improper behavior with customers including the discussion of tips.
- Smoking, drinking or eating in unapproved areas or during unauthorized breaks.
- Failure to comply with restaurant's personal cleanliness and grooming standards.
- Failure to comply with restaurant's uniform and dress requirements.

-CELL PHONES-

Listen, it's 2019 and everyone is constantly on their phones. But it looks really unprofessional and we can't let it slide. Follow the rules.

CELL PHONE USE DURING A SHIFT

Non-management level employees are prohibited from cell phone use while at work. This prohibition includes receiving or placing calls, text messaging, using the internet, receiving or responding to email or checking for phone messages in any public area of the space. Calls and texts will be placed downstairs and out of view. Abuse of this will result in disciplinary action.

EMERGENCY USE OF CELL PHONES

L.M.T. recognizes many of their employees use a cell phone as a means for emergency notification by family, schools, hospitals and other persons or organizations for which emergency contact is necessary. In accordance to this need please notify all family members, teachers, etc. of the work number where you can be reached. Employees will be notified the moment an emergency call is received and will be allowed to do everything the situation calls for.

VIOLATION OF POLICY

Employees who violate these policies will be subject to disciplinary actions, up to and including employment termination.

- #SOCIALMEDIA -

THE INTERNET IS A POWERFUL TOOL, USE IT WISELY.

Please be smart with anything you post online regarding us. **Below are some guidelines...**

While L.M.T encourages its employees to enjoy and make good use of their off-duty time, certain activities on the part of employees may become a problem if they have the effect of impairing the work of any employee; harassing, demeaning, or creating a hostile working environment for any employee; disrupting the smooth and orderly flow of work within the company; directly or indirectly disclosing confidential or proprietary information; or harming the goodwill and reputation of L.M.T among its customers or in the community at large. In the area of social media (print, broadcast, digital, and online), employees may use such media in any way they choose as long as such use does not produce the adverse consequences noted above. For this reason, we remind our employees of the following guidelines apply in their use of social media, both on and off duty:

- #SOCIALMEDIA - CONTINUED

If an employee publishes any personal information about themselves, another employee of L.M.T., or a guest in any public medium (print, broadcast, digital, or online) that:

- has the potential or effect of involving the employee, their co-workers, or L.M.T. in any kind of dispute or conflict with other employees or third parties;
 - interferes with the work of any employee;
 - creates a harassing, demeaning, or hostile working environment for any employee;
 - disrupts the smooth and orderly flow of work within the office, or the delivery of services to the company's clients or customers;
 - harms the goodwill and reputation of L.M.T. among its customers or in the community at large;
 - tends to place in doubt the reliability, trustworthiness, or sound judgment of the person who is the subject of the information; or
 - reveals proprietary information or L.M.T. trade secrets;
- the employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances.

No employee of L.M.T. may use company equipment or facilities for furtherance of non-work-related activities or relationships without the express advance permission of management.

Employees who conduct themselves in such a way that their actions and relationships with each other could become the object of gossip among others in the office, or cause unfavorable publicity for L.M.T. in the community, should be concerned that their conduct may be inconsistent with one or more of the above guidelines. In such a situation, the employees involved should request guidance from (a designated member of management) to discuss the possibility of a resolution that would avoid such problems. Depending upon the circumstances, failure to seek such guidance may be considered evidence of intent to conceal a violation of the policy and to hinder an investigation into the matter.

Should you decide to create a personal blog, be sure to provide a clear disclaimer that the views expressed in the blog are the author's alone, and do not represent the views of the restaurant group.

All information published on any employee blog(s) should comply with L.M.T.'s confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other social networking sites, blogs and forums.

Be respectful to L.M.T., co-workers, customers, clients, partners and competitors, and be mindful of your physical safety when posting information about yourself or others on any forum.

Describing intimate details of your personal and social life, or providing information about your detailed comings and goings might be interpreted as an invitation for further communication ---or even stalking and harassment that could prove dangerous to your physical safety.

Social media activities should never interfere with work commitments.

Your online presence can reflect on us. Be aware that your comments, posts, or actions captured via digital or film images can affect the image of L.M.T.

Do not discuss company clients, customers or partners without their express consent to do so.

Do not ignore copyright laws, and cite or reference sources accurately. Remember that the prohibition against plagiarism applies online.

- GUEST RELATIONS -

CUSTOMER COMPLAINTS

Complaints are unenjoyable, but are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our restaurant better. Demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly.

WHEN FACED WITH A CUSTOMER COMPLAINT

Don't get defensive and try to explain. Remove the offending item immediately.

Apologize for the problem and tell the customer you will take care of the problem. If you need the assistance of a manager, don't hesitate to ask.

Do everything you can to let the customer know you care and that this isn't the kind of experience you want them to have at our restaurant.

TELEPHONE COURTESY

- It is everyone's responsibility to answer the phone.
- Always answer the phone promptly, within a few rings.
- Always answer in a friendly, polite manner: "Thank you for calling Lower Mills Tavern, this is (your name), how can I help you?"
- Respond to any questions that you are absolutely certain of the answer. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a manager.
- Always thank the person for calling.
- Always ask the caller for their name when they ask to speak to a manager or customer.

- HANDBOOK RECEIPT -

TO SUM IT UP...

This Handbook is intended to give you a general summary of important topics at Lower Mills Tavern. Please reach out to management with any additional questions. **Again, we are so excited to have you on the team.**

POLICY STATEMENT

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) in whole or in part, or a guarantee of continued employment. It is simply intended to outline the work requirements of all employees. It is further understood that Lower Mills Tavern reserves the right to change the provisions in this handbook at any time. It is policy of the company that employment and compensation of any employee is at will and can be terminated with or without cause, at any time, at the option of the employee or at the option of the Company.

PRINT NAME: _____

PHONE/EMAIL RELEASE

I authorize Lower Mills Tavern to display or share my phone number for work purposes.

SIGN: _____ **DATE:** _____

HANDBOOK RECEIPT

I acknowledge receipt of, and have read, the Employee Handbook that outlines my obligations as an employee of Lower Mills Tavern. I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook, and understand that they are at-will employees. The contents of any Employee Handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding. The Company reserves the right to change, at its discretion, the contents of this handbook

MANAGER'S SIGNATURE: _____ **DATE:** _____

EMPLOYEE'S SIGNATURE: _____ **DATE:** _____