



Rusty's at Blue

Staff Training Manual

Purpose and Objectives:

This manual aims to teach wait staff the fundamentals of Rusty's service. It will introduce staff to acceptable restaurant procedures while providing the necessary information and training tools so staff may give guests of Rusty's remarkable service each and every time they visit.

This manual will help staff understand what good service is, how it can be provided and why it is important to Rusty's success. Staff will learn the importance of a positive attitude, time management and attention to detail.

What is Service?

Service is the way the customer is treated. It involves anticipating the needs of the customer and satisfying those needs without the customer having to ask.

The first time a customer comes to a restaurant it can be either by choice or by chance. After that, it will be by choice. The best food in the world will not bring a customer back if he or she was unhappy with their service. A positive first impression and exceptional service will bring repeat **business and increase revenue!**

Providing exceptional service can be achieved with proper preparation, time management and planning. It also requires a person to anticipate different situations and adapt to new challenges. The following package is a guideline on how to provide excellent service to our customers at Rusty's.

Preparation

Proper preparation and planning for any business can help ensure things run smoothly and without stress. When coming to work for each shift you should be prepared with the following items:

- ◆ Pens (several)
- ◆ Paper or notepad
- ◆ Watch
- ◆ A Smile! ☺

Staff members are expected to arrive for their shift **15 minutes prior** to their start

time to ensure they are prepared with all necessary items. Staff may also learn of any daily specials or events prior to walking on the floor. At this time information can be gathered from the previous host and managers.

Uniform

All staff of Rusty's are expected to arrive for their shift in full uniform. Uniforms should be in good repair, clean and presentable. Staff should also be well groomed and neat and tidy. Rusty's uniform consists of the following:

- ♦ Rusty's Burgundy Shirt, clean, wrinkle-free
- ♦ Blue denim jeans, clean rolled or hemmed. NO RIPS OR FRAYS!
- ♦ Clean Runners, boots or equivalent (BLACK ONLY)
- ♦ Summer: Denim shorts/ skirt or black shorts

Serving a Table

When serving a table there are several steps you should take to ensure your customer has a pleasant and enjoyable experience. These steps will also allow you to serve your tables with more efficiency and ease.

Greeting, Specials and Drink Order

Guests of Rusty's should be greeted at the door promptly upon arrival in a friendly and welcoming manner. Once seated, a server should greet their guests within **1 minute** of arrival (or as soon as possible). Coasters should be placed in front of each guest during the greeting. This will indicate to other staff members and management that this table has been taken care of and not overlooked.

Greetings should be polite and friendly;

"Hi! My name is And I will be taking care of you today!"

Greeting should then be followed by a list of food and drink specials.

"Today we are featuring a delicious Spaghetti Bolognese for only \$12.95. Spaghetti noodles topped with a rich tomato sauce and parmesan served with garlic bread. We are also featuring the Hail Rusty cocktail, Rusty's own take on the Caesar!"

When describing specials to a customer they should always include a detailed description. These specials or featured items should be explained in a way that makes them sound appetizing and appealing to the customer.

Once the customer has been greeted, a coaster has been placed in front of them and the specials have been described, it is time to take a drink order. Remember, when taking a drink order it is important to ID customers who look under the age of 30. I.D. is the most important aspect of alcohol service. There will be no exceptions when asking for ID. We reserve the right to refuse service to anyone who does not present a valid form of identification. Acceptable forms of ID in Ontario:

- ♦ an Ontario driver's license with a photo
- ♦ a Canadian passport with a photo
- ♦ a Canadian citizenship card with a photo
- ♦ a Canadian armed forces card with a photo
- ♦ an LCBO BYID photo card

*Please note the Ontario Health card is an acceptable form of identification only if presented to you, it may not be asked for

Remember, there is always opportunity to up-sell when taking drink and food orders. Not only does up-selling increase your final bill, and possibly your tip, up-selling to premium products will ensure our customers receive a higher quality product! The following are a few ways to up-sell items.

- ♦ Suggest premium alcohol or drafts
- ♦ Suggest full bottles of wine during dinner
- ♦ Encourage guests to order appetizers
- ♦ Offer add-ons to salads, burgers and nachos, i.e. chicken, chili, cheese, guacamole, bacon...
- ♦ During slower revenue periods, encourage guests to order dessert or an after dinner beverage such as one of Rusty's signature coffees

Note: Taking and Ringing in Orders

All orders must be taken by seat number and rung in by the same seat number. This will allow servers to maintain organization and will also help with billing should the guests require separate bills. This will also enable food runners to deliver food to the proper guest.

When approaching a table seat 1 will always be the first person closest to the ski lift and continue clockwise around the table.

Drink Service and Food Order

Drink orders should be entered into the computer and picked up at the service bar **immediately**. Drinks should be delivered to the customer using a **tray at all times**. Trays should also be used when clearing glassware and plates. A tray should never touch the table. Beverage glasses should also be clean and free of any smudges, cracks or marks.

Once drinks have been delivered, appetizer orders can be taken. Be sure to **write down all orders** and include any modifications or requests the customer may have. This will help eliminate any mistakes or misunderstandings when it comes time to enter the orders into the computer. Appetizer orders should be labeled with the **"App Course"** button when it is entered in the computer.

Please note: if there are children present at the table and are ordering off the children's menu this order must always be taken and rung in first!!!

Entrée orders may be taken after children's meals and appetizer orders are taken. Again, please make sure to write down all orders and modifications, especially when taking orders at a large table. This can prevent lost orders, mis-punches or confusion in the kitchen.

Children's meals from the children's menu, appetizer and entrée orders should be entered into the computer *separately* once they have been taken.

Once orders have been placed servers should drop off all necessary items for their meal. This may include cutlery, side plates, ketchup, vinegar, mustard, relish, wet naps, hot sauce and extra napkins if necessary.

At this time you may also find out your guests agenda through light conversation. Is this their first time to Blue Mountain? Are they here for holidays or from out of country? You may be able to make suggestions for activities or events that would interest your guests which can only enhance their experience here.

Appetizer and Entrée Service

Appetizers should be delivered to the table HOT and on a clean plate. Within the first few bits of the appetizer, a server should check to see how the appetizers taste and if anything is needed.

Once the customer has finished, plates should be cleared and at this time (or if a customer's drink is ever less than ¼ full) a drink refill should be offered to the customer. When offering a drink refill it is important to be specific: "*May I offer you a Coors Light Draft, or may I get you another beverage such as wine or vodka?*" It is important to do so as it adds to the guest experience and shows a general concern for the customer.

Entrees should be delivered to the table HOT and with the correct side dishes or add on's. Again, after the first few bites it is important to check with the table to ensure the food tastes good and the customer does not need anything. Plates should only be cleared once the customer has finished their meal entirely or if they ask for it to be packed up. It is important not to rush a customer; we are here to serve them on their own time.

After-Dinner Service

Generally after-dinner service will include, coffee, tea, an after dinner beverage such as a specialty coffee or dessert. Once entrée plates and empty glassware have been cleared, **desserts should be described** and coffee or tea should be offered.

Although not all customers will have dessert, coffee or tea, it is generally polite to offer.

Presentation of the Bill

Once the customer has finished their dessert, coffee or tea and we have asked the question “Is there anything else I can arrange for you?” the check should be presented. At this time there should not be any plates, cutlery, empty glassware, napkins or garbage on the table. In general, a bill should only be presented to the customer if it has been requested and the table is completely clean. However, in higher revenue times a bill may be presented to a customer if they state they do not require anything else that evening. Keep in mind that we are here to serve the customer on their time frame, not ours. At no time throughout the dining experience should they feel rushed or pressured to pay.

Each bill presented to the table (or individual customer if separate bills are requested) should have a friendly salutation and the servers name on it. Each bill should be presented in a clean billfold.

Once the bill has been presented, servers should follow the 10 step rule. **10 Step Rule:** Once a bill has been placed on a table, walk away about 10 steps. This should allow the customer sufficient time to retrieve their method of payment. You may at this time return to the table to collect the bill and complete payment.

It is important to collect the bill and complete payment as quickly as possible. If the customer presents cash, return the billfold with exact change. It may be considered impolite to ask the customer if they would like change back or assume the change is yours to keep. Once the billfold has been returned to the table, be sure to thank the customers and invite them to return. Remember this is your final chance to make a lasting impression, make it a good one!

Steps of Service Summary

1. Greet guests upon arrival
2. Coaster placed in front of guest at the table to indicate they have been looked after
3. Introduction of self and daily specials
4. Agenda: do we have promotions or events the guests may be interested in?
5. Drink orders taken, picked up and dropped off
6. Children's order taken
7. Appetizer order taken, ensure side plates and cutlery are stocked
8. Entrée order taken, ensure side plates and cutlery are stocked
9. Table maintenance throughout meal.
10. Second drink order if necessary
11. Plates and unused items cleared at completion of meal
12. Offer of dessert, coffee or tea
13. Presentation of bill

Cash-Outs

At the conclusion of each shift all servers and bartenders must complete a

cash-out. Cash-outs will only be issued by management when all side duties have been completed. Upon completion, a CHECK SUM and CASH-OUT will be printed. **Please ask your manager to settle your handheld terminal.** At this time the server or bartender will also be punched out. Below is an acceptable technique to complete a cash-out form.

- 1) Fill in your name and date on the cash out envelope
- 2) Ensure all of your credit card slips are closed to the proper amount stated compared to the CHECK SUM. **No signature or no slip = no tip!!!**
Employees are responsible for settling any discrepancies.
- 3) Ensure all of your credit card slips are in proper order compared to the CHECK SUM **and match perfectly.**
- 4) Fill in the total credit card tips received. Total amount of credit card slips received must be multiplied by 3% and filled in.
- 5) Fill in your total sales (found near the bottom left of your cash out)
- 6) Fill in your tip out (5% for server, 1.5% for bartenders, 3.5% satellite bar before 9pm). Tip out is based on your pre-tax sales.
 - a. Note: after 10:30pm management will print a sales report for servers. Any further sales will be subject to 1.5% tip out
- 7) Add together the credit card tip out, sales tip out and total cash owing (found under payments, net cash area of the cash-out sheet)
- 8) Enter your time in and time out for your shift
- 9) Ensure all bills are facing the same way in the cash-out and there is NO MORE than \$5 in change!!
- 10) Server pagers must be handed/signed in to management **the day of your shift, before leaving the property.**
- 11) Present cash-out to management who will check and sign off!!

Note: in the event of a negative cash-out all due backs will be processed and ready to be picked up within 4 business days.

Helpful Hints to Increase Your Tips!

- ◆ Make an effort to learn your regulars names or drinks, they will appreciate that you recognize them and it will help build a positive relationship
- ◆ Smile, it's your best feature!
- ◆ Anticipate your guest's needs before they ask for anything. They will feel taken care of and special
- ◆ Build a relationship with your customers, ask them about their day, suggest things to do in the area or display general interest in what they are saying
- ◆ Maintain a positive attitude even in times of stress, your attitude can reflect upon others so keep it up beat and happy!
- ◆ When a customer orders draft in a pitcher, offer to pour the first glass for them, extra steps like this show you care

Time management

- ◆ Come to each of your shifts prepared! This means arrive 15 minutes prior to your shift in full uniform. Your server apron should contain pens, paper and a cash float, and don't forget your smile!
- ◆ Trays should be used at all times when serving, especially when carrying beverages. Not only do they look professional, they are practical as well. Carrying a rag on your tray will also allow you to clean and reset a table quickly, thus increasing your table turnover.
- ◆ Staff must abide by the "full hands" rule. NO Exceptions! This means when entering the kitchen be sure to bring in used dishes, glassware or garbage. When exiting the kitchen, carry out food items, clean glassware or items that need to be stocked.
- ◆ Be sure to write down all your orders and modifications NO EXCEPTIONS. You will be less likely to forget an item and have to return to a table for confirmation on an order. If mistakes are made management will ask to see what was written down.
- ◆ During busy lunch or dinner rushes, carry an updated copy of a bill for those tables that seem to be in a hurry or close to finishing. This again can help increase your table turnover and accommodate your customer's needs.
- ◆ Utilize your spare time by doing extra rollups, cleaning your section and stocking the service area. You will then be prepared for an unexpected rush!

Rusty's Allergy Policy

For many people with food allergies eating out can be a challenge and quite intimidating. Each allergy brought to the attention of a server should be taken seriously as it could potentially be a matter of life and death. It is important as a server to first and foremost know what is on the menu and what is in each of the food items. Server awareness of both our menu and allergy policy can prevent any mishaps. The following are steps each server should take when a customer says they have an allergy.

1. The server should ask specifically what items the customer is allergic to, and the severity of the allergy (i.e. contact, ingestion or both). This information should be written down immediately by the server.
2. The customer should be informed their meal will take an additional 15-20 minutes longer depending on the allergy as the kitchen will be preparing

- everything fresh, using clean equipment.
3. The server should immediately inform the **expo** of the allergy, severity, table number and what was ordered so they may begin preparation.
 4. When ringing the allergy into the computer it is important that the server memo the item on the bill as an “allergy” so all kitchen staff are aware it has been ordered.
 5. A manager should be informed of the allergy should any problems arise.
 6. Before delivering the allergy safe food, the server or food runner should ensure their hands have been washed and they have not come in contact with the allergen,
 7. Once the food has been delivered, the server should check on the customer to make sure the meal is allergen free and there are no complications.

All allergies at Rusty’s should be taken seriously no matter how minor they may seem. It is our responsibility to ensure our customers have a safe and enjoyable dining experience.

Rusty’s Hand Washing Policy

It is obvious that in the restaurant industry hygiene and proper hand washing are the most important things we can do to prevent the spread of germs and disease. All Rusty’s employees are required to maintain the highest standard of cleanliness. The following are the proper steps to take when washing your hands.

1. Wet hands with warm water.
2. Apply a generous amount of soap. Rub hands together for at least 20 seconds. Be sure to wash between and under finger nails, as well as forearms.
3. Rinse hands thoroughly under warm running water.
4. Dry hands thoroughly using clean paper towel. Dispose of towel in receptacle.

Please be sure to turn off taps using a paper towel to prevent the spread of germs or any other bacteria. Hand sanitation stations have been placed around Rusty’s to be used in-between washing.

Using a Tray

Using a tray while serving will not only help you increase your productivity, it looks professional as well. Trays should be carried at all times while in the dining room and should be used for delivering food and drinks to customers, clearing used glassware, plates and waste.

How to use a tray:

- ❖ Balance your tray on your non dominant hand

- ❖ Your tray should not touch your body
- ❖ Spread your hand underneath your tray to provide more even support
- ❖ When loading your tray, start from the center and move outwards, rebalance if necessary
- ❖ Avoid carrying too much on your tray at one time
- ❖ A tray should never touch a table when a customer is present at that table

Remember, never let anyone take an item from your tray without permission, you may become unbalanced and lose all your items!

Teamwork

Teamwork in any restaurant will allow everyone to work cohesively as a group to attain a successful lunch or dinner service. Not only does teamwork help a restaurant run smoothly, it ensures that customers will receive a higher standard of service, thus making their dining experience more enjoyable. The following are a few suggestions to ensure effective teamwork here at Rusty's.

- ◆ Ask others for help when you need it, give help wherever and whenever you can!
- ◆ Run food continually, no one likes to wait for cold food!
- ◆ Restock as you work and as product or stock get low
- ◆ Servers are responsible for telling the expo of any tables of ten or more.
- ◆ Use common restaurant courtesies such as please, thank you, may I etc... when speaking to others
- ◆ Buddy System: know who is on either side of your section. You can help bus for them, run drinks and maintain tables. They will do the same for you!
- ◆ Help seat at the door, clear other people's tables and work with your teammates to maintain a clean and organized working environment
- ◆ Most importantly... have fun!!!

Rusty's Server Training Schedule

In order to become an employee of Rusty's each staff member must successfully complete the following training requirements before entering into any position on their own.

Expo Training: Staff members will be required to spend a minimum of 2 shifts in the Expo position. Here staff will learn our menu items, proper plating, condiments, table numbers, proper kitchen manners and procedures. Staff members will also become familiar with the restaurant layout, storage and general staff requirements.

POS Training: Staff members will be required to spend at least 1 shift learning how to use our POS system. Staff members will learn how to punch in and out, navigate the system, enter in children's meals, appetizers and entrees in

proper sequence, assign seat numbers, split checks and take payment.

Shadow Training: Staff members will be required to complete at minimum of 2 shifts shadowing another staff member. Employees will be able to learn how to greet a table, take orders, ring orders in, proper table maintenance, table numbers, running food, proper billing and other server procedures. This will allow an employee of Rusty's to work as a cohesive group and ensure all staff members are performing at the same level and in the same manner.

Supervised Floor Shift: Staff members will be required to complete a minimum of 1 supervised floor shift. Staff members will be supervised by an experienced employee to ensure they are following proper serving procedures. The experienced employee will assist in directing, coaching and guiding the new employee through a proper lunch or dinner service.

After completing the above training schedule, employees will be evaluated by management before cleared to work on the floor unsupervised.

Hostess Training Outline

It takes 30 seconds to make an impression and 30 years to change it. It is therefore important to ensure that our first impression to our customers is a positive, welcoming and friendly one. The primary responsibility of the hostess at Rusty's is to ensure just that!

Hostess Job Profile

- Responsible for opening the door for each customer that arrives at Rusty's
- Each customer should be greeted with a warm and friendly welcome immediately upon arrival
- Responsible for maintaining a positive and friendly attitude towards all customers and fellow staff members
- Customers should be seated with menus at the most desirable and clean table. If necessary assist in seating small children and provide them with crayons, children's menus and booster seats.
- Hostesses will be responsible for maintaining an up to date wait list with customers names, descriptions, and number in party when necessary
- While waiting customers should be kept informed of their wait time and be kept "entertained" i.e. small chat, jokes etc.
- During down time hostesses should assist servers with clearing tables, running food and other duties
- Responsible for maintenance and cleanliness of host stand and entrance way
- Responsible for washroom checks (every 20 min), cleanliness and refill of toiletries
- Thanking all customers as they leave, asking them back and holding the

door as they depart.

The position of hostess requires an individual to be outgoing, energetic, friendly, enthusiastic, sincere and courteous. A hostess must be able to deal with different situations, take initiative and make decisions if necessary. It is important to stay organized, learn to prioritize and think ahead.

A hostess is the first and the last person a customer will encounter when at Rusty's. That being said, it is important to treat all customers in a professional, friendly and caring manner. A hostess should be able to handle customer complements as well as complaints (with the support of management.)

Food Expediter Profile

- Ensure the restaurant runs smoothly and quickly
- Responsible for **helping** with the delivery of all items to tables including food, cutlery and condiments
- Help clear off all plates and glassware from tables that have left and wipe down table and salt and peppers
- Ensure the chairs and floors surrounding are clean and swept in necessary
- Help maintain washroom cleanliness (restock paper towel, toilet paper, wipe down sinks, mirrors)
- Help keep server station stocked (rollups, side plates, napkins, wetnaps, etc)
- Polishing and rolling cutlery and stocking glassware.

Opening Duties

- Bring FULLY stocked condiment drawers upstairs to expo line
- Make a convenient set up ON ICE to use for the day
- Make sure guacamole is in the expo fridge upstairs
- Cut carrots, celery and lemon slices for the day
- Make sure there is enough salsa, sour cream, coleslaw, horseradish and tzatziki in expo fridge
- Check what desserts are available in downstairs coke fridge (pull from freezer if needed) and let staff know
- Fold clothes for running hot plates, and roll wet clothes for wiping plates
- Check take out cutlery, containers, bags
- Stock ramikens and baskets for kitchen staff
- Make a squeeze bottle for ranch and regular mayo
- Put napkins on soup plates and have extra napkins ready
- Have steak knives and soup spoons polished and ready

- Stock printer paper

Change Over

- Make sure everything is cleaned and wiped down
- Fully stock all sauces, ramikens, plates, veggies, clothes
- Help Roll cutlery

Closing Duties

- Make a setup of sauces to put in expo fridge for late night items
- Bring down drawers to walk in fridge and STOCK! (stocking is a night job, cutting veggies is openers)
- Clean expo area of garbage, food, drinks, dirty cutlery, cloths, etc
- Ensure drawers in expo fridge are fully stocked
- Wipe down fridge, pass line and expo side
- Help with polish and roll cutlery

Ongoing Duties

- Keep your area clean
- Keep sauces stocked and on ice
- When running food always remove empty plates, glassware, garbage on your way back.
- **HANDS IN HAND OUT**

Rusty's House Policies

The following are a list of rules and guidelines all Rusty's employees are expected to follow. These policies have been set in place to ensure consistency, a fair work environment, ensure safety and create organization.

Arriving for Work and Staff Conduct

- Staff members are expected to arrive for work **15 minutes** prior to their shift **in full uniform**. This will allow employees to review daily specials, check reservations, check sections, and go over any other information with management.
- Staff members are expected to be on the floor and visible to their customers at **all times**!
- If a staff member requires a restroom break, time to eat or must otherwise leave the floor for a few moments, management must first be

asked and the staff members section must be covered.

- Avoid engaging in conversations with other staff members while on the floor
- Management must be informed of all complaints or remarks of dissatisfaction by guests so it may be dealt with appropriately
- Right or wrong, never argue with a customer
- Staff members are on display at all times, it is important to conduct yourself accordingly. This means, leave all personal problems at home, and behave in a professional, courteous and efficient manner.

Leaving work

- Staff members should NEVER leave the floor without letting management know where they are going
- At the completion of a shift, it is the responsibility of the staff member to ensure all side duties have been completed and all tables are closed.
- Any open checks at the end of shift must be transferred to remaining employees, Checks are only to be presented when the customer is ready to leave or pay.
- Staff members must report to closing management before leaving the floor to have a read completed, verified and to be signed out

Pagers

At the beginning of each shift, all servers will be assigned a pager. Servers are required to wear a pager (where they can feel it) at all times while on shift. If a pager goes off, the staff member must return to the kitchen immediately!!

Note: If a server is at a table taking an order when paged, return to the kitchen immediately after finished taking the order

All pagers are to be returned at the end of a shift with the server cash out. Servers will be held responsible for replacement cost if a pager is lost or damaged.

Hand Held Credit Card Machines

At the beginning of each shift all servers will be assigned a handheld credit card machine. It is important that you are the only one who uses this machine and all transactions should match up to your cash out. At the end of your shift, **return the machine to the manager on duty and have them close the batch of the terminal.** This slip is to be included in the cashout envelope.

Staff Meals

All employees of Rusty's are entitled to 50% of all meals while on or off shift at Rusty's. Friends and family of Rusty's may receive 10% off if accompanied by a staff member.

Staff may have unlimited pop, coffee and juice (from the gun) while on shift (this excludes milk products, pop or juice from cans and monster)

All staff must eat prior to shift, after shift or during a designated break time. At no time during shift should staff members be eating. **Staff members must eat at the designated staff table.** No staff food or drinks are permitted in the dining room or in the service area.

Uniform and Appearance

All employees of Rusty's are expected to arrive for each shift looking their best.

This means adhering to the following:

- ◆ Staff members should be clean and free from heavy colognes or scents.
- ◆ Fingernails should be trimmed, clean and if polished neat and not chipped
- ◆ Hair should be clean and styled. Any hair longer than shoulder length must be tied back.
- ◆ NO hats are to be worn UNLESS they are Rusty's logo hats or toques
- ◆ All front of house staff members are to wear the burgundy Rusty's shirts
- ◆ All front of house staff members MUST WEAR Rusty's logo money belt
- ◆ After 10 pm male bartenders may wear black attire with blue denim jeans. Clothing must be completely black (not other colours), appropriate, free from rips or tears and free of any logos.
- ◆ Staff may wear blue denim jeans free from rips or frays. In summer months, females may wear blue denim shorts or skirts, black shorts or skirts. In summer months males may wear black or khaki shorts
- ◆ Shoes must be black, clean, and in good repair with a non-slip sole. No open toe or open back shoes are to be worn.

Staff Lockers

Staff lockers are provided in the designated staffroom. All personal items including purses, jackets, sweaters, cell phones, bags or any other items must be stored in these lockers. At no time should personal items be stored upstairs.

Staff members will be asked to sign up with a partner for each locker as space is limited. Please use a combination lock for the assigned locker.

Alcohol, Illegal Substances and Smoking

Alcohol

- ◆ Employees may only drink at Rusty's on days off or after a scheduled shift, never before!!
- ◆ At no point during any shift may an employee of Rusty's consume alcohol while on shift. This includes prior to an on call shift.
- ◆ If an employee is caught consuming or under the influence of alcohol

prior to or while on shift, it will be immediate cause for termination.

- ♦ Employees must always be out of uniform when consuming alcohol.

Drugs

- ♦ If an employee is caught consuming or under the influence of an illegal substance while on shift, it will be immediate cause for termination

Smoking

- ♦ If a staff member must smoke while on shift, it must be during the designated break periods, or with the consent of management
- ♦ The staff member's station must be covered during the smoke break
- ♦ Employees must always return smelling so fresh and so clean, and must always wash their hands

Telephone Calls

Business Calls: Staff members are only to answer Rusty's phone line if management is unavailable. When answering the phone staff members are expected to be courteous and polite *"Hello, Rusty's at Blue _____ speaking, how may I help you?"* If management is unavailable to take the call, a detailed message with the name, phone number, time and reason for calling must be written down. **Under no circumstances are staff members to take reservations.**

Personal Calls: At no time are staff members to make or receive phone calls for personal reasons while on shift. This includes cell phones, text message and Rusty's phone line.

If there is an emergency, staff members may use the phone with the permission of management.

Cell Phones

Cell phones are not permitted. At NO time should a staff member have on their person a cell phone. Cell phones MUST be stored in the staff room and turned off for the duration of the shift. If a staff member is caught with a cell phone it will be confiscated for the duration of the shift.

Schedule, Time Off, Breaks and Employee Absence

Schedule:

Rusty's will post weekly employee schedules every Friday after 5:00pm. Employees are expected to know their schedule in advance of their shift. Generally the average length of shift will be 8 hours, unless otherwise specified. All shifts are subject to alteration or cancellation based on management discretion and volume of sales.

At no time may a staff member switch a shift with someone else without consent from management.

Time off:

All requests off must be presented in writing to management by at least the Wednesday before the schedule is created. Employees must remember book offs are by request only and **may not always granted**, especially during busier seasons or holidays.

Breaks:

Every staff member is entitled to two 15 minute breaks per 5+hour shift. Breaks must be taken during slow periods (i.e. one before dinner service and one after prior to cocktailing). Breaks must also be approved by your department manager. Two 15 minute breaks will be deducted from payroll for shifts over 5 hours. If for any reason a staff member could not take a break during a shift, management must be informed.

Before taking a break employees must communicate any pertinent information to whoever is covering the station or section during the absence. ("Table 304 has finished dinner and are sipping on their drinks, keep an eye on them in case they would like their check").

Employee Absence:

If an employee must be absent from a shift for any reason, it is the responsibility of the employee to cover their shift. Employees must call at the earliest possible moment to notify management of absence. Text message or e-mail will **not** be considered a form of notification.

In the event an employee must miss a shift due to illness, a doctor's note must be brought in on the **next** scheduled shift.

Failure to show up for a scheduled shift without documentation will result in suspension and possible termination of employment.

Payroll

It is the responsibility of all staff members to ensure they sign in at the beginning of a shift and **have management sign them out at the end** of each shift. Failure to sign in or out will result in non payment of the hours in question until the following payroll. Statutory holidays may only be paid after the minimum three months steady employment.

Payroll occurs twice monthly. Pay periods run from the 26th to 10th, paid on the 15th of the month and the 11th to 25th, paid on the last day of the month. Paychecks will be available for pick up after 4:00 pm on the 15th and the last day

of each month, no exceptions.

In order to payroll to be properly processed the following information must be submitted to management.

- ✓ Current mailing address
- ✓ Social Insurance Number
- ✓ Home telephone number
- ✓ Birth date

Statutory Holiday's

The province of Ontario has nine recognized statutory holidays. As Rusty's is located in a resort town, these holidays are guaranteed busy and therefore may not be requested off.

If you are scheduled to work a statutory holiday you will receive time & a half (overtime pay) plus holiday pay. If you are not scheduled on a statutory holiday you will receive holiday pay (and/or a paid day off).

Holiday Pay/ Paid Day Off amount is calculated by adding up total hours worked in the previous four weeks and dividing by the total 20.

I.e.: 30hrs per week x 4=120/20=6hrs at regular pay rate.

Full details concerning Holiday Pay/Paid day off can be found on the Ministry of Labours website:

<http://www.labour.gov.on.ca/english/es/pubs/guide/publicolidays.php>

On Call Procedures

Business in the Village of Blue Mountain is determined by season, special events, weather etc. Therefore it is often hard to predict the volume of business on any given day. At times staff members may be scheduled as "on call". This allows us to ensure we have adequate levels of staffing during time of uncertainty.

On call shifts are considered a regularly scheduled shift and therefore staff members must show up. Failure to do so could result in a write up, suspension or termination. Staff members "on call" will only start a shift if asked by management, start time will be determined based on volume of business. Staff members will not be asked to wait longer then 1 (one) hour to start the "on call" shift. If a staff member is not required to start, Rusty's will provide this staff member with a meal and non alcoholic beverage.

If a staff member is scheduled for 4 consecutive "on call" shifts and is not asked to start, this staff member will be entitled to a \$50 gift card redeemable at Rusty's.

Smart Serve

Although it is not required for payroll, all front of house staff members must have a valid Smart Serve Number to be an employee of Rusty's. Smart Serve provides a standard method of delivering a responsible service training certificate program to all individuals in the province of Ontario who serve or work where alcohol beverages are sold and served.

This program teaches the responsibilities and obligations under the law that all staff members must follow while employed at Rusty's. It also teaches proactive approaches to preventing alcohol related problems and how to recognize signs of intoxication.

These are a few of the important rules covered under Ontario's liquor laws:

Do:

- Make sure that you understand the Liquor Licence Act and Regulations.
- Encourage responsible drinking.
- Post your Liquor Sales Licence or Special Occasion Permit.
- Train your staff in responsible serving practices. Have all staff take the Smart Serve Responsible Alcohol Beverage Service Training program.
- Serve alcohol only within the allowed hours.
- Serve and promote food and a variety of non-alcoholic drinks.
- Sell and serve only liquor that was bought on the permit through the Liquor Control Board of Ontario (LCBO), The Brewers Retail (The Beer Store), or liquor manufacturers' authorized retail store.
- Make sure that the number of people on the premises is within the lawful capacity.
- Check the identification of people you suspect are under 19 years of age. It is recommended that ID be checked for anyone who looks under the age of 25 years.
- Ensure that employees serving liquor are at least 18 years of age.
- Create and enforce house policies that promote responsible service and moderate drinking practices.
- Assign a trained staff member to monitor the door.
- Ensure that the facility meets health and safety requirements.
- Arrange alternative transportation for guests who need or request it.

Don't:

- Allow guests to drink and drive.
- Let people under the age of 19 drink.
- Encourage excessive drinking or serve alcohol to anyone you suspect may already be intoxicated.
- Permit drunken, quarrelsome, violent or disorderly conduct.
- Permit anyone in a licensed establishment to hold, sell, distribute or use illegal drugs.
- Serve smuggled, homemade or watered-down liquor.
- Allow guests to take out or bring in liquor.

- Raffle liquor or hold contests that involve buying, drinking or winning liquor.
- Discount the price of alcoholic beverages.
- Allow noise from the premises to disturb the neighbours.

Hours of Operation

Liquor may be sold and served during the following hours:

Licensed establishments:

- Monday to Sunday: 11 am to 2 am
- New Year's Eve (December 31): 11 am to 3 am

Special Occasion Permit events:

- Monday to Saturday: 11 am to 1 am
- Sunday: 12 noon to 1 am
- New Year's Eve (December 31): 11 am to 2 am

Legal Drinking Age

In Ontario the legal age to drink alcohol is 19 years old. The legal age to serve alcohol in a licensed establishment is 18 years old. "Serving alcohol" includes taking drink orders, taking payment for alcoholic beverages, stocking the refrigerator or bar area, and bartending.

What are the acceptable forms for Age Identification?

The only acceptable forms of age identification include:

- an Ontario driver's licence with a photo
- a Canadian passport with a photo
- a Canadian citizenship card with a photo
- a Canadian armed forces card with a photo
- an LCBO BYID photo card
- an Ontario Health Card (may be presented, not asked for)



Employee Agreement

NAME: _____

Date: _____

I acknowledge and understand that as a condition of my employment at Rusty's at Blue I may not request vacation time between the Dates of December 20, 2012 and March 31, 2013 (this includes Christmas eve, Christmas day, Boxing day, New Years Eve or day, spring break) ____

I acknowledge that employment at Rusty's at Blue is based on seasonal demand and I may be released from employment during slow business periods. (For example: after March break, or Labour Day.) ____

I acknowledge that during busy periods I may be asked to work over forty-four hours a week – but not over sixty hours. ____

I acknowledge that breaks must be taken during less busy times of the shift. (Before or after Lunch and Dinner service) Break periods are to be determined by the shift manager (Preferably 15 minutes before and 15 minutes after service). ____

I have read and understand Rusty's scheduling and 'on call' policy procedures ____

I have read, understand and agree to comply with the rules and instructions in the employee package I have received. I also understand that failure to comply with the rules in this package may result in my release of employment from Rusty's at Blue. ____



Fire Safety Plan:

I acknowledge that I have had access to the fire safety plan and understand the contents and procedures.

I have a clean understanding of all fire routes, exits, pull stations, extinguishers, and in case of a fire I must follow the fire safety plan.

I understand that I must call & notify the BMR security prior to arrival of emergency vehicles so the village gates are open in-case of a fire. 705-445-0231 ext. 8911

Name: (please print) _____

Signature: _____

Date: _____



ATTENTION NEW STAFF MEMBERS:

Payroll Information

Due to the volume of new applications and employee information being processed, any hours clocked by new employees before December 11th 2012 will be applied to the next pay period (December 31st 2012).

Thank you,
Rusty's at Blue Management Team.

I _____ have read and understood the above payroll information.

Signature: _____

Date: _____