



Welcome To Our Team!!

We look forward to the opportunity to work with you and want you to know that we recognize our employees as our most valuable resource. Our continued success in providing the highest quality of food, beverages and service to our customers depends on having quality people like yourself and your fellow employees. We want you to enjoy your time here and are committed to helping you succeed in your new job.

Customer Service

Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption.

Your employment is At-Will

At-will means that an employer **can** terminate an **employee** at any time for any reason, except an illegal one, or for no reason without incurring legal liability. Likewise, an **employee** is free to leave a job at any time for any or no reason with no adverse legal consequences.

Hiring

We hire 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 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

Payroll Deductions & Change of Address

ACH of America, LLC. Is our payroll provider. You can contact ACH with any questions regarding payroll, deduction, taxes, garnishments etc.

They are located in Altamonte Springs, FL and their phone number is 407-788-7112



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You can also access your pay history at www.achcorp.com. Once you log in, click on “employee” and “my information” (use the same log-in as given for on-boarding)

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes, 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 contact the payroll department at ACH of America at 407-788-7112.***

As per state law, the restaurant 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.

We ask that you report any address changes to manager on duty as soon as possible so your year- end statement of income and deductions, form W-2, will be mailed to the correct address.

Non-Discrimination

Our company 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 nondiscriminatory factors.

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, no job)
- 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. Including but not limited to soup and bread.
- 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 30 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.



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- 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 or eating in unapproved areas or during unauthorized breaks.
- Not entering and exiting the restaurant through approved entrance.
- Failure to comply with Restaurant's personal cleanliness and grooming standards.
- Failure to comply with Restaurant's uniform and dress requirements.
- Unauthorized operation, repair or attempt to repair machines, tools or equipment.
- Failure to report safety hazards, equipment defects, accidents or injuries immediately to management.

Harassment

It is this Restaurant's policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

Sexual Harassment

All of our employees have a right to be free from sexual harassment. This restaurant 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 an express 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, promotion or grading a course).
- The conduct has the purpose or effect of unreasonably interfering with a person's work or educational 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.



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- 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, the Company will take immediate and appropriate action, including discipline and possible termination.

Workplace bullying, is a tendency of individuals or groups to use persistent aggressive or unreasonable behavior against a co-worker or subordinate

This type of aggression is particularly difficult because unlike the typical forms of school bullying, workplace bullies often operate within the established rules and policies of their organization and their society.

Worker's Compensation

Worker's compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with the Restaurant. An employee who is injured on the job, regardless of the severity of the injury or illness, should:

- Report the occurrence to the manager on duty.
- The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

General Rules

While the restaurant 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

In the area of social media (print, broadcast, digital, and online), employees may use such media in any way they choose as long as your actions never interfere with work commitments.

For this reason, we remind our employees that the following guidelines apply in their use of social media, both on and off duty:

- ***If an employee publishes any personal information about themselves, another employee of this restaurant, a client, or a customer in any public medium (print, broadcast, digital, or online) remember the following:***



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- The employee is respectful to co-workers, customers, clients, partners and competitors and keep in mind to make sure that your comment or blog or e mail **DOES NOT**:
- Has the potential or effect of involving the employee, their co-workers, or the restaurant 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 the restaurant 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 this restaurant's 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.

Do not ignore copyright laws, and cite or reference sources accurately. Remember that the prohibition against plagiarism applies online and, do not use any the restaurant's logos or trademarks without written consent.

Safety

We are committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never run in hallways or the kitchen, always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them.
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Pay special attention when using slicers. They are very sharp and move very fast.
- Wear nylon, no-cut gloves when cleaning slicers. If you don't have a pair, see a manager.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you're carrying anything hot. Don't be shy, yell out something like, "HOT STUFF COMING THROUGH."
- Don't put hot food or plates in front of small children and warn customer when placing a hot plate in front of them.
- 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.



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Sanitation

We are obsessed with sanitation and food safety! 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.

Keep your hands washed.

Sanitize everything

Prevent cross-contamination.

Keep food at the proper temperatures.

Store food correctly.

Cover your cough.

Make sure you prioritize when it comes to personal hygiene.

Observe and follow restaurants dress code.

Appearance - Clean and well-groomed hair. Hair pulled back off the shoulder. Well-groomed hands, fingernails and fingernail polish. Facial hair should be neat and well-trimmed.

Cellular Phone Use Policy

Cell phones can be a distraction in the restaurant. To ensure the effectiveness of day-to-day management tasks such as directing employees, customer interaction, staff meetings and other job-related activities, management employees are asked to not use their cell phones unless it is an emergency that requires immediate attention, the cell phone may be carried in the restaurant as long as it is on vibrate mode.

Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints 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 complain:

- 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 you care and that this isn't the kind of experience you want them to have at our restaurant.



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Management / Employee Relations

Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that “management is never too busy to be informed of work-related problems, complaints or disputes of any employee.”

If you have such a problem, you should promptly talk to your manager on duty, they will listen in an open, objective and courteous manner. We want to understand and solve the problem. If the problem is not resolved to your satisfaction, you should take up the matter with the general manager.

Teamwork

We cannot achieve our goals and provide the highest levels of service to our customers without working together as a team. Teamwork basically boils down to common courtesy and common sense. If a co-worker is overloaded and you're not, help them in any way you can. It's only a matter of time before they will return the favor. Pitch in to help a customer whether they are technically yours or not. If another employee hasn't quite caught on to something and you have, ask if you may suggest another way to do it. Genuine teamwork makes for a much more enjoyable and satisfying work experience and results in happier (and more generous) customers.

Communication

It is important for every employee to have a good sense of “what's going on” in the Restaurant. It is management's responsibility to keep everyone informed of ongoing changes and news affecting the Restaurant and our people.

Accidents and Emergency Situations

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency. Be involved, be alert. See something, say something.

Solicitation

Employees - There should be no solicitation or distribution of literature of any kind by any employee during actual working time. There should not be discussions about politics, religion, culture differences.



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Acknowledge:

I acknowledge that I have received a copy of the Lilly's on the Lake Leased Employee Handbook. I understand that this handbook replaces any and all prior verbal and written communications regarding Lilly's on the Lake working conditions, policies, procedures, appeal processes, and benefits with the exception of the ACH employee handbook emailed during the onboarding process when initially hired. I understand that I am a lease employee employed by ACH who can be contacted at: 407-788-7112. Address: 777 E. Altamonte Dr. Altamonte Springs, FL 32701.

I understand that the working conditions, policies, procedures, appeal processes, and benefits described in this handbook are confidential and may not be distributed in any way nor discussed with anyone who is not an employee of Lilly's on the Lake.

I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with Lilly's on the Lake.

I have read and understand the Standards of Conduct expected by Lilly's on the Lake, and I agree to act in accord with these Standards of Conduct as a condition of my employment.

I understand that if I have questions or concerns at any time about the handbook or the Standards of Conduct, I will consult my immediate supervisor, my supervisor's manager, or the owner for clarification. I also understand the contents of the employee handbook may change at any time.

Please sign below to acknowledge receipt of the employee handbook.

I _____ (Employee's Name) Have read and understand the HR rules provided to me during this presentation.

_____ Date _____



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I, _____, (hereinafter "Employee") as a leased at will employee of ACH agree that I will utilize my best judgment and ethical practices while employed by LOTL, including but not limited to:

1. At no time shall Employee provide any gratuitous items for guests of LOTL without management approval (food, drink, small wares, decorations, etc.);
2. At no time shall Employee utilize any items owned by LOTL for Employee's own personal use;
3. Employee shall maintain a positive demeanor and attitude at all times with guests, management, and other employees of LOTL.

In the event Employee provides any guest or other employee of LOTL with any items for which they have not paid, Employee shall reimburse LOTL the full face value amount of any items given away gratuitously without management approval. Said reimbursement is not in lieu of other possible disciplinary action such as termination of employment. Employee acknowledges that he/she shall reimburse LOTL in a timely fashion, not to exceed 60 days from the date of the charges and that LOTL shall have the option, at their choosing, to garnish my wages in part or in full, as a means to obtain reimbursement.

In the event LOTL deems it necessary to pursue legal action against Employee to enforce the provisions of this agreement, Employee acknowledges that he/she shall be liable for all attorneys' fees, costs, and suit monies associated with LOTL's enforcement of this agreement.

Furthermore, should Employee be terminated from his/her employ with LOTL for any reason, Employee shall not disclose to any other LOTL employees, either currently or previously in the employ of LOTL, anything related to Employee's termination or matters pertaining to LOTL in any manner whatsoever.

Name:

(Print): _____

Signature: _____

Date: _____



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Video/Audio/Photo Release Form

Name of leased

Employee: _____

I grant to Lilly's on the Lake, its representatives and employees the right to take videos, audio, and/or photographs of me in connection with the above-identified subject. I authorize Lilly's on the Lake its assigns and transferees to copyright, use and publish the same in print and/or electronically.

I agree that Lilly's on the Lake may use such videos/audio/photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

I have read and understand the above:

Signature _____

Printed name _____

Group Name (if applicable) _____

Date _____

Signature of parent/guardian _____ (if under age 18)



DRUG AND ALCOHOL POLICY

TESTING CONSENT FORM

I _____, voluntarily consent to submit a blood, breath and/or urine specimen under the direction of medical and laboratory personnel retained by or under contract with Lilly's on the Lake or any Lilly's on the Lake affiliated company. I understand that this sample will be used for the purposes of conducting a chemical analysis to determine if I have engaged in the use of alcohol, controlled substances, or illegal drugs. I further give my permission to testing agencies to release the test results to Lilly's on the Lake. This examination is being conducted pursuant to the Lilly's on the Lake Drug and Alcohol Policy. I understand that my failure to cooperate with the Company's drug/alcohol testing program and/or failure of the drug test will disqualify me from consideration for employment with the Company, or if I am currently employed, will result in my termination. I understand that the personnel conducting the tests are not employed by Lilly's on the Lake, and that Lilly's on the Lake is not responsible for any claims, changes, or causes of action which may arise from the operation of the laboratory testing equipment, the taking of testing samples, the laboratory's interpretation of the test data, or the publishing and reporting of the examination results to Lilly's on the Lake.

I certify that I have read, understand and agree to the above provisions.

Employee: _____

Witness: _____

Parent/Guardian (if required): _____

Date: _____





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