

# Lilly's on the Lake



## Team Member Handbook

August, 2021

## TABLE OF CONTENTS

### Introduction to Lilly's on the Lake

Welcome to the Team.....	4
Introductory Statement.....	5
You and Your Future.....	7
What is Expected of You?.....	8
What Should You Expect.....	9
Lilly's on the Lake Principles of Success.....	10
Lilly's on the Lake Basics.....	11

### Policies

Equal Employment Opportunity .....	13
Employment Eligibility Verification (Form I-9).....	13
Probationary Period.....	17
Open Door Policy.....	18
Internal Dispute Resolution Procedure.....	19
Employee Files.....	20
Vacation.....	20
Break Time.....	21
Smoke Break.....	21
Family and Medical Leave.....	22
Military Leave.....	24
Domestic Violence Leave.....	24
Bereavement Leave.....	26
Employee Relations.....	27
Employee Transfers.....	27
Insurance.....	28
Drug-Free Workplace & Drug Testing.....	31
Sexual Harassment & Non-Fraternization.....	35
Attendance and Punctuality.....	38

Uniform Shirts/ Retail Shirts.....	39
Personal Appearance.....	40
Personal Hygiene.....	44
Good Sanitation Practices.....	45
Gracious Hospitality Job Standards.....	46
Insubordination & Respect.....	52
Cell Phone Policy.....	54
Lost and Found Procedures.....	55
Team Member Meal Policy.....	55
Termination, Discipline & Rules of Conduct.....	56
Rehires.....	58
Safety.....	59
Emergency Procedures.....	60
Guest Accidents.....	61
Worker's Compensation.....	63
Americans with Disabilities Act.....	65
Electronic Communications Policy.....	67
Company Property Policy.....	68
Social Networking Policy.....	69
Solicitation, Distribution and Bulletin Boards.....	71
Lilly's Birthday Song!.....	72
Inspections for Prohibited Materials.....	72
Employee Verification Letter.....	74
Disciplinary Actions.....	75
Additional Information.....	75
General Information.....	76
Employee Acknowledgement Form.....	77

## WELCOME TO THE LILLY'S ON THE LAKE TEAM!

We would like to take this opportunity to welcome you to Lilly's on the Lake. We are very proud of our company and feel that having a job with Lilly's on the Lake is special. We pride ourselves on hiring the best people, those true professionals dedicated to providing our guests with top quality food, beverages and service. Lilly's on the Lake has established an outstanding reputation. Credit for this goes to every one of our team members. We hope you will find satisfaction in working with us and take great pride in being associated with our organization.

We are pleased to provide you this Team Member Handbook, and to take this opportunity to formally welcome you. This handbook will introduce you to Lilly's on the Lake's organizational goals, management philosophy and policies. Most importantly, although the Handbook is not a contract of employment, this Handbook details our responsibilities to you and your responsibilities to Lilly's on the Lake. Please take some time to read it carefully and keep it handy as a reference source. If anything is unclear, please discuss the matter with your General Manager, Manager, Chef, or Sous Chef. In addition to clarifying responsibilities, we hope this Handbook gives you an indication of Lilly's on the Lake's interest in the welfare of all who work here.

From time to time, policies, procedures, and job duties may change. Every effort will be made to keep you informed through suitable lines of communication such as postings, mailings and meetings.

Rewards and personal satisfaction gained from doing a job well are only some of the reasons most people work. Most likely, many other factors count among your reasons for working - pleasant relationships and working conditions, career development and promotional opportunities are just a few. Lilly's on the Lake is committed to doing its best to assure you of a satisfying work experience.

We extend to you our personal best wishes for your success and happiness at Lilly's on the Lake. Again, welcome!

## INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with Lilly's on the Lake and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Lilly's on

the Lake to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

The information that is included in this Handbook is intended to provide assistance to all personnel regarding their employment relationship with the company. The Handbook is not intended to be a contract, express or implied, or otherwise to create legally enforceable obligations on the part of Lilly's on the Lake, its affiliates, or its employees. The information in this Handbook supersedes and replaces all previous personnel policies, practices, and guidelines.

All employment at Lilly's on the Lake is "at will." That means that both the employees and the Company have the right to terminate employment at any time, with or without advance notice, and with or without cause. No one other than the President has the authority to alter the employment at will policy, to enter into an employment agreement for a specified period of time, or to make any employment or other agreement that modifies Lilly's on the Lake employment at will policy or other Lilly's on the Lake policies in this Handbook.

No employee handbook can anticipate every circumstance or question about policy. This Handbook is not a contract. Accordingly, as Lilly's on the Lake continues to grow, the need may arise, and Lilly's on the Lake reserves the right to revise, supplement, or rescind any policies or portion of the Handbook as it deems appropriate, in its sole and absolute discretion.

We have carefully put together this handbook to ensure that you receive the required training to do your job properly. We invite your thoughts concerning additions, deletions, and changes to the policies in this Handbook. Based on your ideas and/or experience, just jot down your ideas in the areas reserved for notes and pass them on to your supervisor.

This Handbook is the property of Lilly's on the Lake and is intended solely for use by the Company's employees. Employees may not circulate this Handbook or the policies contained herein outside of Lilly's on the Lake without prior written approval of the Company's President. If circulation of the employee handbook is found the employee may be subjected to legal indemnity as this information proprietary information.

We believe a highly trained, highly motivated associate is necessary to achieve our ultimate goal . . . a delighted Guest! A delighted Guest is one who returns. A Guest who returns ensures a prosperous future for the company and you.

There is no question that you will have a direct effect on our Guests' experience. It is imperative that you learn and understand Lilly's on the Lake systems, standards and values so that we can ensure a legendary experience for our Guests.

**YOUR ROLE:** The reputation of an organization can hinge on many things: the popularity of its services, its image or its policies. Yet we often form an opinion of a company based on an experience with a single staff member.

Likewise, many people will get their first and most lasting impression of the Company through you. Depending on the amount of public contact in your job, you are the Company to dozens and perhaps hundreds of people. Your personal qualities, such as courteousness, helpfulness, knowledge and being good at what you do, influence the public's attitude toward you, your restaurant, your company.

**PERSONNEL ADMINISTRATION:** The task of handling personnel records and related personnel administration functions at Lilly's on the Lake has been assigned to your *General Manager (GM)*. Questions regarding insurance, wages, interpretation of policies, and any other employment related questions should be directed to your *GM*. In some circumstances, you may contact the Company's Human Resource office with questions.

## YOU AND YOUR FUTURE

You are about to begin work for a company that cares. We care about the quality and sanitation of our food and establishment.

As a member of a growing community, we care about schools and community projects, and we get involved both with our time and money in supporting our communities.

We care about you as an individual. Some of you will choose Lilly's on the Lake as a career. Some of you are working with us as a stepping-stone to get you through school or are working to supplement your family's income. Whatever the individual case may be, you should work with one thought in mind . . . SELF PRIDE.

Self-pride is that slight edge that forces you to do the best job you can, no matter how insignificant it may seem, because it is a reflection on you. Self-pride is professionalism. It is the ability to enthusiastically take the initiative to get the job done and do it right. It is being dependable, outgoing, and working to better communicate with all types of people in a variety of situations.

The biggest "problem" with self-pride is that once you touch it, it doesn't leave you alone. Once you develop pride in one area of your life, it begins to nag at the other areas until it puts you in a frame of mind that requires any job you do to be complete and correct.

If, in our relationship, be it two years or twenty, we can both walk away with the satisfaction of having done the best job for each other - you as an honest, efficient, and professional associate who is an asset to yourself and to your Restaurant - and Lilly's on the Lake as a concerned employer who has the best interests of its associates in mind, then we will both be rewarded with a sense of self-fulfillment and self-pride.

## WHAT IS EXPECTED OF YOU

Our Company Goal, Beliefs, and Values are the guidelines that help run Lilly's on the Lake. As a Team Member, you must learn to make decisions based on that Goal and those Beliefs and Values.

1. OUR GUESTS - Major Attention to Quality, Service, Courtesy and Cleanliness
  - Products prepared to perfection.
  - Outstanding Courtesy: delighted Guests, greetings, smiles, and thank you's.
  - Legendary Service: the kind of service our Guests remember and talk about.
  - Excellent Personal Hygiene and Appearance: spotless attire, appropriate jewelry, make-up, and cover all tattoos.
2. OUR ASSOCIATES - Respect for the Individual
  - Work with fellow Associates. Help each other as much as possible to serve our Guests and keep our standards.
  - Respect your fellow associates by total communication of any developing problem.
  - Have pride in your Restaurant by not tolerating any arguing, slander, fighting, horseplay, stealing or any other activity that would destroy a team, the Restaurant, or in any way harm another associate or his or her family.
3. OUR COMPANY - Strive for Superiority in All Things We Do to Ensure Future Prosperity and Growth
  - Respect for restaurant property.

- Keep an eye on our costs and controls so we can continue to make a profit.
- Grow and create more jobs, more opportunity, a secure future, and a better lifestyle for all our people. This is our Company Goal.

## WHAT SHOULD YOU EXPECT?

This Company is striving for one thing . . . a better life for its entire team. If you are one of the many people who perform to the highest standards and help Lilly's on the Lake achieve its goals, you will be rewarded with higher wages, company benefits, and greater opportunity.

## LILLY'S ON THE LAKE PRINCIPLES OF SUCCESS

At Lilly's on the Lake, we are very proud of the Company we've been able to grow and the reputation that has grown with our success.

We're also pleased that we've been able to provide all of our people with a safe, friendly, and professional work environment in which to build your careers and take care of your family.

Our continued success in the future will be based on the quality of our people and their adherence to the four main principles upon which we have built our Company.

**INTEGRITY:** We will always maintain the highest standards of honesty and ethical behavior when dealing with our guests, our suppliers and each other.

**PHILANTHROPY:** We will share some of the rewards of our hard work with our community.

**VALUE:** We will always err on the side of giving our guests more than they pay for.

**BALANCE:** We will not lose sight of our families or personal enjoyment as we build our business successfully.

For our team to claim "success," we must not only be profitable financially, but also achieve our goals in an honorable manner.

We always want people's description of Lilly's on the Lake to be:



*"It's a first class organization with first class people!"*

We thank you for your contribution to the Company and hope that you take pride in being a part of the success of Lilly's on the Lake.

### LILLY'S ON THE LAKE BASICS

1. We begin all decisions with our Guests and their anticipated needs in mind. This gives us an opportunity for advantage in the marketplace. The entire organization then follows through to insist in providing superior quality and service on the Guests' own terms. This means we must continually strive to honor any request of our Guests. These basic values are continually supported and reinforced by the actions of all managers who go out of their way to demonstrate concern for our Guests.
2. We give attention to service at every level of our business. This includes all internal activities. Associates who treat one another better will serve Guests better. Teamwork is critical.
3. We are intensely competitive. We watch our competition closely, so that we can be better than they are in every area, especially those that are Guest-related.
4. We understand that the primary purpose of the organizational structure is to support the system that satisfies our Guests best. This means ensuring the people closest to the guest have adequate power, authority and resources for our Guests to receive a Legendary Dining Experience.
5. We understand that if we do not make an adequate return on invested capital and an adequate profit, we will cease to be in business.
6. All our people identify defects throughout the Restaurant and protect the assets of Lilly's on the Lake.
7. Any of us who receive a Guest complaint "own" the complaint and must take initiative to remedy the problem.
8. Instant Guest pacification is ensured by all. React quickly to correct a problem immediately. Do everything you possibly can to keep a Guest. Everyone is empowered to resolve the problem and to prevent a repeat performance. Communicate with Management on all complaints - big or small.
9. Uncompromising levels of cleanliness are the responsibility of everyone. From your workstation in the kitchen to your dining room station to our office, we insist on spotless surroundings.

10. We use the highest quality ingredients for the price. We make every effort to prepare our food to perfection.
11. "Smile . . ." When we are in the Dining Room and behind the counter, we are on stage at all times. Maintain positive eye contact. Use proper vocabulary with our Guests. (Use words and phrases such as "good evening," "certainly," "I'll be happy to," and "my pleasure.").
12. Servers need to remember to keep an eye on the door, seat themselves, & inform the next server in the rotation.
13. Employees bags are all subject to search
14. There is no staff loitering at the restaurant.
15. All Silverware must be rolled in the back near the dish area.
16. Employee meals must be eaten at the restaurant, with the exception of the closing kitchen staff-who must show their meals to the manager
17. All employees must bring in their own cup.
18. Block out Policy: no one can request holidays off. If you are scheduled to work and you do not show up it is an automatic termination.
19. You are an ambassador for your restaurant in and outside of the workplace. Always speak positively. No negative comments. However, feel free to share any negative comments or positive suggestions with your Manager.
20. Be knowledgeable of restaurant information and history in order to be able to answer Guest inquiries.
21. Take pride in your personal appearance. Please see the section in this Handbook on "Personal Appearance."
22. Safety practices will be adhered to at all times. Be aware of hazards. Notify your Manager immediately so that they can be eliminated.
23. No detail is too small. Our Guests' Legendary Dining Experience is a sum total of a thousand tiny details. Make them all count for us.
24. Bartenders must have a section on slower days. Anyone found to sit there on their phone while at work and on the clock has no place working here.
25. We want positive self doer personalities!

26. All images uploaded to HotSchedules must be professional and preapproved by a manager.
27. Remember when walking the premises check the bathroom for cleanliness, pick up trash on the ground and within view.
28. Make sure if you see an unleashed dog that you ask the owners to leash their pet.

## **EQUAL EMPLOYMENT OPPORTUNITY**

It is the policy of Lilly's on the Lake to provide equal employment opportunity for all applicants and employees. Lilly's on the Lake does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, citizenship, marital status, or any other classification protected by federal, state, or local law. Lilly's on the Lake will provide reasonable accommodations when necessary. In addition, Lilly's on the Lake prohibits harassment of employees based on any of the classifications listed above.

This Equal Employment Opportunity Policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and other terms and conditions of employment. Any employee who violates this Equal Employment Policy will be subject to discipline up to and including termination of employment. Notwithstanding the foregoing, Lilly's on the Lake requires that all employees

be at least 16 years of age. In certain job functions, the minimum age is 18. Lilly's on the Lake complies with all federal, state, and local child labor laws.

Any employee of Lilly's on the Lake who believes that he or she has experienced discrimination, including harassment, in the workplace shall discuss the issue with his or her supervisor or General Manager. Employees also have the option of bringing their concerns to the Director of Operations or any other member of the executive team up to and including the President of Lilly's on the Lake. Lilly's on the Lake prohibits retaliation against individuals who bring good faith complaints about the workplace to the company's attention.

## **EMPLOYMENT ELIGIBILITY VERIFICATION (FORM I-9)**

Employers are required by federal law to complete and maintain a Form I-9 for each employee to demonstrate that the employee is eligible to work in the United States. The Form I-9 contains lists of the documents from which the employee must choose to demonstrate work eligibility. Employees must produce the original documents to their General Managers for visual and physical inspection and, if requested, permit copies to be made. If you have any questions about the form I-9, please ask your General Manager.

### LILLY'S ON THE LAKE EMPLOYMENT ELIGIBILITY VERIFICATION (FORM I-9)

Dear Team Member:

The U.S. Government enacted a law that requires you to prove your identity and your eligibility to legally work in the United States. To do this, you can show your manager the following:

#### LIST A

- U.S. Passport
- Certificate of Citizenship
- Citizen Identification Card
- Certificate of Naturalization
- Unexpired foreign passport which has proper U.S Government stamps
- Alien Registration Card with photograph

If you do not have one of the above documents, you must show your manager one document from each of the following lists:

#### LIST B

- Driver's license with picture or description

- U.S. Armed Forces discharge papers, or papers showing active reserve status
- Any state document with a picture or description
- I.D. card issued by Police Department or Driver's License Bureau with a picture or description

#### LIST C

- Social Security Card
- Birth Certificate from any state
- Report of U.S. Citizen birth abroad

REMEMBER, YOU MUST HAVE ONE DOCUMENT FROM LIST B AND C

You will have to show your manager the original document and give him or her a copy for your file. If you have any questions, please ask your manager.

### **EMPLOYEE CLASSIFICATION**

Each employee of Lilly's on the Lake is designated as either NONEXEMPT or EXEMPT from the overtime requirements of the Fair Labor Standards Act (FLSA). NONEXEMPT employees are eligible to receive overtime pay in an amount equal to 1.5 times their regular rate of pay for all hours worked in excess of 40 in any given seven-day workweek (Monday through Sunday). In certain circumstances, Lilly's on the Lake and a nonexempt employee may agree to use the "fixed salary for a fluctuating workweek" method of compensation.

Each employee will also be categorized as either SALARIED or HOURLY.

**SALARIED PERSONNEL** are employees who are not temporary or probationary and who are regularly scheduled to work at Lilly's on the Lake full-time schedule of 55-65 hours or more. All salaried employees are exempt and are at will employment.

**HOURLY PERSONNEL** are employees who are not temporary or probationary and who are regularly scheduled to work less than 40 hours per week.

#### **Probationary Employee**

The term "probationary employee" is primarily used at Lilly's on the Lake for employees who are in their first ninety (90) days of employment. At Lilly's on the Lake's discretion, the probationary period may be extended for an additional period as deemed necessary by management. If a probationary period is extended beyond 90 days, the employee will be notified in writing as to the reason for the extension of the probationary period. An employee may also be placed back on probation, if necessary for disciplinary purposes, from time to time during their career with the Company.

### **Full Time Salaried Employee**

A person who successfully completes the probationary period and who works at least 55-65 hours per week for 50 weeks per year (at least 1,600 hours per year).

### **Part Time Employee**

A person who successfully completes the probationary period and who works less than 40 hours per week for 50 weeks per year (less than 1,600 hours per year).

### **Tipped Employees**

Pursuant to federal law, Lilly's on the Lake claims a "tip credit" towards the minimum hourly wage for servers and other bona fide tipped employees.

1. Lilly's on the Lake currently pays its tipped employees in Florida a cash wage of \$5.03/hour. The cash wage may increase each calendar year to the extent Florida's minimum wage increases each calendar year. Lilly's on the Lake claims a "tip credit" in the amount of \$3.02 per hour which is the maximum tip credit permitted by Florida law.
2. The tip credit claimed by Lilly's on the Lake cannot exceed the amount of tips actually received by the tipped employee.
3. All tips received by the tipped employee are to be retained by the employee except for a valid tip pooling arrangement limited to employees who customarily and regularly receive tips.
4. The tip credit will not apply to any tipped employee unless the employee has been informed of these tip credit provisions.

At the conclusion of each shift, all tipped employees must declare 100% of credit card and retained (cash) tips to management to ensure accurate reporting. If the company learns that a tipped employee underreports his or her tips, the employee will be disciplined up to and including termination. In addition, the employee may be converted to a regular hourly non-tipped employee and will be paid the applicable minimum wage without the tip credit.

### **PROBATIONARY PERIOD**

Lilly's on the Lake attempts to hire the best people for the job. To ensure this, the Company provides for a probationary period of employment for the employee to assess the Company and the job content, and for the Company to evaluate the new person and his or her job performance. All new employees must complete, to Lilly's on the Lake's satisfaction, a 90-day probationary period beginning with the date of initial employment. At the Company's discretion, an employee's probationary period may be extended.

Lilly's on the Lake also reserves the right to place an employee on probation after their initial probationary period for performance deficiencies as part of a progressive discipline process.

Nothing in this section is intended to change the at-will employment relationship between Lilly's on the Lake and its employees. Either the company or the employee may terminate the employment relationship at any time, for any reason, with or without notice.

Florida Employees: By reading this Handbook and signing the Employee Acknowledgment Form on the last page of this Handbook within seven (7) days of commencing employment with Lilly's on the Lake, all Lilly's on the Lake employees working in Florida acknowledge their understanding that the first ninety (90) days of their employment will be considered probationary for purposes of Florida's unemployment compensation law. Lilly's on the Lake Florida employees also acknowledge their understanding that should Lilly's on the Lake terminate their employment within the first ninety (90) days because of unsatisfactory work performance, Lilly's on the Lake will not have its account charged for any unemployment benefits for which the employee may be eligible to receive under Florida's unemployment compensation law.

## **OPEN DOOR POLICY**

The philosophy of Lilly's on the Lake is that employees should be encouraged to raise their work-related concerns informally, first with their immediate supervisor, followed by any other supervisor of their choice. The Company will attempt to keep an employee's expression of concern, the Company's investigation, and the terms of any resolution confidential, recognizing however, that in the course of investigating and resolving employee concerns, some dissemination of information to others may be appropriate.

Employees are encouraged to raise work-related concerns with their immediate supervisor as soon as possible after an event that causes the concerns. Alternatively, if you believe that your immediate supervisor is not the appropriate person with whom to raise a concern, you may raise it with the General Manager for your restaurant or the Company's Director of Operations.

Employees are encouraged to pursue discussion of their work-related concerns with management personnel following the appropriate chain of command, until the matter is

resolved. It may not always be possible to achieve the results you want, but if not, the Company will attempt in each case to explain why. The Company believes that employee concerns are best addressed through informal and open communication. No employee will be disciplined or otherwise penalized for raising a legitimate question and/or concern. If you feel that your work-related question and/or concern should be formally raised, you should follow the Company's Internal Dispute Resolution procedure set forth in this Handbook.

## **INTERNAL DISPUTE RESOLUTION PROCEDURE**

The purpose of Lilly's on the Lake internal dispute resolution procedure is to allow all employees the opportunity to seek internal resolution of their work-related complaints. Our internal dispute resolution policy is intended to supplement the Company's Open Door Policy, which is for informal resolution of employees' questions and concerns. Both the dispute review procedure and its open door policy reflect the philosophy of the Company that all employees have access to their immediate supervisors or other Company supervisors and managers to express their work-related concerns and seek resolution.

Employees should file internal dispute resolution requests as soon as possible after the events that give rise to an employee's work-related concerns. An internal request should be set forth in writing with details of the employee's dispute or problem. An internal dispute resolution request should be filed with details of the employee's immediate supervisor who will review the matter and reply as soon as possible. Any employee who needs further investigation into a dispute after their restaurant manager's review should submit a written request for review of the dispute to the Director of Operations who will remedy the situation or give an employee a written answer or solution. If you still are not satisfied, you may present your written dispute to the President of Lilly's on the Lake, who will review the matter in an effort to remedy the situation.

If an employee has filed a dispute in good faith, the employee will not be disciplined or otherwise penalized because of the dispute, regardless of whether or not the employee's allegations are determined to have merit.



## **EMPLOYEE FILES**

Lilly's on the Lake maintains an Employee File for all employees, including management, regardless of their classification as probationary, part-time, full-time, hourly or salaried. Information in the Employee File must be kept up to date with correct name, phone numbers, address, email, and emergency contacts. It is the responsibility of the employee to communicate changes to their General Manager in a timely manner so that their Employee File can be updated.

Employment applications, performance reviews, written counseling forms and other employment related information is also kept in the Employee File.

A current employee has the right to review their Employee File with permission and in the presence of their General Manager or other company representative designated by the GM. No information may be photographed, recorded or removed from an Employee File without the approval of the Director of Operations. Files may not be removed from the property.

Protected health information such as medical information will remain separate from the Employee File (with the exception of doctor notes relating to a sick day or doctor's appointment) and be kept confidential at all times.

## **Late, No Call/No Shows, Vacation.**

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive lateness & absenteeism may result in disciplinary action, up to and including termination.

If you are going to be late or miss work, employees are expected to call and talk to a manager at least 2 hours before they are scheduled to work. Any employee who does not call or report to work will be considered to have voluntarily resigned from employment. If you plan to take a leave of absence for vacation, personal leave, military or jury duty, or other planned absence, your request should be submitted to and approved by a manager.

## **VACATION**

After completing one year of employment as a Full-Time employee, salaried Management employees are entitled to one (1) week paid vacation and combined sick leave.

Upon completing five years of service, Full-Time salaried employees are entitled to two (2) week's combined vacation and sick leave.

An employees' sick leave can be counted against the employee if taken prior to one year of employment.

Assistant manager, Administrative assistants or 'key' employees are not eligible for paid vacation or sick leave.

All employees must notify their supervisor in writing at least one month in advance of their desired vacation. This is to give management enough time to find a replacement while the employee is on vacation. Employees may NOT opt to "cash" out their vacation if leaving early, resigning or are fired.. A request for vacation pay must be submitted to payroll at least 30 days in advance for processing.

Vacation does not carryover from one anniversary year to the next anniversary year for any employee. Vacation is "use it or lose it". Carryover may be permitted in special situations only if authorized in writing by the Director of Operations.

### Black Out Dates

No one can request holidays off. If you are scheduled to work a holiday and you do not show up or call off you will be automatically **terminated**.

## **BREAK TIME**

All breaks must be approved by the Manager on Duty.

### **Smoke Break Policy**

- All smoke breaks must be approved by a manager
- If an employee works over a 6 hour shift, employee does not need to clock out for smoke breaks. If an employee works less than a 6 hour shift, employee must clock out for all breaks.
- All smoke breaks must not exceed 20 minutes throughout the shift day. If smoke break exceeds over 20 minutes throughout the day then employee must clock out for each break after that.
- If employee is under 18 years of age and smokes, employee must bring a parental consent letter before allowing smokes breaks.
- Federal law also requires employers to pay for short breaks an employee is allowed to take during the day. Breaks lasting from five to 20 minutes are considered part of the workday, for which employees must be paid.
- Smoking is not permitted anywhere else on company property. Smoking is only permitted at the designated area immediately outside the main employee entrance.

- The designated smoking area must be maintained litter-free. It is the responsibility of smokers to police the designated area.
- Company work rules state "Smoking other than in specifically designed areas and during specified periods of the day" will result in appropriate disciplinary action up to and including termination

## FAMILY AND MEDICAL LEAVE

Lilly's on the Lake Family and Medical Leave Policy ("FML") applies to employees who have been employed for at least 12 months and worked at least 1,250 hours during the 12 months before leave is requested. An eligible employee is entitled to up to 12 unpaid weeks of leave during any single 12-month period for the following reasons:

1. The birth of a child of the employee and in order to care for such child;
2. The placement of a child with the employee for adoption or foster care;
3. To care for a spouse, child, (under 18 years of age or unable to care for himself due to disability) or parent with a serious health condition;
4. An employee's own serious health condition, which renders the employee unable to perform his or her job function;
5. Exigency leave pertaining to military service; and
6. To care for a covered service member with a serious injury or illness in the line of duty on active duty (up to 26 weeks).

Note: An employee's FML will be unpaid except for time during the leave that may be paid under the Company's disability or vacation policies.

An employee who completes a period of FML will be returned to the same position held when leave began or to a position equivalent in pay, benefits and other terms and conditions of employment. However, the highest paid 10% of employees are not guaranteed reinstatement if reinstatement will cost the company economic injury. In such cases, Lilly's on the Lake will notify the employee as soon as the determination is made that reinstatement is not available. When notified, the employee has the option of deciding whether or not to return to work. Employees who exercise their right to take FML will not lose any previously accrued seniority or employment benefits, but no such benefits will continue to accrue during FML.

Employees taking FML must use their accumulated paid vacation, if available, at the commencement of the leave period. Accumulated vacation time will be applied against the 12-week period specified by this policy. For example, an employee who is eligible for a 12-week leave and who is entitled to two weeks paid vacation must use the two weeks vacation, which will run concurrently with the leave. The employee will then have ten (10) additional weeks of unpaid leave in accordance with this policy. During FML, employees are required to report to their supervisor **every two weeks** to verify their status and when they expect to return to work.

## **BIRTH, ADOPTION, OR FOSTER CARE PLACEMENT LEAVE**

An employee must provide 30 days advance notice before the date on which the leave would begin. If the employee is unable to provide 30 days of notice, for reasons beyond his or her control, notice must be provided as soon as possible. If a husband and wife are employed by the Company, they are together entitled to a combined total of twelve weeks of leave if the leave is taken because of birth or adoption. Leave may be taken within 12 months of the birth or placement of the child.

## **SERIOUS HEALTH CONDITION**

Employees must provide 30 days advance notice of a leave for a serious health condition, or notice as soon as possible. If a leave is foreseeable because of planned medical treatment, employees must make a reasonable effort to schedule the treatment in a manner, which does not disrupt the Company's operations.

## **MILITARY EXIGENCY LEAVE**

FML may be taken for any qualifying exigency arising out of the fact that a covered military member is on active duty or call to active duty status. The employee must provide notice of the need for leave as soon as practicable. Qualified exigencies include, but are not limited to, issues arising from a covered military member's short notice deployment; military events and related activities, certain childcare activities (such as arranging for alternate childcare) arising from the active duty or call to active duty status of a covered military member, and making or updating financial and legal arrangements to address a covered military member's absence.

## **MILITARY CAREGIVER LEAVE**

Military caregiver leave may be taken by an eligible employee to care for a covered service member with a serious injury or illness. An eligible employee includes the spouse, son, daughter, parent or next of kin of a covered service member. Military caregiver leave may be taken for up to 26 weeks in any single 12-month period.

Please contact your General Manager or the Director of Operations should you have any questions regarding FML pursuant to the Family and Medical Leave Act and this policy.

## **MILITARY LEAVE**

Pursuant to the Uniformed Services Employment and Reemployment Act, an employee entering military service or reserve duty, including training, in any of the United States uniformed services will have his or her return to their position and seniority protected. Upon completion of a military leave, an employee must immediately report back to his or

her job with Lilly's on the Lake. An employee's failure to report back to their next regularly scheduled shift following military leave will release Lilly's on the Lake from its reinstatement obligations.

Members of the National Guard or any branch of the Armed Forces Reserves required to attend training, will be, upon written request from the Commanding Officer of the unit or a copy of the official orders, granted a military leave of absence without pay for the period required. Lilly's on the Lake allows but does not require employees on military leave to use their earned vacation time to receive pay for military leave. Also, employees who participate in weekend military training are expected to and will be scheduled to work a weekly shift.

Military leave will not result in loss of benefits.

### DOMESTIC VIOLENCE LEAVE (FLORIDA EMPLOYEES ONLY)

An employee who has been employed by Lilly's on the Lake or any of its affiliates for three (3) months or longer is eligible to take up to three (3) working days of unpaid leave ("Domestic Violence Leave" or "DVL") in any twelve (12) month period if the employee or a family or household member of the employee is the victim of domestic violence or sexual violence to enable the employee or family or household member of the employee to:

- Seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating violence, or sexual violence;
- Obtain medical care or mental health counseling, or both, for the employee or a family or household member to address physical or psychological injuries resulting from the act of domestic violence or sexual violence;
- Obtain services from a victim-services organization, including, but not limited to, a domestic violence shelter or program or a rape crisis center as a result of the act of domestic violence or sexual violence;
- Make the employee's home secure from the perpetrator of the domestic violence or sexual violence or to seek new housing to escape the perpetrator; or
- Seek legal assistance in addressing issues arising from the act of domestic violence or sexual violence.

### Procedure

An employee seeking DVL must provide his or her employer appropriate advance notice of the leave unless imminent danger to the health or safety of the employee or to the health or safety of a family or household member of the employee prevents the employee from giving advance notice.

The company may require the employee to provide sufficient documentation of the act of domestic violence or sexual violence including, without limitation, a written statement verifying that the employee or a family or household member of the employee is or has been a victim of domestic violence and requires leave for one or more of the above-stated purposes.

Eligible employees must use vacation time, if available, to convert the unpaid DVL to paid DVL.

The company will maintain all documentation pertaining to the employee's DVL in a confidential file.

### **Job Reinstatement**

Unless an employee's job has been eliminated or changed while the employee is out on DVL, upon the employee's return from DVL, the employee will be restored to the employee's original or equivalent job position with equivalent pay, benefits and other employment terms.

### **Additional Information**

For further information or clarification about DVL, please contact your *General Manager* or the *Director of Operations*.

## **BEREAVEMENT LEAVE**

**Hourly Employees-** The duration of your bereavement leave should be discussed with and approved by your *Manager* and may be influenced by such factors as the distance traveled and responsibility for arrangements. Duration should be no more than seven (7) days from date of notification. If you do not return to work after seven (7) days, at the discretion of the *General Manager*, the job becomes open and can be filled, and your employment may be terminated. Bereavement leave for hourly employees is unpaid.

**Salaried Employees-** When a death occurs in a salaried employee's immediate family, the employee may take up to three (3) days off with pay to make funeral arrangements and/or to attend the funeral. Immediate family is defined as grandparents, parents, spouse, sister, brother or children. Additional unpaid time off may be granted depending on the circumstances such as distance and the individual's responsibility for funeral arrangements.

In all cases, the *Company* may require verification of the need for the leave, such as an obituary or contact information for the funeral home.

## **EMPLOYEE RELATIONS**

Lilly's on the Lake's policy about labor unions representing our team members is that unions are not needed. Our company values ensure individual rights and opportunities. We provide a climate where individuals can improve their quality of life and their career goals by working together serving our guests. Further, we support and practice open communication between employees and management. This allows us to speak directly to each other without the interference of an outside third party, which has no real stake in the future of Lilly's on the Lake and our team. However, nothing in this policy is intended to interfere with or restrict a person's or union's rights as set forth in the National Labor Relations Act.

## **TRANSFERS**

Lilly's on the Lake encourages career and lifestyle development through transfers from one Lilly's on the Lake Property to another.

In order to affect a transfer, an employee must first get approval from their current General Manager or Supervisor. An interview process will be established at the new location and a qualified employee will be allowed to interview for an available position at the new location. There is no guarantee any employee will receive the desired, or any other position by virtue of previous employment with the company.

The General Manager will be the final determinant of eligibility of the employee at the new location should the employee be accepted. The new location will work to avoid any inconvenience to the prior location, prior to the employee transferring.

It is the responsibility of the receiving unit or department to coordinate the transfer of employee records and notify payroll of the effective date of the employee transfer.

## **INSURANCE**

Through ACH, our Human Resources and Payroll Company, Lilly's on the Lake offers group health insurance for eligible, full-time salaried personnel. Eligible employees must complete a health plan enrollment form. Late applications will require proof of insurability and approval of the plan administrator. Insurance coverage becomes effective upon the first day of the first month after commencement of full-time employment.

The details of your group health insurance plan are covered in a separate insurance booklet and will determine coverage, eligibility, etc.

Under the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), certain employees and covered dependents may continue group health insurance coverage at their expense for a specified period upon the occurrence of certain qualifying events such as termination or reduction of hours to part-time or hourly status. Employees are not eligible for COBRA benefits if they are terminated for gross misconduct. It is the responsibility of employees to inform the company of changes in their marital status and/or number of covered dependents so that we may inform them of their rights under "COBRA" if a qualifying event occurs.

### **Hourly Staff Insurance**

In conjunction with our insurance carriers, Lilly's on the Lake has developed a series of health and wellness insurance policy options for hourly employees. These policies are contracted directly between the insurance carrier and the employee. Lilly's on the Lake does not compensate hourly staff for health insurance premiums. Please consult with your



General Manager or the Company's Director of Operations to get information on plans available to hourly employees.

## **STAFF BENEFITS AND POLICIES** **(INCLUDES HOURLY MANAGERS)**

### 1. Introduction.

At Lilly's on the Lake, our people are our most important asset. This belief places a great responsibility on everyone in management to insure our staff members are well trained and have a chance to grow with our company.

### 2. Program Objectives.

The following are objectives for the Staff Development and Compensation Program:

- Communicate with our staff members about their performance and pay.
- Discuss a staff member's performance strengths and areas that need improvement.
- Build individualized training programs to develop our staff.
- Pay fairly for performance in our Staff Compensation Program.

Below are listed the steps to proceed a staff member's evaluation.

- A. Written performance evaluations and training programs are to be completed or revised on a scheduled basis, commensurate with the staff member's length of service.
- B. Before discussing pay increases with staff members, review the increase with your Director of Operations for approval.
- C. Complete a written staff evaluation form and payroll change form for signature by your General Manager and Director of Operations.
- D. Submit payroll changes to the Payroll Department two weeks ahead of the scheduled increase date to allow for proper processing.

Note: Pay increases are not completed until staff members receive the money in their paycheck. This should take two or three weeks, and never more than four weeks. Management must be sure to follow up and insure the staff member receives their pay increase.

Thought development and fair compensation play a large part in building staff morale and performance. The following program guidelines are designed to help you in this important area.

### 3. Program Guidelines

- A. Staff members must receive a performance evaluation on a scheduled basis (commensurate with length of service); however, increases in pay are given at a Restaurant Manager's discretion.
- B. Pay increases are based on job performance. A Change of Rate Request must be completed and accompany a pay raise.
- C. Starting pay and wage rates will vary due to restaurant location and other factors which affect our goal to hire and retain staff members with self-pride and outstanding performance.
- D. All managers who have worked with a staff member should discuss the performance of any employee who is recommended for a pay increase.

## **DRUG-FREE WORKPLACE AND DRUG TESTING**

Alcoholism and the use of illegal drugs have become one of our nation's greatest problems. Unfortunately, these problems carry over into our workplace. Lilly's on the Lake does not believe it should accept any risk to the safety of our employees and Guests, or compromise the quality of work or productivity, which results from the use of alcohol or illegal drugs. Applicants will be required as a condition of employment to agree to random drug/alcohol

testing, if requested by Management. Lilly's on the Lake demands employees report to work without any illegal drugs, controlled substance or alcohol in their bodies.

Lilly's on the Lake reserves the right to request any employee or job applicant whom we feel has consumed alcohol, illegal drugs or controlled substances, to undergo drug/alcohol testing which will confirm or deny the presence of any drugs or alcohol in the body. An applicant who refuses to agree to a random drug/alcohol test shall be ineligible for hire. Also, employees who refuse to take a drug/alcohol test if requested by management may be terminated at once.

Employees injured on the job whose Drug/Alcohol test is confirmed positive or who refuse to, or fail the test, will forfeit all workers' compensation benefits, both medical and indemnity. Additionally, the employee may be disciplined, up to and including termination from employment.

Lilly's on the Lake's position is to have a safe and productive work place, not to intimidate our employees. This policy will help us maintain our highest status in the workplace.

### **DRUG AND ALCOHOL POLICY** **GROUND FOR TERMINATION**

The following misconduct is grounds for termination on the first offense:

1. Processing, using, selling, or transferring alcohol, illegal drugs, or controlled substances on company property, in company vehicles, in private vehicles parked on company property, or in work areas.
2. Testing positive for any drug or alcohol for which a drug/alcohol test is conducted.
3. Refusal to submit to a drug/alcohol test when requested.
4. Refusal to submit to a security exam, including security interviews and searches or inspection of personal property.
5. Failing to adhere to the requirements or requests of any drug testing laboratory, drug or alcohol treatment center, or counseling program to which the employee is assigned or enrolled.
6. Failure to complete any forms or statements required by the employer.

DRUG AND ALCOHOL POLICY  
EMPLOYEE LETTER

To: Lilly's on the Lake Employees  
From: info@lillysonthelake.com  
Subject: Drug and Alcohol Policy

The subject of drug abuse in the work place should be of concern to all of us. It affects the safety of us, our Guests, as well as the future of the company. Each of us has a duty and an obligation in this matter. We are all obligated to report to work in a condition suited to perform our work without endangering others. Furthermore, we have a duty to our families, our fellow employees, and to our employer to remain drug free.

It is your responsibility to read and understand our drug and alcohol policy. Our intention is not to apprehend the drug user. We are not a law enforcement agency. Our only goal is to provide a safe, injury-free environment for our employees to work and better serve our Guests. Your signature on the attached medical consent form will provide the Company with the right to support your drug-free condition.

By signing the attached consent form, you are acknowledging the Company's policy and agreeing to abide by it. You are not admitting to drug use or abuse. We are however, making a statement that this will be a drug-free company, and if you wish to continue your employment with us, you will work under this requirement.

Please return the signed consent form to your Restaurant Manager.

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

Note: Employee must complete this form each time they report for testing.

## SEXUAL HARASSMENT AND NON-FRATERNIZATION

As a part of Lilly's on the Lake's continuing affirmative action efforts and pursuant to the guidelines on sex discrimination issued by the Equal Employment Opportunity Commission, the Company endorses the following policy:

1. It is against Lilly's on the Lake's policies for any person, male or female to sexually harass another employee by:
  - a. Making unwelcome sexual advances or requests for sexual favors or engaging in other verbal or physical conduct of a sexual nature, a condition of any person's continued employment;
  - b. Making submission to or rejections of such conduct the basis for employment decisions affecting an individual, or;
  - c. Creating an intimidating, hostile, or offensive working environment by such conduct.
2. Any employee who believes he or she has been the subject of sexual harassment should report the alleged act to their GM, Director of Operations, or President. An investigation of all complaints will be undertaken immediately. The Company recognizes that every investigation requires a determination based on all the facts in the matter.
3. The reporting employee and any other employee participating in any investigation under this policy have the Company's assurance that no reprisals will be taken as a result of a harassment complaint or testimony given in regards to a complaint. It is our policy to encourage discussion of the matter in the context of an investigation, to help protect others from being subjected to similar inappropriate behavior.
4. Any employee who has been found by the Company, after appropriate investigation, to have sexually harassed another employee will be subject to appropriate discipline, depending on the circumstances up to and including termination.

Given the nature of this type of discrimination, Lilly's on the Lake recognizes also that false accusations of sexual harassment can have serious effects on innocent women and men. We trust that everyone will responsibly establish a pleasant working environment free of discrimination.

Lilly's on the Lake also enforces a "non fraternization" policy for our Managers. It applies to salaried and hourly Managers socializing after work hours with their team members. In addition, Managers and hourly employees are forbidden to date or have a personal relationship outside of the workplace. Should a work relationship move toward a social relationship, advise your GM immediately. If possible, arrangements will be made to separate your work locations. Failure to communicate the relationship to the GM or Director of Operations may result in immediate termination for both employees.

If co-workers are dating and any problems occur, arrangements will be made to separate your work locations. If the relationship develops into marriage, you will be assigned to separate work locations.

Lilly's on the Lake encourages any person to raise questions he or she may have regarding discrimination or affirmative action with their supervisor.

## SEXUAL HARASSMENT AND NON-FRATERNIZATION

### ACKNOWLEDGEMENT:

I understand that the company will not tolerate sexual and other forms of harassment. I understand that I have the affirmative obligation to report it. I also understand that unlawful harassment is grounds for disciplinary action up to and including immediate discharge.

---

Employee Signature

---

Date



## ATTENDANCE AND PUNCTUALITY

To maintain a productive work environment, Lilly's on the Lake expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the Company. If you are unable to report to work, or if you will arrive late, please contact your manager at least two hours before your scheduled shift. Talk directly to your manager. Do not leave a message. You must keep your supervisor informed about the necessary length of your absence or tardiness on a daily basis. If you know in advance that you will need to be absent, you are required to request this time off directly from your manager. This will allow time for your supervisor to schedule someone to handle your duties while you are away. Your supervisor may request a doctor's statement when you are absent in excess of three consecutive days or when repeated single-day absences occur.

It may be necessary for you to be absent from work if an emergency or illness occurs. Your manager will make a note of any absence or lateness and the reason in your personnel file.

Any unreported absence will be considered a voluntary resignation and will cause your employment to end. Excessive absenteeism, lateness, or leaving early will lead to disciplinary action, including possible dismissal.

EXCESSIVE ABSENTEEISM: In general, absences in excess of the number of vacation days provided to employees may be regarded as excessive, if one or more of the following conditions exist:

- They occur sporadically (a day here and a day there),
- They occur without a statement by a physician documenting that the absence is necessary (do not include the reason),
- They habitually occur before or after holidays, weekends and approved days off; or,
- They pose an undue hardship or economic burden on Lilly's on the Lake.

Because of the difficulty in defining what an excessive absence is, Restaurant Management will provide advance notification via progressive disciplinary action (if possible), whenever excessive absences occur.

LATENESS: Tardiness or leaving early can be detrimental to Lilly's on the Lake employees who persist at being frequently tardy will receive progressive disciplinary action up to and including dismissal.

JOB ABANDONMENT: When an employee takes time off after the request for time off was denied by their Supervisor, the absence is considered job abandonment, regardless of the number of hours or days taken and it will be treated as a voluntary resignation. Likewise, when an employee fails to call into work personally for three (3) consecutive days at the appropriate time, this absence will be considered job abandonment.

## Uniform Shirts and Retail Shirts

**Shirts** - All FOH employees should have the blue short sleeve flower print shirt from Amazon. Shirts must be in good condition. No stains or rips.

**Pants & Belts** -. Khaki pants or shorts only. Shorts must go to the knee. Absolutely no revealing shorts, biker shorts, booty shorts, etc. Pants must be clean and free of stains, rips, and faded colors.

**Aprons / Name tags**— Black aprons and name tags are a mandatory part of our server uniform. Upon being hired we will provide you with 1 apron and name tag. You can purchase additional aprons for \$10 and name tags for \$5

**Shoes** - Black non-slip shoes. Shoes must be clean.

**Appearance** - Clean and well-groomed hair. Hair off the shoulder. Well-groomed hands, fingernails, and fingernail polish. Facial hair should be neat and well-trimmed. No excessive cologne, perfume, make-up, or jewelry. No hats should be worn.

## PERSONAL APPEARANCE

Appearance is a very important facet of hospitality. The manner in which people display themselves communicates a substantial amount of information to the Guest. As a result, it is essential that we keep in mind the goal of attaining total guest satisfaction and maintain our dress and appearance standards accordingly. It is important for the staff to always be fresh, clean, helpful, courteous, and sincere. Don't forget the most important part of the uniform...your smile!

UNIFORMS: The following are general uniform guidelines:

#### BACK OF THE HOUSE STAFF:

All back of the house staff are required to wear hats and non-skid hard-topped shoes, such as Sears Die Hard Shoes or shoes for crews.

#### DISHWASHERS:

Dishwashers are responsible for providing their own pants and non-skid, hard topped, closed heeled shoes, such as Sears Die Hard Shoes, upon hire. The restaurant will provide dishwashers with either cook shirts or restaurant logo tee shirts and a hat.

#### SERVERS, BARTENDERS, BUSSERS, FOODRUNNERS:

These departments will purchase their own pants, shoes, and in some cases, shirts, according to the specifications established by the restaurant. The restaurant will provide everyone in these departments, where applicable, with one apron. If during the course of the employment, an employee wants additional shirts or aprons, they can be purchased from the restaurant.

#### HOSTS:

Follow individual restaurant guidelines.

All front of the house staff must adhere to the following guidelines:

- A. No visible tattoos or piercings (other than ears for females)
- B. Males: No earrings or expanders
- C. Females: Earrings no bigger than a nickel, maximum two per ear, no expanders
- D. No elaborate hairstyles or colors (Manager discretion)
- E. Hair and facial hair must be trimmed to within 1 inch and neatly maintained
- F. Males must be clean shaven other than "e" above
- G. Female nail polish must be clear or neutral color
- H. Visible male nail polish is prohibited

### LILLY'S ON THE LAKE POLICY AND PROCEDURE DRESS CODE STANDARDS

**I. PURPOSE:** To require staff members meet appropriate standards for personal appearance in keeping with the need to maintain a family friendly environment and adhere to the dress code. Failure to do so will result in you being sent home without pay and possible termination.

**II. POLICY:** All Lilly's on the Lake employees are required to maintain standards of personal appearance. These standards are based upon the need to provide a safe, clean environment for guest and staff.

### III. DEFINITIONS:

A. None

### IV. RESPONSIBILITIES:

A. All employees will adhere to dress code standards as outlined in this policy.

B. Supervisors are responsible for ensuring their staff maintains appropriate standards in appearance.

### V. PROCEDURE:

#### A. Uniforms and Safety Apparel

1. Uniform shirt, as provided by the employer, must be worn by staff in designated positions such as food service, maintenance and operation specialists. Staff members wishing to purchase additional uniform shirts may do so at their own expense, at cost through the restaurant.

2. Uniform clothing is not to be worn during off duty hours when an employee is engaged in other work, business or recreational activities.

3. The appearance of uniform clothing is not to be altered or changed.

4. Some duties may require employees to wear/use safety articles, or adhere to stricter and more specific requirements than those set forth in this policy.

Supervisors will inform employees who are required to wear uniforms and/or are subject to stricter and more specific requirements.

- All clothing must be clean; free of stains, wrinkles and holes.
- Undergarments are required to be worn at all times and should not be visible at any time.
- Black pants or slacks only. (jeans are not permitted)
- Solid-colored shirt (short or long sleeve) with collar for management only
- Shirt with Lilly's on the Lake logo only
- Long sleeve solid black or white undershirts can be worn under collared/ uniform shirt at all times.

#### B. DRESS

Clothing worn by staff members must be neat, clean and wrinkle free, to include the wearing of undergarments, and must project an image appropriate to a family friendly

environment. Hats may not be worn indoors by employees. Examples of inappropriate dress not permitted:

1. Floor length dresses
2. Short Skirts/short shorts (shorts must be visible below the apron)
3. Bleached, torn, patched, or un-hemmed clothing
4. Sweat pants
5. Sleeveless shirts, low cut or see-through shirts, or shirts that expose the midriff
6. Attire which advertise products or display messages or pictures which are inappropriate to the setting (for example: clothing with logos for alcoholic beverages or tobacco products).

### C. SHOES

Clean, safe, comfortable shoes must be worn as appropriate to the work area. Specific types of footwear may be required and other types may be prohibited for certain job categories. Shoes **MUST** be non-slip.

- Hose or stockings may be worn.
- Socks are required.
- Non-slip, fully enclosed shoes only. (No shoes with raised heels)
- Black sports shoes and black socks only.

### **Hairstyling and Coloring**

- Hair is to be off the collar, shoulders and away from face
- Hair should be neatly combed and arranged in a classic, easy-to-maintain style. Extreme styles are not permitted
- If the hair color is changed, it must be natural-looking and well maintained. Subtle highlighting or frosting is permitted as long as it creates a uniform look over the whole head
- Artificial eye lashes are not permitted

### **Facial Hair**

- Well-groomed uniformed goatee no longer than 'A inch in length is acceptable.
- Aside from approved styles, team members will be clean shaven every day.

### **Hand Nails**

- Nails should be kept short, clean and free of polish.

- Artificial nails or tips are not permitted.
- The only permitted jewelry is one plain band (no stones); all other jewelry including wrist watches must be removed before starting work.

### **Body Alteration or Modification**

- Tattoos must be discreetly and completely covered at all times and not visible to guests.
- Body piercings
- Earrings- no more than one per ear; stud less than 1/4 inch in diameter and hoop less than 3/4 inch in diameter are allowed (ear gauges are not allowed)
- No other visible pierced jewelry or body adornments are allowed while working

**EMPLOYEES MUST BE AWARE SOME TYPES OF JEWELRY, CLOTHING, SHOES AND HAIRSTYLES MAY INCREASE RISK OF HARM TO THE EMPLOYEE OR TO OTHERS. SUPERVISORS MAY REQUEST THAT EMPLOYEES REFRAIN FROM WEARING ITEMS THAT APPEAR TO PRESENT A RISK OF INJURY TO THE EMPLOYEES OR TO GUEST. LILLY'S ON THE LAKE WILL NOT REIMBURSE EMPLOYEES FOR JEWELRY DAMAGED WHILE ON THE JOB. QUESTIONS SHOULD BE REFERRED TO SUPERVISORS.**

### **Personal Hygiene**

- Bathing, clean and neat hair, tooth brushing/oral care and use of an antiperspirant or deodorant are required every day.

#### **D. IDENTIFICATION BADGES**

- Nametags provided by the employer must be visibly worn above the waist. ID badges shall not be altered or changed by an employee as issued. Additional nametags can be purchased for \$1.00 each. Nametag **must** be visible to guests and worn at all times.

#### **I. EXCEPTIONS**

Special permission may be granted by the supervisor to make exceptions to dress code standards for special outings or events. However, dress must be appropriate and project a professional image.

#### **E. MONITORING**

The supervisor of a work area or shift will be responsible for monitoring the dress code. Specific infractions requiring disciplinary action will be handled by the supervisor in accordance with standard disciplinary procedures and must be consistently enforced. Supervisors are expected to enforce this policy; failure to do so will result in disciplinary action.

#### **F. TERMINATION**

Upon termination from employment all uniforms, name badge and safety equipment issued by the employer will be returned to the individual's supervisor.

## **PERSONAL HYGIENE**

Lilly's on the Lake demands the use of clean hands, professional hygiene, and food service gloves. Lilly's on the Lake believes hand contact with ready-to-eat food should be avoided. However, we also realize there are certain procedures during food and beverage preparation or serving that may involve incidental direct hand contact. The purpose of this operating plan is to outline procedures that are permitted.

Management personnel are required to visually assess the health status of employees daily and to exclude or restrict employees from handling food, clean equipment, utensils, linen, and single service articles if they exhibit blatantly acute symptoms of gastrointestinal illness, or are suffering from a condition that medically disqualifies them from handling food. It is required of managers to ask employees, "should anyone be restricted from direct hand contact with food today."

## **GOOD SANITATION PRACTICES**

1. All kitchen soap dispensers are to be filled with anti-bacterial soap. All towel dispensers must be operable and full.
2. All employees are instructed to wash hands with soap for at least 30 seconds between food preparations, after using the restroom, after sneezing or touching face, hair, cuts or sores, after smoking, eating or drinking, after collecting or taking out garbage.

### **When to wash hands:**

1. Upon entering the work area.
2. Immediately before working with ready-to-eat food, clean equipment, or unwrapped single-use items.
3. After going to the toilet, wash your hands twice. One time in the restroom, one time upon returning to your station.
4. After touching parts of your body other than your hands and clean arms.
5. After coughing, sneezing, or using a handkerchief, tissue or tobacco.
6. After touching dirty utensils or equipment.

7. Between bussing a table and setting it or serving food or beverages.
8. Whenever switching preparation from raw food and ready-to-eat food.
9. Whenever you wipe your hands on your apron or uniform.
10. Any time to remove oil, grease, or to prevent cross-contamination between jobs.
11. Immediately before leaving at the end of your shift.

**How to wash hands:**

1. Rinse your hands in warm water.
2. Apply hand soap.
3. Scrub your hands and exposed arms for 30 seconds. Count it down. Concentrate on your fingertips, between your fingers, and palms.
4. Use a single service towel to dry your hands.
5. Apply hand sanitizer.

**SERVE SAFE**

Effective January 1, 2001, the State of Florida passed a law requiring that all employees who serve or prepare food in restaurants must be food certified. Your GM will make arrangements for you to attend the required class if you are not certified. You will be issued a card that is good for three (3) years.



# GRACIOUS HOSPITALITY JOB STANDARDS

## OBJECTIVES

- Our goal is to exceed the expectations of our guests in every category including service, food quality, cleanliness and gracious hospitality.
- To be more caring and friendly than any other restaurant our guests have ever visited.
- To stand out in each of our guest's minds in each step of the dining experience. Always be striving to provide a little more or make it a little better.
- To attempt to step into the shoes of each guest and treat them as you would like to be treated.
- To keep guests informed, and never wondering what's going on. Be realistic on wait times and be attentive to your guests about their food experience.
- To be perceived by the guest in the following way: " I feel very welcome here. I know they serve many guests here; however, I did not feel like a number. I did not feel rushed and it feels as though, if I were to return, they would remember me. I will remember this and tell my friends about it."
- To be personally proud of what you do, where you work, and what you represent. To be so proud that you want to tell others.

## 1. DELIVERY AND BODY LANGUAGE

### A. Goal

- Gracious hospitality is exhibited both verbally and nonverbally. Unspoken language can often be more telling than verbal conversation. Body language is "communicating without words." Your posture, gestures, facial expressions, manner, and general attitude combine to amplify the positive, warm and friendly nonverbal communication essential to gracious hospitality.

### B. GUIDELINES

1. Always stand or sit erect and look attentive. This lets people know that you are interested in helping them and that you are approachable. A guest or fellow staff member should never feel that he is intruding if he needs assistance. Always appear patient and willing to listen to any problem.
  - a. Look directly at each guest. Eye-to-eye contact is the fastest and most effective form of communication. It establishes an immediate rapport by indicating a receptiveness to listen and understand. This contact should be maintained throughout the communication.
  - b. Be attentive at all times, show genuine concern. Never ignore a guest by turning your back to them or by talking with fellow staff members. Keep any conversation with co-workers brief and business related while on the floor.
  - c. Project a friendly, concerned and respectful attitude. Your respect for the feelings of others will earn you their respect in return.

- d. Smile! Use positive facial expressions. Remember, your attitude will automatically be reflected in your face.
  - e. Some negative postures to avoid are:
    - i. Leaning on rails, counters, etc. This implies that you are too tired to be bothered.
    - ii. Crossing your arms in front of your chest. This is a blatant "do not disturb" signal, and a very defensive gesture.
    - iii. Putting your hands in your pockets.
2. Verbal communication includes not only what we say, but also how we say it. Your choice of words, tone of voice and use of polite phrases all convey a secondary message. The way you deliver your message must result in creating a positive interaction between you and the guest or staff member. Patience and empathy are essential.
- a. Be sincere. Your tone should let your listener know that you are interested and that you care.
  - b. Develop a warm, friendly tone. The way you speak should put the other person at ease.
  - c. Maintain a suitable volume. Your voice should be well modulated, never forceful or loud.
  - d. End the conversation on a positive note.
  - e. Use an appropriate polite phrase.
  - f. Use an active rather than passive approach. Be on the lookout for guests who may be confused, and offer your assistance before being asked.

## 2. TELEPHONE ETIQUETTE

### A. GOAL

- To solve the Guests' immediate need and leave them with the impression that they are glad they called.
  - o Next to face-to-face contact, the telephone serves as our most effective way of making our Guests feel comfortable and satisfied. We can never discount the ability of a simple phone conversation to formulate an individual's opinion of our restaurant. However, it is important to remember that the advantage of a facial expression does not exist. Consequently, our words and tone of voice should be selected very carefully. Constantly ask yourself, "Is this how I would want to be treated if I were a guest?" As a result, it is imperative that we employ courteous phone techniques at all times. Always "put a smile in your voice."
  - o Your goal as the information giver is to make sure that the guest has the proper amount of information to successfully enjoy a Lilly's on the Lake dining experience. By the accuracy of your information, you are responsible for linking a Guest up with the requested dining experience; inaccurate times, directions, and menu information could prove very embarrassing and disturbing to our guests.

## B. GUIDELINES

1. Always identify yourself and your location when answering the phone.
  - a. Greeting- "Good afternoon. Thank you for calling Lilly's on the Lake. This is \_\_\_\_\_, how may I help you?"
  - b. Taking a reservation:
    - Ask the potential Guest the date and time
    - Space available- take the following information:
      - o Last name (correct spelling), first name
      - o Arrival date
      - o Preferred seating time
      - o Number of people in party
      - o Special request (if any)
      - o Phone number
    - Reconfirm to Guest the date and time of reservation.
2. Always answer in three rings or less.
3. Always use words that convey a positive, optimistic outlook. To be too aggressive or too shy may prevent us from communicating what we want. Always use "please" and "thank you."
4. Remember, you may have many phone calls to handle, but our Guest is not in a hurry. Don't rush; say your words clearly and smoothly. Always give the Guest time to finish talking.
5. When asking a Guest to "hold," always do so in a polite, hospitable manner. Always give the Guest an opportunity to respond to your request. Should he respond negatively, try to obtain the Guest's phone number so that you can call him back as soon as you are free. If this fails, do the best you can to accommodate the Guest's request as quickly as possible. If the Guest accommodates your request to hold, be sure to get back to the Guest as soon as possible. All calls should be answered by the third ring.
6. Always use the Guest's name if you know it, and use "sir" or ma'am."
7. Always offer assistance, don't wait for the Guest to ask.
8. Remember to add a salutation when closing, keeping in mind time of day.
  - a. "Have a nice day."
  - b. "Thank you for calling."
  - c. "Have a nice evening."
  - d. Reconfirm to the Guest the date and time of reservation.
  - e. Explain the dress code (if any).
  - f. Closing - "Mr. \_\_\_\_\_, thank you for calling and we look forward to serving you on (date and time)."

## 3. GUEST INTERACTION

### A. GOALS

- When guests make a decision to dine somewhere, they are searching for reasons to reinforce their decision. Your job is to make our guests feel they

have made the correct decision. Give our guests a positive experience so they will remember you and your location pleasantly. Always remember that the quality of the food usually takes a back seat to the quality of the people who represent that food location.

## B. GUIDELINES

1. A Guest would rather be told something by you than to read about it.
2. When the opportunity exists, always use the Guest's name. When checking into a restaurant, write the name on the check so the service person can carry through with that name. Always remember, no matter what language the Guest speaks, he will understand his/her name when mentioned.
  - a. Be fully knowledgeable about the following:
  - b. Location of the rest rooms.
  - c. Location of the nearest telephone.
  - d. Your "special of the day."
  - e. Basic history of the restaurant.
  - f. Who your supervisor, manager, director, vice president and president are.
  - g. How to contact your supervisor.Please remember, the more you choose to learn about our company, the more you enhance your overall job performance.
3. Use your time effectively. When you decide to carry on a conversation with a fellow staff member in front of a Guest, you are telling the Guest he/she is not your number one priority. We know the Guest deserves this number one slot, so make them feel like they are. Please remember that most of what a Guest remembers is the person who impressed him the most. Strive to be that person each time!

## 4. LILLY'S ON THE LAKE FAMILIARIZATION

### A. GOALS

- Each employee will be responsible for being completely familiar with the entire restaurant and its grounds. Your training will include a complete restaurant tour to begin your orientation. It is important though, to continue to re-familiarize yourself with the restaurant from time to time. To have a Guest ask a question you cannot answer reflects poorly on yourself and Lilly's on the Lake.

### B. GUIDELINES

- It is important that each employee become familiar with the following:
  - o Restaurant address and location
  - o Operating Hours
  - o Menus
  - o Services offered (i.e. childcare, bike and kayak rentals, events)

## 5. STAFF INTERACTION

### A. GOALS

- We are a team at Lilly's on the Lake and it takes the cooperation of each and every one of us to make this restaurant the special place it is. Teamwork makes it happen and in the process can add to the pleasure of your job and make your work responsibilities easier and a lot more fun.
- Our guests demand the best. When you joined the Lilly's on the Lake staff, you wanted to be a part of the best. Now you are, and the highest standards in the industry are placed upon you. You are a link in the chain. When a link is broken, it doesn't matter how strong the rest of the chain is, the broken link will stand out. Strive to be the strong link that enhances the other team members. We are a team, not a one-man show.
- The vital link in providing the best service to our guests is our staff members. Your contact with our staff must exemplify all of the things mentioned below, because this will have a direct effect on their performance and attitude.

## B. GUIDELINES

1. Treat your coworkers like you would like to be treated... with respect. Strive to understand what each team member does in order to be patient, concerned, and understanding of each other.
2. Share a smile with a coworker.
3. We depend, sometimes with minimum communication, on each area to do their job 100 percent effectively. We should strive for this each day; however, it doesn't happen automatically. The key is constant, open communication and an awareness of each other's job.
4. Realize that we all have something different on our minds each day. While driving to work, clear your mind of the negative factors that could really spoil your day. To be positive and look for the best in each other will enhance your performance and increase your effective communication with each other.
5. Just because you may be "backstage" doesn't mean you have to turn-off the charm. Act cheerful and you'll feel cheerful. Nobody likes a grump.
6. If things aren't going well, think before you speak. Chances are if things aren't going well, you're going to need help. Getting angry or having a temper tantrum doesn't encourage help.
7. Be on time. Report to work as scheduled. The show just isn't the same without you; others will have to do your share.
8. Pitch in if you see someone needs it; freely, lend a helping hand. Open the door for a fellow staff member.
9. Share your ideas, thoughts and knowledge with others. In other words, share yourself.
10. Whenever possible, offer encouragement on performance. Catch them doing something right and tell them!
11. Always maintain eye contact.
12. Always use their name.
13. Be a good listener and react to employee situations/requests promptly.
14. When they get into a difficult guest situation, be supportive and take over when necessary.

15. Take the time to know the people that you work with...are they married? Do they have children? What do they like to talk about?
16. When you see an employee having a difficult time, go help if the situation warrants it. Do not wait for them to ask. The effect is much greater if you volunteer instead of the employee having to ask.
17. Above all, understand and appreciate the importance of each staff member's role and cheer each other on to excellence.

1. Insubordination, simply defined, is the act of willfully disobeying an authority figure. The typical way an employee can get in trouble at Lilly's is by refusing to perform an action that their supervisor, or other authority figure, requests. You can also be accused of this if you fail to follow operating or safety instructions and procedures that you have been notified of in advance. Additionally, orally refusing to do a work assignment, even if you subsequently do the work or follow the instruction/procedure, can be considered insubordination. Lastly, flagrant, open, or hostile disrespect is a form of insubordination.
2. We have a zero tolerance policy for flagrant, open, or hostile disrespect. We want Lilly's to be a safe place for customers and employees. If a manager feels that an employee is hostile, you will **be immediately terminated**.
3. If an employee has an issue, we strongly encourage everyone to ask a manager to speak in private. This way you will have the manager's undivided attention, and you can talk about the issue openly. This is the way we handle anything at Lilly's.
4. Complaining out loud and broadcasting your complaints to every employee is not acceptable here at Lilly's. If you have a complaint, you need to have a conversation with a manager. If the complaint is about one of the policies here at Lilly's, we will listen attentively, but this does not mean it will be changed. We will be upfront with you at all times. An example of open complaining would be a line cook yelling at a server because he or she has to cook gluten free pasta. These complaints should be non-existent. If this is what the customer wants, that is what the customer will get.
5. Our number one priority is to make sure our staff respects each other, and we have a safe environment for all.
6. The application process will be screened intensely. If we find violence or stealing, the applicant will not receive an interview.

Lilly's on the Lake - Gracious Hospitality Feedback

Name: \_\_\_\_\_  
 Position: \_\_\_\_\_

1. Appearance and Grooming

Strengths: \_\_\_\_\_

Could be improved by: \_\_\_\_\_

2. Delivery and Body Language

Strengths: \_\_\_\_\_

Could be improved by: \_\_\_\_\_

3. Telephone Etiquette

Strengths: \_\_\_\_\_

Could be improved by: \_\_\_\_\_

4. Guest Interaction

Strengths: \_\_\_\_\_

Could be improved by: \_\_\_\_\_

5. Lilly's on the Lake restaurant Familiarization

Strengths: \_\_\_\_\_

Could be improved by: \_\_\_\_\_

6. Staff Interaction

Strengths: \_\_\_\_\_

Could be improved by: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

**Cell phone company policy**

**Policy brief & purpose**

Our **cell phone company policy** is designed to express the company's attitude towards the use of cell phones in the workplace. We recognize that cell phones (and smartphones in particular) have become an integral part of everybody's life. We are also certain that they may be a great asset in the workplace if used correctly (for productivity apps, calendars, business calls etc.) However, cell phones may also cause problems when used imprudently or excessively.

## **Scope**

This policy applies to all company's employees.

## **Policy elements**

Despite their benefits, cellphones may be cause for significant problems in the workplace. The reasons for this include:

- The distraction of employees by regularly checking their phones
- The time subtracted from actual working hours by the mundane use of cell phones
- The interference on colleagues' jobs by speaking on the phone

Employees are allowed to use their phones:

- During breaks or at lunch hour
- To briefly check important messages
- To make brief personal calls away from the working space of guest
- To use productivity apps or other job useful tools away from guest eyes

## **Disciplinary Consequences**

Lilly's on the Lake retains the right to monitor employees for excessive or inappropriate use of their cell phones. If it is discovered that an employee's phone usage causes a decline in productivity or interferes with the smooth workflow in the workplace, the company will ban that employee from using their cell phones. For an action that constitutes a breach of security, violation of the confidentiality policy or cause of an accident the employee may face severe disciplinary repercussions up to and including termination.

## **LOST AND FOUND**

All items left unattended by a guest, vendor, or employee, including lost credit cards, must be kept in the restaurant safe or a secure location. Under no circumstances should any lost item be removed from company property without proper authorization.

When a person inquires about a lost item, management must be informed and do everything possible to positively identify the item and return it to its rightful owner.

After a six month period, all lost items should be identified with a report sent to the Director of Operations and Corporate Controller. A decision to move or dispose of the item will be made by the Director of Operation.

## **TEAM MEMBER MEAL POLICY**

### **Front of the House**

Front of the House Employees will receive a 50% discount on any employee menu, excluding beef, seafood and alcohol, to be consumed on the premises, immediately prior to or after



shift, up until closing. Food is to be ordered at the appropriate Point of Sale location and rung up on POS system prior to preparation by kitchen (similar to cash transaction by Guest). Consumption of any other food items not following the above procedure (i.e. soup, salad, bread) is strictly prohibited and will result in disciplinary action up to and including termination.

### **Back of the House**

Back of the House Employees and Management Staff are entitled to one (1) complimentary meal per shift, provided that the employee's shift is at least eight (8) hours. BOH employees and Management staff must order their complimentary meals from the employee menu and consume the meal on the premises, in a designated area, immediately prior to or after a scheduled shift. Kitchen Voids are not to be consumed as a shift meal. Food is to be ordered and rung upon POS system and paid out to "100% Employee Meal" prior to preparation. Consumption of any other food items and/or "picking" during a shift is strictly prohibited and can result in disciplinary action, up to and including termination.

### **Front and Back of the House**

All team members receive a twenty-five percent (25%) discount on their individual check when dining as a guest at Lilly's on the Lake. The team member may be asked for a current pay stub to verify his or her employment.

All employees wishing to purchase meals must purchase their items from a manager before eating the food. If caught eating food without a receipt it is grounds for immediate dismissal.

7. Employees must be on duty in excess of two continuous hours to qualify for the employee meal discount.
8. Employee meals shall be limited to one meal per shift and ordered and eaten with manager's approval.
9. Employee meals must be eaten on premises. The only exception is the back of the house night shift as sometimes they do not have time to take a break to eat their meal.
10. Drinking soft drinks from the fountain machine is acceptable if you bring in your own cup. If you do not bring in a cup you will have to pay \$.50 for a foam cup. You need to keep this cup all day. If you lose this cup you will have to pay another fifty cents. No juices, milk or canned drinks are free. You must pay full price for these.
11. Unauthorized consumption or removal of any food product from Lilly's will result in disciplinary action up to and including termination of employment.
12. Back of the house staff are authorized for one free meal consisting off the employee menu.

13. Front of the house staff are authorized for a 50% discount off the employee menu.
14. Employees can eat at Lilly's on their day off and receive a 25% discount on their food only. This isn't for the whole table.
15. If there is dead food in the kitchen window a manager and a manager only can authorize this food to be eaten on premises after it is comped in the system.
16. Any violations of this policy will result in disciplinary action up to and including termination of employment.

## **TERMINATION, DISCIPLINE AND RULES OF CONDUCT**

Due to the nature of our business and to insure our continued success, we must hold all our employees to exceedingly high standards of conduct/performance, whether it be relative to the Guests we serve or internally, between co-workers and Management. Accordingly, Lilly's on the Lake has set forth the following termination, discipline and rules of conduct policy for instances when employees fail to meet our standards of conduct/performance.

### **TERMINATION**

1. Termination - Voluntary. An employee is considered to have voluntarily terminated his or her employment with the Company when the employee:
  - a. Resigns from the Company;
  - b. Fails to return from vacation or from an approved leave of absence; or
  - c. Fails to report to work when scheduled or assigned without notice.Employees who elect to resign are asked but are not required to provide the Company with two weeks notice prior to their final day of work.
2. Termination - Involuntary. An employee may be terminated involuntarily for reasons that may include poor performance, misconduct, or violation, of the Lilly's on the Lake's rules of conduct as set forth below. These are not exclusive, but are illustrative.
  - a. Unacceptable attitude (i.e., rudeness or apathy) towards Guests or fellow employees;
  - b. Theft, taking food, giving out free food or improper handling of cash or merchandise;
  - c. Horseplay in restaurant or on property;
  - d. Drug and/or Alcohol usage (see Lilly's on the Lake's Drug and Alcohol Policy);
  - e. Profanity (directed personally);
  - f. Not showing up for a scheduled shift without calling in;
  - g. Excessive absenteeism; tardiness

- h. Sexual harassment
  - i. Fraternalization of managers (hourly and salary) with employees;
  - j. Falsification of documents/lying;
  - k. Failure to follow established safety regulations
  - l. Abuse of Team Member Meal Policy
  - m. Notoriety/adverse publicity (off-duty conduct that reflects poorly on the company);
  - n. Failure to follow the policies set forth in this Handbook; and
  - o. Other misconduct detrimental to or disruptive of Lilly's on the Lake's operations, employees or Guests.
3. Payment Upon Termination. Hourly employees will be paid through their final day of actual work. Salaried employees will be paid through their termination date, whether their termination is voluntary or involuntary. Exempt employees who give two weeks notice prior to their resignation will not be paid for any accrued time, Exempt and non-exempt employees forfeit any accrued and unused vacation upon their termination from employment for any reason.

### **DISCIPLINARY ACTION**

The Company may, at its discretion, terminate a person's employment at any time. However, in the company's sole discretion, the following progressive disciplinary steps may be used in lieu of immediate termination:

First Offense: Written warning, including the following:

- a. Stated problem, in detail, on proper discipline form.
- b. Advice on how to correct problem.
- c. Notification of consequences if problem continues.

Second Offense: Written warning, including the following:

- a. Stated problem, in detail, on proper discipline form.
- b. Advice on how to correct problem.
- c. Execute consequences as stated on previous discipline form.

Third Offense: Probation, full day or shift suspension, adversely modified schedule, and/or termination

### **IMMEDIATE TERMINATION FOR MISCONDUCT**

Although the company may use the foregoing progressive disciplinary steps to correct job-related misconduct, the Company may terminate an employee's employment immediately for the following offenses, which list is not exhaustive:

- 1. Theft, fraud, or other dishonesty.
- 2. Misusing or destroying company property or the property of another on company premises.
- 3. Unauthorized use of company equipment for off job purposes.
- 4. Violating conflict of interest rules, as defined in the stated policy.

5. Disclosing or using confidential or propriety information without authorization.
6. Falsifying or altering company records, including the application for employment.
7. Participating in a fight, altercation, or threatening physical harm to others.
8. Harassing, including sexually harassing employees, clients, or venders.
9. Violating the Drug-Free Workplace Policy, including refusing to submit to testing for Drugs and/or alcohol.
10. Possessing a firearm or other dangerous weapons on company property or while conducting company business; provided, however, that Florida employees shall not be prohibited from storing a legally owned firearm inside a car in the parking lot.
11. No call, no show/Job abandonment (i.e. walking out on a shift).

## **REHIRE**

Employees who have previously worked for Lilly's on the Lake may be re-employed, provided they meet the standard requirements and qualifications for the position and left Lilly's on the Lake with a satisfactory work record.

For a re-hire, if proper notice was given and the employee left on good terms with the management, then they may be re-hired.

## **SAFETY**

Lilly's on the Lake is committed to providing a safe work environment. However, safety in the workplace is everyone's responsibility. It is accomplished only through the cooperation of us all.

Everyone must learn safety practices and follow them. This includes complying with all safety rules and using all appropriate safety devices and personal protective equipment where applicable. Employees must report to their supervisor all safety, health, and fire hazards immediately upon discovery. If possible, they should correct the situation and then report it to their supervisor. If in doubt about a health or safety matter, associates should promptly consult the Manager. Any suggestions to prevent accidents will be appreciated.

Always be aware of things like:

1. Slippery floors, glass in food, sharp objects (especially knives), hot food and heavy lifting.
2. Be especially careful when handling hot coffee pots. Never set anything on ledges.
3. When pouring coffee at a table, pick up the cup by the handle and pour away from the table to avoid spills and burns.
4. Be alert for wet or slippery spots on the floor and clean up any spills immediately.

## 5. Let falling things fall.

All associates should report any accidents immediately to the Manager. Managers are then responsible for obtaining first aid and proper medical care, and for filling out all appropriate medical forms and Occupational Safety and Health Forms. The location of the nearest doctor and/or medical facility is posted on the bulletin board. In the event of critical injury, the Vice President of Operations must be notified immediately. If he or she cannot be reached, the General Manager or C.E.O. should be notified.

Any staff member that becomes injured on the job that requires medical attention will be required to submit a drug test for Worker's Compensation Benefits. Worker's Compensation laws require that all accidents, regardless how minor, be reported immediately to the Manager. A First Report of Injury form must be filed within 7 days. Lilly's on the Lake will submit the claim for you.

## **EMERGENCY PROCEDURES**

In an emergency situation involving an injured guest or staff member, the Manager on Duty should determine the severity and action to be taken to resolve the situation. The employee who is alerted to the injury should notify the Manager immediately and inform them of what is occurring. After the situation has been investigated, the Manager should then determine if an ambulance is needed. In the event an ambulance is needed, the Manager or you should call "911" and relay the following information while staying calm:

1. Your name and location
2. Exact location of the injured party
3. Nature of injury and if conscious or unconscious
4. Emergency help needed (ambulance, fire department, etc.)

The Manager on Duty should always be notified of your actions so he/she can assist. If the Manager is performing emergency first aid, you should follow the Manager's instructions and dial "911."

The Manager must first determine if the situation is critical and necessitates an ambulance. Severe bleeding, seizures, no breathing or pulse, are some examples of critical situations that require an ambulance, in which case dial "911" immediately.

It is important that all situations be investigated by asking observers or friends the condition of the injured; often, it may only be a fainting spell triggered by over-exertion in the sun, lack of food and too much activity. In all cases, contact your manager immediately.

In the event of a fire or explosion, go to the nearest phone and dial "911," stay calm, and relay the following information:

1. Your name and location
2. Exact location of the fire
3. Nature of the fire

After relaying your information, clear the area and begin to control the fire with extinguishers, if available. Remember, buildings can be replaced, human life cannot. For everyone's safety, familiarize yourself with the location of fire extinguishers and emergency exits.

## **GUEST ACCIDENTS**

**All accidents involving a Guest must be reported immediately to a Manager, WHETHER THE GUEST DESIRES IT OR NOT.** Types of accidents include falling, finding foreign objects in food, or Guests spilling food and drink on themselves.

When an accident does occur, make sure you take care of the Guest. Limit your comments and opinions concerning any Guest accident. If a Guest calls to report an injury sustained at Lilly's on the Lake, refer the call immediately to a Manager. The Manager should handle this complaint just as if an accident had occurred on the premises and report it to our insurance carrier.

Guests always have the "**right of way**" throughout the restaurant; step aside to let the Guest pass. This is not only good service, but important for safety reasons.

## **FIRE SAFETY AND EVACUATION**

Fire is a very dangerous situation in any building. We want to help you to be prepared for a safe response to fire. We take great strides towards preventing fires, but accidents can happen. Some basic things you need to know:

1. The local fire authorities inspect every restaurant. We react seriously to any deficiency found.
2. Our fire extinguishing equipment is inspected twice a year to insure good working conditions.
3. All of our ducts in our exhaust hoods are cleaned more often than recommended by the manufacturer.

4. Every restaurant has hand-held fire extinguishers in plain sight and labeled. Be sure to note where they are during your restaurant tour.
5. All of our exhaust hoods have automatic extinguishers in them. This will protect you in the event of a major appliance or duct fire. They can also be operated manually, but this is a decision the Manager has to make. Only operate this system if directed to by a Manager.
6. All of our restaurants are equipped with water sprinklers throughout the building. They provide added protection to you in the event of a major fire.
7. Every restaurant has a tool positioned near the rear door that will allow you to shut off the flow of gas to the building. The gas shutoff is located outside the building on the gas meter and is painted red so you can easily find it. Be sure to note where it is on your restaurant tour.
8. Do not stack paper or flammable material near the water heater. All of our heaters are gas fired.
9. Always check to see the exhaust system is on before lighting any appliance.

In the event of a major fire, your Manager will direct you to leave the building. Keep calm and help our Guests exit the building. Follow the fire evacuation plan posted in the break room.

As you can see, Lilly's on the Lake places high value in providing a safe work environment for its staff and the Guest.

## **WORKERS' COMPENSATION**

Lilly's on the Lake strives to maintain a safe working environment for all employees. We consider your safety on the job a very important matter. However, even in a safe environment, accidents can happen. That's where Workers' Compensation can be extremely helpful. This program pays your medical bills and other expenses and replaces part of your salary if you cannot work because you are injured while working.

If you suffer any injury or illness caused by your work, it must be reported to your manager immediately. If medical care is needed, Lilly's on the Lake will direct an injured employee to the nearest approved health care provider; a Notice of Injury Report will be completed by the manager. This report is then sent to Lilly's on the Lake's Compensation Carrier so your case will be handled in accordance with your state's Workers' Compensation Law.

Failure to observe this policy and to report all work-related accidents/illnesses in a timely manner could lead to loss of benefits under the Workers' Compensation Law and may be grounds for disciplinary action.

Employees injured on the job and requiring medical attention will be required to submit to a drug/alcohol test following their injury. Employees whose drug/alcohol test is confirmed positive or who refuse to take the drug/alcohol test will forfeit workers' compensation, medical and indemnity benefits. Additionally, the employee may be disciplined for refusing to take the test or for the positive drug/alcohol test up to and including discharge.

As an employee of Lilly's on the Lake, you are covered by our Workers' Compensation Insurance policy. There is a "Workers' Compensation Works for You" poster in your restaurant that explains this benefit. After reading it, if you have any questions, just discuss them with your General Manager.

Should you be injured on the job, these are the steps you should take:

1. Report your injury immediately to your supervisor (General Manager or the Manager supervising your shift). Your claim may not be paid if you don't notify your supervisor.
2. Your supervisor will direct you to a Medical Unit for initial medical care (or a hospital if appropriate).
3. If your injury requires medical attention, you will be tested for Drug and/or Alcohol usage. Should this test show a positive confirmation of drug and/or alcohol, you will forfeit eligibility for medical and indemnity benefits under your state's Workers' Compensation Law. You will also be terminated from employment.

I have read and understand the above information regarding Workers' Compensation.

---

Name (print)

---

Employee Number

---

Signature

---

Date

---

---



Parent/Guardian (if needed)

Date

# **AMERICANS WITH DISABILITIES ACT**

(Guest Access)

The Americans with Disabilities Act ("ADA") provides that public accommodations, such as restaurants, must comply with basic nondiscrimination requirements that prohibit exclusion, segregation, and unequal treatment of persons with disabilities.

## WHAT THIS MEANS TO YOU AS A RESTAURANT EMPLOYEE

### Telephone Inquiries

Servers and Hosts should be able to describe the extent of accessible features and physical barriers. Servers and Hosts should be aware that Guests who have difficulty hearing or speaking may use a special relay system that enables them to communicate through a third party.

Servers and Hosts should reply to a telephone caller who asks, "Do you hire people with disabilities?" with "Yes we do. Let me connect you with a Manager," or "Yes we do, please come in and fill out an application."

### Seating

When an accessible table is not immediately ready and the bar is inaccessible to a disabled Guest, a Host and/or Server should ask whether the Guest would like anything from the bar.

Servers and Hosts should know what tables can accommodate Guests who use wheelchairs. Additionally, Hosts and Servers need to know accessible paths from the front door to tables and from tables to the restrooms. Servers and Hosts should never push Guests who use wheelchairs unless requested to by the Guest to do so.

Servers and Hosts need to be prepared to assist Guests with visual impairments to their seats. Servers and Hosts should know that service animals, such as Seeing Eye dogs, are permitted to accompany Guests with disabilities into the restaurants. Servers and Hosts should also extend the same courtesies to a disabled job applicant waiting for an interview as he or she would for a disabled Guest.

### Menus and Food Service

Not every restaurant will have Braille menus. Consequently, Servers may be called upon to read the menu to a visually impaired Guest, particularly if the Guest is dining alone or is otherwise unaccompanied by a sighted person.

Servers may be required to present non-menu items (such as daily soups and fish) in writing for individuals with hearing impairments.

Servers should look directly at, and talk to, disabled Guests. Never assume that people with disabilities are incapable of ordering for themselves.

Servers should expect requests that items be served differently than usual. For example, Guests with limited use of their hands may request a water glass be used for wine instead of a wine glass, or they may ask to have their food (i.e., a steak) be cut into bite-sized pieces.

In conclusion, it is important that our staff be prepared to respond to the individual needs of disabled Guests. Mistakes and embarrassing situations are to be expected. Still, by politely offering disabled Guests assistance, following their leads, and providing responsive service, our staff will be able to communicate the message that all of our Guests are "Welcome."

## **ELECTRONIC COMMUNICATIONS POLICY**

Electronic media (i.e., email, voice mail, internet, facsimile machines) cannot be used for knowingly transmitting, retrieving, or storing any communication that is:

1. Discriminatory or harassing;
2. Derogatory to any individual or group;
3. Obscene, sexually explicit, or pornographic;
4. Defamatory or threatening;
5. In violation of any license governing the use of software; or
6. Engaged in for any purpose that is illegal or contrary to the Company's policies or business interests.

The computers, electronic media, and services provided by the Company are for business use to assist employees in the performance of their jobs. Limited, occasional, or incidental use of electronic media (sending or receiving) for personal, non-business purposes is permitted, provided that all such personal, non-business use should be done in a manner that does not negatively affect the systems' use for their business purposes. However, employees are expected to demonstrate a sense of responsibility and not abuse this privilege.

The company reserves the right, at its discretion, to review any employee's electronic files and messages, including email, to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy, and other company policies.

Employees have no expectation of privacy in respect of their use of the Company's electronic communication systems. Accordingly, if employees have personal, confidential information to transmit, they should use other means.

To prevent computer viruses from being transmitted through the Company's computer system, unauthorized downloading of any software is strictly prohibited. Only software registered through the company may be downloaded. Employees should contact the system administration if they have any questions.

Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system. The transmission of copyrighted music and movies is illegal and contrary to company policy. Any employee who abuses the privilege of their access to e-mail or the Internet in violation of this policy will be subject to corrective action, including possible termination of employment.

## **COMPANY PROPERTY POLICY**

Employees will have access to certain company property in the course and scope of performing their duties for the company. All files, records, customer lists, menus, recipes, gift cards, documents, computer disks, manuals, books, forms, reports, memoranda, studies, data, calculations, recordings, or correspondence, in whatever form they may exist, and all copies, abstracts and summaries of the foregoing, whether of a public nature or not, and whether prepared by an employee or not, and all other physical items related to the business of the Company such as menus, gift cards, computers, PDAs, flash drives, cellular phones, etc., are and shall remain the exclusive property of the Company and shall not be removed from the Company's premises, except as required in the course of an employee's employment, without the prior written consent of the Company. All such items, including any copies or other reproductions thereof, shall be promptly returned by all employees upon termination of their employment with the Company, or at any earlier time upon the written request of the company.

### **CONFIDENTIALITY POLICY**

Employees of Lilly's on the Lake and its affiliates will, by virtue of their employment, acquire certain non-public information with respect to, *without limitation*, the operations, customers, vendors, recipes, cost and pricing, software, hardware, trade or business practices, training materials and methods, trade secrets, technologies, marketing strategies, and know-how of Lilly's on the Lake and its affiliates (collectively, the "Confidential Information"). The Confidential Information constitutes valuable, special, and unique assets of Lilly's on the Lake and its affiliates, access to and knowledge of which is or may be essential to the performance of an employee's duties. Employees have no proprietary or other interest in the Confidential Information or in any materials prepared for or submitted to Lilly's on the Lake and its affiliates in the course and scope of their employment for Lilly's on the Lake and its affiliates, all of which shall also be deemed Confidential Information. Employees will keep as confidential any and all Confidential Information acquired by them during both the course of their employment with Lilly's on the Lake and its affiliates and after the discontinuation of the employment relationship.

## **SOCIAL NETWORKING POLICY**

Lilly's on the Lake (the Company) recognizes that employees may engage in "social networking: while on or off duty. "Social networking" for purposes of this policy includes all types of postings on the Internet, including, but not limited to, social networking sites, (such as Facebook, MySpace, or LinkedIn), blogs and other online journals and diaries, bulletin boards and chat rooms, micro blogging, such as Twitter, and the posting of video on YouTube and similar media.

Social networking also includes permitting or not removing postings by others where an employee can control the content of postings, such as on a personal profile, a blog or Wikipedia.

Employees who engage in social networking should be mindful that their postings, even if done off premises and while off duty, could have an adverse affect on the Company's legitimate business interests.

In addition, some readers may view you as a *de facto* spokesperson for the Company. To reduce the likelihood that your personal social networking will have an adverse affect on the Company, we ask that you observe the following guidelines when social networking:

- Do not engage in social networking using any of the Company's electronic resources.
- Any social networking is subject to all of the policies in our Handbook, including "Prohibited Harassment", "Prohibited Conduct", "Off-Duty Conduct", "Confidentiality of Information", "Company Property and Facilities", and "Technology and Internet Use."
- If your social networking includes any information related to the Company, please do the following:
  - Make it clear to your readers that the views expressed are yours alone and that they do not reflect the views of the Company. For example: "The views expressed in this posting are my own. They have not been reviewed or approved by the Company."
  - Do not defame or otherwise discredit the Company's products, services, management, fellow staff, guests or the products or services of our vendors or competitors.
  - Do not use the Company's logo, trademark, propriety graphics or photographs of the Company's premises or products.

You should also consider the following if your social networking includes any information related to the Company:

- The Company has spent substantial time and resources building its reputation and good will. These are valuable and important corporate assets. Before you engage in any social networking that identifies yourself as an employee of the

Company, or that identifies the Company, please consider whether you are damaging the Company's reputation. If you are uncertain, you should consult your Manager or the Corporate Office before posting.

- You are more likely to resolve complaints about work by speaking directly with your co-workers, supervisor or other management-level personnel than by posting complaints on the Internet. If you, nonetheless, decide to post complaints or criticism, avoid doing so in a way that is defamatory or damaging to the Company or any of the Company's employees. Be prepared to face possible consequences.
- The Company will, in its discretion, review your social networking activities. Please note that this Policy applies even if your social networking is anonymous or under a pseudonym. If you do engage in such social networking, you should be aware that in appropriate circumstances the Company will take steps permitted by law to determine your identity.
- The Company may request, in its sole and absolute discretion, that you temporarily confine your social networking to matters unrelated to the Company. The Company may determine that this is necessary or advisable to ensure compliance with security regulations or other laws.
- If you need clarification of any aspect of this policy, contact your supervisor or the corporate office.
- Failure to comply with this policy may lead to discipline up to and including termination. If appropriate, the Company may or will pursue all available legal remedies. The Company also may report suspected unlawful conduct to appropriate law enforcement authorities.

## **SOLICITATION, DISTRIBUTION AND BULLETIN BOARDS**

Our employees are encouraged to take an active part in civic affairs and work charitable activities. However, in order to avoid interference with work and to protect you from unnecessary annoyance - Lilly's on the Lake has a no solicitation policy to which all employees must adhere.

No Solicitation of any kind, or distribution of literature on Lilly's on the Lake property during an employee's working time, is allowed during working hours. Further, no distribution of written or printed matter of any kind is allowed in any public or working areas at any time.

For purposes of this rule, "working time" does not include break time, lunch periods or other duty-free periods of time. "Working time" does include time spent on all work tasks by both the employee attempting to engage in solicitation or distribution and the employee to whom solicitation or distribution is directed. If an employee is not certain whether an area is a work or non-work area, he or she should consult his or her immediate supervisor for clarification. Lastly, upon completion of work, employees should not remain or enter upon the Company's property unless the employee is scheduled for work, is on duty, is consuming a post-shift meal pursuant to the Meal Policy, or returns to a restaurant as a Guest (preferably two hours after a shift).

### **Bulletin Boards**

The Company has bulletin boards located on its property for the purpose of communication with employees. Postings on these bulletin boards are limited to Company-related material including statutory or legal notices, safety and disciplinary rules, Company policies, memos of general interest relating to the Company and other Company announcements. Generally, no postings other than Company-related material will be permitted on Company bulletin boards. Employees wishing to post items of the Company bulletin boards must receive prior approval from their supervisor or manager.

### **Birthday Song**

Here at Lilly's on the Lake we love our guest and we love for them to come in and celebrate special occasions. This is why here at Lilly's we have a "Birthday Song" for any guest who is



here to celebrate their birthday. Please gather other servers/host who are free and gather around the table, sing the birthday song all together and give a free small lava cake.

The birthday song is:

(Clap while singing)

**"Happy, Happy, Birthday from Lilly's on the Lake  
Happy, Happy, Birthday enjoy this birthday Cake!"**

## **INSPECTIONS FOR PROHIBITED MATERIALS**

Lilly's on the Lake believes that maintenance of a workplace that is free of drugs, alcohol, and other harmful materials is vital to the health and safety of its employees and to the success of the Company's business. The Company also intends to protect against the unauthorized removal of Company property. In addition, the Company intends to assure its access at all times to Lilly's on the Lake premises, property, records, documents, and files.

Accordingly, Lilly's on the Lake has established this Guideline concerning inspections and searches for prohibited materials and for Company property on Company premises. This Guideline applies to all people working with Lilly's on the Lake.

### **Definitions**

#### **For the purpose of this Guideline:**

"Prohibited materials" means firearms or other weapons; explosives and/or hazardous materials or articles; illegal drugs or other controlled substances (as defined in the Company's Drug-Free Workplace Guideline) drug-related paraphernalia, alcoholic beverages or Company property that an employee is not authorized to have in his or her possession.

"Company property" includes all documents, records and files relating to the Company's business; and all equipment and other property of any kind whether owned, leased, rented, or used by the Company.

"Company premises" includes all premises and locations owned or leased by the Company or under the control of the Company, including parking lots, lockers and storage areas.

"Reasonable suspicion" includes a suspicion that is based on specific personal observations such as an employee's manner, disposition, muscular movement, appearance, behavior, speech or breath odor, information provided to management by an employee, by law enforcement officials, by a security service, or by other persons believed to be reliable; or a suspicion that is based on other surrounding circumstances.

"Possession" means that an employee has the substance on his or her person or otherwise under his or her control, including personal vehicle on premises, lunch box, bags and other containers.

**Lilly's on the Lake does not issue recommendation letters. LOTL only issues an employee verification letter.**

### **Employee Verification Letter**

Lilly's on the Lake  
846 w. Osceola St.  
Clermont, FL 34711

[Date of Letter]

[Recipient's Name]

Lilly's on the Lake

846 w. Osceola St.

Clermont, FL 34711

Verification of Employment for [Employee Name]

To Whom It May Concern,

Please accept this letter as confirmation that [Employee Name] has been employed with Lilly's on the Lake since \_\_\_\_/\_\_\_\_/\_\_\_\_. Currently, [Employee Name]:

- Holds the title of [Employee Title]
- Earns a salary of [Employee's Salary], payable bi-weekly, with an annual bonus of [Amount]
- Works on a full time/part time basis. (Circle one)

If you have any questions or require additional information, please give me a call at the above number.

Best regards,

[Manager Signature]

### **DISCIPLINARY ACTION**

Employees who are found to be in possession of prohibited materials in violation of this policy, or the Drug-Free Workplace Policy, will be subject to discipline, up to and including discharge, regardless of the Company's reason for conducting the search or inspection. Management reserves the right to inspect an employee's backpack, purse or other bag an employee is carrying out of the restaurant to inspect for Company Property that should not be removed from the premises.

If an employee refuses to cooperate with a search or inspection that is based on reasonable suspicion that the employee is in possession of prohibited materials or Company

property, Lilly's on the Lake may take that refusal into consideration in determining appropriate disciplinary action. Discipline will be based on all available information, including the information giving rise to the reasonable suspicion.

Nothing in this policy is intended to prohibit a Florida employee from storing a lawfully owned gun in a locked car in the restaurant's parking lot.

## **ADDITIONAL INFORMATION**

Lilly's on the Lake does not provide pay advances on unearned wages to employees.

Employees are to park in designated areas only. Parking space is at a premium. We want our Guests to have the first choice of parking. Check with your manager for designated parking areas.

Enter and leave the restaurant through front doors only. Employees are encouraged to escort each other to their cars at night.

Handling soiled clothing on Guests: Immediately contact the Manager on duty and bring necessary cleaning materials to clean up the mess and to make the Guest comfortable. Make as little fuss as possible. The Manager will give the Guest a business card with his signature and listing the item that was soiled. We will pay for laundering when we receive the bill along with the card.

**Dos and Don'ts:** We are all human and make mistakes. However, there are certain actions that cannot be tolerated. Drinking during or before work or any drug use will result in termination. What you do or take outside of work is your business, but it becomes our business when it involves our image or reputation. (Also, refer to Lilly's on the Lake's Drug-Free Workplace Policy.)

There are various areas within the restaurant that are off limits. Behind the bar, kitchen line or in food and beverage storage areas are accessible to authorized personnel only. If you need something from these areas, please ask the appropriate person or manager for help.

Smoking is permitted only during authorized breaks and must occur outside the building in designated smoking areas for employees. Do not smoke in the presence of Guests. Employees must wash their hands after smoking.

Scheduling is done weekly. All schedule requests for the following week must be in by Tuesday night. Schedules will be posted by Friday night for the week starting the following Monday. Remember, these are requests, not demands. We will do everything possible to comply with requests, but if there is a chance our Guests may suffer because

of special requests this may not be possible. All requests must be written in the request book.

Switching schedules with anyone is not permitted unless approved by the Manager and signed by both employees involved. Management reserves the right to deny a schedule switch if the switch will result in one or both employees working overtime.

## **GENERAL INFORMATION LILLY'S ON THE LAKE**

### **HOURS OF OPERATION**

**Sunday – Thursday 11am – 9pm  
Friday - Saturday 11am – 10pm**

**MAIN OFFICE: 352 – 708-6565  
[www.lillysonthelake.com](http://www.lillysonthelake.com)**

## **EMPLOYEE ACKNOWLEDGMENT FORM**

**All employees must sign, detach and give this form to the General Manager to be eligible for employment at Lilly's on the Lake or its affiliates.**

The employee handbook describes important information about Lilly's on the Lake or its affiliates, and I understand that I should consult the General Manager regarding any questions not answered in the handbook or policies that I do not understand. I have entered into my employment relationship with Lilly's on the Lake and its affiliates voluntarily, and I acknowledge that there is no specified length of employment. Accordingly, either I or Lilly's on the Lake or its affiliates can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal, state or local law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except that no change may be made to Lilly's on the Lake or its affiliates' policy of employment-at-will. Any changes that are made will be communicated through official written notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the President or Vice President of Lilly's on the Lake and its affiliates has the ability to adopt any revisions to the policies in this handbook.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the Lilly's on the Lake and its affiliates Employee Handbook.

- **NON-COMPETES/NON-SOLICIT/NON-DISCLOSURE:** I understand that I may be required at any time to sign a separate non-competition, non-solicitation and/or confidentiality agreement as a condition of employment or continued employment.
- **EMPLOYMENT-AT-WILL:** I further understand that my employment is terminable at will, either by myself or Lilly's on the Lake or its affiliates, regardless of the length of my

employment or the granting of benefits of any kind, including but not limited to profit sharing benefits which provide for vesting based upon length of employment.

- **POLICY CHANGES:** I understand that the policies, rules and benefits described in the employee handbook are subject to change at the sole discretion of Lilly's on the Lake or its affiliates, at any time. I understand that this handbook replaces all other previous handbooks for Lilly's on the Lake or its affiliates.
- **DISCRIMINATION:** I understand that Lilly's on the Lake and its affiliates are Equal Employment Opportunity employers and that discriminatory practices, including sexual harassment, will not be tolerated.
- **SAFETY:** I pledge to be safe at all times and to immediately report, any safety violations or perceived safety problems that I observe. I understand I must report such potential safety problems to the Director of Operations under penalty of disciplinary action up to or including dismissal (NOTE: No action or retribution will be taken against an employee who reports a possible safety problem in good faith, unless the employee failed to report in a timely manner after observing the possible safety problem).

**I ACKNOWLEDGE RECEIPT OF POLICIES:** I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Lilly's on the Lake and its affiliates' Employee Handbook. I further understand that I am expected to read and understand all of the Lilly's on the Lake or its affiliates' policies, and if I require clarification on any policy issue, I must seek the assistance of the General Manager or Director of Operations.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Location

\_\_\_\_\_  
Date

**WE ARE AN EQUAL OPPORTUNITY EMPLOYER**