

Food Team Staffing

Food Team[®]



Employee Handbook

WELCOME TO FOOD TEAM STAFFING

FOOD TEAM is the nation's largest staffing agency that is exclusive to the food service and hospitality industries. Our job is to supply our clients with the professional food service and hospitality employees on a temporary, part time, full time or permanent basis. We staff all employment levels of the food service industry and hospitality industry.

Our client base includes:

- Hotels
- Restaurants
- Country Clubs
- Catering Companies
- Contract Caterers
- Hospitals
- Retirement Communities
- Sports and Entertainment Venues
- Resorts
- Convention Centers
- Private, At-Home Parties

Positions we staff:

- Cooks and Chefs
- Line Servers
- Banquet Servers
- Bartenders
- Food Runners
- Cashiers
- Concession Workers
- Dishwasher/Utility Personnel
- Demonstration Personnel
- Banquet Set-Up Personnel
- Housekeeping

At Food Team, we realize that our employees are the most important aspect of our service. We strive on being professionals, and so must you. All employees are expected to appear and conduct themselves in a professional manner in accordance with our mission statement:

QUALITY EMPLOYEES MAKE THE DIFFERENCE!

To be the premier food service and hospitality staffing agency by providing our clients with the highest level of customer service and just in time staffing solutions!

We offer our clients *three* primary staffing alternatives:

Temporary: One day to multi-day assignments in which the associate "fills in" for a period of time to cover for an ill employee, vacationing employee, or replacement of an employee that has left the client's company.

Perm Placement: Our clients sometimes place full-time job orders, asking us to identify qualified employees that meet the requirements of their positions. We will schedule the interviews for you and should you be hired, there is *no* fee to you!

Temp-2-Perm: Our clients are given the opportunity to "test drive" an associate before considering them for a full-time position. The clients will make their decision based on your job performance rather than merely on your interviewing skills. In these situations you will work for Food Team for a period not longer than 520 hours.

GENERAL INFORMATION REGARDING YOUR EMPLOYMENT

Employees hired by FOOD TEAM are OUR employees that are “leased” to our clients. This means that although you are to report to the client supervisor and follow all of the rules of their workplace and the direction of that on site supervisor-you are still working for us.

Any problems that you may have (with your check, with your supervisor, with your co-workers, etc.) need to be brought to the attention of the FOOD TEAM office-not OUR CLIENTS! You are not, under any circumstance, to engage our clients in a confrontational manner. Doing so will jeopardize your future employment with FOOD TEAM.

It is our company’s policy not to send our employees to current or previous employers. If you are offered a shift with a current or former employer you cannot accept the shift.

JOB ASSIGNMENTS

All bookings are done through the FOOD TEAM office. If you are interested in working you must contact us. It is YOUR responsibility to contact us and let us know you want to work. **DO NOT WAIT FOR US TO CALL YOU.** FOOD TEAM keeps a daily call in report for those wanting to work. Last minute bookings will go to FOOD TEAM employees who have called in first.

Note: You are NOT allowed to give your phone number to a FOOD TEAM client under ANY circumstance! All bookings must go through the FOOD TEAM office to ensure you will be paid.

Any changes in your schedule must be handled through the FOOD TEAM office. You cannot switch shifts with one another without the approval of the FOOD TEAM manager.

WORK TO THE BEST OF YOUR ABILITY. A great deal of your hours will come from the client requests. You will receive more work if a client specifically requests you. This means more money for you. Our clients appreciate good employees.

SCHEDULING

We will only schedule you for an assignment when you give us a verbal acceptance of that assignment. Friends, relatives, etc. will not be allowed to accept jobs on your behalf.

Assignments are distributed based on customer orders and your availability. Employees should call the FOOD TEAM office daily or whenever you are looking for an assignment. Keep in mind that a great deal of our business will be last minute orders. Employees calling in for work will be given these assignments.

If you know your availability on a weekly basis, please inform our office. We will put this information on your file. Also note any permanent restrictions (i.e. Can never work on Tuesday evenings because of school).

A primary service of FOOD TEAM is to offer flexibility to our clients (i.e. last minute bookings). If you do not have a cell phone or answering machine, we suggest that you get one.

Job Confirmations:

- It is *your* responsibility to confirm that you will work all job assignments. Please do so 24 hours prior to the scheduled event. You may leave us a message on our voice mail confirming that you will be working.

Job Information:

It is *your* responsibility to know the details of the assignment as follows:

- Name of Client With Complete Address – We will provide detailed driving instructions to all locations. You may pick the driving directions and event info up at our office or email it to you.
- Your Start Time.
- To Whom You Will Report
- Uniform Requirements
- Parking
- Nature of Event
- Your hourly wage

ATTENDANCE

If you are scheduled to work at a client's site and show up on time, but do not work, you will be paid an hour drive time as compensation. If you show up to a client's site and work, you are eligible for a minimum 4-hour shift. If you arrive at a client site late (one minute or one hour), out of uniform, or unprofessional the client might choose to turn you away. If the client turns you away, you will not be eligible for any compensation. NO excuses.

Back-up's:

Occasionally, we will assign additional associates to an event, in case of a last minute cancellation or no-show. Even though the event may be overstaffed, you may still be able to work. If you are not used by the client, you will be paid **1 hour "show-up" time**, provided that you were at the event 15 minutes before start time.

Cancellations:

We expect you to work all assignments that you accept. It is essential that you are well aware of your other responsibilities or commitments before accepting an assignment. If you need to cancel an event, you are to notify us ASAP, so that we can make alternate arrangements. We require 24-hour cancellation notice without it effecting your employment record.

Note: we expect that such cancellations will be for emergency reasons only, those that cannot be handled by anyone other than yourself. If a last minute emergency does arise and you will not be able to work, you are to call the office or on call cell phone immediately!

**SHOW UP FOR ASSIGNMENTS THAT YOU AGREE TO TAKE!
NO CALL + NO SHOW = NO JOB**

No Shows:

If you are a “no call/no show” (no prior cancellation) you will be terminated immediately.

There is never an excuse not to call a Food Team manager if you cannot make it to a shift. WE ARE ON A 24-HOUR ON CALL CELL PHONE!! (OUR CELL NUMBER IS ON OUR VOICE MAIL.) Do not call our client. We will try to find a replacement for you. Call outs will be acceptable in emergency situations only. If a pattern of call outs is prevalent in your file you will be deactivated; you will not be offered any more assignments.

JOB REQUIREMENTS

- You are to arrive at the job site, in required uniform, **15** minutes *prior* to the scheduled report time.
Note: While we make every effort to determine the end time of the events we are not always able to do so. Therefore, please be flexible and a team player.
- As a Food Team associate you are expected to assist the client, within reason, with any request! Due to the nature of the food service business you may be requested to assist with a variety of duties outside the specific job you are scheduled to fill. Please do so with a smile and if you have any concerns about the request, complete the assignment and call the Food Team office the *next* business day.

**TIME CARD PROCEDURES
THIS IS HOW YOU GET PAID!!**

FOOD TEAM time cards are how both you and our company are paid. Our time cards double as a “contract” with the hiring company and accordingly need to be filled out properly and neatly.

It is your responsibility to track your own hours and fill out the time card properly and completely. **FAILURE TO FILL OUT YOUR TIME CARDS PROPERLY COULD RESULT IN YOUR PAYCHECK BEING DELAYED.** You will be given time cards as needed but it is YOUR responsibility to make sure that you have a sufficient number of time cards for that pay period.

Although your time card represents a full work week, you are to use a different time card for each location that you are assigned. You may, however, use the same time card if you are working at the same location for more than one day. You are fully responsible for the completion of all the information needed on your time card before you leave an assignment.

This information includes:

- YOUR NAME (Print Neatly)
- YOUR SOCIAL SECURITY NUMBER

- CLIENT NAME (Be specific, there is more than one Marriott, etc.)
- YOUR TIME IN (Rounded to the NEXT 15 minute increment)

Time care information continued...

- THE AMOUNT OF BREAK TIME (i.e. ½ hour)
- YOUR TIME OUT
- THE TOTAL HOURS FOR THAT DAY-We do not pay for breaks
- YOUR SIGNATURE
- THE WEEK ENDING SUNDAY'S DATE
- THE CLIENT'S SIGNATURE (YOU WILL NOT GET YOUR PAYCHECK WITHOUT IT!)

Time Card Distribution:

TOP copy is given to the CLIENT

YELLOW copy is YOURS

BOTTOM "PINK" copy is to be submitted to FOOD TEAM. Note: before leaving the event site, please make sure that the 3rd copy is clearly legible.

Submitting Your Time Card:

How you get your time card to us on Monday is up to you. We suggest that you walk it in to our office and hand it to us. You may choose to mail or FAX your time card to us. If you do, please keep the following in mind:

Faxed copies are quite often very faint and hard to read. If we cannot make out your time card, you will not get a paycheck. FAX machines also run out paper. If you FAX your time card in you must follow up with a phone call to make sure that we received it and that it is legible.

The U.S. Mail is often very slow. Again, if we do not have your time card by end of business day on Monday you will not have a paycheck on the following Monday. Accordingly, we do not recommend that you use this method to submit your time card.

NOTE: You do not have to wait until Monday to turn your time card in. We accept time card any time during normal business hours. However, Monday end of business day is our deadline.

For larger events, where we are supplying more than 8-10 employees, we will provide our client with a Group Time Sheet. You will sign in and out on this Group Sheet and the client will send it to us following the event. In this case you will not need to use an individual time card.

Note: if you do not sign in and out on the Group Sheet you will not be paid for the hours worked.

PAY PERIODS AND CHECK ISSUANCE

FOOD TEAM pays our employees on a weekly basis only. Paydays are every Monday. Checks will be available anytime during business hours on Monday.

Note: generally when a holiday falls on a Monday and our office is closed, your paycheck will be available either the Friday preceding the holiday or the following Tuesday.

Pay periods & Check Issuance continued...

You may have your paycheck mailed to your home address. You **must** however request this service and sign a form releasing Food Team from responsibility if the check is lost in the mail.

A “stop payment” fee of \$29.00 will be paid by the employee should a stop payment be required, e.g. stolen paychecks, lost paychecks, checks lost in the mail.

If you believe there is an error on your paycheck, please bring your paycheck stub to the Food Team office. We will research the situation ASAP and correct any valid errors in the next week’s payroll.

UNIFORMS

Employees are required to show (in person) proof of proper uniform prior to being offered any shift. The appropriate uniform requirements are written out on a separate page.

GROOMING

In addition to always being showered and well groomed (hair, nails, etc.) before and during an event the following lists specific requirements per gender:

Male:

- Light Cologne or After Shave
- No bizzare hair color.
- Clean Shaven with no beards or long sideburns.
Note: well trimmed moustaches are generally acceptable. Goatees that are closely shaved and well trimmed may be acceptable. It is your responsibility to inform us if you have grown a goatee after applying with Food Team
- Absolutely *no* visible tattoos are acceptable. Any tattoos on the hands *must* be covered by band-aids.
- Jewelry is to be limited to: wristwatch and one ring per hand. Under no circumstances may males wear earrings while on duty.
- No tongue studs or other facial studs are to be worn while on duty and should not be worn to the job site.

Female:

- Light perfume/cologne
- No bizzare hair color.
- Light colored or clear nail polish.
Note: fingernails may be no longer than 1/2 inch.
- Hair pulled back and off the face and shoulders.
- Jewelry is to be limited to: wristwatch, one ring per hand, earrings (no larger that a dime).
Note: no dangling earrings, no matter what size, may be worn.
- No tongue studs or other facial studs are to be worn while on duty and should not be worn to the job site.
- Makeup kept to a minimum and neutral in shade/color.

WORK RULES AND REGULATIONS

Our job at FOOD TEAM is to fulfill our client's shortages of staff by providing them with top quality, professional and experienced employees. We agree to pay our staff (you) top pay for assisting our clients during these hectic periods. You are our product and our service. Your performance (or lack thereof) will directly affect our company. As a representative of our company you are required to follow all rules and regulations of both our agency and our client's. Failure to do so could result in your termination.

Phone Use:

You are not allowed phone use while in the middle of an assignment unless to contact a FOOD TEAM manager. If you carry a cell phone it is to be turned OFF until your shift is over or you are on a break. Always get approval for an appropriate area to use your cell phone.

Finishing Your Shift:

You are finished when our client informs you that you are finished. Be a team player. The time of departure we give you is an estimated time out. You need to be flexible. If you leave before the client releases you it will be considered job abandonment.

Entering and Leaving the Job Site:

All employees are required to enter and leave through the employee entrance ONLY!

Work Station:

All employees are required to stay in their assigned work areas unless given permission to leave by your supervisor. If you need to leave your workstation for any reason (restroom etc.) you are to inform our client and obtain permission prior to leaving.

Restrooms:

All employees are to use the restrooms designated for employees ONLY! You are not to use the restroom in public areas.

Breaks:

You are not on a break unless your supervisor tells you that you are on a break. Our clients will attempt to give each employee a reasonable amount of break time, however, the needs of the guest will come first. When you are on a break you are to report to the employee break room only. After your break, you are to report immediately back to your supervisor.

Phone:

If you need to use the phone you are required to obtain our clients permission and only use phones in the back of the house areas.

Eating:

You may only eat in the employee break room. Taking or eating ANY other food at any time without expressed permission of your immediate supervisor is considered stealing. If you are caught eating or taking food from our client without permission you will immediately be dismissed from the assignment and terminated from our agency.

Work rules and regulations continued...

Alcohol and/or Drug Abuse:

You are not to consume alcoholic beverages under any circumstances while working for any client of FOOD TEAM. If you are caught drinking or under the influence of drugs or alcohol you will immediately be dismissed and terminated. You are allowed to smoke while on break and only in the employee break room if allowed by the client.

Stealing:

You are not to leave our client's premises with anything that you did not bring there. This includes, but is not limited to: party favors, centerpieces, food, flowers, wine, cigars or any other belongings of the hotel or other employees. Any infraction will result in your immediate dismissal from this assignment and all future assignments with Food Team.

Arguing/Fighting:

We will not put up with petty arguments from our staff. Our client is extremely busy and does not have time to deal with it. If you have a problem or concern, you are to bring it to the FOOD TEAM manager's attention and we will assist you in rectifying the problem. Confrontations with our client or other employees will result in dismissal from the present assignment and all future assignments with FOOD TEAM.

Punctuality and Attendance:

If you accept an assignment from our agency we will expect you to be there. If you cannot make it to a scheduled assignment you are required to call our office or On-Call cell phone so that we can replace you. (Our cell number is on our business card and voice mail). Our clients order temporary employees when they are short staffed, if you no show for a scheduled shift you are putting the success of our client's business in jeopardy. No call-No shows will result in your termination from our agency. No excuses.

Uniforms:

All employees are required to arrive ON SITE in the proper uniform. We do not want you changing at the location.

ATTITUDE

APPEARANCE

ATTENDANCE

TAKE YOUR JOB SERIOUSLY!

ACCIDENT PREVENTION

“WORK SAFETY IS JOB #1”

Maintaining a safe working environment and practicing safe working practices is everyone's job. The following work rules apply to each and every FOOD TEAM employee. No exceptions will be allowed.

- When you arrive at a job assignment, look over the work area. Make sure the floor is clean and equipment is properly stored before starting your job. Incorporate safety in every job.
- Read, be familiar with and follow all safety measures presented to me in this booklet.
- Report ASAP to the on-site Supervisor any unsafe conditions or potential hazards.
- Refuse politely any work that may be harmful or that I have been restricted from doing by order of my Doctor (*it is your responsibility to advise Food Team ASAP of any such restrictions*). If the client insists, call the FOOD TEAM office and report the incident. We will remove you from the assignment and you will be paid for the time worked.
- Report ASAP to the on-site Supervisor any accident or injury that occurs. If your injury requires immediate attention you are to call the Food Team office or On-Call cell phone. (Our cell number is on our business card and voice mail)
- Read and follow operating instructions on any equipment used.
- Follow all operating instructions for any equipment that used.
- Not operate any client vehicles (golf carts or other) while working an event.
- Not participate in any type of horseplay at any time while on the work-site.
- Ask for assistance in lifting heavy or bulky objects.
- Ask the supervisor for a steel mesh glove if you are assigned to clean a meat slicer. Do not clean a slicer without one.
- Practice keeping a safe work area. If you see a spill on the floor or trash that could cause a fall, please stop and clean it up.
- Wear solid black rubber soled Safe-T-Step shoes with an anti-slip surface.
- Report any conditions to your client supervisor that you feel could cause an accident. If a safety condition is not corrected call the FOOD TEAM office. We value your suggestions on promoting a safer work environment. However, we will take disciplinary actions to those who violate safe working practices.

HOW TO HANDLE A WORK-SITE ACCIDENT

Emergency life or limb threatening injury:

- #1 - Call 911 for medical help immediately!
- #2 - The client will contact Food Team.
- #3 - we will come and meet you at the hospital.

Non-emergency injuries:

- #1 - Call our office or On-Call cell phone and notify us of the injury.
- #2 - We will come and pick you up and transport you to our approved medical provider.
- #3 - At the medical provider's office
 - A. You will receive treatment for you injury
 - B. You will be submitted to a *Drug Test and an Alcohol Test*.
 - C. You will complete all paperwork necessary.
- #4 - Food Team will examine the work site of the injury and interview all witnesses.
- #5 - You will also be required to follow up with all doctor appointments and recommendations.

Food Team will provide modified work duty immediately upon written release by the doctor.

WORKER'S COMPENSATION

As an employee of FOOD TEAM you are covered under our Workman's Compensation policy. It is provided by law to assure you of proper medical attention and adequate compensation in the event that you injured on the job. However, FOOD TEAM is self insured for much of this policy. We strictly monitor any and all claims submitted. In addition, we follow any injury that you may sustain from accident to being pronounced back in good health.

Falsification of workman's compensation claims is illegal, and Food Team Inc. will prosecute to the fullest extent of the law.

Be advised FOOD TEAM or its insurance carrier will:

- Fully investigate any and all claims
- Will prosecute any false claims
- Seek light duty work if recommended by doctor
- Interview any and all witnesses to an accident

HARASSMENT POLICY

Food Team will not permit or tolerate any form of harassment from any employees (client's or Food Team), applicants for employment, clients, or Food Team management.

Definition:

Harassment situations can generally be placed into one of two broad categories:

1) *Quid Pro Quo*: involves, for example, a situation where employment (or a specific term of employment such as a raise or a promotion, etc.) is conditioned upon receipt of sexual favors from an employee. Actual potential tangible economic losses are usually involved in this type of situation.

2) *Hostile Working Environment*: occurs when the employee has not suffered any tangible economic loss (such as demotion, suspension, discharge, etc.) but rather the employee has been subjected to a working environment which the employee feels is offensive and/or intimidating. Examples could include: unwelcome physical contact, offensive language, displaying offensive pictures, persistent unwelcome social invitations, etc.

If an employee finds himself/herself in a situation which the employee believes to be harassment (either conscious or an unconscious nature), the employee should immediately bring the situation to the attention of an appropriate member of Food Team management (without fear of reprisal) in the procedure below.

Procedure: *How to make a complaint*

- 1.) Tell the alleged harasser that the behavior is offensive and unwelcome.
- 2.) If the problem continues, or if the employee feels physically threatened by the alleged harasser, or if for some reason the employee feels he/she cannot give feedback directly to the alleged harasser, the employee should contact the FOOD TEAM office immediately.
- 3.) If the immediate supervisor (Food Team manager) is the alleged harasser, the employee should talk, in confidence with Kit Timmons at the Food Team Corporate Office (877) 743-1100, ext. 626.
- 4.) An investigation of the allegation will take place and Food Team management, as appropriate, will inform the employee on the status of the investigation.

PROMOTING FOOD TEAM STAFFING

The very best way to promote and build a business is by exceeding the expectations of the client. When we exceed the expectations of the guest "word spreads", they tell their associates, colleagues and friends and the cycle begins again. Exceeding the guest's expectations starts with their call to our office and continues through the completion of the event. All of us are:

"We"- making every effort to do our best, from taking the job orders accurately, to staffing the job orders with the right people, handling any service issues promptly and billing the client accurately *and*

“You”- being on time (15 minutes ahead), groomed and dressed well, ready to work and doing whatever you’re called upon to do with a smile and a sincere thank-you.

If you’re asked by anyone attending the event for information about you and/or Food Team, please refer them to our office and we will follow up with them promptly. This type of request is the greatest compliment of all. **So let’s all get out and promote ourselves!**

WHY YOU SHOULD WORK WITH FOOD TEAM STAFFING

Once you get in the groove of working with us, you will find that Food Team is a great place to work. Getting familiar with our clients, who regularly place job orders with us, makes going to work fun, easy and a great way to supplement your income.

Many other advantages include:

- Varied work sites, never the drudgery of the “same ‘ol thing”.
- Opportunities to learn new skills and work a wide variety of assignments from private, in-home parties to banquets, etc. In-home parties offer you the opportunity to earn tips which will increase your average hourly earnings.
- Working with us may increase the odds that you will work more often than if you were working for one catering company, where their work may be more sporadic.
- Weekly pay and knowing that you are paid correctly and if we do make a mistake that it will be corrected immediately.
- You only need to work when *you* want to work. If you are not available for an assignment, we won’t hold it against you or cut your schedule in retaliation.
- We make every effort to make your assignments “hassle free” by providing you clear and easily read directions to all events.
- Easy ways to buy (at deeply discounted rates) necessary uniforms.
- “Test Drive” a variety of clients and maybe you’ll find the perfect opportunity. If you do the we will make every effort to place you in a full-time position with the client.

With these pluses in mind, think about hitching on for a long and promising career with Food Team Staffing.