



EMPLOYEE MANUAL

This manual is not a contract.

Welcome Letter

Welcome to Our Team!!

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

We have prepared this handbook to answer some of the questions that you may have concerning **Drifter's** and its policies. This handbook is intended solely as a guide. Read it thoroughly. If you have questions about anything, contact your manager for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to **Drifter's!**

Sincerely,

Ryan Walters & Jaclyn Westfall



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Our motto is "Sure, Why Not"

DRIFTER'S mission is to enrich the lives of our guests, our employees and owners. We do this through superior quality food and beverages, legendary customer service, sales growth, cost controls and treating our employees like family. We believe that our employees are our most important resource and our success depends upon creating and retaining a staff capable of delivering an exceptional dining experience to every customer, every time.

Operating Objective/Mission

Our objective is to provide our guests with the highest quality products and service in a casual atmosphere. It is our deliberate intention to pamper all of our guests. Each guest is special and should be made to feel unique and comfortable. Often it is the little things that a guest remembers as the most impressive part of their visit. It is our job to guarantee that each guest leaves DRIFTER'S with a smile and the thought of the next visit. We want to create an environment in which each employee is treated with respect and their abilities recognized. We should treat our fellow employees like a customer. Every staff member is empowered to turn every potentially unpleasant situation into a good one. We want every guest to be happy about their decision to dine with us.

Success

DRIFTER'S success depends on our people. Our restaurant can only prosper and provide opportunities for employment and growth when we continually improve ourselves, and the work we do. We recognize however, that success is not measured by sales; guest counts, and numbers alone. We are measured as much by the way in which we achieve our goals, as we are by the actual achievements themselves. We believe that a commitment to uncompromising values and integrity should always guide our decisions and actions as we pursue our goals. Following are the core values that form the foundation of our measurement of success:

- We believe in providing legendary service. Our goal is to provide the kind of unique and genuine sort of personal care and attention that our customers tell stories about.
- We believe that good enough, isn't. We never stop trying to do it better, no matter how good we are. We constantly strive to "raise the bar."

- We believe in honesty and trust. We work to build trust with others in each and every transaction and interaction. We recognize that honesty and trust form the bond that holds organizations and relationships together.
- We believe in the ongoing training and development of our people. We see it as a worthy investment in the future of the restaurant and as a way of enabling our people to achieve their potential in whatever they do.
- We believe our continued success depends on **teamwork**. We know that great achievements are only possible from helping and respecting each other.
- We believe in doing business in a professional and orderly manner. We take great pride in having good systems, standardized procedures and being organized.
- We believe in being responsible to others and to ourselves. We do what we say we are going to do when we say we are going to do it. We believe in personal accountability and avoid blaming others when things don't turn out as planned.
- This handbook is designed to help you get familiarized with DRIFTER'S. We want you to understand how we do business and how important you and every employee is in helping us take care of our guests and making this a fun and rewarding place to work.
- The policies stated in this handbook may change from time to time. It isn't flawless either. We've done our best to include as much information as possible in an easy-to-understand manner.

Teamwork

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

Safety

DRIFTER'S is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident

happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

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

- Wipe up spills immediately.
- Never run, always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them.
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you're carrying anything hot. Don't be shy, yell out something like, "HOT BEHIND YOU" or "HOT COMING THROUGH."
- Do not put hot food in front of small children.
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with your legs, not your back.

Sanitation

We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is ABSOLUTELY ESSENTIAL that EVERYONE follows safe food handling procedures. This is one area of the Restaurant where there is absolutely no compromise. NEVER take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly. While you will receive additional and ongoing training on food safety issues following are some of the basic rules we ALWAYS follow and enforce:

- Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair, eating, sneezing or coughing. If you use latex gloves, change them frequently. Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.
- Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further

cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.

- Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 45°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 45° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."
- Store food correctly. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. FOH should refer to BOH manager to help with this.
- Keep chemicals and cleaning products away from food products.
- **Label and date EVERYTHING.**

Shift/Schedule Responsibilities

We have a strict attendance policy. You must show up for work, unless you have a doctor's excuse. It is your responsibility to phone your fellow workers and arrange for your replacement (with your Managers approval) when you are unable to work your assigned shift. **If you can't find a replacement, then it is your responsibility to either work the shift or to provide a signed excuse from your doctor.** The doctor's excuse must be turned in to your Manager before you return to work. If you must change shifts, you must contact your Manager for approval for the change. Any shift that is picked up that puts you in overtime must be brought to the attention of your Manager. Be on time for all shifts, which means **arrive 15 minutes prior to your scheduled shift, 30 minutes if you want to eat.** If you will be late for any reason, you must call and speak DIRECTLY with a Manager. Although this does not excuse your tardiness, it does help us to plan accordingly. **Tardiness can result in termination.** You must be in full uniform when you arrive for work, no exceptions.

- If you are going to be late or miss work, employees are expected to call and talk to Management 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 employment at **DRIFTER'S**.
- Employee Leave Requests should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with Management.

- To return to work from an accident or medical leave, all employees must present a doctor's release.
- Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless DRIFTER'S is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Emergency Absence

Sometimes there are situations that are beyond your control. If a catastrophe occurs, contact your Manager.

Time Clock

It is your responsibility to clock in and out, failure to do so will result in your pay being docked...YOU MUST CLOCK OUT FOR ALL BREAKS. It is NOT the responsibility of management to fix your time. If you habitually fail to clock in and out, whether it be for breaks or at the beginning or end of your shift it will result in your pay being docked and may further lead to termination.

Payroll

We pay every other Friday. Your pay period will run from Monday through the Sunday after next. There is a five-day processing period. You may pick-up your check on Friday between 3 PM and 5 PM. For your protection, no one else may pick-up your check. Please follow customer dress policy when coming into the restaurant. **We cannot cash your payroll or personal checks.** Report any payroll discrepancies to your Manager. As required by federal law, ALL tips must be reported daily. ***Managers are not allowed to lend or advance company funds. There are NO ADVANCES, please do not ask!**

Payroll Checks

Paychecks are available at the Restaurant every other Friday between the hours of 3pm-5pm.

Payroll Deductions

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on forms VA-4 & W-4. If you want an explanation of your deductions or if you wish to change them in any way please contact JKG Accounting: 540-297-8401.

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

Change of Address

We ask that you report any address changes to JKG Accounting as soon as possible so you will receive year-end statement of income and deductions, form W-2.

Employees and Social Media

While DRIFTER'S encourages its employees to enjoy and make good use of their off-duty time, certain activities on the part of employees may become a problem if they have the effect of impairing the work of any employee; harassing, demeaning, or creating a hostile working environment for any employee; disrupting the smooth and orderly flow of work within the company; directly or indirectly disclosing confidential or proprietary information; or harming the goodwill and reputation of DRIFTER'S among its customers or in the community at large.

The employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances.

Leaving DRIFTER'S

If for any reason, you wish to terminate your employment with DRIFTER'S, a two week notice will be considered professional and sufficient. If you leave town, you may leave a stamped, self-addressed envelope so that we may send your final paycheck to you. Just as an employee can terminate his or her employment with DRIFTER'S at any time and for any reason, DRIFTER'S can terminate an employee at any time for any reason. This policy of "Employment at Will" means the continued employment of any person is the option of company management except as otherwise qualified by state law. DRIFTER'S cannot guarantee permanent employment or employment for a specific term, nor will DRIFTER'S adhere to or enforce any promises of permanent or specific-term employment made to an employee by any person. Terminated employees will receive all earned pay, up to the time of discharge. If you quit, your paycheck will be issued on the next scheduled payroll. If we fire you, your final paycheck will be issued during the next scheduled payroll and mailed to your address on file.

Leave of Absence

An unpaid leave of absence may be requested by an employee for medical, personal, military, or educational reasons. The purpose and duration must

be approved by Waller Perrow. A leave of absence is granted only to employees who intends to return on a specific date. All requests must be in writing and must be reviewed by Waller Perrow no later than two weeks prior to the start of the leave. In evaluating approval of a leave of absence, DRIFTER'S considers both job performance and the purpose of the leave. A request for a medical leave needs to be accompanied by a written doctor's approval of return with any applicable limitations.

Vacations

Management approves all vacations. Please give at least three weeks written notice of your intentions. Requests during holiday weekends will be taken into consideration and management will do it's best to honor as many of these requests as we can, but not all will be approved.

Sexual Harassment & Racial Discrimination

DRIFTER'S is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will **not** be tolerated. As a example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employee relationship, and is strictly prohibited. Sexual harassment includes any unwelcome or unsolicited sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature where submission to such conduct is either made explicitly/or implicitly, a term or condition of employment, or submission to or rejection of such conduct by an individual employee is offensive to the individual employee. Sexual harassment also includes any conduct of a sexual nature that has the purpose or effect of unreasonably interfering with the individual's performance or creating an intimidating, hostile, or offensive work environment. Any sexually harassing conduct in the workplace, whether committed by supervisors or non-supervisory employees, is prohibited. This includes, but is not limited to: unwelcome or offensive commentaries about an individual's body, sexually degrading words used to describe an individual, and the display in the workplace of sexually suggestive objects or pictures. Any employee who wants or reports and incident of sexual or other harassment should report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact Waller Perrow. Employees can raise concerns and make reports without fear of reprisal.

People

We are an equal opportunity employer. Discrimination will not be allowed. Everyone will be treated with fairness and respect. We expect the highest standards of honesty, fairness, and professionalism.

Probationary Evaluation Period

Each new employee's performance will be reviewed during the first 90 days of employment. This is a mutual get-acquainted period during which time you will be evaluated by your Manager. Anytime during this 90 day period an unsatisfactory employee may be terminated. Completion of the 90 day probationary period does not entitle one to a permanent position or employment for any length of time.

Employment Definitions:

Full Time Employee - One who works a regular schedule of 30 hours or more per week and who has completed the 90 day probationary period.

Part-time Employee - One who works less than 30 hours per week and has completed the 90 day probationary period.

Temporary Employee - One who works less than 16 hours per week, or one who has been hired for a specific length of time, such as summer employment.

Probationary Employee - One who has worked less than 90 actual days.

Grievance Procedure

Managers are human and do make mistakes, despite their best intentions. If a problem arises, only sincere and straightforward communication can resolve the situation. Although you may be required to initiate the conversation, no member of management is ever too busy to hear about your situation.

Hours of Operation:

DRIFTER'S is in the service business. You must be prepared to work any day, weekends and especially holidays – being we are open Memorial Day to Labor Day. Please note that our hours may change during peak season.

Non Peak Season Hours: Thursdays & Fridays: 4pm- 9pm; Saturdays: 11am- 9pm; Sundays: 11am-7pm

Peak Hours: Thursdays-Saturdays: 11am- 9pm & Sundays: 11am-8pm

Smoking

With the granted permission of a Manager, smoking is permitted only in designated areas. **SMOKING IS NOT ALLOWED** in rest rooms, bar, wait station, or any place visible by customers. BOH staff is NOT allowed to smoke while tickets are in the window. FOH staff is NOT allowed to smoke if you have a tables or a full bar. The Health Department and DRIFTER'S require that you wash your hands after every time that you smoke, before

handling food or drink, even if it's only one puff (every time that you take a puff you put spit on your fingers). Additionally, **YOU MUST CLOCK OUT FOR SMOKE BREAKS.** If you fail to clock out for your smoke breaks, your pay will be deducted approximately ONE HOUR for *each* time this occurs.

Alcohol

Employees may not purchase/accept a drink before, during, or immediately after a shift. You may purchase alcoholic beverages in our bar **ONLY** after changing into acceptable street clothes. DRIFTER'S and Virginia State law prohibits drinking under the age of 21.

Meals

You will not be charged for soft drinks and tea (no juices or bottled water are allowed). You may order a meal, either before your shift or after your shift (you must be punched-out), from our menu at a 50% discount. Please note that this discount is only applied for you alone *during your work shift*, and cannot be applied during days off or to any meals of friends or family members. Meals should be eaten at the designated employee table. NO to-go employee meals. **THERE IS NO EMPLOYEE DISCOUNT ON SPECIALS!!!** Employees are also **NOT** allowed to order SHRIMP FEST or WING FEST!!!! Please clean-up after yourself. All hourly employees (BOH staff, hosts, expo, bussers, etc.) must order through the bar and pay IMMEDIATELY. Servers may order their own food.

Parking

We save the best spots for our customers. Please park in the area designated for employees. This is the area at the top of the driveway before coming down the hill. Females are to be driven or escorted to their car after their shift.

Personal Phone Calls

Please ask all friends and family not to call you while you are on duty unless an emergency arises. **Cell phones are not to be brought into work with you PERIOD!** Only in the case of a real EMERGENCY will you be permitted to receive a call on the land line. Please keep the call time to a minimum. As a courtesy, Management will take a message for you to receive after your shift.

Cleanliness

-Never eat while on duty. -Do not chew gum, toothpicks, or straws -Do not touch your hair, then handle food.	-Keep hands and fingernails clean -Don't wear strong perfume or cologne -If you smoke you must wash your hands before returning to work.
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Uniforms/Employee Dress Code

DRIFTER'S has an image of a fun family restaurant. Our employees **MUST** uphold that image. If you are visible to our customers, you must be in a

clean pressed uniform. Your hair must be clean and combed. No overgrown or unruly facial hair. Ladies, your hair must be arranged in either a pony-tail or an "updo."

Gift Cards

Gift Cards are available for any amount.

Guest Accidents

Any type of accident involving a guest must be reported immediately to a Manager, whether the customer desires it or not. Types of accidents include falling, finding foreign objects in food, or guests spilling food and drink on themselves or others. When an accident does occur, make sure that you take care of the guest. Limit your comments and opinions concerning any guest accident. If a guest calls in to report an injury, refer the call to a Manager immediately. The Manager should handle this complaint just as an accident had occurred on the premises and report it to our insurance carrier.

Pivot Points / Why Drifter's Does Not Auction-Off Food

Drifter's is a professional establishment with professional chefs that take great time and effort to prepare each and every meal to perfection. Short order restaurants auction-off food, we do not. Our servers use pivot points to help them consistently deliver entrees to their proper guests. This system is designed so that any server may properly present any other servers food.

Customer Service

Our restaurant exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and beverages. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At DRIFTER'S the customer always comes first! Make it your mission to build "regulars".

Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our Restaurant better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty IF they are handled properly.

When faced with a customer complaint:

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

- Apologize for the problem and tell the customer you will take care of the problem.
- If you need the assistance of a manager, don't hesitate to ask.
- Do everything you can to let the customer you care and that this isn't the kind of experience you want them to have at our restaurant.

Solicitation

Employees - There should be no solicitation or distribution of literature of any kind by any employee while on Company property. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including dismissal.

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

Termination

These are a few of the offenses that are so serious in nature that they can result in termination. These are only examples and this is not intended to be a total list of all infractions that may result in disciplinary action or termination. Employees may also be terminated for other than “good cause.”

- Anyone testing positive for drug use will be terminated
- Questioning a guest concerning a gratuity
- Intentionally speaking to a guest in a rude or unfriendly way
- Time card abuse/fraud
- Intoxication or drinking while on the job.
- Insubordination
- Excessive tardiness
- Serving alcohol to a minor or an obviously intoxicated customer
- Tampering with credit card receipts
- Malicious gossiping
- Sexual Harassment
- Invalid Work Authorization (I-9 form)
- Supplying false or misleading information to the Restaurant, including information at the time of application for employment
- Not showing up for a shift without notifying the Manager on duty. (**No call, no show, no job**)
- Clocking another employee “in” or “out” on the Restaurant timekeeping system or having another employee clock you either “in” or “out.”
- Leaving your job before the scheduled time without the permission of the Manager on duty.
- Arrest or conviction of a felony offense.
- Use of foul or abusive language.
- Disorderly or indecent conduct.
- Gambling on Restaurant property.
- Theft of customer, employee or Restaurant property including items found on Restaurant premises.
- Theft, dishonesty or mishandling of Restaurant funds. Failure to follow cash, guest check or credit card processing procedures.
- Engaging in harassment of any kind toward another employee or customer.
- Failure to consistently perform job responsibilities in a satisfactory manner within the 90 day orientation period.
- Use, distribution or possession of illegal drugs on Restaurant property or being under the influence of these substances when reporting to work or during work hours.
- Waste or destruction of Restaurant property.
- Actions or threats of violence or abusive language directed toward a customer or another staff member.
- Habitual failure to punch in or out.
- Disclosing confidential information including policies, procedures, recipes, manuals or any proprietary information to anyone outside the Restaurant.
- Smoking or eating in unapproved areas or during unauthorized breaks.
- Not parking in employee designated parking area.
- Not entering and exiting the restaurant through approved entrance.
- Failure to comply with Restaurant’s personal cleanliness and grooming standards.

- Failure to comply with Restaurant's uniform and dress requirements.
- Unauthorized operation, repair or attempt to repair machines, tools or equipment.
- Failure to report safety hazards, equipment defects, accidents or injuries immediately to management
- Cell phone usage

*****This is your copy of DRIFTER'S employee policies. Please read and become familiar with the guidelines of this manual. You are expected to follow the rules / guidelines accordingly. This handbook is not a contract, which guarantees your employment for any specific time. Either you or DRIFTER'S may terminate your employment at any time, for any reason, with or without cause or notice. Understand that no supervisor, manager, or representative of DRIFTER'S, other than Waller Perrow has the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.*****

We wish you the best of luck in your position and hope that your employment with DRIFTER'S and as we expressed earlier in this handbook, will be a very enjoyable and rewarding experience.

I have read the attached employee manual and I understand that I must abide by all rules thereof as a condition of employment. By agreeing to the following commitments, I give my personal promise to uphold these standards:

- Treat every customer and co-worker as I wish to be treated - with the utmost respect and courtesy.
- Promote goodwill to all customers and co-workers and to handle customer concerns personally with the attitude that "the customer is *always* right."
- Practice productive job behavior, arriving at work on time and following all rules at all times.
- Do what needs to be done to the best of my ability.
- Uphold the standards and ethics that DRIFTER'S has set for it's employees in regard to respect for property and illegal substances.
- Follow and actively promote all safety rules and regulations.
- Uphold the DRIFTER'S image through my personal grooming habits, dress, and language.

Acknowledgement and Disclaimer for Employee Handbook

This is to acknowledge that I have received a copy of DRIFTER’S Employee Handbook. I understand that this Handbook is intended to serve as a guide to DRIFTER’S policies, procedures, and benefits, and that all policies, procedures, and benefits described in the Handbook are at all times subject to modification by the Company. I acknowledge that nothing contained in the Handbook creates a binding contract and that my employment is at-will, which means that it is for no set period of time and may be terminated by me or the Company at any time with or without cause. Nothing shall have the effect of changing the at-will status of my employment other than a written agreement signed by me and a representative of the Company specifically changing that status. I understand that Drifter’s is a seasonal restaurant, open May – September. It is my responsibility to find other employment opportunities after Drifter’s season has ended. I am aware that management will aid me in searching for other job opportunities based upon my work performance. I additionally understand that upon the conclusion of the season, additional job opportunities – including, but not limited to, cleaning and winterization of the restaurant – will be offered to me.

Employee Name _____

Employee Signature _____ Date _____

Witness Name _____

Witness Signature _____ Date _____

Drug Screening

I understand that as an employee of DRIFTER’S I am subject to random drug screening. I agree to submit to such testing upon request.

Employee Name _____

Employee Signature _____ Date _____

Witness Name _____

Witness Signature _____ Date _____

Confidentiality Agreement

I understand that DRIFTER’S, LLC has spent considerable time and money in developing restaurant, food and beverage menus, merchandising, and general operation which has commercial value and not generally or publically known. I understand that this confidential information is a trade secret of DRIFTER’S, LLC and that any disclosure or unauthorized use of such information will be cause for termination and prosecution to the fullest extent of the law.

Employee Name _____

Employee Signature _____ Date _____

Witness Name _____

Witness Signature _____ Date _____