

2026 Front of House Handbook

We are glad you are part of our team! You have chosen a fun and profitable place to work. Guests should perceive their great experience as effortless, but we know hard work and professionalism go into producing perfect dishes and a friendly atmosphere.

Thank you for reading this handbook! This handbook includes information pertaining to your employment with any of the following entities, hereafter referred to as The Company: Tropical Soup, Hayes Robertson Group, Fogarty's, Caroline's Café, 37th Court Investments, Jack Flats, Waterfront Brewery LLC, Crazy Lady Brewing, Redfish Bluefish Inc, and associated entities.

This handbook is your introduction to our company and your ongoing reference guide.

All employees are required to read their handbook in full. There is plenty of down time during shifts to do so. If you have any questions, contact HR. By signing your receipt of this handbook, you are acknowledging your responsibility to read and understand these policies.

In this handbook, we give you information you need to succeed in your employment with us. But it is not meant to supersede common sense, hospitality, or best practices. There are updates throughout the year in newsletters, pre-shift meetings, etc. See HR with any questions.

Changes in 2026

- **Adjustment to your tip declaration.** The office will remove the amount that you leave in the tip pool from your tip declaration. You can adjust the amount as well using the tip dec adjustment form.
- Upcoming increase of the set service charge to 20%. As soon as new menus are received over the first quarter of 2026.
- Reduction of minimum party size for a service charge.

Hiring Requirements

90 Day Probationary Period. During this time, we may decide that a new employee does not seem to be a good fit with us.

AGE REQUIREMENTS as per FI Statute 562.13 Because we serve, prepare, and sell alcohol, we are typically only permitted to employ persons 18 years old or older. The exception is a person 17 or younger who is a senior or has graduated high school and who will not be serving or working with alcohol. When hiring anyone 17-years-old or younger, we need proof of graduation/grade level and a letter from the principal authorizing the employment. Human Resources (HR) must have this letter prior to your first day of work. Any job offer that has been made to you is contingent upon this letter and verification of your age. 17-year-olds and younger may not work past 11pm on a school night if they are on the normal high school schedule. They may not come into contact with liquor or serve liquor. 17-year-olds must clock out and take a break after 4 hours on the shift. The individual manager on any given shift may be unaware of your age. You must tell them that you are a minor. Applicants for server positions must be 18 years old as per Florida law.

PROHIBITIONS OF EMPLOYMENT as per FI Statute 562.13 It is unlawful for any vendor licensed under the beverage law to employ as a manager or person in charge or as a bartender any person who:

1. has been convicted within the past 5 years of any offense against the beverage laws of this state, any state, or the US.
2. has been convicted within the past 5 years in this state or any other state or the United States of soliciting for prostitution, pandering, letting premises for prostitution, keeping a disorderly place, or any felony violation of chapter 893 or the controlled substances act of any other state or the Federal Government.
3. has, in the past 5 years, been convicted of any felony in this state, any state, or the US.

The term "conviction" shall include an adjudication of guilt on a plea of guilty or nolo contendere or forfeiture of a bond when such person is charged with a crime.

Any job offer that we have made in conflict with these regulations is withdrawn; we invite you to apply again when you are 18 years old or when more than 5 years have passed since your conviction.

Work Offer Contingencies

Any offer of employment is dependent upon the validity of your I-9 documents, the accuracy of information supplied on your employment application and other documents, your attendance at our new hire classes and meetings, and your score of 90% or better on training quizzes.

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Who are we?

Tropical Soup is a family-owned company with four locations. The ownership, Joe Walsh and Winnie DeMent, have run restaurants in Key West for decades. Our restaurants are a source of pride. We believe in One Human Family.

We have a great team of managers and coworkers to support you. You are our community, and we want you to succeed.

Caroline's (est. 1999), Fogarty's (est. 2000), Jack Flats (est. 2003) and the Waterfront Brewery (est. 2015) are our restaurants. In general, we are known for our delicious food and our excellent service.

Familiarize yourself with the basics so that you can make recommendations to your guests and take advantage of your employee perks: Caroline's has outdoor café dining and the tiki bar, Fogarty's offers Flying Monkeys frozen drinks at a historic Key West mansion, Jack Flats has big screens for sports fans, and the Waterfront Brewery has the game room and brews the best beer in town.

Get to know your local beer: Crazy Lady Honey Blonde Ale, Island Life Lager, and Lazy Way IPA are on tap and in cans throughout the Keys and South Florida.



Operations/Hours & Phone Numbers

We are generally open 7 days a week, 365 days a year.

We open as soon as we are ready in the mornings. We close when it is logical to do so at night.

To reach your managers, call the land line of the restaurant.

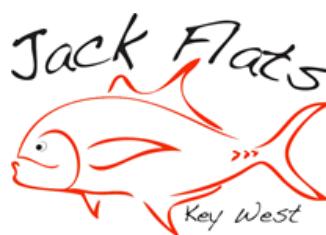
Do not call/text/email managers on their personal cell phones or personal emails.

Caroline's Cafe
(305) 294-7511

Fogarty's
(305) 294-7525

Jack Flats
(305) 294-7955

Brewery
(305) 440-2270



Parking

There is no dedicated parking for cars. Go to www.cityofkeywest-fl.gov (hover over city departments) for parking information. We recommend public transportation, cycling, or walking.

Lock up your bike to a proper bike rack. We do not have indoor storage space for scooters etc.

Know the laws in your community! Save money and hassle by informing yourself of your options!

Company Culture

Our identity as a company is a composite of decades of growth and expansion together. Our company culture is:

INCREDIBLE SERVICE, FOOD, & COCKTAILS. If you love the Food & Beverage business, we want to be the place where you reach your career goals. We have lots of work to give, lots to learn from you, and lots to teach anyone who wants to grow in this field. We usually have management openings and can give you steps in that direction. If your goals lie outside this industry, we want to help you get there too. Maybe you're saving money to travel the world, you are in school to be a nurse, or you're pursuing goals for family, citizenship, etc. We want to help you achieve your goals! This makes for pleasant work environments, effective performance, and employee retention. We are known for big smiles and big taste! We serve the best dishes, beers, and cocktails!

PROGRESSIVE COMPENSATION. There are no positions in this company that pay solely minimum wage. We are competitive in the market because we hire the best and provide a great working environment for career growth. As a member of the team's tip pool, you can earn tips and be rewarded for your skills and efforts.

If you are over 21 and have been with us for a year, you are eligible to participate in the company retirement plan. This plan is a benefit we are proud to offer you so we can pay you more money, in the form of a fund set aside for your retirement. Contact HR if you are interested (enrollment is twice a year—January and July).

RESPONSIBLE ALCOHOL SALES AND CONSUMPTION. We appreciate a great cocktail, but we believe in appropriate alcohol sales. Participate in your training and practice appropriate sales. If you choose to party, do so responsibly.

POSITIVE & SAFE WORK ENVIRONMENT. We appreciate and value each employee on this team. Every employee deserves a safe workplace, both in terms of physical safety and in terms of security from harassment. Thank you for being part of this ongoing pursuit and for alerting us to any threats to positive morale or physical safety. Actively participate in training and communication. This makes us the best place workplace in Key West!

EMPLOYEE RETENTION. We are a leader in the community in wages, workforce housing, career growth, and workplace happiness. We also have departments you might not realize even exist.

For example, the Thompson Fish Company is among the largest commercial fishing companies working in Key West, It supplies fresh local product to the restaurants.

We want to keep you! If you are unhappy, don't give up on us. We may be able to transfer you to a new department (and possibly even a new location) if you are dissatisfied with your current assignment. There may be something we can do to retain you as an employee. Please speak to Human Resources (HR) sooner rather than later.

TRANSPARENCY AND FAIRNESS. This is why we want communication in writing, so all appropriate parties can review it and understand you clearly. And it's why our handbook is so long. 😊

ENVIRONMENTAL STEWARDSHIP. We thank you for helping us to be an environmentally conscious business!



Know where the feedback box is and use it! Only Joe and Winnie access it.

- Skip the Straw! – Do not give a straw for each drink order. We only provide a straw when the guests specifically request it.
- Recycling and reusing – We recycle and reuse. We also create items that can be recycled, we purchase recycled, and we re-use where possible. A huge thing **you** can do is to use coasters several times before throwing them away! Help us lead the way with this easy practice.
- Limiting use of plastics – Do not automatically give a bag for each retail purchase. Only provide a bag if the guest insists. Do not provide excess cutlery sets with to-go orders. There should be no more than one cutlery and condiment set per entrée in a to-go order.
- Saving water – Do not leave hoses or faucets on.
- Green commute – Parking is scarce. We recommend carpooling, biking, walking, and other methods of green travel to save time, money, and the planet. Please use lights for visibility, comply with traffic laws, and drive defensively!
- Composting – Spent grains from our beer production, shredded paper from our office, and much of our cardboard waste are composted. The Tropical Soup companies in partnership with Summerland Farms are among the largest composters in Monroe County.
- Recycling cooking oil – After we cook with vegetable oil in our fryers, the oil is recycled into biofuel.

TEAMWORK, FLEXIBILITY, & DEVELOPMENT. We need team players to execute the service and products that will keep the guests coming in. If you are upset by having to learn the products and policies and/or are unwilling to sometimes work in alternate roles, we are not the employer for you. In this case, please decline our job offer for the time being and you are welcome to apply in the future.

ACCOUNTABILITY. We will uphold our side of responsibilities. We expect you to uphold yours as well.

There is plenty of downtime to review policies in this handbook at work. Please be an active participant in your own success with us!

Merit-based System.

We operate on a merit-based system. This simply means that the best people get the best shifts, the best stations, the highest wages, the best schedules, the most tip in, the best sections, etc. We hire the best; we provide the best staff development, and we promote the best.

Here are some factors that we use to determine merit:

- Professionalism, boundaries, and common sense: Like any workplace, this one thrives on professionalism and great decisions.
- Skills/ performance: Your abilities and fit for your position (and how they compare to others). We listen to our guests and your coworkers. Keep growing and go above and beyond to make more money.
- Willingness to help: Employees who cover shifts when needed are valued and respected for making this team a priority.
- Generating and collecting revenue: You work in a position designed to bring in money for the company. Collecting money owed, receiving only valid funds, charging for everything guests receive, and preserving company assets—this is how we all make money!
- Availability: We are open 365 days/year and we need to be able to staff any and all shifts. If you are hired for a full time/full availability work schedule and then you change that, you change your role in the company.
- Workplace attitude, teamwork, outgoing cheerfulness/smiling, initiative, and courtesy. Merit begins with attitude. We have zero tolerance for bullying, rudeness, recreational complaining, team-splitting, gossip, drama, or hostility. We want employees who want to be here and show it. We want employees who represent the company pleasantly. Great employees are the ones all the coworkers want to work with and learn from. They go the extra mile.
- Attendance: To do a great job, you need to be here, be on time, and be prepared

Employees who make us their priority are a priority to us. If you decrease the shifts for which you are willing/available, you decrease your merit to us.



"Seniority" is based on merit, not the amount of time you have been with the company.

If you are unsure what your merit is in our organization, then we are not doing our jobs, and we need to clarify your status with us. You may request a written evaluation at any time. Evaluations are your friend!

MVPs

ARE YOU ONE OF OUR MOST VALUABLE PLAYERS?

- ↳ Were you reliable, available to be scheduled for appropriate shifts, and part of your workplace's success?
- ↳ Did you bring a professional, positive, can-do attitude?
- ↳ Are you a teammate we can count on to show up and do well?
- ↳ Are you skilled in your position? Did you collect all house funds from guests this quarter? Did you effectively execute your position with hospitality and teamwork?

Specifics of FOH Merit

What are your employer and your team looking for?

To properly execute service and prepare food and drinks, the team relies on each individual to perform each task consistently.

The tip pool is distributed based on contribution. Being available when needed, showing up, being present at your station, being pleasant to work with and interact with are a great start!



HOSTS & FILLERS

| HOSTS & FILLERS | POSITIVE TEAM LEADER | Teamwork, great attitude Able to communicate professionally & effectively | ATTENTIVE TO THE ZONE. At post/ door. Bringing in business, thanking guests as they leave. | HOSPITALITY Happy & Likeable. Prompt eye contact and greet. Knows regulars The host controls flow, wait list, pace, rotation, ensured fast greet by server Thanks guests as they leave. | Handles volume without stress. Energetic but calm. | Responds properly to guests with animals or special needs. Shims tables. | Sanitation Wipe, bus sanitize, reset in order to seat new guests. Keeps menus, tables, crayons, highchairs clean and ready. Secures coverage & checks restrooms. Picks up debris. Washes hands. |
|-----------------|--|---|--|--|--|---|--|
| | An absence of toxic complaining or drama | Reliability & helpfulness. Being there for your teammates Does not hide or disappear | Teamwork, in action - sidework and helpfulness | Flexible re position KNOWS HOST VS FILLER | Engaged with guests during walk to table but breaks away | Availability Covers shifts for others. Reliable &consistent. Arrives on time. | |

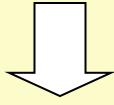
EXPO & FRs

| EXPO & FRs | Courteous An absence of toxic complaining Does not hide or disappear | Teamwork, + attitude Able to communicate professionally & effectively | ATTENTIVE to team in FOH, to cooks on the line, and to guests when delivering food | Uses pivot points, delivers food with confidence. No auction. Able to answer guest questions. | Can expo - takes initiative with cooks & able to push back food when appropriate | Handles volume without stress. Energetic but calm. | Sanitation Washes hands. gloves, handwashing, personal cleanliness Keeps station stocked. Secures coverage & checks restrooms. Picks up debris. Sani buckets. |
|------------|--|---|--|---|--|---|---|
| | Reliability and helpfulness. Being there for your teammates | Teamwork, in action – walks with urgency, gets back to station sidework and helpfulness | Assembles tickets properly, garnished & wiped plates | Accurately runs food to correct tables... helpful & courteous to guests. | Knows dish specs – ingredient, appearance etc | States name of dish, placing it properly. Labels to-go when boxing it up. | Availability Covers shifts for others. Reliable &consistent. Arrives on time. |

BAR

| | | | | | | |
|---|---|---|--|---|---|--|
| Courteous Pleasant outgoing happy An absence of toxic complaining | Teamwork, in attitude and professional communi- cation. Consistent good mood. | ATTENTIVE TO ZONE. Present at station on task on time ... observant. | Alcohol awareness offers food, water, denies svc as nec, checks IDs | Revenue - CC holds. Tabs in front of EVERY GUEST | \$\$ Drawer correct Limited comps or chargebacks. No rounding. Notifies of SC. | Sanitation Including surfaces, coolers, & tongs. Is personally clean. Washes hands Picks up debris. |
| Reliability and helpfulness. Being there for your teammates | Teamwork, in action - sidework and helpfulness Generous with others. | Flexible re position. Able to work well with others | Service bar SPEED Recipes & pours to spec | Revenue – Increases sales by upselling and keeping it fun | Availability & Reliability enough flexibility and shifts offered that others' needs can also be met Shows up. Covers shifts, swaps correctly. | |

SERVERS

| | | | | | | |
|---|---|---|--|---|--|--|
| Courteous Pleasant, smiling An absence of toxic complaining Takes direction from host. | Teamwork, in attitude and professional communi- cation Flexible re position | ATTENTIVE TO ZONE. Present at station on task on time ... observant. Able to handle a busy section. | Alcohol awareness offers food, water, denies svc as nec, checks IDs Knows LBW products. | Calls back orders. POS - rings orders correctly with pivot points to prevent waste. Inputs pivot points. | Never questions tipping. “I will be right back with your change” Notifies of SC. No rounding. Collects revenue. | Sanitation Pre-busses Keeps clean sani bucket. Shims tables. Is personally clean Washes hands. Picks up debris. |
| Reliability and likeable to guests and coworkers Helpfulness. Being there for your teammates | Teamwork, in action - sidework and helpfulness Generous with others. Consistent good mood. | Ensures that guests have a positive and memorable experience. | Performs the 7 steps of service  | Revenue - Increased sales by upselling and keeping it fun Sells multiple courses | Remembers that the GUESTS are why we are here....gets great guest feedback. Practices TEAM SERVICE | Availability enough flexibility and shifts offered that others' needs can also be met & covers shifts when asked |

7 steps of service:

| | | | |
|--|--|--|--|
|  1. The 60second greet | 2.Suggest a drink order  | 3.Proactively guide the food order | 4.Pivot points so food arrives perfectly!  |
| 5.Verify happiness  | 6.Drinks, dessert, box up leftovers in service area  | 7.Confirm/collect payment  | |

All of these positions work together. Many tasks overlap in some way.
The team succeeds when everyone does their part.
The pool exists to reward contributions and to serve the team.

Team Service Model

Everyone helps everyone else. This makes sure the guests are happy and have everything they need.

Each guest is *YOUR* guest. Every part of this restaurant is *YOUR* responsibility.

If you are not a team player, we are not the employer for you.

The best staff members are those who go the extra mile simply because it is the right thing to do.

A friendly, knowledgeable, and attentive staff member makes our guests feel comfortable enjoying themselves.

Our restaurants are not the place for snooty, pretentious staff.

We are in the business of selling food, beverages, and FUN.

Do not tell customers that you are not *their* server, that they are not in *your* section, or that you do not know the answer to their inquiries. Instead, offer to help, take their need to the appropriate person, and find out the answers ASAP.

Do not pass guests without smiling. Keep your head up, your smile on, and your eyes alert.

Do not avoid the guests. If you see someone looking around for something, ask them what they need, and serve them accordingly.

Restrooms Cleanliness

- Restroom cleanliness is everyone's job!
- Check them throughout your shift.
- Floors should be free of scraps of toilet paper etc.
- Push paper down in the trash can so it doesn't fall out.
- Toilets, sinks, flooring, etc should be visibly clean.
- Toilet paper, soap, etc should be fully stocked.
- Counters should be clean and dry.
- Walls and doors should be clean and in good repair.
- Fixtures should be dusted and clean.
- Mirrors should be clean and streak free.
- Use gloves when cleaning any aspect of the restroom and then dispose of gloves and wash your hands.
- Alert the MOD to any issues that need cleaning up with mop etc.
- NOTE: When you use the restroom, visibly wash your hands. If using the handicap stall use the common area sink so that guests can see you washing your hands.

Reporting Hierarchy

For each shift, there is a manager on duty (MOD). They are responsible for all operational decisions on that shift. This is who will take care of any concerns you might have regarding customer service, recipe adherence, close out financials, etc. on your shift. Do not approach guests about animals, smoking in a nonsmoking area, moving of tables or other such issues. Get a manager and let him/her handle any difficult situations. This will preserve your positive interaction with the guest and allow you to get to your other guests as well.

Your location may also have a General Manager. This manager is the final word for decisions at your location.

Employee hiring, schedules, hours, promotions, rewards, pay rates, discipline, tip pool, cross-training options, etc all occur at the restaurant location level. Your GM and/or your team of managers will provide feedback to you in verbal counseling, conversations that are recorded in your personnel file, and formal evaluations. If you are unsure of your standing in the company, request an evaluation.

Personal Property

Do not bring valuables to work or leave personal belongings here.

The Company is not responsible for any loss related to rain, products, theft, accidents, etc.

Attendance

- The schedule is to be generally worked as written.
- Keep track of your schedule. We do not call you with reminders. Write it down or take a picture. Confirm it is the right week.
- Missing work creates problems. We have scheduled you because the team needs you!
- **COVER ANY MISSED SHIFT YOURSELF.** Even swaps are always preferable. You may switch shifts with other staff if the person is similarly trained and up-to-speed on all the duties of that shift. This must be approved by management and signed off in the shift change book.
- Requests are preferable to switches.
- *If you miss a shift without covering it, you leave everyone hanging. Logically, you will receive a warning or be termed if you do that. The action plan will depend on the circumstances but includes possible discharge, schedule change, job assignment change, or suspension.*
- Call ins are for managers to increase the grid—not for your coverage.
- We are open 365 days a year and employees will need to work holidays.
- No employee is guaranteed any assignment. You will be scheduled in the type of job that benefits the team. For ex, we do not usually hire "just" bartenders. We are restaurants. Bartending and serving are the same job in this company; and if you are trained to mastery on bar first, you'll train to serve later. This benefits the company. We constantly train and develop new bartenders, servers, etc so that we can maintain professional coverage for all shifts. If all the shifts are locked in, there is no room for new people to grow and experience volume. Then volume hits, and the newbies are not ready. So even if you are a great BT, we'll still need you to work as a server to have space for everyone to grow.

Approved use of phones at work – to take a picture of the posted schedule each week.

Then put it away.



This will provide you with your schedule to reference and with your coworkers' scheds & #'s also in case you need to ask someone to switch or cover.

Seasonal Fluctuations:

Understand the seasonal fluctuations in our industry, in Key West, and at the restaurant you work for.

Speak to your managers before making any plans or outside commitments so you can find out how they would affect your employment, your coworkers, and your employer.

Our 4 month "off season" is Aug 20- Dec 20 and that is generally the best time to take vacation- except for Goombay/ Fantasy Fest, holidays, festivals, and football games.

The first step when planning time off is to look at the calendar and start with this Aug 20- Dec 20 time frame. Then look at holidays and blackout dates to see if you are asking off at the wrong time.

Hurricane season is officially June 1-Nov 30 although hurricanes can form at any time. The peak for hurricanes has historically been from mid Sept to the end of Oct. Many celebrate the end of the peak hurricane season at Fantasy Fest. But with schools in session and the holidays approaching, Key West goes back to off-season traffic levels until the holidays.

Managers,

Make daily staffing adjustments based on expected volume and what is happening with your team.

Weather, cruise ships, bar crawls, school calendar, etc all influence our volume.

Make these daily staffing adjustments well before staff will be leaving for work. Respect employees' time! If you do not need an employee based on expected sales volume/weather/etc, then as a general rule, we ask that you call them at least 2 hours before they are scheduled to arrive.

We do not want team members to schedule their day around our work schedule over other valuable uses of their time, launder and dress in their uniform, secure transportation/parking etc, and arrive-- just to be sent home.

Schedule Requests

- Requests are due Mondays for the following week.
- Put requests in the box sufficiently in advance to all for the approval process. The more notice, the more likely it is to be approved.
- All requests – for less work, for more work, for different work, assignment preferences -etc - MUST BE IN WRITING.
- Your requests are between you and the Company. Your employment is not an agreement between you and 1 manager. They do not make approvals alone; they discuss as a team, rotate schedule writing, & then make daily staffing adjustments.
- When evaluating schedule requests for approval, the managers use a combination of common sense, company policy, FMLA and other regulations, plus some degree of first-come-first-serve or luck of the draw. Managers are responsible for staffing the restaurant for the volume and for upholding the policies for all employees so that no one is treated with unfairness.

If you have any questions, you may seek guidance from HR at any time.

- Tell us what your sched request is for; we will do our best to accommodate you. Schedule requests that qualify under the Family Medical Leave Act or other regulations will be prioritized/ approved if we can accommodate. We appreciate it when you can work with us to plan ahead and take our seasonal needs into consideration.
- Write all requests. Include your name (legibly) including last name, the date, and your signature on all sched requests. If you do not want other people to be able to read your request, seal it in an envelope or email it.
- Only submit requests for yourself.
- Schedule requests are REQUESTS. Do not demand time off. Do not book airfare or make commitments without first getting approval. Failure to come to work on a scheduled shift, whether you requested off or not, is a No Show No Call. If we have approved you to be off and we scheduled you in error, please see management so we can fix it instead of no showing.
- Approved Schedule Requests are usually listed at the bottom of the schedule each week. If you do not see your dates listed there, you must presume that your request is unapproved/not received and see your managers.
- We have black out and brown out dates. Before you make a request, check this section of your handbook. Also look at the posted schedule and see if others are already approved for that time off. *Think before you make plans. Sit down with your managers and have the handbook and event calendar handy. When you sit down, the request is not approved yet! The manager will submit your request to the team. To confirm approval, - look at the next posted schedule.*
- We reserve the right to schedule you whenever and however it best suits the company. “Set schedules” hurt the company and are discouraged. When allowed, they are a generally accepted agreement, not an overriding contract with your employer. You have no guarantee of a set schedule regardless of how long you have been scheduled a certain way.

Managers,

Staff requests go in the request box.

Assigned manager pulls them once a week and discusses with other managers /ownership.

Then the team discusses and determines whether the requests can/ should be approved based on staffing/volume /events/blackout/existing approvals etc.

Next, managers record the approvals on the sched request itself and put it in the HR bin for pickup and filing.

Then managers list the dates/name accurately under either approved or pending. This is how the employee receives their answer on whether it is approved.

Availability

We want you to have a great quality of life and we look forward to supporting your full life outside of work! The most valuable employees are those who are available to be scheduled when needed. When considering a job offer, we look for reasonable availability and enough flexibility to make the business run. We rarely hire part time. Our minimum schedule is 3 shifts (including Sunday)/week for part timers.

- We primarily hire full timers who can work any/all Fridays/Saturdays/Sundays and holidays throughout the year.
- Preferential scheduling is afforded for childcare, worship services, etc per various regulations.
- We appreciate employees keeping their commitments to us. We do not want to take advantage of employees' gracious availability to us. Please email hr@tropicalsoup.com if we are asking anything that seems unfair.

Availability is a critical part of your value to the company. Just as missing work is a huge problem, so is limiting your availability to us. Someone who works only Tues & Wed morning, for example, is less valuable than the employees who work the late nights, the busy shifts, the holidays, the weekends, and the vacations of their coworkers.

Only a few people can take off from work at the same time.

This is a real job. We have made a commitment to you and you have made a commitment to us. Don't tell us someone has bought you tickets, and you are going away without approval. Let your loved ones know now that you have a professional job now that you value, and that your employer requires that you work as scheduled. Your employer has blackout dates and you have been made aware of them. We expect consideration for your teammates, the guests, and your employer.

Outside work or other restrictions negatively affect your availability.

If you wish to change your availability, we may be able to honor what you have in mind. Rather than coming in with a decision already made that hurts your employer and coworkers, discuss it with your managers who can get HR involved so we can best accommodate everyone! If you accept a 2nd job that requires you leave before a normal out-time or arrive later than the normal in time or that makes it impossible for you to close or to open, you have just made the rest of team responsible for your share of such duties without checking with those coworkers. It is unfair to the whole team when one person does not have to help with the shared responsibilities.

If we decide we can honor a change in availability, we will likely need 2 weeks notice to adjust the schedule, so plan ahead. Don't make sudden changes to your availability without consulting your employer. We have been counting on you and this can hurt the company. If you do this, expect us to be upset! Think about what you are doing and put yourself in our shoes. You are asking us to care about your needs without you caring about ours or your coworkers'.

Please do not attempt to unfairly manipulate the schedule via switches or special considerations. Our policies exist to facilitate smooth operations and regulatory compliance. The company has a team of people that work on schedules.

Status of Employment

You can be active status, on suspension, on work comp medical leave, on Family Medical Leave, or separated (by voluntarily quitting or by being discharged). Active employees are those who report to work either full time or part time as scheduled. Separated (ie former employees) and inactive employees do not receive an employee discount.

Right to Work

Florida is a right to work state. (See ss. 447.01-447.17 etc)

Both you and the company have chosen to enter this relationship.

Either party can end it at any time (aside from noncompliance with FMLA or other regulation).

If you feel you have been released in error, please see HR so we can investigate and remedy any actions made in error.

Types of time off/length:

In addition to requests off....

- FMLA if you qualify (up to 12 weeks)
- Bereavement (whatever you need / that we can accommodate)
- Vacation or other personal time request off up to 14 days. Check for approval before you make plans.
- Medical leave under work comp (whatever time is medically certified)
- Evacuation (depending on the storm)

Blackout dates

Dates that are not typically acceptable to take off include:

- At Waterfront Brewery- December + seaport events.
- HELL WEEK Dec 22 - Jan 4 Christmas & New Year's.
- Most employees will work either Christmas or Christmas Eve, but many will work both. **If you attend church or have children at home, please tell us that in your written sched request and holiday planning sheets so we can meet your needs and comply with FMLA, EEOC, etc.**
- Sundays & Football season – game days/evenings each week roughly Sept- Jan at JF & WFB.
- Fantasy Fest – the week from Fri of Goombay to the Tues after Children's Day in Oct
- Speed boat races in early November for Caroline's and Fogarty's
- Thanksgiving, Easter, and other holidays and long weekends. If you attend church, include the time in your request.
- Spring break weeks for colleges and other schools
- Holidays, events, and long weekends such as July 4th, Labor Day, Memorial Day, Poker Run, Hemingway Days, and several other festivals (typically 2-3 days) etc.

Brown-out dates: Best times to take time off depends on location and staffing. Make discussions with us part of your planning. From Feb 1-July 30th we are extremely busy. Few requests will be approved during this time.

Holidays

Holidays are blackout dates and regular schedules get changed up- even if your regularly scheduled days off fall on Christmas and Christmas Eve, you do not get both these days off if you don't have kids or attend religious services all day on both. Other employees' needs must be considered too.

Be prepared to deviate from your usual schedule.

"Set schedules" are a generally accepted agreement, not an overriding contract with your employer.

Celebrating holidays on Alternate days: Being in the service industry, we often need to pick an alternate day that we celebrate holidays. This frees us to work when the public is celebrating but to still recognize events that are important to us. If you would like to plan a time to be off with your family, see your management team.

Employee Birthday

Put a request in the box if you would like off on your birthday (or the day after or both). Happy birthday!

Managers,

Christmas & New Years and the "hell week" in between are busy times for restaurants in Key West.

We base our schedule prioritization on guidelines like

1) FMLA since parents and guardians do not have access to childcare on holidays

2) EEOC since employees might want to attend religious services

So, this is why we ask questions beforehand. Be clear with us about your personal obligations during holidays.

Once a schedule is written, it is difficult to get coverage on a holiday.

Vacation and Time Off

We want you to have time off. Talk with us and let's come up with a plan.

Vacation or similar time away from work must be 14 days or less to remain actively employed with us. If you are gone for 15 days or more and do not qualify for leave, you must resign and then reapply upon your return.

There is no guarantee of a job upon your return. Merit, need, & timing are factored in.

Vacations cannot be granted during blackout dates, even by a GM, without HR approval.

Counting Vacation days: Vacation time is no more than 14 days in a row. Each day counts, even your "regular" days off. You must actually work to stop the counting of days away from the company. If you usually have Mondays off, for example, and your last day of work is Sunday the 31st, then you could be off the Monday the 1st– Sunday the 14th. But you would need to start again on Monday the 15th or else you will have missed 15 days of work which means you are no longer an active employee. If you are traveling, arrive back home in time to get to work even if your flight arrives a day late. A day's delay could push you over the 14 days if you have made your plans that tight. We must adhere strictly to the actual count of days in order to treat everyone the same.

Rehire status after leaving during a blackout period:

Resignations and returns are not to be used to circumvent blackout periods; rehire is unlikely under this scenario as it is simply unfair to your teammates. Each case will be evaluated.

Bereavement

If you have a death in your family, we are sorry for your loss. Make plans as needed and please contact us. We will cover your shifts for you if you cannot. You will be excused from work. You do not need to qualify for FMLA (Family Medical Leave Act) etc. to get time off for a funeral. We may sometimes require some information related to your time off.

Missing work - Illness/Injury

- Take care of yourself. Get good rest, eat properly, and get regular medical care.
- Illnesses still happen. We understand this. So do your coworkers. Work for them when they are sick and they will work for you when you are sick.
- If you have a chronic condition like migraines, these coworker relationships will be very important.
- Plan for your work shift 24 hours ahead of time. If you leave the decision to the last minute, you might not be able to find anyone to cover. It is your responsibility to cover unless you are in a true emergency.
- You must call the **restaurant phone (speaking with a manager)** if you are sick. Do not call and leave a message with a coworker – speak to the MOD.
- DO NOT COME TO WORK when contagious, sick, or injured. WE BELIEVE YOU! Do not come here to SHOW us you are sick or to in some way get "credit" for showing up! All it shows us is that we have probably now been exposed to whatever you have. Instead, just cover your shift and call us.
- All absences are recorded. Recording the difference between your schedule and your micros time sheet does not mean discipline or "punishment."
- Please provide any pertinent information in the comment space provided on the HR doc. You might write "manager told me not to work because I might be contagious" or "see doctor's note."

Evacuations/Weather

The only time we deviate from our posted schedule is during severe threatening weather such as a hurricane. If we are having a hurricane evacuation order that specifically states for you to leave, you are excused from work and may call us from the road to say you have left. Listen carefully to advisories and call the county government to understand what the advisories mean to you. Take travel conditions into consideration. If you want to be gone even after the evacuation has been lifted, you need to be in contact with the restaurant to request an extended time-off from work. Call us to let us know that you are OK and when you would like to return to work.



What about bad weather in general - do you report to work?

Yes, unless you call ahead, and the manager is trimming staff / does not need you.

When coming to work in bad weather, bring an extra set of uniform clothes and shoes.

Put them in a waterproof bag or a Ziplock bag to keep them dry.

Can you wear rain boots? If they are slip resistant – yes.

Clocking in/out

- ❖ The Point of Sale or POS system is where you clock in and out. You must choose the correct job code in the POS system. Get a manager if you do not have the correct job code options to be able to clock in properly.
- ❖ If you are working, you must be clocked in. This includes classes and taking menu quizzes etc.
- ❖ This is also where you typically declare your cash tips.
- ❖ There is no "volunteer" work in this company. We sometimes hear of employees wanting to arrive early and do the set up slowly before clocking in. Other times we hear an employee wants to clock out prior to finishing their side work. These sorts of "working off the clock" activities are not allowed. Always clock in and out properly for your job code. This is a required job function. When not on the clock, you may not be in employee-only areas or do employee tasks.
- ❖ You may only clock in for yourself. Never clock in another employee. It is like you are signing their name. It is fraud.
- ❖ Fraudulent use of the POS is theft and is grounds for dismissal.
- ❖ Never use another employee's POS screen (the exception being bartenders working off the same drawer).
- ❖ No one other than a manager is allowed to conduct manager functions such as time adjustments, voids, or discounts.
- ❖ If there is ever a time when you work but the POS is not operational (such as a power outage), then you record your hours by hand and sign, replacing the e-signature with an actual one.
- ❖ You are welcome on the property before and after work as long as we are open and there is no issue of safety etc. But do not work, not even to "help out", unless you are clocked in.
- ❖ Always clock in (when you start work) and clock out (when you are done) for the job you actually do. If you report as server and then the manager switches you to foodrunner, clock out as server and clock back in as foodrunner.
- ❖ The act of clocking in and out is your electronic signature of sorts. You are attesting that you have arrived to begin to work and that you are done with work. If you forget to clock in or out, you must sign on paper for your hours worked.
- ❖ Employees who do not clock in, leave property while on the clock, or in any way alter time records will be disciplined.

“Cuts” and Checking Out

Never leave without being checked out/closed out/released from work.

Some positions or shifts have set out-times. Others are more flexible and the managers on the shift decide when to release or "cut" employees based on volume expectations/weather/events, etc.

There are no company rules regarding who leaves first, who stays, etc. The manager will make her/his decisions based on the information she/he has including overtime expenses. Do not constantly ask to leave. If you have an issue, you certainly should let a manager know but otherwise stay focused on work.

Please be aware that frequent questions about when cuts will be made, complaints that it is slow, etc are demoralizing to others.

Everyone wants to work with professionals who are happy to be at work.

Use the tools available (availability form, holiday planning form, vacation planning form, sched request form, etc) to discuss your schedule with management.

When you are at work, please be pleasant and energetic about the tasks at hand.

Managers:

For normal staggered cuts as volume dies off, if you are considering cuts in the front, you should be assessing for cuts in the kitchen.

Breaks at Work

- In the state of Florida there is no legal requirement to provide adult employees with a break unless there is a reason protected under Fair Labor Standards Act (FLSA), such as breastfeeding or pumping of milk in some situations.
- If you have a medical need for a break like a blood sugar issue, tell your manager and they will assist you.
- Each restaurant has (or creates as needed) a private nursing area which is not a restroom, and which is shielded from intrusion. See your HR for more information.
- Employees under age 18 take a break every 4 hours- see MOD & clock out for your break. This is mandatory.
- Our employees tend to get breaks as needed without clocking out. Downtime during your shift is normal and an acceptable time to use the restroom, get a drink, etc.
- You may not smoke/vape on our property under any circumstances during work, immediately before work, on break, immediately after work, or in uniform.
- We ask that employees clock out for any break over 10 minutes. Do not enter non-guest areas when not clocked in. If you are on break, be on break.
- You may not leave the property when in possession of any assets belonging to your employer.
- If you would like to take a longer break, see a manager to arrange your break in a way that is convenient for the restaurant.

Pumping breast milk at work

If you are pumping breast milk at work, plan for storage.

- Breast milk will keep at room temperature for up to 6 hours.
- You may bring an insulated cooler; or you may have someone pick up your breast milk.
- We ask that you not store breast milk in our shared coolers due to the regulations associated with food storage and others have access to it. If you have a need to do this, speak with a manager to find out where exactly to put it (separate from restaurant food), and label the item with your name only.

Note for managers:

Each location has a plan in place for nursing moms.

Anytime you have an employee who is nursing or pumping, you must first speak with both ownership and HR so that we can ensure the nursing room is properly shielded from intrusion, etc.

Employees are not permitted to nurse or pump in the restroom (even if they would like to) under Obamacare guidelines. We have a system to accommodate nursing moms. Reach out to Winnie.

Working versus not working

Do not enter non-guest areas when you are not working.

Do not grab your own silverware, run behind the bar for ketchup, help anyone out, or do any type of service/work/favor/etc.

If you are working, then you must be drug and alcohol free, scheduled/directed to be at work, clocked in, wearing slip resistant shoes, and on-task in your scheduled area.

If you are not working, then you are a guest.

Guests do not go past the guest areas.

When they are not given silverware or ketchup, they must wait until their server or another working staff member can help them.

Contagious Illnesses

If you have an illness that is contagious via casual contact or food service, you may not work *or be on the property*.

Doctor's note to return to work

In some cases, you will need to provide a note from a doctor in which she/he states that you may return to work in food service and that you will not infect guests or coworkers. If there is any doubt, we must err on the side of food safety.

Your manager will ask you some questions to try to determine whether we need a note from a doctor. If you call in and say you are vomiting, for example, and you have no idea why, it is your only symptom, and are not intending to see a doctor; then we might simply tell you to see how you feel in 24 hours and to be in touch the next day. If your roommate has been diagnosed with hepatitis, however, and you have other symptoms in addition to the vomiting, then it would be prudent to consider that you might have that illness; and the manager might ask you to cover your shifts for the remainder of the posted schedule and to get a doctor's note when ready to return.

The purpose of the doctor's note is NOT to excuse you for the days missed. It is to **allow you to work again with the doctor's statement that you can safely serve food and do the tasks of the job**. When you ask the doctor for the note, make sure you explain that you are in food service and you need to stay out of work until you are not contagious through food handling.

Always tell the doctor that you work with food service to the public.

You must be free of symptoms for at least 24 hours, and sometimes longer. Do not come to the restaurant if you have symptoms of a contagious illness. Call the manager on the phone to discuss scheduling etc. Obtain coworkers' phone numbers from the schedule as advance preparation for potential illness. When you start to feel ill, cover your own shifts. If you are not sure if you are getting sick, but think maybe you will need coverage, ask a coworker to be your back up, but that you retain the right to work the shift if possible.

The “BIG 5” Foodborne Illnesses

Hepatitis A

Overview:

Fecal-oral transmission, can be found in water and raw shellfish (ysters, clam, mussels), highly infectious; disease can be spread 2-4 weeks before any symptoms appear, children may show no symptoms but still spread the disease to others

Prevention:

Wash hands (especially after using the bathroom), no bare hand contact with ready-to-eat food, obtain water and shellfish from an approved source

Incubation Period:

10-50 days

Symptoms:

Fever, nausea, fatigue, abdominal cramps, loss of appetite, jaundice

Shiga toxin-producing E. coli

Overview:

Young, elderly and immunocompromised at greatest risk; can cause death; E. coli is naturally found in intestines of all animals and humans

Prevention:

Cook beef (especially ground beef) thoroughly, prevent cross contamination from raw beef, use only pasteurized milk and juice

Incubation Period:

3-9 days

Symptoms:

Severe (watery to bloody) diarrhea, severe abdominal cramps

Shigella

Overview:

Fecal-oral transmission; can be caused by water polluted with human feces; some strains similar to E. coli 0157:H7; produces a toxin; young, elderly and immunocompromised at greatest risk

Prevention:

Wash hands (especially after using the bathroom), no bare hand contact with ready-to-eat food, wash produce, obtain water from an approved source

Incubation Period:

12-50 hours

Symptoms:

Diarrhea (sometimes with blood/mucus), abdominal cramps, fever, vomiting

Salmonella Typhi (Typhoid Fever)

Overview:

Fecal-oral transmission, people who show no symptoms can still spread the disease to others, can cause death

Prevention:

Wash hands (especially after using the bathroom), no bare hand contact with ready-to-eat food

Incubation Period:

5-72 hours

Symptoms:

Sustained high fever, nausea, vomiting, abdominal cramps, headache, fatigue, rash on chest and/or abdomen

Norovirus

Overview:

Fecal-oral and person to person transmission, leading cause of viral foodborne illness and diarrhea in the United States, highly infectious

Prevention:

Wash hands (especially after using the bathroom), no bare hand contact with ready-to-eat food, sanitize all surfaces with chlorine solution

Incubation Period:

12-48 hours

Symptoms:

Nausea, vomiting, diarrhea, abdominal cramps, low fever



DBPR Form HR 5030-100

Division of Hotels and Restaurants

www.MyFloridaLicense.com/DBPR/hotels-restaurants/

Florida Department of Business and Professional Regulation



2015 October 15

This section is for you and your medical provider.....

We are **NOT** looking for notes that say our employees are excused from work missed. What we need from you is a clearance when they can safely work around food and other people again in a full duty position.

Full Duty Work

Our jobs are full duty positions. We recommend all employees secure disability insurance of their own choosing. If you have a bike accident for example and you end up in a cast or on crutches, you cannot do the tasks of your job. Make plans now for how you would pay your rent and meet your other obligations.

By Florida law, employees are required to notify their employer if:

- You have been diagnosed with an illness that is transferable via food service.
- You have symptoms relating to intestinal illness, boils, or infected wounds.
- You have had one of these illnesses in the past.
- You are high risk of becoming ill due to 1 of these pathogens.

In these cases, a doctor's note will need to certify that you are cleared/that restrictions are lifted.

Request for Doctor's note (whether work comp or not)

Dear Medical Provider,

This patient works in the food service industry in a full duty position. She/he presents with a medical concern that has prompted us to ask that she/he see a doctor. ****We do not want an "excused from work" slip.** We want to know when the employee is safe to be around food and other people. We are trying to keep contagions away from our food and our employees/guests. We want our employee to return to work as soon as it is safely possible. If this employee may return to work, please provide them with a note to this effect.

On your note, please specify any restrictions to normal work duties: walking, touching food preparation/service areas, climbing stairs, working in the sun, bending, reaching, carrying plates with both hands, repetitive movements, lifting (give a specific weight amount- bus tubs for example weigh approximately 30 pounds), standing for hours, ability to work on station for hours without a break other than restroom breaks, use of latex gloves, working AM or PM as needed.

PLEASE PROVIDE THE DATE THAT THE EMPLOYEE CAN RETURN TO WORK WITH OR WITHOUT specific ACCOMMODATIONS. Food safety and employee safety are our top concerns. If you have any questions, please call our HR office at (305)780-7913.

We give you the card below for you to put in your wallet. Then you give it to the doctor for his/her review each time you visit a doctor if you have been contagious or unable to do full duty tasks. Each employee should have it. It provides this information in a business card size format that is easy to carry with you. Get your copy from HR if you don't have one.

Standard Business Cards: Front side

Dear Medical Provider: We are a food service company and our jobs are full duty.

1. Is this person diagnosed with an illness that is contagious through normal food preparation and service?
2. Is this person restricted in any way from lifting, standing, using stairs, bending, etc? If so, please specify clearly.

We do not want a note excusing the employee from missed shifts. We want a note that states when they will be safe to work - (1) noninfectious (2) released for full duty



Standard Business Cards: Back side

To our employee:

We miss your contributions (and you!) when you are not at work. We want you back as soon as you are safe to work again.

If you see a doctor, please present this card and get a note stating if/when you are safe to work again. We do not require or want an "excused" note.

If you cannot work, *please* cover your own shift! Call the restaurant to let the manager know - do not come here if you are sick or injured.

If you cannot get through to the manager, call HR. If you miss work, please sign for the dates to keep our records straight.

HR office: 305. 414-8152 Call us with any questions.

****We do not use doctors' notes to excuse employees from work.**

We use them to verify that an employee is safe to work around food and other people.

Cross-Training & Advancement

All employees have opportunities to progress to other positions. Sometimes we approve the expense of cross-training employees in new positions. See a manager or HR to discuss. One person's idea of a "promotion" is not the same as the next person's. Look at the options we offer and discuss the challenges of the various positions. We can work with you to set up a series of goals to get you where you want to go! Talk to us about your goals; let's see how we can work with you, so you can make your dreams come true.

There are opportunities in a normal shift to learn something from another area.

Speak to a manager about your goals and taking these opportunities as they present themselves.

Bartenders must approve anyone training in their drawer since they are accountable for their drawer being over or under. The most common way for a server to learn to bartend is that they hop behind the bar with the manager and bartenders' permission to learn one drink mix or BT procedure while they are not busy with their tables.

Cooks must approve anyone training on their station.

There is NO volunteer work in this company. You may not come in on your own time to train on something new. Do not enter non-guest areas when you are not working.

If you are working, you must be clocked in. Get permission and discuss the best path to mastery of a new area.

HR Docs & Action Plans

An action plan is simply a plan of action. Some are verbal and some are in writing.

Example #1: If you are a foodrunner and want to learn to serve, we might give you an action plan to study your food menu, study your liquor/beer/wine/etc menu and take a test the following week. This is not disciplinary; it is just providing you with a series of steps to get where you want to be. Pass that test and you get to the next step.

Example #2: You need to go out of town and are not sure your exact date of return. Your action plan might be to 1) cover your shifts and 2) call us by Monday so we can include you on the following schedule. This is not disciplinary; it just outlines what your responsibilities are.

HR docs or other records reflect conversation, clarification, staff development, evaluation, changes, and/or progressive discipline in this company.

Most documents that employees sign are ones that help with record-keeping. Many times, you will be asked to sign documentation to replace what would normally take place electronically. You would typically electronically sign yourself out via the POS system. If that is not operating properly, you must sign to confirm your clock out time. Same for any tip declaration: if you did not declare or the credit card tip that is being attributed to you in the POS system is incorrect then you need to sign off on the correct amount.

All missed shifts are recorded. Swapping similar shifts or approved coverage arranged ahead of time are recorded in the blue shift change book. Sometimes, the conversation regarding absences will be chronicled on an HR doc. An HR doc can record conversations as simple as us thanking you for covering your own shift. An HR doc is a piece of paper; it has no power. **It is not inherently representative of a positive or negative conversation; it is just showing that a conversation took place.** HR docs can also be part of a progressive discipline plan.

One part of an HR doc will be set aside for you to record your side of the conversation, your comments, or anything you wish to be passed along to others. This is very important because it is your way to be heard in writing and on the record. Examples of what you might write on your side of the conversation: illness, a flat tire on the way to work, the people you called to try to cover your shift, the manager who said no coverage was needed, etc.

The HR document simply records a conversation. The point of the document is to record the date, time, the people present, and to preserve both sides of the conversation.

When you are being asked to sign an HR doc, remember:

- 1) Comment. Write something in the comment section even if it is "I agree," "I disagree," "Thanks," or "No comment."
- 2) Always sign HR docs to prove that you were present and to get your side of the situation on record. Your signature on that document - with YOUR comments included- guarantees that this exact paper with your input is what goes in your file to record this event or conversation and as evidence of your compliance with the discussion.
- 3) Sign it even if you disagree.
- 4) Fill in the comment section of the HR doc so that we can see the circumstances and your feedback. You have free speech on this document. You may write anything you wish. If you believe someone is being untruthful, say so in the comment section. If you believe the policy is bad, explain why in the comment section. If you were super busy, or you did not feel well, or something happened that created a difficult situation, please tell us this on the form. If you do not understand the conversation, please write that. We welcome your feedback, and we will assess for possible remedy/follow up.
- 5) Do not refuse to sign or dictate conditions of your signature. Your signature indicates your presence at the meeting, not your agreement with what the manager is saying or writing. Refusal to sign is grounds for termination. If you refuse to comment or sign, you appear unwilling to have the conversation. The signed HR doc provides you protection from misquotes and mischaracterizations.
- 6) Write down any action plans so you can respond properly and in a timely manner.
- 7) Follow up any time with HR or management. If you want to discuss further, add more comments, re-read the HR doc, etc, we welcome follow up and the notes of that subsequent meeting will get added to the 1st to preserve a transparent record. Any emails, messaging, or letters will also be kept for the record.

The employee action plan part of the paper is where it says whether an employee is being disciplined, what they can do to avoid further discipline, how the discipline will take place, etc.

The HR doc may also have a company action plan. We may provide more support or additional training, adjust your in/out times, improve our communication, or investigate related issues for example.

Comments: Your comments can include that you disagree with the action plan, any questions that you have, or compromises you propose.

*There is no set number of warnings that dictate any specific action by the company.

Do not panic that you have, for example, 3 warnings in your file.

Pieces of paper have no meaning by themselves.

If you have any questions just ask your managers (or HR via visit, email, or phone call. We are happy to clear up any misunderstanding. You can also review your action plans or get clarification.)

Managers – HR action forms are there to document a conversation such as a warning.

Company system is that this is done on the shift in question (usually at the end).

Do not just hand the employee something to sign.

Discuss the issue and make your action plan based on what you find out when you and the employee talk.

WORDS MATTER

Warnings, HR docs or HRAs. Please do not call these papers "write up" as this does not reflect the actual purpose and meaning.

Progressive discipline

Progressive discipline is a process of resolving conflicts between policy and behavior, between individuals on the team, or between what is communicated and what is understood. Management or HR communicates things that have occurred and what needs to happen from that point on.

The primary purpose of progressive discipline is to tell an employee how they can better do their job.

It typically occurs verbally in coaching conversations between managers and employees. They tell you how you can get better at the specific tasks of your job, how you can help your team, how they see you doing a great job, how to achieve your goals, or how you need to change your behavior.

If a manager or management team tells you ways you can improve, and you do not respond accordingly, they may try telling you again or explaining it in a different way. In this way, the discipline progresses from informal coaching to a more formal or clarified instruction or counseling. The manager may ask you to repeat it back as you understand the instruction or to verbally agree on what is being said. The goal is to clarify the path forward to a more successful behavior.

If the verbal coaching does not facilitate any change, the manager may try writing the coaching down as one way to make it clear or to emphasize its importance. It typically occurs at your location although management is supported by HR as needed. Management will use the HR doc to outline the problem, discuss the issues at hand, and formulate an action plan for the restaurant, the employee, or both.

If the written documentation and action plan does not prompt a change, the discipline will progress or escalate from documentation to more severe plans of action. At every step of this process the goal remains for you to successfully correct the behavior that conflicts with our policy.

We hope that employees care about the guests and their teammates and that they do the job successfully.

Progressive discipline is effective most of the time simply because it disrupts a pattern of behavior or an ineffective habit and instills a more productive habit or an alternate behavior. It reminds the employee of what they need to do and asks them to make a commitment to correcting the problem. Most people are happy to do tasks the correct way and can change once they know what is expected.

There is a space on the paper for an action plan for both parties. Sometimes it is the employer and not the employee that needs to change. For example, if an employee is repeatedly late, maybe the employer needs to schedule the employee to start later. The conversation between employer and employee might involve the bus schedule and an action plan to accommodate it.

Misconduct

Not all situations lend themselves to progressive discipline. If an employee commits an offense that the employer feels so hurtful, significant, willful, dangerous, dishonest, criminal, or extreme that it cannot be corrected and/or that there is no way forward in the employment, separation may be the best or only solution.

Reminder- Any employee who is suspended or terminated immediately loses discount privilege as they are no longer actively scheduled with the company.

Stay on task

Stay guest-focused! Do not get caught up in one guest to the exclusion of others. Do not invite friends, your significant other, etc. to visit you on shift. Work is not a time to watch a ball game or make travel plans. Stay focused on the elements of guest service that will create happy guests, good impressions, and return business.

WHEN THERE IS DOWN TIME – REVIEW HANDBOOK, STUDY MENU, OR CLEAN SOMETHING!!

HUMAN RESOURCES

Reporting Grievances and Harassment Report any harassment, sexual or otherwise, or general grievances to ownership in writing or verbally. If we are not available, you may have any operations manager or the HR office find us. We welcome your feedback; and we want to hear from you! We will not tolerate unacceptable behavior. If something inappropriate is going on, tell us. You have a direct line of communication with HR. You do not need to go through any chain of command (such as asking a manager) to make a report. The email is hr@tropicalsoup.com. Alternatively, you can email ownership at winnie@tropicalsoup.com. Do not presume that we know what is happening. If something inappropriate is happening, we are not aware of it. Help us to understand what your work environment is like. Email, call, or come to the office.

Once made aware of the behavior, we can investigate fully and make changes.

WINNIE/JOE



Ways to reach HR, ownership, about any topic:

1. A note in the FEEDBACK BOX! It can be anonymous or signed, whichever you prefer.
2. Email hr@tropicalsoup.com. HR or Winnie/Joe will be happy to respond.
3. Face-to-face meeting. HR is also typically available by appointment. Call or email to set up a time/place.
4. We are also available via phone. You can call (305)780-7913 for HR.

The Role of HR:

Human Resources is here to assist you and your managers, to clarify policies, and to get ownership involved as needed.

Day-to-day decisions are made at the store where you work, sometimes in conjunction with the broader team including ownership. If you don't understand the decisions being made or something seems amiss, HR is happy to help.

HR determines eligibility for FMLA, the retirement plan, etc by computing your hours and other data.

HR assists injured employees with work comp & health insurance. If you get a bill for medical care of a work accident, bring it to HR.

With Accounting, HR executes the payroll from the POS records provided by the locations.

HR tracks your hire date and reliability for quarterly reward gifts.

We research possible accommodations and other compliance issues as needed.

HR does not assess your merit or write your schedule. HR will not approve or deny your vacation or schedule request. If you submitted a request and have not heard anything, first try talking with your managers (be aware they work with a decision-making team, so give them some time), and if they are not responsive or made a decision you disagree with, then you may see HR.

1. HR can pull your file and together you look at approvals on record.
2. HR will discuss your request with you and find the related subjects in your handbook. HR will then assess your eligibility for Family Medical Leave Act, whether your request falls under the Bereavement policy, etc.
3. HR will look further – if the answer was no, we can find out why the managers said no and confirm that it is in keeping with our policies. We can help make a compromise.

HR does not continue to provide information and support to you after your employment has ended. With your consent we can provide specific information to your future employer for a reference check (see Reference Check Policy later in this handbook). Your check stubs throughout your employment and your W-2 at the end of the year will serve as your reference regarding your income. Further requests for information, such as employment verifications post-separation - for your future housing, are not answered by HR—this is so we can prioritize the needs of active employees. Use your tax forms and pay stubs.

Access to Employee files and company data:

Every employee has access to their personnel file. We do not make copies of the file for you or allow you to photograph it, email it, videotape it, fax it, or to copy it in any way. You may review and add current comments or otherwise add your point of view or clarification to the record. If you are asking us to fill out paperwork on your behalf give us 3 full working days- coming to drop it off or emailing it, then return at 3 days later. Do not assume that we can provide what a 3rd party is looking for; but try to understand as much as possible what they need. We give the info to you. We only release directly to a 3rd party if you authorize and request it. We will do our best to assist you.

Employees have full access to HR. You do not need a referral or to go through any chain of command. Your managers may refer you to HR and we will all work together to solve any employment problems you have. But you do not need a manager's referral to see HR.

Sexual Harassment

SEXUAL HARASSMENT OF ANY SORT IS PROHIBITED. IT IS A DISCHARGE OFFENSE.

It is prohibited by federal law and company policy. There are two types of sexual harassment:

- 1) The first type is when one person in a position of authority (the offender) affects the job of another (the victim) on the basis of sex or gender. The effect could be, for example, a threat of decreased hours, schedule changes, or decreased income if the victim does not go along with a sexual advance.
- 2) The second type of sexual harassment is known as the sexually hostile work environment. This is when anyone at any level of employment, or even a vendor or a guest, creates an unwelcome or unpleasant environment in the workplace based on gender or sexuality.

Examples include:

- Touching another person
- Sabotaging the victim's work
- Engaging in hostile physical conduct
- Using indecent gestures
- Granting job favors to those who participate in sexual activity
- Discussion of sexual activity- past, present, future, or imaginary
- Using crude or offensive language or off-color jokes. Using demeaning or inappropriate terms such as "Babe"
- Sharing comments that others have made can also be harassment (even if you are not endorsing it).

*The law prohibits an employer from creating or allowing a hostile work environment. While an employer cannot anticipate and prevent occasional remarks by coworkers, guests, vendors, or passersby, it must not allow a pervasive environment to develop in which there is an inappropriate atmosphere in the workplace.

*Employees at all levels are to refrain from any conversation or conduct that relates to or hints of gender or sexual acts. Suspicions of sexual harassment must be brought to HR immediately by anyone who is aware of the offensive conduct. The owners, other employees, and guests are offended by any such action or comment, regardless of who it was intended or whether it was welcome to that person.

Our employees work in a public place. While it is private property, others can see and hear what goes on here. There is no expectation of privacy. Everything that you say may be heard by others. A person may not even mutter an indecent comment to himself or herself, as others would potentially hear that and potentially be offended.

If a crime occurs on our property, get management but also call 911 or the MOD/someone else can call for you.

Appropriate conduct is always required, even when off duty.

This allows everyone to feel comfortable with their coworkers on shift.

Employees are not to bring personal matters onto our property in a way that could be construed as offensive.

Stalker Type Behavior

If a crime is committed – whether on our property or not - we encourage you to pursue justice and advocate for your rights as a victim of a crime. We cannot do that for you; but we can support and accommodate you.

We sometimes get requests to ban an offender who is not employed by us.

We are happy to do that in an effort for our team to be safe and comfortable at work.

However, we do require that you as a victim do your part. Call 911. Press charges. Seek a restraining order. Comply with professional recommendations from law enforcement /advocates/ treatment providers and any pertinent court orders.

See also the **Get Help** section

Fraternization Issues

Close relationships between employees in different positions in the company hierarchy or related companies require HR guidance to safeguard our employees. You are required to discuss this with ownership, despite the newness of such a relationship, and any other directives from other employees at any level are incorrect and void.

There can be a conflict of interest even if your partner isn't your boss. Hosts, for example, make seating decisions that impact servers. If you are close to someone in the company (dating, roommates, relatives, good friends), you are required to let HR know.

We will examine each situation for potential conflict, and we will work to develop an action plan that protects all employees.

Good business practices often conflict with the scheduling wishes of friends or loved ones who want the same days off together. The company's priority must remain the efficiency and effectiveness of the whole. We try to write good schedules that provide appropriate coverage and still give everyone 2 days off back-to-back, no close/opens, opportunities for breaks, no doubles longer than 10 hours, and limited overtime. Even though no schedule is perfect, we aim for perfect. Writing good schedules for the whole team must continue to govern our scheduling decisions despite the wishes of 2 people on the team.

We cannot rearrange schedules to facilitate working together or being off together if it causes problems in the shifts.

We typically do not hire significant others. If people begin dating when they are employed with us, we typically do not schedule them together. In some instances, we will make an exception. If problems arise, the exception will end.

Ask permission from the MOD if you would like to briefly have a personal guest while you are bartending. You are tasked with focusing on all of your guests, not one in particular.

The drinks are to be paid by your guest in full and are NOT to appear on the comp tab.

Keep your private life private. Do not touch one another or discuss private matters (whether happy or not) at work.

No inappropriate behavior

Managers are not to fraternize with employees.

We value a sense of fun and humor as this makes the environment fun for guests and for employees. **HOWEVER**, fun and humor may never cross the line of others' rights, embarrass others, or create a safety hazard. We are a family restaurant. No foul language, sexual innuendo, touching, or other activities that might offend someone. Do not reference others' gender or sexual orientation. Do not touch others. These things are not funny.

Have ID, EAD, LPR on you

Arrive safely!

Have a form of ID and work authorization on you. Comply with state and federal laws.

Follow rules for cycling, driving, parking etc.

Online Communication

Approved use of Social Media

- Employees working in Front of House positions may use their social media accounts to professionally invite guests to enjoy our food and beverages during their shift.
- You may, with manager's approval, do this on the clock as part of your shift. Then put your phone away. One post-- not comments.
- You may use the check in or similar features on the company accounts to do this as long as you are posting appropriate messaging. Posts should showcase the events, specials, dishes, specialty cocktails, or similar that we are proud to serve.

What NOT to Post

1. Never suggest that you will violate the responsible alcohol sales training with which we have provided you. Hospitality does not mean overserving, so do not associate the company with any posts about that or other alcohol service violations. If you are going to use your account to post about work, keep in mind your legal obligations as someone who serves alcohol.
2. Never post photos of credit card slips. While it feels great to get that big tip, just thank the guests. Don't post an image of it. The receipt has personal information about the guest and is confidential property of your employer.
3. No bathroom photos. No kitchen or other "back of house" or utility areas. Only photograph the attractive areas of the restaurants that we clearly intend for the guests to see.
4. Do not reveal confidential company information in person, via phone, online or by any other means. Our recipes are confidential. If a guest asks for a drink recipe, you can give them the basic ingredients, but not the exact ounces. Otherwise, why should they come to us for it? Our recipes are our property.
5. Take care never to disparage guests, coworkers, or the company. Social media is not a place to emotionally vent about a bad tip, a bad shift, a coworker who didn't do their side work, or a manager you don't see eye to eye with. This is never acceptable. Furthermore, you don't want someone then posting the other side of the story. Just stay away from all possibly negative content.
6. Don't post grievances you may have. We have a system for you to seek remedy. Utilize the tools provided to you in this handbook so we can work together to solve whatever issues are causing problems. Be professional.

Facebook Messenger or similar is not an acceptable way to communicate with your managers.

- Do not communicate company correspondence in public forums. For example, don't post that you are ill and will not be at work.
- Do not presume that anything that is available online is known to us. For example, if you have a 2nd job that is well-known online, this does not change the policy requiring employees to seek permission to have outside jobs.
- You must comply with all laws and regulations in your postings. You may not, for example, make a comment online that harasses a coworker, just like you may not say such a comment in person.
- Information you provide publicly online can be read by management. If you write that you are moving, that you hate your job, or that you were not sick when you called out, someone may tell your manager at work.
- Take care not to disparage the company, its services, its managers, its line staff, or its products in any way
- Whether your communication is verbal or electronic, think about the impact of your words on your coworkers. Think before you speak or post.

Parking

- Do NOT Park your car or scooter at our loading docks, loading zones, dumpster removal areas, driveways, etc. These areas are for loading, vendor access, grease recycling, and maintenance access.
- This applies to all shifts AM and PM. These are tow-away areas and you may be ticketed or towed which causes expense.
- It also applies to leaving your vehicle overnight. Waste management etc needs early AM access.
- Park and lock bikes at designated bike racks. Do not lock bikes to trees, street signs, company property, etc. Some locations have bike parking arrangements, and you may be issued a sticker for your bike to indicate permission to park. Speak to your managers for up-to-date information.
- Park where you can safely leave your car or scooter for the entirety of your shift.
- Do not park where you will need to leave your station while on the clock to move your vehicle, pay the meter, etc.
- We are not responsible for damage or loss.

Training

Training in this company is an "armpit follow." This means you're training by following very close behind your trainer (at their armpit). Stick with your trainer for every task she/he does. No wandering off.

Trainees do not do job tasks alone. Never take tables or approach guests alone while in training.

Newly hired tipped employees follow the schedule as found on the Star Server Training Sheet, although the shifts do not have to go in exactly that order. Newly hired servers typically receive 4 training shifts: 1 host training, 1 food running, & 2 server follows. If they want additional training such as time entering orders in the POS, carrying multiple plates, or bar training, they should speak up to a manager. All policies apply to employees who are on the premises.

★ All new front of house employees must pass the following quizzes by 90%.

- ⇒ "About Key West" quiz after host training
- ⇒ Floor plan quiz after FR training
- ⇒ Food menu quiz after 1st server follow
- ⇒ Allergens/ special diets quiz after 2nd server follow
- ⇒ Beverages quiz after 1st solo shift
- ⇒ Alcohol Awareness
- ⇒ Safe Food Handler

We sometimes speed through or skip some of the training for new servers. If this is the case, you are still responsible for knowing the information contained in the star sheets. Sit down for a 1:1 meeting with a manager to review. Then take the "About KW" etc quizzes.

Managers: The test must have the new hire's name, the grade, the grading manager's name, and the date. Employees may retake the quizzes. The point is to ensure your readiness to guide orders and field guest inquiries.

★ Practice on the bar is only allowed if the MOD and the bartender both approve it. The bartender is responsible for that bar drawer and its contents, so if the bartender is uncomfortable, she/he may decline. Being allowed to train on the bar typically only occurs if the employee has mastered serving. Occasionally we hire tipped employees to master bar first due to a need on bar. Then they master serving later.

★ IF AN EMPLOYEE IS IN TRAINING, THEY SHOULD CLOCK IN AS TRAINING.

★ New employees must be approved by their trainers.

When you pass the star-server program you will have a 2-3 table section to start.

Ask questions of our certified mentors. Keep learning.

If a new employee is struggling with these milestones, we will provide support. We will attempt to identify what tasks can be re-done and what the employee can be scheduled to do. If you are concerned that this position is not right for you, please see HR rather than just quitting. Give us a chance to resolve any issues or to look for alternate assignments.

Any tips received by the trainer while you follow them belong to the trainer.

Trainees do not get a cash tip share.

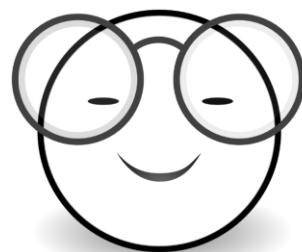
New bartenders still learning can be scheduled with a mentor and the tip split might be 60/40 for example.

Trainers & Mentors

The way to have an awesome team wherein everyone pulls their weight is to train your new coworkers to work as a team from day 1.

Trainers help newbies on their assigned training shifts. TNR on sched.

Mentors are coworkers that others can turn to anytime for advice or clarification.



Thank you!

Nice work!

Star Server training guide

STAR SERVER TRAINING GUIDE

Name: _____

Day 1 (date) Host Trainer: _____

Clock in as trainee, tour restaurant meet FOH staff/MOD Welcome we are glad you are here!

Understood floor plan, table numbers approach & greet at menu box/STREET if on Duval

Able to identify if seated tables had been greeted by server within approved time frame. (1min of seating)

Knows that guests may sit in the dining room to have drinks or dessert. There is no rule about ordering entrees.

Tell the guests it's a great table (shade, awesome server, etc) Hosts do not pick up books (with \$) from tables

Busses table, wipes table only to seat new party. Servers are to pre-bus throughout the meal and at end of service.

Able to engage guest from greet to seat Walks at proper pace- if we are busy then hosts WALK SLOWLY.

Knows whole party must be present to be seated **IF WE ARE BUSY**. Learn uniform ***takes 'About Key West' quiz

Learn to ask is that a service animal? Confirm you have a HB Learn key facts about Key West Clock out.

I, THE day 1 TRAINER, CERTIFY TRAINEE IS READY: _____

Knows hosts do NOT report to servers.
 Servers do NOT direct hosts.



Day 2 (date) Foodrunner-Trainer: _____

Clock in as trainee, meet MOD & kitchen staff, understand what expo station is, who the expo is, & what he/she does. Know that no one directs the cooks other than expo and managers. Know that cooks make NO food without a ticket. No verbal orders. Employees get half off food with pay stub so keep your check stub and try our dishes. Limitations apply.

Know where the sched is, take down your coworkers phone #s, reqs due the week before! See memos

**Pivot Points- how you see them on ticket and assemble tray and/or drop food in correct places

FR/expo station clean and well stocked Able to URGEANTLY carry multiple plates at once

Able to name dishes properly, including add-ons, temps, pick system, and modifications. -remember PICK system

Able to locate items in prep, storage, walk-ins, dish area, etc. Able to garnish all items

Able to serve expeditiously to correct tables Learn about our Merit based system. ***Floor plan Quiz

Interested in being part of a team where we all work together to smoothly serve guests. Clock out.

I, THE day 2 TRAINER, CERTIFY THIS TRAINEE IS READY: _____

Day 3 (date) Server-Trainer: _____

Clock in as trainee Able to navigate the basics of the POS. Know that we work as a TEAM here! Host, run food, do whatever is needed.

Learn our 7 steps of service including securing payment BEFORE guests leave the property Do NOT direct the host or cut yourself

**Pivot Points - which seat is which and how to enter in POS Alcohol Awareness - when to cut someone off/confirm how to check IDs

OUR TEAM SERVICE MODEL Learn Bring in/Bring Out; Pre-kus Split/Combine/Transfer checks order timing

Understands the service bar and micros bar screens. Able to compile orders in multiple screens and modify items

NO citrus in waters ID anyone under age 30 what is a floater? What sizes do frozen drinks come in? (@Fog)

Learn which items can be special ordered and which cannot Alert MOD immediately to any guests with allergies* type on ticket

Tips belong to the Team! Pool not the server/BT. You walk with your portion. Tip Sharing and Tip Adjustment form

Clock out and declare CASH tips that you have received- make sure you know how to declare properly in OURsystem (OC tips already declared)

I, THE day 3 TRAINER, CERTIFY THIS TRAINEE IS READY: _____

Day 4 (date) Server-Trainer: _____

Known what time you may start working. Do not start early. Clock in as trainee, check 86 board, see trainer Prioritize, problem solve and multitask

Able to greet tables within required time. (1 min. of seating) Guides service, upsells Does NOT boss or bully the host

Know what drinks to sell- FROZENS at Fogarty's! Know sizes and prices of drink Able to properly open wine at a table

Able to greet tables in a warm, friendly and professional manner Calls back orders to guests to prevent misunderstanding

Able to provide a professional menu presentation Conduct quality checks every two min. verbal/nonverbal/visual cues/visual sweeps

Collecting payment is a step of service. Always circle back quickly to get the payment. Say "I will be right back with your change."

Was organized, cerebral, cares about the work product. Demonstrate professional cash handling techniques & a neat close out.

Communicate with guests, coworkers and managers effectively Able to demonstrate and work with a "sense of urgency"

Able to execute a closeout within the company's guidelines. Knows what methods of payment we accept. (WFB- no amex)

Understands service charges - how to and when to paid, etc. Knows local craft beers we sell- Crazy Lady, Island Life, Lazy Way

Able to verify bills for possible counterfeit bills. If you don't know something, ask! Sell and receive gift certificates/gift cards.

Get coworker ph #s. If you cannot work, cover the shift yourself! Learn about our sister locations, hours

Clock out and declare CASH tips that you have received ***take drink quiz - (attach TO THIS)

I, THE day 4 TRAINER, CERTIFY THIS TRAINEE IS READY: _____

No cell phone or electronics

You may not use your phone or other electronics while on duty except to call 911 in an emergency or to photograph your schedule each week.



Use of electronics at work can be rude, can cause safety hazards, pulls you off task, and can lead to impulsive drama.

No earbuds, smart devices, apple watches, etc at work. Do not bring valuables to work or leave personal belongings here.

You may not look up how to mix a drink. You may not take or share photos. You may not use your phone as a clock. You may not look up where something is for yourself or for a guest or use it to access a weather forecast.

There is typically no break to use your phone but if you have something going on, we will make every effort to allow you to clock out and take care of your personal matters. If you have an issue, see a manager. For example, if you have a sick child at home and you need to check in, discuss with the manager. Perhaps you can be released from your shift. Perhaps arrangements can be made for you to use the land line. If you have an issue, you see the MOD at the start of the shift. Every time.

We care about your safety!

Please use your phone or any phone to call 911 in an emergency!

We allow you to have your cell phone on your person so that you may then have it on your walk home etc.

Your cell phone is allowed in your apron or pocket if we cannot see it or hear it.

It cannot be peeking out of your pocket or lighting up your apron/pocket when it rings.

Smoke-Free Workplace

(see also FL statute 64E-11.005)

We are a smoke-free workplace - which means NO cigarettes, cigars, e-cigarettes (even if they don't contain tobacco), or vapes (even if they don't contain tobacco) indoors.

Guests can smoke cigarettes outside (no pipes or cigars).

Employees are not to smoke, vape, chew tobacco, or use other non-smoke tobacco or nicotine gum anywhere on the property, on the clock, or in uniform.

There are no smoke breaks or other types of breaks in which you can smoke here. This is a safety, health, and public relations issue. Do not smoke in uniform.

Smoking is misconduct.

NO SMOKING ON OUR PROPERTY.

There are the numerous free and low-cost health and wellness programs offered by Keys AHEC to help quit smoking. For two decades, Keys AHEC, a nonprofit organization, has been an essential part of a healthier Florida Keys. You may wear patches at work during cessation.

Music, TV, etc

- In the interest of courtesy, safety, and teamwork, we limit music in the workplace.
- We do not permit music at a level that is too loud to communicate with coworkers.
- No earbuds or headphones.
- No music that offends others due to lyrics or anything else.
- If there is separate kitchen music, then we rotate what type of music.
- No TVs in kitchens. TVs are for guests, not employees.

Uniform/Appearance

Why do we have a uniform? We want guests to be able to identify employees. We also want to present a uniform appearance. We want the guests to focus on our products and the quality of our service rather than noticing distractions in an employee's personal appearance.

All uniforms are stored at the Waterfront Brewery Gift Shop at 201 William St. If there is not clerk when you come to get uniform, find the MOD and they will assist you.

We are also bound by Health Department guidelines for food safety.

You will be given uniform tops for free upon hire. Servers will get an apron. Wash frequently.

Appearance should be neat. Shirts must be tucked in. Clothing must be clean and free of wrinkles.

Nothing ragged, torn, or faded. No jingly things hanging. Do not show your underwear. No cutting or altering your company shirt.

Attire Top to Bottom-

- Hats – you may wear a ball cap. It should display a company logo or be a plain cap with no logo. Keep hair out of our dishes!
- Extra add-ons are acceptable to restrain your hair. Headbands, clips, and rubber hair bands, etc. They must compliment your uniform and must be firmly attached. Babushka scarves are not permissible. To wear a bandana, fold it neatly into a headband to secure your hair. Hair must be neat.
- Do not wear sunglasses unless you have specific approval due to sensitivity or medical condition. See HR.
- Any facial hair must be kept neatly trimmed. Clean shaven is preferred.
- Shirts – company provided uniform.
- Ladies must wear a bra. Bras should be neutral colors and not visible through clothing. No bathing suit tops.
- The server uniform also includes a belt in a plain neutral color such as brown, black, or khaki.
- Regarding ornaments that can fall into food: No nail polish, tips, gels, or jewelry on nails. You must typically remove all piercings other than minimal, small earrings. Nail polish and artificial fingernails are prohibited by Florida Statute 64E-11.995.
- Bottoms must fit properly and have belt loops and must not have graffiti, embroidery, or advertising. Pants must be hemmed to the appropriate length. No surf pants or athletic wear. Khaki works at all locations. JF team may also wear jeans.
- Shorts or skorts are preferable to skirts. Ladies may wear skirts instead of shorts if the skirt is long enough to maintain coverage during normal movements at work. No leggings or tights as pants.

Ladies must shave under their arms to wear sleeveless shirts. This is to prevent underarm hair getting into food/drinks/ice.

Men may not wear tank tops or sleeveless shirts. This is to prevent hair from underarm/shoulder/back getting into food/drinks/ice.

Men may not wear ladies' clothing to work.

We want employees to feel comfortable expressing the gender identity they feel is appropriate. See HR for assistance and guidance regarding uniform and appearance.

Tattoo policy: Limit visible tats and/or piercings. Cover any offensive tattoos. Extremely visible and distracting tattoos such those on the face or neck do not go with the public image of the company.

During Fantasy Fest, sports game days, and holidays, FOH employees sometimes deviate from the usual uniform.

You are not required to purchase any such special attire. Keep on slip resistant shoes. See a manager for details.

COLD FRONT GEAR: During cooler weather, layer underneath your regular uniform. Any hats or outerwear should be plain, no logo (unless it is ours). Hosts may wear gloves and scarves. Servers/BTs and expo/FRs may not.

If you have a religious practice/affiliation/etc that conflicts with the dress code, then we will make every attempt to accommodate you. Simply email hr@tropicalsou.com, call us, or see HR in person.

All employees are required to report to work ready to work. If you ride a bike to work or get sweaty for any reason, arrive with enough time to cool down and freshen up before the start of your shift. Clock in when dressed & ready. Employees must be completely ready to work by start time of their shift.

Exceptions to uniform policy on non-holidays/events/festival days: We may allow patriotic US flag, good mood, cheerful and similar items. Jerseys are acceptable on game days at the Waterfront Brewery and Jack Flats. Employees dress up for Fantasy Fest and holidays.

We do not typically allow candidate apparel or flags from other countries in normal daily wear.

Managers, your work attire is: Slip resistant shoes with socks. Company polo or chef coat/kitchen tees if assigned to kitchen. Khaki shorts/pants/skort. Belted, neat appearance. Outerwear and headwear must have company logo.

HOST & FILLER JOB DESCRIPTION



The host reports to: The Manager on Duty

Go to bestteamkeywest.com for your handbook. Choose FOH tab.

Station organization: The host station is staffed by a host and sometimes also by a filler. They work together and with others on the team. This job description will serve both the host and the filler. If both a host and a filler are scheduled, then the filler reports to the host and leaves the host stand as directed while the host maintains the presence at the station. In this case, the host stays at the host stand. If both try to leave to walk guests to the table, it becomes chaotic, and we might overload the kitchen with tickets. The host must stay and greet the guests and direct the seating. The filler takes guests to tables as directed by the host. These words, like Expo vs FR, refer to the way the MOD assigns the station's duties- in this case the greeting/organization of seating versus the walking the guests to the table.

General responsibilities:

Approaches potential guests in a cheerful manner, offers menu information, or help. Makes eye contact, never avoids guests or presume they are just passing through. Goes to them and turns them into our guests.

Smiles, greets guest via ANY point of entry (menu box, doors, etc), proactively approaches guests, interacts with guests, seats guests within sections provided by the manager, communicates guest feedback to the manager, busses last items from the table then wipes table, properly utilizes a wait list and communicates with servers r.e. guest seating, 86 board, etc. Hosting is not easy! Sometimes great hosts make it look easy, but it is an intense position that requires a person be "on" at all times.

Specifics:

1. Reports to work on time and in uniform. Clocks in as scheduled. Stays on property and at station unless they let a manager know they need to step off and why.
2. Communication/Organization at this station: The host controls the station.
3. Actively approaches potential guests and converts them to actual guests. Smiles, makes eye contact, and greets passersby in a friendly and professional manner. Actively sells the restaurant. Makes a great first impression. Displays comfortable but professional body language. Does not lean or hide. Does not yell or "hawk" at passersby but greets.
4. Never chews gum or eats on duty. Uses words like "wonderful" and "fantastic" - does not use "OK". Maintains a high energy level. Stands; does not use a stool or chair.
5. Seats guests. Engages the guest walking from the greet to the seat. Walks slowly when appropriate to pace orders.
6. Uses the seating chart created by the MOD. We do NOT rotate or have empty/closed sections. ALL tables must be assigned to someone (even if that is the bar or a manager or perhaps a closed section if we are not staffed to seat all tables). If you seat the manager's section/unassigned area, notifies the mod and they will assign a server.
7. If guests seat themselves, the host brings menus and welcomes them. Never chastises the guest.
8. Identifies guests' needs- kids' menus, crayons, highchairs, ramp for wheelchairs, etc.
9. Walks at the guests' pace. Chats with guests when appropriate. Walks through clear paths/walkways. Walks the guests to the appropriate table as per the seating chart but allows guests to choose their seats when a preference is expressed and is possible.
10. Seats most visible window or "rail" tables when slow to look appealing and encourage additional business.
11. Does not make guests commit to whether they will order entrees. Drinks or dessert are acceptable orders at tables.
12. Knows the status of tables. Never seats guests at a dirty or incomplete table.
13. Pauses with the guests at the table. Politely places open menus in front of guests or in hand. Pulls out chairs when appropriate. *Leaves the guest with a positive statement such as "Enjoy your dinner, your server will be _____".
14. Manages sections. If double seating occurs, notifies manager to facilitate proper greets and flow.
15. Waiting list - IF WE ARE BUSY The whole party must be present. One person cannot get a table for 8 for example on the hope that the rest will arrive soon. *If we are not busy, please seat a partial party.*
16. Uses guest names on wait list. Never uses descriptive words pertaining to race, age, nationality, etc
17. Answers the phone when needed. Speaks to a manager about reservations, orders for guests with allergies, etc.
18. Remembers the GUESTS as the reason we are here. Displays happiness, shows guests what a nice place this is to dine at and to work at. Observes and communicates needed information with a goal of complete guest satisfaction.



19. Ensures that the entrance to the restaurant is clean, attractive, well-lit, and welcoming.
20. Ensures that the menus and dining surfaces are clean and sanitary. Keeps a red labeled bucket with sanitizer solution.
21. Communicates with guests as needed or upon their departure to verify guest satisfaction- and gets manager as needed. Invites happy guests to review the restaurant on online review sites such as tripadvisor.com.
22. Takes food or beverage orders when necessary. Communicates with guests as needed, but typically not during meal service and consumption unless the guest seeks host assistance.
23. Communicates with servers/ managers r.e. large parties being sat.
24. Discusses the cuisine, wait time, and seating options with guests. Knows food and beverage menus. Answers questions accurately. Maintains a friendly and professional manner at all times.
25. Verifies that a dog entering is a service animal by asking the guest. Advises MOD. Does not allow pets/wild animals, does not approach personally. If the guest is also an employee, get the manager because employees have to see HR about service animals.
26. Moves tables with manager approval. Shims tables. Combines tables properly. We move tables rather than allowing guests to. Never block aisles with tables, highchairs, service dogs, etc.
27. Clears tables and sanitizes all surfaces with wet sanitizing towels. Turns tables quickly, particularly during peak hours. Keeps towels in properly mixed sanitizing solution in a labeled bucket at host stand. The server should have done the bulk of the bussing, but the hosts might clear a few items at the end in order to clean and reseat the table.
28. Provides directions within the restaurant and within Key West. Knows facts about our company and this island.
29. Anticipates potential problems. Judges situations and knows when to get help. Assesses illness, disorderly conduct or conflict among guests and staff. Calls 911 in case of emergency.
30. Positively represents the company. Speaks clearly and audibly to be heard without struggle or discomfort. Discusses appropriate topics. Does not talk about the company or its staff in a negative light.
31. Remembers /greets our frequent diners by name.
32. Remains on station and on property. Secures coverage for host stand if stepping away (for ex to go the restroom).
33. Maintains control of emotions. Uses logic. Uses polite language. Listens well.
34. (With coverage of host stand) Stocks and spot-cleans restrooms of their own sex.
35. Complies with company policies and procedures.
36. Works as a team member and a leader. Maintains positive and cooperative working relationships with others.
37. Does other duties as needed.
38. When any guest provides you with feedback, THANK THEM for their input. They are not obliged to help our business get better. They are doing us a favor. Pass feedback to MOD!

Sections and pace of seating are set by managers. Servers are always to be courteous to the hosts. Alert a manager to any rude guest or employee. The host supports servers as managers and others do, but hosts do not report to servers.

The host understands that “fairness” amongst servers is not the goal.

We seat for our guests happiness and smooth restaurant operations.

Questions or criticisms to/of host from servers about seating are not acceptable and won't be tolerated. Take issues to a manager.

Requirements –

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| Gets certified on safe food handler within 30 days of hire if not already certified. | Remains calm. Prioritizes well. |
| Able to work flexible shifts and schedules, including weekends and holidays. | Speaks/understands English clearly. |
| Stands for hours outside, climb stairs, able to lift over 20 pounds. | Pass quizzes with grade of 90% or better. |
| Able to get to work in a dry, presentable uniform regardless of the weather or traffic | Works politely as part of a team. |
| Does not come to the property if sick, symptomatic, or exposed to contagious illness. Calls house line instead. | |

Development and Advancement: Fillers can move into the host role as directed. See a manager for an evaluation so you can discuss being scheduled as the host. The change of position from host to server is not a promotion in the employer's view but some hosts wish to train as servers and HR will support this change whenever possible. Hosts may interview for management positions. Hosts may need to round out their food knowledge by working in other roles such as DC/FR/expo.

Food Runner Job Description



Reports to: Manager on Duty

The expo station is staffed by a foodrunner and sometimes also by an expoditor.

This job description will serve primarily the foodrunner but sometimes an experienced foodrunner may also perform the expo duties. If both a FR and an expo are scheduled, then the foodrunner reports to the expo and leaves the expo station as directed while the expo maintains the presence at the station.

The foodrunner's primary job function is to deliver dishes to tables to facilitate guests receiving their food as soon as is possible.

EXPO MARKS TICKETS:

- when the item is ready - Put a hash mark to the left
- when item is run- cross it off
- when item is not ready but selling ticket, circle it, & stay aware of the dragging item
- when the check is sold, move it to the run ticket area

COOK COMMUNICATION TO EXPO:

- "It's on deck" or "In my hand" means I am putting it up now.
- "2 minutes" or "It's working" means heard/less than 5 minutes
- "It's nowhere" means get a manager to visit the table because this ticket is nowhere.

Specifics:

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| Reports to work on time and in uniform. Clocks in as scheduled. Stays on property and at station unless they let a manager know they need to step off and why. | FR/expo controls the station. Expo speaks to the cooks. Servers speak to the expo. |
| <i>Correctly places the dishes based on pivot points allocated on ticket. Does NOT auction food.</i> | Performs the job professionally. Maintains positive and cooperative working relationships with others. |
| In the absence of an expoditor, the FR accurately compiles orders, taking allergies and special requests into consideration. Visually examines all food dishes for any foreign objects or irregularities. Takes care to only run or package plates that are complete and accurate. Prioritizes the dishes /builds the table accordingly so that everyone at a table receives their food at the same time. | Properly packages to-go food- hot dishes together in 1 bag, cold dishes together in a different bag. Verifies dressings are on the side. Writes dish names on boxes. |
| Utilizes the pick system for meat temps/ special orders. | Removes picks prior to serving the dish. |
| Keeps sauces separate, cold, and properly labeled. | Maintains the cleanliness of the food window. |
| Wears gloves to handle food. Removes before visiting tables. | Maintains soups at proper temperatures. |
| Uses a labeled container to keep wet towels in sanitizer solution which he/she uses to wipe surfaces. | Provides plastic cutlery and napkins in to go orders. Delivers to-go orders to the BT or appropriate person. |
| Follows Allergy Protocol and involves a manager with any order/ticket that involves a special dietary request. | (Secures coverage for his/her station) Stocks and spot cleans restrooms of their own gender. |
| Knows the table #'s and takes food to the correct tables. | Comfortably carries more than 2 plates without incident. |
| Uses a dry towel solely as a hot pad. Never cleans/wipes surfaces with a dry towel. | Anticipates potential problems and conveys to MOD. Judges activity and situations; knows when to get help. Assesses illness, disorderly conduct or conflict among guests and staff. Calls 911 in case of emergency |
| Ensures that no food is prepared without a ticket. Alerts the MOD to employees' personal dishes, dead dishes, etc. | Maintains stock / shine of cutlery, crackers for soup, etc. |
| Provides side plates, napkins, etc as needed. | |

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| Provides directions within the restaurant (such as to the restroom) and within Key West without pointing. Knows facts about the menu, the company and the island. Maintains a friendly and professional manner at all times. | Discusses the cuisine with guests. Knows food and beverage menus. Answers questions accurately. Does not say "I don't know" but rather says, "Let me find out for you." |
| Observes and communicates needed information with a goal of complete guest satisfaction. Uses logic. Uses polite language. Listens well. | Maintains control of emotions. Does not engage in horseplay or practical jokes. Observes safety rules. Moves with urgency but does not run. Says "corner" when coming through corners of traffic paths |
| Proactively seeks to keep busy. Does not lean or hide or sneak off to smoke/text/etc. | Busses previous course plates or glassware. |
| Smiles and interacts politely at all times. | Does whatever needs to be done. Works as a team. |

Requirements:

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|---|---|
| Gets to work on time in a dry and presentable uniform regardless of the weather or traffic. | Able to work without breaks (except restroom breaks). - non-smoking / phone free workplace. |
| Able to stand, walk, lift, and bend for long periods of time. | |
| Able to work flexible shifts and schedules, including weekends and holidays. | Able to lift and carry 40 pounds. |
| Gets certified on safe food handler & wellness program within 30 days of hire if not already certified. | Must be flexible. You may be asked to host instead of FR for example. |
| Able to read tickets in English. & communicates/ understand English clearly. | Receives 90% or better on quizzes. |
| Wears slip-resistant shoes whenever on property. | |

Development and Advancement:

Foodrunners can move into the expo role upon learning how to best control the flow at the expo station. See a manager for an evaluation so you can discuss being scheduled as the expo.

The change of position from foodrunner to server is not a promotion in the employer's view but some foodrunners wish to train as servers and HR will support this change whenever possible.

Foodrunners/expos who wish to interview for management, please see HR.

Learn the Menus

To succeed in our company, you must know your menus. This includes the main food menu, the alcohol we serve, the kids' menu, and specials. Know ingredients and descriptions.

This applies to everyone in the restaurant: You may be in a hurry to get out there and make money, but do you know what you are selling?

Towels

Towels cannot ever be set down damp or hung up to dry. For drying surfaces, use disposable PAPER towels so you do not spread germs.



Cloth towels are not "rags."

Towels are only to be found in two places:

A. In red, labeled buckets with properly mixed sanitizer solution.

The sanitizing solution is what kills the germs

B. In use as a hot pad by the FR/Expo (in which case it is NOT used to wipe surfaces)

They do not belong in servers' belt, apron, or pants.

They stay wet in sanitizer solution and are never hung to dry.

Slip Resistant Footwear

They are the most important piece of safety equipment & of your uniform!

A slip-resistant sole is specifically designed with added traction to grip wet, greasy, or otherwise slippery floors. You'll see shapes on the bottom of the sole—the smaller the pattern, the better. This creates friction, helps you grip the floor surface, and allows water to make its way out from under the shoe to avoid slipping on a slippery surface



Where do I buy slip resistant shoes?

A popular brand is SHOES FOR CREWS at shoesforcrews.com. Their “Afterpay” program allows you to pay in installments AFTER getting your shoes.

Slip-resistant surfaces typically last 6 months maximum with full time wear at work. Get new shoes at least every 6 Months or earlier!

Check your treads!

Your work shoes must be closed-toe black shoes/boots. You must wear socks.

DO NOT LEAVE SHOES OR OTHER ITEMS HERE OVERNIGHT.

They will be thrown away because they attract pests.

Do not wear flip flops or other inappropriate footwear with the intention of changing into your work shoes.

When on property working, be in your shoes for crews slip-resistant shoes.

Do not walk into non-guest areas with street shoes on.



What is NOT slip-resistant?

- Treads that are too far apart.
- Shoes like tennis shoes with too much uniform surface contact with the floor.

General Security Procedures

Work with Managers to improve security in and around the workplace.

Do not step away from a register without securing it.

Be discreet; don't advertise where money is kept.

1. Notify the Police of Suspicious Persons

If you or others are in danger, call 911.

Trust your instincts. Don't hesitate to report to your Manager anything that makes you suspicious.

If any suspicious person arrives or departs in a car, get a license plate number.

2. Opening Safety Procedures

Always try to enter through the front door of the restaurant. If a manager is not present, do not enter.

Leave and call the landline of your location. If no one answers, call the landline of another location.

The opening manager walks around the building looking for anything or anyone suspicious prior to opening the store.

Do not enter the building if there are strange cars or people in or near the vicinity of the restaurant. Leave the area and call the police. Let the police check the situation.

3. Back Door/Unauthorized Persons

Leave through the front door of the restaurant.

Do not allow anyone unfamiliar to you in the back door.

Have a manager verify identification of anyone you do not know who claims to be a new employee, delivery man, salesman, inspector, corporate employee, or repairman.

No delivery people should be allowed to carry anything out of the restaurant unless authorized by the manager on duty.

The back door is not to be propped open, even during deliveries or when taking out the trash.

4. Money

Money should never be left on any surface - do not leave it for a manager to receive or for any other reason.

Picking up the payment is the server or bartender's job, not that of the support staff.

Servers and bartenders are not to leave the guest check book on the tables or bars.

Servers, keep both house sales and your tips monies/cash in your apron.

If you feel uncomfortable with the amount of cash in your apron, you may ask a manager to take a "pull", counting and placing that money in a secure location. Both parties should sign for the amount being set aside. Leave enough bank to continue your shift.

All bar drawers are subject to blind manager pulls at any time.

5. Closing/After Dark Procedures

Premises should be well-lit, including entrances, exits, and parking areas when applicable. If a light is out, alert a manager.

A darkened area around the restaurant provides an ideal place to hide and observe the restaurant's operation.

Before opening the door to leave at night, thoroughly check the area for any suspicious situation.

If anything is unusual, notify the Manager or call 911.

A Manager or any employee should call the police and have the premises checked if something is amiss.

After closing, if anyone approaches the front door, do not go to the door. If the person appears to be hurt, call 911 or notify the Manager.

6. Parking Your Car

Park in areas that are well lit and will STILL be well lit when you leave.

Look around before you get out of your car.

Do not bring valuables into work, and do not leave them in your car. Leave them at home or in another secure place.

7. Returning to Your Bike, Scooter, or Car

Lock your car, bike, scooter, etc.

Have your keys IN HAND before you get to the car and be aware of occupied cars around you.

If you are carrying packages, keep one hand free, even if it means taking an extra trip.

Access to our properties

All visitors from the insurance company, the government, the police, etc need to be linked to the manager on duty as soon as possible. Do not allow any non-staff into our kitchen, offices, utility or “back of house” areas. If MOD is unavailable, the visitor must wait.

Employee Violence and Weapons Policy

- ❖ The possession of any weapon by an employee, on any property owned, managed, or leased by this company is strictly prohibited by company policy.
- ❖ Any possession of a weapon may result in police action and the employee's immediate dismissal. If another employee reports a weapons violation, the manager is to call the police.
- ❖ Notify the police in any situation involving a weapon or when there is either a direct or implied threat by the employee toward another individual.
- ❖ The definition of weapon in this policy includes any device that is specifically designed to inflict injury upon another person (e.g. firearm, knife, bomb, etc.).
- ❖ We have a zero tolerance for violence or threats of violence.
- ❖ Do not make threats, even in a joking manner or even if you perceive that the behavior is welcome.
- ❖ Do not make jokes or interaction that involve potential injury/embarrassment or the perception of this to guests. For example, never use towels to pretend to “towel whip” a coworker. Such behavior violates this violence policy and employees will be disciplined.
- ❖ Your job is, by definition, in a location where the general public is typically welcome. Your behavior is on display and you represent the company.
- ❖ Do not utilize internet, email, phone, fax or any other method of communication to make a threat.

Surveillance, Photography etc.

- ❖ Your employer may or may not videotape all areas of the restaurants other than restrooms.
- ❖ The possible tape could be for investigation purposes, safety reviews, etc.
- ❖ Such surveillance is accessible to management/ownership and sometimes to law enforcement, and other parties as required or appropriate.
- ❖ We do not guarantee surveillance or retention of footage.
- ❖ Videos, photos, etc. are used for public relations for the restaurants.
- ❖ Video and photography may also be used for record keeping or training/education purposes.
- ❖ When you sign for your handbook you are signing a release for all media during and beyond your employment.
- ❖ There is no time limit on the validity of this release nor is there any geographic limitation on where these materials may be distributed.
- ❖ Any requests that we not use media should be submitted via email to winnie@tropicalsoup.com.

Pests

Notify management if you see, smell, or hear evidence of pests.

Be alert for evidence of pests such as droppings/wings/etc, or a hole that would allow a pest to enter.

Safety & Health Policy Statement

We are committed to working with our employees to provide a safe workplace. It is our policy that employees should report unsafe conditions and will not perform work tasks that are unsafe. Employees must report any/all incidents, injuries, and unsafe conditions to the manager. We have established a protocol for this purpose and expect to see our mission of minimizing workplace injuries and incidents fulfilled.

All employee recommendations to improve safety and health conditions are encouraged and will be given thorough consideration by the management team. Management will give top priority to and provide the financial resources for the correction of unsafe conditions and analysis of unsafe work practices.

Ideas and involvement with fulfilling the program goals and objectives will be expected.

The primary responsibility for the coordination, implementation, maintenance, and review of the workplace safety program will be assigned to the Managers overseeing the location:

Managers will be actively involved with our workforce in establishing and maintaining an effective safety program. The program will be reviewed as needed to determine if all areas of exposure are addressed.

Members of our management team will participate by:

- promoting employee participation
- providing safety and health coaching and training or arranging for same
- reviewing and updating workplace safety rules based on accident investigation findings, inspection findings, and employee reports of unsafe conditions or work practices
- accepting and addressing anonymous complaints and suggestions from employees
- updating the workplace safety program by evaluating employee injury and accident records, identifying trends and patterns, and formulating corrective measures to prevent recurrence
- evaluating employee safety skills and work habits
- following any accident- and illness-prevention programs
- promoting safety & health awareness/participation through continuous improvements to the workplace safety program
- Preventive maintenance- This is a schedule of planned inspections to prevent breakdowns and failures before they happen. The preventive maintenance program will help lessen the chance of equipment failure. An effective preventive maintenance program will save productivity loss and costs associated with unexpected equipment breakdown.

The above practices are intended to reiterate our management's commitment to, involvement in, and expectation of providing our employees a safe and healthful workplace.

Compliance with these safe work expectations will be required of all employees as a condition of employment. We will hold all employees accountable for safety performance equal with quality and production expectations.

By working together, we can create a safe working environment and restaurant for our employees and guests.

While performing your job, it is your responsibility to know the necessary preventive measures to keep you and others in the restaurant safe.

If an accident does occur, inform a Manager immediately so proper action can be taken.

Even if you do not think you or others are injured, notify a manager of any accident.

Handwashing and Sanitation

1. The most important aspect of personal and job cleanliness is hand washing. Hand washing significantly lessens the chance of a contaminant reaching a food product or of passing germs to your coworkers and guests.
2. Remove your apron and gloves before you go to the restroom and get new ones when you return. Wash your hands after using the restroom.
3. Use a paper towel to open the bathroom door so that you do not re-infect your hands with germs that hundreds of people have left behind.
4. When you visit the restroom, wash your hands in the visible sink in the restroom. Do not use the sink located in the handicap stall. Guests will see you exit and think you have not washed your hands.
5. In the kitchen, use the hand-washing sink to wash your hands. Keep it empty of any items like pans or food. Use paper towels to dry your hands afterwards.
6. Maintain supplies- such as cleaning and sanitizing products, gloves, Sani-buckets, bar area glass washing machine chemicals, etc that are necessary to follow safe food handling practices.
7. Be aware of how often you touch your face. Every time that you touch a surface that someone else touched – surfaces, plate-ware, door handle, etc.- and touch your eyes, mouth, or nose (before or after) you have spread germs.
8. Wear gloves as shown in your food safety training. Never re-use gloves.
9. Change apron when soiled.
10. Sweep when time allows. This must be done throughout the shift and as part of closing clean.

Food Safety

READY TO EAT food= foods that will be consumed without cooking or without further cooking. If germs were to get on Ready to Eat food, we would expect those germs to be eaten by guests!

Employees NEVER touch ready-to-eat items with their bare hands.

Ice is a ready to eat food. Bartenders, servers, etc must NEVER put any items of any kind into the ice well as it will contaminate the ice which is then served to guests. No personal drinks, hands, opened guest drinks, pans of lemons, cups, etc in the ice. The scoop gets used in the ice and returned to its home. Do not leave it in the ice.

Bar garnish (lemons, limes, etc) are also ready to eat food. Use bar tongs to garnish a beverage.

GLOVES

- ✓ **Change gloves** when cutting fruit (fruit is cut with a *paring knife*), rolling silverware, when working as FR/expo, or any time you need to touch food or silverware.
- ✓ **Use gloves to bus tables, clean restrooms**, and any other time you could be touching potentially infectious material such as blood, saliva, masks, diapers etc left behind by guests, etc.
- ✓ **Never re-use gloves. You may use as many as you need.**
- ✓ **Other Personal Protective Equipment** – we have goggles, aprons, boots etc available to use as needed.

SERVER APRONS

No one wants to touch something you had in your pants! NEVER put guest books in your pants.

Use your apron; that is what it is for. Server aprons are required, not optional.

Wash your apron each time you work.



Allergies or special diet concerns

If guests have a special request or a dietary need, get your manager.

Know what is in the various foods so that you know how to address allergies.

Always speak with your manager about all food allergies.

Write ALLERGY TO XXXXX on the ticket as well so cooks, expo, etc can all be on the same page.

It is your job as the guest's server to care about what the guest cares about.

Food allergies, sensitivities, and health/diet trends offer us a chance to show the guest we care.

The severity of their allergy isn't known with any medical certainty to us. But we take each allergy seriously because we care about our guests.

The more you know about the menu and the recipes the better. But always get a manager in case there has been some change in product.

Our company protocol is that a manager **FOLLOWS** the ticket from table to kitchen to table-overseeing new pans, utensils, gloves, plate ware etc..... the manager visits table several times.

Listen carefully to the guest's concerns. The best answer is "I think we can do that but let me get a manager to confirm with you." Never over-promise. If someone has a serious allergy, it might be best if they do not dine with us. Have the manager speak with them.

GLUTEN

Gluten = proteins found in wheat, rye, and barley grains. People with Celiac disease cannot have gluten or it will make them sick. Many people who are not Celiac are intolerant of gluten, have a gluten sensitivity, or just want to eliminate it for their health.

**Do not ask guests if they have Celiac disease or other medical conditions. That is their private medical information. We are experts on the food and what we serve, not medicine or their dietary restrictions.

Common Food Allergens

(THE ITEMS BELOW ACCOUNT FOR up to 90% OF ALLERGIES)

- Peanuts (a legume... other legumes include soybeans, lentils, beans, lupines, and peas)
- Tree nuts (walnuts, almonds, hazelnuts, cashews, pistachios, brazil nuts, etc). FYI seeds are not tree nuts or legumes.
- Milk (includes butter, cheese, etc)
- Egg (includes mayonnaise, egg wash, and pasta with egg in it)
- Wheat (breads, regular soy sauce, beer, sauces, fry batter, many deli meats)
- Soy (Soybeans are a legume. Soy is found in many sauces, deli meats, etc)
- Fin Fish (Fish protein can become airborne in the steam.)
- Shellfish (Shellfish protein can become airborne in the steam.)
- If you, the employee, have a dietary allergy, you must make the manager and other employees aware of it regularly.
- If you, the employee, have a significant allergy by consumption or contact, speak to management or HR about accommodations or a new job assignment. We cannot accommodate every allergy.
- Each case is handled individually.

Managers - assess our ability to safely prepare and serve items that meet the guest's needs. If we cannot make something safely, tell the guest that unfortunately we cannot accommodate them. If we can do it, then follow the ticket s as we prepare their food separately with clean utensils and clean cooking surfaces. ... all the way to the final delivery.

Server/BT Job Description

Reports to: Manager on Duty. **Also takes direction from the host. Servers must respect the host. Do not question the host. All such conversations are within guests' hearing. Hosts direct servers, not vice versa. If you have an issue, get a manager immediately.

General: Serves food & beverages to the restaurant's guests and promotes sales / return business. Displays teamwork.

Specific duties-

- 1) Ensures that guests have a positive and memorable experience. Performs duties as assigned and works as part of a TEAM. Takes initiative. Provides the highest level of service in accordance with our standards. Speaks to guests politely at all times.
- 2) Completes the 7 steps of the service process
- 3) Guides the ordering process, makes suggestions, upsells, answers guest questions. Guides orders for guests with allergies. Alerts the manager re allergies or special issues.
- 4) Uses the POS properly to ring orders correctly to prevent waste, to ring per seat # aka pivot point so any other team member can place dishes in front of the correct guest (preventing food auction), to ensure that guests are charged properly, to clock in/out, etc.
- 5) Speaks politely and professionally to coworkers. Maintains professional relationships with all coworkers. Displays a consistently great attitude and energy level. Never questions the host but instead gets a manager if there is ANY issue.
- 6) Washes hands frequently. Utilizes sanitizing solution to clean surfaces. Keeps wet towels in sanitizer solution. Uses paper towels to dry tables and other surfaces. Responsible for constant sanitation, organization, and proper food handling.
- 7) Keeps tables, section, walkways, and generally the whole restaurant clean and free of debris. Prepares work area for either opening, mid-shift, or closing in accordance with company standards.
- 8) Helps others to ensure guests are taken care of. Communicates with other food and beverage staff to ensure guest satisfaction. Does not hide or disappear. Is available to other members of the team.
- 9) Does side work. Follows checklists and standard operating procedures.
- 10) Complies with federal and state laws and regulations as well as the company's policies and procedures.
- 11) Clocks in dressed in uniform, ready to work. Maintains a professional appearance at all times.
- 12) Able to assess potential conflicts. Advises MOD of problems. Calls 911 when appropriate.
- 13) (Secures coverage for his/her station) Stocks and spot cleans restrooms of their own sex.
- 14) Remembers that the GUESTS are why we are here. Practices TEAM SERVICE
- 15) Calls guests by their names, never nicknames or descriptive phrases. Develops appropriate relationships with guests, knows names of frequent diners.
- 16) Never question guests about tips. Servers/BTs return FULL change to the guest. NO rounding. Provide exact change to the pennies. Say "I will be right back with your change." Do not presume that anything is a tip until it is given as such. See handbook.
- 17) Does not leave the area or property. Attends to section and stations throughout shift. Notifies MOD if away from section.
- 18) Does other tasks as needed. *If the host or FR steps away, servers/BTs are responsible for fulfilling the support duties.

7 STEPS OF SERVICE:

- ❖ THE GREET
- ❖ INITIAL DRINK ORDER
- ❖ GUIDING THE ORDER
- ❖ SERVICE OF ENTREES
- ❖ QUALITY CHECK
- ❖ DESSERT, DRINKS, & BOX UP LEFTOVERS FOR THE GUESTS
- ❖ COLLECT PAYMENT

Ends with a thank you and an invitation to return.

| | |
|--|---|
| Must attend Safe Food Handler & Alcohol Awareness plus quarterly Alcohol updates. | Must wear slip-resistant shoes whenever on the property. |
| Must be able to work a full shift without breaks except for restroom. | No smoking/vaping/ or tobacco products & NO cell phones |
| Speaks, reads in English. | Must be able to hear with 100% accuracy with correction. |
| Able to work flexible schedules, including weekends and holidays. | Demonstrates excellent people skills, outgoing personality, and teamwork. |
| FULL DUTY POSITION. Must be able to lift and carry 40 pounds and stand, walk, lift, and bend for long periods of time. | Must receive 90% or better on new hire quizzes. Must demonstrate competency as outlined in the star server training. |
| Must be able to get to work in a dry and presentable uniform with proper hygiene regardless of the weather or traffic. | Executes alcohol service in compliance with alcohol awareness program, Seeks and participates in quarterly alcohol awareness updates. |

Development and Advancement: See management / HR.

There is loads more info! See posted bulletins, announcements, plus your handbook.

Compensation:

- Servers are paid full minimum wage.
- Service charges are available for parties of 4 or more with approval. They are passed to the server as wages on the employee's paycheck.
- Servers take part in the **Tip Pool**. See handbook for split %. If a person wishes to have a job that does not participate in the tip pool, we have other jobs to choose instead.

| | Straight time min wage | Overtime at min wage |
|-----------------|------------------------|----------------------|
| 9/30/24-9/29/25 | \$13 | \$19.50 |
| 9/30/25-9/29/26 | \$14 | \$21 |
| 9/30/26 | \$15 | \$22.50 |

The employer and managers derive no benefit from the tip pool.

BIWEEKLY TIP POOL & TEAM SERVICE MODEL

Rather than having a cashier model, our staff collect money for the sale of food & beverages (on behalf of the house) and any service charges (on behalf of the assigned server/BT).

The server/BT also typically collects the tip on behalf of the people in the pool.

House funds belong to the house regardless of who collects them.

Tips belong to the staff participating in the pool, regardless of who collects them.

Our team's generous guests tip THE TEAM for their great experience with us.



TO THE SERVER/BT

TO THE OTHERS IN THE POOL



THEIR PORTION IS HELD FOR THE OTHER POOL MEMBERS UNTIL THEY RECEIVE IT ON THEIR CHECK



PAY DAY COMES....

THE SERVER/BT RECEIVES THEIR BASE RATE + ANY SERVICE CHARGE WAGES + ANY OTHER WAGES. THEY ALREADY HAVE THEIR PORTION OF THE POOLED TIPS.

THE OTHER TEAM MEMBERS RECEIVE WAGES + THEIR SHARE OF THE POOLED TIPS.

Declare net cash tips daily after tip-split and cc processing fee. Adjust as needed.

Catering Events are a separate pool.

Tip sharing- some assignments such as bartending as one of multiple bartenders or working a party as part of a team of servers- will involve tip sharing. Typical assignment on the floor does not involve tip sharing. The employer and managers derive no benefit from tip sharing. Anyone may decline a tip sharing assignment.

Employees who choose a position within the biweekly tip pool are ALL here to contribute to the guests' experience. Work together as a team and everyone succeeds together!

Base hourly rates, shares of pooled tips, and any service charges are all ways to compensate team members for contributing their talents to the guests' awesome experience.

Dine in or pick up

We do not participate in Uber Eats or similar services. We do not deliver.

We do not ship gift cards, pies, beer, or gift shop purchases.

Large walk-in groups

If you have a large group call or come in, we encourage them to eat before or after our peak hours.

We say no if we cannot execute food preparation and service given the size of the group.

The guests order off the regular menu through a server/BT.

The whole party needs to be present to be sat.

Seating is *first come first serve* and no area or seats are reserved.

They are welcome to give us a heads up but we are not reserving tables. They do not get tables together unless by happenstance they are available that way.

Staff compensation includes regular tipping or service charge, not both. Service charges are passed through as normal dining.

Staff are then tipping out on the sale.

Revenue is handled normally - managers collect payment from server/bts and batch or wrap in deposit.

Walk in guests are NOT permitted to bring in outside food (exception is celebration cake that does not require refrigeration)

Walk in guests are NOT permitted to set up gift table/move our furniture/block off a private area/obstruct normal restaurant operations.

Reservations?

Do not take reservations. Only a manager can make an exception.

We do not participate in Open table or similar platforms.

Reservations guests order off menu.

Reservations with us are and we only do it when it makes sense for the restaurant. ie that you are not losing potential revenue by reserving a table that would be otherwise sat.

Guests do not view a reservation as a commitment on their part, they see it as an obligation only for us. Often, reservation parties do not show up.

Since it is difficult to know when it makes sense, we generally do not do reservations at all.

Best time to allow a reso is in our slow time at the location in question.

Best places to arrange a reso - the porch/ inside at Fogarty's or the game room at WFB.

There is no guarantee of privacy. They are in an area that others may access.

Reso guests are NOT permitted to bring in outside food (exception is celebration cake that does not require refrigeration)

Reso guests are NOT permitted to set up gift table/move our furniture/block off a private area or otherwise cost us other sales opportunities.

Reservations are not catering events.

Staff ring under their #. Guests pay their server/bt using existent payment methods.

Staff tip out on the sale.

Tip or service charge whichever makes sense but not both.

Managers – if you are experienced in dealing with group bookings, you can make exceptions for known concierge/tour guides/friends known to us and give them a reservation.

Revenue is handled normally - managers collect payment from server/bts and batch or wrap in deposit.

Safety Responsibilities

- If you are provided with a piece of safety equipment, you are required to use it. This might include goggles to protect your eyes, a cutting glove to minimize cuts to your hands, or hot pads to carry dishes.
- Do not work when you are sick! Don't even come here when sick with a potentially contagious illness! Call us on the phone instead PLEASE to let us know who is covering!
- Wash your hands frequently and properly.

Falls

- Do not walk into work areas on your day off.
- Wipe up all spills immediately using dry paper towels.
- Place the caution triangle over the spill if you cannot wipe it up immediately.
- Inform Managers of dangerous areas so mats & caution signs can be placed.
- Never run. Use deliberate movements with firmly planted feet.
- Pay attention to where you are walking, to guests, and to heavy traffic areas.
- Use a step ladder (do not climb on shelving, crates, equipment, chairs, tables, booths, etc.).
- Ask a manager to hold the ladder for stability.
- Never stand on the top rung of the ladder or step ladder.
- Place ladders/stools on a clean/dry surface.

See shoe section. Every employee is required to wear slip-resistant shoes.



Cuts

- Clean your own knife, do not put them in the dish water. Store knives on a magnetic knife holder.
- Front of House staff use a paring knife, not a chef knife. Use only sharp knives/blades.
- Always use an ice scoop (never scoop a glass into the ice).
- When taking out the garbage, keep the garbage in the can until you are at the dumpster. The thick plastic of the can will protect your skin from shards of glass in the garbage bag.
- Never place ice in a hot glass.
- Dispose of broken glass into the designated container.
- Sweep up all broken glass (never use your hands).
- Do not place silverware in glasses.

Burns

- Use hot pads, towels, mitts, and/or tongs at all times.
- Use a spatula or tongs when handling hot foods.
- Communicate clearly when moving hot items or when moving behind someone.
- Use the cart to move hot liquids. Do not carry large pans of hot liquid.
- Never use glass coffee carafes that have been boiled dry (they will crack)

Strains

- Do not lift anything if you have a history of back injuries or strains.
- Do not lift anything that is not within your own job description or that violates a doctor order or accommodation.
- Notify management of any medical issues that might affect your job duties.
- Lifting procedures: bend knees; lift with your legs, not your back; hold heavy items close to your body
- When carrying plates, use your forearm (not your wrist) to support the weight.
- Always check the weight before lifting. Use both hands for stability.
- Reduce the size of the lift whenever possible. Limit overhead lifts to 25 pounds.
- Use carts, or other devices, whenever possible. Use coordinated lifting if you lift items over 40 pounds.

Miscellaneous Physical Hazards

- Keep all walkways clear of clutter and equipment
- Call "corner" and "behind you" when passing by people. Ask people to move. Do not push or touch them.
- Watch where you are going/stepping (blind corners, uneven surfaces, tiles missing, obstacles in pathway).

When taking something off a shelf, get a step stool to make sure you can see what you are pulling so that no unexpected items fall on you.

Report **all** injuries, even if they aren't serious or you don't want medical treatment.

Accidents and Workers' Compensation Insurance

Employees are covered by insurance when they are injured while doing work tasks. As with any insurance, we must follow the protocols set up by the insurance company and the state to access benefits.

Use of drugs/alcohol increases the likelihood of injury. Do not work under the influence. See the section on Drug Free Workplace.

If you are injured, **notify your manager immediately**, even if you do not want medical treatment or do not think it is a serious injury. If you decide to go for treatment, the manager will fill out a First Report of Injury - a copy of which you give to any medical providers when you get treatment. This 1st report is like an insurance card.

*Save and submit all receipts for cabs, band-aids etc for possible reimbursement by the Work Comp Co. Speak with the carrier to understand exactly what they want you to do. If you have not been contacted by the work comp company, please let HR know so we can facilitate your communication with them.

INVESTIGATION

Our protocol is to investigate all injuries or illness as thoroughly as possible. Your cooperation is essential to getting the proper care, reimbursement for expenses as allowable, and to preventing future accidents whenever possible. If a guest, for example, witnessed your accident, connect the manager to that guest whenever possible.

Getting you back to work

Like you, we want you back working as soon as possible! The most important factor in getting you back to work is a *clear note from your doctor saying specifically what you can and cannot do*, whether you can handle food, how many hours you can work, etc. Since the doctors will not release information to us, you will have to proactively obtain this release and provide the original to us.

Full Duty versus "Light Duty"

Our jobs are full duty positions. We sometimes get requests for light duty work due to medical issues. We are unlikely to have any permanent light duty job options. We will consider any doctor's note and attempt to accommodate any employees we can on a case by case basis.

Please ask your doctor to write specifics of what you cannot do rather than writing "light duty" as this can be interpreted in various ways.

Indemnity Benefits

You do not receive any "lost wages" reimbursement from work comp unless you miss more than 7 days of work. If out of work for more than 7 days, you may be entitled to a percentage of your regular wages for a certain period of time.

Read all of the information from the work comp carrier to understand possible benefits.

HOW TO GET MORE INFORMATION AND HELP WITH YOUR CLAIM:

1. Division of Workers' Compensation Employee Assistance and Ombudsman Office:

- The Employee Assistance and Ombudsman Office (EAO) will assist you at no cost with questions or concerns you may have about your workers' compensation claim.
- EAO works on your behalf to resolve issues with your workers' compensation claim.
- EAO offices are located around the state to assist you.
- Phone (toll free): 1-800-342-1741

2. The Division of Workers' Compensation Website: <http://www.myfloridacfo.com/division/WC>

For additional information click on "Information and FAQs" on the left side of the Division's homepage.

If you are injured at work

*Do not go to Truman Medical Center. To utilize the Work Comp insurance, you need to follow instructions. Truman Medical does not take our Work Comp. They will make you pay out of pocket.

What to do

Injury at work



Notify manager. Discuss your symptoms and need for treatment. Understand when to get any treatment. Employee and Manager create a plan of action.



Option #1:

No treatment at all
*You must still notify your manager of your injury, no matter how minor.
*Complete and sign the **Refusal of Treatment** form
*Follow up with management as needed.

Option #2:

First Aid at Work (no professional treatment)
*Complete and sign the **Refusal of Treatment** form
*Follow up with management as needed.
* Get more first aid supplies as needed. Keep any wound clean.

Option #3:

Go for Professional Treatment
Together you and the manager will fill out:
1. Notice of Injury form
2. Request for Doctor's note form
3. Authorization for testing with your phone # on it.
4. *make sure you have a photo ID
5. You must get the drug test at the time of the treatment or as soon as Key West Urgent Care opens following your injury/treatment.
6. Where to go?



Emergency? Go to Lower Keys Medical Center via cab, personal vehicle, uber, ambulance etc. Save receipt.

We sometimes have employees report an injury but say they do not want to use our work comp insurance.

We cannot force you to see our comp carrier's authorized providers.

However, be aware that you are likely jeopardizing any benefits.

Non-emergency? Go to KW Family Medical between 8a-4p M-F on date of injury or next day. Call ahead.



Don't leave without our RETURN TO WORK FORM.

Follow up with HR at (305)780-7913. Don't walk up steps to the HR office if injured—we will come down to meet you.



SEEK TREATMENT FOR YOUR WORK-RELATED INJURY:

The first step is that the manager on duty provides first aid and, in discussion with you, assesses whether you need treatment by a medical provider and if it is an emergency.

If you are seeking treatment, the manager will give you 2 forms – notice of injury form and drug test chain of custody form. You must have those forms to access care.

Managers: do not drive anyone to the treatment facility. You are required to stay on the restaurant property.

If your injury is not an emergency, seek non-emergency care at Key West Family Medical

For nonemergency injuries, go during their office hours and get the drug test and treatment at the same place. For example, if you are injured at 8pm, you can go to the doctor the next day at 8:30.

Hours: Monday – Friday, between the hours of 8:30am to 4pm

Address: 1446 Kennedy Dr. KW

Phone # 305.294-8900 *call ahead

How to get there- Take a taxi and save your receipt or drive and keep your mileage for reimbursement by the comp carrier.

Give them your first report of injury and your chain of custody drug test form.

If your injury is an emergency, you have 2 places you must go

1) 1st go to Lower Keys Medical Center Emergency Room

Address: 5900 College Road on Stock Island

Take the first report of injury, get medical treatment.

(305) 294-5531 you do not need to call ahead; we are just giving the # in case you wish to call for any reason.

How to get there- taxi or ambulance typically. Do not drive yourself during an emergency.

Save receipt from taxi for reimbursement by the comp carrier.

2) Then, get the drug test done at Key West Family Medical at the first available opportunity

Q: Why not just go to the hospital no matter the time of day or severity of the injury?

A: Because the Emergency Room is much more expensive than Key West Urgent Care. As the party paying for the care, the work comp carrier has procedures that dictate how their money is spent. If you go to the ER when it is not an emergency, it is possible they could refuse the charge.

Q: Will work comp pay if it is determined that my injury is not work related?

A: The comp carrier can refuse all or partial charges if the injury is determined not to be work related, even if it happened on the work premises while you were clocked in.

Follow up care should be arranged after you communicate with our work comp carrier. HR will facilitate your conversations with the work comp carrier. You can always call HR at (305)780-7913. We will want to discuss your injury and what you and your doctor plan to do next. Be prepared to have multiple conversations about the injury.

Company Assets

If you have any property of the company such as keys, swipe card, menus, training materials, or other items, these belong to the company and must be surrendered immediately upon request.

All employees are to protect company assets such as money, food or beverage products, equipment, etc. If there is a danger to the security of any company asset, speak up to the MOD and/or email hr@tropicalsoup.com.

Employee Theft

Any alleged theft or potential theft must be investigated fully. This may take time and people might be suspended pending the outcome of the investigation.

- Guest tickets, credit card slips, personnel files, recipes, emails, POS reports, etc. are all property of the employer. Do not copy them or remove them from the accounts, server, premises. You are not authorized to take/release proprietary information.
- FOH employees may consume complimentary soda, regular American coffee, tea, and tap water while they are working. Nothing else is free. Milk, bottled water, energy drinks, juice, bottled coffees, etc are not free.
- If you take, remove, give away, serve, or consume any other product from this company without properly ordering it and paying for it, we will call the police and you will be charged with theft.
- Serving ANY beverage or food item without a ticket is theft.
- Improper/fraudulent clock in, discounting, comping, or voiding is theft.
- Using a manager's security code is theft.
- Credit card fraud is theft. This includes signing or scribbling on the signature line, adding on a tip or altering the tip amount, charging a card for something you have collected cash for, or in any way failing to secure proper payment or tip exactly as the guest intended it.
- Taking sunglasses, camera, packages, etc left by a guest is theft.

If you are not sure if something is theft, simply ask yourself if it belongs to you. If you paid for a meal or other item through normal purchase procedures, it is yours. If not, it is not.

Giving Things Away Policy

- You are not authorized to give away the restaurant's property or items left behind by a guest. The fact that you might not be taking the items for your own personal gain or that the company is not out any money does not change the fact that taking it is theft.
- If the lost items remain abandoned for an extended period, the company will designate a charity to receive them. Even if it is set aside to be given to charity, it is not yours and it is not for you to decide which charity to give to.
- The trash, garbage, and items waiting for discard or recycling belong to this company and its owners.
- Mistakenly ordered food and beverages or mis-cooks belong to the company. Even if those items will go to waste, they are not yours to take. In addition to the issue of whose property this is, there are sanitation regulations involved.
- Sometimes a person feels justified in giving something away because a third party needs it. The restaurants serve big portions and many people do not take their leftovers with them. Some might want to pass this food to a homeless man or woman walking by. However, this is not your food/ waste/garbage, and you are not authorized to give it away. The restaurants support many charities and encourage staff to do the same, with their own items and on their own property. Staff are not authorized to give away the restaurant's property.
- If any item of value is changing hands outside the normal close out functions, it is best if all parties sign for value and receipt of that item. Use first and last name in your signature and date it. Simply ask for an HR doc and utilize the comment section then sign and date.

No Return Policy

Employees are NOT authorized to issue a cash or credit card refund.

We have a no-return policy on food, drinks, retail merchandise, tickets, service charges, and/or other purchases.

Only managers may make an exception.

What to do if a guest complains

Usually, we want you to leave the dish or drink on the table and get a manager—the manager should be readily available, and he/she will remove the item if they decide to fix, replace, or refund it.

Sometimes we are bringing an item to fix or complete the meal – like hot fries or ranch and we leave the dish with the guest while we do that.

If a guest asks for a refund, politely ask them to wait while you get the manager.

If a guest directs you to remove something, you may do so.

If we are taking something off the bill, the guest does not get to also keep it/consume it.

House items are never to be comped for the purpose of getting a better tip.

Discounting Policy

See your managers or bulletin board to find out if your location is running any discounts.

Bartenders are NOT to rely on discounting as a reason for guests to come back.

Improper discounting is theft.

By working here, you agree to follow our policies.

Do not modify prices.

If a situation calls for discounting, notify your MOD.

Posters & Company Information

You will see numerous posters hung in your workplace. It is important that you do not remove them, deface them, or damage them in any way.

If any poster is missing or damaged, please alert a manager or email HR at hr@tropicalsoup.com.

We hang up memos, conduct pre-shift meetings, and do various sort of coaching to get you the info you need.

There is NO employee Facebook page, group chat, or other approved social media for employees to use to trade shifts or get info.

See the bulletin board or a manager to access the information we provide.

This handbook is an important reference. Keep it to look up the various topics. Get a new one from management/HR anytime.

We try to make our handbook clear.

We welcome your input in the feedback box or via email at hr@tropicalsoup.com.

Accommodations

All our jobs are full duty positions. All our jobs require repeated lifting of objects weighing 20 pounds or more, standing for hours, and repetitive motion of the arms and legs.

ONE-TIME Accommodation- If you cannot do your normal job duties on any given day, verbally tell your manager that you need accommodation, and she/he will provide it if she/he can reasonably do so. If the manager cannot accommodate you as requested, you will be excused from work for that shift. An example of a one-time accommodation is a sore knee due to exercising; the manager might give you a server section that is closer to the kitchen or cut you first. The manager may prefer for you to stay home and have someone else work. Calling in ahead and speaking with the manager is best, whenever possible.

The manager and the employee should both sign an HR doc stating what the employee requested, if and how we were able to accommodate it, and that the employee needs to get a doctor's note if she/he needs this accommodation for more than this one time.

ONGOING Accommodations- If you need an on-going accommodation, present a *doctor's note* and we will assess whether we can reasonably provide this on an on-going basis.

What should the doctor's note include? If you cannot do any of the job requirements, you will need to get a doctor's note specifying exactly what you cannot do. The following are some requirements of our various jobs: *Walking, climbing stairs, working in the sun, bending, reaching, carrying plates with both hands, repetitive movements, lifting (get a specific weight amount- full bus tubs for example weigh approximately 30 pounds), standing for hours, ability to work on station for hours without a break other than restroom breaks, use of latex gloves, working AM or PM as needed.*

End date of the accommodation: Get the doctor to write the end date of accommodation whenever possible. For example, a pregnant employee might get a doctor's note to work only evenings due to morning sickness, but that the restriction is lifted when the morning sickness ends.

Sometimes an employee is restricted to a certain number of hours working per day or per week.

We can usually accommodate this, but you will need to track those hours and follow all doctors' orders.

The Company's role:

We will research each case and provide what accommodations we can.

Employers do not have to provide accommodations that "are expensive, that involve a significant difficulty that disrupts the business, or that change the basic nature of the business".

Employees are urged to do their own research as well and to alert Winnie or Joe if there of any questions or concerns.

Each case is handled individually and whether we were able to accommodate one person's restrictions does not mean we can always accommodate another's.

Once again, we suggest that all employees research disability insurance and prepare for a potential crisis.

Wound Care:

Each wound is evaluated individually; and HR will work with all parties to see if the employee should be allowed to work. If allowed to work with a wound, you must cover it entirely. This is a critical sanitation requirement.

<https://www.eeoc.gov/policy/docs/accommodation.html>

https://www.eeoc.gov/facts/restaurant_guide.html

Accommodations are sometimes part of Work Comp Medical Leave or Family Medical Leave. Please read those sections of the handbook carefully.

Drug-Free Workplace Program

Substance abuse is an on-the-job problem, as well as a social problem. Use and abuse of alcohol and drugs endangers health and safety. Employees under the influence are less productive at work and are more likely to get hurt at work, miss work, or negatively impact the work environment for others.

We are committed to creating and maintaining a drug-free workplace. We want to safeguard the health and safety of all employees, to provide a safe environment for guests and visitors, and to assist anyone who needs help.

Substance abuse will not be tolerated during working hours or prior to work. This prohibition includes the possession, use, or sale of illegal drugs or alcohol during work hours. Employees who are found to be under the influence of illegal drugs or alcohol or who violate this policy in other ways are subject to disciplinary action, which may include termination. Because of the serious nature of these violations, each individual case will be thoroughly investigated to determine the appropriate course of action.

The testing components of our Drug Free Workplace include:

1. Drug & alcohol testing any time an employee is injured on the job.
2. Drug & alcohol testing any time an employee returns to work after being out on medical leave associated with a workplace injury.
3. Drug & alcohol testing any time an employee demonstrates behavior that management suspects may compromise employee safety.

Erratic behavior, whatever the cause, can cost you your job. Think before you act. When you report to work, leave your emotions at the door. Think before you enter our properties on your day off. If you party, party responsibly. If you have been diagnosed by a medical provider to be an alcoholic (even if you do not agree with this diagnosis), you are not allowed to drink in any of our establishments or at any company function.

Backpacks, purses, pockets, beverages, etc brought in from outside are subject to search. We retain the right to search any part of our restaurant for drugs or alcohol. The Florida Department of Alcoholic Beverages and Tobacco (DABT) also has the right, with or without management involvement, to search any person, location, or item. They do not require a warrant or probable cause. This applies to any establishment which serves liquor. If any government authority approaches you for a search, get a manager. Management must be made aware of their presence.

All staff are required to notify a manager immediately if any staff has drugs on company property is or under the influence of drugs or alcohol.

Do not drink here unless you are 21 years old or older.

Do not invite underage friends here or attempt to secure alcohol for anyone under 21.

Signs of a substance-abuse problem:

- Information that an employee has caused, or contributed to, an accident while at work. "Accident" includes injury to person(s) and/or damage to equipment or property.
- Observable phenomena while at work - such as direct observation of drug or alcohol use or of the physical symptoms or manifestations consistent with being under the influence of a drug or alcohol.
- Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance.
- A report of drug use provided by a reliable and credible source.
- Evidence that an individual has tampered with a drug test during his employment with the current employer.
- Evidence that an employee has used, possessed, sold, solicited or transferred drugs while working or while on the employer's premises or while operating the employer's vehicle, machinery or equipment.
- Physical symptoms such as slurred words, bloodshot eyes, enlarged pupils, odor on breath, changes in appearance.
- Legal issues such as possession charges, DUI, etc.

Employee Assistance

We do not maintain an Employee Assistance Program. Included below is a list of local service providers. Any employee who fails the drug or alcohol test, who does not get tested as directed, or who obstructs the testing and information release process may forfeit his/her work comp coverage and their employment. There is no provision for progressive discipline as drug and alcohol use at or before work is misconduct.

National Helplines

1-800-662-HELP (4357) Treatment referral and information, 24/7.

1-800-945-1355 Born Drug Free Help for pregnant women from 4PM-10PM daily.

Local Support Resources:

Guidance Care Center Inc 305-434-7660

Key Bridge Inc 305-783-3677

You may speak with management or HR at any time to get information on any additional local providers of employee assistance such as drug and alcohol treatment and family services that you may access without company involvement. The cost of such services is the responsibility of the employee.

Medical Review Officer (MRO)

John C. Eustace, MD at National Medical Review Corp is our MRO. Go to <http://nmrcorp.com> for more information or to contact the MRO. Employees who receive a positive confirmed test result may contest or explain the result to the medical review officer within 5 working days after receiving notification of the test result. If the employee's explanation or challenge is unsatisfactory to the medical review officer or the employee does not return his messages, the medical review officer shall report a positive test result back to the employer. Employees also may contest the drug test result pursuant to law or to rules adopted by the Agency for Health Care Administration (AHCA).

Challenges to Test Results

1. A requirement of a drug-free workplace program is that within five working days after receiving the notice of a positive confirmed test result, an employee may submit information to the employer explaining or contesting the test result, and why the result does not constitute a violation of the employer's policy. If the employee's explanation or challenge of the positive test result is unsatisfactory to the employer, a response as to why the employee's explanation is unsatisfactory, along with the report of positive result, shall be provided by the employer to the employee; and all such documentation shall be kept confidential by the employer pursuant to confidentiality provisions and shall be retained by the employer for at least 1 year.

2. An employee may undertake an administrative challenge by filing a claim for benefits with a Judge of Compensation Claims pursuant to Chapter 440, Florida Statutes, or, if no workplace injury has occurred, the person must challenge the test result in a court of competent jurisdiction. When an employee undertakes a challenge to the result of a test, it shall be the employee's responsibility to notify the laboratory, and the sample shall be retained by the laboratory until the case is settled. Employees were first notified of this policy as of 12/27/13. It went into effect on 3/1/14.

While this company understands that employees under a physician's care may be required to use prescription drugs, abuse of prescribed medications will be dealt with in the same manner as the abuse of illegal substances.

Employees have the right to consult the company's Medical Review Officer (MRO) for technical information regarding prescription and nonprescription medications.

Employees may confidentially report to the company's medical review officer (MRO) the use of prescription or nonprescription medications both before and after being tested.

We test employees in accordance with the regulations outlined by the State of Florida and the Federal Government. The information below is subject to change to maintain our compliance with these regulations.

FLHRS 10 Panel Urine Drug Screens Testing For: Amphetamines, Marijuana / Cannabinoids, Cocaine, Opiates, Phencyclidine, Methaqualone, Barbiturates, Benzodiazepines, Methadone, Propoxyphene, MDMA Ecstasy (NIDA) Medical Review and Reporting of Results by National Medical Review Corp - Dr. John C. Eustace, MD

Confidentiality:

All information, interviews, reports, statement memoranda, and drug test results, written or otherwise, received by the employer through a drug testing program are confidential communications and may not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings, except in accordance with this section or in determining compensability under this chapter 440.,F.S (Workers' Compensation).

Notice:

Employees were given notice that it is a condition of employment to refrain from working with the presence of drugs or alcohol in his or her body. The company is in compliance with notification requirements.

Employees have been subject to drug testing under the standards of this policy since March 1, 2014, which was more than 60 days from implementation.

This policy is implemented pursuant to the drug-free workplace program requirements under Florida Statute 440.102 and Administrative Rule 59A- 24 of the State of Florida Agency for Health Care Administration.

The policy is to employ a workforce free from use of illegal drugs and abuse of alcohol, either on or off the job. Any employee determined to be in violation of this policy is subject to disciplinary action, which may include termination, even for the first offense.

It is a standard of conduct for employees of the company that no employee shall report to work or work with the presence of illegal drugs or alcohol in his or her body. In order to maintain this standard, the company shall establish and maintain the programs and rules set forth.

There are substances or other things that could alter or affect the outcome of a drug test. These include but are not limited to: over-the-counter medications, illnesses, foods, and prescription drugs. If you are tested for drugs following an accident, and you test positive, you can then review any such things with the Medical Review Officer.

Reminder: In order to access your work comp benefits, you must get a drug test within 24 hours of the injury. You can go get a drug test even if you are not intending to get treatment. This will allow you to assess the injury each day and go get treatment days later if it worsens or does not heal.

Narcan

Narcan is an opioid antagonist used in cases of opioid overdose.

We are happy to keep Narcan on premises. It is provided by a local nonprofit organization for free.

Please alert the MOD if you believe someone needs this.

Managers – Narcan is part of your first aid kit. We can get fresh supply from Southeast Florida Recovery and/or the Guidance Care Center in Marathon. Call (305) 434-7660, and hit option 8.

Marijuana and Medical Marijuana

- Marijuana, whether prescribed or not, is not presently legal according to Federal law.
- Having a prescription/ medical marijuana card/ doctor's letter/ other documentation does not change the law.
- Our Drug Free Workplace Program was designed according to the pertinent laws.
- The laws that pertain to use of marijuana, as of the time of this handbook production, include the Florida statutes on workers' compensation, the Federal Medical Leave Act, and the Federal statutes on ADA (American Disabilities Act)
- Americans with Disabilities Act does not address any treatment with marijuana. It addresses disabilities/injuries/illnesses. Marijuana is an illegal drug under federal law, with no exceptions for medicinal use, so its use is not protected under the ADA.
- See HR and tell us your medical diagnosis and we will do our best to accommodate you, but that will not include accommodation for being under the influence of marijuana at work.

Get Help

Some Information and Local Treatment Centers

- Alcoholics Anonymous 404 Virginia St, Key West (305)296-8654
- Guidance Care Center 1205 4th Street, Key West (305)434-7660
- Guidance Care Center 3000 41st Street Ocean, Marathon (305)434-7600
- Lower Keys Medical Center Behavioral Health 1200 Kennedy Dr Suite 301, Key West (305)293-1295

We are including these numbers in case you need helpline assistance. If you are struggling with mental health or suicidal thoughts, please reach out.

Suicide prevention lifeline 1-800-273-TALK (8255)

Free and confidential support for people in distress, 24/7.

National Helpline 1-800-662-HELP (4357)

Treatment and recovery referral and information, 24/7.

Disaster Distress Helpline 1-800-985-5990

Immediate crisis counseling related to disasters, 24/7.

Assistance for victims of crime

Local resources:

STATE ATTORNEY'S OFFICE KEYSSAO.ORG 305.292-3400 530

Whitehead St

CHRISTINA'S COURAGE cityofkeywest-fl.org 800.916-0673 24 hour hotline

Samuel's House shelter 305.296-0240 samuelshouse.org

We want you and your loved ones to be safe and comfortable in your home, at work, and in the community.

We are happy to accommodate any therapy and victim services that we can.

If we are banning a person from our properties, we need the victim to seek assistance from the local resources as well as from us so that we have appropriate tools to help.

**EMERGENCY
CALL 911**

Family Medical Leave Act

If you and this company both meet the qualifications of the Family Medical Leave Act (FMLA), then you may take leave under this act. There are criteria that need to be met to access leave under the rules of this act. Contact Human Resources anytime for more information on FMLA.

For your reference, consult the **U.S. Department of Labor Wage and Hour Division's Fact Sheet #28: The Family and Medical Leave Act.**

The Family and Medical Leave Act (FMLA) entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons. This fact sheet provides general information about which employers are covered by the FMLA, when employees are eligible and entitled to take FMLA leave, and what rules apply when employees take FMLA leave.

We are a covered employer; therefore, some of our employees qualify for FMLA leave.

ELIGIBLE EMPLOYEES

Only eligible employees are entitled to take FMLA leave. An eligible employee is one who:

- Works for a covered employer;
- Has worked for the employer for at least 12 months;
- Has at least 1,250 hours of service for the employer during the 12 month period immediately preceding the leave*; and
- Works at a location where the employer has at least 50 employees within 75 miles.

* Special hours of service eligibility requirements apply to airline flight crew employees. See Fact Sheet 28J: Special Rules for Airline Flight Crew Employees under the Family and Medical Leave Act.

The 12 months of employment do not have to be consecutive. That means any time previously worked for the same employer (including seasonal work) could, in most cases, be used to meet the 12-month requirement. If the employee has a break in service that lasted seven years or more, the time worked prior to the break will not count unless the break is due to service covered by the Uniformed Services Employment and Reemployment Rights Act (USERRA), or there is a written agreement, including a collective bargaining agreement, outlining the employer's intention to rehire the employee after the break in service. See "FMLA Special Rules for Returning Reservists".

LEAVE ENTITLEMENT

Eligible employees may take up to 12 workweeks of leave in a 12-month period for one or more of the following reasons:

- The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care;
- To care for a spouse, son, daughter, or parent who has a serious health condition;
- For a serious health condition that makes the employee unable to perform the essential functions of his or her job; or
- For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status.

An eligible employee may also take up to 26 workweeks of leave during a "single 12-month period" to care for a covered service member with a serious injury or illness, when the employee is the spouse, son, daughter, parent, or next of kin of the service member. The "single 12-month period" for military caregiver leave is different from the 12-month period used for other FMLA leave reasons. See Fact Sheets 28F: Qualifying Reasons under the FMLA and 28M: The Military Family Leave Provisions under the FMLA.

Under some circumstances, employees may take FMLA leave on an intermittent or reduced schedule basis. That means an employee may take leave in separate blocks of time or by reducing the time she/he works each day or week for a single qualifying reason. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer's operations. If FMLA leave is for the birth, adoption, or foster placement of a child, use of intermittent or reduced schedule leave requires the employer's approval.

Under certain conditions, employees may choose, or employers may require employees to "substitute" (run concurrently) accrued paid leave, such as sick or vacation leave, to cover some or all of the FMLA leave period. An employee's ability to substitute accrued paid leave is determined by the terms and conditions of the employer's normal leave policy.

NOTICE

Employees must comply with their employer's usual and customary requirements for requesting leave and provide enough information for their employer to reasonably determine whether the FMLA may apply to the leave request. Employees generally must request leave 30 days in advance when the need for leave is foreseeable. When the need for leave is foreseeable less than 30 days in advance or is unforeseeable, employees must provide notice as soon as possible and practicable under the circumstances.

When an employee seeks leave for a FMLA-qualifying reason for the first time, the employee need not expressly assert FMLA rights or even mention the FMLA. If an employee later requests additional leave for the same qualifying condition, the employee must specifically reference either the qualifying reason for leave or the need for FMLA leave. See Fact Sheet 28E: Employee Notice Requirements under the FMLA.

FMLA CERTIFICATION

When an employee requests FMLA leave due to his or her own serious health condition or a covered family member's serious health condition, the employer may require certification in support of the leave from a health care provider. An employer may also require second or third medical opinions (at the employer's expense) and periodic recertification of a serious health condition. See Fact Sheet 28G: Certification of a Serious Health Condition under the FMLA. For information on certification requirements for military family leave, See Fact Sheet 28M(c): Qualifying Exigency Leave under the FMLA; Fact Sheet 28M(a): Military Caregiver Leave for a Current Service member under the FMLA; and Fact Sheet 28M(b): Military Caregiver Leave for a Veteran under the FMLA.

JOB RESTORATION AND HEALTH BENEFITS

Upon return from FMLA leave, an employee must be restored to his or her original job or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment. An employee's use of FMLA leave cannot be counted against the employee under a "no-fault" attendance policy. Employers are also required to continue group health insurance coverage for an employee on FMLA leave under the same terms and conditions as if the employee had not taken leave. See Fact Sheet 28A : Employee Protections under the Family and Medical Leave Act

OTHER PROVISIONS

Special rules apply to employees of local education agencies. Generally, these rules apply to intermittent or reduced schedule FMLA leave or the taking of FMLA leave near the end of a school term.

Salaried executive, administrative, and professional employees of covered employers who meet the Fair Labor Standards Act (FLSA) criteria for exemption from minimum wage and overtime under the FLSA regulations, 29 CFR Part 541, do not lose their FLSA-exempt status by using any unpaid FMLA leave. This special exception to the "salary basis" requirements for FLSA's exemption extends only to an eligible employee's use of FMLA leave.

ENFORCEMENT

It is unlawful for any employer to interfere with, restrain, or deny the exercise of or the attempt to exercise any right provided by the FMLA. It is also unlawful for an employer to discharge or discriminate against any individual for opposing any practice, or because of involvement in any proceeding, related to the FMLA. See

Fact Sheet 77B. The Wage and Hour Division is responsible for administering and enforcing the FMLA for most employees. Most federal and certain congressional employees are also covered by the law but are subject to the jurisdiction of the U.S. Office of Personnel Management or Congress. If you believe that your rights under the FMLA have been violated, you may file a complaint with the Wage and Hour Division or file a private lawsuit against your employer in court. : Protections for Individuals under the FMLA

For additional information, visit our Wage and Hour Division Website: <http://www.wagehour.dol.gov> and/or call our toll-free information and helpline, available 8 a.m. to 5 p.m. in your time zone, 1-866-4-USWAGE (1-866-487-9243). This publication is for general information and is not to be considered in the same light as official statements of position contained in the regulations.

U.T. Department of Labor Frances Perkins Building 200 Constitution Avenue, NW Washington, DC 20210

1-866-4-USWAGE TTY: 1-866-487-9243 **Contact Us**

This information is also posted on the employee bulletin board.

This information comes from dol.gov/whd/regs.

Please see HR for further information on Family Medical Leave Act.

Service begins at the door

The start of all service is at the front door. Hosts usually handle the initial greeting, but all employees are responsible for appropriately greeting guests.

We are here to serve the guest. *Thank you for representing the team with a smile!*

Never turn away a guest or tell them they cannot sit in a certain area. Have the manager handle any such circumstances. Service begins with our first contact with the guest and only ends when they have paid their bill and departed the property with a positive impression. **If a guest "only" wants pie or "only" wants drinks, there is usually no problem. Only a manager may ask them to sit in a certain area based on what they plan to order. If you are uncertain, speak to a manager.

SERVERS, HOSTS, & OTHERS WORKING TOGETHER.....

- Servers do not instruct hosts. Hosts report to the manager on duty. Servers take direction from hosts.
- Hosts direct the servers to ensure guest service. We use proper sections created by MOD. We NEVER just rotate!
- Hosting is not an entry level position and becoming a server is not a promotion from hosting.
- Servers may not ever refuse a table based on a suspicion that they might not order much or that they might not leave much tip. They are to take any issue to a manager rather than speaking to the host directly. See the section on tips for more information.
- Do not block the entrance. One or two hosts/fillers at the host stand is typically the right number. Face outward, smile, and engage all passersby. Servers cover for hosts if they are in the restroom, for example. But servers are not to congregate at the stand to chat with the host. Servers should stay focused on guests and the entrance at the host stand should remain clear.
- Hosts are not bussers. Servers pre-bus throughout the service process. Hosts bus 1-2 items at the end to turn the table.

Hours of Food Service

We do NOT close the kitchen prior to closing for the night. You must never tell guests that the kitchen is closed. If final server cuts have been made, instruct guests to place their order with a bartender. If we are serving drinks, then we are serving food. This is an important legal issue.

OUR 7 STEPS OF SERVICE

These are the specific steps servers are to take when taking care of a guest/group. These steps vary somewhat in detail for each location. If you offer a soup for example, some guests will want that as a separate course. Each location is unique. Each table has its own ideas of good service. Read your guests and respond.

Guide the guests through the service process to maximize their experience with us!

Before the guests arrive, you have side work and preparation of your section.

Then throughout the shift, groom your area, do running side work, and help your teammates.

We are a team, so you look out for your coworkers and they look out for you.

1. THE GREET within 60 seconds. "Hi, welcome! Where are you from? ...Wow you've come a long way" (or not)....Beverage

Napkin..... CONFIRMATION THAT YOUR GUESTS HAVE WHAT THEY NEED- menus, children's items, etc....Point to items on menu, showing them where drinks are listed.....Set the tone. Introduce yourself. **We call our guests by name whenever possible verbally, on the waiting list, on the POS tickets, etc. This is SERVICE. It reflects our respect for our guests, our own good manners, and our awareness of the feelings and rights of others.

**Never type in descriptive phrases, nicknames, derogatory comments, or any references to race, nationality, appearance, gender, disability, sexual orientation, etc.

(In outdoor dining areas where smoking is permitted) If a guest puts a pack of cigarettes on the table, that is a request for an ashtray. If the guest pushes the ashtray to the side or places it on the floor, she/he wants you to get rid of it. Pay attention to these cues so you don't have to interrupt conversation. All ashtrays are to be capped and removed when there are 2 butts, or when there is a change of course at the table.

Never leave a dirty ashtray on the table when you deliver food.

2. INITIAL DRINK ORDER obtain prior to any food order. Mention specials or items you think the guests might enjoy. Offer samples if appropriate. The guest determines the pace of the dinner so if they are ready to order their meal, we take their order....get ID for drinks with alcohol.....ring in the drinks in order of pivot points.

3. GUIDING THE ORDER and flowing from apps into main course. UPSELL! CLEAR/REFILL DRINKS

Describe dishes, especially conch fritters and other items that might be unfamiliar. Make suggestions. Call back all orders to prevent misunderstanding. Tell them if the item is spicy. Service is making sure the guest gets something she/he will enjoy.... Enter order using pivot points.....Suggest items for main course. Upsell add ons!....**Do not suggest alterations or imply that our dishes are not perfect as presented. Alterations cause problems in the kitchen.

Alert manager to any allergies immediately....Type ALLERGY on the ticket.... Call back each order and question anything that does not make sense. For example, if a guest asked for gluten free when they ordered their appetizer and then orders an entree with gluten- speak up!.....Bring side dishes etc they need to enjoy their appetizersDeliver Appetizers.... Get orders for drinks that the guests want WITH their entrees....Bring condiments, sauces, share plates, and whatever else the guests will need for the entree items they have ordered. Make sure guests have silverware if some went away with bussed appetizers. Pre-bus to keep table attractive and spacious.

4. SERVICE OF ENTREES with PIVOT points. This is the highlight of the guest's experience!CLEAR appetizer plates.

REFILL DRINKS. Visually confirm plate is correct before you serve it. No picks in food, rims are clean etc.

It is always best if the server presents the food. Guests who do not tip well often say "The server took our order and then we never saw him/her again until it was time to pay."

Verbally state the name of the dish as you place it in front of the guest.

5. QUALITY CHECK AFTER FIRST BITE OF EACH COURSE AND THROUGHOUT THE MEAL. ...pre bus....REFILL DRINKS. CHECKING BACK does not always mean interrupting. Groom the table, be present, anticipate needs. Look for which drinks are less than 2/3 full and check with those guests...The guests might give nods, thumbs up, etc. Remember good service means it is not about you. Let the guest dictate the pace and style of communication.

*Alert the manager to ANY issue with food quality, ticket time, odd behavior, etc....When you clear the dinner dishes, inquire of any guest who did not eat their food. If you overhear negative comments or see bad looks - or they indicate that the food was a disappointment in any way, alert a manager to go to the table.... Be perceptive when guests are done or ready for a change of course. Guests may place silverware across the edge of the plate, put their napkin in their plate, or stack dishes to indicate they want you to take it. Get these items off the table.

6. DESSERT, MORE DRINKS, & TO GO UPSELL! Chat, mention our sister locations or brewery gift shop.

Boxing up Leftovers is part of our service. We do not take empty boxes to our guests in the dining room so to scrape their own plates at their table. When guests say "can I get a box for this?" they are actually asking you

to box it for them. 95% of guests want it done for them and tips will reflect this. We put our guests' food in boxes, providing a plastic cutlery packet/ napkin and all in a bag. It is only at guest insistence- (which is very rare) that they want to box their own that we do not perform this service. In that case get your manager so she/he can confirm with the guests.

7. **COLLECT PAYMENT** and any potential tip PROMPTLY and thank the guests/invite them to return

- o A guest cannot comfortably pay their bill if their table has dirty, empty, unwanted items on it. Pre-bus!
- o The proper presentation of the check in the **Guest Check Presenter**, securing of payment and returning the change or cc receipt is an important part of the service process. We do not ask guests to approach a register or go looking for you in order to pay. The server or bartender confirming that all aspects of the transaction is finished *is part of our full-service dining experience.*
- o Do not wait to retrieve payment upon departure of the guest. Not every guest will fulfill their part of this presumption. Rather- you must circle back to obtain the cash payment /make change or confirm that the slip is signed.
- o SERVICE includes properly splitting checks for guests. TELL the POS how much to put on each card or it will put the entire amount on the first card you put in, zero on the rest. Be careful! Slow down. Pay attention. Read the screen.
- o **Bringing the guests their exact correct change:** When taking payments from guests we say, "I will be right back with your change." It is a declarative statement, not a question.
We do not ever ask: "Do you need change?"

We do not round in our favor. Many guests will leave no tip when a server does that.

If you fail to return a guest's change, that is theft.

PAYMENT VIA CREDIT CARDS: There are 2 parts to the credit card payment transaction: the bill and the tip.

If presenting a paper receipt, and not a handheld electronic card reader to a guest-

***You must confirm signature on the credit card slip before the guest leaves. The server/bartender should remove his or her check presenters promptly from the table, so they keep the payment secure and the table can be re-sat. Support staff should leave the presenter for the server/bt. Support staff alert a manager if a server/bt fails to pick up their presenters.*

Credit card companies have the authority to refuse pay out for a tip. If a guest gives you a very large tip of over 25% of the sale, for example, this may exceed the card company authorization amount. If you do not observe the amount until the guest has left, we may have to hold the pay out until it is verified.

It is always best to examine the payment and tip prior to the guests' departure.

**We are here to serve the customer. Do not question the guest regarding the amount of the tip, even in a joking manner. The only exception is incorrect math; and this is handled carefully. Examine the cc slip to confirm the guest's math. If the guest's math is not correct, alert the guest politely that you believe the math is incorrect and to please wait while you get a manager. *Any corrections should be made and initialed before the guest takes their copy. Any inconsistency in the transaction allows the guest to easily charge back any credit card purchases including a tip.*

SEAL THE IMPRESSION WITH AN INVITATION to RETURN**

When all aspects of service/payment are concluded, thank the guests and **invite** them to **return**. Refer back to something you learned about the guest- safe travels to wherever they are heading next, wish them good weather for their fishing trip, etc.... Say Thank you!.....Please come and see us again...I am here tomorrow, ask for me.....Try our sister locations.check out our gear in the gift shop at the brewery.....And if you enjoyed my service a 5 star review would be great!

7 steps of service:

| | | | |
|----------------------------------|--|---|--|
| 1. The 60second greet | 2.Suggest a drink order | 3.Proactively guide the food order | 4.Pivot points so food arrives perfectly! |
| 5.Verify happiness | 6.Drinks, dessert, box up leftovers in service area | 7.Confirm/collect payment | |

Servers: Service Tools, Challenges, & Habits

Start with a Bank: Servers & Bartenders give EXACT change. Start every shift with a bank (enough cash to make change for guests). Do not round. Do not expect the bar or gift shop or other servers to have change for you.

TOOLS of the Job:

Pens, wine key, guest check presenters, notepad, etc.

Servers' uniform includes a clean apron to store these items.

Shims are the wood or composite wedges we use to balance tables. Guests hate rocky wobbly tables. Shim your section! Then wash your hands.

We have flashlights if you need one to examine IDs.

Your phone is not a tool of the job.

SERVICE includes Personal Cleanliness: We expect you to be showered and shaved, with clean hair & clean clothing, including your socks and Shoes for Crews footwear. Limit jewelry and make-up. Do not use perfume. Use deodorant to minimize body odor. Use breath mints to minimize bad breath. Keep your fingernails trimmed short and *free of polish* to lessen the chance of contamination with dirt and bacteria. Restrain your hair.

SERVICE includes Job Cleanliness:

- Hosts, food runners, servers, and other FOH employees are tasked with keeping their gender-appropriate **restrooms** clean and well stocked. Correct the problem or alert someone who can. Bathroom cleanliness has a direct impact on how guests feel about their dining experience.
- We use a “bring it in / bring it out” system. Always leave the dining room area with something for the garbage or the dish station. Pre-bussing is a critical component to table cleanliness and the service sequence. Take items off the table with your fingers, using a napkin. NEVER scrape food waste on to the floor or ground.
- Wash hands frequently. Do not ever touch the end of the straw or the rim of a glass. Carry plates underneath.
- **ASHTRAYS:** In the guest service areas, the dirtiest object is the ashtray. Towels are *never* used to clean ashtrays. Use paper towels. Send to the dish station at end of night.

Don't count or display \$ in front of guests: Use the server area unless otherwise instructed by the manager.

Do not leave wearing your apron. Change into clothes that give no indication that you have cash.

No newspapers or TV

Staff are not to read the newspaper or any outside reading materials while on duty. Newspapers may be kept at the bar for patrons to read.

Likewise the TV channels are for guests. They are selected by managers or with manager supervision. Employees should not be watching TV.

Answer the Company Phone, please!

Service includes attending to potential guests, coworkers etc who are calling on the phone. If an employee is calling in sick, they MUST speak with a manager. Do not take a message from a sick employee, get the MOD.

Service means we are here to serve products to our guests.

Do not be in a rush to leave your shift.

No one except the Manager on Duty may close a section, "cut" a server, close the dining room, close our businesses, or make last call. If there is a questionable situation- get the manager!

Server Grid & Sections

The grid (the # of servers working any particular shift) is set in accordance with company policy in order to meet expected sales volume. The goal is always to provide excellent guest service.

Your section is the group of tables assigned to you to wait on.

The manager on duty sets the sections. Server sections are based on your ability to execute the steps of service for your guests in general and the various issues of the shift. Section size varies. You do not automatically get a certain section.

The manager on duty assigns sections. The manager on duty makes any adjustments.

Servers are not to question or complain about their section or the grid. Save any questions for the end of the shift.

Servers may request an evaluation to discuss taking on bigger sections or busier shifts.

How to get a bigger section?

There is a limit to section size because we want to give great service. But if you are getting a small section and want a larger one:

1. Know your menus! And take or retake your menu quizzes – food, all alcohol items, kids' menu, etc. to demonstrate your knowledge. Additionally, can you suggest appropriate add-ons, upsell the right liquors, etc.
2. Execute all steps of service including inviting guests back and to our other locations, securing payment, chatting, etc.
3. Ask your managers what you need to work on to achieve your goal. Any manager can initiate an evaluation on you and get team input.

If we have a service failure...

Apologize! Simply apologizing to the guest goes a long way. Don't blame others or make excuses, just acknowledge the mistake and say you are very sorry. Correct the issue, but also apologize.

Do not deny service except

1. As outlined regarding alcohol in the alcohol sales section.
2. If/when the would-be guests do not have funds to pay for food or beverages. We do not serve people who cannot pay for what they order, nor do we let them bother other guests to try and get them to pay for things. Paying guests are not to be harassed by people who want a free drink, cigarette, or a dollar. Get a manager if someone is approaching any guests in this manner.
3. If something is weird or making you feel uncomfortable. Alert a manager to strange situations and they can decide to handle the service themselves, assign another team member, or resolve the issue and ask you to continue the service process with their supervision.

What service does not include

- Leaving the property- never do anything that involves leaving our property.
- Charging of cell phones- Some locations have outlets the guests can access, but do not take possession of anyone's phone or allow a guest behind the bar or in any non-guest area.
- Anything that involves us taking possession of someone's asset (whether you perceive it to be valuable or not) such as luggage, purses etc or them leaving their possessions on our property.
- Childcare – parents are responsible. Get a manager if someone is not caring for their kids.
- Pet care – only service animals are permitted, and service animals are not to be fed or watered. (Some of our locations have water bowls outside the restaurants for passersby. But do not take bowls of water into the dining room for example.) Do not pet animals when on duty. If you forget, go wash your hands immediately.
- Borrowing your phone. No one should even be able to see your phone!
- Bathroom assistance or other personal care. Get a manager if someone needs assistance in this way.

Service animals

Under Florida Law, dogs are prohibited from all areas of the restaurant, including outdoors. The one, obvious exception to this rule is for service dogs. Please refer to Florida Statute §509.233 for more detail.

No pets in the restaurant! It is illegal to allow pets in our establishments. No pets of any kind are allowed. It does not matter how long the guest has been coming here, how quickly you think they will be in and out, who they are, who they say gave them permission, or how they tip.

Service animals are allowed.

- If an employee comes in as a guest and has a service animal, get the MOD.
- If someone (not an employee) has an animal, you simply ask, "is that a service animal?"
- If they say yes, they may enter and be served. If they say no, they may not.
- Do not invite a lie by telling them to say yes in order to come in.
- Service dogs can be any breed or size. They might be in a purse or a stroller and still be an actual service dog.
- Do not ask for proof. Do not question the guest about their animal.
- Service animals are NOT pets. They are working animals.
- Do not pet them, bring them water, etc. (If you forget, go wash your hands)
- Service animals are the responsibility of their handler.
- Do not presume that an animal is not aggressive.
- Service animals do not act like pets. They are working.
- Seat the guests at a table with space around it, preferably at a wall.
- Service dogs may not block walkways or create safety hazards.
- **Only the manager** may ask questions about the functions that the animal provides.
- If necessary, a manager can determine if an animal is a service animal by asking questions.
- If a dog is creating a problem, the manager will decide if the guest should leave. Do not try to handle this conversation, simply get a manager.



Managers may ask-

1-Is the dog a service animal required because of a disability?

2-What work or task has the dog been trained to perform?

Employees with service animals

If you, an employee, wish to bring a service animal on to our property, you must bring your disability paperwork and your animal's certifications and vaccinations to HR to seek approval. Only with specific recorded approval from HR do you have permission to bring an animal on to the property when off duty or when working. The purpose of this policy is to clarify any accommodations you need at work and to make sure everyone is on the same page of providing those accommodations.

Wild animals

Never feed or otherwise encourage wild animals such as pigeons, chickens, iguanas, hawks, etc.

Do not approach the animal yourself.

Managers will speak to anyone who feeds wild animals. Do not approach the guest yourself.



Emotional support animals

Emotional support animals and therapy animals are not allowed in restaurants.

The ADA specifies that service animals are animals trained to provide specific tasks for their handler who is disabled.

Emotional support animals are not granted access to restaurants by the ADA because comfort is not a specific task approved by the ADA. Emotional support dogs are typically allowed in hotels, on airlines, and in other venues that do not involve food preparation. If you have an emotional support dog, you may not bring it to the restaurant.

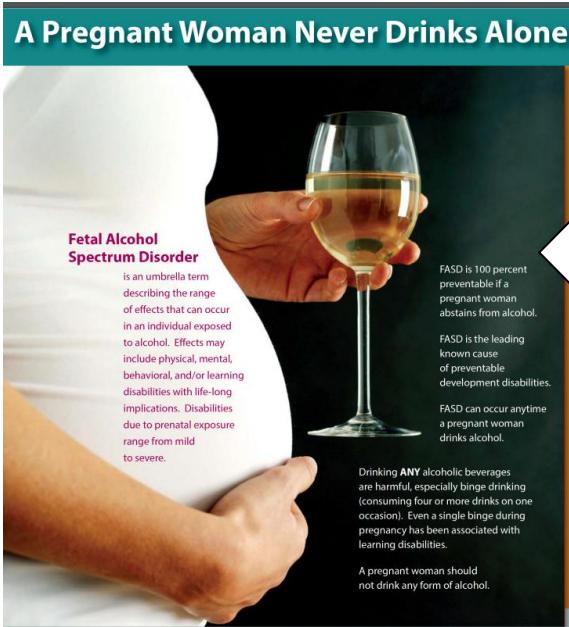
While we appreciate the invaluable role that therapy dogs play in society and the crucial impact that emotional support animals have on the lives of their owners, therapy and emotional support animals are not allowed in restaurants under the Florida health code.

Serving Alcohol Responsibly

1. Alcohol Awareness Training. All employees are required to attend alcohol training.
We do an initial training upon your hire.
Then we do quarterly training via pre-shift meetings and other communication.
Check your bulletin board for details.
2. Do not serve anyone who appears ill. Get a manager immediately.
3. Do not sell alcohol to anyone under 21 years old.
 - a. Get a flashlight from a manager if the light is not sufficient to read the ID.
 - b. Check ID: Any State Driver's License, Military ID, Passport, State-Issued ID Card
 - c. Check the ID for indications of fraud- peeling edges, fonts that don't match, etc
 - d. Check expiration date, date of birth, restrictions, etc. If you do not have sufficient vision with correction to read IDs, then you cannot work as a server/BT. Speak to a manager or HR for advice on getting eye correction. You can use non-prescription readers for example until you have a proper prescription.
 - e. Match the card to the guest. The ID must be valid and it must match the person presenting it.
 - f. Any question - decline to serve. Alert a manager at your earliest opportunity.
 - g. Re-check ID or alert a manager if there is a change in circumstances, for example if you see a guest passing the ID to another guest so they can both order drinks.
 - h. Examine an ID for as long as you need to. If you cannot see an ID, cannot do the math to figure up age, or for any reason are unable to determine whether to serve- get a manager! Give the actual ID to the manager to examine. You, the employee, are not to keep a guest's property (their fake ID).
 - i. You are personally responsible for who you serve. You can be arrested and prosecuted if you serve alcohol to a minor.
 - j. Do not allow 3rd party purchases (wherein one person who is of age purchases alcohol and then passes it to a 3rd party who is underage). *One drink per ID.*
4. Do not sell alcohol to a guest you know to be addicted to alcohol/known alcoholics/ visibly intoxicated guests. As a company, we do not serve guests who we know have an illness that has prompted a doctor to instruct them not to drink, or who are on a medication that has prompted an instruction not to drink.
 - a. Alert a manager if the person says they're driving, seems unable to stop, states that they have an alcohol problem, voices that they are drinking due to a specific stressor, tries to consume a high amount of alcohol relative to their size/weight, is there for a while and not eating, shows any physical signs of impairment, appears ill or tired, shows an inability to focus, slurs their words, orders doubles/triples or orders rapidly, or is known to have a record of arrest(s) for DUI or any other alcohol related crimes/treatment/diagnosis/etc.
5. Serve the proper quantity of alcohol.
 - a. Do not over-pour. Hospitality does not mean over-serving.
 - b. A standard drink is 1 to 1 & 1/4 ounces of liquor.
 - c. Other drinks are made to recipe.
 - d. A standard wine pour is 5 ounces.
 - e. Include management in any issues. Stay informed. Respond to coaching. Management will assess compliance via - observation, guest feedback, mystery diner program, employee feedback, and inspections.
 - f. Guests may not bring in alcohol purchased elsewhere.
 - g. We do not sell bottles of liquor or have bottle service.



6. No drinking games or staff-created pranks. No pouring of drinks on anyone, no adding additional alcohol to a drink, no pretending that something is alcohol free, etc.
7. Interacting with guests. Guests may not buy the staff a drink. Staff may not ever drink or simulate drinking (for example taking shots of something nonalcoholic) as part of entertaining guests.
8. Potential for violence: Any hint of violence - get a manager or security or call 911. Do not admit anyone who appears likely to cause a problem. Bus empty bottles. Remove stools when the bar area is very crowded.
9. Guests who may be pregnant: Sometimes a pregnant guest orders alcohol. Pregnant women are a protected class and cannot be discriminated against due to their pregnancy. If they have valid ID and are not visibly intoxicated or known to you to be an alcoholic, then serve them. It is the law.



If they do not have ID, are visibly intoxicated, or are known to have an addiction problem, or you have any concern, get a manager.

These or similar signs must be posted. If they are missing, damaged, etc please let a manager know so we can replace.

We have posted these notices advising guests to some of the dangers of consuming alcohol during pregnancy.

It is up the guest to decide (or not) to comply with such warnings and the available information on this issue which they receive from their medical providers and other sources.

10. Do not tamper with the bottle that an alcoholic product arrives in. Bottles may never be refilled/married/changed/misrepresented/used for any other purpose than the intended purpose.
11. Any number of law enforcement agencies enforce alcoholic beverage infractions including the Key West Police Department, The Monroe County Sheriff's Office the Florida Highway Patrol, the Florida Department of Law Enforcement. The Division of Alcoholic Beverages and Tobacco (DABT) and Alcohol Tobacco and Firearms (ATF) enforce alcoholic beverage law at the state and federal level.

Floor Plan

The floor plan is the pictorial layout of the dining room and bars etc. It shows each table's number and seat position. Copies are available if you are confused about table numbers. It is imperative that you learn them.

- It is on the floor plan that the GM or manager draws the sections for each shift.
- All tables should be assigned to a server. No pickup or rotation sections.
- Use only proper, actual employee names on the floor plan.
- Servers do not write on the floor plan.
- Only managers cut servers, change sections, etc.

Pivot Points

- Pivot points are the assigned seat position for each chair or seat at a table.
- When we talk about "using your pivot points" we mean 1) the server should input these seat positions onto the ticket and 2) the food runner should place the dishes in front of each guest according to the assigned seats for each dish.
- Use of pivot points will positively affect the likelihood that each guest gets exactly the right food in most efficient way possible. It makes a better impression on the table, and generally generates the most guest tips.
- Proper use of pivot points allows anyone on the team to confidently place the dish in front of the correct guest.
- When placing the dish in front of the guest, confidently identify it by its menu name, making eye contact with the guest.
- If they shake their head, look confused, or verbalize that this is incorrect, do not release the dish.

Food Auctions

A food auction is what happens when the server does not enter the ticket via pivot points.

The food runner must then interrupt the guests and ask "who had the burger with cheddar?".... "Who had the Cesar Salad with Chicken?" etc. through the whole ticket.

This is not good service.

It makes the FR the server and makes the actual server seem irrelevant. It interrupts guests' conversation.

Also, sometimes guests forget what they ordered or mishear the name of a dish. Then you've got the wrong dish in front of the guest, and they are asking questions of the FR rather than the server. Confusion distracts from the experience and makes the whole thing awkward. If an incorrect dish is their dining companion's it can be moved.

If we place it there and the guest thinks it is theirs, but it belongs to another table, we cannot charge them for both. Plus, the kitchen needs to cook another dish for the other table. Things can get backed up in a hurry. Food auctions create uncertainty.

Enter 1 order at a time

Servers- Do not take 2 or more tables' orders then put them all in. Take an order, ring it in, then take the next order.

If you have guests who are waiting to be greeted, greet them and tell them you'll be right back to get their drink order. But do not put multiple orders in at once. Properly putting in one order at a time will pace your guests, the service bar, and the kitchen. If you hold on to that first order, those people will be waiting too long. A manager is happy to stop by the table if you are needed. They can chat and perhaps even get the order if the guests are in a hurry.

Table Numbers

Servers are to correctly identify each ticket that they ring into the POS by its table number. Proofread before you hit send. If you enter the correct number, anyone trying to help you get your guests' food out can assist you.

If you put the wrong number, you are putting a monkey wrench in the whole system.

Seat Positions at the Bar

Just as each seat at a table has a position number, each seat at the bar has a seat number as well. If the seat positions at your bar are not labeled, let the manager know and let's get them identified so that your tickets can be rung in properly.

Methods of Payment:

This company accepts the following types of U.S. currency - cash, our own Gift Certificates, Hyatt paper Gift Certificates, our own plastic Gift Cards, Visa, MasterCard, Am Ex (except at WFB), Discover, and signed U.S. travelers' checks. We occasionally change which cards we accept.

Those restaurants (Caroline's and Fogarty's as of January) with updated card readers can also accept electronic wallet payments from most providers (Google, Apple, etc) that have a credit card linked to these accounts.

Check with the manager if you have any questions. Please verify which of these are currently allowed.

You are responsible for securing and verifying any type of funds.

Traveler's Checks: *The server must watch the customer sign the travelers' check and verify that the signatures match and that the check is in U.S. funds.* Then you initial the top left-hand corner of the check. The rules of American Express travelers' checks dictate that we do not ask for ID. Do not accept traveler's checks larger than \$100.00. Do not accept traveler's checks of currency other than U.S. funds- read carefully to confirm US Dollars.

Paper Gift Certificates: Always tell your MOD that you have a table with a gift certificate, so they can verify authenticity. Paper certificates are unusual and must be verified before you accept them.

Each gift certificate must be stapled to the POS slip for that party.

Paper gift certificates are NOT good for gratuity because they are promotional gifts. Each Gift Certificate is worth up to the stated amount in sales. If the certificate has a face value of \$25 but the bill is \$23, the certificate is worth \$23 in your close out. There is no "remainder amount" to be used as gratuity or included as money in close out.

Plastic Gift Cards: A plastic gift card has typically been paid for at full retail value.

Therefore, the plastic swipe gift cards may be used like a credit card for products and/or for a tip.

Discount Coupons or Programs

If you get a card or coupon saying we are participating in any program, verify its value with your MOD

Authentic versus Counterfeit Bills:

It is your responsibility to glance at all bills and to particularly check each \$20, \$50 and \$100 for authenticity.

Do this in front of the guest. Once you walk away, who knows which bill is which? In order to decline the bill, do it in front of the guest.

Feel for the ridges on the coat collar on the picture on the bill. AND read the strip inside the bill.

Check all bills BEFORE you accept them.

Some counterfeiters take \$5 and make them into \$50s. So 1) a counterfeit pen won't work and 2) there is a strip inside (but it is the wrong strip).

You MUST take time to look at the strip/bill in front of the guest and get the MOD with any issues. Make sure it says 50 U.S. or 100 U.S. and not 5 U.S. BE CAREFUL! At night use a flashlight. If you have any question, send another staff member for the MOD and ask the guest for another form of payment.

Managers - If someone pays using counterfeit, call 911. Describe guests. Do not touch guests/criminals.

CREDIT CARDS

- Obviously, only an authorized user of a credit card may use it.
- It is illegal to forge anyone's signature - this includes a scribble on a slip. Do not write any scribble or notes such as SOF (sometimes people think this is ok because it means signature on file) or such on the signature line. Any rumors you have heard about anything being ok to be added here by the server/BTs are incorrect.
- As per the state attorney's office- because credit card transactions electronically cross state lines, law enforcement treats each suspected fraud of any amount as a felony offense. We prosecute.
- Get a manager any time there is a question about a card, a tip, the guest's intention, etc.

(also see the section on the seventh step of service)

Managers-
please post info
on all current
promotional
programs on
bulletin board
with expiration
information.

HOW TO SPLIT CHECKS

When a party wants part of the bill on various cards- you MUST tell the POS system exactly how much payment to put on each card or it will simply default to the whole amount on the 1st card!!

**When guests use more than 1 card to pay for a ticket- be careful to swipe each card and to specify! The most common mistake is to have 2 cards in hand but *actually* charge only 1 card.

**This is a loss to the company, just like a walkout. You are accountable for this. Take care to ensure that the company gets paid for the products you serve.

Normal, product-in-exchange-for-payment transactions only.

*Staff are never authorized to refund cash from a sale or tip amount of a credit card transaction. Staff are never authorized to use any card (your own or anyone else's) to pay for a transaction already paid for by cash.

*Staff are never authorized to use a credit card (yours or anyone else's) to create a cash advance. Any staff who uses a credit card without the cardholder's consent or who uses a lost or stolen card will be terminated and the police will be called.

The tap or swipe confirms the payment amount in the POS system.

The signature confirms your tip.

Confirm all guests are signing their slips and leaving us our copies.

If they do not sign you cannot adjust for a tip.

See other sections on this topic, including Steps of Service, Tips, etc

***IF A GUEST LEAVES THEIR CREDIT CARD.....** Let a manager know you have it but KEEP IT WITH YOUR CLOSE OUT UNTIL YOU HAND THAT OFF TO A MANAGER at the end of your shift. The reason is that you are the face that the guest knows and will look for if they return soon after for their card.

Close out process

- You are responsible for keeping track of the sales funds. Do not leave company money, your apron, books, etc where others can mistakenly or purposely move them or take them from you. You, not the restaurant, are responsible for our monies that you collect while in the service process.
- You must produce a white, signed original slip for each of the transactions listed on your report in order to show the tips as authorized by the guests. Never throw away any credit card document. You are also responsible for ringing in each transaction under your own number. Do not ask a manager to check you out if there are checks to be transferred or adjusted. All transactions go in order into your close-out.
- Present your check-out in an organized and professional manner. The number of closed checks must equal the number of receipts you turn in.

Never photograph a credit card slip, POS slip, or similar, even if you are not sharing the photo!

Workplace courtesy

Be courteous to everyone you work with.

No yelling, indoors or out. No teasing or making fun of people even if you think it is welcome. Someone overhearing your inside jokes might be offended. It is unacceptable to create that kind of environment for your coworkers or our guests. Shortened versions of names are of course permitted (Nick for Nicholas or Beth for Elizabeth for example) if this is what the person wants to be called. Nicknames like "Ditz" or "Smash," however, are not derived from a name and are unacceptable regardless of the person's wishes to be called that.

Workplace courtesy means leaving your baggage at the door. Be pleasant! Don't complain. No one is helped by their coworkers bemoaning their latest drama.

If you have an emergency, see a manager. If not, focus on work and help everyone to have an enjoyable shift.

Leave your public displays of affection at the door. You're at work, not on a date. Keep it professional. Even if this is welcome between 2 people, it is not welcome to others around you.

Courteous Communication with the Hosts/Fillers

Servers/BTs take directives from the host.

Take care that your interaction with the host is polite, calm, and softly spoken.

Do not give the host directions or complain about your section in any way.

You are in a guest area and can be seen and heard by guests.

The host stand is never a place to gossip.

The host's attention is to be focused outward to incoming guests. They will remove the last item or two off a table in order to reseat it, but they are not bussers. If the server has been pre-bussing throughout the service process, there should be little left on the table when the guests leave.

If you have a concern, bring it to the MOD. The manager directs the host.

Foodrunner/Expo or a Manager on Expo station

Tipped employees such as servers and bartenders are not to speak to the line cooks to request something from the cook stations—do not to ask for food items without a ticket, complain about a dish, ask for a replacement, etc.

Tipped employees are to convey their concerns to the manager on duty or the lead FR/Expo, who will communicate directly with the cooks about the order.

We use the POS to convey our orders to the kitchen and to the service bar.
Include ALLERGY if appropriate

Limit the use of "see server" unless you are heading to the expo to explain.

Do not give orders verbally or modify existent tickets verbally.

Cooks do not cook items without a ticket.

Expo – you will ensure that any allergy or special prep item tickets are made properly.

Confirm cooks are using new pans, utensils, gloves, etc when cooking a special diet item.

Whoever is in the expo position is, at that moment, the expo—so the expo changes throughout a shift. If one person is calling tickets and they leave to run food, whoever is still on station becomes the expo.

Servers- See the sections on floor plans and pivot points. USE THEM!

Using pivot points will make you more money – both at that table by guests associating you with the food, and by giving you more time at other tables.

Using your pivot points makes the food runner's job easier if she/he helps you by placing dishes at your table.

Whenever possible, deliver and place dishes on the table together- and the server leads.

If the food runner's placement is smooth, you look better to your guests, and it helps the FR get back to the kitchen more quickly to run even more food.

For a guest, receiving the food is the highlight of the meal. Servers who present the guests' food to them get better tips. It is very important for guests to see you at food delivery. If you cannot be there then, get over there ASAP after delivery.

*Alert the manager to go if you cannot get there!

“Walk Outs”

Collecting payment is part of your service process. Circle back quickly after you have presented the guest check. We do not ever wait for the guest to leave before examining the payment. That is a lack of service- what if that is a large bill in there needing change or a credit card needing to be run? If they are leaving before you can circle back for pickup of the payment, then we have misjudged their desire to leave. If they want to leave immediately, you are holding them up. Get a manager to assist you.

That does not mean to literally stand there and stare at them while they count money from their wallet, it just means don't go too far and keep an eye on what they are doing. As soon as you see a sign that they want the payment collected, such as they put it on the edge of the table with the credit card or cash sticking out, then you go pick it up.

If it is cash you say, “I will be right back with your change” and you immediately go to the service station (where you can see the table) and count to verify that the funds in the book cover the amount of the bill.

Guests should not have to beg to pay. Paying should be effortless. If you see them looking for you, then they are already annoyed at the wait. If you see them starting to collect their things, then they are about to leave. Do you have payment?

If you suspect a guest may not plan to pay or may not be able to pay, alert a manager. Walking out without paying is illegal. Alert a manager if your guests are leaving without paying. Call 911. Provide a detailed physical description and tell them which way they are walking or how they left. KWPD will come and will make the guests pay.

*Do not place yourself in danger by running into traffic or touching a guest.

If a guest or table leaves without paying, you will not be charged for the lost revenue. You will, however, be issued a warning, asked to explain in writing, and held responsible for following any action plan designed to prevent further loss.

The first time it happens there might not be any action plan other than coaching to be careful to circle back quickly or get a manager if you need help. But if you have other walk outs, the action plan might grow progressively intrusive if each thing we try does not work and you continue to have this loss. Types of action plans might include getting a smaller section until you can handle the full 7 steps of service process for all your tables, changing to a new job assignment if the problem persists, or working the shifts with less guest volume. We want to set you up for success.

Signs guests might not intend to pay. Keep an eye out for these issues. Alert a manager.

- Going out to smoke or to the restroom, especially if everyone in the group is somehow getting up.
- Seeming intoxicated when they arrived and they only ordered food because we refused to serve alcohol.
- Seeming nervous when you approach the table, refusing eye contact, huddling together, not responding to you.
- Tables who requested to be located near the door

How to prevent walk outs

1. ESTABLISH A CONNECTION. Chat. Let them see you as a person. Ask where they are from and engage in conversation about them. Don't just take their order and disappear.
2. BE ATTENTIVE: The #1 excuse that guests who dine and dash make for their behavior? That they are too poor or that the food was bad? Nope -they claim they walk out because the server was inattentive and slow to bring the bill. They will say they hardly saw their server and could not find them when it was time to leave. So they just left. Basically they say you deserve it if you give bad service.
3. Utilize the host at the door to say goodbye to guests and be a presence at the door. If hosts are more frequently away from the host stand with loads of bussing duties for example, then the door is unattended for a higher percentage of the time. Hosts should only be bussing just some last remaining few items, not whole bus tubs full of dishes. Communicate with the host if you are keeping an eye on a table for possible walk out or loss.
4. Keep a record of previous offenders on the bulletin board and we can make them pay up front from now on.

At the end of the day, if someone wants to dine and dash, they will do so. Never put yourself in harm's way. We are just asking you to stay alert, engage your guests, include receipt of payment as a step of your service process, and communicate with your manager if something seems amiss.

Cash handling at the bars

Being able to give correct change, collect correct amounts, and keep a neat drawer are merit issues for bartenders.

Alert a manager immediately if you have a mis-ring, a duplicate ring, etc.

Tip Buckets— *the path of a tip*

When a guest pays with
cash...

When a guest pays with
credit card...

1) BT presents the guest with the bill and
guest pays with cash

1) BT presents the guest with the bill and
guest totals and signs the cc slip

2) BT verifies cash and puts it in the bar
drawer

2) BT verifies signature and puts the cc
slip in the bar drawer

3) BT returns change and
thanks the guest

3) BT gives guests copy of
slip and thanks them

4) Guest leaves a cash tip on the bar,
which the BT puts in the tip bucket

4) BT pulls all cc tips once at the end of
shift or when splitting tips at manager
directive

TABS at the BAR

Bar SERVICE includes payment just like dining room service. All bar transactions are either

1. cash & carry bar service or
2. a tab in front of each bar guest, which is secured by a credit card; and the tab is updated immediately with each transaction

Tabs must be on the bar in front of the guest for the guest or a manager to review. This way the guest can see how much they will owe; and when they are ready to leave, they can simply look at their current total and pay their tab.

Bartenders go to the drawer & screen for every transaction. No exceptions.

Who can get a tab?

1. **How busy is it? Is it a crazy busy day like Fantasy Fest, New Year's Eve, Football Weekends at Jack Flats, or just 3 deep at the bar? Then NO tab.**
2. **Do they have a bar stool? A table? If it is too busy for them to be seated at the bar or table, then it is too busy for tabs.**
3. **Do you know them? How well?**
4. **Are the people in this group changing? Coming and going? Dancing? No tabs for groups of people changing seats or moving around. Secure a credit card so that if the guest goes outside to smoke and doesn't come back, you already have payment.**
5. **Do they have a credit card to secure the tab? No credit card = no tab.**

Do we run the card for an authorization amount? Maybe. Discuss with your MOD. Let's say you start off with 4 guys having dinner at the bar but then their friends surprise them, and the group turns in to 11 people and some don't want their drinks on the one tab. The MOD may want you to run that credit card for an authorization amount.

Count drawers

Count the drawer at the beginning of your shift to verify the bank. Do not count it again after that.

Being \$5 or more over/under on your bar drawer compared to your sales in the POS is an error that requires a warning and investigation.

The point of such warning is to identify patterns, identify what you might be doing wrong, and see whether action plans are successful so that management can make decisions for scheduling, retraining, further action plans etc. with actual data in hand.

Comp Tabs

Comping a business building tool for the restaurant. Bartenders are to alert the MOD to VIP guests such as trolley drivers, hotel concierge employees, guest house owners, etc. With manager approval, these guests (who are income sources as they refer others to us) may have a round comped.

Go to the register. If you "comp" a drink without going to register, you may be terminated.

The comp tab must be up to date with every transaction any time a manager wishes to review it.

There is never a time when you wait and ring something up later. When we hear a BT say "I was going to put it on the comp tab"-- this is theft and the employee is removed from the bar.

Drinks served to off-duty employees or friends of employees do not go on the comp tab.

Bartenders must know the details of every transaction and be able to explain who received a comp and why.

Managers, if you wish to give a table a free round, you or the server ring it in and then you comp it. Do not ask the bar staff to put that under the BT's comp tab.

Every Transaction

Bartenders (BTs) must go to the drawer & execute a transaction on the POS screen for every guest transaction.

Even a comp drink.

No exceptions.

Bartenders may not "save up" more than 1 order to ring in.

BTs do not put anything in their pockets.

BTs do not put anything in the register other than money or gift cards/certificates, etc.

Go to the tip bucket for each tip

No saving up trips or having a satellite bucket.

The house decides where the tip bucket lives.

There is to be no action taken with your tip bucket except placing tips in it.

Never make change from your tip bucket. Never pull tips per transaction. All locations follow these rules.

NO SALE BUTTON

BTs hit the no sale button to make change for guests or coworkers.

BTs are not penalized for using the no sale button.

Tips

Tips are money freely given by the guest to the team.

Employee ownership of tips does not change 3 obligations-

1. To pay taxes on your tips. This typically comes from your paycheck.
2. To participate in the tip pool. See the section on Tip Pool.
3. To pay the credit card processing fee on any charged tips

Credit Card tips at the Bar: CC tips are adjusted at the end of the shift and that cash is pulled from the drawer in exchange for signed white original cc slips. *Do not pull for each transaction- pull once at end of shift.*

COLLECTING PAYMENT & RECEIVING TIPS

- When you take guest payment, you say "I will be right back with your change or credit card slip." If the guest wants you to "keep the change" of what they have placed in the book they will speak up. **We never ask, "do you need/want change?"**
- The only response to receiving a tip is THANK YOU!
- Never confront a guest about leaving you a bigger tip. Do not ask what was the problem with my service or any similar questions.
- Managers only may approach a guest if appropriate.
- Some will be great; some might be pretty bad. While tips are intended to reflect the guest's pleasure with your service, this is not always the case. The tips, both the bad and the good, are part of being a tipped employee. Calculate how much you are earning before you spend any of that cash. Look at your biweekly income; ask yourself if you are happy with it.
- SUSPECTED 'BAD TIPPERS': You may NOT refuse service because you suspect the guest won't tip well, aren't buying much, etc.

- Statements that refer to a guest's nationality or race, for example, are illegal, rude, and offensive. There is no place in our company for such sentiments.
- We are here to serve the guest. The only exception is we do not serve alcohol to anyone who is underage, impaired, or a known alcoholic. Refer to your Alcohol Awareness training or see a manager with any issues.
- Do not comment to the host about your tips or the sort of guests you prefer.
- Your net tips amount is your portion of the pool – ie what you walk away with at the end of your shift.
- If you have an unusually high or an unusually low net tip amount when you close out, please speak up. Sometimes a ticket is somehow under someone else's POS # or you have accidentally swiped someone's card twice. There is a logical range of fair shift to great shift, say walking with 15-22% tips as a server. If you have net 50% tips at the end of your server shift, there is likely something wrong. Likewise, you might be missing a check if your tips seem too low. Discuss potential scenarios with a manager before you leave.
- Paper certificates cannot be used as tips. Plastic gift cards can be used to tip.



ADDING A SERVICE CHARGE

Service charges are not tips. In fact, they are opposites.

Tips are freely given and service charges are compulsory.

WORDS MATTER

please do not use "grat" or "autograt" as a gratuity is LITERALLY the opposite of what you are meaning to say. The IRS changed the meaning in 2014. We have all had plenty of time to catch up.

SERVICE CHARGES ARE MEANT TO BE AN ALTERNATIVE TO TIPPING.

Sometimes guests will leave a tip in addition to the service charge which is great if they understand and choose to leave it.

But deceiving the guest passively or actively is unethical and unacceptable.

You may, with approval, apply a service charge in place of allowing guests to tip.

It is completely up to the MOD to approve a request for a service charge.

They will want to see that the team has followed the steps of service including pre-bussing the table throughout service. They will want to make sure the guest is aware of the charge.

In 2026, as we reprint menus with new items, new pricing etc, we will be moving toward:

- ↳ 20% service charge
- ↳ no minimum number of people in the party required for a service charge.

This service charge appears on the guest's bill and is paid to the house.

We typically pay you the full amount of the service charge on your paycheck from any guests you served in your section. Service charges belong to the house and passed-through service charges are wages. This terminology, definition, and required way of paying service charges was established by the IRS in 2012.

Managers: Please visit the table to confirm that we have provided the guests with great service and food and beverages and that they are aware that service will be included on the check.

Once a service charge is placed on a check, it is compulsory.

It is part of the bill, just like food or drink items.

It can only be removed in the same way that a charge for a dish or drink might be removed when there are guest satisfaction issues at hand.

Record all service charges that will go to an individual employee in your close out so accounting can see who they go to. Keep service charges and gratuity separate and distinct in all ways.

Tip Sharing

- Bartenders share tips on any bar and any shift in which there is more than one bartender scheduled.
- If you do not wish to share tips, please convey this in writing and you will not be scheduled on those shifts.
- If BTs are sharing and they arrive at different times, the tips are to be pulled and labeled with time and person so that only the shared tips will be divided and any tips that one bartender receives alone belong to that BT.
- Barbacks also share in tips if we have them. This tip sharing among bar staff is outside the normal daily tip pool that you participate in throughout the year.
- Servers do not typically share tips in our company; but you may share tips in certain circumstances. For example, if you are taking care of a large party or a special event. If the sale (and therefore the tip) is all under one server's # in the POS, you must manually fill out the tip adjustment form so that we can subtract from the one server and add to the other(s) to get your tip declaration.
- All tip sharing is voluntary.
- No one is required to work in a tipped position, to barback, to serve special events, or to work with another bartender. Simply put your request in writing and submit it with schedule requests.

CREDIT CARD PROCESSING FEES

If a guest eats food worth \$20 the house only actually gets \$19.40 for that meal. Likewise, if a guest writes \$10 tip, staff only actually get \$9.70 tip. In both cases, there is a fee associated with the use of credit cards. There will never be a time in which we charge you for a fee that the credit card company does not charge us. We pass the charge through directly with no benefit to the house. When servers and bartenders close out daily, the credit card processing fee will typically be automatically taken as part of the closeout. It goes to the cc processing company. Your employer does not benefit from that charge.

Tip Chart Insert

You can place these in the guest's check presenter if you are not adding a service charge.

Do not talk to the guests about tipping. If they question you or the chart, have the MOD visit their table.

If you do not think the guests will understand tipping even with this insert, please speak to a manager about a service charge. If not putting on a service charge, you can use this chart.

Do not use a different one or make your own.

Appropriate notes on checks telling guests to have a great day etc are good.

Do not brag to coworkers about tips. It is unprofessional and it breeds resentment.

Managers:

These forms are available to you, please keep copies printed in color or in black and white.

Review micros slips, credit card receipts etc for guest and employee notes.

Do not allow employees to brag about tips, to complain about tipping out, to trash talk guests, etc.



Our guests often ask about tipping... No service charge or gratuity has been added. Quality service is customarily acknowledged by a tip of 18 - 25%. Thank you.



Frecuentemente nuestros clientes nos preguntan sobre las propinas... Estan no estan incluidas en la cuenta. Por servicio de alta calidad se acostumbra una propina 18 - 25%. Gracias.



On nous demande souvent si le service est compris... Le service n'est pas inclus dans la facture. Si vous etes satisfait de notre prestation, 18 - 25% de pourboire serait apprecie. Merci.



I nostri ospiti spesso ci interrogano in merito alle manze. Nessun costo per il servizio o mancia di alcun genere e' stata aggiunta alVostro conto. Ad un servizio di qualita' e' generalmente riconosciuto una mancia del 18 - 25%. Grazie.



Wir werden oft nach dem Bedienungsgeld befragt... Die Rechnung ist ohne Bedienungsgeld. Gute Bedienung wird mit einem Bedienungsgeld von 18- 25% von der Rechnung belohnt. Danke.



Nossos convidados internacionais costumam perguntar sobre gorjetas... Nenhuma taxa de serviço ou gratuidade foram adicionadas. O serviço de qualidade é geralmente reconhecido por uma gorjeta de 18 a 25%. Obrigado

| check | 25% tip | 20% tip | 18% tip |
|-------|---------|---------|---------|
| \$20 | \$5.00 | \$4.00 | \$3.40 |
| \$30 | \$7.50 | \$6.00 | \$5.40 |
| \$35 | \$8.75 | \$7.00 | \$6.30 |
| \$40 | \$10.00 | \$8.00 | \$7.20 |
| \$45 | \$11.25 | \$9.00 | \$8.10 |
| \$50 | \$12.50 | \$10.00 | \$9.00 |
| \$60 | \$15.00 | \$12.00 | \$10.80 |
| \$75 | \$18.75 | \$15.00 | \$13.50 |
| \$85 | \$21.25 | \$17.00 | \$15.30 |
| \$90 | \$22.50 | \$18.00 | \$16.20 |
| \$100 | \$25.00 | \$20.00 | \$18.00 |
| \$125 | \$31.25 | \$25.00 | \$22.75 |
| \$150 | \$37.50 | \$30.00 | \$27.00 |
| \$200 | \$50.00 | \$40.00 | \$36.00 |
| \$250 | \$62.50 | \$50.00 | \$45.00 |

Tip Pool

Tips are pooled to reflect how the whole team contributes to a great guest experience.

This biweekly tip splitting arrangement encourages teamwork and great guest service. When guests tip, they're tipping the team. Servers/BTs collect tips on behalf of the tip pool. Bussers, prep cooks, line cooks, cleaners, dishwashers, hosts, fillers, expediter, foodrunners, servers, bartenders, mixers, and barbacks all participate in the tip pool.

Tip pooling is a best practices way to reward the team. We strive to have a fair biweekly pool that rewards all parties. Please use the feedback box or send feedback to hr@tropicalsou.com.

The tip pool generates tips on sales. The tip pool retains tips equal to 5.75% of server sales and 3.25% of bartender sales.

Servers and bartenders collect tips from guests on behalf of the pool. Then they receive their merit-based portion of the pooled tips on each workday. The remaining funds, sometimes called a "tip out," remain in the pool until distributed on paychecks.

Managers and ownership derive no benefit from the tip pool—when managers collect tip out in cash at the end of the shift, they are holding on to it so that it can be distributed on team members' checks.

Some participants in the tip pool receive tips on the day they are generated. Some participants receive tips every two weeks on their check when the tip pool is distributed. Many tip pool participants receive both.

Our tip pool rewards staff who gave guests excellent food and service. Paying everyone full minimum base wage or higher and allowing cooks to participate in the tip pool puts our company at the forefront of the industry.

Should you have any question of where the tip pool funds go, email hr@tropicalsou.com and we will be happy to show you the funds and the flow of tip out going to the support staff. We do not show anyone the specific amounts of any specific person's tip-in. But we are happy to show you the tips going into the pool and then the tips going out. Rather than speculate or spread rumors, simply ask us.

Tip Pool Feedback

Your managers assess employee performance every two weeks—

The management team's judgement and observations shape how the tip pool is distributed.

Your opinion matters here too, no matter what your role in the company is.

You can submit feedback anonymously by filling out a Tip Pool Feedback sheet or writing a note and placing in the locked red box at your location, or you can always email us your thoughts at hr@tropicalsou.com. You can give feedback anonymously if you choose.

We want to know: What people/assistance/specifications/performance help you to increase sales and tips – to upsell for higher ticket averages, to generate tips, to keep guests for longer, to generate repeat business, and to reach more guests?

You can communicate your thoughts as frequently as you want—tips are distributed every 2 weeks.



Tip Declarations

Employees who receive tips must declare 100% of those tips as income so the IRS can properly tax you. The POS will prompt you to declare. Do not ignore the prompt. When prompted, you enter your cash tip amount. We take the amount of credit card tips directly from the POS tip report and add your declaration of cash tips to come up with the total tips being declared.

Adjustment to Tip Declaration

In 2026 we will be removing the part of the tips that remain in the pool.

Tip Declaration Adjustment

If your tip declaration is incorrect, please fill out a *Tip Declaration Adjustment* to correct your declaration. When this occurs, declare zero in tips at the POS prompt (or .01 if an amount is required to clock out).

It is very important that you fill out the tip adjustment form correctly, so we understand your intention.

Is this an ADDITIONAL tip declaration or does it replace what the POS has recorded?

For us to enter your data for you and for you to pay the correct amount of taxes, you must instruct us exactly as you wish it to be declared.

And putting the correct date is key if you are asking us to void or subtract your POS declaration.

If you write the wrong date it means wrong amount will be changed based on your tip declaration. Always put your full name including last name on all forms.

Tip Diary

In addition to the daily electronic record, you should keep a diary of each day's tips. We recommend that all employees read Publication 531 Reporting Tip Income and Publication 1244 Employee's Daily Record of Tips and Report to Employer, and to educate themselves concerning their legal obligations and rights. See <http://www.irs.gov/publications/p17/ch06.html> for further tip reporting information.

Allocated tips

In some cases, the IRS could require that we allocate tips to you- this means reporting additional income past what you declared. This creates a significant tax burden to you as you/we have not yet paid your Medicare, social security, and withholding on that income. The best way to prevent this is for all employees to declare tips in full each time they work.

Declaring without a Prompt

If you earn tips but the POS display does not prompt you to declare them, you must do so in writing, replacing an electronic signature with an actual one. This might happen with barbacks receiving a cash tip share for example. Use the tip adjustment form and your manager will get it to HR so that your tip declaration can be reflected on your paycheck.

FAQs about your pay

W4, Pay Checks, W-2s, Taxes etc

Each year your employer provides you with a W2 which sums your income for the calendar year. The W2s get mailed by Jan 31st as per regulation. We keep them on hand until that deadline so that you get us your address change for mailing or pick it up as you choose.

If you call us with an address change after Feb 1st, then we can either wait for the W-2 to be forwarded to you via the US Postal Service, wait for it to be returned to us so we can mail again, or we can email it to you when we get time to do so.

On your W4 you communicate to us your address for your W2, the number of deductions you instruct for your federal withholding, your social security number, etc.

If you need to make any changes, see HR so you can fill out a new W4 and sign it.

We advise you to keep us abreast of all address changes throughout your employ and after you have separated from us as well. The address on the W-4 is where we mail any checks, W-2s, or other financial documents.

You may change your W-4 at any time to change your address or any tax information.

The BEST ways to prevent paycheck problems and avoid stop payment fees to be taken from your check:

1. Plan to receive your paycheck.
2. Review it upon receipt. Confirm understanding and accuracy.
3. Cash or deposit your check in a timely manner. Do not hold on to checks as you increase your likelihood of losing them, them going "stale," or other difficulties. Your bank may then refuse to cash/deposit them when you decide to act on them.
4. Cash or deposit it at a bank that does not charge you a check cashing fee or similar.
5. Keep us up to date on address changes.
6. Take responsibility for your asset and property. Be organized and logical in what you do with your earnings.

Managers – keep employee checks in your pocket on pay day, then move leftovers to the safe. Do not keep on surfaces in the managers' office or elsewhere.

*If you simply review your check, confirm it matches your record of hours/earnings, cash/deposit it, and put the most recent stub into your wallet every 2 weeks, you will lessen potential headaches all around.

Q. How do I get my paychecks?

A: Paychecks are typically at your location on pay day by 4pm. Most people get their checks by physically picking them up on payday. If you want us to mail your check (for example you are no longer employed or out due to isolation/injury/illness) please speak to HR so we have the appropriate address. Make sure you keep us up to date on any changes of address by completing a new W-4. When we mail checks, you may be responsible for potential loss. If a mailed check does not arrive, but also does not get returned to us at our posted return address, then you may be responsible for a \$50 stop payment fee to reissue your check. Then the paycheck is typically re-issued in the next payroll cycle.

Q. What if I believe there may be an error in my paycheck computation?

A: Contact a manager, your GM, or HR same day. Have specifics of dates, hours worked, etc. The POS record is available for you to examine.

Q. Do you offer direct deposit?

A: Yes! Speak to a manager. We will ask you to fill out a form and provide us some information from your bank.

Q. May I deposit my check via app /photo?

A. Sure, that is between you and your bank. Make sure to write across any check you deposit via photo so you will be aware that you already deposited it. If you deposit your check via photo and then physically deposit it or attempt to deposit it/cash it etc directly at a bank or other elsewhere, you will be discharged for theft and prosecuted.

Q. Can I have someone else pick up my check?

A: Only with a signed or e-signed authorization. Ask any manager for the form to fill out or email your authorization. Specify if the authorization is a one-time thing or a permanent authorization.

Q. What happens when I lose or ruin a check?

A: You will typically pay a \$50 stop payment fee per check. We will void the first check and create a new one ASAP which may be in the next payroll cycle.

Q. How can I reach HR to get a check, a replacement tax form, etc?

A: Come to HR, email hr@tropicalsoup.com, or call us (305)780-7913. HR is located at 201 William St above Waterfront Brewery Game Room. Enter at loading dock if you come before 11am.

Q. How long is my check good for?

A: We advise you to present your paycheck to your bank for payment soon after receiving it. As far as we are concerned, any check we issue is good forever. We do not put an expiration date on our checks. But you will need to check with your bank to find out their policies, fees, or requirements. Some banks or check cashing centers will not cash your check if you wait for a certain period to present it for payment. This "stale check" policy is between you and your bank or check cashing center. According to the U.S. Department of the Treasury, (www.helpwithmybank.gov) "A check is a negotiable instrument—the payee, the person to whom the check is written, may negotiate it through the banking system at any time..... Banks are not required by the Uniform Commercial Code to honor stale-dated checks and can return them to the issuing bank unpaid." Your bank MAY cash your "stale" dated check if they wish.

Q. If my check is close to zero, I don't need to bother with it, right?

A: That is incorrect. Pay attention to all parts of your check. Deposit it. Review/understand your check and retain your stub. Also, a near-zero check may indicate you fell short of paying your taxes, health insurance, child support, etc.

Speak with your accountant, attorney, or other professional.

Q. There is a note with my check saying I owe money for my health insurance, what should I do?

A. Bring any balance to the HR office to stay active on the health insurance plan.

IRS regulations re Service Charges

As per the IRS rule, service charges are paid on your paycheck, minus any credit card processing charges. Do not include service charges in your tip declarations: service charges are not tips.

IRS INSTRUCTIONS: Service charges <http://www.irs.gov/publications/p531/ar02.html>

Do not write in your tip diary the amount of any service charge that your employer adds to a customer's bill and then pays to you and treats as wages. This is part of your wages, not a tip.

Example 1. Good Food Restaurant adds an 18% charge to the bill for parties of 6 or more customers. Jane's bill for food and beverages for her party of 8 includes an amount on the tip line equal to 18% of the charges for food and beverages, and the total includes this amount. Because Jane did not have an unrestricted right to determine the amount on the "tip line," the 18% charge is considered a service charge. Do not include the 18% charge in your tip diary.

Example 2. Good Food Restaurant includes sample calculations of tip amounts at the bottom of its bills for food and beverages provided to customers. David's bill includes a blank "tip line," with sample tip calculations of 15%, 18%, and 20% of the charges for food and beverages at the bottom of the bill beneath the signature line. Because David is free to enter any amount on the "tip line" or leave it blank, any amount he includes is considered a tip. Include in your tip diary.

A service charge is legally defined as a compulsory charge for service. Unlike a tip, it is not your property. It belongs to your employer, 'the house', to distribute as it

Money Matters

We are governed by numerous State and Federal laws. The Fair Labor Standards Act, the Florida wage and hour laws, etc all speak to how you are paid, and which law supersedes which. It is our desire and our intention to comply with every applicable law on both the state and federal levels. If you have a question about our compliance with any law, please email us at hr@tropicalsoup.com and we can sit down together to review the statutes and hear your feedback.

Work Week & Pay Period

Our work week is 7 days and runs Mon morning until Sun night. Each pay period is 2 weeks.

Pay Day is Friday following the end of the pay period.

If you change your contact information or have questions regarding your hours, tip dec etc, please let us know.

Minimum wage

Florida is increasing minimum wage every year through 2026. This is the schedule of increases:

| | Straight time at minimum wage | Overtime at minimum wage |
|-----------------|-------------------------------|--------------------------|
| 9/30/25-9/29/26 | \$14 | \$21 |
| 9/30/26 | \$15 | \$22.50 |

No one in our company makes reduced minimum wage.

All restaurant employees are eligible for tip in from the pool.

Distribution is based on merit

There is a feedback mailbox.

We would love to hear your feedback on pool distribution.



Overtime

Overtime is calculated at 1.5 times your regular wage.

After 40 hours in one week, you are paid overtime. This is determined by FLSA, the Fair Labor Standards Act.

https://www.dol.gov/whd/overtime_pay.htm

There is no limit in the Act on the number of hours employees aged 16 and older may work in any workweek.

The Act does not require overtime pay for work on Saturdays, Sundays, holidays, or regular days of rest, unless overtime is worked on such days.

Overtime pay earned in a particular workweek will be paid on the regular pay day for the pay period in which the wages were earned.

Retirement Plan

A 401(k) is an employer-sponsored retirement savings plan allowing employees to save a portion of their salary in a 401(k) account, subject to the rules of the plan.

Effective since 1/1/2025 if a company has a retirement plan, it must automatically enroll eligible employees unless the employee opts out in writing.

You access your account at myplan.johnhancock.com using your personal password etc.

As with the health insurance, workman's compensation, FMLA, etc – there are things that you the employee are responsible for regarding this benefit. Contact HR to make an appointment to review options.

Your Paycheck

Always immediately examine your paycheck for accuracy/understanding on hours, job code, tip declaration, gross wages, net wages, etc.

KEEP YOUR STUB: Your paycheck is your proof of employment. Show it to get your discount or verify employment. Your stub is yours to keep track of and to use for any purposes in which you need proof of employment/residency/income. Each pay day file the old one and put the current stub in your wallet. We use the POS reports to create the payroll record so that is where we look to investigate any issues. If you have any questions or think your hours are wrong in some way, see HR.

Reading your check:

- *Current* means the information pertaining to the 2-week pay period.
- The actual dates are listed where it says *pay period*.
- **YTD** means year to date. This figure can be useful if you choose to give income information to anyone.
- The lines on the left from top to bottom show the regular wages per job, the *declared tips*, the *Tips In* from the tip pool, **Service Wages** (service charge passed through to you when added to a guest's check)
- Other lines include **LIVE TIPS** from catering, any bonuses etc.
- If you are on the company's insurance, a **125 Health Insurance Plan** line shows contributions for health or vision insurance.
- If you are on the retirement plan, you will see that 401k deduction on your stub as well.
- **Net Pay** is the amount of the check. If your net pay is zero, consult a tax specialist about tax short-falls.

Things you never pay for

✓ Breakage/ loss of small wares.

Restaurants expect a certain amount of breakage. You are not charged for restaurant supplies.

- We ask all employees to lessen loss and breakage to whatever extent they can. Take care to remove the silverware and ramekins when you scrape plates. Use proper lifting movements. Watch where you are going. Say "behind you" to negotiate congested areas.
- Do not cheer when you hear something break. That is rude.
- If an employee has a pattern of errors that bring about loss, we will need to examine what other jobs might be more appropriate or what we could do to establish better work habits.

✓ Drawer shortages.

- Cash handling is part of bartending.
- Count your drawer when you receive it.
- Get a credit card to start any tab, even for a coworker.
- You are not asked to and not allowed to use any of your tips/money to pay for any short drawer.
- You are, however, evaluated on your cash handling skills and we formulate action plans based on our observations. On any warning, list all parties who used that drawer at all during that shift.

✓ Walk outs.

If someone does not pay their bill, you do not cover that loss or pay back that money.

- Collecting the guest's payment is part of our steps of service. Circle back quickly and frequently to ensure that you receive proper payment. Examine the contents of the check presenter BEFORE the guests leave the property.
- Get a manager immediately if there is anything strange going on (like some guests in restroom and a remaining one starts walking toward the exit).
- Not securing payment for food and beverages is a significant service failure.
- See table of contents for more on walk outs.

✓ Side work – do your own

*Employees may not pay each other to do tasks while being paid by their employer.

You may not work without being clocked in and paid by your employer.

Catering Pay

In addition to the dining room and bar service, we sometimes host catering events. This work is voluntary. If you do not like to work events, just put a written schedule request in the box saying you prefer no catering.

Catering events are for pre-arranged large groups that typically (but not always) pay a service charge. Because the dishes and other products are not rung into the POS, the servers have no sale to tip out on. So catering events constitute their own 1-shift pool. Servers and BTs do not tip out a prearranged amount since they have no sales. Instead, the tips are shared by everyone. If you do not want to share, do not work catering events.

TIPS BELONG TO THE HOURLY TEAM WHO WORKED THE EVENT IN ANY WAY – THIS INCLUDES SET UP, BREAK DOWN, COOKING, ETC.

Tip jars may only be put out with approval.

Often the bar is where the tipping occurs, but the tips are not just for bar service. They are for the entire event team (other than managers/owners). Tip jar placement on the bar is because there is no other logical place to put it. The house divides any service charge among anyone who is involved and pays it as your hourly wages and/or possibly in the form of a bonus. Ask HR any questions you may have about your compensation.

When working an event, we guarantee a minimum hourly gross income of **\$17** or more between tips, wages, bonuses, etc on events.

If you receive tips at the event, you may get your usual base rate or similar.

Tips may be paid on your check; in which case they are labelled **Live Tips**. When a catering guest tips, they are tipping the catering team. That catering tip belongs specifically to the team that worked on that event and generated that tip, not the larger biweekly tip pool.

Always look for your catering hours and any bonus on your paycheck.

Managers –
Usually, cash tips are shared on the day of the event for everyone who contributed. If the appropriate split is unclear, hold the tips. The team will determine the splits and accounting will put on employee checks. Each event is different.

It is important that you understand the difference between tips and service charges. Tips are catering pool property, either paid at time of the event in cash or distributed later on your check. Service charges are the house's property and are distributed as wages/bonuses to various people. We handle catering service charges differently from everyday service charges, that's why it may appear on your check as Bonus rather than Service Wages.

Any portion you receive of a catering service charge is paid as a bonus or hourly wages.

Since servers/BTs have not rung in a sale, they might not get the POS prompt instructing them to declare tips. In this case, make sure to complete a tip adjustment form if you receive cash tips.

It is company policy that you do NOT discuss your pay rate, tips, or tip pool with other staff. Request an evaluation at any time- this is the method to assess eligibility for any hourly wage increase, more lucrative section and shift decisions, cross-training openings, or other types of income opportunities.

Managers:

Service charges are shared among those who worked catering events like bus tour group events.

Sometimes there is tipping instead or in addition. Send a catering report so the office knows how to split the monies.

Catering sales are not attributed to any particular server/BT. If they are rung under an employee's #, void them off. All catering tasks are compensated separately outside the normal tip pool.

Purchases by Employees

| | |
|--|--|
| The employee discount is a privilege for active employees, subject to approval. It is not a right. | |
| Staff may not order kids' meals. | Don't order outside food to be delivered to our property |
| Staff may not excessively modify our dishes to change the value or get something extra. | |
| Retail merchandise is 25% off. | Do not ring your meal on your own tab/sales/bar drawer. |

Eating Before or After work

- Arrive in plenty of time before your shift if you want to dine in before you work.
- Order your meal from another staff member and *pay for it immediately* just as any guest would (don't expect to arrive with no money, eat, make money, then pay for your meal).

Sometimes it is slow and the MOD allows an employee to eat on shift. This is not then a precedent. The policy is to eat before and/or after work or to take a break as a volume. Plan ahead.

Eating during a shift

- We do not typically eat at work. The average shift is < 6 hours. We eat before and/or after.
- Do NOT EVER touch or eat any portion of a guest's food, even something that was rejected.
- All drinks must have a lid or cap when you are working.
- Unused or improperly cooked food is not available for you to eat.
- If you are working a double, we *want* you to take a break. If eating when working- you must ask a manager for permission to eat and you clock out. Order it from a co-worker. Do NOT order it to-go. Pay for your food items.
- Then eat your purchase, dispose of it, and wash your hands. Do not keep food to nibble on throughout your shift. This is unsanitary as it encourages growth of bacteria in the food (gets you sick) and makes your hands dirty.
- If you regularly need to eat during a shift (for example, if you have a blood sugar issue), get a note from your doctor.
- Soda, coffee, tea, tap water- items that arrive in bulk -are free when you are working.
- Juices, energy drinks, bottled water, and milk (items that arrive in a small or large package) are NOT free. For items that are not free, first have someone put in your order, then you serve yourself that beverage.

When you come in as a guest

- Be courteous when in as a guest; only bring courteous people with you.
- No drinking at your location in uniform. If you work at 1 of our restaurants, though, you may wear your uniform when going out to other locations.
- Do not enter non-guest areas when you are not working.
- Never ever do any work of any kind when you are on property as a guest. Do not get your own silverware or other items. You are a guest.
- Children's menu items are not discounted.
- Employee discounts may not be combined with or stacked onto other promotions or discounts
- Have your most recent pay stub with you to get your discount for you and 1 guest. Present your most recent paystub prior to ordering.
- Don't come at peak rush or take spaces from full paying guests.
- Tip on the normal check amount (prior to discount).
- Employees may receive a 50% food and beverage discount for themselves + 1 eligible guest up to \$50.00 total (\$100 regular price discounted to \$50 for the combination of food/ beverages, approved by MOD).
- If you have family visiting for a meal, the MOD may discount more than 1 person if it is still within the total of \$50 discount off \$100. If you bring your parents, for example, all 3 of you may be discounted with approval.
- Friends are not extended past 1 person. Tell the MOD you have visitors.
- You must be present as a guest for your companion to receive the discount. The employee discount is not for your friends etc to come in for discounted items while you are working or on your behalf. See your MOD if you feel an exception is in order.
- Nothing is free when you are off duty. Sodas, coffee, tea get rung onto the check like they are for every other guest.
- The purpose of this discount is to offer you a benefit. It is not to be used to overindulge in alcohol.
- Party responsibly if you drink. Do not drink or order alcohol if you are underage, have been directed not to drink by a medical professional, if you have been diagnosed as an alcoholic, are under court order, or have reason to believe you are an alcoholic. Do not drink or order alcohol if your employer has directed you not to drink here either today or permanently.

NO TRASH TALKING EACH OTHER, THE COMPANY, ITS GUESTS, MANAGERS, etc when working or when on

property as a guest.

Be courteous & respectful.

Or leave.

No discounts or service for rude people.

Managers, you are responsible for keeping an appropriate atmosphere on the premises. If any guest, including any off-duty employee, is detracting from the enjoyment of others, it is time for that person to move on. This is private property and no one has a right to be here if they are unpleasant.

Employer Health Benefits

Info from Florida Blue:

Who is our Provider?

Our provider is Florida Blue, a part of Blue Cross Blue Shield. Blue Cross Blue Shield reports that its plans are accepted at over 90% of all doctors and specialists in the U.S. You can visit their website at www.floridablue.com.

What Coverage can I receive?

Health and Vision.

Florida Blue is offering Health Benefits for you, your spouse, dependents, and qualifying dependents.

Your employer does not offer any other coverage at this time.

How do I know if I am eligible?

To be eligible for this plan, you must be considered a full-time employee working an average of 30 hours per week. Your employer uses an eligibility period of 60 days to determine if you are a full-time employee.

When does the Plan take effect?

Your plan will take effect the 15th day of the month following the 60 day waiting period.

How much/when will I have to pay?

The Affordable Care Act restricts employees from paying more than 9.5% of total household income towards the health benefits provided. For this reason, your employer has two tiers of payment based on income.

Depending on who you choose to have covered under your new plan, rates vary. Your employer pays at least 50% of your premium for

you. If you have any questions, please contact your plan administrator in HR.

Your insurance premium is deducted automatically from your paycheck on a **pre-tax** basis.

If I do not want coverage now but may want it later, am I still eligible?

Full time employees will be offered to acquire or renew Health Benefits in July. Our Plan Year runs from July 15th to July 14th of each year. Generally, you cannot change the elections/choices you have made after the beginning of the Plan Year. However, you are permitted to change elections if you have a "change in status" and you make an election change that is consistent with the change in status.

Currently, Federal law considers the following events to be a change in status:

- Marriage, divorce, death of a spouse, legal separation or annulment;
- Change in the number of dependents, including birth, adoption, placement for adoption, or death of a dependent;
- Any of the following events for you, your spouse or dependent: termination or commencement of employment, a strike or lockout, commencement or return from an unpaid leave of absence, a change in worksite, or any other change in employment status that affects eligibility for benefits;
- One of your dependents satisfies or ceases to satisfy the requirements for coverage due to change in age, student status, or any similar circumstance; and
- A change in the place of residence of you, your spouse or dependent that would lead to a change in status, such as moving out of a coverage area for insurance.

See your Summary Plan Description or speak with your Plan Administrator in HR for more details.

We comply with all employer regulations regarding the ACA. You as an individual are responsible for your own requirements. Consult a professional tax advisor for advice.

Blue Cross Blue Shield can change elements to their coverage, providers, plans, etc without advance notification to us or our consent. Please stay on top of your plan and Blue Cross Blue Shield changes by following their website, current news, etc. Keep in mind that the start and end of the plan goes from July to July whereas this handbook goes from Jan to Dec so in the second half of the year this handbook could be outdated.

COBRA

Dear Employee and Covered Dependents:

This notice is intended to summarize your rights and obligations under the group health continuation coverage provision of COBRA. You and your spouse should take the time to read this notice carefully. Should you qualify for COBRA coverage in the future, the group health plan administrator or plan sponsor will send you the appropriate notification.

Federal law requires the Company to offer employees and their families the opportunity for a temporary extension of health coverage (called "continuation coverage") at group rates in certain instances where coverage under the plan would otherwise end.

TO QUALIFY FOR COBRA COVERAGE

Employees. As an employee of the Company covered by Florida Blue, you have the right to elect this continuation coverage if you lose your group health coverage because of a reduction in your hours of employment or the termination of your employment (for reasons other than gross misconduct on your part).

Retirees. As a retiree, spouse of a retiree, or dependent child of a retiree, of the Company covered by Florida Blue, you have the right to elect this continuation coverage if you lose your group health coverage because the Company declares Chapter 11 bankruptcy and you lose your group health care coverage within one year before or after the bankruptcy proceedings.

Spouses. As the spouse of an employee covered by Florida Blue, you have the right to choose continuation coverage for yourself if you lose group health coverage under the Company's Florida Blue for any of the following reasons:

- The death of your spouse who was an employee of the Company.
- A termination of your spouse's employment (for reasons other than gross misconduct)
- A reduction in your spouse's hours of employment
- Divorce or legal separation from your spouse
- Your spouse becomes entitled to Medicare

Dependent Children. In the case of a dependent child of an employee covered by Florida Blue, she/he has the right to continuation coverage if group health coverage under Florida Blue is lost for any of the following reasons:

- The death of a parent who was an employee of the Company.
- The termination of a parent's employment (for reasons other than gross misconduct) or reduction in a parent's hours of employment with the Company
- Parent's divorce or legal separation
- A parent who was an employee of the Company becomes entitled to Medicare
- The dependent ceases to be a "dependent child" under Florida Blue.

YOUR NOTICE OBLIGATIONS

Under the law, the employee or a family member has 60 days from (1) the date of the event or (2) the date on which coverage would be lost, whichever is later, to inform HR at 201 William St. of the employee's divorce or legal separation, or of the employee's child losing dependent status under Florida Blue. Please give notice by stopping by HR or calling 305-780-7913.

Failure to give notice within the time limits can result in COBRA coverage being forfeited.

The Company has the responsibility to notify the plan administrator of the employee's death, termination of employment, reduction in hours, or Medicare entitlement.

TO ELECT COVERAGE

When your plan administrator in HR is notified that one of these events has happened, She/he will in turn notify the employee, spouse and dependents that they have the right to choose COBRA continuation coverage. The employee and spouse have independent election rights. The employee, spouse and dependents have 60 days from either (1) the date coverage is lost under Florida Blue or (2) the date of the notice, whichever is later, to respond informing the plan administrator that they want to elect continuation coverage. There is no extension of the election period.

If an employee, spouse or dependent does not elect continuation coverage within this election period, then rights to continue group health insurance will end.

If an employee, spouse or dependent chooses continuation coverage and pays the applicable premium, the company is required to provide coverage which, as of the time coverage is being provided, is identical to the coverage provided under the plan to similarly situated active employees or family members. If the Company changes or ends group health coverage for similarly situated active employees, your coverage will also change or end.

DURATION OF COBRA COVERAGE

Termination or Reduction in Hours. If group health coverage was lost because of a termination of employment (other than for reasons of gross misconduct) or a reduction in work hours, the continuation coverage period is 18 months from the date of the qualifying event, if elected.

Employees, Spouses or Dependents with Disabilities. The 18 months of continuation coverage can be extended to 29 months if the Social Security Administration determines that the employee, spouse or dependent child was disabled on the date of the qualifying event according to Title II (Old Age Survivors and Disability Insurance) or XVI (Supplemental Security Income) of the Social Security Act. Disabilities that occur after the qualifying event do not meet the criteria for the extended COBRA coverage period.

The employee, spouse or dependent must obtain the disability determination from the Social Security Administration and notify HR/bookkeeping of the result within 60 days of the date of disability determination and before the close of the initial 18-month period.

The employee, spouse or dependent has 30 days to notify the plan administrator from the date of a final determination that she/he is no longer disabled.

Multiple Events. The 18-month continuation period can also be extended, if during the 18 months of continuation coverage, a second event takes place (divorce, legal separation, death, Medicare entitlement, or a dependent child ceasing to be a dependent). The 18 months of continuation coverage will be extended to 36 months from the date of the original qualifying event. Upon the occurrence of a second event, it is the employee's, spouse's or dependent's responsibility to notify the plan administrator within 60 days of the event and within the original 18-month COBRA period. COBRA coverage does not last beyond 36 months from the original qualifying event, no matter how many events occur.

DURATION OF COBRA COVERAGE

Other Qualifying Events. If group health coverage was lost because of the death of the employee, divorce, legal separation, Medicare entitlement, or a dependent child ceasing to be a dependent child under Florida Blue, then the continuation coverage period is 36 months from the date of the qualifying event, if elected.

COBRA CANCELLATION

The law provides that continuation coverage may be cut short for any of the following reasons:

- The Company no longer provides group health coverage to any of its employees
- The premium for continuation coverage is not paid in a timely manner
- The employee, spouse or dependent becomes covered under another group health plan that does not contain any exclusion or limitation with respect to any preexisting condition
- The employee or spouse becomes entitled to Medicare
- The employee, spouse or dependent extended continuation coverage to 29 months due to a Social Security disability and a final determination has been made that she/he is no longer disabled
- The employee, spouse or dependent notifies the plan administrator that they wish to cancel continuation coverage.

PREMIUMS

An employee, spouse or dependent does not have to show that they are insurable in order to choose continuation coverage. But an employee, spouse or dependent must have been actually covered by the group health plan the day before the qualifying event in order to elect COBRA coverage.

An employee, spouse or dependent may have to pay all of the applicable premium, which generally cannot exceed 102% of the plan costs for a 12-month period. An exception exists for coverage of employees with disabilities during the extension from the 19th month to the 29th month. During that time, 150% of the plan cost may be charged. The group health plan may increase the cost that must be paid for COBRA coverage if the applicable premium increases.

The period for paying the initial COBRA premium following the election of coverage is 45 days. The first payment made is to be applied retroactively toward coverage for the period beginning after the date on which coverage would have been lost as a result of the qualifying event.

There is a 30-day grace period following the date regularly scheduled monthly premiums are due. Only in the case of mental incapacity is any further extension permitted, since the group health plan does not permit extensions.

CONVERSION PRIVILEGES

At the end of the continuation coverage period, the employee, spouse or dependent must be allowed the option to enroll in an individual conversion health plan provided under Florida Blue if such conversion plan is available.

FURTHER INFORMATION

If you have any questions about the law or your obligations, please contact HR at 201 William St (above WFB Game Room), email hr@tropicalsou.com, or call (305)780-7913.

If you come to HR prior to WFB opening at 11am, enter at the loading dock.

Separation Planning

Giving and finishing proper notice significantly improves your relationship with your (now) ex-employer. If you quit without notice or stop showing up, you are in the same category as employees who are terminated. If you do not wish to work another full 2 weeks, we can often discuss your needs, look at posted schedules together and meet in the middle so that your post-employment status is positive and the separation is amicable.

Letter of Resignation

No one is required to use this form. We prefer an original, professional letter containing all pertinent information.

TS
2005

First name: _____ Last name: _____ Date: _____

I hereby resign my position at _____

My last day will be: _____

There are advantages available to you if you finish a notice agreed upon. Your employer can work with you to determine a date that works for everyone.

CHECK HERE IF YOU WOULD LIKE TO BE RELEASED EARLY IF THE RESTAURANT CAN DO SO. THIS WILL NOT AFFECT YOUR STATUS AS A PERSON WHO GAVE NOTICE AS LONG AS YOU FINISH YOUR SCHEDULED SHIFTS

I am resigning because:

How I want to receive my check(s), W-2 etc

I ALREADY HAVE DIRECT DEPOSIT
The system takes a while to implement.
Direct deposit cannot be started for a final check.

SEND TO MY REGULAR WORK LOCATION
(& I AGREE TO PICK IT UP WITHIN 1 WEEK OF PAY DAY)

MAIL IT PLEASE

I WANT TO PICK UP IN HR
This will be by appointment.

Are you sure you want to resign?
Could we resolve this via an HR meeting?
If you are sure you wish to leave, then our focus is to part amicably so your teammates are not burdened by your departure.
HOW TO CHANGE YOUR PLANS: If you change your mind and want to stay on or change your last day date, just write it like a scheduled request. The team will then discuss and let you know if your request can be accommodated.

Confirm MAILING address - My address to mail any checks, taxforms, etc -

**If you move, please email HR@tropicalsoup.com so we can get your W-2 or other documents to you.

Sincerely,

(signature)

Management reminders:

- A. Managers may not accept verbal resignations.
- B. An LOR can be written on any paper. We provide this optional form to assist all parties.
- C. When you receive an LOR from an employee,
 - 1) Remind the employee of the benefits of finishing notice.
 - 2) Discuss an appropriate last day that is agreeable to employee and management. Neither party can dictate last day, it needs to work for everyone. Also, both parties may ask to extend notice, but both need to agree to do so.
 - 3) Remind the employee that HR is available for an exit interview.
 - 4) Provide the employee's LAST DAY OF WORK, HOW THEY WANT THEIR LAST CHECK, ETC to all parties via email.
 - 5) List the employee's last day at the bottom of the schedule along with the schedule requests. (This is assuming the last day is in the future. This is not necessary if someone is quitting effective immediately in the case of an emergency.)

The receipt of last paycheck form may be different from the normal signing for a check. Your signature reflects only that you are receiving your check and have read our description of the separation.

Reference Checks Policy

It is the Policy of this company that only HR can verify employment or give reference information (with your authorization).

- 1) dates of employment (including all episodes of employment separately to indicate all departures and rehires).
- 2) eligibility of rehire – yes or no
- 3) reason for departure as listed on the letter of resignation

Private Property

If you are told to vacate the premises, you are to do so immediately. If you are told by management or the police to stay away from our premises, then do not return. You can contact hr@tropicalsoup.com or (305)780-7913 to verify the instructions and arrange for paycheck, meeting, exit interview, etc.

Acknowledgements

Upon receipt of this handbook, you agree to the following:

- I will refer to this document until a new handbook is issued.
- I will keep it as a source or reference; and I may request a new one at any time. This Employee Handbook describes important information about the employer- herein also referred to as house/company/restaurant.
- I acknowledge that it is my responsibility to read and comply with the rules, policies, and procedures contained in this Employee Handbook; and to consult with the Human Resources Department regarding any questions not answered in the Employee Handbook.
- This handbook does not contain all the information that employees need.
- Since the information, policies, and benefits herein are necessarily subject to change, I acknowledge that revisions to the Employee Handbook policies may occur. Such changes will be communicated orally and/ or in writing through notices, emails, newsletters, pay day notes, memos, etc.
- I understand such revised information may supersede, modify, or eliminate existing policies.
- I acknowledge that it is my responsibility to read memos, posted notices, newsletters, etc and to email winnie@tropicalsoup.com if I am confused or unsure of any policy.
- I acknowledge that this Employee Handbook is not a contract of employment. All employees are legally at-will employees. Any prior oral statements, promises, or other contracts to the contrary are hereby deemed invalid. This means that either the employee or The Company may terminate the employment relationship at any time, with or without cause or advance notice.
- I further understand that there is no promise of full-time work or of a set schedule.
- The Company reserves the right to move employees into whatever schedule or job it sees fit.
- The company operates 365 days a year, including holidays & weekends.
- I understand that I must be available to be scheduled on Fridays, Saturdays, and Sundays unless granted a requested day off.
- If I restrict my availability to less than what I was hired with, I am essentially quitting; my employer may not be able to accommodate my demands.
- I started my job with a 90-day probation.
- I am aware that the job I am hired for is full duty and that my employer has no light duty jobs unless created in partnership with a doctor for medical reasons while also fulfilling a need for the team.
- I am advised to get disability insurance.
- I am responsible for the statements on my application and my job offer is contingent on the validity of all my documents etc.
- I must pass the quizzes pertinent to my position.
- I authorize the company's agents to take and use my photographs for media/marketing, for training purposes, for surveillance, and for other business reasons.
- If I move, I am responsible for picking up my paycheck or arranging to have it mailed to a valid US address.
- I agree to review calendar dates of the 2 week pay periods for which I am owed earnings, and to be present on the corresponding pay day to receive my check or to authorize someone to pick up my check.
- If my check is to be mailed, I may incur certified mail fees.
- Further I understand that my employer is not responsible for the US Postal Service and I consent to \$50 stop payment fees if my check does not arrive/must be re-issued for any reason.

- I agree to examine my check (and ask any questions or notify my employer of any errors or issues immediately).
- I agree to regularly cash/deposit my check in a timely manner each payday.
- I understand the Drug Free Workplace program as outlined in my handbook. I understand that this policy is in effect.
- I hereby acknowledge that I have received and read the Drug-Free Workplace Policy. I have had an opportunity to have all aspects of this material fully explained. I also understand that I must abide by the policy as a condition of initial and/or continued employment, and any violation may result in disciplinary action up to and including discharge.
- Further, I understand that during my employment I may be required to submit to testing for the presence of drugs or alcohol. I understand that submission to such testing is a condition of employment with the Company and disciplinary action up to and including discharge may result if:
 - I refuse to consent to such testing or I refuse to authorize release of the test results to the Company
 - I refuse to execute all forms of consent and release of liability as are usually and reasonably attendant to such examinations
 - The tests establish a violation of the Company's Drug-Free Workplace Policy or I otherwise violate the policy.
- I understand that if I am injured in the course and scope of my employment and test positive or refuse to be tested, I forfeit my eligibility for medical and indemnity benefits under the Workers' Compensation Act upon exhaustion of the remedies provided in Florida Statute 440.102(5). **I UNDERSTAND THAT THE DRUG-FREE WORKPLACE POLICY AND OTHER DOCUMENTS ARE NOT INTENDED TO CONSTITUTE A CONTRACT BETWEEN THE COMPANY AND ME.**
- I understand that if I use alcohol or drugs at or before work, I may be discharged.
- I know to speak with a manager or HR if I am on a medication that might lead to impairment.
- I understand that this is a smoke-free workplace.
- I understand that this is a cell phone and electronics free workplace except in case of emergency when employees need to call 911.
- I agree to attend Safe Food Handling training.
- If I am serving alcohol, I agree to attend Alcohol Awareness training and quarterly updates on shift.
- I agree to get ID from anyone who appears 35 or younger.
- I agree to offer food and water to guests drinking alcohol.
- I agree to refuse service to known alcoholics or impaired guests.
- I agree to minimize potential loss or negative incidents.
- My employer offers health insurance coverage in ACA compliance. I acknowledge the notification of Employee Health Coverage my employer is currently offering.
- If go on FMLA I understand that my health insurance coverage can continue but that I must pay my part as normally scheduled.
- I agree to the arbitration agreement and class action waiver.
- **I UNDERSTAND THAT IF I HAVE ANY QUESTIONS I MUST SPEAK UP.** If my concerns are not resolved, I may see, call, or email HR. If HR does not resolve my concerns, I may email Winnie at winnie@tropicalsoup.com.