

Pita Kitchen

Employee Handbook

2016

Table of Contents

Introduction - Owners/Managers Reimun Shleimun and Rian Hanna	1
At-Will Employment Statement	2
Pita Kitchen Employee Policies	3
Pita Kitchen Employee Job Functions	7
Anti-Discrimination, Anti-Harassment, and Anti-Retaliation Policy	13
Complaint Procedure	13
Overtime	14
Time Cards	14
Meal Breaks	14
Safety	15
Worker's Compensation	15
Unemployment Insurance Benefits	15
Zero Tolerance Theft Policy	16
Employee Acknowledgement Form (Employee Copy)	17
Employee Acknowledgement Form (Employer Copy)	18

Introduction

Welcome to the Pita Kitchen family. We pride ourselves in taking care of our employees in any way we can. You are not just a number or a worker but part of our growing family. Everyone is important and contributes in many ways. You are the reason for our success.

The following Employee Handbook is designed to better inform Pita Kitchen employees of their individual expectations and the various employment policies that are central to the employment relationship.

This Employee Handbook is not a contract between Pita Kitchen and its employees and is not intended to alter or change the at-will employment relationship between Pita Kitchen and its employees. If there are ever any questions regarding the contents of this Employee Handbook, please know that we are personally available to provide the answers. Thank you for your contributions to Pita Kitchen.

Reimun Shleimun, Owner/Manager

Rian Hanna, Owner/Manager

Pita Kitchen

9915 W. McDowell Rd., #104

Avondale, Arizona 85392

At-Will Employment Statement

Pita Kitchen and its employees are engaged in an at-will employment relationship. Employees are free to resign at any time, for any reason, with or without notice to Pita Kitchen. Equally, Pita Kitchen may terminate the employment relationship with any employee at any time, for any reason which is not unlawful, with or without notice to its employees.

Nothing in this Employee Handbook is meant to establish any employment relationship other than an at-will employment relationship. No Pita Kitchen employee, other than its owners/managers, Reimun Shleimun and Rian Hanna, may alter the provisions of the Employee Handbook in any way. Any such changes to the employment relationship are binding only if signed in writing by Pita Kitchen owners/managers Reimun Shleimun and Rian Hanna. As stated above, this Employee Handbook is not a contract.

Pita Kitchen Employee Policies

Employee Phone Usage While on Duty

Pita Kitchen understands that phones are essential to everyday life. But they must not be used when you are on the clock except for specific reasons.

To meet the guidelines, we recommend you either turn off your phone or put your phone on silent when clocked in. We also recommend putting your phone either in your car or in the front of the store so you are not distracted. You may use your phone when on break and clocked out.

We recommend all employees give Pita Kitchen's business number to their families for emergencies only.

- Phones are not allowed to be used for personal use while on duty.
- One phone at a time is allowed to be used for store music and must be placed above eye level so employees are not distracted with messages or personal calls. A manager will determine which phone is allowed.
- Business calls for ordering during business hours must be made using a manager phone. Business calls during non-business hours must be made using the business phone in the front.
- Personal calls may be made only with manager approval.

If you are witnessed using your personal phone during your shift either by a manager, surveillance camera, owner, or in any other way you will be written up for a first offense. If the issue continues, then you will either be suspended or terminated without any further notice.

Calling Out

Everyone that is scheduled for work plays an important role during their shift. Calling out can be very hard for fellow employees. We understand emergencies come up, and we have no control of what happens in life. In any case, four (4) hours advanced notice is the minimum necessary to call out.

Every call out for a sick day requires a doctor's note regarding the reason for the unplanned absence.

Tips

This policy applies to all tips, including but not limited to tips in the jar, tips left on the table/booth, or tips given to employees directly.

Pita Kitchen is all about team work and team effort. Tips are appreciated at all times. We understand that everyone from the front to the back of the kitchen plays an important role for customer satisfaction and employees should be rewarded.

All tips, whether given directly to an employee, left on the table/booth, or left in the tip jar must be put into the tip jar and gathered by the front manager or owners and reserved for tip pooling.

- You are not allowed to pocket the tips whether given to you, left on the table/booth or put directly into the tip jar during your shift because it would not be fair for your fellow co-workers who played an important role in the customer satisfaction.
- Pocketing the tips is disobeys the company zero tolerance theft policy and is considered stealing because tips do not belong to individual employees. If you are caught pocketing tips, then you will either be suspended or terminated without any further notice.

Employee Dress Code

The following dress code must be maintained.

If you fail to meet the dress code requirements, you could be sent home, written up, or ultimately terminated. Managers may be exempt from the employee dress code.

Front of the House Dress Code

- Cashiers must wear proper attire at all times.
- Proper attire includes a black or Pita Kitchen logo color shirt and black pants or dark brown pants.
- Slip resistant shoes are required.

Back of the Kitchen Dress Code (including Cooks, Cleaning Crew, Dishwashers, Prep, Etc)

- Kitchen Crew must wear proper attire at all times.
- A non-branded Black chef jacket is mandatory. (If you do not have one it will be provided for a fee at a timely manner).
- Black chef pants or a dark jean color is required.
- Slip resistant shoes are required.

You are responsible for maintaining clean work clothes. You may not come to work if your clothes are not cleaned, well maintained, and in compliance with the dress code.

Employee Appearance

Employees must follow these guidelines regarding employee appearance.

- A limited size and amount of jewelry is allowed.
- Hair styles should not draw attention away from the service (e.g. hair color, hair height, hair length, and objects worn in hair).
- **All Kitchen employees must wear a chef hat, and Cashiers and Front employees must wear visors or hats approved by Pita Kitchen.**
- Long or artificial nails are not permitted. Also finger nail polish is not allowed.
- A clean shaven appearance is preferred on all males. All goatees and mustaches must be trimmed to a #2 or shorter on a beard trimmer.
- No tongue rings, tongue studs, nose rings, large earrings, spacers, or any other facial rings are allowed.
- Chewing gum is not allowed while on duty.

Employee Meals

Employees may purchase any appetizers, salads, pitas, entrees, or side items at half (1/2) off during lunch break while on duty. Any specials or beverages may not be purchased for half (1/2) off. Any employee to go orders when on duty is twenty (20) percent off. Any current employee that comes in off duty for dine in or to go gets ten (10) percent off.

Only a Manager is allowed to give an employee discount.

Sorry - no IOU's are allowed. Meals/Drinks must be paid at the time of order.

Meals are not allowed to be eaten in the back of the kitchen due to sanitary reasons and the health code. All employees must clock out and eat in the dining area. You cannot order meals to dine in without approved breaks from a manager or owner.

Employee Loitering

Employees are expected to arrive at work on time. Employees who have finished their shift are requested to leave the premises as soon as possible unless dining in. Off duty employees are not permitted to loiter on Pita Kitchen premises or disturb working employees.

Pita Kitchen Employee Job Functions

This section lists out basic job functions and responsibilities of each Pita Kitchen position.

Cashier/Front Managers Responsibilities

Pita Kitchen takes prides is excellent customer service. We go above and beyond to make sure every customer leaves satisfied. We would like to be consistent with our values. Here are some guidelines for all front crew to follow or anyone running the food.

Discounts / Voids / Restrictions

For better efficiency and consistency, Pita Kitchen has a system that all employees must follow.

Acceptable Discount and Cashier Duties without a Manager's Approval:

- Advertised Discount - giving a customer a advertised discount shown at the time of ordering
- Uniform Discount (must be in uniform - Police Officers, Firefighters, and Military only)
- Splitting Checks
- Depositing Money from the safe with deposit slip

Restrictions for Cashiers (Need Manager's approval for the following):

- Voiding any tickets
- Giving employee discounts
- Giving additional discounts not advertised
- Withdrawal of Cash / Gift Certificates for any reason
- Ringing yourself up
- Ringing an employee up
- Cashing out drawer
- Giving a family discount
- Giving your friend a discount

Customer Ordering (mandatory proper procedure)

When a Customer walks in to the restaurant:

- Our first response is to welcome them to Pita Kitchen with a smile.

When a Customer walks to the cashier to order:

- An Employee must be available to take the order within five (5) seconds of a customer walking to the register.

When Ordering:

- If they have not been welcomed, then please welcome them to Pita Kitchen with a smile.
- Never leave your sight of the customer even if they are not ready to order.
- Give them your time and patience.
- Smile and acknowledge their order without pressure.

A proper example to use when taking an order:

- "Welcome to Pita Kitchen how may I take your order?" (With a smile)

When a customer says thank you at any time, a proper response would always be

- "MY PLEASURE"

Always use the following words / Sentences with a smile:

"MY PLEASURE" - "YES WE CAN" - "SURE WE CAN" - "YOU GOT IT" - "NO PROBLEM" - "ABSOLUTELY" - "WHAT ELSE MAY I GET FOR YOU"

Do not use the following words when a customer is ordering:

“ANYTHING ELSE, ANYTHING ELSE, ANYTHING ELSE” or “OK, OK, OK” after every order item. Also do not use “NO” - “YES” or other short answers without an apology or explanation...

Always be polite to customers and offer them excellent service. By using certain words we are not giving the proper service and rushing customers. Pita kitchen takes pride in providing excellent customer service.

You are asked to repeat all orders for accuracy.

You are required to suggest the following Up-Sell items...

The up-sells must be done in a proper organized fashion.

- Avocados to all Salads, Pitas, and Entrees
- Combo options to all pitas
- Extra Pita Breads to all Hummus Orders, and Salads that don't come a pita
- Extra Taziki Sauce to all Gyros orders: including Gyros Salad, Gyros Pita, and Gyros Entree
- Drinks to all Entrees
- Extra Garlic Sauce for all customers “who specially mention garlic sauce” with their pitas and entrees, and regular customers that love garlic sauce
- Desserts for all Customers at the end of the transaction
- Suggest an Appetizer if a group is ordering with no appetizers or if a customer is ordering Kabobs that normally take 15 minutes to make (Eggrolls, Hummus, and Taziki Dip are great options for groups)

When a customer is leaving the restaurant:

We must be thankful for their visit - you are requested to thank them for coming in today and wish them a good day with something positive to say to them.

You are asked to do to all the following duties:

- Maintaining a smile at all times to all customers that come in while completing orders accurately and efficiently
- Cleaning all tables and front when they become dirty as quickly as possible

- Being able to multitask with phone orders, multiple customer requests, running food, and cleaning
- Completing all the lists given to you accurately and with quality including but not limited to: Cleaning List, Bathroom checklist, Pre-Rush and Post-Rush List, and all other lists.
- Stock up all napkins, Salt, Pepper in the front by booths and tables
- Stock up all Forks, Knives, Straws, Ketchup, Siracha, Tabasco, Sugar, and Ice Tea Machines in the Coca Cola Station
- Sweep and Mop the front at all times
- Keeping the restrooms maintained Hourly
- Cleaning all windows, Walls In the restaurant, Wiping Down Coca Cola Machine and Ice Tea Machine, Wiping down All Cabinets, Dusting all vents in the restroom and front fans, Wiping down front door, etc...

Kitchen Responsibilities

At Pita Kitchen, all employees are to work as a team. Keep in mind if one is not as productive as another, you are slowing down the team and ultimately affecting productivity and quality. Employees are asked to do all the following duties and more that are not listed below...

- Cleaning dishes properly with the right setup
- Prepping using the proper equipment for consistency
- Cooking on the line, preparing the food at the right temperature, and meeting health code standards
- Prep Line - creating the pitas, plates, salads, appetizers and all that is on the tickets
- Fryer Station - getting the right amount of fries, pita chips, nuggets, corndogs, falafels, and plating/boxing them for employees when complimentary items are ready to be put together
- Running the food when the front runner is not available
- Cleaning all stations to keep food sanitary at all times
- Completing all the lists provided to you accurately including: Cleaning List, Prep List, Pre-Rush List, Closing List, Ordering List, and all other lists not listed here...
- Handling food using proper health code standards
- Proper rotation for all food items in the walk-in cooler
- Proper expiration dates for all cool items in the walk-in cooler
- Completing all your tasks before leaving your shift

You are required to listen and obey your Head Chef, Managers, and Shift Leaders on duty at all times. If a task has been given to you, it must be done as quickly as possible with accuracy and quality in mind for every item and task.

Please no standing around or “milking the clock” at any time - you must be productive while on the clock. If employees have nothing to do, please ask a fellow manager or leader on duty for more tasks to be given to you.

Employee Wages

Pay Period

You will receive your pay every two weeks. If your payday falls on a holiday, payout will not occur until the next working day. This restaurant does not permit advance pay prior to regular payday.

Probationary Period

All new employees, including management personnel, will be on probation for the first 180 days. At the end of the probationary period, the management team will evaluate your training rate of pay. The management team will also determine if you are a suitable employee and whether to remove your probationary period status. Raises during your probationary period do not change your employment status.

Raises and Evaluation Periods

All employees are asked to do their best when they are on their shift. We understand excellent work deserves better pay. Pita Kitchen does evaluations on a periodic basis. Raises may be given to employees that are doing all they are asked with speed, accuracy, quality, and a good attitude. We would like to reward any employee that goes above and beyond their duties. Raises for each employee are different based on many factors including position, duties, attitude, work ethic, and additional responsibilities. During an evaluation raises can be given to an employee or employees that meet the guidelines mentioned above and any additional job duties not mentioned above that have been given to them by an employer, a Manager, or the Head Chef whether verbal or written. Not all employees

will get a raise during evaluations and may be given room for improvement for encouragement towards a future raise.

Evaluations are based on work ethic and attitude towards work and fellow employees, production, and making the extra effort without being told to do so.

In summary, we would like to provide one last helpful set of guidelines to ensure your success here at Pita Kitchen:

- Come to work on time and on correct scheduled days
- Come to work with a clean uniform, hat, and good personal hygiene
- Treat all customers and fellow employees with respect and always show a warm, outgoing manner
- Follow all Pita Kitchen standards for food preparation, serving, and sanitation
- If you are going to call in, call at least four (4) hours prior to the start of your shift to be approved by the Manager/Owner

Do Not:

- Use company equipment without permission or for purposes other than company business
- Steal customer property, fellow employee property, or company property which includes company policies
- Give away free food
- Alter or falsify company records
- Falsify employee records
- Come to work the under influence of alcohol or illegal drugs
- Drink alcohol or use illegal drugs while on duty
- Disrespect fellow employees or customers
- Display behavior that may reflect unfavorably on our restaurant
- Exhibit insubordination to management or any Pita Kitchen representative

ALWAYS KEEP YOUR ATTITUDE IN CHECK - IT IS THE MOST IMPORTANT FACTOR REGARDING YOUR EMPLOYMENT.

Anti-Discrimination, Anti-Harassment, and Anti-Retaliation Policy

Pita Kitchen is committed to being an Equal Employment Opportunity Employer. The workplace will be free of discrimination, harassment, and retaliation in accordance with applicable local, state, and federal law. No employee will suffer discrimination, harassment, or retaliation based on the protected characteristics of age, disability, national origin, pregnancy, race/color, religion, or sex.

Complaint Procedure

Any Pita Kitchen employees who feel they have witnessed or have personally been discriminated, harassed, or retaliated against based on the protected characteristics of age, disability, national origin, pregnancy, race/color, religion, or sex must report the conduct to their immediate supervisor. If the conduct alleged is that of their immediate supervisor, then the Pita Kitchen employee should report the conduct alleged directly to Pita Kitchen owners/managers Reimun Shleimun and Rian Hanna. Advising the alleged offender that his or her behavior is unwelcome and/or requesting that it be discontinued shall not constitute a Complaint under this procedure even if the offender is one of the designated representatives identified above.

Pita Kitchen will investigate all complaints of discrimination, harassment, and retaliation, taking appropriate disciplinary action when warranted.

Owner/Manager Reimun Shleimun - Contact Information

- Phone - (602) 432-7783
- Email - reimun@gmail.com

Owner/Manager Rian Hanna - Contact Information

- Phone - (619) 729-1738
- Email - rianhanna@gmail.com

Overtime

No Pita Kitchen hourly employee may work more than forty (40) hours a week without express written authorization from their immediate supervisor or owners/managers Reimun Shleimun and Rian Hanna.

Time Cards

Accurate and complete daily time cards are essential to the calculation of weekly hours worked. Pita Kitchen uses a point of sale time card system located at the registers. All Pita Kitchen employees are required to maintain daily records of attendance and hours worked. Pita Kitchen hourly employees should verify the hours worked as reflected on their paychecks and immediately alert their immediate supervisor or owners/managers Reimun Shleimun and Rian Hanna of any discrepancies or potential errors.

Meal Breaks

All Pita Kitchen hourly employees will have an unpaid lunch break tracked through the time card system. Pita Kitchen hourly employees are not permitted to perform any work during the meal period. If any Pita Kitchen hourly employee requires an adjustment to be made regarding their meal period because of work performed, the Pita Kitchen hourly employee should contact their immediate supervisor or owners/managers Reimun Shleimun and Rian Hanna as soon as possible for an adjustment to be made. If possible, the adjustment should be requested the same day before clocking out.

Safety

Pita Kitchen makes it a priority to provide a safe workplace. If any employee encounters an unsafe working condition or is injured at the workplace or jobsite, the employee must report the unsafe working condition or injury to their immediate supervisor without delay. If an immediate supervisor is unavailable, Pita Kitchen owners/managers Reimun Shleimun and Rian Hanna should be notified immediately. Each and every workplace hazard and injury must be reported immediately to help ensure the safety of all employees.

Worker's Compensation

All Pita Kitchen employees are covered by a Worker's Compensation policy for injuries suffered during the course of employment. Please review the notices in the owner's book.

Unemployment Insurance Benefits

All Pita Kitchen employees are covered by Unemployment Insurance Benefits.

Zero Tolerance Theft Policy

Pita Kitchen maintains a zero tolerance theft policy. If any Pita Kitchen employee is caught stealing, including but not limited to stealing tips, stealing food, stealing from customers, stealing from fellow employees, or stealing from the company or its policies, then Pita Kitchen reserves the right to terminate the employee for the first offense. Any instance of employee theft should be immediately reported if witnessed by a fellow employee.

Employee Acknowledgement Form (Employee Copy)

I acknowledge that I have reviewed a copy of the Pita Kitchen Employee Handbook. I have read and understand the provisions detailed in the Employee Handbook. I understand that the Employee Handbook is not a contract for employment, and I am employed at-will as described in the Employee Handbook.

I have received a copy of the Employee Handbook and will remain familiar with the provisions of the Employee Handbook.

Date: _____

Employee: _____ (Print Name)

Employee: _____ (Sign Name)

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