



## Sun Dog Café Staff Orientation Updated January 2019

Welcome! These rules are written with our employees and our guests in mind, and they are essential to our operation. Our goals here are simple: create a professional and caring work environment for us, as well as a comfortable, enjoyable place for our guests to dine. In any job setting, you will have legal responsibilities as well as your responsibilities as a functioning employee (job description). Before you begin to learn about your job, please learn the rules that are the basis of our relationship.

### **Teamwork and Respect First**

There are three ingredients in our recipe for success: Our Guests, Our Staff and Ourselves. For the restaurant to be successful, it means that we're all happy in equal measure. When the guests are being served properly, the staff is having a good time serving and making good money, and the owners are being repaid for their investments and work. We all win and lose together, as a team. The care for each other is critical to what we call success. Here, you're part of a company, and you're part of a family.

### **Legal Responsibilities**

A valid, up-to-date VI Health Card is a prerequisite to employment in the Virgin Islands.

In addition, the Health Department requires:

- Closed-toed shoes
- Capped sleeves on shirts
- Proper hair restraint.

Keep in mind that you may be personally liable if you serve alcohol or cigarettes to a minor, or serve alcohol to a person who is obviously or apparently intoxicated.

It is against the law to smoke in our leased area.

### **Parking**

Unfortunately, employees of Mongoose Junction are not entitled to parking at the facility.

### **Time Cards and Payroll Policies**

Each employee is responsible for the correctness and completeness of his or her time entries. When you clock out on the POS, it generates a chit with your time on it. If a manager isn't available, please note any corrections on your chit and place it in the envelope on the office door.

Time cards are rounded to the time that your shift begins. When an employee fails to clock out, and does not report this, the shift will be rounded to a minimum at the discretion of the management. If you fail to clock in or out more than once in a pay period, your pay will be delayed up to a week so that we can verify the details.

Please do not punch out for breaks lasting less than 15 minutes – please do if they are longer. When the schedule indicates a break in a “double,” please take a break as indicated, as there are labor laws that require you to do so. If you feel that on a regular basis you need to be in earlier or stay later than the schedule states, please let management know and it will be adjusted.

The pay weeks begin on Wednesdays and end on Tuesdays. Paychecks are processed and available on Friday after 3 pm.

Typically, when you cash out, your cash out will show a positive number, the amount of money that you owe to the house. Occasionally the number will be negative, indicating that you are owed tip money from the house. This occurs when you have a large number of credit card tips. These are paid to you in your paycheck, and it's important that you know how, because it isn't obvious. How it works: Tips are reported into your paycheck so that you are paying your taxes on that income. But, since you already have the tips, there is also a line on your paystub that says “Tips Received”. When you have no negative cashouts, these numbers are the same. If you are owed money, we reduce “Tips Received” by the amount of the tips you are owed. This allows for the taxes to be paid on your income properly, and for the tip money owed to be paid to the employee properly. It's a little cumbersome, but gets the job done. Please do not hesitate to ask us to explain how your paycheck is made up if you have any questions at all.

### **Appearance/Uniform**

When on duty, how you look as a representative of the restaurant is very important. Your overall appearance (hair, nails, clothing, scent, posture) is reflective of the respect you have for yourself and where you work. Good grooming and hygiene sends a very important positive message to the guest and everyone around you.

Personal hygiene is the foundation of your appearance; your hands especially should be very clean. Hair should be clean and restrained appropriately for the job position. It is appreciated if any body art or piercings are minimized during your shift.

We provide an adequate number of uniforms per person based on your projected schedule. You are always welcome to purchase additional items for uniform or personal convenience at a 50% Discount. If you want to turn in a used uniform that it worn out, we will be glad to replace it. Please go to a server or bartender and ask them to ring you up and give the receipt to a manager to get one.

### **SDC Cooks Uniform**

Mgmt. will provide you with the required T-shirt, one per shift on the schedule. If you would like the convenience of additional shirts, we are glad to sell them to you at half price. If your hair is longer, a hat is required and can be provided. Shorts or pants of your choosing are acceptable, provided they are in good repair – no cutoffs or obnoxious board shorts please. Closed toe shoes or sneakers are required.

### **SDC Server Uniform**

Mgmt. will provide you with the required T-shirt or tank top, one per shift on the schedule. If you would like the convenience of additional shirts, we are glad to sell them to you at half price. If your hair is longer, please arrange your hair in a manner that looks professional and is properly restrained. You may wear black or khaki shorts, pants or skirts. No cut offs, shorts that look like bathing suits. Closed toe shoes or sneakers are required. A waist apron is required. Servers are required to use their own pens; you should have 2-3 with you at all times.

### **SDC Bar**

There is no specific uniform for bartenders, but there are important guidelines you must follow. All are required to wear closed toe shoes. For men: a collared shirt is required or approval of management on a new looking t-shirt. Pants or shorts are acceptable, but not denim, or distressed material. For women: strive to look professional and attractive. Skirts, pants, shorts are all acceptable but no denim unless approved. Overtly revealing attire is also unacceptable. Most importantly; all clothing should be clean and in good repair, without damage of any kind. No cut offs, shorts that look like bathing suits. If you have any question on a particular garment, feel free to check with management.

### **Shift Meals**

Every employee is entitled to meals at a 50% discount from the menu price while working here, when you work and on your day off. You are also entitled to complimentary soda or water while working. We keep bulk ice water for both our guests and staff. ***Please note that juices, bottled soda, energy drinks, and adult beverages are not for staff consumption.*** Employees are not to eat or drink in view of any guests or while they are performing duties, and discounted meals are not to be taken to-go.

Please do not breeze into the kitchen and help yourself to a beverage or food-- while it might seem a small thing for one person to take a “taste”, you have to realize that if every employee acts like the food and beverages here belong to them, that the restaurant will have a serious cost problem. Our rules are fairly liberal, but we do expect that you understand the difference between what you own and what you don't. And we expect you to demonstrate the necessary maturity to show respect, just as much as you would like to be respected.

It is not acceptable to consume alcoholic beverages while working. This is theft and a poor display of respect towards everyone involved – especially our guests. For bartenders, there are certainly circumstances when it is appropriate to enjoy a cocktail at a guest's request and expense, but this is not an every day occurrence. If you think the guests deserve a free drink, as is occasionally appropriate, use the “promo” comp button. If you want to give away drinks to influence tips, your employment will be terminated.

## **Scheduling**

Staff members can arrange their own hours by switching shifts with another staff member who is trained to do that job on a one-time basis. This allows flexibility in your schedule, provided other staff members will switch with you. Try to work for others so that they will then want to work for you.

- 1) Once management writes a schedule, the shifts on the schedule are the responsibility of the employee. The schedule in place stays in place until it is changed management.
- 2) If you need any time off, you can ask other, qualified employee to fill in for you. If you are going off island, or not working for one week or more, please make a list of the shifts and give it to management with the information. For periods of time over two weeks, please talk to Mgmt. It's a practical issue: If we need to hire people to fill in for staff members taking vacations longer than two weeks, the staff member in question should realize that their job has been vacated, unless this was approved by management.
- 3) If a schedule change results in overtime for any employee they must notify the MOD that this is occurring. Overtime that has not been authorized by a manager will result in disciplinary action for not following stated policy and may result in termination of employment.
- 4) If you cannot locate another employee to fill in for you, please let us know. If management becomes responsible for filling your shift, the employee is absent from work and so gives management the right to terminate your employment.
- 5) If there is an emergency creating a scheduling problem, please call management and speak to them personally. Sending a text, leaving a phone message or speaking to another employee is not acceptable. Know that we will work closely with you when you have a personal problem that effects your scheduling.
- 6) If you want to change your scheduled shifts permanently, notify mgmt.
- 7) We need our entire staff to be available for the All Island Holiday Party, Christmas Week (Dec 20-Jan 4). If you are not available during this time period, it's unlikely that we will schedule you after that.

## **Conduct**

The guests are the reason we are all here, and deserve our full attention and respect.

We win and lose as a family and as a team. Loose talk and gossip are disrespectful and useless toward solving most issues. Most issues are solved by better, careful communication with the effected parties. Do not air grievances outside of work, and always talk the place up to others. When a staff member choses to ignore this, they will be given one verbal warning. If it occurs more than once, the staff member will be terminated.

Earphones are not safe in the workplace, so we don't allow them.

Personal phone calls and texting should be kept to a minimum while working.

Established staff members are invited to post on our Facebook page, but staff should not post information that has any negativity or personal comments about Sun Dog Cafe or its staff.

Staff who smoke should realize that this is a personal habit that effects others. You don't deserve more breaks because you smoke, you should wash your hands after you do.

### **Energy Consumption**

We have some of the highest utility costs in the world and we ask that you are aware of that as you work. Keep refrigerator doors closed, and use lights and equipment only as needed. In addition, try to avoid unnecessary waste – re-use your water cups throughout the day and use a rag for cleanups instead of paper towels when appropriate.

### **Personal Safety**

Emergency phone numbers, including local police and fire are posted on the phones. Be aware of your surroundings, especially late in the day. Do not hesitate to call anyone on the mgmt. team to assist if you feel uncomfortable with anyone lingering. Mongoose Junction has several security cameras.

## **Contact Information** (Please put this in your phone now)

Michael Cell Phone 340 244-9713

Sun Dog Cafe 340 693-8340