



## **Employee Handbook and Operational manual**

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### **Orientation**

All employees must complete orientation prior to the start of employment. The following forms must be filled out correctly, read and signed before new recruits can be scheduled to work.

1. Employee application
2. Read and pass examination for Wok Inn Employee Handbook
3. I-9
4. W-4
5. Photocopy of current valid official state ID and Social security card
6. Employee agreement form

All paperwork must be completed and placed in employee file before starting work.

# **Wok Inn team member General Handbook**

## **Introduction**

Wok Inn Asian cafe is a quick service business that sells two types of products. The first is customer service and the second is Asian food. The business is divided into two work groups. Front of the house deals with sales and customer service, and the Back of the house (kitchen) creates the product for customers. It is important to understand that this business is a large machine where everyone has a specific responsibility and position for it to function properly. It is important that all Wok Inn employees follow the procedures listed in this manual and work in a professional business manner. The goal of Wok Inn is to become the best Asian restaurant in the industry. The only way to accomplish this goal is for you to give your best effort and service to customers and the community that Wok Inn serve.

This Manual is designed to help your training process. In addition to this manual, you will receive hands on training and instructions on how to perform your job duties. The manual is divided into two sections. The first section provides basic information about the company policies, rules and procedure. The second section provides front of the house operation and back of the house operation.

The training process requires repetitive work for certain tasks. This is to ensure that the assigned job can be understood and mastered successfully. Lack of cooperation could bring the training process to an indefinite end. Management will explain and correct any procedures done incorrectly to ensure that he/she will receive the proper training.

The training process is crucial to make sure that the job position is ready for the operation of the business.

The information in this handbook can be updated at any time. Our intentions to create a better way of work with new ideas or possibly better ideas for team members to excel. A digital copy of this manual is available to review and read on our company website.

## **Team member Job Creed**

There are four important priorities and responsibility for all team members.

1. Demonstrate professional work ethics.
2. Give the best service and product to guests in a timely fashion.
3. Demonstrate teamwork with other co workers by following procedures and policies.
4. Keep every aspect of the business clean at all times.

“The only way to work is to work together!”

## **Food handling safety guidelines for Wok Inn**

The main product we sell is food. Food is a very delicate item which requires proper handling and safety techniques to prevent food borne illness.

You can't see, smell, or taste harmful bacteria that may cause illness. In every step of food preparation, follow these four guidelines to keep food safe:

Clean- Wash hands and surfaces often  
Separate- Don't cross-contaminate meats  
Cook- Cook to proper temperatures  
Chill- Refrigerate promptly

### **Storage**

1. Always refrigerate perishable food within 2 hours (1 hour when room temperature is above 90 degree F)
2. Check the temperature of the refrigerator and freezer with an appliance thermometer. The refrigerator should be at 40 degree F or below and the freezer at 0 degree F or below.
3. Cook or freeze fresh poultry, fish, ground meats, and variety meats within 2 days; other beef, veal, lamb or pork within 3 to 5 days.
4. Perishable food such as meat and poultry should be wrapped securely to maintain quality and prevent meat juices from getting onto other food.
5. To maintain quality when freezing meat and poultry, wrap in plastic or foil that is recommended for the freezer.
6. In general, canned items should be stored in good condition and in a cool, clean, and dry place; high acid canned food such as tomatoes, grapefruit, and pineapple can be stored on the shelf for 12-18 months. Low-acid canned food such as meat, poultry, fish and most vegetables will keep 2 to 5 years.

### **Preparation**

1. Always wash hands before and after handling food

2. Don't cross-contaminate. Keep raw meat, poultry, fish and their juices away from other food. After cutting raw meats, wash hands, cutting board, and counter tops with hot, soapy water.
3. Marinate meat and poultry in a covered dish in the refrigerator.
4. Sanitize cutting boards by using a solution of 1 teaspoon chlorine bleach in 1 quart of water.

### Thawing

1. Refrigerator: The refrigerator allows slow, safe thawing. Make sure thawing meat and poultry juices do not drip onto other food.
2. Cold water: For faster thawing, place food in a leak proof plastic bag. Submerge in cold tap water. Change the water every 30 minutes. Cook immediately after thawing.
3. Microwave: Cook meat and poultry after microwave thawing.

### Cooking

1. Cook ground meats to 160 degrees F; ground poultry to 165 degrees F.
2. Beef, veal, and lamb steaks, roasts, and chops may be cooked to 145 degrees F; all cuts of fresh pork, 160 degrees.
3. Whole poultry should reach 180 degree F in the thigh; breasts should be 170 degree F.

### Serving

1. Hot food should be held at 140 degree F or warmer
2. Cold food should be held at 40 degree F or cooler
3. Perishable food should not be left out more than 2 hours at room temperature (1 hour when the temperature is above 90 degree F)

### Leftovers

1. Discard any food left out at room temperature for more than 2 hours (1 hour if the temperature was above 90 degree F)
2. Place food into shallow containers and immediately put in the refrigerator or freezer for rapid cooling
3. Use cooked leftovers within 4 days.

### Refreezing

Meat and poultry defrosted in the refrigerator may be refrozen before or after cooking. If thawed by other methods, cook before refreezing.

## 2.3 Rules and Policy

### 2.3a Schedule Policy

Team members must clock in at the schedule time. Early or late punch in must be approved by supervisor. Also, team members may not clock out until supervisor has approved all work has been completed.

Scheduling is a very important component to the business. Team members must give full attention to their scheduled shifts. It is also important, especially to your team not to miss a schedule time slot. Swapping or schedule time slots will not be allowed unless approved by supervisor and marked on the schedule.

Every Saturday a new schedule is made for the upcoming week. Schedules are made based on each employee's availability they gave when they were hired. **Each employee is responsible to check when they are to report to work.** Failure to not show up for the scheduled time slot assigned will give supervisor the assumption that team member has given up his/her remaining schedule permanently. Supervisors will take a "no call no show" as a means of a team member quitting. However, each team member is allowed a **one time** pardon if he/she does not notify supervisor ahead of time for missing an upcoming schedule time slot. The team member will receive a documented warning. Also, there is a possibility of reduction of hours for upcoming schedule. If an employee commits a "no call no show" a second time, then the team member has forfeited the remaining of the work schedule and the team member's job will be terminated. **No exceptions.**

There is no schedule swapping. Notify a supervisor immediately if you are not able to work a scheduled slot and arrangements will be made if possible.

It is required for all team members to check the schedule every Saturday and it is encouraged to write it down. The schedule is located in the kitchen, mounted on the left side of the ice machine. Make sure you are looking at the right week and the right time slots you are supposed to work.

Team members are responsible for knowing their own schedule

### 2.3b Tardiness-

Tardiness is defined as being late more than ten minutes of the schedule time slot. Time is determined by the business clock. The business clock is located in the kitchen. Each employee is responsible for showing up to work on time.

**Consistent tardiness could result in termination of job.** It is recommended to show up at least five minutes before a shift. Management discourages a team member to arrive earlier than fifteen minutes for work. However, because of circumstances with transportation, if a team member shows up to the business grounds fifteen minutes to an hour before the beginning of the shift, then they are allowed to sit in the designated dining area until the start of their shift. The designated area is located in the to-go waiting area. The dining room is reserved for customers and not for team members waiting for a shift or on break. **No off duty team member is allowed in the work area for any reason.** Talking to a working employee is inappropriate and heavily discouraged.

Team members must notify an on duty supervisor if he/she will be more than 10 minutes late. Failure to do so could jeopardize work hours.

### 2.3c Missing an upcoming scheduled time slot –

A team member **must** notify an on duty supervisor ahead of time if he/she is planning on missing a scheduled time slot. It is recommended to notify management at least the night before for the morning shift or at least three hours before the evening shift begins. Not notifying management about missing a time slot could jeopardize an employee's job. If you are running late to work, you must contact an on-duty supervisor to get approval for coming in late.

### **PROCEDURE:**

If you call, ask to speak to a on duty supervisor. You must speak directly to the supervisor or it **will not** be considered a legitimate excuse. Tell the supervisor that you will not be able to make it in for work. You do not need to give a reason or excuse.

### 2.3d Consequences of missing work –

Even if an employee notifies management that he/she may not make it to their schedule time slot **for any reason**, there could be a reduction in future schedule slots indefinitely.

For example, if an employee is scheduled to work three nights, Monday, Wednesday, and Friday. And notifies management Monday morning that he/she is sick, management will not enforce any penalties, but for the next following weeks there could be a reduction of scheduled time slots for that employee. Missing a work schedule could reduce future schedule hours temporarily.

How to avoid reduction of schedule time slots:

1. A new schedule is made every week. This gives employees time to find out which days they can and cannot work for the following week. If you notify management properly BEFORE the new schedule is made, then management will not schedule you



on the day you cannot attend work. However you are not guaranteed the same amount of schedule slots for that week. For example, If you have a dentist appointment next week, write down the date you will not be able to attend work and give it to the scheduling supervisor.

**PROCEDURE:** BEFORE the new schedule is made, you must notify a supervisor, a phone call is not a proper way to handle this serious matter. Write a note stating which day(s) you cannot attend to work. Make sure to give a reason. Sign and date the note and make sure to have the manager sign and date it as well. You must give the note to the manager in person only. Passing a note from a co-worker to the manager is not valid and will not be considered legitimate. Note: When giving your times of availability and days needing off, you will not be guaranteed any schedule slots.

2. If an employee does not fulfill a job assignment or task, he/she is subject to reduced schedule slots. Disobeying policy rules and inappropriate behavior could also reduce an employee's work schedule. If management has to constantly correct or remind an employee to do their job it could possibly translate to a reduced work schedule or job termination. Following the company policy and fulfilling the assigned task **properly** will avoid reduction of work schedule.

#### Requesting day(s) off

Remember a new schedule is executed every Saturday. Team members must notify the supervisor before the new schedule is made to request a specific day(s) off. It is not encouraged to request days off every week. It should be used sparingly for important appointments or personal reasons. When requesting day(s) off, team members are not guaranteed the same amount of schedule slots from previous weeks.

#### **PROCEDURE:**

Fill out form with your name and date you need off. Submit written request to scheduling manager.

#### 2.3e Uniform and dress code

**All team members must be ready to work before clocking in.**



All team members will receive one complimentary uniform shirt. Any additional shirts can be purchased for \$7 each. Full time and staff members may qualify for additional complimentary shirts depending on length of employment.

You must be properly dressed and groomed before clocking in for work. Uniform shirts must be laundered and wrinkle-free, and shirt tails must be tucked in. Black or navy blue pants are recommended. Baggy or tight jeans are not allowed. Black shoes are required. Slippers, heeled shoes, and opened-toe footwear will not be allowed in the work area. Slip resistant shoes are recommended. Jewelry and body art must be concealed. Piercing must be limited to only small non-symbolic ear rings. Facial hair must be groomed properly. Hair past shoulder length must be tied in a pony tail and wrapped in a hairnet or hat. All kitchen team members must wear a Wok Inn issued hat or hairnet.

#### 2.4 Work area rules

##### 2.4a Work area definition

There are two working groups for Wok Inn: Front of the house and Back of the house, and each have two work areas in the business.

Front of the house (FOH) –

1. Includes the sales area (cashier counter)
2. Customer area (dining room, drink counter, restroom area)

Back of the house (BOH) –

1. Cook line (where the product is cooked)
2. Back Kitchen (Food prep, storage and cleaning area)

##### 2.4b Sanitation and hand washing policy

**State Laws require all food handlers to wash hands at least every 30 minutes.**

Immediately after clocking in, team members must wash hands with soap and water. All employees must wash hands in the designated hand washing sinks located either in the cook line or back kitchen. Restrooms do not count!!! After handling money or coins you must wash hands if you are preparing any food. Kitchen aprons must be removed before entering restrooms.

ALL EMPLOYEES must wash hands at least once every 30 minutes. And all employees must wash hands before leaving the restroom.

#### **PROCEDURE:**

Turn on water and run both hands until completely wet. Apply blue hand soap and rub hands together around finger tips, palms and back of the hand for





approximately 15-20 seconds. Rinse soap off and dry hands using paper towel from dispenser.

#### 2.4c Safety and First aid policy

Wok Inn uses tools and equipment that if handled improperly could lead to physical injury. It is important to understand all the safety procedures before handling business tools and equipment.

No team member is allowed to operate any business equipment without proper training from a supervisor. Tools are used in limited areas.

#### **PROCEDURE:**

Knife and cutting board - A knife is only allowed to be used in the cook line, back kitchen and designated areas. A knife must always be accompanied with a cutting board. While holding the handle of a knife, place a cutting board under it while taking it to the area which it will be used. **REMEMBER TO HANDLE WITH CARE!!** Remember to walk slowly with the sharp end of the blade facing down and alert people if they are in your way. After using a knife clean the blade by running it through hot water and place it back in the knife area located in the back kitchen.

Only kitchen managers are allowed to sharpen knives!!!

In the event of a cut or burn – First, immediately stop what you are doing and wash your hands in the designated hand washing sink. Then notify a supervisor for assistance.

**PROCEDURE:** All physical cuts and sores must be concealed with proper medical patches (bandages). Kitchen members must also wear a vinyl glove when wearing a band aid on any areas on the hand.

#### 2.4d Work area organization and chemical policy

It is important for all team members to return everything they use back where it belongs. It is crucial to place tools or cleaning products where they belong. All cleaning material BOH brooms dust pans mop heads and buckets belong in the back kitchen shelf. If you make a mess, you are responsible for cleaning up the area. Only certain cleaning chemicals are allowed in certain areas. Pot/Pan or dish soap are allowed in the cook line. Bleach and degreaser must be diluted with water before using in the cook line. Bleach is not allowed on the wood floors and only used for sanitizing towel buckets and restroom cleaning. Clear blue or blue window cleaners are only used for window surfaces. Wood floors may only be cleaned with a mixture of soap, water and vinegar.

#### **PROCEDURE:**

#### Diluting Bleach

For ¼ cup full of bleach 1 gallon of water

#### Diluting Degreaser

For 1 cup full of degreaser 1 quart of water

#### Diluting soap

For 1 cup of soap 1 gallon of water

### 2.4e Language and attitude policy

Team members must communicate with fellow team members and guests in a professional manner. Foul or negative language (cussing/swearing) is not allowed in the work area.

It is important to keep a good attitude in the work area. While working, all employees must communicate with each other or to customers in a professional manner. Address other team workers and customers as Sir or Ma'am. Whenever a customer approaches you, you must say, "Yes Sir/Ma'am, how may I help you?" And remember to speak in a medium voice level not too loud or too soft.

All team members must be ready to work. They must maintain good body posture and must perform with good energy. Hands are not allowed in pockets. If you touch your hair or face you must wash your hands immediately. Hats must be worn at all times in the cook line and back kitchen.

### 2.5f Linen Policy

Each team member is provided one apron and clean towel per day. Aprons and towels are located in the back kitchen storage room. Aprons are to be worn at all times. Aprons may not be worn into restroom areas unless performing restroom maintenance. Place used apron and towels in the linen hamper at the end of the working shift. Do not leave aprons near flames or high temperature areas. Towels are not allowed to be worn. Towels must be placed inside pockets or designated towel buckets, or hamper. Never discard clean towels into hamper.

### 2.5g Phone and tablet policy

No cell phones or handheld communications during work. Excessive use of cell phones will be confiscated during shifts and returned after work. The use of social media or filming of social media content during work is prohibited. We want to create a safer workplace by focusing on the job and position on hand.



The business phone is only used to conduct business matter. The following are telephone answering techniques:

**PROCEDURE:**

With an enthusiastic voice answer phone call:

“Thank you for choosing Wok Inn – on Culebra road, this is (your name) how may I help you?”

If you are placing a person on hold kindly say, “Please Hold.”  
Make sure to use the hold button.

When receiving a call on hold say, “Thank you for holding, this is (your name), how may I help you?”

There are no personal inbound calls allowed. Personal outbound calls may be allowed during the last 5 minutes before the end of an hour. In addition there will be no outbound calls during rush hours. Outbound calls are limited to a 2 minute phone call per shift. Please notify friends and family members not to call during your working hours.

Only cashiers and supervisors may answer telephone calls. If an inbound call is for a working employee, the appropriate personnel will take a name and phone number for that employee. Then, that employee may make a returning phone call during the designated time allowed for outbound calls.

If an employee receives an emergency phone call, that employee must notify the supervisor immediately. They must clock out to receive the phone call and will be excused for the remainder of the shift.

**2.4g Payroll Policy**

Every Wok Inn employee will receive a wage of at least \$10 an hour (2.4j TEAM TIP will help bolster team member starting wage as well as other qualifying costs) Over-time rate is calculated according to any additional hours over 40 working hours during that week. Pay checks are sealed individually for each team member to protect information from others.

**Information about pay schedule**

Pay Checks are determined by the number of hours worked during a given pay period. Usually, hours worked are reflected by the hours assigned for the specific week. Wok Inn pay period starts on a Sunday and ends on the second Saturday. Pay checks are distributed out every other Wednesday.

For example, if you start work on the week that pay day is going to be on you will not receive a pay check.



Pay checks are only distributed during these times:

On Pay day

Before 11 am or After 2 pm

Any other day

10 am-11am

**PROCEDURE:**

Wait near the office desk. Ask an on-duty supervisor for your pay check. After receiving your paycheck, team member must verify hours worked. Verify hours worked on the payroll sheet, sign and initial information if correct. If there is a problem with your hours, notify supervisor immediately and fill out form 9-Request for verifying Time-Keeping.

Remember to have all time keeping sheets on hand.

2.4h Guest Service policy

Guest's attention is the number one priority. Team members must give full attention to guests for service or concerns. guests service is defined as giving prompt and full attention service and making the product according to procedure. FOH team members must have good transaction with guests and BOH team members must prepare and make the product correctly.

2.4i Guests Complaint/Concern policy

No team member may handle customer complaints or problems. In a situation with a complaint or situation use the following procedure:

**PROCEDURE:**

In the event of a guest complaint or phone call complaint, kindly tell the customer to please hold and notify supervisor immediately about the situation on hand. It is not the responsibility of team members to handle customer complaints or problems. Team members do not have the authority for fixing any problems or issues.

2.4j Online TEAM TIP dispersion of funds

Funds pooled from qualifying stores to support the following:

Increase starting pay by amount subject to availability from funds incurred. For year 2021 estimate starting pay \$10.50-\$11. Amount is forecasted by change of economies and performance per store. With the subtraction of the following:



Uniform reimbursement. Uniforms are provided without any upfront cost to team member. A estimate percentage of 10-20% from Online tip will be used to fabricate uniforms for staff members

Company party or store function excess incidental costs. A estimate of 30% is used to pay for any excess amount spent incurred by team member.

Grissom location company annual bonus. Since some years there is a decrease of revenue, we are hoping to maintain an increase in amount of bonus for tenured staff members. Instead of using a flat or decrease amount, a percentage of 30% is used to maintain increase amount per year.

Reimbursements of technical and financial refunds or requested refunds from either guests or manager request. 10% is held for these costs of transactions

After all subtractions, If any excess or surplus funds left will be divided equally among all qualified staff members annually.

## 2.5 Team member Policy

### 2.5a Personal belongings

Avoid bringing personal belongings to the work place. Jackets, coats, sweaters, bags, and purses must be placed in a designated area for temporary storage. Cell phones or electronic devices may NOT be worn. They must be turned off. Wok Inn is not responsible for any lost personal property.

### 2.5b Discount Policy

All Wok Inn team members may receive a benefit of 25% discount up to 4 items purchased and limit to one order per day. On a working day employees are given 1 item at 50% off and up to 4 items 25% limit to one order per day. In order to enjoy any of these benefits, team members must be off duty.

#### **PROCEDURE:**

After clocking out, place your order with a on duty cashier. A supervisor will apply the necessary discount. After paying, employee must circle the amount of the discount and sign the bottom of the receipt. Cashiers must keep all discount receipts in their drawers.

### 2.5c Break policy



There are no break periods during a schedule time slot. However if an employee works a double shift a 45 minute break will be given between the two shifts. Supervisors will determine when break will begin.

**PROCEDURE:**

When given permission to go on break, at the register punch in your number, Push the function key and go to start/end unpaid break. Select start break. When break period is up return to the register and punch in your number, select end break and begin work.

2.5d Drink Policy

Team members may only use dine in cups for drinks. Team members are allowed 2 serving size of fountain or tea beverages. Drinks must be covered with a plastic lid. Drinks must be placed in the dishwashing sink before clocking out. Wok Inn encourages team members to drink water instead of caffeinated; high sugar content beverages for a healthier lifestyle. Any drink product leaving the store must be purchased.

2.5e Paper Product waste management policy

Team members may not throw away or waste any paper products. For example togo boxes and lids can be cleaned and reused if they have not been served yet. Plastic ware can be used again if they have not been used. Togo bowls and lids are reusable. Paper napkins or disposable napkins may not be used for clean up. Togo cups are not allowed to be used at work unless purchased. Plastic utensils and togo condiment packages are not to be thrown away. However if paper/plastic products are broken or damaged they may be discarded.

Leave of absence

A team member may request a leave of absence up to four weeks.

**Procedure:**

Fill out a leave of absence request- at least one month in advance from the time you will be leaving work. You must notify a supervisor 1 week before returning to work to be guaranteed a slot on the upcoming schedule.

Visitor Policy

Team members should not have visitors at work. Team members socializing with visitors will be excused from work.

The following actions and behaviors are forbidden

1. No horse playing

2. No eating in work area
3. No chewing gum
4. No loud conversations
5. No yelling
6. No sitting on chairs or counters
7. No hands in pocket
- 8. No personal inbound and outbound phone calls**
9. No personal radios, CD players, headphones or cell phone use
10. No excessive conversation with other co-workers
11. No personal grooming
12. No excessive contact with other co-workers
13. No cursing
14. No smoking
15. No consumption of alcoholic beverages
16. No loitering in kitchen area, storage room, sink area, restrooms, or outside
- 17. No slouching or leaning on the tables or countertops**

The following are appropriate actions and behavior in the work area

1. Provide friendly and polite service to customers
2. Engage in assigned tasks
3. Keep busy
4. Have a cheerful and high spirited attitude
5. Help out other co-workers
6. Keep work area clean
7. Complete Opening and Closing tasks.

**Not following or obeying work area rules could cause termination of job.**

#### Timekeeping

Employees are responsible for clocking themselves in and out. Each time a team member clocks out a receipt will print out showing the hours work for the shift. Team members should keep these work receipt just in case there are problems with the payroll. Clocking in/out another employee is a major violation and is accompanied by disciplinary actions. You will not be credited any hours work if you do not clock in. If you fail to clock out at the end of your shift your working hours may not be counted correctly for that day. It is the sole responsibility of team member to clock in and clock out.

#### Register Problems/Malfunction

In the event of computer malfunction, write down the time you started work to the time you got off work. Print the date and your name and physically hand it to a supervisor immediately so they can adjust your actual working hours when computer issues have been resolved.

**BEFORE CLOCKING OUT!**

You must verify your closing side work with a on duty supervisor.

**Procedure**

