

2020

Rodeo Café Employee Manual

PRESIDENT
REX JONES

RODEO CAFÉ | 4000 COWBOY DRIVE, DALLAS, TEXAS

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ABOUT RODEO CAFÉ

History

Rex Jones opened Rodeo Café for business on November 4, 1987, at 4000 Cowboy Drive in the heart of Dallas, Texas. Following the success of the first restaurant, a second location was opened on April 2, 1988, at 1823 North River Drive. Rex kept three key principles in mind while running his businesses: good food, good service, and reasonable prices. Rodeo Café stands firmly behind these foundational beliefs. If kept in mind and continued daily, we will always be successful.

Officers of The Rodeo Café

President:	Rex Jones
Vice President:	Mike Jones
Secretary:	Jerry Jones
Treasurer:	Tom Larry

COMPANY POLICIES

DISCLAIMER: SOME POLICIES AND GUIDELINES MAY CHANGE PERIODICALLY. RODEO CAFÉ DOES NOT INTEND ON THE FOLLOWING INFORMATION AS BEING A CONTRACT OF ANY KIND.

Insurance, Vacations, and Other Privileges

1. **Insurance** - Currently, Rodeo Café is participating in a group insurance plan. Employees deal directly with the insurance carrier and is responsible for paying premiums. Any employee is entitled to participate if they meet the carrier's qualifications.
2. **Vacation** - Salaried employees working at least 40 hours per week for one (1) continuous complete year may be allowed to take one paid week vacation. Reimbursement of vacation time off should be a maximum of forty (40) hours. Vacation time off shall be taken with approval of store manager. In order to receive paid vacation, employee must take the time off. Terminated employees shall not receive vacation pay.
3. **Food and Drinks** - Employees are always allowed a 50% discount on food purchases. This is meant for the employee only, not relatives or friends. Drinks are free while on duty and half-price off duty. Always have another employee ring up the order. Orders must be paid for in advance. Abuse of this privilege will result in termination of the employee.
 - (A) Employees should only eat during their scheduled break time ONLY. If an employee is hungry, they should eat before their work schedule begins or wait until their authorized break.
4. **Breaks** - Employees are allowed a ten-minute break for every four continuous hours of work. No breaks are permitted during busy times. Ask permission from a supervisor or manager before taking break. Employees are not entitled to a break if they work four (4) hours or less.
5. **Holidays** - Rodeo café will close on the following days: Christmas, New Year's Day, Easter, July 4th and Thanksgiving Day. Employees will not be paid for these days off.

Wages and Pay Raises

Rodeo Café has two (2) types of payroll: **Hourly** and **Salary**.

- (A) **Hourly** - Employees will be paid a set hourly rate for the number of hours they work. If more than forty (40) hours are worked during a seven (7) day work week, overtime rates (x1.5 normal hourly pay) will apply for each hour after forty (40) hours.
- (B) **Salary** - Employee will be paid a certain amount for a specific number of hours worked.

Pay raises are determined by merit and review. Employees will be reviewed every three (3) months by store manager. The purpose of the review is to find out what progress the employee is making and to make suggestions about employee's job performance. Employees discussing their pay rates to other employees will be terminated.

The Federal Family and Medical Leave Act

The Federal Family and Medical Leave Act guarantees employees, under certain circumstances, up to 12 weeks of leave time during any 12-month period. You may be eligible for an unpaid leave of absence of up to 12 weeks in one year for the following purposes:

1. To care your own health condition that disables you from performing your job.
2. To care for a child, parent or spouse who is seriously ill.
3. To provide parental care for a son or daughter within the first 12 months of the child's birth.
4. To provide parental care for a son or daughter who is placed with you for adoption or foster care within the first 12 months of the placement of the child.

While you are on leave you will be able to retain your medical coverage by paying your usual contributions. At the end of your leave, you will be reinstated to the same or an equivalent position unless your job has been eliminated or you are no longer able to perform your job.

If an extended continuous leave is not needed, you may be eligible for a reduced hour schedule or to take intermittent time off.

Contact the officers of the Rodeo Café for more information.

Health and Dress Standards

1. Employees with hair more than three inches below ear lobe must wear hair restraint. Male employees should be clean shaven.
2. Employees should wear socks or nylons.
3. Employees should appear at work tidy and kempt.
4. Employees dealing with customers should wear a designated Rodeo Café shirt. Rodeo Café will pay for the first shirt. Employees are responsible for other shirts. Shirts should be cleaned regularly.
5. Female counter employees may wear shorts.
 - (A) Must be at least three (3) inches from kneecap. No skintight shorts.
 - (B) Must be of a solid color (no polka dots, stripes, or Hawaiian prints).
 - (C) Must be of a dress-like material.
6. Employees should have clean hands (no club stamps or visible markings). Hands should always be washed after using the restroom.
7. Employees should cover their mouths or noses using their inner elbow when they feel compelled to sneeze or cough. Employees should immediately wash their hands afterwards. Never sneeze or cough towards food or customers.
8. Only counter help should get drinks for employees.
9. Employees should not play with hair while on duty. It is extremely unsanitary.

Building Maintenance and Safety

1. Employees should never leave counter unattended. At least one (1) employee must always be present near counter area.
2. Employees should keep the back door locked. Employees should enter and exit work through the front door only. Employees who have keys to the restaurant should only use them for Rodeo Café business purposes. There are no exceptions.
3. Employees should keep the restaurant clean. Mop all spills immediately. Pick up all materials off floor.
4. Employees should keep the drive-up window closed when not in use.
5. At night, employees should not leave alone. When leaving, make sure another person is walking with you to your car.
6. Employees should report all injuries to managers and supervisors immediately.
7. Employees should not bring children to work unattended or for long periods of time
8. Employees should not take any leftover food items home without store manager's approval.
9. Employees should place all dropped food in trash.
10. Employees should never vacuum while customers are present, unless receiving permission from customer. Be courteous to customers eating after closing time.
11. Employees should not park in our store front or any business' store front parking spaces. These are reserved for customers only. Use alternate parking spaces from other employees in order to discourage vehicular theft or other criminal acts.
12. Counter employees should face counter while on duty. It is impossible to see what is happening in the restaurant if an employee's back is turned. Employees must always be aware of their surroundings.
13. Employees' friends or partners may not loiter on the restaurant's premises.
14. Rodeo Café will take orders and accept customers 5-10 minutes after closing time. This helps build business. The manager or assistant manager will make the final judgment on cutting it off.

Behavior and Discipline

1. Employees should not horseplay.
2. Employees should not use foul language.
3. Employees should treat customers with respect and courtesy.
4. Employees should do their utmost to satisfy and please our customers. The customer is always right.
5. Counter employees should welcome all customers with a smile and a friendly greeting. When customers are leaving, counter employees should say a sincere "thank you" and farewell.
6. Employees should not drink any alcoholic beverages in the restaurant or parking lot at any time. Employees should also not use drugs or any other illicit substances.
7. Employees should not smoke in the dining room. There is a designated smoking area outside. Smoking is allowed only during breaks. Never leave a lighted cigarette unattended. After smoking, employees should wash their hands before returning to work.
8. Employees should not argue or fight. If any disagreements arise, try and work them out in a mature manner, or report them to manager.
9. Counter help should not chew gum.
10. Student employees should not study while on duty.
11. Employees should not loaf. There is always something to clean or prepare for. If an employee is unable to find anything to do, report to manager or supervisor and ask for instructions.
12. Employees should not answer any unnecessary or unimportant phone calls. Remember, these are business phones.
13. If an employee's personal check is returned from bank, then employee will lose their check writing privilege at Rodeo Café. Only with the permission of manager or assistant manager may an employee write a check for more than purchase price. In this case there shall be a limit of \$10.00 above purchase.

Discipline Procedures

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|------------------------|--|
| First Offense: | Employee will receive a verbal warning. |
| Second Offense: | Employee will receive a written warning. |
| Third Offense: | Employee will be terminated from Rodeo Café. |

Attendance

1. Each Rodeo Café location will have varying hours and work schedules depending on the weather/climate, peak hours, and other factors. Employees should prepare accordingly by checking the designated area where the work schedule is posted and timecards are available.
2. Employees are responsible for writing the correct time when they begin and end work. Any employee that intentionally cheats on their timecard will be terminated.
3. Scheduling is made one (1) week in advance. Any employee needing time off should notify store manager in writing at least one (1) week in advance or as soon as possible. An employee's time off may not overlap with another's.
4. The time stated on the schedule is when employees should be ready to begin work. Rodeo Café will not tolerate employees who are consistently late or try to leave work before all their duties are complete.
5. If an employee is going to be more than fifteen (15) minutes late, they must call ahead to let management know.
6. Employees should be aware that if customers are still ordering during closing time, they must stay and continue their duties until the customers have left the location. Please be prepared to stay later than closing time.
7. Only the store manager or assistant manager may alter schedule. If any scheduling conflicts arise, contact store manager or assistant manager and they will make the changes, if necessary.

Sick Leave Policy

1. Any employee too sick to work must notify store as soon as possible. This should be done daily unless prior arrangements are made with store manager.
2. Any employee that comes to work sick or becomes sick while working may be sent home. Hourly employees will be paid only for the time they work.
3. Salaried employees will be allowed one (1) sick day for every continuous four (4) months of work.
4. Abuse of sick leave will not be tolerated and result in termination of the employee.

COMPLIANCE AGREEMENT

I hereby acknowledge that I have read, understand, and agree to the terms of this document relating to the company policies of Rodeo Café. This includes wage, insurance, and behavioral policies.

Employee Name: _____

Employee or Guardian's Signature: _____

Date: _____