

RODEO CAFÈ

EMPLOYEE MANUAL

HISTORY OF RODEO CAFÈ

RODEO CAF... WAS FIRST OPENED FOR BUSINESS NOVEMBER 4, 1987, AT 4000 COWBOY DRIVE, DALLAS, TEXAS. REX JONES WAS THE FOUNDER OF THE BUSINESS. THE BUSINESS WAS OPENED ON THE CONCEPTS OF: GOOD FOOD, GOOD SERVICE, AND REASONABLE PRICES. THE FOUNDER BELIEVES IF THESE THREE BASIC CONCEPTS ARE CONTINUED ON A DAILY BASIS, THE COMPANY WILL ALWAYS THRIVE.

FOLLOWING THE SUCESS OF THE FIRST RESTAURANT, A SECOND RESTAURANT WAS OPENED APRIL 2, 1988, AT 1823 NORTH RIVER.

RODEO CAF... WILL CONTINUE TO SEEK NEW LOCATIONS FOR FUTURE EXPANSION AND POSSIBLE FRANCHISING.

OFFICERS OF RODEO CAF...

PRESIDENT:	REX JONES
VICE PRESIDENT:	MIKE JONES
SECRETARY:	JERRY JONES
TREASURER:	TOM LARRY

DISCLAIMER - ALL THE PREVIOUS INFORMATION IS ONLY TO ACT AS GUIDELINES. SOME POLICIES AND GUIDELINES MAY CHANGE PERIODICALLY. RODEO CAF... DOES NOT INTENT ON THE PREVIOUS INFORMATION AS BEING A CONTRACT OF ANY KIND.

Attendance and Sick Leave

1. Each store will have varying hours depending on the business climate.
2. Rodeo Caf   will offer various work schedules and shifts depending on the eating public.
3. Each restaurant will have a designated area where the work schedule is posted and time cards are available.
4. Each employee is responsible for writing the correct time he or she begins and ends work. Any employee that intentionally cheats on his time card will be dismissed. Rodeo Caf  's intentions are to have honest and trusting employees.
5. Scheduling will be made one (1) week in advance. Any employee needing time off should notify store manager in writing, one week in advance or as soon as possible. It should be understood that it will be impossible to let several employees off at one time.
6. The time on the schedule to begin work is the time the employee shall be ready to begin work. Rodeo Caf   will not tolerate employees who are consistently late or try to leave work before all of their duties are complete.
7. If an employee is going to be more than 15 minutes late, he or she shall call the store and let them know.
8. Employees should be aware that if customers are still ordering during closing time, that it is most likely that everyone will leave work later and should always be prepared for this.
9. Sick Leave Policy - Any employee too sick to work must notify store as soon as possible. This should be done on a daily basis unless prior arrangements are made with store manager. 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. Salaried employees will be allowed one (1) sick day for every continuous four (4) months of work. Abuse of sick leave will not be tolerated.
10. Only the store manager or assistant manager shall ever alter schedule. If any scheduling conflicts arise, contact store manager or assistant manager and they will make the changes, if necessary.

Behavior and Discipline

1. No horseplay - someone could get hurt! Customers resent seeing employees playing around. It makes a customer wonder what is happening to his food. Employees goofing around lessens the image of a restaurant.
2. No foul language.
3. Treat customers with respect and courtesy.
4. All employees shall do their utmost to satisfy and please our customers. Remember the saying, "THE CUSTOMER IS ALWAYS RIGHT."
5. Counter employees shall greet all customers with a smile and a friendly greeting. When customers are leaving, counter employees shall say a sincere thank you, or something to that effect.
6. Employees shall not drink any alcoholic beverages in the restaurant or parking lot at any time. This rule also includes the taking of drugs.
7. During business hours, employee smoking is prohibited in the dining room. A designate area will be set up for smokers. Never leave a lighted cigarette unattended. After smoking wash hands before returning to work. Smoking is allowed only during breaks.

8. No arguing or fighting. If any disagreements arise, try and work them out in a mature manner, or report to manager.
9. Counter help shall not chew gum.
10. Student employees shall not study while on duty.
11. No loafing - Rodeo Caf   does not need lazy employees.
12. Important phone calls shall be the only ones accepted by employees. Remember, these are business phones.
13. If an employee's personal check is returned from bank, then employee will lose check writing privilege at Rodeo Caf  . 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

1. Employee will receive verbal warning.
2. Employee will receive written warning.
3. Dismissal!

Health and Dress Standards

1. Hair - Anyone with hair more than three (3) inches below ear lobe must wear some kind of hair restraint.
2. No beards - Male employees shall be clean shaven.
3. All employees shall wear socks or nylons.
4. All employees shall be clean and neat looking.
5. Any employee dealing with customers shall wear a designated Rodeo Caf   shirt. Rodeo Caf   will pay for the first shirt. Employees are responsible for other shirts.
6. Shorts - Female counter employees may wear shorts.
Restrictions:
 - (1) Must be at least three (3) inches from kneecap.
 - (2) Must be of a solid color (no polka dots, stripes or Hawaiian prints).
 - (3) Must be of a dress like material.
 - (4) No skin tight shorts.
7. All hands shall be clean (No Club Stamps). Hands are to be washed after using restroom.

8. Any employee that sneezes or coughs must cover his mouth or nose and then immediate wash his hands. Never sneeze or cough toward foods or customers.
9. Only counter help shall get drinks for employees.

Insurance, Vacation, Privileges, Breaks, and Holidays

1. At present time, Rodeo Caf   is participating in a group insurance plan. The employee deals directly with the insurance carrier and is responsible for paying premiums. Any employee is entitled to participate as long as he meets 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 shall be a maximum of forty (40) hours. Vacation time off shall be taken with approval of store manager. In order to receive vacation pay, employee must actually take the time off. Terminated employees shall not receive vacation pay.
3. Food and Drinks - Employees are allowed a 50% discount on food purchases at all times. This is meant for the employee only (no 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 probably mean termination.

Employees shall eat only during their schedule break time ONLY. If employee is hungry, he should eat before his work schedule begins or wait until his authorized break.

4. Breaks - Employees are allowed a ten(10) minute break for every four (4) 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 Caf   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.

Disclaimer - All the previous information is only to act as guidelines. Some policies and guidelines may change periodically. Rodeo Caf   does not intend on the previous information as being a contract of any kind.

General Requirements of Employees

1. Never leave counter unattended. One person shall always be present near counter area.
2. Keep back door locked at all times. Do not use back door as a entrance or exit. Employees shall enter and exit work through the front door only.
3. Keep restaurant clean. Mop all spills immediately. Pick up all materials off floor.
4. Keep drive-up window or screen closed when not in use.
5. No Loafing - There is always something to clean or prepare for. If unable to find anything to do, report to manager or supervisor and ask for instructions.
6. At night, no individual shall leave alone. When leaving make sure another person is watching you to your car.

7. Report all injuries to managers and supervisors, immediately!
8. Rodeo Caf  is not a nursery, so please to not bring children to work unattended or for long periods of time.
9. Do not take any left over food items home without store manager's approval.
10. Throw all dropped food in trash.
11. Rodeo Caf  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.
12. Never vacuum while customers are present, unless receiving permission from customer. Be courteous to customers eating after closing time.
13. Do 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, so to discourage robbery and weirdos from setting up any kind of criminal act.
14. No one shall play with hair while on duty. This disgusts customers.
15. Counter employees shall face counter while on duty. It is impossible to see what is happening in the restaurant if your back is turned.
16. It should be known that this is a work place and employee's girlfriends or boyfriends should not loiter.
17. KEYS - Employees who have keys to restaurant shall use them for Rodeo Caf  business Only! No exceptions without store manager approval.

Wages and Pay Raises

1. Rodeo Caf  has two (2) types of payroll: Hourly and Salary.
Hourly - Employee will be paid a set hourly rate for the number of hours he works. If more than forty (40) hours are worked during a seven (7) day work week - 1-1/2 times the regular rate will apply for each hour after forty (40) hours.

Salary - Employee will be paid a certain amount for a specific number of hours worked.
2. Pay raises are determined by merit. Employees who demonstrate good work habits and ability are the ones who will be considered for pay increases.
3. Rodeo Caf  is looking for employees who will be assets and not liabilities to the company.
4. Any employee discussing his pay rate to another employee will probably be terminated.
5. All 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.