



GENERAL POLICY MANUAL

Introduction

This policy manual is one part of the Timberwood Code of Conduct. It has been compiled to inform the Employees of basic company policies, practices, responsibilities, and benefits. The policy manual is not a legal document nor is it all inclusive of the rules, regulations, policies and practices for the employees of Timberwood Tap House, Inc. In the event of a discrepancy, the current policies and procedures as expressed by the owners of Timberwood Tap House, Inc. will govern. Changes in company policies will be communicated to employees by the managers through verbal expression, official notices, and/or employee meetings. Each employee is responsible for keeping up with all policy changes. The Employee Handbook will be revised periodically to reflect any changes that are made. Please consult with a manager if you have questions about any material included herein.

Despite any statement contained in this policy manual or any other document or statement issued by Timberwood Tap House, Inc., each employee has the right to terminate his/her employment at any time for any reason or no reason, and the company has a similar right.

President's Introduction

Communication is critical for the success of any business especially a restaurant. Employees are encouraged to communicate openly with the management staff. Ideas and suggestions for company improvement are listened to and taken seriously. Positive suggestions will be implemented to further future success of the business. Problems and complaints will be resolved to the best ability of the management and owners. Employees are also encouraged to keep an open line of communication amongst themselves. This practice will enhance our efforts at obtaining a cohesive team dedicated to the best customer service in Charlottesville. It will also help improve the necessary linkage between the back of house staff and the front of house staff. Indirect communication or “gossip” inhibits the company's efforts to solve essential problems which need to be remedied in order to improve overall work conditions.

This handbook is designed to give some basic guidelines and rules of the company, its goals, and some of the standards used to achieve those goals. This information will prove beneficial to each employee, especially in the beginning stages of employment. Please, read this handbook carefully. If you have any questions feel free to discuss them with a manager.

Thank you for your time and attention. Have fun!

Stephen A. Guiffre
Adam Gregory
Joseph Lusk

Owners

Company Overview

Timberwood Tap House began operations on October 24th, 2016. Timberwood Tap House is located at 245 Merchant Walk Avenue, Suite 100, Charlottesville, Virginia. Timberwood Tap House offers its customers a casual, family-friendly dining experience, including an outdoor patio and a full-service bar. The menu offers a variety of lunch and dinner items including soups, salads, burgers, sandwiches, steaks, seafood, and poultry.

Policies and Procedures for Company Personnel

Equal Employment Opportunity

It is the policy of the company to provide equal employment opportunities in all aspects of the employer/employee relationship. This includes recruitment, hiring, upgrading and promotion, conditions and privileges of employment, company sponsored training, education assistance, social and recreational programs, benefits and compensation, discipline, layoffs, and termination of employment. This policy pertains to all employees regardless of race, color, age, religion, sex, or disability (unless the disability inhibits the proper completion of given employee tasks).

Problem Solving Procedure

It is a company policy to communicate directly with people on a one-on-one basis. Therefore, concerns should be immediately brought to the attention of the manager on duty, since most can be resolved immediately. More serious concerns, however, should be presented to an owner of Timberwood Tap House, Inc. in a timely fashion.

Pay

Employees are paid on a bi-weekly schedule. Overtime will be paid at a rate of 1.5 times the regular hourly rate of pay for all hours worked in excess of forty (40) hours in any given work week. A work week is defined as a continuous seven (7) day period beginning on Monday and ending on Sunday. Every effort should be made to minimize overtime. *Work shifts cannot be picked up if it puts the employee's hours into overtime status.* Each employee must pick up his/her own paycheck at the restaurant unless other arrangements are made with one of the managers. Paychecks must be distributed by the managers to the employees.

Final paychecks for terminated employees will be issued on the next regular scheduled payday following the termination date. All materials belonging to the company must be returned in good condition prior to receiving the final paycheck.

Each paycheck denotes earnings as well as State and Federal deductions authorized by the employee. See an Owner or the General Manager for an explanation of employee deductions or to change the number of dependents that are claimed. Report any address changes to one of the owners to ensure that W-2 Forms arrive at the correct address.

Tip Credit

As allowed by the Fair Labor Standards Act, we utilize the tip credit provision outlined in the Act. Under this provision, your hourly rate may be less than the current Virginia minimum wage of \$12.41/hr as long as you are also receiving tips for that position, either directly from guests or through our tip sharing policy. In these situations, we will claim enough tip credit to bring your hourly rate up to \$12.41/hour.

Under the Act, we are required to notify you of our intention to utilize the tip credit. This section of the policy manual serves as that notification. If you feel like you did not make the full amount of tips claimed in tip credit on any paycheck, please let us know and we will increase your pay as necessary for that period.

In addition, all tips received by you must be retained by you. The only exception to this is tip pooling arrangements, which are reserved for employees who customarily and regularly receive tips. We do have a mandatory tip pool, currently as follows, but subject to change as needed.

At the end of each shift all servers are required to tip out 1.5% of their sales to the hosts and 5% of their alcohol sales to bartenders. On shifts when we have a food runner and salad & dessert person, we tip an additional 1.5% of non-alcohol sales to them. Bartenders will also tip out as a server when given a section. This is given to the manager with your cashout and the manager distributes it to the correct people.

Finally, you should be aware that the IRS requires employees to report all of their tips as taxable income on annual tax returns. If you make more in tips than we claim on your paychecks in tip credit, it is your responsibility to report this to the IRS separately and pay applicable taxes on the excess.

Personnel Records

It is important to each employee as well as the company that personnel records are kept in a current and accurate status. Be sure to immediately notify a manager in writing of any changes in the following information:

- Name
- Present Address
- Present Telephone Number
- Person to be notified in case of an accident or emergency
- Current W-4 Form
- Work Permit, Valid Identification, and/or Social Security Card

Request for Information

Personnel Records are considered by the management to be confidential and thus, no information will be released by the management without written or verbal permission from the employee or a legally binding demand from Federal, State, or Local agencies. References will only be given to those who leave the company under “good terms.” “Good Terms” refers to employees who have

performed their duties well during employment as well as providing adequate notice prior to quitting.

Training

The company will provide each employee with the training and materials necessary to do his/her job properly. Training will be provided through the use of online tools, seminars and on the job training. Employees will train on the job for at least three shifts during which time minimum wage will be paid and tips (if applicable) will be collected by the trainer.

- The first ninety (90) days of employment are considered to be probationary. If the company feels at any time during this period that an employee is not suited for the job for which they were hired, they will be dismissed without any prior notice.

Meetings

Meetings are held at the restaurant on a periodic basis. These meetings are beneficial in communicating new policies, training procedures, and preparing for upcoming events. The meetings are mandatory unless prior approval is given by one of the managers. *Failure to attend a meeting is cause for dismissal.* Each employee will be paid for attending these meetings.

Cell phones

Front of house employees, you may not use your phone at the server station, behind the bar, or at the host stand. Basically, cell phones should not be used in the view of guests. They create an unprofessional atmosphere and whether you realize it or not, when you're on your phone your personal choices are telling the guests that their needs or concerns do not matter to us as a business. If we see your phone in the dining room and you're not sitting at a table, on a manager approved break, you will get to do a super fun cleaning task. You will love it. You should also not carry your phone with you if it is visible in (or partially out of) your pocket.

We recognize that many of us feel the need to be on our phones almost constantly. However, there are many situations in the restaurant where ***using your phone is a health code violation*** and could make our guests or your coworkers sick.

Therefore, in order to retain phone privileges, we ask that you follow these 4 simple phone guidelines while in the kitchen:

1. **Phones may not be used:**
 - On the expo line
 - On the kitchen line
 - On the prep line
2. **After touching your phone for any reason, you must wash your hands.** Also, please remove your gloves before touching your phone.

3. **Phones may not be placed on any kitchen surface.** Please leave phones in your pocket, purse, bag, or in the office.
4. **Phones should only be used during breaks.** You should not have tickets hanging, be in the middle of a prep task, have food that needs to be run, tables that need to be greeted, etc.

We are not asking you to not use your phone at all during your shift. We are simply asking you to use it a reasonable number of times, responsibly, and safely. If you cannot do that, *then* we will ask you to not use it at all during your shift.

Breaks

During your shift, you are entitled to 2 or more 10 minute rest breaks. You do not need to clock out for these breaks but you must have manager approval.

- You may take up to two 10-minute breaks on a 6 hour shift.
- You may take up to three 10-minute breaks on an 8 hour shift.
- You may take up to four 10-minute breaks on a 10 hour shift.

Breaks may not be during the main lunch rush, from noon until 2pm, or during the main dinner rush, from 6pm until 9pm. Sometimes, if the rush starts before or extends past these times, you will not be allowed to take a break. Please use common sense and don't ask for a break when there is a full rack of tickets hanging.

You can use these breaks to head outside and smoke and use your cell phone or find a quiet place in the dining room to text/Candy Crush/Facebook/watch videos of dancing hamsters to your heart's content.

The smoking area is designated as the little hallway out back between the building and the dumpster wall.

After taking a break, or eating anything, or using your phone, or smoking, please wash your hands before returning to work.

Meals

Kitchen staff may have one meal, with manager approval, per shift at a 100% discount. This should cost less than \$15. This must be consumed on site. If you choose to take something home, you may purchase it at the standard 25% employee discount.

Servers may order food before 11:15, between the lunch and dinner rush, or after the dinner rush, with manager approval. This food will receive a 50% shift meal discount.

Servers may also order food ½ hour before their shift starts (if the kitchen is cooking, obviously) and use the 50% shift meal discount for that.

Meals may not be eaten in the kitchen. This is a health code violation while and where other food is being cooked or prepped. Please find a quiet place in the dining room to eat. If you are a server, this should generally be out of sight of your tables, if you have any.

- If your shift is under 8 hours, you may have a 15 minute meal break which does not need to be clocked out for. This counts as one of your above mentioned rest breaks.
- If your shift is over 8 hours, you may have a ½ hour meal break, but you would need to clock out for it. This also counts as one of your above mentioned rest breaks.

After 9, servers may eat while working, if they leave their food on an unused prep table in the kitchen, wash their hands before returning to work, and clean up after themselves.

Harassment

Timberwood Tap House is committed to providing an environment free of harassment of any kind.

Timberwood Tap House's policy prohibits harassment because of sex (which includes sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment because of race, religious creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other basis protected by federal, state, or local law, ordinance or regulation or any other protected basis. It also prohibits other forms of harassment not necessarily considered illegal, but that could lead to an employee feeling uncomfortable or unhappy at or outside of work, like bullying, insulting, unwanted non-job related communication, creating a hostile work environment, and more. Some examples of prohibited behavior include, but are not limited to, the following:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments, bullying, intimidation, hurtful language, or threats;
- Visual conduct such as derogatory and/or sexually-oriented posters, signs, letters, photography, cartoons, drawings, or gestures;
- Unwanted, non- job related contact through electronic formats such as email, text messaging, phone calls, social media, etc.;
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work for non- work related reasons;
- Playing lewd, offensive, obscene, or inappropriate music, podcasts, videos, or similar explicit material, either on company or personal equipment or devices, anywhere in the restaurant;
- Threats and demands to submit to sexual or other non- job related requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- Retaliation for having reported or threatened to report harassment.

If you are asked to stop any harassing behavior, STOP immediately. Seriously. The important thing to remember is that even if you do not believe your behavior is harassment, if the other person does, it probably is. It's just that simple.

Timberwood Tap House anti-harassment policy applies to all persons, including employees, independent contractors, and vendors working in the operation of Timberwood Tap House. It also applies to guests. While we cannot fire or immediately discipline a guest for their actions, we are on your side and will speak with guests about harassment concerns. If they continue harassing even after having been warned, we will ban them from the premises. Your safety and comfort at work are our primary concern.

Timberwood Tap House encourages you to communicate directly with the alleged harasser, and make it clear that the person's behavior is unacceptable, offensive or inappropriate, but it is not required that you do so. Sometimes simply telling the other party that you are feeling harassed is the best remedy, but if that does not stop the other person's actions, or if you feel uncomfortable or unable to do so, we want to help. If any employee believes that he or she is the victim of any type of harassment, and communicating with the offending employee either has not helped or is not an option, they should immediately report the incident to a manager or owner. If the manager is involved in the reported conduct, or if for some reason the employee feels uncomfortable about making a report to that level, the report should be made to an owner of Timberwood Tap House. Direct email contact can always be made to adam@timberwoodtaphouse.com, joe@timberwoodtaphouse.com, or steve@timberwoodtaphouse.com.

Timberwood Tap House will fully investigate any such report and will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated the prohibition against harassment. The complaining employee will be informed of the action taken. Timberwood Tap House will also take action to protect the complaining employee and to prevent further harassment or retaliation. Timberwood Tap House will make every effort to maintain the confidentiality of reported violations of this policy. Certain disclosures are necessary as part of the investigation process, but will be on a need to know basis only.

Any employee, including managers, involved in discriminatory/harassing practices will be subject to disciplinary actions. Depending on the severity of the situation, employees may be warned, written up, or even terminated immediately for violating the harassment policy.

Timberwood Tap House encourages all employees to report any incidents of harassment so that complaints can be quickly and fairly resolved. You should also be aware that the Federal Equal Employment Opportunity Commission investigates and prosecutes complaints of prohibited harassment in the workplace. If you think you have been harassed and we did not help, or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency.

Schedules

The work week runs from Monday to Sunday. Schedules will be posted on a weekly basis by Sunday evening. Employees are responsible for knowing their own schedule and being at work on time. *Any changes made to the schedule must be approved by one of the managers.*

Schedule requests must be in writing prior to the making of the schedule. Any request not approved by the manager in charge of scheduling may be denied. When asking for time off, please keep in mind the operational needs of the restaurant.

Leaves of Absence

1. Medical: People who are disabled due to medical causes will be granted leaves of absence for up to six (6) months in a calendar year. Absences of three (3) or more scheduled workdays must be supported by medical evidence.
2. Military: The company will grant leaves of absence to Reservists and National Guard members provided that the leave is requested in advance.

3. Jury Duty: Employees will be granted leaves of absence for jury service. Employees will be paid the difference between the pay they receive as a juror and the pay they would have received at work had they not been on jury duty. This pay will be determined according to the employee's "normal" working schedule as determined by the management staff.

Absence, Illness, or Tardiness

We require that an employee phone in and speak to a manager at least four (4) hours prior to their shift if they are going to be absent. Illness of more than one day in a calendar month requires a note from a physician or approval from one of the managers. Lack of notification of absence as noted above, is cause for immediate termination.

Tardiness is excused only if a phone call is made prior to that scheduled shift, and the reason for the tardiness is approved by the manager on duty. Habitual tardiness is cause for dismissal.

A "No Call, No Show" for a scheduled shift – where you do not show up and do not give us any notice – is cause for immediate termination.

If an employee is ill, he/she should not come to work. If you must be absent due to illness, please give the manager as much notice as possible. Please be aware of the following health issues:

Foodborne Illnesses

- You are required to immediately report to the manager on duty any of the following symptoms: diarrhea, fever, vomiting, jaundice, sore throat with fever or an open draining wound on the hand or arms. The manager will determine whether you should go home or be allowed to continue working with restrictions.
- If you are experiencing or have experienced jaundice within the last 7 days, you may not enter the restaurant for any reason. If you began experiencing jaundice more than 7 days ago, inform the manager on duty, who will determine whether you should go home or be allowed to continue working with restrictions.
- If you have been diagnosed with illness due to Salmonella Typhi, Shigella ssp., E. Coli 0157:H7, NoroVirus or Hepatitis A virus, you may not enter the restaurant for any reason, until you have written consent to return to work from an approved medical provider.
- Please inform the manager on duty if you: suspect exposure to an outbreak, live in a household with a person diagnosed with a foodborne illness of any type, or live in a household with a person who works in a setting with a confirmed outbreak.
- If management suspects that you have a foodborne illness, you may be required to provide written consent to work from an approved medical provider before entering the restaurant.

Covid-19

Covid-19, while not as deadly as it once was, is still very contagious, and can easily pass between staff members or to guests. Therefore, we ask that you be cautious if you have symptoms or have been diagnosed or tested positive with it.

- You should speak with a manager if you are experiencing (currently or recently) any of the following symptoms of COVID-19:
 - Cough, fever, shortness of breath, diarrhea or nausea, recent loss of taste or smell
 - If you have more than one of these symptoms, you should not work until you have been symptom free for 24 hours.
- You should NOT work if you have recently tested positive for COVID-19. **You should also let a manager know as soon as you get your test results.**
- You should wear a mask during any days that you return to work within 10 days of your positive test result.

Depending on your symptoms and testing results, we will work with you to determine an appropriate time to safely return to work.

Death in the Family

We recognize a death in the family as a time when absence from work is necessary. Please let a manager know if this situation occurs and he/she will help you make the arrangements to cover your schedule. Misuse or abuse of this policy will result in immediate termination.

Altering a Guest Check

Altering a guest's check (e.g. unauthorized adding of gratuity or failing to include on the bill all food and drinks that have been ordered) is grounds for immediate termination.

Behavior, Conduct, and Attitude

Personal behavior, conduct and attitude, both on and off duty, should be a credit to the company and its individual members. While on duty or on the restaurant premises, employees should demonstrate a positive, friendly attitude and display professional respect towards our customers, managers, and other employees. Disrespectful, rude, hostile, or unprofessional behavior towards any customer or other employee is grounds for immediate termination. Please be aware that harsh language and/or swearing in front of the customers or other employees is considered unprofessional. Any violation of policy stated in this section is grounds for immediate termination.

Drug-Free Workplace

Timberwood Tap House recognizes the destructive effects of drug and alcohol abuse on both the individual and society. While working, drug and alcohol abuse can threaten workplace safety, health code compliance, food and service quality, and more. Therefore, Timberwood Tap House is committed to providing a drug-free workplace. As such, the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on company property, while working or not, or off company property while working, will result in immediate termination. If you suspect a guest or employee of possessing or dealing illegal drugs on our

property, please notify a manager immediately. Use of prescription drugs in any manner other than prescribed, or if they may cause you to appear not sober, is also not permitted.

The term “controlled substance” means a controlled substance in schedules I through V of section 202 of the Comprehensive Drug Abuse Prevention and Control Act of 1970 (21 U.S.C. 812).

Timberwood Tap House is also committed to supporting its employees in the pursuit of a drug-free workplace. Therefore, a drug-free workplace awareness program is available on our staff website.

All employees, as a condition of their employment at Timberwood Tap House, must agree to the following:

1. employee must agree to abide by the terms of the drug-free workplace policy
2. employee must notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than 5 days after the conviction

Alcohol

Employees are not permitted to drink alcohol before or during their shifts. Suspicion of an employee being intoxicated, high, or otherwise not sober either when they arrive for or at any point during a shift is grounds for immediate termination.

Firearms

Firearms are not permitted on Timberwood Tap House property. This includes the building, the patio, and immediately surrounding parking areas.

Checking IDs

If you serve alcohol, you are responsible for checking IDs. If you serve a minor, you will be held accountable. Therefore, if a customer looks to be under the age of 30, check his/her ID. An acceptable form of ID is one of the following: driver's license, military ID, or passport. Any other form of ID must be approved by a manager. **Remember:** You reserve the right to deny anyone alcohol. If you have questions or concerns about checking IDs or serving alcohol, speak with a manager. We can provide additional training.

Complaints from Customers

On occasion, a guest may express dissatisfaction about his/her food, service or something else entirely. Always be receptive of the guest's needs. After all, if the guest did not think the complaint was valid, he/she would not have voiced it. Immediately notify a manager on duty of the nature of the complaint. It is the manager's responsibility to handle all guest complaints. A couple of things to remember:

- Smile!
- Never argue with a guest.
- Always ask what you can do to correct the situation.

- Always alert the manager.

We like to view complaints as an opportunity to make a correction on the spot and encourage return visits.

Accidents, Emergencies, or Guest Illnesses

The best time to prevent an accident is before it happens. Please follow these simple safety rules:

1. If you drop it, pick it up.
2. If you spill it, wipe it up.
3. Keep floors clean of debris and keep them dry.
4. Watch your step on tiled floor.
5. Walk - do not run!
6. Remove or report all aisle obstructions.
7. Report all malfunctioning equipment.
8. Report all accidents to your manager.

In the event of an emergency (e.g. a guest choking) a fellow employee or manager should be knowledgeable of the first aid procedure to use.

First Aid for Employees

Administer first aid to any employee who requests it. Alert the manager on duty of ALL situations that require first aid, no matter how minor. Some examples:

1. For cuts: Wash, stop the bleeding by applying pressure to the cut, and bandage. If bleeding profusely, send the employee to an emergency room or the nearest medical center.
2. For burns: hold under cold running water. Apply burn cream available in office. Depending on the severity of the burn, employee may need to go to an emergency room or medical center.
3. For foreign objects or chemicals in the eye: Read the label directions for all chemicals before treating. Never try to remove an object lodged in the eye. Send the employee to an emergency room. If no one is available to take the injured employee to the emergency room, call an ambulance.

Garnishments

The company complies with all court orders with regard to withholding money from employee paychecks. Employees will be informed if an attachment is so ordered.

Hours of Work

Employees should work as scheduled unless changes are authorized in our scheduling system. Clock in for work when your shift begins and begin to work immediately (i.e. do not clock in and

then change into your uniform, eat a meal, or take a smoke break). Do not clock out until you have finished all your duties. Be sure to check with a manager when all your duties are complete. Never clock in or out for another employee. Alert a manager if you forget to clock in or out, since you may not get paid for your shift if this happens.

Checking Out

Procedures for checking out include completing any sidework assigned, cleaning your work area and checking out with a manager. Do not clock out until all are completed. If you want to eat after your shift, you must complete your duties and clock out first.

Job Responsibilities and Duties

Everyone has a workstation and is responsible for keeping that station clean and clutter free. You will find that if you “clean as you go” there will be less to do at the end of your shift. You will also find that along with the normal opening and closing duties, there are also weekly duties posted in designated areas. Please take note of these designated areas and make certain to accomplish the requested duties.

Rehire Policy

If an employee must leave the company, Timberwood Tap House, Inc., requests that two (2) weeks notice be given in order to be considered eligible for rehire.

Lost and Found

The company accepts no responsibility for lost articles, but will seek to protect found articles. If you find something left by a guest or an employee, take it to a manager who will place the item in Lost and Found. Please do not leave found items behind the bar, at the host stand, or in any other locations.

Personal Property (Packages and Backpacks)

Bring personal property to work with you at your own risk. Timberwood Tap House cannot guarantee the protection of your property, however, the company will take strong legal action against those who are caught in the act of theft. Note: any employee who brings a package/backpack to work or leaves with a package/backpack is subject to management inspection of the contents of the package/backpack.

Parking

Employees may only park in the spots between the restaurant and the Alamo. All spots in front of and beside the building are reserved for customers. For special events or extremely busy days, you may be asked to park elsewhere, but where will be decided according to the situation.

Personal Business

Timberwood Tap House, Inc., requests that you conduct your personal business off the premises and on your own time. Employees are encouraged to make appointments and such during non-scheduled hours.

Sanitation

Unclean and/or unsanitary conditions will not be tolerated due to the nature of our business. All equipment and work areas must be maintained in clean and sanitary conditions at all times.

Solicitation

Timberwood Tap House, Inc., prohibits the distribution of literature or solicitation of employees or guests for any reason during restaurant hours on company property. If customers are caught engaging in these activities, it is the employee's responsibility to alert the manager on duty.

Visitors

Visitors are allowed during slow times, however the number of them and the length of their stay is to be kept to a bare minimum. While on duty Timberwood Tap House is a place of business, not a hang out for its employees and their friends. Visitors are not permitted in the kitchen or behind the bar unless prior approval is obtained from a manager.

Telephone Courtesy

Answering the phone is all front of house employees' responsibility, and it is to be done so within *two* rings. If any employee is seen intentionally ignoring a phone call that person will be verbally warned and written up at once. It is also required that the phone be answered in a manner resembling the following: "Thank you for calling Timberwood Tap House, 5th Street Station, _____ speaking, how may I help you?" Extreme deviations, such as "Hello", will result in a verbal warning.

When taking a call for a manager always be sure to get the name of the person calling and the reason for which he/she is calling. Please be accurate when taking messages and remember to deliver messages to the intended person.

Uniform Policy and Personal Appearance

Appearance plays a key factor in our business, for if the employees do not look clean and presentable, our customers will A) immediately have a negative impression of our service standards, and B) suspect the cleanliness of the restaurant, and may not return. Therefore, the following standards of dress have been set. Should anyone deviate from them, he/she will be sent home immediately and written up. Remember, appearance guidelines are dictated by the expectations of our customers, as well as our local health department. If your manager asks you to modify your appearance, please don't be offended; they are merely trying to maintain a clean, professional, and respectful atmosphere in the restaurant.

Front of House

1. A pair of black pants or a skirt is required. The bottom hem of the skirt may not be more than two inches above the knee and must be visible under the bottom of the apron. Pants should be an appropriate length, and should not touch the floor. Pants or skirts must be clean and pressed, without holes, rips, or other signs of fading, wear or distress. Jeans (black or otherwise) are not permitted. Athletic pants or skirts, leggings, yoga pants, or other similar styles are not permitted. Cargo pants are not permitted. Prints, designs, or other decorations are not permitted.
2. If the pants, shorts, or skirt have belt loops, a black belt must be worn. Belt should be in good repair and have a basic buckle. Prints, designs, or other decorations are not permitted.
3. A nice black shirt is required. The shirt should be appropriate for a professional environment and should fully cover the front and back torso as well as the shoulders and armpits. If the shirt is long enough to be tucked in, it should be tucked in. If it's not, it should overlap the waist enough to reveal no skin or underclothing when bending over or reaching overhead. If the neck of the shirt extends past or opens below the collarbone, it is only permissible if it shows no cleavage or chest hair. The shirt must be clean and pressed, without holes, rips, or other signs of fading, wear or distress. Prints, designs, or other decorations are not permitted.
4. A white or black undershirt may be worn. If the undershirt is white, it should not have longer sleeves than the uniform shirt and should not be longer in the torso than the uniform shirt unless it is tucked in. The only place the undershirt should be visible is at the neck, and not excessively there (e.g. no white turtlenecks).
5. Servers are required to wear a clean Timberwood Tap House server apron. An apron is only considered clean if it has been laundered and pressed. Spot-cleaned aprons are unacceptable. You must have a clean apron at the beginning of every shift; if you work a double please bring two aprons – one for the AM shift, and one for the PM shift. If you do not have a clean apron at the beginning of your shift, you will be required to buy a new one.
6. Black, closed toe, non-slip shoes are required. Shoes should be professional, clean, and in good repair at all times. Socks must always be worn; if they are not black they should not be visible when standing. Flip-flops, sandals, backless shoes, shoes with holes (either from wear and tear or the design of the shoe), and open-toe shoes are not permitted.

Some basic guidelines for front of house employees:

- If we can see any skin between your shirt and your pants, you're doing it wrong.
- If we can see your underwear, you're doing it wrong.
- If we can see cleavage, you're doing it wrong.
- If we can see your armpits, you're doing it wrong.

Management reserves the right to determine what is moderate and tasteful.

Back of House

1. Clean jeans or slacks. Holes are not allowed. Shorts may not be worn in the kitchen.

2. A Timberwood Tap House cook shirt must be worn. This shirt is to be clean at all times.
3. A hat or hairnet is required.
4. Closed toe, non-slip shoes are required.

ALL employees with shoulder length hair or longer must wear it neatly pulled away from the face and shoulders. Front of house employees may not wear hats. Jewelry should be kept to a minimum for front and back of house employees. Earrings may be worn, but nothing bigger than a quarter. One facial piercing is allowed, as long as it is in good taste and not on the lips. All employees must practice good personal hygiene (i.e. daily bathing & hair washing, shaving, teeth brushing, and an effective deodorant). Cologne or perfume is not permitted. Fake nails are not permitted. Cooks, please be aware that even though you are not in the public eye, you should always be dressed in clean clothing or you become a health hazard. For Front of House employees, visible tattoos must be approved by a manager.

On their first shift, Timberwood Tap House will supply cooks with two kitchen T-shirts and servers with 2 aprons. Additional shirts and aprons may be purchased at cost. If you work less than the 90 day probationary period, you must either return your shirts or aprons or pay for them before picking up your final paycheck.

NOTE: Violations of the above listed policies and procedures will be taken seriously. First time offenders will receive a verbal or written warning. Second time offenders, whether or not it be the same offense, will receive a written warning and will be made aware of such action taken against them. A third and final violation will result in dismissal. Note, however, that violations of certain specified policies and procedures may result in immediate dismissal without prior written or verbal warning.