

LOVE AT FIRST BITE



New employee handbook

Welcome to Love at First Bite Catering

where catering is a work of heart

We hope you find your role within the organization productive and rewarding. It is our intent to support you to assist you to achieve your best. Our success depends upon the dedication of our people. We are highly selective in choosing new members of our team and we look to you to contribute to the overall success of the company.

This handbook is intended to explain the general guidelines, situations and legal requirements unique and specific to Love at First Bite Catering. It is not feasible to include all possible scenario's, so use your personal judgment and refer to your supervisor if in doubt. If you have any questions regarding this handbook, or Love at First Bite Catering, please ask your supervisor also.

Who we are

At Love at First Bite Catering, it is our passion to transform farm fresh ingredients, using our creative recipes into delicious, handcrafted works of art that appeal to the eye, the appetite and the hip pocket. For 35 years, we have been committed to providing high quality, customized catering both to individuals and businesses who want a personal touch.

A feast for all the senses - that's who we are and what we do.

Company mission

Styles and visions may change, but delicious fresh cuisine is our culinary standard. Every dish is prepared and presented for each individual occasion, and each uniquely-styled event is a thrill to our creative talents. From classic traditional fare, to upscale culinary trends, our commitment to this standard is our top priority.

Your responsibility

As an employee, you are part of our team. We require that you treat your teammates with courtesy and communicate clearly and carefully with all Love at First Bite colleagues. In addition, we request that you provide as much advance notice as possible to your supervisor if calling in sick and that you work with your supervisor to assist the company to achieve our vision. Not surprisingly, we have a zero alcohol tolerance for all employees and prohibit use of cell phones when driving personal or company vehicles while you are clocked in & working.

Right to revise

The company reserves the right to revise, modify, delete or add to any and all policies, procedures, work rules or benefits stated in this handbook or in any other document. Any written changes to this handbook will be made available to you. No oral statements or representations can in any way alter the provisions of this handbook.

Human resource policies & procedures

Employment status

All personnel are employed on an at-will basis. Employment at-will may be terminated with or without cause and with or without notice at any time by the employee or the company. Nothing in this handbook shall limit the right to terminate at-will employment.

No manager, supervisor or employee of the company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Only the Owners of the company have the authority to make any such agreement, which is binding only if it is in writing.

Please note, soliciting clients for personal work is not tolerated.

What forms do you need to complete?

Firstly, please read this document in it's entirety and sign and return the acknowledgment of receipt of new employee handbook. In addition, please also complete:

- IRS forms W4
- CA withholding tax form
- Personal & emergency contact information form
- Employee orientation form

Job duties

You will receive a job description detailing the requirements of your role. Please note, on occasion, we may require staff to work special assignments in addition to normal job duties and we reserve the right to change job responsibilities, transfer job positions, or assign additional job duties at an time.

Our staff intranet , YODA for team LAFB, centralizes policies, processes & important company information. Simply go to our website, scroll to the bottom of the home page and click on the red staff login button. Create your logon & learn more about how we do things at Love at First Bite Catering.

How will you get paid?

Upon receipt of your completed forms listed above, we will get you loaded into our payroll system at which point we can offer you hours. Please note, seasonal employees will not have a set schedule, we will offer you hours as they are available and all staff are guaranteed a minimum shift of 4 hours when you choose to stay and work the 4 hours.

You will be paid an hourly rate for the hours you work, the work week being Monday through Sunday. If you work over 8 hours in one day and/or over 40 hours per week, you will receive overtime rates. You will be paid every other Thursday for the hours completed in the previous two weeks.

For your convenience, we offer direct deposit for your paychecks - simply complete and sign the direct deposit authorization form, submit it and wait for your first bank account direct deposit. Too easy.

Please note, Love at First Bite Catering does not solicit tips or put out tip jars. Tips are at the client's discretion and are split equally between servers, bartenders and/or delivery staff based on the hours worked on the day of the event.

What should you wear?

You will be required to provide your own attire and it must be clean, tidy, pressed and professional. Please review the appearance and grooming policy specific to your team/role for details to ensure compliance.

Corporate server

Your required attire is black slacks, black collared dress shirt (tucked in), black belt and polished black shoes with black socks. You will be provided with a bib apron with a Love at First Bite logo, that you will be required to wear during client events. On occasion, you will be required to wear Cafe Attire - khaki pants and a white shirt.

Server and Bartender

Typically, you will be required to wear black slacks, black collared dress shirt (tucked in), black tie, black belt, black polished shoes and black socks. You will be provided with a bistro apron or chef coat apron with a Love at First Bite logo, that you will be required to wear during client events. Please note, your attire may require a white dress shirt upon client request. Please get clarity from your supervisor regarding attire requirements prior to each event. You must have complete, correct pressed attire to accept a shift. Hair must be neat and long hair must be pulled up. If you are over 18, please carry a wine opener.

Delivery driver

You are required to wear black or khaki pants, black Love at First Bite Catering shirt or black polo shirt and black shoes. You will be provided with a bib apron with a Love at First Bite Catering logo, that you will wear during deliveries. Please ensure that your clothing is always clean and tidy.

Food preparation / Dishwasher staff

Once again, your attire must be clean, tidy & professional. In addition, we require that you wear closed toe shoes.

Human Resource Policies

Equal employment opportunity

The company is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available people in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, registered domestic partner, status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics. All such discrimination is unlawful.

The company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in company operations and prohibits unlawful discrimination by any employee of the company including coworkers & contractors. To comply with applicable laws giving equal employment opportunities to qualified individuals with a disability, the company will make reasonable accommodations for the known physical or mental limitations or an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact a company representative with day-to-day personnel responsibilities and request the accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. The company then will conduct an investigation to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform his or her job. The company will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, the company will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, submit a written complaint to your supervisor or the individual with day-to-day personnel responsibilities. Your complaint should be specific and include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact your supervisor. The company will immediately undertake an effective, thorough and objective investigation and attempt to resolve the situation. If the company determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management, employees or coworkers.

Unlawful harassment

The company is committed to providing a work environment free of unlawful harassment. Company policy prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state or local law or ordinance or regulation. All such harassment is unlawful.

The company's anti-harassment policy applies to all persons involved in the operation of the company and prohibits unlawful harassment by any employee or contractor of the company, including management as well as vendors, customers and any other persons. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual 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 reporting or threatening to report harassment.

To assist the company to minimize unlawful harassment and improve safety for all employees, we have installed workplace camera's and audio surveillance in public areas at our head office premises. If you believe you have been unlawfully harassed, submit a written complaint to your supervisor as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. All harassment complaints will be referred to the Owners of the company. The company will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

If the company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee or contractor determined by the company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to, and including termination. The company will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or coworkers.

The company encourages all employees to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved. You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think that you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.