



**CHURRASCARIA  
SAUDADES**

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**BRAZILIAN STEAKHOUSE**

# **EMPLOYEE HANDBOOK**

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## WELCOME PARAGRAPH

This handbook is for you, our employee. It should be used to familiarize yourself with Churrascaria Saudades and to help you get the most out of our mutual relationship. If you have any questions on any portion of this handbook, please discuss them with the Management.

This handbook cannot anticipate every situation or answer every question about policy or employment. It is designed to be a guide to aid employees understanding their role at Churrascaria Saudades. It is not an employment contract and is not intended to create contractual obligations of any kind. As Churrascaria Saudades continues to grow, the need may arise to change policies described in the handbook. Churrascaria Saudades therefore reserves the right to revise, supplement or rescind any policies or portion of the handbook from time to time as it deems appropriate, at its sole and absolute discretion.

In addition, all policies will be interpreted and applied consistently with federal, state, and local laws. In the event that any policies stated in this handbook are determined to contradict any law, ruling or regulation of any governmental authority or agency, such laws will take precedence but all other policies will remain in full force. To reduce the possibility of confusion or error concerning anything in this handbook or any Company policy, if you have questions or concerns please contact your manager.

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## **OPEN DOOR POLICY**

The Company seeks to promote an open environment with clear and open channels of communication. If you have an idea or a problem, you should discuss it with your manager. Experience has shown that most ideas or problems can be addressed at this level by a review and frank discussion of the facts. However, if you have a problem that involves your manager or the problem is not resolved at this step, you may go to any level of management in the Company. While this Open Door policy does not guarantee that your opinion will prevail, it does guarantee you will be heard.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Churrascaria Saudades assures Equal Employment Opportunity in all its policies regarding recruiting, transfers, compensation, training, hiring, promotions, layoff and recall practices, the use of employee facilities and other benefits. Churrascaria Saudades will not discriminate against any employee or applicant for employment because of race, color, sex, religion, national origin, age, disability, veteran or military status, genetic information, or any other reason protected by federal, state, or local laws.

## **AT WILL EMPLOYMENT**

Employment with the Company is "at will," which means that it is for no definite or specific period and may be terminated at any time by either the employer or the employee, with or without cause or notice. Status as an "at will" employee may not be changed. Neither this Handbook nor any other Company policy, procedure or communication shall create or grant any right or guarantee employment for any specific period of time. No representative of the Company, may enter into any agreements, or make any representations, written or oral, to alter the "at will" status of any employee or otherwise create a contractual obligation to any employee.

## **ANTI-HARASSMENT AND ANTI-DISCRIMINATION POLICY**

Churrascaria Saudades is committed to maintaining a working environment free from harassment or discrimination of any employee or applicant for employment and maintains a strict policy of "zero-tolerance" with regard to unlawful harassment or discrimination based on race, color, sex, religion, national origin, age, disability, veteran or military status, genetic information, or any other classification that is protected under applicable federal, state, or local laws. All reported or suspected occurrences of harassment or discrimination will be promptly and thoroughly investigated. If it is determined that harassment or discrimination has occurred, Churrascaria Saudades will immediately take appropriate disciplinary action, up to and including possible termination of employment. Our policy also prohibits retaliation against

employees who bring good faith harassment or discrimination charges or who assist in the Company's investigation of the charges. Any employee bringing a harassment or discrimination complaint or assisting in the Company's investigation of such a complaint will not be retaliated against nor discriminated against because of the complaint or assistance in the investigation.

**Definition of Sexual Harassment** - Sexual harassment has been defined by the Equal Employment Opportunity Commission and the courts to be any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is an explicit or implicit condition of employment; (2) submission to or rejection of such conduct is used as the basis for employment decisions; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile or offensive work environment.

**Other Harassment Defined** - Harassment on the basis of race, color, religion, national origin, age, disability, veteran or military status, genetic information, or other status protected by federal, state, or local law is defined as unwelcome verbal or physical conduct relating to race, color, religion, national origin, age, disability, veteran or military status, genetic information, or other protected status when: (1) submission to such conduct is an explicit or implicit condition of employment; (2) submission to or rejection of such conduct is used as the basis for employment decisions; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile or offensive work environment.

**Responsibilities** - Churrascaria Saudades will take immediate and appropriate corrective actions in instances where Churrascaria Saudades has knowledge of harassment or discrimination.

All Managers and Supervisors are responsible for: (1) affirmatively assuring employees that all forms of harassment and discrimination are expressly prohibited by this policy, management will conduct a prompt and thorough investigation in strict confidence of reported and suspected occurrences of harassment and discrimination, and management will take immediate and appropriate corrective action; (2) informing Churrascaria Saudades either through the Manager in charge of Personnel, or the General Manager, or the Human Resources Department of all reported and suspected occurrences of harassment and/or discrimination. (3) rejecting any offer or promise of sexual favors made by any employee or applicant for employment in anticipation of or in exchange for some employment decision and concurrently advising such employee or applicant for

employment that such an exchange violates this policy and will not be condoned.

Any employee or applicant who feels harassed or discriminated against or who knows of, or suspects the occurrence of harassment or discrimination, is responsible for informing either their immediate Manager, the General Manager or the Human Resources Department regarding such harassment or discrimination so that management may promptly and thoroughly conduct an investigation. If the complaint involves someone in your direct line of supervision, then the employee or applicant may go to another Manager or the Human Resources Department with the complaint. An employee or applicant for employment who reports an occurrence of harassment or discrimination will be informed that an investigation will be conducted and management will take appropriate corrective action. To the extent permitted by the facts of each case, the Company will strive to maintain confidentiality, and information about a complaint of harassment or discrimination will be shared solely on a need to know basis.

**Response to Findings** - If Churrascaria Saudades determines that discrimination or harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by Churrascaria Saudades to be responsible for unlawful harassment or conduct otherwise contrary to Company policy and practice will be subject to appropriate disciplinary action, up to and including termination of employment.

## **AMERICANS WITH DISABILITIES ACT POLICY**

The Company is committed to complying with all applicable provisions of the Americans with Disabilities Act ("ADA"). It is Churrascaria Saudades policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job with or without reasonable accommodation. Consistent with this policy of nondiscrimination, the Company will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made the Company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Company.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department. Churrascaria Saudades encourages individuals with disabilities to come forward and request reasonable accommodation

**DISCIPLINARY PROCEDURES** - Proper conduct of employees is dictated by custom, experience, and common sense. Proper conduct is necessary for the efficient and effective performance of work and the safety, security and morale of all employees. If your conduct is not to the satisfaction of the Company, you may be disciplined. Progressive Discipline will be used which may include employee counseling, written reprimands, suspension, or termination of employment, depending on the circumstances involved in the particular incident. Nothing in the foregoing shall be construed to alter the at-will nature of your employment.

**ACCEPTABLE CONDUCT** - You are part of a team of professionals with an important goal: to provide the most efficient and highest quality service available to our customers in a professional work environment. To fulfill this goal, all of us must work together in reasonable harmony performing our assigned duties with a high degree of skill, effort and responsibility. As an employee, you are expected to adhere to these principles and contribute to a cooperative and effective professional team. Each of the policies in this handbook includes specific guidelines to ensure that all employees adhere to appropriate conduct. In addition, you are expected to comply with rules and regulations established in your work area, etc., and to conduct yourself in a manner which reflects common sense, integrity, responsibility, efficiency and good judgment. The Company expects you to do a good job, be a dependable employee, have a good attitude toward customers and coworkers, and be honest.

Churrascaria Saudades is a service-oriented organization and serving our customers comes first. Each of our employees should genuinely like to work for and with people. Nothing in the foregoing shall be construed to alter the at-will nature of employment.

## **CONDUCT AND RESPONSIBILITIES**

Below is a non-exhaustive list of standards, which the Company feels is necessary to maintain an efficient and safe operation. Violation of any one of these standards may result in disciplinary action, up to and including termination of employment:

- The use of Company material, property, or facilities for purposes not directly related to Company business or the removal or borrowing of Company property without permission.
- Performance of non-work related activities during work time.
- All personal phone calls, including telephone calls made on personal cell phones, should be made before or after your shift, or on your break. Employees may not carry or wear cell phones, or other electronic devices while at work.



- Incoming calls or communications need to be extremely brief. Avoid having people call or attempt to communicate with you at work regarding non-work related matters unless absolutely necessary.
- Engaging in acts of carelessness or negligence, which endanger life or property.
- Making false, degrading or slanderous statements or disclosing confidential information about the Company, its employees, visitors or customers.
- Accepting unauthorized gifts or other items of value from customers or vendors.
- Excessive absenteeism or unexcused absenteeism.
- Disruptive behavior.
- Engaging in or soliciting gambling activities.
- Failure to observe security and smoking regulations in all areas in which you work or visit.
- Failure to report any damaged or defective work or material immediately.
- Loafing or intentional restriction of service.
- Dishonesty or unethical behavior of any kind in relation to Company business.
- Abuse to Company uniform including inappropriate behavior while wearing a uniform or displaying our logo while on/off duty and/or on/off premises.
- Any other conduct which, at the sole and absolute discretion of the Company, warrants discipline.

**Violation of the following will result in immediate termination of employment:**

- Using, distributing, possessing, or being under the influence of illegal drugs, alcohol, inhalants or any other intoxicants while on Company time or premises.
- Insubordination, refusing to follow the instructions of your manager when the instructions are in keeping with Company policy.
- Sleeping on duty.
- Destruction, defacement or abuse of Company property or the property of others.
- Fighting, threatening, intimidating or engaging in any act of violence, verbal or physical, on Company premises.
- Conviction of a felony.
- Misrepresentation of facts, material omissions or falsifications of Company documents, including but not limited to, employment applications, time records, expense reports, and accounting reports.

- Unauthorized possession, use, fraud, or theft of property or funds of the Company, our customers, or employees.
- Personal use of Company's computer resources for personal profit.
- Unauthorized decryption of passwords.
- Unauthorized disclosure of Company information or transfer of material or property.
- Unlawful discrimination for or against customers or employees, or sexual or other forms of harassment.
- Possession of a weapon on Company premises.
- Serious misconduct.
- Any other conduct which, at the sole and absolute discretion of the Company, warrants termination.

**Employee Counseling (Record of Counsel)** - When an employee displays unacceptable behavior or his or her performance is not meeting the job requirements, the employee shall be informed. A record of the infraction and required corrective action shall be signed by both parties and maintained. The employee may be given an opportunity to correct the issue in a reasonable period of time.

**Written Warning** - This is a serious action taken by the manager in response to inappropriate behavior or when previous discipline has not been effective. A written warning is documented on the disciplinary action form signed by the manager and the employee as a record the Company is notifying you of a violation. Refusal to sign a disciplinary action notification does not make it invalid.

Three written warnings during a 12-month period shall result in termination of employment. The 12-month period will begin upon the issuance of the first disciplinary action. Written warnings expire one year from the date they were issued and generally will not be considered in further disciplinary action.

**The General Manger is authorized to terminate an employee.**

## **ORIENTATION PERIOD**

The first 90 days of employment are considered an orientation period. During this time an employee may be terminated after one prior disciplinary notice, unless the violation would otherwise result in an immediate termination. Upon completion of your 90-day orientation period, progressive discipline may be used to address issues such as:

- poor work performance, poor hygiene, or poor grooming
- failure to follow policies or procedures
- misconduct or general conflict

## **OUTSIDE EMPLOYMENT**

Employees of Churrascaria Saudades may engage in outside employment or occupations only if their outside job does not interfere with their job performance at Churrascaria Saudades. In addition, employees may not engage in any form of employment, which may be considered detrimental to the interest of Churrascaria Saudades. This means employees are prohibited from outside employment with any "Churrascaria Style Restaurants," similar concept restaurants, or, restaurants in competition with Churrascaria Saudades. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

## **DRUG FREE WORKPLACE**

Churrascaria Saudades is committed to providing a safe and healthy work environment for its employees and to taking effective measures to maintain a high degree of safety and efficiency among all employees. Employees who are under the influence of alcohol or drugs while on the job may pose serious safety and health risks to themselves and to those who work or come into contact with them. The distribution, possession, sale, or use of drugs or alcohol in the work place may also create unacceptable risks to the safety and efficiency of operations.

Consistent with our obligations and our commitment to your welfare and the welfare of our guests, the Company has established the following policy with regard to the distribution, possession, sale, or use of alcohol and drugs by employees. This Policy applies to all employees while on company time or on company property. Noncompliance with the policy set forth below will result in disciplinary action, up to and including termination of employment.

No employees shall report for work or remain on duty while "under the influence" of any drugs or alcohol.

"Under the influence" means a condition where any of the body's sensory, cognitive or motor functions or capabilities are altered, impaired, diminished or affected due to alcohol or drugs. "Under the Influence" also means the measurable presence of alcohol or drugs within the body.

"Drug" refers to any substance that has mind or function altering effects on the human body, or that impairs one's ability to safely perform his/her work, specifically including, but not limited to, all prescription and over-the-counter medications, all inhalants, all psychoactive substances, all controlled substances, all substances illegal under state, federal or local law, all "synthetic or designer" drugs, all "look-alike" drugs, and all drug paraphernalia.

The use, sale, possession, distribution, transfer or manufacture of drugs, including inhalants, during working hours, on Churrascaria Saudades

property or other work site where employees may be assigned, during working hours, or while on Company business is strictly prohibited. Provided however, it shall not be a violation of this Policy for an employee with a current and valid prescription for a drug to use, possess, or be under the influence of such drug in the manner and for the purpose(s) prescribed, if such use does not affect the employee's performance nor create a risk to the safety of the employee or to others. Employees are responsible for learning the possible effects of prescription and non-prescription drugs they intend to use.

Churrascaria Saudades reserves the right to conduct or require drug or alcohol testing, including but not limited to urinalysis, on employees where: (1) reasonable suspicion exists that the employee is using or is under the influence of a drug or alcohol; (2) after any incident which results in injury to any person or damage to any property; or (3) in the Company's opinion and sole discretion employees are in positions of security, trust, confidence, or that may endanger the health or safety of themselves or others. If an employee is asked to submit to a test for drugs and/or alcohol, and the employee tests "positive" for alcohol and/or illegal drugs, or if the employee refuses to submit to such a test, the Employee shall be subject to immediate termination of employment.

Employees who are convicted, plead guilty, or plead *nolo contendere* to drug-related violations must inform Churrascaria Saudades within five days of such conviction or plea. Failure to do so shall result in disciplinary action, which may include termination from employment for a first offense.

Churrascaria Saudades reserves the right to conduct or require drug or alcohol testing for employees requiring treatment for their injuries at a medical facility, who were injured in the workplace, on the Company's premises, or performing work for the Company, once they have been admitted to that facility.

## **NO SITTING AT THE BAR**

Employees, regardless of age, are prohibited from drinking on the Restaurant premises during a shift. An employee who wishes to dine in the Restaurant or to drink alcoholic beverages in the Restaurant must do so outside of the employee's shift and at a time when the employee is not wearing a Restaurant uniform. Employees may not sit at the bar at any time.

## **EMPLOYEES HANDLING ALCOHOLIC BEVERAGES**

All employees who will be handling alcoholic beverages as part of their job duties must attend and complete the certification process for obtaining an Alcoholic Beverage Server Training Certificate and must keep this certification current at all times.

## **NO EXPECTATION OF PRIVACY**

While Churrascaria Saudades believes in the dignity of our employees, in order to insure a drug free workplace, and for other reasons of security, Churrascaria Saudades reserves the right to inspect the purses, briefcases and other personal belongings of employees. Such an inspection can occur at any time, with or without advance notice or consent. An inspection may be conducted before, during, or after working hours by any manager or security personnel designated by Churrascaria Saudades. Accordingly, you should recognize that you should have no reasonable expectation of privacy in the workplace.

## **SEARCHES**

To safeguard the property of our employees, customers, and the Company, maintain the safety of employees and customers, and to help prevent the possession, sale, and use of drugs on the Company's premises in accordance with the "Drug Free Workplace" policy, Churrascaria Saudades reserves the right to question employees and conduct searches or inspections, based on reasonable suspicion or reasonable cause, of an employee's person or personal effects including (without limitation) purses, briefcases, and motor vehicles located on the Company's property, as well as Churrascaria Saudades property used by an employee, including (without limitation) lockers and desks. Searches of the person may include the emptying of pockets and the production of other items concealed in clothing. They shall not include pat-down searches. In the administration of these search provisions, personal privacy will be considered to the maximum extent practicable.

Employees who, if requested, fail to cooperate in any search or inspection will be subject to disciplinary action, up to and including immediate termination of employment.

## **COMPANY & PERSONAL PROPERTY AND ASSETS**

**Personal Property** - Churrascaria Saudades cannot assume any responsibility for loss or damage to personal property of any employee.

**Personal Use of Company Property** - Company equipment such as copy machines, faxes, computers, vehicles, etc. are to be used for business purposes only and are not available for personal use, except where authorized in advance by the employee's Manager, provided that, incidental and occasional personal use of voicemail, email, and Churrascaria Saudades computer systems may be permitted in accordance with the "Electronic Information Systems" policy and the "Professional Standards" policy set forth in this Handbook.

Churrascaria Saudades is not liable for personal injury incurred during the use of Company property for personal reasons. The employee accepts full

responsibility for all liabilities for injuries or losses, which occur, or for the malfunction of equipment. The employee is responsible for returning the equipment in good condition, and is required to pay for any damages that occur while using the equipment or tools for personal projects.

**Property and Equipment Care** - It is each employee's responsibility to understand the equipment needed to perform his/her duties. Good care of any equipment that you use during the course of your employment, as well as the conservative use of supplies, will benefit you and Churrascaria Saudades. If you find that equipment is not working properly or in any way appears unsafe, please notify your Manager immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate equipment you deem unsafe, nor should you remove or modify safeguards provided.

**Return of Company Property** - Any Churrascaria Saudades property issued to you, such as personal computers, credit cards, keys, building security cards, pagers, etc. must be returned to Churrascaria Saudades at the time of your dismissal or resignation, or whenever requested by any member of senior management. You may be responsible for replacement costs on lost or damaged items.

## **ELECTRONIC INFORMATION SYSTEMS**

**Acceptable Use Policy** - Churrascaria Saudades makes every effort to provide the best available technology to those performing services for the Company. In this regard, Churrascaria Saudades has installed software and equipment such as computers, electronic mail ("email"), and voicemail and arranged for Internet access. To ensure Churrascaria Saudades and its employees benefit from its computer systems and to ensure the safety and unintended disclosure of Churrascaria Saudades confidential information, the following guidelines have been established.

The terms "systems" and "computer systems" as used in this policy include but are not limited to network servers, desktops, laptops, notebook computers, mainframes and personal electronic devices provided by Churrascaria Saudades.

The term "electronic information" as used in this policy includes all software, computers, electronic devices, voicemail, and email provided by Churrascaria Saudades and Internet access provided or reimbursed by the Churrascaria Saudades. It also includes, but is not limited to World Wide Web, File Transfer Protocol, Internet email, and Electronic Commerce Connections.

Churrascaria Saudades property, including computers, electronic devices, software, email and voicemail, is provided for the purpose of conducting Company business. Incidental and occasional personal use of voicemail, email, Churrascaria Saudades computer systems, and services provided through Internet access providers arranged or reimbursed by Churrascaria Saudades is permitted in compliance with the directions and restrictions set forth in the this Electronic Information System section of this Handbook, but information and messages stored in Churrascaria Saudades systems will be treated no differently from other business-related information and messages, as described below.

**Monitoring of Electronic Communications** - Churrascaria Saudades can and may monitor and record Internet and other usage of its systems, as allowable by federal, state, and local laws. Be aware that Churrascaria Saudades security systems are capable of recording (for each and every user) each Internet website visit, each chat, newsgroup, or email message, each file transfer into and out of the Churrascaria Saudades internal networks, and other usages of its systems.

Churrascaria Saudades maintains the right to enter its systems and to inspect, review, and retain all information found on its systems. Churrascaria Saudades further reserves the right to obtain access to all voicemail and email messages left on or transmitted over its systems. Employees should not assume that such messages are private or confidential or that Churrascaria Saudades or its designated representatives will not; access and review this information. Individuals using Churrascaria Saudades business equipment should have no expectation of privacy, and no expectation that any information stored on its systems—whether the information is contained on a computer hard drive, computer disks or in any other manner—will be private.

**Sending Confidential Company Information via Email** - Because of the minimal effort required to forward electronic information to unintended recipients via email, employees must properly protect electronic information containing confidential information, including by labeling such information "Confidential." Further, Churrascaria Saudades confidential information should not be sent or forwarded to other employees inside Churrascaria Saudades who have no legitimate business reason to have access to the information.

When addressing email messages or using email distribution lists, employees should ensure that all addressees are appropriate recipients of the information. Individuals using lists should take measures to ensure that their lists are current. Employees should refrain from routinely forwarding electronic information containing Churrascaria Saudades confidential

information to multiple parties unless there is a legitimate business need to do so.

**Email and Voicemail Etiquette** - In accordance with applicable law, electronic information, particularly email and voicemail, may be read, heard, or recorded by persons other than the person(s) to whom the information is sent. When composing email messages, employees should keep in mind that the message might be read by, forwarded to, or given to outsiders or opponents. Similarly, voicemail messages are easily forwarded to unintended recipients and may be re-recorded for replay or transcribed to written form without the sender's knowledge. Further, employees should keep in mind the near-permanent nature of electronic information stored on computer systems. Simply "deleting" an email or other electronic information does not necessarily remove it from the systems, and therefore may not protect the electronic information from later discovery and disclosure.

In light of the foregoing, employees must ensure that all electronic information, whether sent internally or to third parties, is written or spoken courteously and in a professional manner. Employees should not include anything in an email or voicemail message that would not be included in a formal business letter.

**Passwords** - All employees must secure their username or account, password, and system access from unauthorized use. Employees must not share usernames or passwords, nor should they write them down or record them in unencrypted electronic files or documents.

At times, employees may be asked to provide their password(s) to authorized IT personnel or senior management for business reasons. We expect employees to cooperate when they ask for this information. The use of passwords is to protect Churrascaria Saudades business and is not intended to protect the privacy of what an employee records, transmits or stores electronically on the its systems.

**Appropriate Usage and User Responsibilities** - All electronic or digital hardware, software, data files and applications residing on the systems are either owned by or licensed solely for Churrascaria Saudades business use. Unauthorized reproduction of such software, data files or an application is prohibited.

Software that is not owned or licensed by Churrascaria Saudades may contain computer "viruses" which may inflict enormous damage on the systems. The willful introduction of computer viruses or disruptive/destructive programs into Churrascaria Saudades systems is prohibited, and violators may be subject to discipline, up to and including termination of employment and prosecution to the extent allowed by law.



In addition, Churrascaria Saudades may face liability under copyright laws if employees make, install, or use unauthorized copies of copyright-protected programs. As a result, employees should not make, install, or use software on the systems that is not owned by or licensed to Churrascaria Saudades, except as expressly authorized by the General Manager on a case-by-case basis. In the event an employee currently needs or is using software on the systems that is not owned by or licensed to Churrascaria Saudades, the employee must contact the system administrator or General Manager to obtain appropriate licensing.

Electronic information that might constitute intimidating, hostile or offensive material on the basis of race, color, sex, religion, national origin, age, disability, veteran or military status, genetic information, or any other basis protected under federal, state, or local law must not be created or stored on, accessed or received by or sent from the systems. Churrascaria Saudades strictly prohibits employees from using the systems to transmit obscenities, derogatory language or comments, or sexually suggestive or violent language or images. The various policies set forth in this Handbook, including the Anti-Harassment and Anti-Discrimination Policy, apply to employees' use of Churrascaria Saudades systems.

**General Internet Use Guidelines and Responsibilities** - To protect Churrascaria Saudades networks and computers, employees must access all Internet services through the corporate firewall system unless otherwise expressly approved in advance by management.

Employees should keep the following points in mind when browsing the Internet, sending electronic information over the Internet, or otherwise providing information over the Internet:

- Users are individually responsible for understanding and respecting the security policies of Churrascaria Saudades systems. Users are individually accountable for their own behavior. This applies not only to the corporate system, but also to any other systems accessed from the corporate system.
- Users have a responsibility to employ available security mechanisms and procedures for protecting Churrascaria Saudades data. They also have a responsibility for assisting in the protection of Churrascaria Saudades systems.
- Users are specifically advised that they should have no expectation of privacy for any Internet-based communications, whether business or personal. Furthermore, users must understand that information passing through the corporate link to the public Internet and beyond may be intercepted and/or monitored. Churrascaria Saudades reserves the right to inspect communications transmitted through its Systems.

- Whenever a Churrascaria Saudades employee visits an Internet site using Company systems, that employee is visiting in the name of Churrascaria Saudades. This is because the Company system identifies itself to the Internet site through Churrascaria Saudades Internet address. Internet sites may keep a record of the addresses of all visitors to the site, with or without the visitor's knowledge or consent. Churrascaria Saudades systems may automatically record all Internet sites visited by users. Churrascaria Saudades has the right to and may periodically review the sites that employees visit to ensure that employees are not using the system to visit prohibited sites or to otherwise violate this policy.

Assume that the Internet is a public forum. Electronic information may pass through a number of intermediaries before arriving at its intended destination. Moreover, once electronic information arrives at its intended destination, it is easily forwarded to other unintended destinations. For this reason, employees must be extremely cautious when sending confidential electronic information over the Internet.

**While it is impossible to enumerate all the situations of unacceptable usage of Churrascaria Saudades equipment, examples of such situations include:**

- Distribute, send or forward electronic information or access the electronic information of others without a legitimate business purpose;
- Transmit Churrascaria Saudades confidential information unless properly protected from access by unintended recipients;
- Create, distribute, send or forward mass mailing material in any form;
- Visit Internet sites that contain obscene, pornographic, offensive or other objectionable material;
- Visit Internet sites which allow the user to engage in gambling;
- Violate any mandated federal, state, or local law or Churrascaria Saudades policy or conduct any activity, which in any way would bring discredit to Churrascaria Saudades;
- Participate in solicitation for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations; or
- Engage in personal buying or selling transactions on the Internet.

**Electronic Information Security for Laptop Users** - Churrascaria Saudades employees who use mobile electronic devices (laptops, USB storage drives, cell phones, smartphones) for Churrascaria Saudades business or that otherwise contain Churrascaria Saudades information should follow these guidelines to avoid information security threats and the disclosure of confidential information:

- Immediately report any theft of electronic information to Churrascaria Saudades IT personnel or senior management.
- Do not place mobile electronic devices in checked luggage.
- Always check to ensure you have your mobile phone, laptop, or portable media storage device before leaving any form of public transportation.
- When walking in crowded areas, secure mobile electronic devices in a pocket, when feasible.
- Do not leave mobile electronic devices unattended in hotel meeting rooms or any public places.
- Turn off wireless connections when not in use, and do not connect to a "Free Wi-Fi" or unencrypted wireless access service.
- Turn on laptop firewalls.
- Avoid using computers at airport- or hotel-based business centers to access e-mail or open documents.
- Do not write down your password or leave it on a post-it note near or inside your laptop bag or anything used to store mobile electronic device.

## **ATTENDANCE AND PUNCTUALITY**

Regular and prompt attendance by every employee is essential to the operations of Churrascaria Saudades. Churrascaria Saudades will not tolerate excessive absenteeism or tardiness. Absence or tardiness can put a strain on the efficiency of our operations and can compromise the high level of food quality and customer service, which Churrascaria Saudades strives to provide. As a result, you should understand that excessive absenteeism or tardiness would result in disciplinary action, up to and including discharge. You are considered tardy when you arrive for work after the starting time for your shift, when you return late from lunches or breaks or when you leave early from your scheduled shift.

If you are going to be late or absent, you must notify your manager at least **two hours** before your scheduled reporting time. You must contact your manager directly, except, of course, in a true emergency situation in which you are unable to do so. You may **not** call in and leave a message. Unexcused absences of one or more days may result in disciplinary action, up to and including termination of employment. If you fail to call in and report for two consecutive work days, you shall be considered to have voluntarily resigned and abandoned your job.

Emergency hospitalization which may occur before a leave of absence has been approved will not count as an unscheduled absence, provided verification from a doctor is received, and you notify Churrascaria Saudades as soon as practicable. If you are absent due to illness for three or more

consecutive days, you are required to provide a doctor's excuse for the length of the illness.

## **PERSONAL APPEARANCE AND HYGIENE STANDARDS**

A professional appearance is a matter of personal pride. When you are working at Churrascaria Saudades, this becomes a matter of Churrascaria Saudades pride. Churrascaria Saudades success depends on the professional image and quality of service provided by its employees. Every customer and visitor forms an impression of Churrascaria Saudades through its employees. Therefore, you are expected to dress for work according to generally accepted business standards. Where safety is a factor, common sense should be used when choosing your clothing, shoes, etc., for work. However, all employees must wear non-slip black shoes.

We all want to look our best at all times. It is especially important in this business to have a professional look, as customers expect more from us than they do from the average person. It is essential, therefore, that we take extra measures to live up to that image. We expect the Company to foster a professional atmosphere and to that end, the offices, common areas, drawers, cabinets and storage areas must be neatly arranged. Anytime you see anything on the property that needs to be picked up, arranged, wiped off or cleaned, please help by getting it done as quickly as possible.

For restaurant employees, all parts of the restaurant should radiate cleanliness. Obviously, the restaurant area used by the customers must be spotless at all times, but it is more important that cleanliness begins with each of us personally. We are proud of our restaurants and take further pride in keeping them clean and neat. Quality customer care also demands an extra measure of cleanliness. While it may not be your responsibility to clean the entire facility, we certainly do expect your participation in caring for the areas in which you work. We expect cooking areas, drawers, cabinets and storage areas to be neatly arranged. This helps in controlling quantities of supplies being stored and expedites reordering procedures. Work and cooking areas should be kept uncluttered and completely cleaned at the end of each day.

**Makeup and Perfume/Cologne** -Makeup should be used conservatively, and cosmetics should never be overwhelming. Aftershave, perfume, cologne, deodorant, lotions or other scented products should be used in moderation and not be overwhelming. Nothing replaces common sense and good taste in our dealing with others.

**Hair** - For all employees, hair should be clean and well groomed. Male restaurant employees should have their hair above the collar of the uniform dress shirt and shall display no facial hair. Women restaurant

employees with hair longer than collar-length should tie it in the back. Precautions should be taken to avoid loose hair strands for restaurant employees or employees visiting restaurants. Nothing ruins a meal more quickly than finding a strand of hair in your food.

**Cleanliness** - Personal body cleanliness is essential. Hands and fingernails should be clean. Fingernail length (not exceeding quarter of an inch beyond the tip of the finger) and any rings or jewelry worn, should not interfere with normal work. Furthermore, any piercing of the body should not be a distraction to the employee, co-workers, or customers.

Remember, your appearance forms the basis our guests' and the public's first impressions of you and our Churrascaria Saudades. You not only represent Churrascaria Saudades, but you also represent yourself. Please contact your manager if you have any questions concerning these guidelines.

Employees who fail to exemplify the high standards of grooming, appearance and cleanliness we require may be directed to return home on their own time to correct their appearance.

**General Guidelines for ALL Employees** - While it would be impossible to provide an exhaustive listing of all the forms of dress and grooming that are considered unacceptable, the following are examples of dress and grooming that are unacceptable:

- Visible body piercing (other than non-excessive piercing of the ears)
- Visible tattoos
- Facial Hair (exceptions may be made for health and religious reasons in some circumstances)
- Unnatural hair colors (exceptions may be made for staff that are not in direct contact with our guests)
- Provocative clothing or clothing that is sexually suggestive
- Dirty clothing
- Any article of clothing with obscene or provocative words or slogans

Refusal to comply with this policy may be grounds for discipline, up to and including termination of employment.

## **EMPLOYEE UNIFORM**

All employee uniform pieces remain, at all times, the property of Churrascaria Saudades and must be returned should employment be terminated (voluntarily or not). A last paycheck shall be held until all such pieces are returned.

## **UNIFORM PAYROLL DEDUCTIONS**

The first uniform issued to a new employee shall be issued at a cost to the employee in accordance with the amounts listed below which may be changed from time to time by management but shall not be less than as listed below. The cost shall be divided equally over four pay checks. Should employment be terminated (voluntarily or not) before the fourth pay check is issued, then the entire amount shall be withheld from the final paycheck.

- Server/Busser/Bartender/Kitchen \$70.00
- Gaucho \$150.00

## **CONDUCT AROUND CUSTOMERS**

Churrascaria Saudades success depends on the professional image and quality of service provided by our employees. Eating, drinking, gum chewing, and smoking in front of customers at any time will jeopardize our good public reputation. Under no circumstances is there to be any food, drink, candy eaten or gum chewed, or cigarettes, pipes, or cigars smoked in front of customers whether you are on a break, on a meal period, or on active duty.

## **REPORTING READY FOR DUTY**

One of the obligations that every employee has is to report to work in a condition fit for performing their job responsibilities. For example, you have the obligation to abstain from the use of alcohol or drugs under circumstances that might affect your ability to do your job. If you do not report for work as scheduled in a condition to perform your duties, you will be subject to corrective action, up to and including termination of employment, unless your condition is due to illness or other reasons beyond your control.

## **CONFIDENTIALITY**

The business and documents of Churrascaria Saudades are confidential. This includes personnel and related information about Churrascaria Saudades employees, information concerning Churrascaria Saudades recipes and food processes and information about Churrascaria Saudades vendors and any contractual or business relationships with its vendors. Disclosure of such information is prohibited, except with appropriate authorization by a senior management executive. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct. Any employee who participates in such a practice will be subject to corrective action, up to and including termination of employment.

## **TIMEKEEPING**

Accurately recording time worked is a responsibility and requirement of every employee. Federal law requires Churrascaria Saudades to keep an accurate record of time worked in order to calculate your pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

You are responsible for personally punching your own electronic time card in and out using your own personal code. Times in and out should not be punched more than 7 minutes before or after a scheduled work period. The following times must be recorded each shift: Time in and Time out.

In the event of a mistake entering times, management will make any and all adjustments.

No employee is permitted to punch in or punch out for another employee.

If you punch in early or attempt to work through meal periods/breaks to make up for being late without advance written authorization from management on your time card, you may be subject to corrective action, up to and including termination of employment. Additionally, if you tamper with, alter, or falsify your own time record or that of another employee, you may be subject to corrective action, up to and including termination of employment.

## **REST AND MEAL PERIODS**

Because of the demands of Churrascaria Saudades business, scheduling of breaks and meal periods on any given day may need to be accomplished on a flexible basis. If this occurs, you will be provided with as much advance notice as possible. Your supervisor will be responsible for scheduling your meal breaks and rest breaks, and will do so in compliance with applicable laws.

## **EMPLOYEE CLASSIFICATIONS**

The first 90 calendar days of your employment with Churrascaria Saudades are considered your orientation period. Churrascaria Saudades reserves the right to extend this period whenever it deems such an extension appropriate. At the end of this period, if your work performance is satisfactory, your status will be changed to that of a regular employee. The employment relationship is terminable at will at any time during or after the orientation period.

## **WORK HOURS AND WORK SCHEDULES**

Normal work hours are 10:00 a.m. to 11:30 p.m. with different Opening Hours (as posted and may change from time to time). We have various shifts spread throughout several departments that will cover this time period. A schedule will be posted to keep everyone informed of their working hours. Work hours may vary from week to week to accommodate changes and needs. Churrascaria Saudades operates seven days a week. Because of the nature of the business, employees may be asked to work different hours or perform special duties based on the demands of the guests and the business, so flexibility is required.

Work schedules for employees will be posted in the employee lounge or time clock area on a weekly basis.

## **OVERTIME**

The General Manager or Assistant General Manager must approve overtime in advance. All non-exempt employees are paid overtime in compliance with applicable laws. Non-exempt employees who work overtime without authorization will be subject to corrective action up to and including termination of employment.

Due to the nature of Churrascaria Saudades business, there are certain times when you will be required to work overtime. Refusal to work overtime when asked will be considered a serious violation of company policy which may result in disciplinary action up to and including termination of employment.

## **PAY DEDUCTIONS**

Deductions from your paycheck fall into two groups: those required by law and those you authorize. Federal income tax, Social Security, court-ordered deductions, and applicable state and local income taxes are deductions required by law. These deductions are based on your salary and the number of dependents you indicated on your Internal Revenue Service Form W-4.

Each year, Churrascaria Saudades furnishes you with the appropriate tax documents to be used when filing your tax statements. Please contact management to ensure that all necessary deductions applicable to your situation are made and review your paycheck for errors. If you find a mistake, report it to the management immediately.

## **PAY DAY**

Pay Checks are distributed biweekly on every other Friday. When you start work, you will be paid in full from your first day. In the event that a regularly scheduled payday falls on a holiday, an adjusted payday schedule will be communicated.

## **DIRECT DEPOSIT**

All employee pay checks shall be transmitted to employees directly to the bank account of the employee's choosing via mandatory Direct Deposit. Direct Deposit forms are available from management.

## **VIEWING PAYCHECK STUBS**

Paycheck stubs can be viewed online at your personal payroll portal at [www.gusto.com](http://www.gusto.com) using your email address and password. Should you not have your own internet access, reasonable access from a Company computer shall be granted upon request.



## NOTIFICATIONS IN BREAK ROOM

From time to time, notifications and/or announcements shall be posted to a bulletin board or monitor(s) in the employee break area. It is your responsibility to read, understand, and comply with all such postings and notifications. It is your responsibility to seek from your immediate supervisor any clarification(s).

## LEAVE & TIME OFF

**Jury Duty/Military Leave** - Leaves for Jury Duty or Military Duty will be granted, with prior notification, to all employees at any stage of their employment consistent with federal, state, and local law.

**Unpaid Time Off** - Restaurant employees are not entitled to any paid vacation time off. If you would like to take unpaid time off, please consult your manager.

**Time Off for Voting** - Employees who do not have sufficient time outside of work to vote in an election, will be given the time off required under federal, state, and local law to vote. The employee is to notify his or her manager in writing at least two weeks in advance that he/she will need this time off.

**Bereavement Leave** - Employees shall be permitted three days of unpaid leave when a death occurs in an employee's immediate family, to attend the funeral or to make funeral arrangements. Substantiation shall be provided to your supervisor upon request (e.g., funeral director's name/date for verification).

**Family and Medical Leave Act ("FMLA")** - This policy applies except as preempted by state-specific addenda to this Handbook or federal, state, and local law. To the extent government authorities amend the FMLA, or to the extent comparable state and local laws provide for additional/modified leave benefits, the Company intends to comply with the applicable federal, state, and local laws. For instance, under applicable local law, certain eligible Washington D.C. employees who have worked at least 1,000 hours in the preceding 12 months could qualify for unpaid leave of up to 16 weeks over a 24-month period. Certain eligible Minnesota employees, who have worked at least half time during the 12 months preceding leave, could qualify for unpaid leave under Minnesota state law. California has its own requirements that are set forth in a special Employee Handbook California Addendum for California employees.

The federal FMLA provides eligible employees with up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. During this leave, an eligible employee is entitled to continued group health plan coverage as if the employee had continued to work. At

the conclusion of the leave, subject to some exceptions, an employee generally has a right to return to the same or to an equivalent position.

To be eligible for FMLA leave, an employee must have been employed with Churrascaria Saudades:

- for at least 12 months, and
- must have worked at least 1,250 hours during the 12 month period preceding the leave, and
- at a worksite (a) with 50 or more employees; or (b) where 50 or more employees are located within 75 miles of the worksite.

In accordance with the FMLA, Churrascaria Saudades provides up to 12 weeks (or as otherwise applicable under federal, state, or local law) unpaid FMLA leave to eligible employees. Family and medical leave is available for the following purposes:

- To care for a newborn, adopted or new foster child of the employee;
- To care for a parent, spouse, domestic partner, or child (under 18 years of age or an adult dependent child who is incapable of self-care) with a serious health condition, as defined by applicable law. This does not include care for a parent-in-law or grandparent;
- Because of a serious health condition of the employee which causes the employee to be unable to perform one or more of the essential functions of his or her job; or
- For qualifying exigencies, as defined by applicable law, arising out of the fact that the employee's spouse, son, daughter, or parent is on active duty, or has been notified of an impending call or order to active duty status, as a covered service member, as defined by applicable law, in support of a contingency operation.

In accordance with the FMLA, Churrascaria Saudades provides up to 26 weeks during a single 12-month period (beginning on the first day the employee takes leave) of unpaid FMLA leave to an eligible employee who is a spouse, son, daughter, parent, or next of kin of a covered service member with a serious injury or illness, as defined by applicable law, to care for the service member.

An employee is eligible for up to 12 workweeks of family or medical leave in any twelve-month period. The 12-month period will be measured as a "rolling" 12-month period measured backward from the date an employee uses any FMLA leave. If you take leave for the birth, adoption or foster placement of a child, you must commence the leave within one year of the birth, adoption or placement. You will be granted intermittent leave or

a reduced schedule when medically necessary for the care of your parent, spouse or child or because of your own serious health condition.

You must provide at least 30 days advance written notice to the Human Resources Department, unless the need for the leave was unforeseeable. For unforeseeable events, you must notify the Human Resources Department as soon as practicable. If the need for a leave is due to a planned medical treatment or supervision, you must make a reasonable effort to schedule the treatment or supervision to avoid disruption to the operations of Churrascaria Saudades, subject to the approval of the health care provider.

Churrascaria Saudades requires the following certifications:

- For employee's own serious health condition. The health care provider must certify: (a) the date on which the serious health condition commenced; (b) the probable duration of the condition; and (c) a statement that, due to the serious health condition, you are unable to perform the functions of your position. Additional certification may be required if you request intermittent leave or a reduced schedule. Recertification will be required on expiration of the initial certification.
  - Churrascaria Saudades may require an employee, at the Company's expense, to obtain the opinion of a second health care provider, designated or approved by Churrascaria Saudades. If the first and second opinions vary, Churrascaria Saudades may require you, at Churrascaria Saudades expense, to obtain the opinion of a third health care provider, designated or approved jointly by the Company and the Employee. The opinion of the third health care provider will be final and binding.
  - Before returning to work, you must obtain certification that you are able to perform your duties with or without reasonable accommodation.
- For serious health condition of parent, spouse or child. The health care provider must certify: (a) the date on which the serious health condition commenced; (b) the probable duration of the condition; (c) an estimate of the amount of time that the health care provider believes the employee needs to care for the individual requiring the care; and (d) a statement that the serious health condition warrants the participation of a family member to provide care. Additional certification may be required if the employee requests intermittent leave or a reduced schedule. Recertification will be required on expiration of the initial certification.
- For pregnancy, childbirth, or related medical conditions. The health care provider must certify: (a) the date on which the disability began or will begin; (b) the probable duration of the disability; and (c) a statement that, due to her pregnancy related disability, she is (or will be) unable to

perform the essential functions of her position. Additional certification may be required if the employee requests intermittent leave or a reduced schedule. Recertification will be required on expiration of the initial certification.

- For military family leave. Leave to care for a covered service member with a serious injury or illness must be supported by a certification completed by an authorized health care provider or by a copy of an Invitational Travel Order or Invitational Travel Authorization issued to any member of the covered service member's family. Leave for a qualifying exigency must be supported by a copy of the covered service member's active duty orders and certification providing the appropriate facts related to the particular qualifying exigency for which leave is sought, including contact information if the leave involves meeting with a third party.

On return from a FMLA leave, you will be reinstated to the same or an equivalent position, except as permitted by law. If you fail to return to work immediately after the period of the approved leave expires, or if you obtain a leave based on false representations, you will be considered to have voluntarily resigned.

On return from a FMLA leave, you will return with the same seniority as when you left for purposes of layoff, recall, promotion, job assignment and seniority-related benefits.

Reinstatement after family or medical leave may be denied to certain salaried "key" employees:

- who are among the highest paid 10 percent of salaried employees who are employed within 75 miles of the worksite at which the employee is employed at the time of leave request;
- when the refusal to reinstate is necessary because the employee's reinstatement will cause substantial and grievous economic injury to the Company's operations;
- when the employee is notified of the Company's intent to refuse reinstatement at the time the Company determines the refusal is necessary; and
- in any case in which leave has already begun, the Company will give the employee a reasonable opportunity to return to work following the notice described above.

For calculation purposes, pregnancy disability leave will run concurrently with leave taken under the federal FMLA as allowable by law.

You may continue to participate in other the Company retirement and benefit plans to the same extent and under the same conditions as apply

to other unpaid leaves. Leave taken under this policy is taken under both the federal and state family and medical leave laws to the full extent allowed by law.

## **SOLICITATION AND DISTRIBUTION OF PRINTED MATERIAL**

Employees of Churrascaria Saudades are not permitted to solicit other employees for funds, contributions, memberships, or other purposes during the employee's working time. "Working time" includes all time during which an employee is assigned to or engaged in the performance of his or her job, but does not include breaks, meal periods, or other designated relief periods during which the employee is not assigned to or expected to perform any work.

In addition, distribution of literature, documents, or any other type of written material is not permitted in work areas at any time.

This solicitation/distribution policy applies to any independent contractors, temporary employees, leased employees, contingent employees and the like who are working for the Company.

## **SAFETY**

Prevention is the best approach to safety. Preventing accidents is much easier if all cooperate in looking for and correcting workplace hazards. Report any hazards observed to a member of management.

All injuries whether involving a customer or an employee are to be reported immediately to a member of management. An accident report must be filed for every injury no matter how minor it may seem at the time of occurrence.

## **SECURITY**

Security measures are employed for the safety of employees. However, we rely on your alertness and common sense to prevent breaches of security that might endanger the property of Churrascaria Saudades or its employees.

Churrascaria Saudades employees at all levels must be alert at all times to avoid possible security problems. If basic security measures are taken, most problems of this nature can be avoided.

Churrascaria Saudades does not assume responsibility for theft or damage involving employee automobiles or personal belongings.

Churrascaria Saudades requires you to know these basic security procedures:

- Treat anything you are working on with care. Employee's personal items, such as purses, should be secured in a desk, filing cabinet or other designated area. These items should never be left unattended or unsecured.
- If you suspect that a theft has occurred, report it immediately to your manager.
- If an unauthorized person is seen on Churrascaria Saudades property, notify your manager immediately.
- Follow procedures to secure Churrascaria Saudades deposits and/or cash drawers.
- Report any unusual or suspicious behavior to your manager.
- Unauthorized personnel are not allowed on Churrascaria Saudades premises; loitering is not permitted.

Failure to adhere to Churrascaria Saudades security policies may result in corrective action, up to and including termination of employment.

## **PARKING**

Parking space is available for employee parking. It is important, though, that we all recognize that the parking facility is also essential for customers. Please try to park in the peripheral areas so that we can always have parking near the entrance for customers. In the interest of safety and fire prevention, you are asked to park only in designated spaces. It is also important to recognize that use of the parking areas are at your own risk, and Churrascaria Saudades is not liable for damage or theft of employees' vehicles or their contents. It is also suggested that you post a parking permit in the windshield to identify your vehicle as an employee's vehicle. Parking Permit's are available from management.

## **SMOKING**

There is to be no smoking on any Churrascaria Saudades property. Failure to adhere to Churrascaria Saudades' strict no smoking policy may subject you to corrective action, up to and including termination of employment.

## **TERMINATIONS OR RESIGNATIONS**

If an employee is considering resigning because of a problem with his/her job or supervisor or manager, the employee is encouraged to use the Company's Open Door policy. Employment with the Company is at-will and both the Company and the employee may terminate

employment at any time, however, based on traditional business practices, we request, but do not require, that an employee provide two weeks' notice when resigning.

## **MEDIA POLICY**

At Churrascaria Saudades, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

**Guidelines** - In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Churrascaria Saudades, as well as any other form of electronic communication.

The same principles and guidelines found in Churrascaria Saudades policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects members, customers, suppliers, people who work on behalf of Churrascaria Saudades or Churrascaria Saudades' legitimate business interests may result in disciplinary action up to and including termination and prosecution to the maximum extent of the law.

**Be Respectful** - Always be fair and courteous to fellow employees, customers, members, suppliers, or people who work on behalf of Churrascaria Saudades. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, employees or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

**Know and Follow the Rules** - Ensure your postings are consistent with all the policies and procedures of Churrascaria Saudades. Inappropriate

postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

**Be Honest and Accurate** - Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Churrascaria Saudades, fellow employees, members, customers, suppliers, and people working on behalf of Churrascaria Saudades or its competitors.

**Post Only Appropriate and Respectful Content** - Maintain the confidentiality of Churrascaria Saudades trade secrets, financial matters and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how, technology, and new opening and development. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities.

Do not create a link from your blog, website or other social networking site to Churrascaria Saudades website without identifying yourself as a Churrascaria Saudades employee.

Express only your personal opinions. Never represent yourself as a spokesperson for Churrascaria Saudades. If Churrascaria Saudades is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Churrascaria Saudades, fellow employees, members, customers, suppliers or people working on behalf of Churrascaria Saudades. If you do publish a blog or post online related to the work you do or subjects associated with Churrascaria Saudades, make it clear that you are not speaking on behalf of Churrascaria Saudades. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Churrascaria Saudades."

**Using Social Media at Work** - Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager. Do not use Churrascaria Saudades email addresses to register on social networks, blogs, or other online tools utilized for personal use.



**Retaliation is Prohibited** - Churrascaria Saudades prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

**Media Contacts** - Employees should not speak to the media on Churrascaria Saudades behalf without specific approval of the General Manager or the Assistant General Manager. All media inquiries should be directed to them.

## **RECORDING POLICY**

It is strictly forbidden to record workplace meetings and conversations with any form of audio or video recording device (including a smart-phone) without prior authorization. Violation of this policy may result in disciplinary action, up to and including immediate termination. The purpose of the policy is to promote open and honest communications; to prevent a chilling effect within the workplace that may result from secret recordings; and to limit the unauthorized dissemination of proprietary information.

## **FAILURE TO COMPLY**

Failure to comply with any company procedure or policy may result in disciplinary action up to and including termination.

## **JOB SAFETY**

**General information** - It is the policy of Churrascaria Saudades Churrascaria to provide a safe and healthy place of employment for every employee. All employees are expected to abide by accident prevention regulations set forth by the federal, state and local governments and the company.

It is our policy that the rules listed on the following pages should be strictly observed at all times. This is not an all-inclusive list. Omission of a specific rule covering any hazardous condition shall not excuse carelessness or disregard of common sense in the performance of your job.

You are urged to cooperate fully. Abuse or disregard of these rules is a violation of company policy and will be treated accordingly. Remember your help in preventing accidents benefits you and your fellow employee. We should all strive for a record of zero incidents.

**General Safety Rules** - ALL EMPLOYEES MUST REPORT ANY ACCIDENTS OR INJURIES TO THEIR MANAGER IMMEDIATELY. A

## SLIGHT INJURY WITHOUT PROPER CARE CAN LEAD TO SERIOUS COMPLICATIONS.

- Report unsafe conditions to your manager immediately.
- Never operate any machine unless all guards and safety devices are in place and in proper operating condition.
- Keep all tools in safe working condition. Never operate defective tools or equipment.
- Report unsafe tools and equipment to your manager.
- Properly care for and be responsible for all personal protective equipment.
- Do not operate machinery if you are not an authorized operator.
- Practice good housekeeping at all times. Clean as you go.
- This is a non-smoking facility.
- Horseplay will not be tolerated.
- Know the locations of all fire extinguishers and emergency exits.
- Correct all hazards immediately and inform a manager as soon as possible.
- Check the mechanical condition of all equipment before operating it. (i.e. dishwasher, stove, oven, frying pan, meat slicer, coffee makers, cappuccino and espresso machines, dessert refrigerator. bar equipment. etc.)
- Report any mechanical defects to the manager immediately. Under no circumstances should any employee operate defective machinery.
- Sanitary and cleanliness standards are to be practiced and reinforced at all times.

**General safety procedures** - Be attentive while walking through the restaurant floor. Do not obstruct each other's way. Always announce yourself when coming behind another employee or around a corner.

- Do not overload a tray while walking through the restaurant floor.
- Properly dispose all dirty trays in the kitchen area, avoiding unnecessary breakage.
- Be attentive to spills and broken dishes on restaurant floor. Any incident should be immediately reported to management. Guard the area until it is properly cleaned.
- Watch for any chipped or broken china or glassware, it must be properly disposed immediately.
- Watch for wet areas and rugs. In case of spill report immediately and place yellow caution sign until mopped.
- When handling bottle, glasses, china and silverware be attentive not to overload. Make an extra trip if necessary and/or ask for help.
- Be aware of any sharp objects when handling glassware.

- Observe proper lifting procedure at all times.

### **Proper lifting procedures:**

- Approach the object to be lifted and determine if the object is light enough to be lifted by one person. Do not lift an object estimated to weigh more than thirty (30) pounds without assistance.
- Bend at the knees until the thighs are parallel to the floor and keep the back straight. Grasp the object with both hands and lift using the leg muscles. Do not twist your back while lifting

### **Using potentially hazardous chemicals:**

- Read the warning label in front of the container.
- Read warning statement on the back of the container.
- Wear protective equipment.
- When finished using the product store it as directed on the label and/or ask your manager for directions.
- When you have completely used the product, dispose of the container as directed on the label of the container.
- If you spill the chemical, read the label for clean-up instructions and notify your manager immediately.
- If more instruction is needed you can get it from the Material Safety Data Sheet (MSDS).

### **OSHA Training Acknowledgement**

I have received training on OSHA Hazard Communication standard 29CFR§1910.1200.

- Chemical labels and safety data sheets
- Location of safety data sheets
- Proper protective measures when using chemicals

### **FOOD WORKER REPORTING POLICY**

**All food employees must notify management when they experience any of the conditions listed below so that the company can take action to prevent the transmission of food borne illnesses.**

**Future Symptoms:** Diarrhea, Fever, Vomiting, Jaundice, Sore throat with fever, and Lesions containing pus on the hand, wrist, or exposed body parts.

**Future Medical Diagnosis:** If diagnosed as being ill with Typhoid fever, shigellosis, E. coli 0157.H7, Novovirus, Shiga Toxin, Hepatitis A., or non-Typhoid Salmonella.

**Exposure to High Risk Condition:** Exposure to a person diagnosed with Typhoid fever, shigellosis, E. coli O157.H7, Novovirus, Shiga Toxin, Hepatitis A., or non-Typhoid Salmonella.

## **TIP REPORTING POLICY**

Understanding tax laws can be difficult. This acknowledgement form is designed to help you understand your responsibilities for tip reporting. These rules apply to any tips you receive, either from a customer or another employee.

### **There are three key facts to remember:**

- Tax laws require you to keep records of all of your tips, tip-outs and tip-sharing.
- Tax laws require you to report 100% of your tips to your employer (unless they total less than \$20 for a month).
  - Tipped employees are required to keep evidence sufficient to establish their tip income, such as DAILY records of:
    - The amount of cash tips received directly from customers and other employee's
    - The amount of tips received on charge receipts
    - Tips paid out to other employees and their names
    - You can use IRS form 4070-A, *Employee's Daily Record of Tips*, to keep records of your cash tips, charge tips, and the tips you pay to the other employees and their names. This form is included in IRS Publication 1244, which can be obtained from the IRS website at <http://www.irs.gov/formspubs/> or ordered from the IRS by calling 1-800-829-3676.

### **Reporting your tips can benefit YOU:**

- Qualifying for credit or loans can be easier if you have higher reported income.
- Your Social Security benefits will increase when you retire.
- Keeping records and reporting all your tips can help you avoid an IRS audit, or defend your tax returns if you are audited.
- Failure to report tips to your employer can result in the IRS imposing tax penalties on you.

### **Procedures for Tip Reporting**

- Report cash tips upon completion of your shift when prompted prior to signing out.
- Credit card tips are reported with each bi-weekly payroll cycle.

## **TIP CREDIT DISCLOSURE**

29 U.S. Code§203 provides a mechanism to allow certain employers to pay a lower minimum wage rate based on the amount of tip income received by its tipped employees.

Churrascaria Saudades Churrascaria LLC ("Churrascaria Saudades") intends to take a tip credit against the minimum wage in the maximum amount, which result in a wage rate of \$2.23 per hour. Attached please find a copy of 29 U.S. Code§203(m) and 29 U.S. Code§206(a)(i) for your review and consideration. It is also encourage that the Employee look at any and all other Labor Code paragraphs as these two sections are not inclusive of all statutes about which the Employee may need to be aware.

## **UNITED STATES CODE TITLE 29**

29CFR§203(m) Defines a "Wage" paid to any employee includes the reasonable cost, as determined by the Administrator, to the employer of furnishing such employee with board, lodging, or other facilities, if such board, lodging, or other facilities are customarily furnished by such employer to his employees: Provided, that the cost of board, lodging, or other facilities shall not be included as a part of the wage paid to any employee to the extent it is excluded there from under the terms of a bona fide collective-bargaining agreement applicable to the particular employee: Provided further, that the Secretary is authorized to determine the fair value of such board, lodging, or other facilities for defined classes of employers and in defined areas, based on average cost to the employer or to groups of employers similarly situated, or average value to groups of employees, or other appropriate measures of fair value. Such evaluations, where applicable and pertinent, shall he used in lieu of actual measure of cost in determining the wage paid to any employee. In determining the wage an employer is required to pay a tipped employee, the amount paid such employee by the employee's employer shall be an amount equal to:

- the cash wage paid such employee, which for purposes of such determination shall he not less than cash wage required to be paid such an employee on August 20, 1996; and
- an additional amount on account of the tips received by such employee which amount is equal to the difference between the wage specified in paragraph (1) and the wage in affect under 29CFR§206(a)(1) of this title.

The additional amount on account of tips may not exceed the value of the tips actually received by an employee. The preceding two sentences shall not apply with respect to any tipped employee unless such employee has been informed by the employer of the provisions of this subsection, and all tips received by such employee have been retained by the employee, except

that this subsection shall not be construed to prohibit the pooling of tips among employees who customarily and regularly receive tips.

**29CFR§206(a)** says about Minimum wage that Employees engaged in commerce; home workers in Puerto Rico and Virgin Islands; employees in American Samoa; seamen on American vessels: agricultural employees. Every employer shall pay to each of his employees who in any workweek is engaged in commerce or in the production of goods for commerce, or is employed in an enterprise engaged in commerce or in the production of goods for commerce, wages, except as otherwise provided in this section, of not less than \$7.25 (\$8.75 in Delaware).

### **TIP POOLING PROGRAM**

All Wait Staff shall participate in the tip pool. Wait Staff is defined to include Bartenders, Servers, Saladbar-tenders, Gauchos, and Bussers. Churrascaria Saudades is a team-oriented restaurant. Employees who participate in a tip pool contribute to the dining and service experience of every guest. The Credit Card Tip Pool (the total tips noted on credit card receipts for a shift) shall be distributed with each bi-weekly payroll distribution.

The total daily credit card tip amount, divided equally into the sum of all man-hours worked (by tippable staff), shall be multiplied by the hours worked by each tippable employee, in order to calculate the tip for each individual tippable staff member and shall be distributed with each bi-weekly payroll distribution.

Cash tips must be immediately remitted to the designated cash tip box. Failure to immediately remit all cash tips to the tip box this is grounds for disciplinary action up to and including termination. All cash tips remitted shall be shared equally among the Wait Staff who worked during that particular shift. All cash tips are distributed on a daily basis at the end of each shift.

Churrascaria Saudades shall not retain any tip income. It is the intent of Churrascaria Saudades to collect all of the tips so that they may be properly allocated amongst eligible staff.

### **SALE AND SERVICE OF ALCOHOL POLICY**

One of the greatest responsibilities we have as a restaurant and you have as a server is the service and sale of alcohol. The following are meant as guidelines to understanding our policies and procedures related to serving alcohol. All state, county and city laws prevail over the proceeded policy guidelines.

First and foremost you must use good judgment. It is important to be diligent when checking the identification of guests. Be aware of our guests and be able to recognize and prevent intoxication. At all times, when in doubt speak to your managers immediately.

**I. ALCOHOL LAW**

- It is against the law to serve anyone under the age of 21.
- It is against the law to serve alcohol to an intoxicated person.
- The State of Delaware in some instance will allow a patron to leave a restaurant after dining with a re-corked bottle of wine. If a guest asks, check with your manager on the procedure before allowing the guest to leave the restaurant with the wine.

**II. UNDERSTANDING ALCOHOL** - Alcohol is a commonly used drug, which as it is absorbed into the bloodstream, can change a person's behavior. Although it may seem like a stimulant, it is actually a depressant, and directly affects the nervous system. The body works to eliminate alcohol as fast as it can. The liver is responsible for the elimination of 95% of ingested alcohol. The other 5% of the alcohol is eliminated through other avenues, including perspiration, urine and breath. The liver can detoxify alcohol at the rate of about 1/2 ounce per hour. Some people falsely believe that they can speed up alcohol's exit from the body. Unfortunately, cold showers, exercise and black coffee will not do it. Only time will allow the body to get rid of alcohol.

When you drink more than your liver can oxidize, the percentage of alcohol, in your bloodstream, increases. The measurement of that is called blood alcohol concentration or BAC. As a person's BAC level increases, their behavior changes visibly. As a server, you should know and be able to identify the progressive effects of alcohol and intoxication.

**III. FACTORS AFFECTING BAC AND DISTRIBUTION** - Weight: The higher the body weight, the lower the blood alcohol concentration. If a person weighs 150 lbs., one drink will generally produce a blood alcohol concentration of .02% and the BAC will increase .02% for every drink consumed.

**IV. BAC AND BEHAVIOR** - Signs of intoxication vary based on the several factors. The following serves as a general explanation of behavior as it relates to alcohol consumption for a 150lb man. **DON'T BREAK UP THE TABLE BELOW**

# of Drinks	BAC	Alcohol effects and visual signs of alcohol use
3-5	.06-.10%	Exhibits signs of an increase in self-esteem, be more sociable, jovial and exhilarated.

5-10	.10%-.20%	Reflexes slow, speech slows, time perception decreases, senses are dulled, posture and coordination are decreased, behavior becomes uninhibited, he becomes boisterous, aggressive and his risk taking increases. A dangerous time for the person to be doing anything that requires uninhibited motor coordination.
10-15	.20%-.30%	Drinker becomes fatigued, dizzy, unable to stand, inattentive, disoriented, moody and insecure. Mental ability and judgment are almost completely gone now and person feels nauseous.
15-20	.30%-.40%	Respiration slows and the person could be in a stupor or become unconscious
20-25	.40%-.50%	Respiration slows considerably or stops at this point. A drinker of that quantity of beverage may become comatose or die.

**V. SERVER RESPONSIBILITY** - It is Churrascaria Saudades policy that all guests that appear under the age of 30 should have proper identification in order to prove they are over 21 years of age to legally be served and consume alcohol. It is your responsibility to verify a guest's age and to help ensure that no guests under the age of 21 have been served or are consuming alcohol at Churrascaria Saudades restaurant. In order to comply you need to be proactive and very observant.

**VI. CHECKING IDENTIFICATION** - The process of checking identification starts well before the guests asks for a beverage containing alcohol.

- Pre shift: A server should be aware of today's date and know what constitutes 21 years of age. A guest needs to have been born on or before today's date in 198 in order to be of legal drinking age.
- When guests arrive at the bar or at the table the server should be paying attention the person, people or group. Do they seem young? Have they brought anything in the restaurant with them? From the bar? Are there visible signs of intoxication?

When to ask for an ID:

- A guest requests an alcoholic beverage and appears under 30 years old or there is any question the guest may be under the age of 21.
- A guest is seen consuming alcohol but no one has checked his/ her ID.

How to ask:

- Be friendly and professional. Most people are very familiar with laws related to alcohol consumption and service. Being friendly in the beginning may help with problems later on.



- Be firm and decisive, a simple, "May I see your ID, please" is sufficient and a "thank you" once your return it

How to check the ID:

- The ID must be removed from any plastic or a wallet and handed to you. At no time should you be in possession of the guest's wallet or ID holder. Simply, ask them to remove it.
- Acceptable forms of identification include:
  - Any government issued identification including Military IDs
  - State issued Driver's License or ID card

Once you are holding the ID, be sure to check

- Birth date
- Expiration Date
- Does the picture match the person
- Give a "dedicated" effort to verify the authenticity of the ID. Examine the front and back under good lighting for any types of alteration.

If a guest does not have their ID present, is under age or any doubt exists regarding their age, inform them you will be unable to serve them alcohol and offer a non-alcoholic alternative. If you are unsure about the validity of an ID or a guest becomes angry let one of your managers know immediately. Never argue with a guest regarding the law or the company policy. Simply inform them of what you are able to do and notify your manager. Be aware and communicate with your fellow staff if you have denied alcohol service to a guest so that the guest does not try with other employees or the bartender.

Other important points when checking IDs and serving alcohol:

- If a guest appears under 30 years old they need to be carded each time they visit. It is possible a guest could give you a fake ID on the first visit and not have one during future visits. If a sale is made to an underage guest based on prior checking of identification, but the guest does not possess the ID, it may be your word against theirs.
- Check a guest's ID again if they order a drink from you and you are unsure of their age. A guest may have come from the bar and had a friend hand him/her a drink while in the dining room hoping they would not be questioned once seated. Do not assume another server has checked ID.
- Remember the law holds the server, seller, and/or the licensee responsible if a minor is served alcohol.
- Do not serve alcohol to guests that arrive to the restaurant intoxicated.

## **PERSONAL APPEARANCE RELEASE**

Churrascaria Saudades' security system has the capability of recording audio and video and may from time to time record audio or video images (still or

moving) for internal and/or external distribution in print, or online, or on any publically or privately viewable method for marketing and/or advertising purposes and for security reasons. As an employee of Churrascaria Saudades you may appear in any or all of the above mentioned distribution and those images (still or moving) remain the property of Churrascaria Saudades with full rights and privileges of distribution, past, present, and/or future. Churrascaria Saudades (and its successors or assigns) owns the right, title, and interest, including copyright, to be used and/or disposed of without restriction or limitation, that shall at its own discretion determine.

# **JOB DESCRIPTION GAUCHO/SERVER**

**Immediate Supervisor:** Restaurant Manager

## **Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers
- Must be physically capable of performing basic chores
- Must be able to endure prolonged walking and standing
- Must be able to work under pressure
- Must have the ability to carry trays/ pans weighing up to 30 pounds

## **Major areas of duties and responsibilities:**

- Be at work on time
- Responsible for serving and interacting with guests including but not limited to selling menu items, taking & filling orders, serving drinks & food, performing table maintenance, and offering customer service.
- Proper uniform and personal hygiene are mandatory
- Report to Manager immediately after clock-in for daily side work
- Check station assigned to you prior to opening. Check for cleanliness and proper sanitary standards
- Inform, train, & motivate the wait staff on up-selling to ensure teamwork
- Provide prompt, friendly, & attentive service to all guests and staff
- Provide responsible service of alcoholic beverages, according to federal and/or state laws
- Be sure you have all the tools necessary (paper, pen, wine opener, lighter, etc.)
- Be knowledgeable ingredient and preparation methods of all menu items
- Be prepared to answer any guest questions in a direct concise way
- Approach the table immediately before guest arrival and pull out chairs for guests
- While at the bar, ensure that all bar equipment is in proper working condition, cleaned, & organized
- Maintain proper inventory at all times. The bar must be stocked and inventoried on a daily basis
- Educate self and assist staff in understanding basic "bar vocabulary" (drinks, etc.)
- Provide the highest level of courtesy, hospitality, & quality of service to guests waiting to be seated
- Perform all tasks assigned by management

## **JOB DESCRIPTION KITCHEN STAFF**

**Immediate Supervisor:** Restaurant Manager

### **Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers
- Must be physically capable of performing basic kitchen tasks
- Must be able to endure prolonged walking/ standing and lifting.
- Must be able to work under pressure
- Must be educated in proper food handling

### **Major areas of duties and responsibilities:**

- Daily upon arrival ensure that stations are properly cleaned and setup. This includes but is not limited to placing floor mats, filling sanitizer buckets, stocking stations, cleaning fryers, & cleaning ovens.
- Obtain prep list, needed recipes, or instructions for prep work.
- Using gloves, hair nets, and any other needed food safety gear.
- Maintain clean and organized stations.
- Get all salad bar items prepared and in place, on time, every day.
- Have cheese bread and side dishes ready for service daily.
- Prepare beef ribs for Gauchos daily.
- Assist in putting away food deliveries using proper FIFO rotation.
- Break down salad bar at end of night shift.
- Properly clean all stations at the end of night shift.
- Deck brush and mop all floors at the end of night shift.
- Sanitize all stations at the end of night shift.
- Ensure prep work has been completed for the following day.
- Perform all tasks assigned by management

## **JOB DESCRIPTION BUSSER**

**Immediate Supervisor:** Restaurant Manager

### **Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers
- Must be physically capable of performing basic chores
- Must be able to endure prolonged walking and standing
- Must be able to work under pressure
- Must have the ability to carry trays & pans weighing up to 30 pounds

### **Major areas of duties and responsibilities:**

- Be at work on time
- Proper uniform and good personal hygiene are mandatory
- Report to manager on duty immediately after clock-in for daily side work
- Check station assigned to you prior to opening. Check for cleanliness & sanitary standards
- Carry all trays from the restaurant floor back to the kitchen dishwasher
- Bring basket of cheese bread and glass of ice water to every table ASAP
- Check maintenance of guest tables. Refill water, ice tea, cheese bread, & side dishes
- Clean up every table ASAP and set it up again according to manager's instructions
- Maintain each service station properly stocked with supplies, water & iced tea
- Work side by side with the wait staff in assisting them in every way
- Perform all tasks assigned by management

# **JOB DESCRIPTION CASHIER/HOSTESS**

**Immediate Supervisor:** Restaurant Manager

## **Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers.
- Must be physically capable of performing basic chores.
- Must be able to endure prolonged walking and standing.
- Must be able to work under pressure.

## **Major areas of duties and responsibilities:**

- Be at work on time
- Ensure that cashier or hostess area is clean, properly supplied and neatly organized. Dust & clean doors, windows and glass walls of entrance display. Check tables, chairs, floor, & plants to ensure clean and neat appearance
- (Cashier) Obtain cash register bank from office and maintain sufficient change (Count before opening register and count before closing).
- Make certain all printers have ample supply of printer tape at all times.
- Open guest tables (in POS) and input orders from wait staff with accuracy and efficiency
- Close guest checks upon request
- Place ALL cash tips inside cash box immediately
- Be able to answer guest questions about the restaurant in a concise way
- Answer the phone. Take reservations.
- Be able to work on multiple tasks simultaneously
- Check reservation book
- Communicate any special events to manager
- Place "open" and/or "closed" signs on the door and sidewalk, accordingly and on time
- Greet every guest upon arrival and offer assistance
- Direct guests to the dining room and ensure proper sitting. Make sure the guest is satisfied with their table and wish them an enjoyable experience
- Provide the highest level of courtesy, hospitality, & quality service to guests waiting to be seated
- Time permitting, help on the restaurant floor with table resets, etc.
- Thank every departing guest.
- Perform all tasks assigned by management

## **JOB DESCRIPTION UTILITY STAFF**

**Immediate Supervisor:** Restaurant Manager

**Specific job prerequisites:**

- Must be pleasant in dealing with guests and co-workers.
- Must be physically capable of performing heavy physical labor.
- Must be able to endure prolonged walking and standing.
- Must be able to work under pressure.

**Major areas of duties and responsibilities:**

- Be at work on time
- Perform all check-list items according to day of week or times of month/quarter/year (as published) in a timely fashion and to the standards as established by management
- Perform all tasks assigned by management

# ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK

This Employee Handbook (the "Handbook") describes important information about Saudades Group LLC dba Churrascaria Saudades and I understand that I should consult with my supervisor or the Human Resources regarding anything in the Handbook that I may do not understand or any questions not answered by this Handbook.

## **EMPLOYEE TIP REPORTING/ TIP CREDIT DISCOLSURE/ TIP POOLING POLICY**

I have read the Tip Reporting Policy in this Handbook. I have received training regarding the procedures for reporting tips to the company. I have read the provisions of the Labor Code specifically relating to tip credit as noted in 29CFR§203 and 29CFR§206(a)(i). I have read Tip Pooling Policy section of this Handbook and have received training regarding the procedures for reporting tips to the company and agree to participate in the Tip Pool.

## **UNIFORM PAYROLL DEDUCTION**

I hereby authorize Churrascaria Saudades to make the deductions from my pay in accordance with Uniform Payroll Deduction Policy. I understand and agree that any amount that is due and owing at the time of my termination, regardless of whether my termination is voluntary or not, shall be deducted from my last paycheck. I authorize that the entire amount owed to be deducted from my last paycheck which shall be made after any federal or state deduction requirements.

## **PERSONAL APPEARANCE RELEASE**

I hereby grant all rights and privileges to the use of my image in audio or video (still or moving) recordings per the associated policy in this Policy Manual.

## **FOOD WORKERS REPORTING POLICY**

I have read and I fully understand the requirements concerning my responsibilities to comply with the reporting requirements involving symptoms, diagnoses, and high risk conditions; work restrictions or exclusions that are imposed on me.

## **SALE AND SERVICE OF ALCOHOL POLICY**

I have read, or had read and explained to me, and I fully understand the requirements concerning my responsibilities to comply with; and I have had one-on-one training from Management or a representative of Management concerning the Sale and Service of Alcohol Policy.

## **OSHA TRAINING ACKNOWLEDGMENT**

I have received training on OSHA Hazard Communication standard 29CFR§1910.1200 regarding chemical labels, safety data sheets, the locations of safety data sheets, and proper protective measures when using chemicals.

## **CONFIRMATION**

I have received the Handbook and I understand that it is my responsibility to read and comply with the policies contained in the Handbook and any revisions made to it. I also understand that this Handbook replaces all previously issued handbooks and policy statements on the subjects contained herein.

Employee's Name: \_\_\_\_\_

Manager's Name: \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_



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Manager's Name: \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_