

**WESTERN OMELETTE LLC**  
**COMPANY POLICIES & PROCEDURES**  
**REV. 4 MARCH 2020**

# WESTERN OMELETTE LLC

## COMPANY POLICIES & PROCEDURES

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# WESTERN OMELETTE LLC

## COMPANY POLICIES & PROCEDURES

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### GENERAL (ALL STAFF)

- 1) Procedures for policy violations. Warnings will be issued on a per instance basis. Should you receive a written warning for more than one instance, your position will be reviewed by your manager. Example; if you are late three times in a month, you will be issued a written warning. If you are eating outside of the allowed time on more than 1 occasion, you will be issued a written warning.
  - 1)a. Verbal Warning documented by your manager.
  - 1)b. Written warning
  - 1)c. 3 day suspension (suspension will be three normal scheduled days)
  - 1)d. Possible termination of your employment
- 2) The only exception to the procedure above is an action of deception, or theft. If you have allegedly committed an action of either of these, a meeting will be held to discuss your continued employment. Theft will not be tolerated and if this is confirmed, your position will be terminated without further discussion. It is considered theft if you serve anyone food or drink without entering it into the POS system. It is considered theft if you leave the building with any money that is property of Western Omelette. Deception is any act of providing untrue or false information. This includes any information provided on your daily z-report.
- 3) We operate on an occurrence system which allows any staff member seven occurrences a year. At the beginning of the work year, each staff member will start with seven available occurrences. Please note, while these are in place for your benefit, they are not to be used carelessly.

The occurrence system:

  - 3)a. If you arrive to work 30 minutes or more late, you will incur 1/2 an occurrence
  - 3)b. If you are late for your shift 3 times in a month, you will incur 1/2 an occurrence along with a written warning
  - 3)c. If you are a no show for a scheduled shift, you will incur 1 full occurrence
  - 3)d. If you must leave without completing your scheduled shift, you will incur 1/2 an occurrence

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- 3)e. If you call in less than 12 hours prior to a scheduled shift, you will incur 1 full occurrence
- 4) You must be on time for your shift. There is no grace period. If you are in excess of 30 minutes late, you will receive a 1/2 occurrence. If you are 1 to 30 minutes late three times in a month, you will incur a 1/2 occurrence and a written warning. Any further late arrivals within the next 90 days will result in a 3 day suspension, followed by possible termination if the late arrivals persist.
- 5) Cell phones are not permitted while working. Only managers may carry their cell phones for business use. Do NOT pick up your cell phone until you have clocked out. If you are in violation of this policy, your position may be terminated. (no cell phones while clocked in!)
  - 5)a. This includes a brief moment to show photos to a customer
  - 5)b. You heard your phone in your bag and had to check what the message was
  - 5)c. You were asked to find a phone number for a co-worker or customer
- 6) You must clock in and out for every shift. If you forget to clock in, you may receive an occurrence. You will be paid for the hours you are clocked in, so take this seriously. We do not alter time unless validated by management.
- 7) Personal hygiene is mandatory, with no exceptions. You are expected to shower prior to any shift. Fingernails should be cut or well maintained. Men should keep facial hair well maintained, length not to exceed 1/4" or clean shaved. You are required to wash your hands after any visit to the restroom.
- 8) Your clothes should be clean and presentable. Clothing must also be free of pet hair. Front of the house staff should wear company shirts unless authorized by management to wear alternative tops. Under arms must be covered. Dresses and skirts must be acceptable length. Staff members that wear hats must keep them clean and presentable. Do not take your hat off in the kitchen, or anywhere food is present. Furthermore, you must continue to wear a hairnet when wearing a hat.
- 9) You must keep your area clean and sanitary (it is easier to keep an area clean as you are working vs. cleaning up an unnecessary mess)
- 10) All staff members must have their own cup with a lid. **DO NOT** use the to go cups, or have any cups/glasses in any area without a lid.

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- 11) If you are going to eat, you must arrive with sufficient time prior to your shift, or wait until your shift ends. Openers may clock out for breakfast once the next shift arrives, permitting the available staff are capable of serving the customers efficiently. No one is permitted to eat while clocked in. Lunch breaks are available after you have worked 6 hours. If you take a lunch break, you must clock out. If you order food, it must be done via the pos system. Staff meals are discounted 25%. Staff members are permitted one discounted meal per shift. All staff meals must be eaten in a designated area. No staff meals in work stations. **Your staff discount is available for meals you will eat at the restaurant. Absolutely no staff discount for to go orders.**
- 12) A 10 minute break will be permitted every 4 hours of work, if there is sufficient staff to serve the customers efficiently. Please be aware of your appearance prior to returning to work. If you have smoked on your break, you are required to have a breath mint before returning to work. gum is not permitted in any work areas.
- 13) complete all work, and complete it correctly and completely as you have been trained, or you will be called back to complete unfinished work the same day. If you do not return to complete your required duties, you will be issued a written warning, or possibly incur immediate suspension. If you do not have a work to be completed card, ask your supervisor or manager for your card.
- 14) Spot check areas that you work in, arrange inventory and pick up trash. You are responsible for breaking down any empty boxes that you create and disposing of them in the dumpster.
- 15) Be part of the team! Everyone is expected to participate in teamwork. When communicating with one another, please consider your co-workers and customers whom may be present and listening. Refrain from shouting and especially using profanity.
- 16) Staff members will not comment to other staff members about work related issues, including: work not completed, schedule, duties, pay, management or co-workers. You will discuss issues with your supervisor, manager or the owner. This creates animosity in the work place and should be avoided, so we can create a pleasant work environment for everyone.
- 17) All staff should use the South entrance only when arriving and leaving during business hours. Under no circumstance may the North door be used during business hours.

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### MANAGERS

- ➔ **ABSOLUTELY NO CONSUMPTION OF ANY ALCOHOLIC DRINK WHILE WORKING!**

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- ➔ You are responsible for schedules. If you have not scheduled sufficiently, or you have a member of your staff call in, or have to leave early, it is your responsibility to fill that position with another person qualified for the shift that will not incur overtime, or you yourself fill the position.
- ➔ If you do not review your schedule and find that a member of your staff was not notified of their schedule resulting in a no show, you must fill this position yourself, or with a qualified staff member that will not incur overtime.

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### SERVERS

- ➔ **ABSOLUTELY NO CONSUMPTION OF ANY ALCOHOLIC DRINK WHILE WORKING!**
- ➔ When entering orders in the POS system, drinks must be entered first and the send to bar button pressed prior to entering any food orders. Every person must have a drink ordered prior to taking any food orders. Water must be entered if that is what they order. If they do not order a drink, select No Drink Ordered. **Do not select water and then serve a different drink. This is theft and will result in immediate termination.**
- ➔ ALL Sales must be entered into the POS system on the day the sale was made. If you have already closed out for the day, you MUST have another server enter and take payment for the order. If all staff has already closed their receipts for the day, you must enter the sale and complete a second Z-Report.
- ➔ All credit card receipts must be accounted for every shift. You are required to present the credit card receipt to be signed and collect the signed receipt promptly.
- ➔ You must complete a daily audit of your credit card receipts. All receipts should be viewed and verified they are all signed and present. If you have an unsigned or missing credit card receipt, you must note this on your daily Z report. There is an instructional video available in the staff training files on all iPads.
- ➔ All tipped staff members must complete a weekly tip claim form. If your last work day falls before Sunday, complete your tip claim on the last day scheduled for that week. A training video for completing your weekly tip claim is also available in the staff files on all iPads.
- ➔ When completing your daily Z report, fold your report in half (long edge) insert your cash due in-between the fold and clip the Z report closed on the RIGHT SIDE. Do not clip on the left side covering your name. Please clip your credit card receipts on the RIGHT SIDE as well.- Please do not submit the X report along with your Z report.

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- ➔ If you have worked in excess of 6 hours and are able to take a lunch break, you must order your meal from another server and pay the discounted staff price.

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### COOKS

- ➔ **ABSOLUTELY NO CONSUMPTION OF ANY ALCOHOLIC DRINK WHILE WORKING!**
- ➔ You are not permitted to eat any food in the kitchen area. (this includes snacking)
- ➔ If you have worked in excess of 6 hours and are able to take a lunch break, you must order your meal from a server and pay the discounted staff price.
- ➔ You must remove your cook shirt prior to entering the dining rooms.
- ➔ You must wear a hair net at all times, even when wearing a hat.

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### DISH STAFF

- ➔ **ABSOLUTELY NO CONSUMPTION OF ANY ALCOHOLIC DRINK WHILE WORKING!**
- ➔ You are not permitted to eat any food in the kitchen area. (this includes snacking)
- ➔ If you have worked in excess of 6 hours and are able to take a lunch break, you must order your meal from a server and pay the discounted staff price.
- ➔ You must wear a hair net at all times.

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### BUS-PERSON

- ➔ **ABSOLUTELY NO CONSUMPTION OF ANY ALCOHOLIC DRINK WHILE WORKING!**
- ➔ If you have worked in excess of 6 hours and are able to take a lunch break, you must order your meal from a server and pay the discounted staff price.
- ➔ You should keep your bar towel folded neatly and never have it touch your clothing.
- ➔ Your bar towel must be refreshed after every few tables cleaned.
- ➔ Booths and chairs should never be wiped with the same towel you use to wipe the tables.

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### BARTENDER

- ➔ **ABSOLUTELY NO CONSUMPTION OF ANY ALCOHOLIC DRINK WHILE WORKING!**
- ➔ If you have worked in excess of 6 hours and are able to take a lunch break, you must order your meal from a server and pay the discounted staff price.
- ➔ ALL Sales must be entered into the POS system on the day the sale was made. If you have already closed out for the day, you MUST have another server enter and take payment for the order. If all staff has already closed their receipts for the day, you must enter the sale and complete a second Z-Report.
- ➔ All credit card receipts must be accounted for every shift. You are required to present the credit card receipt to be signed and collect the signed receipt promptly.
- ➔ You must complete a daily audit of your credit card receipts. All receipts should be viewed and verified they are all signed and present. If you have an unsigned or missing credit card receipt, you must note this on your daily Z report. There is an instructional video available in the staff training files on all iPads.
- ➔ All tipped staff members must complete a weekly tip claim form. If your last work day falls before Sunday, complete your tip claim on the last day scheduled for that week. A training video for completing your weekly tip claim is also available in the staff files on all iPads.
- ➔ When completing your daily Z report, fold your report in half (long edge) insert your cash due in-between the fold and clip the Z report closed on the RIGHT SIDE. Do not clip on the left side covering your name. Please clip your credit card receipts on the RIGHT SIDE as well.- Please do not submit the X report along with your Z report.
- ➔ You should keep your bar towel folded neatly and never have it touch your clothing.
- ➔ Your bar towel must be refreshed continuously.
- ➔ The bar area should always be kept tidy with no stock on the floor.
- ➔ Mirrors must be kept clean and fingerprint free.

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### ACCIDENTS & INJURIES

If you or a coworker is injured while working, you must follow the procedure below.

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if this is a life threatening emergency, dial 911 (Our address is 16 S. Walnut St. Colorado Springs, CO 80905 - Cross streets are Walnut and Colorado Our telephone number is (719) 636-2286

If this is not a life threatening emergency, notify a manager immediately. If you are the manager, notify a co-worker, or a manager from another department.

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### CUTS

1. Stop bleeding, apply direct pressure on the cut or wound with a clean cloth, tissue, or piece of gauze until bleeding stops.
2. Clean Cut or Wound. Gently clean with soap and warm water.
3. Protect the Wound. Apply antibiotic cream to reduce risk of infection and cover with a sterile bandage.

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### SEVERE BLEEDING

For severe bleeding, take these first-aid steps and reassure the injured person.

1. Remove any clothing or debris on the wound. Don't remove large or deeply embedded objects. Don't probe the wound or attempt to clean it yet. Your first job is to stop the bleeding. Wear disposable protective gloves if available.
2. Stop the bleeding. Place a sterile bandage or clean cloth on the wound. Press the bandage firmly with your palm to control bleeding. Apply constant pressure until the bleeding stops. Maintain pressure by binding the wound with a thick bandage or a piece of clean cloth. Don't put direct pressure on an eye injury or embedded object.
3. Secure the bandage with adhesive tape or continue to maintain pressure with your hands. If possible, raise an injured limb above the level of the heart.
4. Help the injured person lie down. If possible, place the person on a rug or blanket to prevent loss of body heat. Calmly reassure the injured person.
5. Don't remove the gauze or bandage. If the bleeding seeps through the gauze or other cloth on the wound, add another bandage on top of it. And keep pressing firmly on the area.

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6. Tourniquets: A tourniquet is effective in controlling life-threatening bleeding from a limb. Apply a tourniquet if you're trained in how to do so. When emergency help arrives, explain how long the tourniquet has been in place.
7. Immobilize the injured body part as much as possible. Leave the bandages in place and get the injured person to an emergency room as soon as possible.

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### EYE INJURY

How you should flush out your eye may depend upon what got inside. If a chemical liquid, such as a household cleaner, splashes into your eye, your first step should be to check the label for safety instructions. Usually you will be instructed to flush out the eye with warm water.

If no label is available, flush the eye with water for about 15 minutes. Then seek medical help immediately. You can also contact a poison control hotline, such as Poison Help, for more information, but do this after you have flushed out the eye.

Here is a standard procedure for flushing out yours, or someone else's, eye:

1. First, make sure your hands are clean, by washing them thoroughly with soap and warm water. Next, remove contact lenses if any are being worn.
2. Flush out the eye, or eyes, for up to 15 minutes with warm water, stopping every few minutes, to see if the eye has been thoroughly flushed out. There are several ways to do this:
3. Bend over the sink and turn the faucet on. Keep your eye area under the running water while tilting your head to the side, so that warm water can flow into your eye.
4. Bend down over a sink. Use a pitcher or glass of warm water to pour into the eye or eyes slowly, with your head tilted to one side. Do not tilt your head backward.
5. Fill a pan with water and dip your face into the water while blinking.

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### ILLNESS / SICK

We understand it is difficult to miss work when you are not well, however, we ask that you take into consideration your co-workers, and customers before coming to work while unwell. The rapid spread of viruses in the workplace is almost uncontrollable and puts all staff and customers at risk of contracting the virus.

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1. If you believe you are not well, please do not come to work.
2. Any staff member that remains sick in excess of three days, shall not be permitted back to work until they have been seen by a physician. (Must provide a Doctors Release Note)
3. If you are coughing or displaying any characteristics of being sick, you will be sent home.

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### ROBBERY

In the event of a robbery, please remain calm. You are to comply with all demands, do not try to be a hero.

If possible, squeeze the two buttons together that are located under the phone system at the front counter. It is a white cube with buttons on the top and bottom. Squeezing these will activate a silent alarm and alert the police of a robbery in progress.

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### TERMINATION

1. Dishonesty / Theft - will not be tolerated in any situation, and in most cases will result in termination. If you are suspected of being dishonest, a meeting will be held to determine the outcome of your continued employment.
2. Insubordination - Definition { in·sub·or·di·na·tion - defiance of authority; refusal to obey orders. "he/she was dismissed for insubordination" }  
In the event that you refuse to follow the policies and procedures, your position will be terminated. This includes verbal and written warnings concerning the same issue on more than 3 occasions.
3. Hostile or Violent attitude toward any staff member or management. We are all working toward the same goal and must work as a team to achieve this. If you are hostile or violent toward any person in the restaurant, your position will be terminated immediately.
4. Excessively missing scheduled shifts. We understand there are some situations when you must call-in to cancel your work shift. We work on an occurrence system which allows 7 instances in a work year. If you have no alternative but to cancel a scheduled shift, you will receive one occurrence for that instance. If you are late for work in excess of 30 minutes, you will receive a 1/2 occurrence. Should you be late less than 30 minutes more than three times in any month, you will receive a 1/2 occurrence. Should you reach 7 occurrences, your position will be terminated

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if any additional occurrences are issued. Do not use these as get out of work allowances, so you have them when you have a true emergency or are unable to work.

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### POLICY CHANGES AND UPDATES

Changes and updates may occur when a new incident presents itself that was not considered when these policies and procedures were initially created. Any changes to the policies and procedures will be made available via our staff webpage at [www.westernomelette.ORG](http://www.westernomelette.ORG).

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