It is the responsibility of each employee to create a work environment of teamwork and guest service
in order that the needs of our guests and each other are met.

Employee Handbook

This handbook outlines the day-to-day operations of **Williamsburg Occasions LLC, dba *The Catering Company***, (referred furthermore in this handbook as ***The Catering Company***) conditions of employment and general information about the company, job, and responsibilities. It is designed to answer most of the basic information of ***The Catering Company*** however, do not hesitate to ask any question nor make any assumptions; consult a manger about anything you may need to know or feel the need for further explanation.

Mission Statement

The Catering Company is dedicated to providing our guests an elevated level of standards and service that will exceed their expectations. It is your goal to provide an exceptional experience for our guests through a professional, clean, and safe work environment.

Our Approach

The Catering Company employs a team approach in order to provide the highest quality food, atmosphere and service. Although employees are responsible for performing their own duties, they are expected to help others when asked or when they see help is needed. Effective teamwork must be based on a strong foundation of professionalism.

The Catering Company strives to provide a work environment based on trust and mutual respect.

Overview of the Company

The Catering Company is the premier event company in the Hampton Roads and Tidewater regions and is dedicated to upholding our proven track record of success and excellence, including “Area’s Best” from The Coastal Virginia Magazine (formally The Hampton Roads Magazine) consecutively since 2010.

The Catering Company is owned and operated by Laura and Craig Reeves; the company is operated under the umbrella company ***Williamsburg Occasions, LLC***. The company is comprised of two local bed and breakfasts, The Williamsburg Manor and The Williamsburg Sampler, and The Catering Company. Their local careers begin here in Williamsburg at Ford’s Colony of which slowly transitioned to ***The Catering Company*** in its present form.

The Catering Company started from humble beginnings in 1992 and was run out of the bed of breakfast.

Equal Opportunity

The Catering Company is an equal opportunity employer. Employees and applicants will be treated equally regardless of race, religion, sex, national origin or disability.

Harassment/Sexual Harassment

Sexual harassment is illegal and violates your policies. Harassment of any kind will, to include unwelcome sexual comments or conduct, will not be tolerated and we will assist those who speak up about it in ending any harassment.

If you feel you are being harassed, report the situation to your supervisor or any manager and they will address the situation immediately.

Confidentiality will be honored to every extent possible.

Confidentiality/Privacy

To insure the privacy of our guests, we do not share information about people who attend any ***Catering Company*** event. Employees are not to approach any guest with a personal agenda, i.e., autographs, handshakes, etc. Employees are expected to respect the confidentiality of the business and operations; any inquiries concerning ***The Catering Company*** guests or operation is to be directed to management.

Behavior

Everything you do on the premises of ***The Catering Company*** (this means any property the company owns or any off-site venue) property is visible to a guest. Thus it is important to be aware of your actions at all times. It is vital to the success of ***The Catering Company***, and the employees, to maintain a professional attitude at all times, including your interactions with fellow employees. Treat each other with the respect you wish to receive.

Professionalism means…

…no drinking of beverages in view of the public…no leaning, folding your arms or putting hands in pockets or excessive joking…no propping feet up on walls or chairs…no reading, whistling, chewing gum or eating candy or mints…even something as innocent as brushing hair from your eyes should be done out of the public view. Conversations in public areas regarding non-work related issues are inappropriate. Gossiping and complaining are counter-productive and will not be tolerated.

Any discussion in the workplace of guests' tips and/or behavior is unacceptable and will result in disciplinary action which may involve but limited to suspension, reduction in compensation or termination.

Employment-At-Will

Virginia is a "Right to Work" State, and ***The Catering Company*** is an at-will employer. Employees may voluntarily resign from employment any time for any reason. However, proper notice is requested and expected.

(See "Termination" on page 14.)

The Catering Company reserves the right to discharge an employee for any reason.

Telephone Calls

Employees must stay off their personal phones during any event unless it's an emergency or work related.

Calls for the Catering Company staff for payroll, address or name changes, etc., should be called into the office during office hours.
During an event, after office hours, please address your Captain with any questions or concerns if applicable.

Respect of The Catering Company equipment and offsite facilities

All employees will respect any equipment as if it was their own. No one is allowed to damage or deface any property. While accidents do happen, you are expected to report any incident immediately to a manager.

Food Handlers Procedures

- Staff is expected to wash hands often.
- Hands **must** be washed after using the restroom.
- There is to be no eating or drinking in view of the guests.
- Employees must wear gloves when dealing with food that is to be served directly to the guest without cooking.
- No Employees is to leave at the end of his or her shift without checking with a manager.

Schedules and Reporting Hours

The Catering Company's general office hours are 8:00am to 4pm Monday through Friday; if you need assistance from our office staff.

(757) 220-8011

General Shift hours – most events are during the evening hours but occasionally we have events during throughout the day however the same rules apply; shifts are on average 8-12 hours. You are to arrive at the work location on time and are expected to work the entirety of the shift. The shift ends when the job is complete, and the manager has said the shift is over. All of this is subject to the manager's discretion.

The following general information concerns scheduling:

- Work schedules are done by the staffing manager or shift supervisor.
- Management reserves the right to change the schedule as necessary.
- A manager must approve any and all shift changes.
- Management may excuse employees when not needed.
- Employees may be asked to perform tasks outside their normal duties.
- The work-week begins on Sunday and ends on Saturday.
- Punctuality is of utmost importance. Repetitive tardiness will result in suspension or termination.
- Every employee is to be dressed in full uniform promptly at the time posted on the schedule.
- Female employees may wear one (1) earring in the lower lobe of each ear; additional visible body piercing and visible tattoos are prohibited.
- Male employees are not permitted to wear earrings, colored nail polish or excessive cologne. Additional visible body piercing and visible tattoos are prohibited.
- Female employees may wear nail polish color, lipstick color and perfume at the discretion of management; all colors need to be conservative.
- What you do in your leisure time is your business unless it adversely affects ***The Catering Company.***

Alcoholic Beverage Service Policy

The Catering Company is committed to the responsible service of alcoholic beverages. It is the responsibility of all employees to enforce the policy dictated by ***The Catering Company*** and the ABC Laws of the State of Virginia.

Bartenders are responsible for knowing and adhere to the **ABC Laws of the State of Virginia**. Failure to do so may result in personal fines to the server as well additional fines and sanction to our ABC License.

- No employee will serve an alcoholic beverage to any person under the age of (21) twenty-one.
- Any guest that appears under the age of thirty (30) may be required to show proof of age. Acceptable documentation is a valid drives license, photo identification card or passport.
- In the case that the documents appear to be falsified or if a guest lacks authentic documentation, alcoholic beverages will be refused.
- Bartenders must be twenty-one (21) years of age or older. Waiters must be eighteen (18) years of age or older to serve alcoholic beverages.
- No guest that is visibly intoxicated or shows any signs of intoxication will be served an alcoholic beverage.
- When a guest demonstrates signs of intoxication, management must be notified. The guest will be informed that further alcoholic beverage service is no longer legal and will suggest an alternative beverage.
- Any guest demonstrating signs of intoxication will be urged to use alternative transportation. Any guest that refuses alternative transportation and will not surrender their car keys will be reported to local Law enforcement. Every attempt should be made to obtain the make, model, color and license plate number of the vehicle.
- All drinks will be measured according to the policy of ***The Catering Company*****.** Guests will be served no more than (1) one drink at a time.
- Any guest demanding to be served alcoholic beverages in short intervals will be reported to the captain/manager.

Event Portfolio

The Event Portfolio or the “black book” has all of the important information about the event and is extremely important to each event. The purpose of the book is to outline all of the information needed to complete each event. The book contains the menu and general description for the event, responsibilities, hour log, ABC license and business cards. It is every employee’s responsibility to keep this safe and guarded, if found please return to the captain at the event.

What does the book mean to you; if you do not clock in at the shop the book has a log sheet in where you can record your hours with a manager’s signature; if a client asks for a business card you can retrieve it for them **(you are to still find the manager and have he or she deliver the business card)**; you should know what is on the menu and the general description of the event. If any major questions arise you are to ask the manager.

Employee Time Clock & Break Policy

There is a time clock at the shop and you must clock in and out for your shift.

If for any reason you do not come to the shop first or at the end of the event, it is **solely your responsibility** to make sure your hours get recorded.

Handwritten time cards MUST be initialed by a Manager.
Failure to get initialed can result in a delay in your paycheck or a lack there of until resolved.

Event staff will be given breaks and meals during their shifts; at the manager’s discretion.

All staff will be given breaks during their shifts; you are required **to clock out when leaving for lunch or personal reasons, failure to do so constitutes <u>STEALING</u> (of time) and cause for termination.**

Uniforms

All staff **must** be in full uniform while at work, without exception.

Event Staff Attire

- The Catering Company will provide the employee with some of the necessary uniform requirements: (White Dress Shirt and Bow Tie) There are 2 uniforms event staff are allowed to wear – event uniform and set up uniform – you are excepted to show up in your set up uniform and the manager will advise you on when you should wear your event uniform.
- Event Uniform - White Button down Oxford Shirt, Bow Tie, Black Dress Pants and Black Shoes (dress shoes are preferred but all black sneakers are ok [absolutely no colors are allowed on sneakers])
- Set Up Uniform – **Summer Months;** Khaki style shorts (no loud colors) and a black or white t-shirt (no writing).
- Set Up Uniform - **Winter Months;** Blue Jean or Khaki Pants (in good condition) with a black or white shirt (no writing).

The uniform for each department will be posted and employees will be notified of requirements and changes as necessary.

Kitchen Staff Attire

Kitchen staff is expected to maintain a professional appearance at all times.

The chef and cook's uniform consists of:

- Chef Coat
- Chef Pants/Blue Jean Pants that are in good condition.
- Clogs or shoes with a non-skid sole. (No canvas or open shoes)
- Undershirts may be worn but must be white in color **without** visible advertisements.

The utility staff uniform consists of:

- Black Shirt or Catering Company Shirt
- **Blue** Jeans or Khaki Pants that are in good condition.
- Sneakers or shoes with a non-skid sole. (No canvas or open shoes, not flipflops)

Drug Free Policy

The Catering Company explicitly prohibits while on company time:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription.
- Being impaired or under the influence of legal or illegal drugs or alcohol.
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the company or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.
- The Catering Company will conduct drug and/or alcohol testing under any of the following circumstances:

  FOR-CAUSE TESTING: The Catering Company may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.

  POST-ACCIDENT TESTING: Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way.

Our worker's compensation policy* requires that an accident report is filled out within 12 hours in the event of a workplace injury.
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***A Drug test will be required**
In the event of failure of a drug test, the bill will become your responsibility.

Smoking/Vaping

The Catering Company provides our guests with a **smoke free** environment and does **not** make any provision for employee or guests that are smokers.

- No smoking/vaping is allowed in any vehicle or rental vehicle: during events or while any guests are present on property. When working at the warehouse you are only allowed to smoke outback and you must dispose of your cigarette butts properly.

- Due to the offensive nature of cigarette/vape smoke, employees must not smell of cigarettes when reporting to work. Those employees who smell of cigarettes will be sent home to change or remove the offending article.

Theft

It is in everyone's interest to prevent theft. Theft of anything (silver, china, food, beverage, alcohol, cash, etc.) adversely affects the company. This includes the unauthorized consumption of food and beverages. Anyone found taking property from the company without the expressed permission of management is subject to immediate dismissal and prosecution. We encourage employees not to bring any personal belongings to the work place and make no provisions for the security of such items. ***The Catering Company*** will not be responsible for any employee items lost or stolen from the premises.

Employees should not make any assumptions as to authorized consumption or removal of property.

KEEP THE FOLLOWING TIPS IN MIND:

- Do not hesitate to report suspicious people or activities to management.
- Use any and all equipment with caution.
- Chemicals are to be used with caution and by direction only.
- Report any accident or injuries to your supervisor immediately to fill our accident report.

*****Employees are not permitted to bring any weapons or firearms onto the premises.*****

Emergencies

In the event of an emergency situation, stay calm and notify a manager immediately.

If a manager is not readily available, call **911**.

Security and Safety

The Catering Company is committed to the safety and security of its employees and guests.

General Fire Safety Tips:

- Keep all exit ways clear of blockage or debris.
- Know where the Fire alarm pulls are located in the buildings.
- Keep cloth or flammable material away from flame, lights, or heat source.

Fire

AS AN EMPLOYEE YOU SHOULD MAKE YOURSELF AWARE OF THE EXIT'S AND LOCATION OF PULL STATION FOR THE ALARMS, AS WELL WHERE TO LOCATE A FIRE EXTINGUISHER AND ALARM PULLS.

IN THE EVENT OF A FIRE:

- Remain calm, pull fire alarm and help direct guests and employees to the nearest exit.
- Once safely out of the building, help escort guests and other employees to parking lot, where everyone should report to the manager.
- Assist manager in identifying anyone who may still be inside so that the fire department may be informed upon arrival.
- Do not re-enter the building until authorized by the fire department.

Remember, if dense smoke is present, "stop, drop and crawl".

"Smile - you are on stage!" Always maintain positive eye contact. Use proper vocabulary with our guests.

Key steps for excellence:

- Use customer friendly body language and words.
- Use the guest's name if and when possible.
- Identify customers' needs.
- Maintain an attitude of service excellence.
- Handle difficult customers with care.
- Exceed customers' expectations.
- Practice excellence at every customer contact point.

Dealing with Customer Questions

Be prepared to answer questions from guests concerning our name, ownership, menu, hours of operation, décor, etc. If you do not know the answer to a question, **do <u>not</u> improvise**, ask someone who knows.

Also, as a server you are expected to know how to pronounce the name of the menu items as well as the ingredients when applicable.

Dealing with Customer Complaints

Always be courteous to customers – **listen to them.** If the situation can be easily rectified, do so at once. If the situation is more serious, notify a manager immediately. Never lose a guest's good will through apathy or inattention. Addressing the guest's concern immediately is the responsibility of each employee.

No matter how trivial a guest complaint may seem, Management needs to hear every complaint as soon as possible.

Whoever receives a complaint 'owns' that complaint until it is resolved to the guest's satisfaction.

Vacations

Vacation applies to salaried employees only, and is as follows:

- After one (1) year of continuous employment = 1 week of paid vacation
- After two (2) years of continuous employment = 2 weeks of paid vacation

An employee has one (1) calendar year (Jan.-Dec.) in which to use his or her vacation time.

All vacation should be requested a minimum of two (2) weeks prior to the dates requested.

All vacations are subject to the discretion of management and are dependent on the current staffing needs.

Any deviation from this policy must be approved by Craig or Laura Reeves

*Time requested off that happens to fall on a "no event" weekend, does not constitute the use of your vacation time.

Manager "on-call" Policy

A Manager must be "scheduled" on call whenever the owner is out-of-town, in case of an emergency.

This on-call status requires you to be within a half hour of Williamsburg and "sober" in order to respond to Catering and Bed & Breakfast emergency needs.

Illness or Inability to Work

If you find yourself unable or too ill to work or suspect that you are contagious and should avoid affecting others, you need to notify your Event Captain or a Manager immediately.

Speaking or texting to another employee does not fulfill your obligation to speak to a manager.

In the event that you are unable to work a scheduled shift and fail to call in and speak to a manager to explain the unexpected absence, you run the risk of not being scheduled for future events.

Termination of Employment

Voluntary Termination

Employees are expected to demonstrate professional courtesy by giving adequate written notice prior to departure.

- All employees are expected to give a least (2) two weeks' notice.

Failure to give such notice may adversely affect an employment reference and possible future employment by the Catering Company.

Involuntary Termination

Employees may be suspended or terminated for unacceptable conduct or performance as described in this handbook. Although this handbook sets forth the basic foundations and expectation of the company's policies it is in no way considered to be completely comprehensive. ***The Catering Company*** acts in good faith and adheres to the rules and regulation of the Commonwealth of Virginia Employment Commission and its governing bodies.
Upon separation, paychecks will be available at the next scheduled payday.

The Catering Company reserves the right to deduct the cost of un-returned uniforms, equipment, supplies, advanced funds, and advanced vacations owed to ***The Catering Company*** upon termination or separation from the employee's final paycheck.

Discipline

It is our hope that the policies and procedures set forth in this handbook have clearly defined what is expected of employees of ***The Catering Company***.

In the event of violation of the policies, disciplinary action may be warranted.
The disciplinary actions by Management may take but is **not** limited to the follows procedure:

- A verbal warning.
- A written warning.
- Suspension and or dismissal*
- ***The severity of the infraction will determine the appropriate act and is at the sole discretion of Management**

We hope that this handbook has helped you to understand our philosophies and standards. We trust that it answers questions you may have, and if not, please feel free to ask.

Please ask management about anything of concern not addressed in this handbook.

*****The Management reserves the right to amend, change or revise the The Catering Company handbook at any time.*****

ACKNOWLEDGMENT OF RECEIPT OF EMPLOYEE HANDBOOK

The Employee Handbook contains important information about The Catering Company, and I understand that I should consult the Management regarding any questions not answered in the handbook. I have entered into my employment relationship with The Catering Company voluntarily, and understand that there is no specified length of employment. Accordingly, either the Company or I can terminate the relationship at will, at any time, with or without cause, and with or without advance notice.

Since the information, policies, and benefits described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur, except to The Catering Company's policy of employment-at-will. All such changes will generally be communicated through amendments and revisions, and I understand that revised information may supersede, modify, or eliminate existing policies.

I have had an opportunity to read the handbook, and I understand that I may ask the Management or my event Captain any questions I might have concerning the handbook. I accept the terms of the handbook. I also understand that it is my responsibility to comply with the policies contained in this handbook, and any revisions made to it. I further agree that if I remain with The Catering Company following any modifications to the handbook, I thereby accept and agree to such changes.

I was offered a copy of The Catering Company's Employee Handbook on the date listed below. I understand that I am expected to read the entire handbook. Additionally, I will sign the two copies of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to The Catering Company's representative listed below on the date specified. I understand that this form will be retained in my personnel file.

Furthermore, I understand that this handbook is not a contract of employment

_____ _____

Signature of Employee Date

_____

Employee's Name - Printed

_____ _____

Company Representative Date