



Need to Know Policies

Cell Phone Use

- We have a no cell phone use policy; Team members are not allowed to use their cell phone while working or in guest service areas (front counter, food prep areas, etc.)
- Team members are not allowed to post pictures or videos of the workplace on social media (Facebook, Instagram, Twitter, Snapchat, etc.)

Clocking In and Out

- You must be work ready when you clock-in (i.e. do not clock in prior to dropping off / picking up personal items, do not clock in immediately before using the restroom, do not clock-in prior to be dressed and ready to work). You should only clock in when you are immediately ready to begin working.
- If you forget to clock-in, you are responsible for filling out the "Fix My Time Punch" form on the Team Website (can be found under 'Team Tools')

Team Member Meals

- \$9 and a beverage (does not include desserts, such as milkshakes, frosted beverages, IceDream, Cookies and Brownies)
- Team members should not assemble their own meal
- Team members should not input their own meal on the register
- We encourage team members to wait in line with guests; if it is easy to accommodate and at the discretion of the front of house lead on shift, a meal can be placed through an open register if the line is excessively long

Grooming Standards

- Team members should be neatly groomed, beards and mustaches of ¼' are allowed, *longer facial hair requires use of a beard net*
- No nail extension for both front and kitchen, and no nail polish for kitchen; Fingernails should not extend past fingertips when hand is viewed from an open palm
- No jewelry is permitted in kitchen, no loops or stone jewelry for front
- Non-slip shoes must be worn **at all times**; you will not be able to work without them

Checks are available on Fridays (of the weeks that we get paid) after 2pm and are able to be picked up outside of rush hours (11a-2p & 5-7p)