Bodihow 2024

Employee Handbook

This manual is intended to be used as a guideline and is informational only. Its provisions are not conditions of employment and may be modified, revoked, or changed at any time with or without notice. Nothing in this manual is intended to be construed to be a contract between Bodihow Brewpub LLC, DBA Bodihow Brewing Company and any of its employees.

Welcome and thank you for choosing Bodihow as your place of employment.

The Goals of *Bodihow Brewpub:*

To exceed the expectations of our patrons and give them more than they expect in terms of service, atmosphere, quality of product, value and to ensure their return.

To earn the respect of our co-workers by going beyond the "job description" and assist others in the spirit of teamwork and cooperation.

As employees, to uphold a fun yet professional work environment.

As managers, to have open communication and give employees all the tools and assistance necessary to do your jobs well.

To maintain a safe environment for staff and patrons by working together and intentionally.

Expectations for the employees of *Bodihow Brewpub*:

Act as mature individuals and in a professional manner while you are at work or on the premises.

Understand and adhere all laws and business policies.

Perform your job consistently, up to and beyond predetermined standards.

Attempt to improve job performance over time.

Take your job responsibilities seriously.

Be enthusiastic about your work!

Exceed expectations every time.

Inform us of any guest complaints, any product that does not measure up to our standards, and/or any knowledge of theft. Theft affects every person's wages, potential benefits, not to mention trust.

Probationary Period

Your first 60 days of employment at Bodihow Brewpub will be strictly probationary. This is a time when it will be decided if the business and employee are suitable for one another. During this time, we have the option of ending employment for any reason.

Employee Evaluations

Each employee at Bodihow Brewpub will receive a review following one year of employment.

Work Schedules

Employees are scheduled for work in accordance with expected levels of business. Schedules will be posted on Mondays for the following week. Once the schedule is posted we expect all employees to check it and adhere to it. You as the employee will be responsible for all shifts scheduled.

Only managers are authorized to make schedule changes. In case of a necessary schedule change both the employee giving up the shift and the employee taking the shift must approach a manager for authorization. Once the manager approves the switch, it will be changed on the schedule. The employee who is on the schedule will be responsible for the shift.

Availability forms are to be utilized by employees to notify us of your regular availability. The request off book is used for employees to take off times that normally fall into your regular availability. Requests off must be in the book the Sunday before the next schedule is posted, and will be granted in a first come, first serve basis. We will do our best to honor all requests off and will let you know if there is a problem prior. If you need to request off a week or more, please notify a manager to allow for discussion. There are specific dates and weekends that we will limit the number of requests off granted due to an expected high volume of business. Requests off will always be up to the discretion of the managers.

Call-in Policy

If for some reason you cannot work your scheduled shift, you are still responsible for getting it covered. You must call in at least two hours before the start of your shift, and then continue to try to find a replacement. If you do not find a replacement the manger has the option of having you come in to cover your shift. Not coming in or calling in for a shift will result in a write up and could result in termination. If you are sick, a doctor's excused absence will result in no disciplinary action.

Pay

Payday is every other Friday.

You are responsible for clocking in and out under the correct position for your shifts. Any missed clock in or out must be reported to a manager immediately for correction. Failure to report a missed punch may result in lost time. Missing time clock information may be adjusted to scheduled shift or time lost at the discretion of management.

Alcohol Sales and Service Policy

Bodihow Brewing Company is committed to safely and lawfully serving alcoholic beverages.

Objectives and Strategies

Employees will:

- Comply with all the requirements of the *Wisconsin State Statues Chapter* 125 and the *Village of Oregon Section 12.05 relating to Alcohol Beverages*.
- Educate employees engaged in the sale of service of alcohol regarding this policy.
- Require at least one licensed operator on the premises whenever alcohol is being served or sold.
- Use pre-printed age charts as an efficient and accurate means of determining whether a customer has attained the legal drinking age.
- Avoid overcrowding by limiting occupancy of the premises.
- Maintain a close and cooperative working relationship with the Village of Oregon police department.

Employees selling or serving alcohol shall comply with the following rules.

- Employees shall not consume alcohol at any time while working including break times.
- Employees shall require proper identification for any purchaser.
- Employees shall refuse any customer who cannot produce a valid ID.
- Employees shall ID everyone sitting at a table who is sharing a pitcher of alcohol.
- Employees shall inform all servers and/or managers if they have cut off a customer.
- Employees shall not sell alcoholic drinks to customers who say they are buying a drink for another individual.
- Employees shall not sell or serve a customer who has exhibited signs of intoxication.
- Employees shall not over serve any one individual.
- Employees shall encourage any person consuming alcohol to avoid driving by using a designated driver or finding alternative means of transportation.
- Employees shall notify a supervisor or manger if they notice any bad or obnoxious behavior.
- Employees shall not permit loud, unpleasant, or obnoxious behavior or the sale of illegal drugs.
- Employees shall respond cooperatively with the inquiries from the Oregon Police Department.
- Employees shall immediately contact emergency responders if they are made aware of or observe a person to be unconscious.
- Employees shall call Police/EMS when a patrons ask for such services.

Employee Training Requirements

- All employees engaged in the sale of service of alcohol must complete the Alcohol Server Beverage Course from a technical college or a course recognized by the Wisconsin Department of Revenue.
- Continuing education presentations about the behavior of patrons that mix alcohol with other drugs are provided by OPD. Employees that sell alcohol are required to attend a presentation.
- All employees engaged in the sale of service of alcohol shall read and understand "The F.A.B. ID Check" flyer produced by the Wisconsin Department of Revenue.
- All employees shall observe customers for the following physical and behavioral signs of intoxication:

1. **Relaxed Inhibitions**—persons with lowered inhibitions can become talkative, talk loudly, become over friendly, relaxed, or argumentative.
2. **Impaired Judgement**—persons showing impaired judgement may complain about the strength of a drink, begin drinking faster, make irrational or argumentative statement, or become careless with money.
3. **Slowed Reactions**—persons with slowed reactions may talk or move slowly, have glassy or unfocused eyes, forget things, or lose their train of thought.

4. **Impaired motor coordination**—stagger, stumble, fall down, bump objects, or sway when sitting or standing. Be unable to pick up objects of may drop them. Spill drinks or miss their mouths when drinking. Slur their speech.

Bodihow Compliance Measures

- All managers, employees, licensed agents and other persons representing Bodihow Brewpub are expected to comply with the requirements of this policy and all requirements set from in the *Wisconsin State Statues Chapter 125 and the Village of Oregon Section 12.05 relating to Alcohol Beverages*.

- Managers, supervisors, and licensed agents are responsible for requiring compliance with this policy.

Bodihow Communication

Bodihow Brewpub will ensure that:

- All employees receive a copy of this policy during the orientation process.

- This policy is easily accessible by all members of Bodihow.

- Employees are empowered to actively contribute to and provide feedback to mangers, supervisors, licensed agents, owners regarding this policy.

- Employees shall be notified in writing of any changes to this policy.

Preventative measures

After sunset, managers will ask staff members to complete parking lot sweeps. The purpose of these sweeps is to inform bartenders and managers if patrons are in remaining in vehicles. This information is vital in understanding if that patron then has a behavioral shift.

If a patron is deemed overly intoxicated, staff is to is to remove the alcohol. Do not allow the patron to continue to consume alcohol. The next priority is to make sure that they have a safe way home. If they are unable to find an individual that can take responsibility for them call OPD for assistance.

Phone Procedures

Employees are not to make phone calls on the house phone while on the clock unless approved by a manager. Employees may only receive phone calls in the case of an emergency. No cell phones shall be used by employees or on person (in back pocket) while on the clock.

Walk Outs

As a server or a bartender, you are responsible for your guests, from the time of service to the time of payment. On rare occasions guests leave without paying their bill. You are responsible for 40% of walk out tabs.

Server Banks

Servers should be prepared with a $20.00 bank.

Building safety

During open business hours all doors must remain unlocked.

When the bar closes all doors must be locked. Prior to leaving the building check all doors to verify they are locked.

Workers Compensation

You are covered by worker's compensation for "on the job" accidents. If you are injured, you must notify the manager immediately.

Employee Meal/Discount

All employees will receive 50% off their food while working or while as a patron. Employees may put meals on an employee tab. The tab will be paid on the next payroll in the form of a miscellaneous deduction.

Bodihow Clothing/Swag

Any shirts, hats, or other Bodihow merchandise you wish to purchase you can purchase at cost. Ask manager for employee cost.

Attire

FOH and Kitchen: All employees are required to wear appropriate attire. We are a family friendly establishment. Ask a manager if you have questions about your outfit.

Shoes: No open toed or open heeled shoes and socks must always be worn.

Please keep perfume to a minimum and jewelry modest and appropriate. The manager on duty has the right to decide the appropriateness and ask the employee to change.

Etiquette

The most important element of a successful work environment is the mutual respect among employees. It is crucial that we all treat our fellow employees with respect and dignity. This includes management as well. If you feel that a fellow employee is mistreating you and you cannot work it out amongst yourselves, let a manager know. If you feel that a manager is mistreating you, let Mac or Jamie know.

Smoking

Smoking is allowed in designated areas with the permission of the manager. This does not mean smoke whenever there is not a manager around. Keep your breaks at a minimum of 2 hour between breaks. Breaks should not be taken during times when the restaurant is busy.

Resignations

We are an at will establishment, which means Bodihow may terminate its employees for any reason. *Bodihow Brewpub LLC, DBA Bodihow Brewing Company,* may act arbitrarily, or inconsistently, without providing specific protections such as warning, fair procedures, objective evaluation or preferential reassignment. Inversely you may leave without a two week notice or without specific reason or justification.

***Bodihow Brewpub* Discipline**

Expectations:

- ➢ Be ready to work when your shift starts.
- ➢ Wear correct work attire.
- ➢ Being polite and professional to guests and customers.
- ➢ Covering your scheduled shift if you are sick or have another conflict.
- ➢ Completing daily chores, i.e. portioning, stocking and general cleaning.

At Bodihow Brewpub, we believe in a firm, fair approach to discipline. Our expectation is that our staff will use common sense philosophy when determining what actions are necessary to sustain a responsible working environment. We have expectations of our employees that will be observed by our management. Failure to meet these expectations will result in various disciplinary actions. You will receive a verbal warning for the first offense, followed by a written write up from that point forward. All violations will be documented. Other offenses will result in a sit-down disciplinary meeting to determine various punishments. Three written warnings in one year can result in termination from Bodihow Brewpub. The following offenses will result in an employee being "written up":

Items that will be documented.

Repeated tardiness (more than three times a month).

Excessive calling-in sick or otherwise.

Missing a scheduled shift

Violation of any Bodihow in house policy.

Not performing your job to agreed upon standards.

Insubordination.

Immediate Termination

- ➢ Theft of any type or knowledge of theft
- ➢ No call, no show for work
- ➢ Sexual Assault
- ➢ Physical abuse
- ➢ Being intoxicated on a shift.
- ➢ Being confrontational with customers on the floor.
- ➢ Possession of firearms on Bodihow Brewpub premises.
- ➢ Possession of or use of drugs on Bodihow Brewpub premises
- ➢ Purposefully creating an unsafe work environment.

**The severity, circumstances, and consequences of any of the above will determine whether the employee's actions can be grounds for immediate termination. **

***Bodihow Brewpub Restaurant* Sexual Harassment Policy**

It is the policy of Bodihow Brewpub to prohibit harassment of one employee by another employee or by a manger on the basis of sex.

It is not always easy to define precisely what harassment is, but it certainly includes unwelcome jokes or comments, unwanted sexual advances, requests for sexual favors, unsolicited touching and other verbal or physical conduct of a sexual nature. Any action by any employee of Bodihow Brewpub that causes discomfort to any other person (whether employee or guest) due to the sexual nature of this action while on our premises is viewed as sexual harassment. Any employee that feels that he or she has been subjected to sexual harassment should immediately report the matter to Jamie or Mac to have the situation remedied immediately. After a complaint has been filed any further violations of this policy will result in disciplinary action up to and including termination. Employees can be reassured that no one will be retaliated against for either filing a complaint or participating in an investigation of harassment.

Things you should know:

Bodihow Brewing Company

201 Concord Dr.

Oregon, WI 53575

Phone: (608)291-0160

Hours:

Open 6 am M-F & 7am weekends

Close 9pm Sunday-Thursday & 10pm F-S

Bodihow Orientation Checklist:

Servers

Auto Gratuities:

An automatic gratuity of 20% will be added to parties of 8 or more. It is expected that the server notifies the party of this and points it out explicitly when handling payment.

Food and Drink Specials:

We have nightly food and drink specials, and we have specials during specific sporting events. It is the employee's responsibility to know what the specials are.

Gift Cards:

See a manager for a gift cards.

Happy Hour Specials:

$1.50 cents off Bodihow Beers and Wine.

2Touch Computer Training:

Punching In/Out

Ringing in Food and Beverages

Splitting Checks

Transferring Checks

Printing Checks

Payment (Cash, Check, Credit Card, Giftcard)

Punching In/Out:

You may be written up for a pattern of forgetting to punch in and or out.

Please notify the manager ASAP if you forget to punch in or out.

Separate Checks:

We will not issue separate checks on parties of eight or more with out manager approval.

As an employee of *Bodihow Brewpub,* I have read the employee handbook and understand what is expected of me according to the handbook. I agree **to adhere to** these policies, outlined consequences, and disciplinary actions. (Policies, consequences, and disciplinary actions are subject to change at discretion of management)

Name _____ Date_____

Signature _____