

Delectables Fine Catering, Inc.

Employee Manual

Policies, expectations and miscellaneous information

Mission Statement

Delectables Fine Catering, Inc. provides quality food and service in a professional manner to our customers in a profession, efficient manner, where quality and value is a top priority. Our goal is always to EXCEED our customers expectations.

Probationary Period

We hire all staff on a **90 day probabationary period**. After 90 you are considered a permanent employee and may be eligible for unemployment benefits. Your employment with Delectables Fine Catering is a voluntary one and is subject to termination by you or Delectables Fine Catering at will, with or without cause, and with or without notice, at any time. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of Delectables Fine Catering employees.

This policy of employment-at-will may not be modified by any officer or employee and shall not be modified in any publication or document. The only exception to this policy is a written employment agreement approved at the discretion of the President or the owners, whichever is applicable. These personnel policies are not intended to be a contract of employment or a legal document.

Server Rates

Starting Server Rate is \$7.00 per hour + gratuity. (The average gratuity per event is \$25 - \$45 depending on the amount of hours worked; Performance is also taken into consideration with gratuity disbursement).

You will be eligible for a rate increase to \$7.50 per hour after completion of all aspects of **training evaluation** with one of our Training Supervisors and you have worked **a minimum of five events** with no unexcused call-offs and good punctuality. Also, please come in for your free t-shirt!

After **one year and a minimum of 30 events** worked you be eligible for a rate of \$8.00 per hour pending supervisor recommendation and fulfillment of all evaluation requirements and dependability.

After **two years and a minimum of 60 events** worked you may be eligible for a rate of \$8.50 per hour pending supervisor recommendation and fulfillment of all evaluation requirements and being a right hand person to the Event Supervisor. The server rate caps at that point at \$8.50 per hour. If you would like to be considered for a Training Supervisor or Event Supervisor position to earn more money, please see Laurie Simpson.

Kitchen Rates

Kitchen rates of pay vary depending on experience and position. Please ask our Kitchen Manager.

Payday

Payday is every two weeks on Wednesday after 12:00pm. You may pick up your check, have it mailed, or have it sent via direct deposit. If you would like your check mailed, please call to confirm your address to be listed on a permanent mailing list. If you want it via direct deposit we need a deposit slip from your bank or a cancelled check.

Policies on Discrimination, Drugs, Aggression, Theft & Safety

We do not tolerate discrimination (racial or sexual), aggressive behavior, drugs/alcohol, or theft (including falsification of time cards or sign in logs) in our establishment. If any of these traits are found to exist it will grounds for immediate dismissal. We are an equal opportunity employer.

Safety is our highest concern. We do everything in our power to provide a safe working environment for our staff. If you see anything that may require owner attention, please be sure to report it to a manager.

Scheduling for Service Staff

Most scheduling is done on Mondays, so that's the best time to call for assignments. Server, Bartender and Chef positions are on an On-Call basis. We work at various locations such as St. Petersburg Coliseum, Ruth Eckerd Hall, Matheos Hall, Private Homes, Churches, Temples, etc.

Pending reference checks, you would be put on our list and called when function staff is needed. It is **your** option to say "yes" or "no" depending on your schedule. Most events are on weekends. Staff who show up on a timely basis, work hard, have a positive attitude and seldom call off on short notice are moved up in seniority and given more shifts. Day-of-Event call-offs usually result in removal or bottom placement of the schedule. We expect you to show up when you agree to work! However, you are not penalized if you simply say you are unavailable. **Most importantly, once you commit to an event, please be professional and keep your commitment.**

Dress Code for Servers

When arriving to an event, unless told otherwise, servers are to be dressed in regular attire for setting-up the event. However this doesn't include: flip-flops, tank-tops, heeled shoes, or midriff shirts. When the event begins servers are to wear white or black long sleeve oxford shirts, neatly pressed, comfortable black shoes and socks, black pants (no faded pants or black jeans), and a long black bistro apron. You must also have a long mens necktie with you in case a client requests us to wear one. The proper apron can be purchased here at the office or from your supervisor at the event. \$5.00 will be taken out of your first paycheck for the apron. You can have the money refunded if you return the apron when you no longer work here. Please be clean shaven, hair pulled back, and clean (no body odor will be tolerated). We do not allow visible body piercings like gages or bolts. Employees who do not fit this criteria will be sent home. All employees must wash hands prior to serving food.

Dress Code for Kitchen Staff

Comfortable clothing/a company t-shirt, and skid-proof shoes. You must wear gloves when handling food. (provided by DFC). You must wash hands prior to prepping food, and you must wash your hands when you enter the kitchen, even if you just washed them. This is a food service requirement.

Guest Contact for Service Staff

You should all be presenting yourselves in a professional manner. Please refrain from standing in groups, standing idle, or with hands in pockets in guests' view. **Always try to serve from the left and clear from the right when possible.** Pouring coffee and water should be done from the right. **Always finish serving one table before starting another.** Remember, your guests are waiting for you to finish serving the table before they can begin eating. If you have to go back into the kitchen to get more food, their food will be getting cold. **Try not to take off the plate cover until the very last minute.** We go through a lot of trouble to keep food hot and this practice helps to keep the food hot. When passing hors d'oeuvres butler-style, please try to go to all the guest tables before going back to the same people "whistling" for you to come over, polite people should be taken care of too! Always save hors d'oeuvres for the wedding party and take extra care of them and their families. Remember that they pay the bill and the tip! Take care of our venue managers and vendors such as photographers, Band, Videographers. Don't treat them like second-class citizens. They are the ones who refer us!!

Tool Boxes/Lexan Tubs/Storage Containers

We take a lot of time and effort to stock these kits. Anything removed needs to be returned and neatly placed in the proper, designated spot. For example, we are often missing extension cords, pens and business card holders because they are not always put away at the end of the evening. These kits should always be packed last. Be sure to replenish little things like three-prong plugs, business cards and extension cords, which often get left behind.

Buffet Decor

Buffet setup should always start with risers for a variety of heights. Then gather banquet cloths around and skirt, (do not pull banquet cloths tightly so you can place bowls in corners, etc.). Loosely lay accent billowy accent material across the buffet. Add props and décor. Always start a buffet with the least popular items such as salad, cheese, fruit, and cold Hors D' Oeuvre. Place the most popular items such as hot Hors D' Oeuvre, Chateaubriand and Shrimp at the *end* of the buffet for proper portion control.

No Call / No Show

We depend on each staff member to arrive as scheduled. When a person fails to show up as scheduled, it puts us in a bind and makes everything harder for the other servers. No call/no shows will be grounds for immediate termination unless a misunderstanding in regards to the schedule is proven to exist. All previous jobs due will be paid at minimum wage and forfeiture of gratuity will be applicable.

Serving Patterns

Whoever has head table and family tables will be the key for entire room. **Please do not serve your table until the head table has been served.** The same applies for clean up. Also, try to serve your tables as quickly as possible. Finish a complete table before serving another table. Waiting for every guest to finish before clearing may result in dragging the night on for hours. **Remember, we are banquet servers not fine dining servers; we need to try to time our entrees, coffee service, etc. all at the same time.** *When a customer asks for coffee as you are serving the entrée, tell them you will be happy to bring it to them as soon as you have finished serving all the meals.* Refill water and coffee after salad, entrée and desserts are served (after each course).

Breakage

Try to refrain from placing items in a hidden area that are bound to be forgotten at the end of the night. (For example, coffee and water pitchers hidden behind draperies.) Our goal this year is to cut down on breakage, broken props and dishes, lessening the amount of lost items, which are left at parties, or silverware, which is accidentally thrown into the garbage. Little things really add up. For instance, skirting velcro clips are \$.50 each, silver trays are \$75.00 each; dinner knives are \$7.00 each. Look for leftover silverware under tables, items left in the fridge, garbage cans, dollies and carts that belong to DFC.

Breakdown Station

In order to properly care for our equipment, we need to put S&P, table numbers and sugar and creamers off the tray into their proper container immediately after entering the kitchen. Please do not put them with the dirty dishes to avoid getting them slimy. Always try to separate silverware, different plate sizes and put glassware into the proper racks. Remember not to mix water glasses and wine glasses in the same racks.

Gratuity Policy

Gratuities are distributed at management discretion and they go in to a “tip pool” so that servers who work bridal shows and free events also get gratuity. Equal work among staff is a consideration upon disbursement, as well as the amount of hours worked. We take into consideration if one server had to work a much longer shift than another, kitchen staff (especially for larger parties where everyone has a part in the success of the event). Bartenders who are paid direct by the client are not required to share their tips. **Tip jars for solicitation of tips are strictly against our policy**--although you may accept tips if they are given. Boldly advertising for them is tacky and unacceptable. Please keep in mind; we try to be as fair as possible to everyone where tips, hours worked and work distribution are concerned and in general everyone is given an equal share. Sometimes a party will give an additional tip to the staff or send in a check. These tips are divided only among the staff that worked the event. Sometimes the hardest parties are the ones that do not give an additional tip. We hope to make it up to you by having you also work easier parties that do---- as a reward for our best, hardest working staff.

Cleaning of Work Area

When we work in a hall or home, we are expected to leave it in the same condition as when we entered. Kitchen floors, sinks, countertops, etc. should be left spotless.

Bartenders

We occasionally recommend bartenders for our event. The client pays the bartenders direct. Our bartender recommendation list is given out according to seniority. All bartenders are responsible to collect their money from the client. **Delectables Fine Catering is not responsible for bar staff and we do not provide liquor insurance. You must sign an agreement that you understand this before you will be recommended.**

Linens & Skirting

Please **understand the difference between linens and skirting**: We **own** our skirting (which goes **around** a table), but **rent** the linens (tablecloths, napkins, etc.) we use.

Linens

Linens should be perfectly centered on the table and the hemline on the inside before putting down the china and flatware. It is hard to re-adjust once items are in place.

When collecting dirty linen at the end of the night, please do not wrap up papers, food pieces, and silverware with accent material. We rent our linen and it is returned to the linen company weekly. If accent material or skirting is mixed with the linens we do not get it back. So, at the end of the party, **place linens into a plastic bag, and place the skirting into our tubs**. Dirty accent material and skirting should be placed in a plastic bag and put in the skirting tub to be washed. **Again, don't mix our skirting and accent material with the linens!!!**

Skirting

Clean **skirting** should be neatly folded and place in skirting tub. This will insure that it always looks pressed and wrinkle free. Skirting clips and pins need to be put back into their proper bag and returned to the storage container. *Dirty skirting is put in plastic bag **inside** the skirting container; **do not mix it with the dirty linen***. Always check with supervisor before removing linens and skirting from tables at conclusion of function.

Repacking

Some items are both fragile and expensive, and need to be packed carefully at the end of the evening, such as mirrors, silver trays, heat lamp, candelabras and skirting so it will not become soiled or damaged. When packing the vehicles, the weight needs to be proportioned evenly for safety. For example: It is dangerous to drive the vehicles with all the china loaded on one side. **Place heavy items in vehicles first**-too much weight in the tail makes driving both difficult and dangerous. Please pack carefully!

Thank you for keeping these policies in mind when you work at Delectables. We are very fortunate to have such a terrific crew that works so well together!

Please Keep This Manual For Future Reference.

------(tear)-----

Return this signed section to your Event Supervisor:

I acknowledge that I have read this employee manual for Delectables Fine Catering, Inc.

Employee Name: _____ Date _____

**On request our supervisors are asked to give an evaluation of each server.
The Evaluation is as follows:**

Server Evaluation

- Dependability/Punctuality_____
- Completion of Assignments_____
- Observes Rules and Procedures/Safety Record _____
- Enthusiasm/Positive Energy_____
- Works without Close Supervision_____
- Physical Ability-Can Carry Tray/Lift Equipment _____
- Is a Team Player_____
- Proper Placement/Repacking of Equipment _____
- Works Well Under Pressure _____
- Consistency throughout Work Shift _____
- Dresses Properly/Professional /Proper Hygiene_____
- Notifies Supervisor when Leaving Work Station _____
- Respects Supervisors and Coworkers _____
- Attends training classes when offered _____
- Shows Initiative/Is Pro-Active _____

Advanced Abilities

- Can heat and disperse hors d'oeuvres _____
- Can set up and decorate a buffet and stations properly_____
- Goes Above and Beyond/Exceeds Expectations _____
- Is a right hand person to the Supervisor_____
- Can perform Specialty Chef Positions _____

Comments:

Training Evaluator:_____