



5. **Location of the business by street address. For special event, list location of the event.**

440 Cool Spring Blvd., Franklin, TN 37067

**Phone number of the business** (615) 224-8380

6. **Please give the following information on the person who will be managing the business. This person is an owner \_\_\_\_\_ or a managing agent X.**

**Name** [REDACTED]

**Drivers license #** [REDACTED]

**State** [REDACTED]

**Date of birth** [REDACTED]

**Soc. Sec. #** [REDACTED]

**Home phone #** [REDACTED]

**Daytime phone #** [REDACTED]

7. **Specify the identity, address and daytime contact phone number of the person to receive annual privilege tax notices and any other communication from the City.**

**Name** Cymbelina Rogers

(crogers@oldchicagoent.com)

**Title** Office Manager

**Mailing Address** 2380 New Cut Circle

**City, State, Zip** Spartanburg, SC 29303

**Daytime contact phone number** 864-576-3390

8. **Will the permit be used to operate two or more restaurants or other businesses under the same permit as permitted by T.C.A. Section 57-5-103(a)(4) within the same building? Yes \_\_\_ No x.**

**If so, specify number \_\_\_\_\_. List the names of the restaurants or other businesses and describe their location (use additional sheet if necessary)**

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9. Do you own the premises on which you will operate? NO  
If no, please give the name and address of the property owner.

OCI RE COOL SPRINGS PARTNERS, LLC, 2002 Richard Jones Road, Suite C-200, Nashville, TN 37215

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10. Has any person having at least 5% ownership interest, managers or employees of the business been convicted of any violation of beer or alcoholic beverage laws or any crime (other than minor traffic violations) within last ten (10) years? NO If so, give particulars of each charge, court and date convicted.

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11. Has this owner or the owners organization had a beer permit revoked, suspended, or denied in the State of Tennessee? Yes \_\_\_ No x If so, please give date, place and cause of said revocation.

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12. Give the name and address of the former beer permittee at this establishment.

Omikoshi, 440 Cool Springs Blvd., Franklin, TN 37067

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13. Give applicant's history of involvement in the beer business, if any.

We have 2 existing locations in Tennessee (Clarksville and Murfreesboro) 3 locations in Kentucky  
2 in Louisville and 1 in Lexington and 1 locatoin in Evansville, Indiana

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14. Give applicant's employment record for the past 10 years.

OCI Enterprises, Inc., was incorporated on May 28, 2003

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15. What is the exact nature of the business in which you are applying for a beer permit?  
(Restaurant, tavern, motel, etc.)

Restaurant

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16. Will a full course menu be served? Yes
17. Will separate and sanitary facilities be maintained for men and for women? Yes
18. Will dancing be allowed on your premises? NO  
If yes, do you acknowledge that section 9-102 of the Franklin Municipal Code prohibits the operation of establishments allowing dancing between 1:30 AM and 8:00 AM? \_\_\_\_\_

#### **TRAINING POLICY:**

All beer applications must have a training policy submitted with application. This policy must include training regarding the sale of beer to minors.

19. Please read the following and upon signature of this application, you do understand and agree to comply if you are granted a permit.
- (a) You will not sell beer or similar beverages except at the place or places for which the beer board has issued your permit.
  - (b) You will not sell beer or any like beverage except in accordance with the terms of said permit.
  - (c) If this application is made for permit to sell and not for consumption on the premises, you will not sell for consumption on the premises and not allow consumption on the premises.
  - (d) You will rigidly enforce the law against sales to minors.
  - (e) You will prohibit gambling at your establishment and understand that the conduct of such activities on the premises will result in revocation of your permit.
  - (f) You will secure a certificate or statement from the health department or health officer that the premises covered by the application meet the requirements of the ordinances of the City of Franklin and the laws of the State of Tennessee.
  - (g) You will not attempt to transfer this permit to anyone else.
  - (h) You will display this permit in a prominent place in your establishment.
  - (i) You will not sell or distribute beer between the hours of 3:00 AM and 6:00 AM (8:00 AM for on premises consumption) during the week and between the hours of 3:00 AM Sunday and 12:00 Noon Sunday (10:00 AM for on premises consumption).
  - (j) You will prohibit the congregation at your establishment of those who reasonably appear to be intoxicated, lawless, rowdy, or prostitutes.
  - (k) You will not allow any liquor with alcoholic content of greater than five percent (5%) to be consumed on the premises.

- (l) You will not allow any sale or delivery of beer for consumption on the premises outside of the building, it being the intention to prohibit the sale of beer by what is commonly known as "curb service" or "curb sales" of beer.
- (m) You will comply with all requirements of section 2-201 through 2-229 of the municipal code of the City of Franklin.

A non-refundable \$250 fee must accompany this application and the application shall be submitted at least fifteen (15) days prior to the Beer Board meeting at which it is to be considered. If the application is approved you are required to provide documentation of sales tax registration to the city within ten days of approval. Any applicant making false statement in this application shall forfeit his permit and shall not be eligible to receive any permit for a period of ten years.

A privilege tax of \$100 is imposed on the business of selling, distributing, storing or manufacturing beer in this state effective January 1, 1994 and each successive January 1. Any holder of a beer permit issued after January 1, 1994 shall pay a pro rata portion of this annual tax when the permit is issued.

*I hereby make application to the City of Franklin Beer Board for a beer permit.*

*The signing of this application acknowledges that I am aware of the laws prohibiting the sale of beer to minors.*

*I hereby certify that no person having at least a 5% ownership interest, nor any person to be employed in the distribution or sale of beer in my establishment has been convicted of any violation of the beer or alcoholic beverage laws or any crime involving moral turpitude within the past 10 years.*

*I am also aware that I shall not be issued a permit or my permit shall be revoked if my business location causes traffic congestion or interferes with schools, churches, or other public places of public gathering, or otherwise interferes with public health, safety and morals.*

*[Handwritten Signature]*

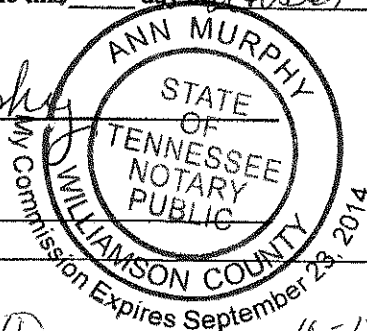
Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: OCI Enterprises, Inc.  
Name of Business Entity

Sworn to and subscribed before me this 17<sup>th</sup> day of October, 2012

*[Handwritten Signature]*  
Notary Public

My Commission Expires: \_\_\_\_\_



Official Use Only	
Application Fee \$ <u>250.00</u>	Date Paid <u>10-17-12</u>
Privilege Tax \$ <u>17.00</u>	Date Paid <u>10-17-12</u>
Board Meeting Date <u>11, 13, 12</u>	

# City of Franklin

P O Box 705  
Franklin, TN 37065  
(615) 791-3225

DATE: 10-17-12  
TO: POLICE CHIEF  
FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR  
RE: RECORDS CHECK FOR APPLICATION FOR BEER PERMIT  
BEER BOARD MEETING DATE 11-13-12

- Applicant is requesting a temporary permit. Please return ASAP.  
 Please return by \_\_\_\_\_ to provide information for Beer Board meeting agenda.

Name of Business Old Chicago Pizza & Taproom  
Location of Business 440 Coal Springs Blvd  
Name of applicant OC I Enterprises Inc  
Managing Agent \_\_\_\_\_  
Drivers License \_\_\_\_\_ State \_\_\_\_\_  
Date of Birth \_\_\_\_\_ Soc. Sec. # \_\_\_\_\_

- Recommend. Based on information available to date, the applicant has no record requiring denial of the permit under the provisions of Title 8 of the Franklin Municipal Code.  
 Not recommending. Based on information available to date, the Police Dept. is not recommending approval of a permit.

CENTRAL RECORDS DIVISION  
FRANKLIN POLICE DEPT

By \_\_\_\_\_

Date \_\_\_\_\_

Approved \_\_\_\_\_  
Signature

POLICE DEPARTMENT

David Rahinsky  
Chief of Police



Dr. Ken Moore  
Mayor

Eric S. Stuckey  
City Administrator

October 18, 2012

TO: Lt. Charles Warner ~~ad~~

FROM: Mary Casteel  
Mary Casteel, Communications Support Coordinator

SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on Tammy Hood, Managing Agent for Old Chicago Pizza & Taproom and found to be clear.



*David Rahinsky*





# City of Franklin

P O Box 705  
Franklin, TN 37065  
(615) 791-3225

DATE: 10-17-12  
TO: CODES DEPT  
FIRE DEPT  
FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR  
RE: BUILDING INSPECTIONS FOR APPLICATION FOR BEER PERMIT

- ON PREMISES PERMIT
- OFF PREMISES PERMIT
- ON AND OFF PREMISES PERMIT
- MANUFACTURER'S OR DISTRIBUTOR'S PERMIT
- SPECIAL EVENTS PERMIT

- Applicant is requesting a temporary permit. Please return ASAP.
- Please return by \_\_\_\_\_ to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 11-13-12

Name of Business Old Chicago Pizza + Taproom  
Location of Business 440 COT Springs Blvd

## CODES DEPT

M. Haman  
Building Inspector

10-22-12  
Date

*Note Bldg not  
Completed at  
this time*

## FIRE DEPT

\_\_\_\_\_  
Fire Inspector

\_\_\_\_\_  
Date

# City of Franklin

P O Box 705  
Franklin, TN 37065  
(615) 791-3225

DATE: 10-17-12  
TO: CODES DEPT  
FIRE DEPT  
FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR  
RE: BUILDING INSPECTIONS FOR APPLICATION FOR BEER PERMIT

- ON PREMISES PERMIT  
 OFF PREMISES PERMIT  
 ON AND OFF PREMISES PERMIT  
 MANUFACTURER'S OR DISTRIBUTOR'S PERMIT  
 SPECIAL EVENTS PERMIT

Applicant is requesting a temporary permit. Please return ASAP.

Please return by \_\_\_\_\_ to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 11-13-12

Name of Business Old Chicago Pizza & Taproom

Location of Business 440 Cool Springs Blvd

## CODES DEPT

\_\_\_\_\_  
Building Inspector

\_\_\_\_\_  
Date

## FIRE DEPT

Wayne Mobley  
Fire Inspector

10-18-12  
Date

# **OCI Enterprises, Inc.**



## **Restaurant Employee Handbook**

## **OCI Enterprises, Inc.'s Mission:**

“To run great restaurants... for the benefit of our Guests, our Community and Ourselves.”

## **WELCOME!**

Congratulations. Thank you for deciding to join our staff. We hope that your decision results in employment that is both fun and profitable. The purpose of this document is to offer you guidance for a few of the many topics about which you will undoubtedly have questions in the future. As you become more familiar with OCI Enterprises, Inc. you will grow to understand that many of your decisions must be made with the assistance of common sense and the Golden Rule (do unto others, as you would like them to do unto you). There are a few subjects, however, about which we have guidelines that must be followed. We have included these topics and others in this handbook. We expect that you will again refer to it for directions. If you do not completely understand anything in this handbook, please see your available supervisor for an explanation or to ask questions

*Harold Wallace*  
Vice President/Operations

## **Important Notice to Employee**

**THIS HANDBOOK IS DESIGNED TO SUMMARIZE MANY OF OUR PERSONNEL POLICIES AND TO ACQUAINT YOU WITH MANY OF THE RULES CONCERNING YOUR EMPLOYMENT WITH OCI ENTERPRISES, INC. OCI ENTERPRISES, INC. RESERVES THE RIGHTS TO MODIFY, RESCIND, DELETE OR ADD TO THE PROVISIONS OF THIS HANDBOOK AT ITS SOLE AND ABSOLUTE DISCRETION.**

**OCI ENTERPRISES, INC. ENCOURAGES INDIVIDUAL ACHIEVEMENT AND NEITHER THE EMPLOYEE NOR THE EMPLOYER IS COMMITTED TO AN EMPLOYMENT RELATIONSHIP FOR A FIXED PERIOD OF TIME. EMPLOYMENT WITH OCI ENTERPRISES, INC. IS AT-WILL. EITHER THE EMPLOYEE OR MANAGEMENT HAS THE RIGHT TO TERMINATE THE EMPLOYMENT AT ANY TIME, FOR ANY REASON. THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS BY MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF EMPLOYMENT, EITHER EXPRESS OR IMPLIED, NOR IS THERE A GUARANTEE OF EMPLOYMENT FOR ANY SPECIFIC DURATION. NO REPRESENTATIVE OF OCI ENTERPRISES, INC., OTHER THAN THE PRESIDENT OF THE ORGANIZATION, HAS AUTHORITY TO ENTER INTO AN AGREEMENT OF EMPLOYMENT FOR ANY SPECIFIED PERIOD AND SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT AND THE EMPLOYEE.**

**NO EMPLOYEE HANDBOOK CAN ANTICIPATE EVERY CIRCUMSTANCE OR QUESTION. AFTER READING THE HANDBOOK, IF YOU HAVE QUESTIONS PLEASE TALK WITH YOUR IMMEDIATE SUPERVISOR.**

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## **OCI ENTERPRISES, INC.'S COMPANY HANDBOOK**

As a member of OCI Enterprises, Inc.(the “Company”), we encourage you to take advantage of our open door policy. You have the right to ask questions of management about your job or the Company and receive an answer. Staff members also have the responsibility to respond clearly to any question asked of them. We encourage you to take advantage of this policy without fear of reprisal. Staff members are encouraged to go to their immediate supervisor with any questions or concerns that they have, because your supervisor is in the best position to respond quickly. If you are not comfortable speaking with your direct supervisor, please feel free to speak with any member of management. . The most important thing is that we address any issue that is important to you as a member of OCI Enterprises, Inc. “The only dumb question is the one you don’t ask!”

### **EQUAL EMPLOYMENT OPPORTUNITY**

OCI Enterprises, Inc. is dedicated to the principles of equal employment opportunity in any term, condition or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability or any other status protected by state or local law. This prohibition includes unlawful harassment based on any of these protected classes. Unlawful harassment includes verbal or physical conduct which has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment. This policy applies to all employees, including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

The Company prohibits retaliation against any employee for filing a complaint under this policy or for assisting in a complaint investigation. If you believe there has been a violation of our EEO or retaliation standard, please follow the complaint procedure contained in the sexual harassment policy.

### **SEXUAL HARASSMENT**

OCI Enterprises, Inc. strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment;
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment; or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

All employees are expected to conduct themselves in a professional manner at all times. Inappropriate sexual conduct is expressly prohibited by this policy. Such conduct includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mail;
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates;
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging and brushing up against another's body.

### **COMPLAINT PROCEDURE**

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. The Company expects employees to make a timely complaint to enable the Company to promptly investigate and correct any behavior that may be in violation of this policy.

Report the incident to a manager who will promptly investigate the matter and take appropriate corrective action. Your complaint will be kept as confidential as possible. If you feel you cannot go to any of these individuals with your complaint, you should report the incident to Harold Wallace, Vice President of Operations.

If the Company determines that an employee's behavior is in violation of this policy, appropriate disciplinary action will be taken against the offending employee, up to and including termination of employment.

The Company prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined above. The situation will be promptly investigated.

### **TRAINING AND ORIENTATION**

Each new staff member is scheduled for an orientation in order to receive an introduction to the Company's history, operation, personnel policies and an overview of employee benefits. During this period staff members are also asked to complete new-hire paperwork, and complete the **Book of Signs**.

All new staff members are considered to be in training for an indefinite period of time. During this time, new employees and the Company will have an opportunity to evaluate one another and the employee's compatibility, ability, and interest in the job.



The length of the training period is based on performance, and may be extended on one or more occasions as deemed necessary or appropriate by your supervisor. Please keep in mind that the at-will nature of the employment relationship will not change after your training period is completed.

## **HUMAN RESOURCES**

Your General Manager or VP of Ops. is the best resource for staff members to obtain current information on work guidelines, benefits, personnel policies, payroll data, personnel records, insurance, worker's compensation and job opportunities.

### **PAYROLL INFORMATION**

#### **Paydays & Pay Periods**

Paydays are on every other Monday after 2:00 PM. Pay periods are two weeks in length from Monday through the second Sunday following. Paychecks contain wages from the pay period ending one week prior to the payday.

#### **Social Security Verification and Immigration Law Compliance**

To be employed with OCI Enterprises, Inc., we require all employees to produce a social security card or a valid application for a social security card for employment verification purposes before they begin work. In alliance with Immigration Law, all staff members must also provide evidence of his or her identity and legal authority to work in the United States no later than the day he or she begins work. Failure to provide the stated documentation may result in denial of employment.

#### **Claiming Tips**

As a tipped employee, you are expected to report 100% of your tips. Failure to do so may result in disciplinary action up to and including termination.

#### **Changes in Personnel Information**

Human Resources and Payroll are responsible for maintaining complete, up-to-date, personnel records for all current staff members. Staff Members are responsible for notifying their General Manager promptly of any changes in their name, marital status, number of dependents, home address and phone number. Failure to change your information with the Company may result in a \$5 service charge should you need duplicate mailings of your W2.

#### **Reference and Employment Checks**

Only the VP of Ops. is authorized to provide employment verifications. No other staff members are authorized to provide employment verification, employment reference (either on/off-the-record), or any other information regarding current or former staff members to anyone. This includes letters of recommendation made on behalf of OCI Enterprises, Inc.

Human Resources should be promptly notified of any formal or informal requests for information about current or former staff members.

### **Hiring Former Employees**

The Company may consider employees for re-employment who voluntarily leave the Company or who are terminated in the judgment of the Company through no fault of their own. To be rehired, the previous GM must approve.

Typically, employees that were discharged are not considered for re-employment unless otherwise required by law.

### **CLASSIFICATIONS OF EMPLOYMENT**

Your supervisor or manager will review with you proper time keeping requirements and procedures. Prior to working beyond your scheduled hours be sure to obtain management approval.

**Hourly** - As an operations employee, you must work an average of over 32 hours a week to be considered full-time.

**Salaried Non-Exempt** - Full-time salaried non-exempt staff members are defined as those staff members who work on a regular basis for 32 or more hours a week at a designated salary. Non-exempt status is defined as being eligible for overtime pay in accordance with State/Federal guidelines.

**Salaried Exempt** - Full-time salaried exempt staff members are defined as those staff members who are hired to work on a regular basis for 32 or more hours a week. Salaried exempt staff members include all regular salaried staff members who are classified by the Company as exempt from the overtime provisions of your State/Federal laws.

**Overtime** – As an hourly employee, you are eligible for overtime pay in accordance with State/Federal guidelines. Due to the workload throughout the Company, you may be required to work beyond your normal shift. Exempt status staff members are not paid overtime. Non-exempt staff members will be paid overtime pay for overtime work in accordance with State/Federal guidelines provided overtime is requested and authorized by a supervisor.

### **HOLIDAYS**

On the following holidays, the Support Office will be closed for observance:

- New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, and Christmas Day
- Additional days may be added at the discretion of the Company.

## **LEAVE OF ABSENCE GUIDELINES**

### **FAMILY AND MEDICAL LEAVE**

#### **Eligibility for Leave**

Any employee, who has been employed by OCI Enterprises, Inc. for at least 12 months and has worked at least 1,250 hours during the 12 months preceding the commencement of a leave of absence, is eligible for family or medical leave of absence if certain conditions are met. An employee, except for certain highly compensated employees, will be returned to the same or equivalent position.

An eligible employee may take a leave for one or more of the following reasons:

#### **Medical Leaves**

- The inability of the employee to perform an essential function of his or her position due to a serious health condition or pregnancy disability.

#### **Family Leaves**

- Father's attendance at birth of child
- Parent's care of a newborn, if completed within twelve (12) months following birth of child
- Placement of a son or daughter with the employee for adoption or foster care, if completed within twelve (12) months after date of placement
- Care for a spouse, child (under 18 years or disabled) or parent of the employee who has a serious health condition

If the necessity for the leave is foreseeable, an employee must notify the Company of the request for leave 30 days in advance. If the leave is foreseeable based on a planned medical leave, the employee also must make a reasonable effort to schedule treatment so not to unduly disrupt Company operations.

If the leave is unforeseeable, the employee is expected to give notice to the employer of the need for the leave as soon as practicable under the circumstances, i.e., within one or two working days.

An employee requesting a foreseeable leave must complete an "Request for Leave of Absence Form" and provide appropriate documentation, as may be requested, to verify the reasons for the leave. Any request for leave based on a serious health condition, whether it involves the employee or a family member, must be made in a timely manner and be supported by appropriate medical certification if requested by the Company. Documentation confirming family relationship, adoption or foster care may be required.

If the leave stems from an employee's medical condition, the medical certificate must specify that the employee is unable to perform an essential function of his or her job, including the duration of such a work restriction. For leaves stemming from the medical condition of a family member, the medical statement must specify that the employee is needed to care for the family member. In all cases of leave for serious health condition, the Company reserves the right to request a second medical opinion at Company expense.

Failure to provide notification and appropriate medical certification in a timely basis may result in delayed approval or denial of leave. Continued absence after denial of leave may result in disciplinary action, up to and including termination.

### **Length of Leave**

Each eligible employee may be granted an unpaid family or medical leave for a period up to 12 weeks during a 12-month period as defined by the Company, except where both spouses work for OCI Enterprises, Inc. The Company uses the 12-month period measured forward from the first day of an employee's leave. In this case, the spouses are limited to 12 weeks of leave in total during this 12-month period unless the leave is necessitated by the serious health condition of the employee or that of the employee's spouse or child.

### **Benefits During Leave**

An employee on an approved unpaid family or medical leave of absence will be retained on the Company health plan the same as active employees, except that the employee must make arrangements with the Benefits Department for payment of the employee's portion of the insurance premium for the duration of the leave. If the employee is on paid leave, appropriate deductions for health insurance will be made from the employee's paycheck. As with other types of leaves, the employee will not be awarded any employee benefits during the period of the approved leave, such as vacation. Vacation time typically granted on anniversary dates will be granted upon return from a designated leave of absence. Holidays, funeral leave or employee's jury duty pay is not granted if on leave. However, employment benefits granted to the employee up to the day on which the family or medical leave of absence begins are not lost.

In the event that an employee fails to return from family or medical leave, the employee will be liable for the premiums paid by the employer to maintain insurance coverage unless: (1) the employee's failure to return to work stems from the continuation, recurrence or onset of a serious health condition of the employee or a family member; or (2) the failure to return stems from circumstances beyond the control of the employee.

### **Return From Leave**

An employee on leave is required to report periodically on their status and intent to report to work. An employee (except for certain highly compensated employees) upon returning from leave will be reinstated to the same or an equivalent position subject to the rules of FMLA. Medical certification may be required verifying an employee's ability to return to work from medical leave. Failure to return to work on the day after the expiration of leave will result in termination of employment. In the event an employee is returning prior to the original release date, a physician's statement must be provided 48 hours in advance.

### **Reduced Work Schedule/Intermittent Leave**

In a limited circumstance as described below, an employee who is eligible for family or medical leave may be permitted to work a reduced schedule or receive periodic time off from work. In cases of a serious health condition of the employee or a family member, such leave may be permitted in circumstances when it is medically necessary. Appropriate medical certification will be required. However, where a reduced work schedule or intermittent leave is foreseeable based on planned medical treatment, OCI Enterprises, Inc. reserves the right to temporarily transfer the employee to a comparable position that better accommodates the employee's recurring periods of leave.

In other cases in which employees are eligible for family or medical leave, such as pregnancy disability, childcare, adoption or placement of a child, the Company may review the individual circumstances involved in considering a reduced schedule or intermittent leave requests. The Company may take into account the employee's length of service, number of requests, duties, workload and employee's job performance in making such decisions. Intermittent leave due to pregnancy will not be granted beyond 12 months following the birth of the child.

Any time off permitted, based on a reduced work schedule or intermittent leave, will be treated in the same manner as absences under the family and medical leave policy, and such absences will be applied against the leave permitted under such policy.

### **MEDICAL LEAVE OF ABSENCE (NON -FAMILY MEDICAL LEAVE)**

As an eligible employee, requests for medical leave for an employee's illness, injury or pregnancy disability may be considered providing the request is accompanied by a statement

from a physician recommending the leave. Such certification must include the start date and anticipated return date. It is your responsibility to obtain approval for a medical leave from your supervisor and the VP of Operations.

As an hourly employee, you qualify for this leave the first of the month following the date of employment. Each eligible employee may be granted a medical leave for a period up to 6 weeks during a 12-month period as defined by the Company.

As a salaried employee, you qualify for this leave the first of the month following the date of employment. Employees who do not return from leave of absence at the expiration of their authorized leave will be terminated.

Employees on approved medical leave will retain their eligibility to continue participation in Company benefit programs as long as the employee continues to pay the employee's portion of the premium.

Employees on approved medical leave may be reinstated to a position of like status and pay if such position is available and they are qualified. However, there is no job guarantee.

Employees returning from medical leave are expected to provide their supervisor with a physician's statement attesting to the employee's fitness for work; and at its option, the Company may require an examination by a Company appointed physician.

### **PERSONAL LEAVE OF ABSENCE**

An unpaid personal leave of absence may be granted based upon management discretion and business needs. The maximum amount of time that may be approved for a personal leave of absence is 30 consecutive calendar days. Personal leave may only be granted once each calendar year.

### **MILITARY LEAVE**

Employees are granted an unpaid military leave of absence, subject to federal law. If employees are in the Reserves or National Guard and are called for active or inactive duty or training, the time off will not be charged to vacation time unless the employee makes such a request.

### **JURY DUTY**

Jury duty leave may be granted if a staff member is summoned for jury duty or interview. During jury duty the staff member is paid in accordance with state regulations. The maximum leave of absence for jury duty is based on the length of time required by the judicial body, as long as proof of such jury duty is provided. If the jury duty pay is greater from the state than it is from the staff member's regular base pay, no reimbursement is due from the Company.

## STANDARDS OF CONDUCT

### DISCIPLINE AND DISCHARGE

An employee's conduct is a major factor affecting the health and growth of the Company. It is also an important aspect of the Company's image within the community.

Employees must at all times comply with OCI Enterprises, Inc.'s expectations for work, performance and conduct. Failure to do so may result in any or all of the following actions, as the Company deems appropriate: termination, suspension, demotion, written warning, reprimand and counseling.

Management will decide in its sole judgment which of these actions would most effectively take care of the problem.

The fact that the Company has or has not utilized any of these actions does not set any precedent or constitute a waiver by the Company of any of its rights and should not be relied upon in future disciplinary situations by any employee.

### ALCOHOL SERVICE RESPONSIBILITY

As a server of alcohol, there are very specific liquor laws that will be reviewed with you in your state that must be adhered to and monitored by the entire staff. All servers of alcohol are required to attend an alcohol training class, provided by us (Serve Safe Bar or a state-mandated program), within 60 days of your date of hire. Under most states, you may be required to have a state required liquor license. If you are already certified in this program, you may not be required to attend a new class. If, within 60 days from your date of hire, you have not completed the class, you will be written off the schedule as a server of alcohol until you take the class.

Any violation of our policies or state liquor laws will be grounds for termination. We take RESPONSIBLE SERVICE OF ALCOHOL very serious and have a company (B.A.R.S.) conduct anonymous inspections to insure proper checking of ID's. If you receive a "red card" from BARS, you will again be subject to termination.

There are three types of persons we cannot legally serve alcohol to: 1) visibly intoxicated persons 2) habitual alcoholics 3) and minors – persons under 21 years of age. The Company commits to carding any person that looks to be 35 years of age or younger. If someone does not have proof of age, they will not be served!

No staff member (or any person) under the age of 21 is allowed to consume any alcoholic beverage on our restaurant premises. No staff member is allowed to serve alcohol to an underage staff member. Any violation of this policy and/or the liquor laws of the state where you work will be grounds for disciplinary action, up to and including termination.

### ATTENDANCE AND PUNCTUALITY

Regardless of your position with our Company, your punctuality and regular attendance are essential for efficient operation of the business.

If you know in advance you are going to be unavoidably late or absent, you must speak with the manager on duty so other arrangements can be made to get the job done. Leaving messages with co-workers or on an answering machine is not deemed acceptable notice. If you are absent without prior notice, advise your manager by telephone as soon as possible.

Absence or failure to call management may result in termination.

### **DRUGS AND ALCOHOL**

It is the goal of the Company to foster a work environment free from the behavior-altering effects of drugs and alcoholic beverages. Use of alcohol and drugs alter employees' judgment resulting in increased safety risks, workplace injuries and faulty decision making. Therefore, working after the apparent use of alcohol, a controlled substance or abuse of any other substances is prohibited. FURTHERMORE, THE POSSESSION, PURCHASE, CONSUMPTION (USE) OR SALE OF A CONTROLLED SUBSTANCE OR ALCOHOL WHILE ON DUTY IS PROHIBITED, AND IS CAUSE FOR IMMEDIATE TERMINATION OF EMPLOYMENT. The Company may conduct unannounced inspections for controlled substances and/or alcohol in the workplace or on Company premises, including parking lots.

The only exception to this policy is if you are of age and tasting an alcoholic beverage as part of training or within the confines of your job. For example, tasting a new beer at a shift meeting under a manager's direction is considered part of training. A brewer sampling a newly made beer for quality or a brewer or bartender tasting a beer that has been newly tapped is considered within the confines of your job. A taste of beer should be one ounce in volume. Alcohol consumption on the restaurant premises after closing time or during a shift is strictly prohibited. We do not have a resellers permit, therefore any "taking" or removal of from the restaurant is prohibited.

### **ANTI-VIOLENCE**

OCI Enterprises, Inc. takes a strong and unequivocal position against intimidation, threats or violence in the workplace. We adhere to "**zero-tolerance**" of violence in the workplace. We will promptly investigate complaints of intimidation, threats or violence. When employees demonstrate any behavior, which, in management's opinion, constitutes a violation of this guideline, disciplinary action will be taken. Our zero tolerance of violence extends to persons connected with our business including customers, vendors or others who interact with our employees.

As a company, we consider the safety of our customers and employees to be of utmost importance and therefore prohibit employees from carrying weapons of any kind onto Company property.



We request the support and cooperation of all employees in helping to keep our Company a safe and healthy place to work. Employees should immediately report to management any behavior that may constitute a violation of this guideline.

We reserve the right to conduct searches and inspections of any employee or Company owned property without notice. Any employee who refuses to submit to a search will be subject to disciplinary action up to and including termination.

### **HONESTY**

It is important that employees uphold a standard of honesty and integrity at all times. These are values important to our Company's existence. Carefully follow all Company procedures concerning inventory control, handling cash and receipts, expense reporting and maintenance of a secure workplace.

Dishonesty and theft are not tolerated. If you witness an act of dishonesty, theft or pilferage, report the incident immediately to a manager or supervisor. Your cooperation is also expected in the investigation of any such situation.

### **CONFIDENTIAL INFORMATION**

As an employee of the Company you may have access to confidential information about the Company. Trade secrets and proprietary information are unique assets of the Company. Disclosure of any such information to anyone outside the Company might seriously damage our competitive position. Therefore, such disclosure is prohibited and may result in disciplinary action up to and including termination.

### **COMPUTER AND TELEPHONE SYSTEMS USAGE**

During your employment, you may have access to OCI Enterprises, Inc.'s computer systems through personal desktop and laptop computers, local and wide area networks, and Internet access while on or off the Company's premises. OCI Enterprises, Inc.'s computer resources are restricted to Company business only. Therefore, all messages created, sent or retrieved over Company E-mail and Internet, and all computer files, documents and software created or stored on the Company's computer systems are property of the Company and are subject to review and inspection at any time. All matters pertaining to the Company's computer and telephone systems are property of the Company. As an employee, you are not entitled to any right of privacy or any expectation of privacy with such systems. Only software that has been authorized and purchased by the Company should be loaded or used on any Company computer. Unauthorized copying of Company software is strictly prohibited. Personal or loaded software may contain computer viruses, which could be potentially damaging to the Company's systems and databases. OCI Enterprises, Inc may monitor the computer systems and it's usage at any time. If you have a question about these guidelines or computer usage, please contact the VP of Operations at the Support Office. Any computer usage that could be

considered in violation of Company guidelines may be subject to disciplinary action up to and including termination.

### **CELLPHONES, PDA's, etc...**

Use of cell phones and/or PDA's while working is strictly prohibited. Make any personal calls before or after your shift. Any use during your shift will cause confiscation of your device and it will be returned to you after your shift.

### **INSPECTION**

OCI Enterprises, Inc. reserves the right to conduct inspections to help maintain a safe, healthful and efficient working environment for the benefit and protection of all Company employees and to protect Company property, equipment, operations and customers. Cooperation in the conduct of inspections is required as a condition of employment.

Employees on the Company's premises are subject to questions and search at the Company's discretion. The Company reserves the right to inspect personal items carried by individual employees. If you have personal items that you would not like subjected to such inspection, these items should not be brought onto Company premises. A search can also include Company property such as; Company vehicles, personal vehicles on our premises, lockers, desks, filing cabinets, computer files, E-mail and Voice-mail.

A Company initiated search does not necessarily imply an accusation of theft or that an employee has broken a rule. Employees refusing to cooperate with or submit to search will be subject to termination. Please leave any unnecessary items at home or in your car.

### **DRESS AND APPEARANCE**

- The Company believes an employee's dress and grooming should be appropriate to the work situation. To promote a professional image at the Company, employees should adhere to certain dress requirements. Depending on the restaurant or location you are employed in, the requirements may change at the supervisor's discretion. The requirements include the following:
- Employees are expected to dress neatly and appropriately and practice good grooming and hygiene.
- Appropriate dress is determined by the uniform standards of the company. Managers may consider the following points to determine what constitutes appropriate dress:
  - Amount of direct customer contact in the department.
  - Amount of physical wear and tear on employees' clothing.
  - Safety issues and requirements, i.e. slip-resistant shoes, etc...
  - Other relevant factors, i.e. health code, etc...

### **CONFLICTS OF INTEREST**

OCI Enterprises, Inc. prohibits its employees from engaging in any activity, practice or act which conflicts or is perceived to conflict with the interests of the Company or its customers. In any case where the Company determines that a personal or professional relationship presents an actual or potential conflict of interest, the Company may take appropriate action to avoid the actual or potential conflict of interest. Such action may include, but is not limited to, transfers, reassignments, changing shifts, or, where it deems such action appropriate, disciplinary action up to and including possible termination.

### **EMPLOYEE MEALS**

As an employee, you are allowed the following employee meal options before, during, or after your shift. The discounts guidelines are outlined below:

- FOH employees including servers, hosts, bartenders, bussers, and carry out receive a 40% discount on the employee meal menu.
- HOH employees including cooks, dishwashers, and prep receive a free meal off of the employee meal menu.

### **RESTAURANT DINING**

As an hourly operations employee, you are allowed a discount for dining in a restaurant operated by OCI Enterprises, Inc. The discount guidelines are outlined below:

- A 25 % discount will be applied to the food and non-alcoholic beverages portion of the check for the employee and up to **three** friends in the restaurant where they work.

Please bring the most recent paycheck stub, along with a picture ID. If you do not have proof of employment, the restaurant cannot honor the discount.

Remember you are a guest and should act as a guest! Appropriate tipping is a given! Do not interfere with the operations of the restaurant and your fellow employees ability to do their job.

### **PERSONAL CASH EXCHANGE**

No staff member is allowed to cash personal checks, payroll checks or obtain credit card advances at the restaurant. Borrowing money from your restaurants cash to be paid back later is also prohibited.

### **LIFE-THREATENING ILLNESSES**

Employees with life-threatening illnesses often wish to continue their normal pursuits, including work. The Company supports these endeavors as long as employees are able, in the opinion of management, to meet acceptable performance standards. As in the case of other disabilities, the Company makes reasonable accommodations to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

## **SAFETY**

Every employee is responsible for safety. To achieve our goal of providing a completely safe work place, everyone must be safety conscious. Please report any unsafe or hazardous condition directly to your supervisor immediately. Every effort will be made to remedy problems as quickly as possible.

In case of an accident involving a personal injury, regardless of how serious, please notify a manager immediately. Failure to report accidents can result in a violation of legal requirements, and can lead to difficulties in processing insurance and benefit claims.

Because the safety of our employees and guests are of the utmost importance, no one will be allowed to be in the building by themselves. We will help to escort our fellow employees to their vehicles at night and allow our "closers" to move their cars to the front of the restaurant when volume allows.

**OCI ENTERPRISES, INC. HANDBOOK**  
**ACKNOWLEDGMENT OF RECEIPT**

I HAVE RECEIVED A COPY OF THE OCI ENTERPRISES, INC. EMPLOYEE HANDBOOK REVISED IN OCTOBER 2012. I UNDERSTAND I AM TO BECOME FAMILIAR WITH THE CONTENTS OF THE HANDBOOK AS IT OUTLINES COMPANY POLICIES. IF I HAVE QUESTIONS, I UNDERSTAND THAT I SHOULD TALK TO MY SUPERVISOR AND/OR HUMAN RESOURCES.

FURTHER, I UNDERSTAND:

- MY EMPLOYMENT IS AT-WILL. "AT-WILL EMPLOYEMENT" MEANS THAT THE EMPLOYEE OR THE EMPLOYER CAN TREMINATE THE WORK RELATIONSHIP AT ANY TIME, WITH OR WITHOUT NOTICE, FOR ANY REASON, EXCEPT FOR AN ILLEGAL ONE, OR FOR NO REASON. ADDITIONALLY, AT-WILL MEANS THAT THE EMPLOYER MAY CHANGE THE TERMS OF THE EMPLOYMENT RELATIONSHIP WITHOUT NOTICE, INLCUDING BUT NOT LIMITED TO WAGES AND BENEFITS.
- THE CONTENTS OF THIS HANDBOOK AND ANY VERBAL STATEMENTS OF MANAGEMENT DO NOT CONSTITUTE AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT.
- THIS HANDBOOK REPRESENTS A BRIEF SUMMARY OF SOME OF THE MORE IMPORTANT COMPANY GUIDELINES AND IT IS NOT ALL-INCLUSIVE. IT REPLACES ALL PREVIOUSLY ISSUED EDITIONS.
- THE COMPANY RETAINS THE SOLE RIGHT TO MODIFY, SUSPEND, INTERPRET, OR CANCEL IN WHOLE, OR IN PART, ANY OF THE PUBLISHED OR UNPUBLISHED COMPANY GUIDELINES OR PRACTICES. THE COMPANY CAN TAKE SUCH ACTIONS WITHOUT ADVANCE NOTICE AND WITHOUT HAVING TO GIVE JUSTIFICATION.
- ONLY THE PRESIDENT OF THE COMPANY HAS THE AUTHORITY TO ENTER INTO ANY EMPLOYMENT AGREEMENT FOR A SPECIFIED DURATION. SUCH AGREEMENT WILL BE VALID AND BINDING ON THE COMPANY ONLY IF IT IS EXPRESSLY SET FORTH IN A WRITTEN DOCUMENT SIGNED BY MYSELF AND BY THE PRESIDENT OF THE COMPANY. WE HAVE NOT ENTERED INTO SUCH AN AGREEMENT.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



## **GOOD HABITS**

**7057**

**Cool Springs, TN.**

## **HOURS OF OPERATION**

Opening Time 11am

Closing Time

Mon-Sat 2:00 AM; Sunday 12:00 AM

## **HAPPY HOUR**

Days: Monday – Sunday

Times: Monday – Friday 3:00 - 7:00 PM

Daily 10:00 - Close

Mon-Sat 2:00 AM; Sunday 12:00 AM

## **LAST CALL**

Last call is 30 minutes prior to close for food and alcohol. Lights up by 5 min. prior to close. All drinks must be off the table and all guests out of the building

## **STORE SPECIFIC SPECIALS**

Monday - \$1.75 10oz

Tuesday – \$2.50 LIT's

Wednesday - \$2.50 select pints

Thursday - \$3.99 Imperials/ 2.00 off wine

Sunday -

\$1.99 Bloody Mary's or Screwdrivers

## **RESTROOM USAGE**

Staff restrooms and guest restrooms are one in the same. Therefore, staff members should be conscious that they are always interacting with the guest. Staff members must understand the importance of washing hands prior to exiting the bathrooms. Guest perception is everything. Staff members will keep an eye on the restrooms and clean/detail them while using them. Check to ensure that they are clean and stocked i.e. mirrors, counters and wash basins wiped clean, paper towels and toilet tissue stocked floors clean and free of debris. Always remember to remove your aprons prior to entering the bathrooms.

The entire staff will check the restrooms in 15 minute intervals throughout the shift.

## **SCHEDULE REQUESTS**

All schedule requests should be placed in the Request Off book (separate books for FOH and HOH) by 5pm Monday night, one week prior to the start of the schedule week. This will allow the management team enough time to write fair and cost-effective schedules. Remember, a request is not a guaranteed day off. Schedules will be posted Thursday by 5pm.

## **SHIFT CHANGES**

FOH changes are placed in the "Shift Change Book" and approved by managers or supervisors. This includes a signature by all parties involved. HOH shift changes are done through the K.M. or G.M. only. HOH changes need to be recorded on the schedule and initialed by a Manager and the staff members involved.

## **SHIFT TIMES/PRE-SHIFT MEETINGS**

HOH shifts vary from 7:00 am to 6:00 pm. FOH shifts vary from 10:00 am for openers and 10:00 to 6:00 for the rest of the FOH staff. Pre-Shift meetings are at 10:30am and 4:00pm sharp. Shift and Pre-Shift times are subject to change seasonally. All FOH Staff who are scheduled should attend the Pre-Shift meetings. All HOH Staff should attend their Pre-Shift meetings as well.

If a Pre-Shift meeting is not possible, Communication Boards should be reviewed to get information necessary to provide Knowledgeable Sales.

All Staff attending the Pre-shift meetings should be in full uniform with apron and ready to start your shift. Immediately following the Pre-shift meeting, your tables and side stations should be checked and stocked. There will be NO smoking at the Pre-Shift meetings!

## **STAFF MEALS**

Staff meals are eaten in a closed section away from any guest or in the break room and ordered off the Employee Meal Menu. Check with management and the front line before ordering a shift meal. All FOH staff will have a Host or Bartender ring in their meals with a 40% discount off the employee menu. Check with a manager before taking a meal break. Please keep a copy of the ticket with your food.

HOH staff members will receive a free shift meal from the Employee Meal Menu before, during or after their scheduled shift. Meals must be documented on the HOH meal clipboard. No take out meals for HOH, unless approved by management. When dining in the FOH, we ask that you manage yourselves and are conscious of guests who will be dining around you. Remember, all you do/say represents yourself/Old Chicago as a whole.

At no time should there be eating in the expo area or kitchen. Leftovers from the Pizza Bar and mistakes from the kitchen are not to be eaten, unless approved by management.

## **STAFF BEVERAGES**

Staff is welcome to consume unlimited amounts of water, soda, iced tea, or coffee free of cost. Use a cone cup or consume and take glass to the dish room. County Health Department does not allow any drinks in the kitchen or while rolling silverware. Juices, bottled root beer, bottled water, milk and other bar products require payment. (40% discount).

## **DINING AS A GUEST**

A 25% discount will be applied to the food and non-alcoholic beverage portion of the check for the staff member and up to three friends at any OCI Enterprises owned Old Chicago. This discount also applies to To-Go orders for staff members in the restaurant they work. Please, bring the most recent paycheck stub and a photo ID to receive the discount. Please remember key hours of operation and if at all possible, not to occupy tables or make reservations during these times. Appropriate tipping is a must!

## **CALLING IN LATE OR SICK**

It is the responsibility of the staff member to cover their scheduled shift. All Staff members are to call in a minimum of 3 hours before expected arrival time, and talk directly with a Manager when they know that they are unable to make a scheduled shift i.e. not feeling well. HOH staff should call the night before an 8:00 A.M. shift (Managers are here until 2:30 A.M.).

All Staff should call in whenever they are running even 5 minutes late so the Manager does not cover their shifts during Pre-Shift meetings.

## **PAYDAYS**

Paychecks will be handed out between 2:00 – 4:00pm every other Monday. The Manager will be responsible for handing out checks. Please do not request your check before this time or during peak business hours.

## **CIGARETTES/CIGARS/TOBACCO/CHEWING GUM PRODUCTS**

We do not sell cigars, but cigar and pipe smoking will be allowed in designated smoking areas for guests. Staff may only smoke/chew gum outside the back door in back dock area of the restaurant. Hands must be washed after smoking/chewing. There is NO smoking/chewing during peak business times from 11am to



2pm and 5pm to 9:00 pm. Manager must approve all smoke/chew breaks and no smoking/chewing will be allowed in the building. Please help to protect your environment and dispose of cigarette butts in a suitable receptacle.

Please use the "Buddy System" and have another server watch your section while you're gone.

## **PARKING**

Parking areas near the restaurant are reserved for guests. Please allow yourself enough time to find a parking space. Employee parking will be:

**Please ensure all staff members are escorted to their cars after dark with 2 or more people; this ensures the escort's safety walking back to the restaurant as well.**

**All staff members should enter and exit the building through the front doors.**

## **PERSONAL PHONE CALLS**

No personal phone calls will be accepted. Restaurant phones are for the use of our guests and in only true Staff emergencies. A message will be taken for any in-coming calls.

Personal phone calls should be made during slow business hours with management approval. Cell phone and pagers usage during your shift will not be tolerated and subject to confiscation.

## **TELEPHONE USAGE**

Although most of our guests have a cellular telephone, we may from time to time have a request to use the restaurant's telephone system. If a guest asks to use the telephone, please get a manager as some of our phones do not dial outside the restaurant.

## **EMERGENCY EVACUATION**

In case of an emergency evacuation due to any dangerous situation such as a fire, stop what you are doing and assist the guests in using the emergency exit nearest you, and then exit yourself. All staff should meet in the McDonald's parking lot. Familiarize yourself with the emergency exit map in the employee area.

## **TIP-OUT & TRANSFER GUIDELINES**

The recommended tip share for the bartenders is 4% of your Gross Bar Sales and it will be divided amongst the Bartenders. It is also recommended that you tip out 1.5% of your Gross Food Sales which will be divided between the server assistants, expeditors, and food runners. Tip-out is placed in the checkout to be verified by a manager.

When transferring a guest check, it is recommended that the Transferee tip out what they deem fair to the Transferor, treat others as you would like to be treated. When guests transfer from the bar area to a table, we do not require the guest to pay their check. We will transfer the check to the appropriate server. Guests will never be asked to settle their tab during a shift change or when transferring from the bar to the dining room.

## **CHECK OUTS/ CASH OUTS**

Each shift FOH staff members will complete their check outs and give them to the manager on duty. The manager will review the check out for accuracy. Closers must initial the check out prior to handing it to the manager. The server check out is to be placed in the following order: check out, faced cash, credit card slips, coupons and comp receipts.

Bartenders and hosts will get cash drawers at the beginning of their shift from the manager on duty. Recount the drawer to verify amount – if any discrepancies exist, report them to the manager so he/she can document. It is very important that you recount the drawer prior to your shift as you are responsible for all of the cash in the drawer. At the end of your shift, your cash drawer will be turned into the manager on duty. Your check out will be completed by the manager counting your drawer. If your drawer is over or short, your manager will discuss with you to figure out the discrepancy. Do not leave until your manager has informed you your drawer has been counted.

## **CREDIT CARDS & CHECK POLICY**

We accept all major credit cards. Lost or forgotten credit cards should be given directly to the manager on duty immediately. We do not accept personal checks. Business checks may be accepted with manager approval.

## **RESERVATIONS & LARGE PARTIES**

During our initial opening we will not be taking reservations. After opening has slowed down, all reservations should be taken by a manager and no reservations will be taken for parties under party size of 8. During peak times, reservations will be limited. All reservations must consist of a name, party size, patio or dining room preference, phone number, time, special needs/occasions/comments and the initials of the person taking the reservation.

Reservations for large parties or any large party that walks in should be served as follows:

1-9 (One Server and 1 helper with initial drink order)

10-19 (Two Servers)

20+ (Three or more Servers)

This will help us get those large parties out in a timely manner. Gratuities are never added to a check unless the party has specifically requested it.

## **OFF DUTY ETIQUETTE**

All staff members must act in a professional manner at all times. They are representing Old Chicago while on or off the clock. Staff members must not be in uniform while off the clock in the restaurant. In order to maintain a positive work environment, we expect everyone to act as if they were working while using Old Chicago as a guest and to "Treat Others, As They Would Like To Be Treated"

## **FLAMING DRINK POLICY**

Fire and alcohol don't mix well. With this in mind, in order to protect our guests, our staff and our business, flaming drinks are strictly prohibited (not allowed) at our restaurants. If a guest requests a flaming drink, kindly explain to them that we do not serve anything with flames – for their safety as well ours.

## **LIQUOR REGULATIONS**

Due to state regulations, employees must be 18 years of age to sell, pour/mix and serve alcoholic beverages. The law does not prohibit a child's sitting at the bar top or bar area as long as the child is accompanied by an adult. A minor may only remain in a licensed restaurant if the bar area is separate from the dining area (often designated by a full or partial wall or railing). Minors are not permitted in the bar area after 11:00 pm. Only one liquor drink is permitted in front of a guest at a time.

## **TELEVISIONS**

Our restaurants are designed as the place to be on game day. With access up to 200 channels, fans won't think twice about where to watch their favorite teams play. Often guests will request certain games to view. Our policy on changing stations for guest requests is to notify the manager on duty.

## **KITCHEN IN/OUT DOORS**

In order to ensure a smooth flow of operation in the kitchen and expo areas, traffic patterns for entering and exiting the kitchen will be strictly adhered to.

## **PERSONAL BELONGINGS**

Please remember, Old Chicago is not responsible for any personal belongings that you bring into the restaurant.

## WHAT TO WEAR & APPEARANCE STANDARDS

Research states that GUESTS and TEAM MEMBERS CARE about how we look and what we wear. How we look and feel creates the Guest experience. Team members presenting a professional appearance are essential to the Guest experience. The goal is consistency so our Guests may easily recognize us as team members. These standards assist us in maintaining the professional appearance required by OCI and, more importantly by our Guests and teammates. There can be no deviations from these standards. You must arrive to work in full uniform, properly groomed and ready to go. Team members who report to work improperly dressed or groomed will be instructed by their managers to return home to change.

Your appearance and uniform must remain picture perfect throughout your entire shift. This means, at any point during your shift, we should be able to take a picture of you and place it into the Employee Handbook – that's how good you need to look 100% of the time. Also, Mini-Tour shirts will be permitted on World Beer Tour Wednesday during that particular Mini-Tour.

### HAIR

#### Grooming

Hair must be clean, neat, and well-kept while on duty. Hair should be of a natural shade and styled in a professional manner. Hair longer than shoulder length must be tied back or restrained in such a way that it does not fall forward when serving or preparing food/beverage. Team members must not arrange their hair in the presence of Guests.

#### Facial Hair

Beards/ Mustaches/Goatees/ Side Burns\* :

- Be trimmed and neat (or team members must be clean-shaven daily)
- Not longer than one-inch (as dictated by Health Department standards).

\*Must be full grown prior to hire date or grown during vacations/time off.

### JEWELRY

Jewelry must be conservative in nature and non-offensive. Any jewelry deemed a possible safety hazard must be removed.

FOH team members (includes managers):

- Two post-type or small hoop earrings (no larger than a quarter in diameter) per ear are permitted.
- Dangle/Gauge/Barbell earrings and earlobe expansion devices are not permitted.
- Two rings per hand are permitted.
- One gold/silver necklace with charm (no larger than a dime in diameter) is permitted.
- Beaded, leather and other types of necklaces are not permitted.
- One bracelet per wrist is permitted.
- One watch is permitted

HOH Team Members:

No Jewelry on HOH team members with the exception of a single band ring (per food safety standards).

The following are not permitted:

- Earrings
- Necklaces
- Bracelets
- Watches

### BODY PIERCINGS

Only one visible body piercing (includes dermal) is permitted and must be a small stud. The TWO exceptions are:

- One tongue ring of clear/flesh color.
- Two earrings per ear (see earring guidelines)

Nose, eyebrow, lip, etc., body hoops/bars must be removed prior to service. It is unacceptable to cover them with a bandage.

## **MAKE\_UP**

Make-up must always reflect a professional appearance and be used sparingly. Our team members should promote a clean, fresh look.

## **TATTOOS**

Small visible tattoos (less than 3 inches\* in diameter are permitted. They cannot be racial, sexual, or offensive in nature. If tattoos are larger than 3 inches, they must be covered appropriately (either with a sleeve shirt or pants).

\*HOH team members may have larger visible tattoos.

## **NAILS**

Nails must be kept clean, well-manicured and of appropriate length (not to exceed ½" measured from fingertip). Most Heath Departments do not allow nail polish, so we must adhere to state guidelines first. Where allowed, single color nail polish is permitted (women only – men may wear a clear protectant). Polish cannot be chipped. Nail charms are not permitted. The same applies for acrylic nails (permitted in FOH only).

## **PERSONAL HYGIENE**

Your appearance on the job influences the first and, consequently, the lasting impression the guest has of us. We expect every team member to have a neat, clean, and well groomed appearance at all times. Proper attention to body, teeth, hair, and nails is also required. Additionally, the following applies to all team members:

- Bathe, use deodorant and shower daily.
- Brush teeth and maintain fresh breath.
- Wash hand frequently.
  - Health Dept. Regulations require team members to wash hands after using the restroom.
  - OCI requires team members to wash hands prior to exiting the restroom, regardless of the reason you're there (e.g., refilling paper towels, cleaning a mirror, checking your hair, etc.)
  - OCI requires team members to wash hands after eating, smoking, blowing your nose, touching your hair, pre-bussing/bussing a table, etc.
- Avoid touching hair, face, mouth, nose, etc., while handling or serving food.
- Wear appropriate undergarments under all attire (undergarments may not be visible).

## **SERVERS, BARTENDERS AND SERVER ASSISTANTS**

### **Pants**

**Color** = Dark Blue Jeans

**Style** = plain, no holes or printed designs, straight leg or boot cut

**Fit** = traditional fit to the waist and must touch the top of the shoe but not drag on the ground

**Pockets** = 2 pocket front & 2 pocket back (no more than 4 total but may have less)

**Condition** = clean, no visible fading, wrinkles, frays, or holes

**Material** = no yoga, athletic, stretch or corduroy

### **Shirts**

**You will be issued two uniform shirts it is your responsibility to keep them clean and pressed. You must arrive ready to work for your scheduled shift that includes a wrinkle free uniform.**

**{Shirts are available for purchase they must be paid for in advance in cash only.}**

**Color** = solid; must be crisp, clean, hole free and solid in color

**Style** = Old Chicago logo oxford, short sleeve. You may wear a plain black long sleeve shirt underneath tuck into jeans.

**Fit** = traditional fit, must be tucked in at all times (on or off shift)  
**Undershirt** = clean, white and short sleeve only (exception: wearing black long sleeve undershirt under polo in colder weather)

**Belts** (required if pant/shorts/skirts have belt loops)  
**Color** = black  
**Style** = plain/conservative, leather, no decorative belt buckles, rivets, design, etc..  
**Visibility: must be visible if shirt is tucked in**

**Shoes (see approved list below)**  
**Color** = black only, in good condition; definition of black is 90%  
**Finish** = shoe must be polish able; this eliminates cloth, suede, canvas, etc.  
**Style** = must be **slip-resistant** – Shoes for Crews is recommended; all other shoes must be from the approved list and have manager approval  
**Socks** = visible socks/hosiery must be worn with all shoes, this includes when wearing shorts/skirts

#### **Aprons/Hats**

**Hats** = not allowed in FOH.  
**Server Apron** = black apron with Old Chicago logo, must be clean. 2 issued during Orientation 2. (3 if work 4 shifts or more) **A \$2.00 rental fee will be charged to use a clean apron for the shift.**

#### **Nametags**

**Nametags** = Old Chicago nametags are given out upon hiring and must always be worn. Your name must be readable and pinned on the right side. **A \$2.00 purchase fee will be charged to buy a new nametag.**

## **HOST/HOESSTESS**

Old Chicago standard is business casual.

**You will be issued two uniform shirts it is your responsibility to keep them clean and pressed. You must arrive ready to work for your scheduled shift that includes a wrinkle free uniform. {Shirts are available for purchase they must be paid for in advance in cash only.}**

#### **Pants**

**Color** = black only  
**Style** = plain or pleated front, straight leg only; Professional looking cropped pants or capris are acceptable; no cargo, bell bottoms, parachute, etc.  
**Fit** = traditional fit to the waist and must touch the top of the shoe but not drag the ground (exception: professional cropped/capri pants for females only)  
**Condition** = No visible wrinkles, clean, no frays or holes and no jean, athletic or corduroy material  
**Belts** = a belt must be worn with pants if there are belt loops

#### **Skirts (females only)**

**Color** = black  
**Style** = professional/dress skirt  
**Fit** = traditional fit to the waist  
**Length** = must be no shorter than 6 inches (a dollar bill) from your knee cap but may extend below the knee cap  
**Condition** = No visible wrinkles, clean, no frays or holes and no jean, athletic or corduroy material  
**Belts** = a belt must be worn with skirt/skorts if there are belt loops

#### **Shirts (women only)**

**You will be issued two uniform shirts it is your responsibility to keep them clean and pressed. You must arrive ready to work for your scheduled shift that includes a wrinkle free uniform. {Shirts are available for purchase they must be paid for in advance in cash only.}**

**Condition:** clean, no visible fading, wrinkles, frays, or holes.  
**Tucked in:** all button-up dress shirts must be tucked in

### **Shirts (men only)**

**You will be issued two uniform shirts it is your responsibility to keep them clean and pressed. You must arrive ready to work for your scheduled shift that includes a wrinkle free uniform. {Shirts are available for purchase they must be paid for in advance in cash only.}**

**Condition:** clean, no visible fading, wrinkles, frays, or holes.

**Tucked in:** all button-up dress shirts must be tucked in

### **Shoes (see approved list below)**

**Color** = black only, in good condition; definition of black is 90%

**Finish** = shoe must be polishable; this eliminates cloth, suede, canvas, etc.

**Style** = must be slip-resistant – Shoes for Crews is recommended; all other

shoes must be from the approved list: No open toe or open heeled shoes (exception: slip resistant clogs from approved list)

Two-inch heel will be allowed on traditional high heels; if it's wider heel, three-inches is acceptable

**Socks** = visible socks/hosiery must be worn with all shoes

### **Hats are not permitted in the FOH**

### **Nametags**

**Nametags** = Old Chicago nametags are given out upon hiring and must always be worn. Your name must be readable. **A \$2.00 purchase fee will be charged to buy a new nametag.**

## **HOH STAFF**

**(Front Line, Pizza, Prep, Dough, Dish)**

### **Pants**

**Color** = black chef pants

**Style** = traditional fit to the waist, straight leg; No athletic, corduroy, cargo, skinny, parachute or Indiana Jones type of jeans are allowed

**Fit** = traditional fit to the waist and must touch the top of the shoe but not drag on the ground

**Pockets** = 2 pocket front & 2 pocket back (no more than 4 total but may have less)

**Condition** = No visible wrinkles, clean, no frays, tears or holes and no athletic or corduroy material

**Belts** = black only (if pants have belt loops, belt must be worn)

### **Shirts**

**You will be issued two uniform shirts it is your responsibility to keep them clean and pressed. You must arrive ready to work for your scheduled shift that includes a wrinkle free uniform. {Shirts are available for purchase they must be paid for in advance in cash only.}**

**Style** = short sleeve t-shirt; may purchase logo shirt from Old Chicago; you will be given two t-shirts upon completing orientation; shirts must be tucked in at all times.

### **Shoes (see approved list below)**

**Color** = black only, in good condition; definition of black is 90%

**Finish** = shoe must be polish able; this eliminates cloth, suede, canvas, etc.

**Style** = must be **slip-resistant** – Shoes for Crews is recommended; all other shoes must be from the approved list and have manager approval

**Socks** = visible socks/hosiery must be worn with all shoes

### **Aprons/Hats**

**Hats** = Baseball style hats are acceptable and may be Old Chicago, sports or beer related; They must be clean and in good repair; Hats must be worn with bill facing forward; Offensive language or logos are not acceptable on hats

**Apron** = company supplied apron must be worn

**ALL UNIFORMS ARE SUBJECT TO MANAGEMENT APPROVAL**

**APPROVED SHOE LIST:**

Shoes for Crews  
TX Traction form AVIA (sold at Famous Footwear)  
Payless Cross Trekkers (all Payless shoe stores)  
Knapp Grabbers (can be ordered online at [www.knappstore.com](http://www.knappstore.com))  
Tred Safe (sold at Wal-Mart)  
Birkenstock (slip-resistant kitchen shoes only)  
Vibram Gumlite (these are soles only—some employees are resoling their shoes with this)  
Skechers Slip-Resistant Work Shoes

So there it is, that's the end of our "Fashion Statement," a.k.a. "Uniform Policy." If you've got any lingering questions, please speak to your G.M. See you at an Old Chicago nearby!

## B E V E R A G E

### RESPONSIBLE ALCOHOL SERVICE

As a server of alcohol, there are state-specific liquor laws that will be reviewed with you that must be adhered to and monitored by the entire team. All front-of-the-house team members are required to attend either a ServSafe Alcohol class or state mandated liquor class within 60 days of hire date.

There are 2 types of persons we cannot legally serve alcohol to:

1. Guests under 21 years of age
2. Guests who are visibly intoxicated

As a company, we commit to checking a valid ID for any person that looks under the age of 35.

- No team member or any person under the age of 21 is allowed to consume any alcoholic beverages on our restaurant premises. No team member is allowed to serve alcohol to an underage team member.
- No team member is allowed to be served any alcoholic beverages while on duty.
- Any violation of our policy and/or state liquor laws will be grounds for disciplinary action, up to and including termination of employment.

Consumption of alcohol on the restaurant premises, including parking lots after closing time is strictly prohibited and cause for immediate termination.

The only exception to this policy is if you are 21 years old or older and tasting an alcoholic beverage as part of training or as part of your job duties. For example, tasting a new beer at a shift meeting under a manager's direction is considered part of training. A taste of beer should only be one ounce in volume.