



Team Member Handbook

*Our Mission is to always
“Do the Right Thing!”*



Hire Date: _____

Name: _____

Employee #: _____

Restaurant Address: _____

Restaurant Phone #: _____

General Manager: _____

Manager: _____

Manager: _____

Manager: _____

Manager: _____

Division Manager: _____

DM Phone Number: _____

Chief Executive Officer: _____

Support Center Phone #: _____

Contents

WELCOME TO THE LABELLE TEAM.....	3
LABELLE MANAGEMENT MISSION STATEMENT	5
YOUR WORK PLACE:.....	6
ORGANIZATIONAL STRUCTURE	6
EQUAL EMPLOYMENT OPPORTUNITY	6
EMPLOYMENT AT WILL	7
GROOMING AND APPEARANCE	7
SCHEDULE AND WORK HOURS	9
ABSENTEEISM	10
BREAKS.....	11
EMPLOYMENT OF MINORS	11
YOUR PAYCHECK	15
PHONE CALLS, CELL PHONES AND VISITORS	16
SAFETY & SECURITY	16
SOCIAL SECURITY PRIVACY ACT	16
FOOD BORNE ILLNESS.....	16
SAFETY	17
RESTAURANT SECURITY.....	19
COMMITMENT TO HONESTY	20
SOCIAL MEDIA POLICY	21
SUBSTANCE ABUSE POLICY.....	22
WORKPLACE VIOLENCE.....	24
TWO-WAY COMMUNICATION	24
EMPLOYMENT OF RELATIVES / FRATERNIZATION	24
HARASSMENT	25
TRAINING	26
PERFORMANCE EVALUATIONS	26
OPEN DOOR POLICY	27
YOUR BENEFITS.....	28
EMPLOYEE OF THE MONTH.....	28
NUMBER ONE CLUB/ KEY ONE MEMBERS	28
MEAL AND HOTEL DISCOUNTS.....	28
OTHER DISCOUNTS	29
DIRECT DEPOSIT	30
COBRA.....	30
PAID VACATION	31
FAMILY MEDICAL LEAVE ACT (FMLA)	32
LOOKING FORWARD.....	32
OPPORTUNITY FOR ADVANCEMENT	32
HANDBOOK QUIZ FOR ALL TEAM MEMBERS	33
MINOR TEAM MEMBER HANDBOOK QUIZ	34
HANDBOOK RECEIPT & EMPLOYMENT AT WILL ACKNOWLEDGMENT	35

CONGRATULATIONS, WE ARE DELIGHTED TO WELCOME YOU TO THE LABELLE TEAM

LaBelle Management owns and operates Comfort Inn and Suites Hotel and Conference Center, Fairfield Inn and Suites, Grand Beach and Sugar Beach Resort Hotels and Super 8.

A Guest for life is a Guest that is loyal to your business because of the way they are treated. Building “Guests For Life” means finding creative solutions to always say “**Yes**” to a Guest. (The only “no” in our vocabulary when it comes to Guest satisfaction is, “No problem”!) It’s skillfully handling complaints in a way that makes the Guest happy. It’s finding enjoyment in helping others get their needs met, while smiling continuously, making eye contact, and anticipating Guests’ needs so they can better enjoy their dining experience. We cultivate positive attitudes towards our Guests and each other.

We want to get the job done, and have fun while we’re doing it. **Your job satisfaction is important to us.** Having fun and creating a positive atmosphere go hand in hand. You will be encouraged to have fun in a way that will add to Guest enjoyment, but never take away from the fact that our sole purpose for being here is to satisfy our Guests. Being a team player on a winning team will be mutually rewarding to our Guests, you, and your co-workers.

Our company has a bright and exciting future, and we know that you are our most valuable asset. We are committed to your growth and development as part of the LaBelle Team. We’re glad you’re here! This Handbook is a guide to our Mission, Values and Purpose Statement that are the foundation of our culture. Please sign the acknowledgement form that you have read this Handbook and you are committed to abide by our Team Member policies and practices. Review the Handbook thoroughly and refer to it whenever you have a question about our standards, ethics, or any other topics related to your employment at LaBelle Management. If you do not find the answer to any question you might have, feel free to talk with your Manager, Division Manager or call either of us.

Welcome to the team, and let’s have Fun taking care of our Guests! Best wishes for your success here at LaBelle Management.

Brad Hansen, CEO
989-772-2902 ext. 214

LABELLE MANAGEMENT MISSION STATEMENT

Our Mission is to always, “Do the Right Thing.”

Our purpose:

**Is to “Give the Guest what they want, the way they want it
in a timely and respectful manner.”**

We value and are committed to:

HONESTY, INTEGRITY, & RESPECT—We believe that an atmosphere of trust is essential to achieving our business objectives. We pledge to be honorable in principles, intentions, and actions. We also adhere to ethical principles by upholding of moral character.

PARTNERSHIP & TEAMWORK — We believe that if each team member gives his or her best a true Win/Win Partnership is formed between the team member and the company. With partnership comes accountability, holding ourselves and each other accountable for setting and meeting goals. Each person brings unique talents and strengths to our company. We know that coordinated joint contributions surpass individual efforts.

CONTINUOUS IMPROVEMENT & COMMITMENT TO EXCELLENCE — We strive every day to improve our business since innovation and continuous improvement are the keys to our success and growth. We emphasize excellence as opposed to perfection through our passion and fanatical attention to consistency, urgency and detail.

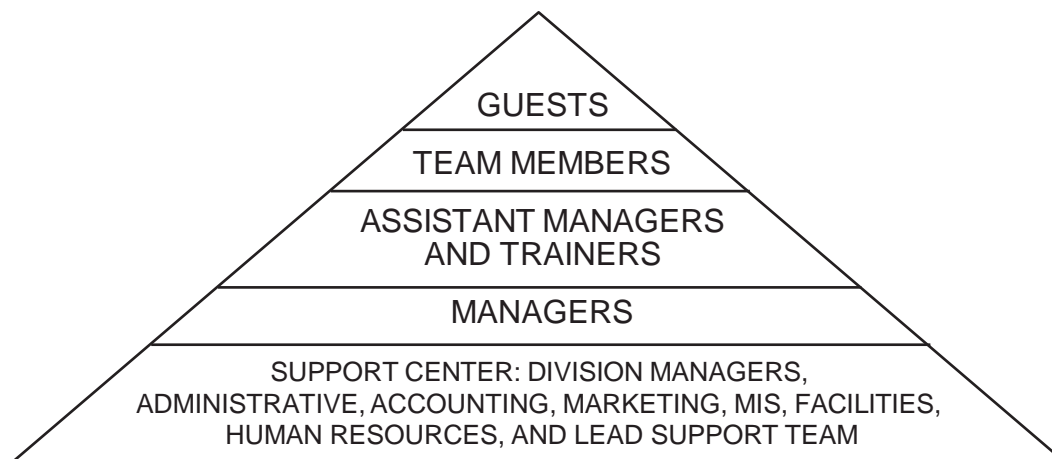
QSC — Quality food, excellent service, clean environment.

We have maintained our excellent reputation and growth by our attention to detail and our focus in three major areas; Quality food; fast, efficient, and friendly Service and Hospitality; and maintaining a Clean environment. These three areas collectively are known as QSC and are vitally important to our daily goal of giving our Guests the most pleasurable hospitality experience within our markets. QSC will be a focal point of your training program.

Providing excellent QSC means managing “the moments of truth.” A moment of truth is anytime a Guest has an opportunity to form an impression about our operation. If we manage all opportunities positively, our Guests will have such a great time with us that they will think of us the next time they go out to dine.

YOUR WORK PLACE

ORGANIZATIONAL STRUCTURE



Guests are at the top of our organizational chart. Serving our Guests is the primary focus for team members and managers. Your managers, however, additionally have responsibilities including writing the schedule, ordering food and supplies, and hiring, training, and coaching team members. Assistant managers and trainers are team members who assist the managers in shift operation and training.

You are your manager's GUEST and your managers are Guests of The Support Center which includes division managers, as well as administrative, accounting, marketing and human resources staff that are all here to guide and support your efforts.

EQUAL EMPLOYMENT OPPORTUNITY

The diversity in our workplace contributes to our success. All employment decisions (including interviewing, hiring, training, placement, employee development, promotion, transfer, compensation, benefits, and termination) will be made without regard to a team members' race, religion, color, national origin, age, sex, height, weight, marital status, sexual orientation, or physical handicap.

If you have a disability for which an accommodation of some kind would enable you to perform or improve your ability to perform a job, advise your manager. The human resource department will work with your manager to respond and where possible, work out a solution to your request.

EMPLOYMENT AT WILL

Every team member is employed at the will of the company for an indefinite period. Team members may resign from the company or employment may be terminated by the company for any reason or no reason, at any time, with or without notice. It is important that you understand this statement, you will be asked to sign a statement that validates that you have had this policy explained to you by your manager and you understand it thoroughly.

GROOMING AND APPEARANCE

Your appearance and Guest friendly attitude play an important role in building **Guests For Life**. Please take pride in your appearance and follow these guidelines as you must meet LaBelle Management's standards. Your managers will help guide you through this area.

APPEARANCE

- * Your uniform should be cleaned and pressed daily.
- * Start and finish work in full uniform. If you are not in proper uniform, you may be asked to clock out and go home to change.
- * Hair should always be clean and neat in appearance. Hair color will be natural shades only.
- * Conference Center, Breakfast Bar and Housekeeping - Hair should be restrained - off the face, controlled, or in a hair net, if appropriate.
- * Conference Center, Breakfast Bar and Housekeeping - Males must be clean shaven - no beards, no exposed ponytails, no sideburns below the ear lobe.
- * Front Desk, Sales and Maintenance - Male team members are allowed to grow beards and goatees of 1/4 inch in length. The beard and goatees must be neatly trimmed and professional in appearance at the discretion of management. Beards and goatees cannot be in a continual re-growth appearance (i.e., 5 o'clock shadow).
- * Cosmetics should be conservative and lightly applied.
- * For safety and sanitation reasons, jewelry should be kept to a minimum, one ring per hand. Females shall be allowed to wear a maximum of three earrings per ear of 1" or less. Males may be allowed to wear one stud or post earring per ear. No earring bars. Gauged earrings must be closed; gauges may not be larger than 1/2 inch. Earrings must be professional in appearance and are at the discretion of the manager.
- * Visible body piercing will be allowed in the ear only.
- * Tattoos that are on the arms shall be covered by long sleeves at all times for front of the house team members. Tattoos that are visible on hands will not be allowed for front of the house team members. Tattoos on the hands may be acceptable for back of the house staff only provided they are conservative and tasteful (as determined by the restaurant management team) and no larger than the approximate size of a quarter. Tattoos on the legs for all employees shall be acceptable if they are conservative, tasteful and no larger than the approximate size of a quarter. Those team members who strictly work in the kitchen area (back of the house) may have exceptions made on the size of the tattoos provided they are conservative and tasteful. Tattoos on the face are not allowed for any employee. Tattoos on the arms may be covered with a solid black or white sleeve to coordinate with uniform, up to the discretion of management.
- * Only company authorized buttons, promotional ribbons and name tags may be worn on a uniform.
- * Shoes must have non-slip soles. They must be clean, polished, and in good repair. Shoes cannot clash with your uniform. See your manager for an example of acceptable footwear. You can purchase these non-slip shoes via payroll deduction program through the Shoes for Crews company. You can order these shoes with no money down and up to three deductions from your paycheck. Your manager will explain the details of the program to you. Traverse City hotel attire varies by season.
- * If slacks or skirt has belt loops, a belt must be worn.
- * Visible body piercing will be allowed in the ear only. This means NO nose, eyebrow, lip, chin or other visible body piercing. If you have one it must be removed, if you get one and it cannot be removed during the healing period, you will not be allowed to work in a front of the house position during the healing period. Covering it with a band-aid is not acceptable; it just draws attention to the piercing.
- * Personal Electronic Devices are not to be used during work hours, it is not acceptable to use these devices without permission of the management team during work hours.

HYGIENE

- * Only lightly scented colognes are allowed.
- * Finger nails should be clean, cut short, and well-manicured. Nail polish should be non-chipped and well-maintained. Color selection should be tasteful and left up to the discretion of the management team.
- * Never handle food if you have open cuts or sores. We recommend using only company-approved bandages, such as the bright blue or single colored bandages that are standard throughout your restaurant.
- * Wash your hands with soap and water frequently, particularly after you sneeze, use the restroom, or touch your hair. You should use anti-bacterial soap (or use the soap recommended by your local health department) and dry your hands with single use paper towels. Proper hand washing procedures are: washing your hands in as warm of water as possible and for at least 20 seconds washing up to your elbow. Each time you wash your hands we ask you to follow these procedures to be in compliance with the federal and state health codes.
- * Shower daily and use an effective deodorant.
- * Smoking or chewing tobacco while on duty is prohibited.
- * Chewing gum is not acceptable.
- * If you eat or smoke while on break, do so only in the designated break area. Be sure to wash your hands before returning to work.
- * If you are allowed to smoke, wash your hands, and smoke only in the designated areas.

PROFESSIONALISM

How you conduct yourself in front of Guests and with your coworkers is a very important moment of truth. Whether you work in the front of the house or the back of the house, remember these guidelines:

- * **Use “please” and “thank you” with Guests and each other.**
- * Avoid the use of slang and profanity at all times.
- * Act as if everything you do and say would be reported in tomorrow’s newspaper, posted on the internet or social media.
- * As you encounter a Guest and are within 10 feet of them please always acknowledge them at least non-verbally-smile, nod, or wave. If you are within 4 feet of the Guest acknowledge them verbally-”Hello, good morning, good evening”. This is the 10/4 rule.

SCHEDULE AND WORK HOURS

The number of Guests served varies from week to week. For that reason we cannot guarantee that you will have the same work schedule or number of hours per week. As business conditions change, your schedule may be adjusted.

Each week your manager will develop the next week’s schedule and it will be posted in a designated area on Thursday by 5:00 pm. **It is your responsibility to read and know your schedule.** You should also record your hours worked and compare these figures with your paycheck.

It is extremely important that each team member reports for every scheduled shift. Teamwork is a key element to your restaurant’s success, and you are an important member of that team.

- * Be ready to work and in full uniform before your shift begins.
- * Clock in at the time your scheduled shift begins.

- * You are paid from the time you clock in for your shift. When your shift ends, notify your manager before clocking out, and then clock out immediately.

Due to unexpected business conditions, you may be asked to go home early or stay beyond your scheduled shift. Hours are based on sales and distributed according to performance and availability.

In the event you need a special day off, a written request must be submitted in person to your scheduling manager by Monday at noon, before the schedule is posted. Requests will be considered on a first come first served basis, but we cannot guarantee any time off.

Should a situation arise when you need a shift off after the schedule has been posted, immediately contact your manager, a minimum of 3 hours before your scheduled shift. Explain your reason for the change to see if the request can be accommodated. (Schedule changes should only be requested in case of illness or an emergency situation). It is your responsibility to locate a replacement from a list of suitable candidates provided by your manager. Advise your manager if you are unable to make the calls. Your substitute must verify the change by immediately calling your manager.

Sometimes, due to unforeseen circumstances, you may be late for your scheduled shift. Immediately notify your manager, (even if the call makes you 5 minutes later) so that the necessary adjustments can be made.

Effective communication among all team members and managers is a very important part of our philosophy. Occasional staff meetings will be scheduled for your restaurant and you will be expected to attend. Notice of the meeting will be posted on the unit's bulletin board at least one week prior to the meeting. You will be paid for attending meetings, and just like any other shift, visitors or children may not attend. Meetings will also be designated on your schedule. Should you be unable to attend a scheduled meeting, notify your manager immediately. Missing a scheduled team meeting is the same as missing a scheduled shift.

ABSENTEEISM

It is vitally important that all team members work their scheduled shifts. The restaurant's success depends on each and every one of us doing our jobs to the best of our ability. You are an important element of the team. Failure to work a scheduled shift, without making the appropriate arrangements described above is very serious. We have a saying around here that goes like this, "No call, No show, No job!" Show respect for your co-workers and the team.

Failure to cover a scheduled shift can lead to disciplinary action up to and including termination. Respect the schedule.

BREAKS

If you are scheduled 5 hours or more, you will be offered a 30 minute break. Breaks cannot be less than 30 minutes. Minors must take a minimum of a 30 minute break before completing 5 hours of work in any given shift, this is the law.

When you have your manager's permission for a break, clock out. When your break is complete, clock back in and return to your work station. Breaks are unpaid. Breaks are given as business allows, and at the discretion of your manager. When offered a break you have the option to decline (unless you are a minor), but once declined you will not be offered another break.

While on break you should remain in the break area or leave the building. Do not disturb other team members while they are working. Please clean up the break area when you leave. If you eat while on break, do so in the break area only.

* Team members who are 17 years old and under must take a 30 minute uninterrupted break before completing five consecutive hours of work. (If you are a minor please carefully read the next section on the Employment of Minors).

EMPLOYMENT OF MINORS

If you are less than 18 years old there are certain additional guidelines which we must follow regarding your employment. These guidelines are federal and state labor laws and we are committed to remain in 100% compliance. You are considered a minor relative to labor laws if you are less than 18 years old. Certain exceptions will apply to this standard. Persons who are less than 18 years old and meet the following criteria are not subject to these labor laws if:

1. You are a high school graduate, or
2. You have successfully completed the GED, or
3. You are legally emancipated from your parents
4. You are married
5. You are in a branch of the military

All other minors shall be required to adhere to all of these requirements. Before starting your employment with us you must have a signed **Work Permit** on file in our restaurant. You will get this form from your high school administrative office. Our managers will complete a portion of this form, your high school completes a section, you then return it us and we keep it on file in our office.

HOURS OF EMPLOYMENT FOR MINORS

The following rules apply to all **minors ages 15 - 17 years old**. Child labor laws state that:

SPECIAL LIMITATIONS FOR 15 YEAR OLDS:

1. You cannot work more than 6 days per week
2. You cannot work more than 10 hours in any one day
3. You cannot average more than 8 hours per day for any single week
4. You cannot exceed 48 total hours per week. If the minor is a student in school and school is in session, 24 hours in one week. (Michigan only)
5. You cannot work during normal school hours unless it is part of sanctioned work-related educational program such as a coop program.
6. During the school year you cannot work past 7:00 pm or start work before 7:00 am.
7. In the summer you cannot work past 9:00 pm or start before 7:00 am.

8. During the school year you cannot work more than 3 hours on any school day (Monday-Friday) or more than 8 hours on a non-school day (Saturday-Sunday).
9. You cannot work in establishments that sell liquor, beer, or wine.

SPECIAL LIMITATIONS FOR 16 AND 17 YEAR OLDS:

1. **Michigan team members:** You can work up to 24 hours per week during any week that school is in session, and up to an average of 8 hours per day in one week.
2. **Michigan team members:** During the school year you cannot work later than 10:30 pm or start before 6:00 am.
3. **Michigan team members:** In the summer you cannot work later than 11:30 pm or start before 6:00 am.
4. **Indiana team members:** You cannot work more than 40 hours per week during the school year and 48 hours per week during the summer.
5. **16 year old Indiana team members:** May work 8 hours per day; 9 hours per day on a day not followed by a school day*; Up to 30 hours per week; Up to 40 hours per week during a school week* and up to 48 hours per week on a non-school week*; Cannot work before 6:00 am; May work until 10:00 pm on a night followed by a school day; May work until midnight on a night not followed by a school day*; May work no more than 6 working days per week. * Anything noted with an asterisk requires parental permission to be on file in the restaurant before the team member can be scheduled these hours.
6. **17 year old Indiana team members:** May work 8 hours per day; 9 hours per day on a day not followed by a school day*; May work up to 30 hours per week during a school week; Up to 40 hours per week during a school week*; Up to 48 hours per week during a non-school week*; Cannot work before 6:00 am; May work until 10:30 pm on school nights; May work until 11:30 pm on nights followed by a school day and work until 1:00 am on two nonconsecutive school nights per week*; May work no more than 6 working days per week.
* Anything noted with an asterisk requires parental permission to be on file in the restaurant before the team member can be scheduled these hours.

ADDITIONAL LIMITATIONS AND NOTES FOR INDIANA RESTAURANT TEAM MEMBERS:

1. You cannot work during normal school hours (7:30 am - 3:30 pm) unless you are part of an educational program, i.e.. coop.
 2. When you are hired your manager will give you an **Intent to Employ Card** which you will take to your high school. Bring this card along with your birth certificate to your high school to get your **Work Permit**. Bring this completed Work Permit to your manager before or at your Orientation.
 3. All minors must be provided a 30 minute continuous break if they are scheduled to work (or work) six or more consecutive hours. •
- Please note that you cannot legally work until that Work Permit is on file in our restaurant.

DEVIATION OF HOURS (MICHIGAN)

Some of our restaurants have been granted a deviation of hours from the State of Michigan Department of Labor. This allows us to employ minors beyond the normal hours set by The Child Labor Standard. Your manager will communicate to you if this will apply to you. Your parents or guardian

must also be aware of these extended hours and authorize us to schedule you for these hours. These extended hours will appear on the **Parental Consent Form** that they will sign before your employment with us.

JOB LIMITATIONS FOR TEAM MEMBERS WHO ARE MINORS

As a minor, you are not allowed to work around or on machinery that may be deemed potentially hazardous. We ask that you comply with these limitations 100% of the time.

You cannot:

- * Work with any chemical that has a “Danger” label.
- * Work on or clean power driven equipment such as a slicer, power mixer, or fryer
- * Run errands or make deliveries in a vehicle
- * 15-year-olds also cannot:
 - work on ladders
 - work in a cooler or freezer
 - load or unload trucks
 - cook or work on a fryer
 - operate lawn mowers or weed-whips

Your manager will show you exactly which machinery you may work on or around. All of our managers and assistant managers are aware of these laws and restrictions to your employment. We ask you to constantly monitor your hours and job limitations so that we both will remain in compliance with the law.

As a minor you are not allowed to smoke on the restaurant property. This includes the outside parking lot.

If you are asked by anyone to work with or around machinery that you feel may be dangerous or in violation of any of these laws, ask your manager. If you feel that you may be about to work past your legal hour limitations please ask your manager before you perform those duties or work the hours.

BREAKS FOR MINOR TEAM MEMBERS

As a minor it is extremely important that you are aware of your daily schedule and help your manager monitor your hours worked.

By law we are required to give you a **minimum 30 minute break**, off the clock, before you have worked 5 hours. In the state of Indiana, we are required to provide you a 30 minute uninterrupted break if you are scheduled to work six or more hours. This 30 minute break must be taken between the third and fifth hour that you work.

Your manager and assistant manager will be careful to make sure that you are on your break before you reach that 5 hour mark. We ask you to punch out for a minimum of 30 minutes. That way we are assured that you have received your appropriate and legal break. Should you take less than a 30 minute break you may be disciplined and coached by your manager. Repeated violations of this nature could lead to further discipline up to and including termination.

YOUR PAYCHECK

We strive to maintain wage rates which are fair, equitable, and in compliance with state and federal regulations. Pay rates are a private and confidential matter and should remain so.

Your first paid day is your orientation. If you are a server, your manager will explain the tip reporting procedure. During your server training period you may not be receiving tips, therefore your wages will be adjusted to reflect minimum wage.

Payroll periods run for two weeks ending on a Sunday. Every other Tuesday is payday.

You must enroll in our direct deposit program and have your pay check deposited into your savings or checking account. Please read the section in this handbook titled DIRECT DEPOSIT for further information.

Tipped team members are required by the IRS to report all their tips. Refer to the unit's bulletin board for further details.

Deductions from your wages include Social Security (your restaurant contributes an amount greater than your contribution), federal and state income tax, and insurance if applicable, etc.

PHONE CALLS, CELL PHONES AND VISITORS

It is important that while you are at work you focus on your job and not infringe on other people's time with your personal life and problems. Each team member is expected to be at his or her work station while on duty. The use of cell phones will not be tolerated while on duty. Interruptions should happen on an emergency basis only.

The phone in your restaurant is for business and emergency use only. Please ask your family or friends not to call you at work. If an emergency arises, ask your manager before using the phone.

Only scheduled team members in full uniform are allowed in service areas. While you are working, keep your personal conversation to a minimum, and your voice at a professional level. If someone is waiting for you to end your shift, please have them wait outside. Leave the restaurant as soon as possible when your shift is completed.

SAFETY AND SECURITY

SOCIAL SECURITY NUMBER PRIVACY POLICY

LaBelle Management treats social security numbers it obtains as confidential and complies with the Social Security Number Privacy Act. Therefore, we prohibit the unauthorized or unlawful use or disclosure of social security numbers.

LaBelle Management will discipline Team Members who violate this policy, up to and including termination.

FOOD BORNE ILLNESS

We have an obligation to our Guests to ensure that we are following safe food handling procedures 100% of the time. Food safety starts with your hiring process.

When you were hired your manager gave you two Food borne Illness forms regarding five very serious diseases: Salmonella Typhi, Shigella spp., Escherichia coli 0157:H7 infection (E.Coli 0157:H7), Norovirus, and Hepatitis A virus.

On Form 1A you answered questions about your past and present health condition and whether or not you have ever had any exposure to any of those five diseases. If you answered “yes” to any of those questions you were told that you could not work around food until you received clearance from a doctor and/or a manager (Person in Charge). We are also required to notify the local health department if anyone answers “Yes” to these questions.

On Form 1B you agreed to inform the Person in Charge (your manager) if you are ever experiencing any of the following conditions: diarrhea, fever, vomiting, jaundice, sore throat with fever, or lesions containing pus on the hand, wrist, or an exposed body part. Your manager will then take the appropriate steps to ensure that there will be no transmission of food borne illness. You may be asked to document these symptoms.

You may be required by the manager to take a third form, Form 1C, to your doctor to complete. If this form has been requested you will not be allowed to work until your physician completes and signs this form (Form 1C). This is for your protection, your fellow team members, as well as our Guests.

If you have a health issue, we ask that you discuss it with your manager. This Person in Charge can make the necessary decision as to whether or not you should be working with or around food. You will definitely be asked to stay home and away from work if you are experiencing any of the following symptoms:

- Vomiting
- Diarrhea
- Jaundice (yellow skin or eyes)

You will not be allowed to come back to work until these symptoms have ceased for a minimum of 24 hours, or if you have a written release from your medical practitioner. The safety of our Guests will not be compromised, and adhering to this practice helps ensure Food Safety. Working together, we can keep our restaurants/hotels as safe as possible.

SAFETY

We care about your safety and the safety of our Guests. There are a variety of potentially hazardous situations in a restaurant. Any time you are around sharp objects, fire, steam, wet floors or grease, the potential for an accident is great. Prevention is the key. You are responsible for your safety and the safety of everyone around you. Here are some tips to keep you, your co-workers, and your Guests safe:

- * **Slips and falls** account for the majority of serious accidents. **Pay attention!**
- * Clean up spills and other debris on the floor immediately. **ASSUME RESPONSIBILITY** for any wet areas you see whether you caused it or not. Help each other out.

- * Use wet floor signs whenever the floor is wet or slippery. Put them up before you mop, and pay close attention to the placement of your sign. A poorly placed sign can be as dangerous as a slippery floor.
- * **Wear only non-slip footwear.** (Your manager will show you what is acceptable during your orientation) You may purchase non-slip shoes via payroll deduction through the Shoes For Crews Company.
- * **Immediately report to a manager any equipment that is malfunctioning.**
- * **Never** use cleaning products or other chemicals around food that is not covered.
- * Remember that potentially hazardous foods must be kept out of the temperature danger zone which is between 41° and 140°. Ask your manager to provide more information on this topic.
- * The #1 cause of **food borne illness** is improper and infrequent hand washing by food handlers. Always practice proper hand washing techniques.
- * Be aware of the potential hazards of knives, food processing equipment, and plastic or foil dispensing boxes. **Treat these objects with respect.** When using knives or the slicer-machine, it is our policy that you are to wear “food service approved cutting gloves.” Keep all your fingers. You’ve grown attached to each and every one, and they’ve grown attached to you.
- * Never engage in horseplay or act carelessly at work.
- * Operate dish machines, fryers, stoves, and grills only after proper training. Don’t take dangerous short cuts. Think and use your common sense.
- * For the protection of the team and our Guests, and as required by federal regulations, we keep copies of **Safety Data Sheets (SDS)** on all materials in the restaurant that contain hazardous chemicals. The SDS contains handling and first aid information as well as a list of all hazardous materials and are kept in a notebook which your manager will show you at orientation.
- * You will be trained on the importance of proper handling of chemicals and what to do in case of exposure to such chemicals. This is referred to as **Right to Know Training**. In other words, you have a right to know what chemicals you are working with and what their possible effects are.
- * Your trainer will show you proper lifting techniques. More people get hurt lifting lighter objects than very heavy objects because they do not think about the mechanics of lifting. If you need help when lifting, ask for it.

If an accident should occur, protect the safety of everyone in the area and immediately call for help. Get your manager, and then dial or have someone dial 911 or the appropriate emergency phone number. If someone is bleeding, provide them with a bandage or clean cloth to stop the flow. Never touch someone else’s blood with unprotected hands. (See your manager for first aid and protective equipment.)

Remember, accident prevention starts with you. Think, use your common sense. You’ll be glad you did.

RESTAURANT SECURITY

We need everyone’s help in preventing losses. Loss, be it through internal theft, robbery, or fire can be costly to each and every one of us. Good security alertness and following these loss prevention guidelines will minimize opportunities for loss and provide for a safer working environment:

- * Do not bring valuables, duffle bags or back packs, purses into the restaurant.
- * When you are eating at work, get a ticket for the food you purchase, and keep it with you while you are eating.
- * Always keep the back door locked.
- * Watch for unauthorized people wandering in or around the restaurant.
- * Never allow anyone into the restaurant you don't know without requesting identification before opening or after closing.
- * Do not allow anything to be removed from the restaurant without a manager's approval.
- * Only authorized team members in uniform are allowed in service areas.
- * Closers may move their cars to the front after the dinner rush.
- * All trash runs should be done in teams and prior to 8 p.m. in winter months, and at night-fall during summer months.
- * Upon leaving the restaurant after dark always seek an escort to go to your car, for safety purposes.

In case of fire, **STAY CALM**. Know all exits and locations of fire extinguishers. Help your co-workers and Guests quickly and safely exit the building. Your primary concern is to make sure that everyone exits the building safely.

In the event of a robbery, be cooperative. Give them what they want! Try to remain observant of what the robber(s) look like and their direction of travel when they leave the restaurant. After they leave and you determine it's safe, make sure that the police and divisional manager are called. Gather your thoughts about what happened, and do not compare your observations with your co-workers until you have first talked to the police. Never try to play the hero. Always give them what they want.

COMMITMENT TO HONESTY

We hire only the best. We encourage excellence and strive to create a workplace that is motivating, productive, fun to work in.

Please abide by your highest code of ethics and remain truly honest with your co-workers, your Guests, the company, and yourself.

At LaBelle Management we do not tolerate theft of any kind. Take this honesty pledge to heart:

"I understand and pledge to adhere to LaBelle Management's Commitment to Honesty. I understand that any form of theft by me will not be tolerated, and could lead as well, to possible criminal prosecution. My signature on the payroll action form emphasizes my understanding of the importance of this section."

LaBelle Management will not tolerate internal theft. Theft is, but not limited to, taking money, equipment or property, or giving food away to friends, family, others or not paying for food. Any employee providing information leading to the apprehension of a dishonest employee will receive a reward (up to \$500). If you know of or witness theft by any LaBelle employee we ask you to confidentially call the Ethics Hotline (800) 738-8112, Ext. 367 or go the Ethics Website, ethics@labellemgt.com. We will ask

you to give us information regarding the theft. Our operations personnel will conduct a confidential investigation. You will receive a reward once the investigation is complete (up to \$500).

Theft is; but not limited to

- Taking money, equipment or property
- Giving food away to friends, family, others
- Not paying for your food

SOCIAL MEDIA POLICY FOR ALL EMPLOYEES

Social Media sites have changed how we communicate. LaBelle Management expects all Team Members to exercise good judgment if they use the following:

- * Multi-media and social networking websites such as Facebook, Twitter, LinkedIn, MySpace, foursquare, etc.
- * Weblogs, including corporate blogs, personal blogs, or blogs hosted by traditional media publications
- * Wikis such as Wikipedia and any other site where text can be posted
- * Video & photo sharing websites such as Flickr, YouTube
- * Forums & discussion boards
- * Any other website that allows individuals to publish their own content or comment on content posted by others

This Social Media Policy applies if you post any information about LaBelle Management, its Guests, its Team Members, or its business operations. Your Internet postings must not violate any provision of the Team Member Handbook, and must not be defamatory, harassing or threatening to others.

Your postings must not portray other Team Members or Guests in a negative light. Also, it is important that your postings not violate any obligation of confidentiality, regardless of how you communicate. Keep in mind that you are responsible for anything you post, so you may be subject to liability if your posts are defamatory, harassing, threatening, or in violation of any other applicable law or policy. You may also be liable if your postings include confidential information or material that is copyrighted (music, videos, text, etc.). All of the above are prohibited under this policy.

When posting your point of view, you are not permitted to claim or imply that you are speaking on behalf of LaBelle Management. Your Internet postings should not include any logos, designs or trademarks that are the property of LaBelle Management. If you are unsure of whether information should be shared, contact your manager and/or human resources.

LaBelle Management reserves the right to review any internet posting, and to impose disciplinary action up to and including termination for any violation of this policy.

Labelle Management reserves the right to suspend, modify, or withdraw this Social Media Policy, and you are responsible for regularly reviewing the terms of this Social Media Policy.

SUBSTANCE ABUSE POLICY FOR ALL EMPLOYEES

LaBelle Management is strongly committed to a safe and healthy workplace. We will strive to maintain a work environment free from the effects of drug and alcohol abuse. In order to help our team

members perform their duties safely and efficiently in a manner that protects their interests, those of their fellow team members and those of our Guests, the following policy has been established.

POLICY

Any team member who begins work while impaired or who becomes impaired while at work is in violation of this policy and subject to disciplinary action, up to and including termination. Impairment or being impaired means that a team members normal physical or mental abilities or faculties, while at work, has been detrimentally affected by the use of substances and or alcohol.

All team members are prohibited from using, selling, possessing, distributing, dispensing, transferring, purchasing, or being under the influence of drugs or controlled substances or engaging in drug related activities while on company property or on duty. Reporting to work or performing any work for the company while under the influence of alcohol, drugs, or controlled substances is a direct violation of this policy. Prescription drugs that you are taking that may affect your ability to perform should be reported to your manager and/or supervisor.

LaBelle Management reserves the right, at all times, to conduct unannounced searches and inspections of team members and their effects, lockers, clothing, and vehicles, for the purpose of determining if they are in possession, use, or concealment of prohibited substances.

When there exists reasonable cause to believe that an team member has used, is under the influence of, or is impaired due to use of drugs or alcohol the employee may be required to undergo immediate drug and/or alcohol testing at a local designated occupational health clinic or hospital.

The following steps will be taken:

1. The team member shall be immediately suspended from work without pay pending the following steps.
2. The team member will be told to immediately submit to a drug or alcohol test at a local medical clinic.
3. If the team member refuses to take the test, he/she will be requested to sign a statement to that effect. The team member will be subject to immediate termination from LaBelle Management.
4. If the team member consents to this test, the team member will be asked to go to the medical clinic to take a drug test. The company will cover the cost of this test.
5. The results of the test will remain confidential, shared only with the team member and those managers directly involved in the investigation.
6. No punitive action will be taken in the case of a negative drug test.
7. In the case of a positive result on this drug analysis the team member may be terminated from LaBelle Management or at the very least required to attend mandatory drug counseling through an EAP provider.
8. You may be re-tested again in 6 months. The drugs for which we are testing include the standard five-panel outlined by the federal government; cocaine, methamphetamine, marijuana, opiates, and PCP. We use the standard federally defined tolerance levels for each of these five drug tests.

WORK-RELATED INJURIES

It is our desire to maintain a safe working environment for all team members. We abide by all worker compensation laws and practices. In order to assure a safe working environment, free of drug and/or alcohol abuse we have established the following policy concerning all work-related injuries.

Any team member who reports a work-related injury to a manager will be treated at the closest medical facility able to treat such an injury. Generally, each city where we do business has a clinic recommended by our Worker Compensation provider. The manager should provide the team member with an Authorization for Treatment Form prior to leaving the property. The team member shall be subject to a drug and/or alcohol test at the testing clinic. This will be at the company's expense.

Should the team member test positive for alcohol abuse or drug usage appropriate discipline shall take place, up to and including termination.

PRE-PROMOTION DRUG TESTING

Team members who are interested in pursuing a position as an hourly assistant manager or salaried manager will need to submit to a drug test prior to promotion. You will be drug tested by our Human Resources Department. A negative drug test will allow you to continue in the promotion process. In the event of a positive drug test there will be a formal appeal process. As you can see we remain committed to a drug free work environment.

WORKPLACE VIOLENCE

LaBelle Management maintains a "zero tolerance" stance when violence in the workplace is involved. Any team member may be terminated immediately if they are involved in any act of violence or threat of violence (perceived or real).

Violence is defined but not limited to such things as threats (verbal or physical), assaults, intimidation, discourtesy, arguments, and property damage. Any of the above mentioned may be construed as workplace violence whether directed at a team member, member of management, or Guest.

There shall also be "zero tolerance" for any weapons brought onto the property of any LaBelle Management establishment. Weapons shall be defined as guns, knives, or anything construed by management as a potential weapon. Possession of any weapon on LaBelle Management property shall result in immediate dismissal and notification to the police.

TWO-WAY COMMUNICATION

EMPLOYMENT OF RELATIVES / FRATERNIZATION

Members of a manager or team member's immediate family will be considered for employment, unless the specific position would:

- * create a supervisor/subordinate relationship with a family member
- * have the potential for creating an adverse impact on work performances
- * or create any situation that could be construed as a conflict of interest. "

Immediate family member" may mean: mother, father, husband, wife, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, stepchild, and any other close personal relationship.

Managers and Assistant Managers are expressly prohibited from developing close personal relationships, or engaging in behavior which gives the impression of close personal relationships (fraternization) with team members or managers working in the same restaurant. Managers and Assistant Managers socializing after hours with team members on a regular basis is prohibited.

We discourage the development of close personal relationships or dating between team members. We realize, however, that friendships do occur. These relationships must be kept outside the work place.

Team members or managers who marry or establish a close personal relationship may continue employment as long as it does not result in any conflict described within this handbook. If any one of these conditions occur, attempts will be made, within one month, to find a suitable transfer position within the company for one person involved. If this is not feasible, those involved will be asked to determine which of them will terminate their employment with the company. If you have a question about your performance with regard to this policy, call the Human Resource Department at (800) 738-8112.

HARASSMENT

LaBelle Management is committed to providing a workplace free from harassment of any sort, including sexual harassment. We have a “zero tolerance” for any form of harassment and discrimination in the workplace. Employees who violate this policy will be subject to disciplinary action up to and including a suspension and/or termination.

Sexual harassment is any unwanted, unwelcome, or unsolicited sexual conduct imposed on a person who regards it as offensive or undesirable. These actions are considered sexual harassment when

- * submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment
- * submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual and
- * such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples that can cause a hostile work environment include sexual advances, sexual remarks, inappropriate touching, remarks about a person's body parts, sexual gestures, profanity, name calling, yelling, off color jokes, racial or ethnic slurs, gossip, rumor spreading, and displaying sexually explicit cartoons or photographs. These actions interfere with a person's ability to do their job and create a hostile, offensive work environment.

You have a responsibility to let us know if you hear, see, or are subjected to any form of sexual harassment. Sexual harassment includes inappropriate conduct by management personnel, co-workers, Guests, and vendors. If you believe you have been subjected to harassment, you are encouraged to confront the offending person and ask him or her to stop. In most cases the action will stop when that person becomes aware of your concerns. There are a number of people you can contact; your Manager, Senior Manager, General Manager, Division Manager, or Human Resources at 800-738-8112. We request that you report the alleged harassment as soon as possible, within three calendar days of the offense, if possible.

An immediate investigation will take place. This investigation will be done thoroughly, swiftly, and confidentially. All employees are expected to cooperate with the investigation. Together we can work to keep LaBelle Management a workplace free from any kind of harassment.

TRAINING

Skill development is essential to success in our organization. Your initial training will consist of techniques to manage Guest service. Your job is to “Give the Guest what they want, the way they want it in a timely and respectful manner.” You will learn the standards of your position and how to successfully work with both internal and external Guests.

PERFORMANCE EVALUATIONS

Two way communication between you and your manager is essential to a successful operation. You will review your job performance with your manager on a regular basis. Your evaluation schedule is:

- * 45 days after you are hired
- * 45 days later is your second evaluation
- * From this point your evaluations will be done every 90 days (three months) until your one year anniversary
- * after your one year anniversary your evaluations will be done every six months.

Your manager will schedule your evaluation day in advance and may ask you to make notes or complete a self-evaluation. After thinking about your performance during the evaluation period, you may fill in the form - including comments and goals. Your manager will also complete an evaluation form prior to your meeting. At your scheduled meeting both forms or notes will be compared and discussed. Your goals and objectives for the next evaluation period will be established. Your wages and benefits will be discussed, including any possible increase in your pay.

Your performance in the following areas will be discussed: Truth, Honesty and Integrity; QSC; Partnership and Teamwork; and Continuous Improvement and Commitment to Excellence.

During your evaluation meeting, you should express any questions or concerns you have about your job. Discuss your future interests and plans. This is **YOUR** time and we want to make sure the channels of communication remain open. Your manager should also ask you for feedback on the job that they are doing and how they can better help you achieve your goals.

OPEN DOOR POLICY

LaBelle Management strives to treat every team member and manager with dignity and respect. Sometimes, despite our best efforts, a situation may occur which troubles you. If this happens, tell us how you feel. We want to address any mistakes or misunderstandings as soon as possible. If you have a problem or concern, you should tell your immediate manager. During the discussion, feel free to “lay your cards on the table.”

Your manager will listen in a courteous manner, because understanding and resolving problems in the restaurant is very important. Generally, you and your manager can resolve any problems. If,

however, you are not satisfied with how the issue was resolved with your manager, feel free to address the problem with your division manager. If you still are not satisfied with the solution, contact Brad Hansen, COO at (800)738-8112.

All team members' suggestions and complaints will be given consideration. Open communication will make your restaurant a pleasant place for you to work and an enjoyable experience for your Guests

YOUR BENEFITS

EMPLOYEE OF THE MONTH

Because we feel that our team members are our most valuable resource, we have established the Employee of the Month program. This program recognizes and rewards our high achievers. Your management team selects one person each month for this honor. You will receive an Employee of the Month pin. You will also receive meal certificates to be used in any LaBelle restaurant.

NUMBER ONE CLUB

At LaBelle Management we believe that our employees are the backbone of our successful business. To express our appreciation, the top **hourly team members** are selected as members for our #1 Club. Criteria for selection includes: excellence in job performance, Guest service, attitude, team spirit, appearance, and dependability. A select number of team members are honored each year.

MEAL AND HOTEL DISCOUNTS

When you are working, you are eligible for free soft drinks and a **discount** on meals purchased just prior to your shift, during a break, or immediately after your shift. To receive the discount you must be in full uniform, eat in the team break area, and order after you are off duty. You should always get a receipt for the food you have purchased as proof that the food was indeed purchased. This discount does not apply to take out, drive-thru, delivery, or room service orders.

At any other time, all team members receive a **25% discount** on meals (not including alcohol) at any restaurant owned by LaBelle Management. This discount is for the team member only. When ordering, inform the person taking your order that you are a LaBelle employee. You will then be asked to sign your receipt. You will be asked to show your current **LaBelle Employee Meal Discount Card** to verify that you are a LaBelle employee and entitled to this 25% discount. This discount also applies to take out and delivery.

Monday's are LaBelle Management Family Days! This means that you and your family have the opportunity to receive a 25% meal discount in any LaBelle restaurant. By showing your current LaBelle Employee Meal Discount Card you and your family will receive this benefit. On take out you will receive your 25% discount on up to 6 meals. No discounts on delivery.

Hotel discounts are available for all LaBelle team members at any of our hotel locations: Mt. Pleasant Comfort Inn and Suites Hotel and Conference Center, Mt. Pleasant Fairfield Inn and Suites,

Mt. Pleasant Super 8, Grand and Sugar Beach Resort Hotels in Traverse City. Your employee rate is strictly based on availability and seasonal room rates.

If there are rooms available and we have not or will not sell out for that night we will give you the employee rate. There are times when you will not be able to use this discount. During the summer months and on most weekends the Grand and Sugar Beach Resort Hotel properties will be able to sell every room on property. You probably will not be able to get the employee rate during this time.

However, if you call the hotel as close to your travel date as possible you may find that through cancellations or other occurrences there may be a room available for you at the employee rate. Ask your manager for additional details on how to take advantage of this great benefit.

OTHER DISCOUNTS

As a team member of LaBelle Management, we have numerous discounts available to you. Here is a listing of the discounts we currently offer.

Dell Computers Fifth/Third Bank
Dunham's Sports National City-Work Perks

DIRECT DEPOSIT

As a team member you must enroll in our direct deposit program. It is a nice benefit to know that your pay check is deposited into your savings or checking account automatically each pay period.

COBRA

The Consolidated Omnibus Budget Reconciliation Act of 1985, known as COBRA, was passed to continue the health care benefit package of employees in certain cases. Any current employee covered under the benefit plan of an employer may continue benefits for an additional 18 months, if certain "qualifying events" occur.

"Qualifying Events" are defined as any of the following:

1. The employee's death
2. Termination of a covered employee's employment
3. Reduction of covered employee's hours
4. Divorce or legal separation from covered employee
5. Dependent child's loss of eligibility
6. Covered employee called to military service
7. Covered employee's request to drop insurance coverage
8. Covered employee's retirement
9. Covered employee's eligibility for Medicare, upon termination of employment

A covered employee/dependent with one of the above qualifying events may continue their health care benefits for a period of 18 months through COBRA. The employee will be required to pay the entire premium for the 18 month period.

All covered employees who leave the employment of LaBelle Management shall be made aware of their COBRA options with the required time limits. Please contact the Human Resource Department Benefits Specialist at (800)738-8112, Ext. 219 for information regarding COBRA benefits.

PAID VACATION

Team members who average at least 35 hours a week (full time) are eligible for our paid vacation benefit:

- * 1 week after one year of full time service
- * 2 weeks per year after two years of full time service

Vacations are scheduled at your request on a first come first serve basis. Every attempt will be made to accommodate each request, but we cannot guarantee that every date requested will be granted. Put your request in at least 30 days in advance, and if possible, have an alternate date chosen.

Your vacation hours for the next year will be calculated on your employment anniversary date. If you have averaged a least 35 hours over the last 12 months then one or two weeks will be granted on the following schedule:

- * For those earning one week the vacation hours will be available immediately following your anniversary date.
- * For those earning two weeks one half of your vacation hours will be available immediately following your anniversary date.
The second half of your hours will be made available to you six months later.
- * Your vacation will be based on the average number of hours that you worked per week over the past year. For example, if you averaged 36 hours of work per week over the last year then you will receive 36 hours of vacation pay. If you averaged 40 hours of work over the last year you will receive 40 hours of vacation pay. The Human Resource Department will provide your manager with a report showing your average hours worked for the past year.

See your manager with any questions regarding this policy or your specific situation.

FAMILY MEDICAL LEAVE ACT (FMLA)

The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave.

To be considered eligible, this act states that you

- * Must have worked for LaBelle Management 12 months prior to the date of the leave start date and
- * Have worked for LaBelle Management at least 1250 hours over the previous 12 months prior to the leave start date.

Eligible employees are entitled to:

Twelve workweeks of leave in a 12-month period for:

- the birth of a child and to care for the newborn child within one year of birth;

- the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- to care for the employee's spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the employee unable to perform the essential functions of his or her job;
- any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" **or**

Twenty-six workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

To request a Leave of Absence or if you believe that you may qualify for this benefit contact the Human Resource Department Benefits Specialist at (800)738-8112, Ext. 219 for further information and clarification.

LOOKING FORWARD

OPPORTUNITY FOR ADVANCEMENT

Many of our company's current managers began their career as a team member. A combination of desire, experience and education carried them into management. You, too, could and should explore the career possibilities in the exciting hospitality industry. LaBelle Management's growth presents opportunities for advancement throughout our company. If you feel you have management potential, ask your general manager to tell you about career opportunities. You may also contact the Human Resource Department at (800) 738-8112.

We are delighted to have you on the team. You have chosen not only an exciting field to be working in, but you are now part of one of the leading teams in the industry. We know that mutual sharing of our judgment, knowledge, commitment, and hard work will be beneficial to the growth of both you and the company. And above all, we will consistently deliver to our Guests the finest hospitality experience in our markets.

HANDBOOK QUIZ FOR ALL TEAM MEMBERS

Answer these questions prior to your orientation. If you are unsure about an answer, read the handbook again, or ask your manager at orientation. This quiz will be retained in your personnel file.

1. QSC stand for: _____, _____ and _____.
2. Guests For Life means, always say _____ to our Guests.
3. If you come to work without your complete uniform, your manager will _____
_____.
4. Shoes must have _____ soles.
5. Proper hand washing procedures are:
_____.
6. Your schedule will be posted (when) _____.
7. A written request for time off must be submitted by (when)
_____.
8. After the schedule has been posted, you may change your shift by _____
_____.
9. (T or F) My attendance at Team Meetings is optional. _____
10. You will be offered a non-paid 30 minute break when you are scheduled for shifts of more than _____ hours.
11. Our purpose is _____.
12. Telephones are for _____ and _____ use only.
13. Material Safety Data sheets kept in the unit list any materials which contain _____.
14. Giving food away to your friends, or eating food you didn't pay for is considered to be _____.
15. You will receive your first performance evaluation (when)
_____.
16. Our company Mission Statement is: _____
_____.
17. Our company values are: _____, _____
_____, _____ and _____.

NAME/DATE _____

To be kept in team member's personnel file

MINOR TEAM MEMBER HANDBOOK QUIZ

All minor team members (17 years old or younger) please answer the following additional questions. The answers in this quiz are very important. If you are unsure of an answer review the handbook section on Minor Team Members or ask your manager. This quiz will be kept in your personnel file.

1. What is the latest you may work on a school night? _____
2. What is the earliest you may work on a school day? _____
3. By law you must take a 30 minute break off the clock before you have completed _____ hours of work.
4. Before you work for the first time you must have your school complete your _____. This form must be given to your manager to be kept on file in your restaurant.
5. Give at least two examples of machinery which you cannot work on. _____
_____/_____
6. (T or F) As a minor it is legal for me for run an errand in my car for a manager. _____
7. (T of F) Repeated violations of these labor laws related to minors could lead to my termination.

8. If you are asked by anyone to work with or around machinery that you feel may be dangerous or in violation of these laws, please ask your _____ before you _____ those duties.
9. (True or False) As a minor, I am allowed to smoke on company premises. _____

NAME/DATE _____

To be kept in team member's personnel file

HANDBOOK RECEIPT & EMPLOYMENT AT WILL ACKNOWLEDGMENT

ATTENTION ALL TEAM MEMBERS

We request that all team members read the following statement, sign and date acknowledging that you have received your Team Member Handbook and agree to abide by all policies listed.

I also understand that the policies and benefits described in this handbook are subject to change at the sole discretion of LaBelle Management at any time.

I have received the Team Member Handbook. I have read this handbook, taken the Handbook Quiz, discussed these policies with my manager, and agree to abide by all policies covered within this handbook. If I have any questions regarding a policy or interpretation of a policy I understand that I can talk with my manager concerning my questions.

The "Employment at Will" section in this handbook has been explained to me by my manager. I understand that I am employed at the will of LaBelle Management for an indefinite period of time. I may terminate my employment at any time for no reason and so may LaBelle Management terminate my employment for no reason, with or without notice.

Your Signature

Date

To be kept in team member's personnel file.



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An Equal Opportunity Employer
Restaurant Division

09/2013