

LOBSTER POT EMPLOYEE MANUAL

for Back of the House



2017, 2018, 2019

Contents

This Manual and Employment
Our Philosophy of Customer Service
Principles of Employee Conduct and Teamwork
Hours and Schedules
Training
Policy
Positions and responsibilities

This Manual

This manual is intended to:

- Provide an introduction to our philosophy and practices.
- Present the responsibilities and privileges of your employment at the Lobster Pot Restaurant.
- Clearly define the policies and procedures you are expected to follow.
- Help you achieve your best performance for the restaurant by letting you know what is and what is not expected from you.
- Along with its updates, establish on-going communication to achieve the most productive work environment.

You are responsible for:

- Reading this manual and understanding all its contents.
- Asking the Human Resources Manager to explain any material you do not understand.
- Complying with all the policies and procedures contained in this manual and any updates that are posted in the restaurant or communicated to you via e-mail or Lobster Pot Newsletter.
- Providing feedback to management that you believe could improve this manual.
- Signing and returning to the Human Resources Manager the acknowledgement form included in this manual.

This manual is the property of the Lobster Pot Restaurant and is intended for its staff only. Publishing, reproducing or sharing any or all of its contents is prohibited unless consented to by the Lobster Pot Restaurant.

This manual is not to be considered a contract.

The Lobster Pot reserves the right to deviate from, change, eliminate or add to any of the policies or procedures communicated in this manual at any time, for any reason, and without prior written notice.

Employment

- The Lobster Pot is a seasonal restaurant that hires full time and part time employees.
- You are hired as a voluntary at-will employee. That means you or the Lobster Pot may terminate your employment at any time, for any reason, with or without cause, unless protected by law.
- The Lobster Pot does not discriminate against any employee in a manner that violates any federal, state or local law. We are an equal opportunity employer without regard to race, religion, national origin, gender, marital status, age, sexual orientation, gender orientation, disability or any other basis protected under law.
- The Lobster Pot supports a workplace free from sexual harassment, discriminatory harassment, illegal drugs, firearms and any dangerous items or behaviors.
- A sexual harassment policy statement will be distributed to every employee to read and sign.
- The Lobster Pot conducts workplace video monitoring to promote worker and customer safety, to detect theft and misconduct, and to discourage harassment.
- The Lobster Pot supports training and evaluation to help each employee set goals, achieve growth, meet performance standards and reach their potential.
- A full time employee works at least 35 hours weekly in at least 5 shifts weekly, during the months the restaurant is open. Because of seasonal flow of business, the hours of the shifts may not always be available for the full time employee; however the full time employee is consistently available for those hours or shifts.
- Any employee, whether full or part time, must be available to work during the high season as determined by management. Being unavailable during high season is cause for dismissal.
- After the restaurant closes for the season all employees must communicate their intention to return for the following season no later than March 15. Communication consists of an e-mail or written letter to the Human Resources Manager. Communicating that intention to return does not guarantee continued employment. Failure to communicate intention to return will result in employee being removed from consideration of employment.
- Employees must provide two forms of picture identification and complete and return all paper work in their hiring packet.

Philosophy of Customer Service for Back of the House

Traditionally, taking about “customer service” is reserved for the front of the house. But here at the Lobster Pot we see ourselves as one team dedicated to providing the best possible experience for the customer by exceeding their expectations. And the back of the house plays its part.

It’s important to remember that our customers see those of you who work in the kitchen as they walk from the restaurant entrance to the dining rooms. We are proud that our kitchen is open to public view and that our customers can see you as part of their dining experience. In fact, you’re right at the beginning of it - like an opening act for what we aim to be an award winning performance. So what does customer service mean for those of you in the back of the house?

- First and always, be aware of customers. They see you as they walk past the kitchen so a smile or wave if you have a free moment is always a welcoming gesture.
- They notice you as they walk past the kitchen, so look sharp and work cleanly.
- They hear you as they walk past the kitchen so keep your talking at a reasonable volume. There’s a lot of natural noise in the kitchen from the action of cooking itself that can’t be avoided. We just don’t need to add to it with loud talking.
- They may not always see you, but our customers do hear you when they walk past the dish room. And they notice the area if it is messy so try to keep it clean and organized, and keep your talking at a reasonable volume.
- The music we play through our system has the purpose of creating an ambiance for the customer, not for entertaining those of us working. We make our music choices with customers in mind, including the volume at which we play it. We ask you to respect those choices. Playing your own music source is not permitted.
- Whether you’re working in the pantry or on the hot line, your focus is always to provide the best dining experience for the customer by preparing and presenting the food perfectly, with consistency, in a timely manner.
- If there is any problem with any dish that needs to be corrected, please remember that means a customer is sitting at a table waiting for their food while everyone else at the table has theirs. The goal is to get the correct food to the customer as quickly as possible.
- Dish runners and food runners have the challenge of carrying heavy buckets of clean or dirty dishes and trays of food through the crowd of our customers. The added challenge is to do so politely and graciously without running over our customers. A simple “Coming through” or “Right behind you” alerts the customer to your presence without startling them and shows them that we care.
- When customers leave, they often want to let you know how much they enjoyed the meals you just prepared for them. They’ll wave, give you a thumbs up, call out to you. Acknowledge them with a smile, a wave, a quick word, but don’t get distracted from your work – you don’t want to disappoint a customer who hasn’t yet been served.
- Remember always, the CUSTOMER is what matters.

Principles of Employee Conduct and Teamwork

- RESPECT all co-workers and act accordingly.
- RESPECT the policies that have been communicated to you. They come out of direct experience and are designed to help you do your job better and create a cooperative work environment.
- A POSITIVE ATTITUDE creates a productive and pleasant work environment.
- BE ATTENTIVE to all aspects of your work so you are prepared to succeed daily.
- WORK COOPERATIVELY to make all our jobs easier. Together we can accomplish more than any one working alone. Look out for each other, help each other.
- SOLUTIONS are the answers to problems. Complaining and undermining accomplish nothing but toxic negativity.
- COMMON SENSE is never under-rated. Use it.
- KEEP BUSY, even when business is slow. We are all here to work. There is no excuse for doing nothing but standing around and chatting.
- LEARN - the more you do it, the more you will accomplish.
- COMMUNICATE with each other to help, to improve, to support. Remember, it's not only what we say that has meaning, it's also how we talk to each other. Sarcasm, caustic words, raised voices can push people into defensiveness which defeats the purpose of communicating.
- ANTICIPATE the flow of business. Know that while we have a significant wait list during our peak times, we are confident that we have developed effective and proficient systems of handling our customers. Those systems are based on you preparing and being ready to meet the demand.
- BE RESPONSIVE to the needs of the customers and the needs of your co-workers to make your shift better organized and productive.
- BE AWARE of your surroundings and act accordingly. Unnecessary noise is an intrusive distraction to customers and co-workers.
- BE ACCURATE and TAKE RESPONSIBILITY. We all make mistakes, some way more than others. The bottom line is this: if you make a mistake, correct it before someone else has to.
- BE HONEST in all you do at the restaurant from the time you clock in to the time you clock out.

Hours and Schedules

1. **Duration of Operation:** Management reserves the right to adjust the duration of operation as need. The hours below indicate a typical schedule. Times may be adjusted as needed.

2. **Work Shifts**

- Line Cooks: AM Shift: Varies between 8am & 10am depending on seasonal need.
PM Shift: Varies between 3pm & 4pm depending on seasonal need.
 - Prep Cooks: AM Shift: 9am
PM Shift: 5pm
 - Pantry Staff: AM Shift: 8am & 10am depending on assignment.
PM Shift: 4pm
 - Expeditors: AM Shift: 10am
PM Shift: 5pm
 - Raw Bar Staff: AM Shift: 11am
PM Shift: 5pm
 - Dishwashers: AM Shift: 10am & 12 Noon depending on assignment.
PM Shift: 5pm
 - Runners: AM Shift: 11am
PM Shift: 5pm
 - Soup Station: AM Shift: 11am
PM Shift: 5pm
- The above times indicate when you should start work. We suggest that you arrive early enough before your shift time to change into your uniform

3. The Schedule

- Schedules are written to meet the work demands of the restaurant. As the work demands change, management reserves the right to adjust working hours and shifts.
- Schedules are posted weekly.
- Each employee is responsible for working their shifts. If you need to change a scheduled shift you must follow the procedure below.
- The schedule is written by Tim McNulty. While we aim to produce a consistent schedule for all employees, we expect you to remain flexible regarding necessary changes. Additionally, we try to accommodate scheduling requests, but we cannot write a schedule around anyone's specific needs.

4. Schedule Changes

- We expect schedule changes to be kept to a minimum and reserved for significant occasions. We cannot permit schedule changes to accommodate the social life of employees and lead to staffing chaos.
- The schedule is written to create a balanced and productive staff. Numerous changes on any given day disrupt that balance. Also, requests that create additional doubles or take you away from your job for more than two days create chaos with the schedule. That is not in the best interests of the restaurant.
- You are responsible for covering any shift you cannot work, but all schedule changes for BOH employees must be approved by Executive Chef Tim McNulty. A request to change your schedule does not mean that the change is automatically approved even if you have found someone to cover your shift. All change requests must conform to policies regardless. For example, we do not permit employees to work more than six consecutive days so don't ask for a change that would put another employee in that situation.
- For an emergency, contact the Executive Chef directly with as much notice as possible. In the event he is not available, the manager on duty will help you.

Training

- Specific training procedures apply to specific job classes.
- Training needs to be approached in a responsible manner. That includes reading the employee manual before training begins, familiarizing yourself with the menu, arriving on time and properly attired, being prepared, asking the trainer for clarification for anything you do not understand.
- At any time during training, management may determine that the trainee does not have the potential for a good fit and can terminate training and employment.
- Once training has been completed management will determine if the trainee is ready to fill the position. At that point management may determine there are certain conditions that must be met for the trainee to continue as an employee. Those conditions could be general or job class related. Those conditions may include but are not limited to:
 - Sufficient skills
 - Appropriate appearance and attire
 - Understanding of sanitation procedures
 - Hygiene and cleanliness
 - Compliance with food handling and preparation
 - Acceptable teamwork
 - Following instructions
- Regardless of specific job class, at the conclusion of training all employees are responsible for being familiar with the policies and procedures related to all job classes. Since we work together as a team to complete a successful shift, we all need to have an understanding of how the pieces come together to form the whole.

Policies

1. Attire and Appearance.

- Much of our BOH staff is visible to our guests. We require that you take pride in your professional appearance at work.
- You are provided with uniforms, except footwear, that include black or white kitchen shirt, kitchen pants, apron.
- This uniform should be clean and presentable.
- We strongly suggest that you wear shoes providing protection, comfort and grip. No open toed shoes, shorts, tank tops, tee shirts are allowed at any time.
- Long hair must be tied back and contained in a hair net. Beards and moustaches must be neatly groomed.

2. Cell Phones

- Turn off and put your cell phone out of your reach. Cell phones are not permitted on your person. Keep them in your locker or other safe place while you are working or leave them locked in your vehicle.
- If you are on your cell phone, you are not working, not paying attention to the needs of your team or to on-going side work.
- If you have a particular emergency or urgent situation and need to use your cell phone while at work or have it ready to receive information, ask a manager for permission.

3.. Personal phone calls for you to the Restaurant

- None, unless it is an emergency.

4. Eating and Non-Alcoholic Beverages

- You are provided a shift meal. The list of available choices will be posted.
- The food tickets you need to use to order your shift meal are on the hot line. Remember to complete this ticket.
- We prefer that you eat before or after your shift.
- Shift meals are to be eaten in the restaurant, not taken home.
- Non-alcoholic beverages are available to you at the service bar.
- The Lobster Pot makes bottled water available to staff. Please use this courtesy responsibly by labeling your bottle and depositing it in the recycling bag. If you do not finish your bottle, take it with you or leave it in your locker for next shift.
- If you chose to dine at the Lobster Pot you receive a 50% discount on any food or beverage you order.
- .If you want to take a meal to go, you must pay full price for it.

5. 5. Alcohol and Illegal Drug Use

- No alcohol or illegal drug use is allowed.
- Attempting to work under the influence of alcohol or any substance that alters or effects ability to perform in a professional manner is unacceptable.
- Anyone impaired will be sent home and not permitted to return until management determines you are ready.
- If illegal drug or alcohol use when not at work affects your ability to work you will be removed from the schedule until management determines you are ready to return to work.
- If you are taking prescription medication that affects your ability to perform your job in a professional and reasonable manner, please talk with management about your limitations.

7. 6. Smoking

- Use of any tobacco product, electronic cigarette, or nicotine delivery device is not permitted during your shift.
- The Lobster Pot is a non-smoking environment. If a guest chooses to smoke they can use the decks provided their smoking does not interfere with customers in the dining room.

8. 7. Illness or Injury

- If you are ill or injured outside of work, notify the office at 487-0842 immediately.
- Do not wait until the last minute; arrive at work with less than peak ability. If you are too sick or compromised to do your best, notify early so that we can best cover. If you arrive at work too compromised to do your best, we will send you home and cover that shift.
- In order to return to work you will need authorization from a doctor. This authorization form typically reports reason for absence, duration of absence and return to work date, with or without restrictions. Give it to the manager on duty.

9. 8. The Time Clock

- You are responsible for clocking in and clocking out on time.
- When you clock in or out, the computer will print a chit. Check it to make sure you have clocked yourself in or out, and not another employee by mistake. If you have made a mistake, show it to a manager immediately for correction.
- Under no circumstances can you knowingly clock in or clock out another employee. Such action will be subject to discipline.
- If you left work having forgotten to clock out, phone the restaurant and ask for the manager who can adjust your time clock. Do not ask any other employee to clock you out.
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10.9. Lateness

- We expect to arrive on time to complete your set-up work. If you know you are going to be unavoidably late, please phone the office.
- We expect you to arrive ready to work. That means clocking in and beginning work, not socializing, sitting down for breakfast, making phone calls, etc.
- Chronic lateness will result in termination.

1110. Injury on the Job/Workers Compensation

- If you are injured on the job, you must report the incident to a manager immediately. You are required to complete a worker's compensation report within 24 hours of the injury even if medical attention is not necessary. Failure to fill out a worker's compensation form may result in loss of coverage by our insurance carrier. The office will supply you with the form, help you complete it, and file it if necessary.

11. Solving Guest Food Problems

- We are dedicated to satisfying all of our guests, not just the easy ones. To that end, we have procedures in place to correct any guest food problems.
- If a server has a problem with a guests' food (over-cooked, under-cooked, wrong item ordered, too spicy, etc.)the server follows this policy: immediately removes the food from the table, assures the guest we will correct the problem, orders the correct food in Aloha with a "rush", and brings the food to a manager. The manager will interact with the kitchen if necessary and then approach the customer to assure them we are fixing the problem.
- The most important goal in correcting a mistake is to get the right food to the guest as quickly as possible. That is why the server should order the food in Aloha immediately. The server should not come running back to the kitchen with the problem food, explaining the problem to the kitchen and asking for the correct food. All that wastes time and often results in the second order not even getting on the check.
- If a server comes to the kitchen with the problem food, tell them to order what they need in Aloha with a "rush" so that you can start to immediately correct the problem by cooking the right food. Don't get into a debate with the server about the food. Remember, a guest is now sitting at a table waiting for their food when everyone else is enjoying their meal. Our primary goal is to get the right food to that customer.
- If the new food is ordered through Aloha the manager can then void the incorrect food that will then be accounted for in inventory.

12. Noise

- Noise travels easily from work areas into the dining rooms and becomes an unnecessary distraction for our guests. Please contain noise.

13. Music

- The music we play through our system has the purpose of creating an ambiance for the guest, not for entertaining those of us working. We make our music choices with guests in mind, including the volume at which we play it. We ask you to respect those choices. Playing your own music source is not permitted.

14. Pay Day

- Pay day is every other Thursday and checks will be distributed to you. Even if you have opted for direct deposit you will receive check for your record.

15. The Lobster Pot Newsletter

- Our weekly newsletter is a communication tool. Since information important to performing your jobs properly is included in each issue, it is mandatory that you read the newsletter.
- A report is generated each week detailing who did not open the email containing the newsletter.
- Failure to consistently read the newsletter indicates you are not properly informed to do your job and will result in loss of shifts.

16. Unemployment Insurance

The following are highlights from the Massachusetts Division of Employment and Training policy on unemployment benefits:

- Eligibility for unemployment benefits is based on two general criteria: earnings and the reason for separation.
- The law bases **earnings eligibility** on wages paid to a claimant during the first four of the last five completed calendar quarters preceding the effective claim date. This period is defined as the primary base period. An employee must have earned at least 30 times his/her weekly benefit rate and no less than \$2,400 during the primary base period.
- For **separation eligibility**, the law requires that a worker be totally or partially unemployed through no fault of his/her part; able to work; and available for and actively seeking employment.
- Voluntarily quitting without “good cause” attributable to the employer disqualifies an employee from receiving unemployment benefits. If an employee voluntarily chooses to end employment when work is still available that employee has, in fact, quit.
- Quitting a job to join one’s spouse or any other person at a new location disqualifies an employee from receiving unemployment benefits

- Being discharged by the employer for deliberate misconduct on the job, in willful disregard of the employing unit's interests, or a knowing violation of a reasonable and uniformly enforced rule disqualifies an employee from receiving unemployment benefits.
- Job loss due to conviction of a felony or misdemeanor disqualifies an employee from receiving unemployment benefits.
- Other reasons for disqualification may include the employee's lack of availability to work; being unable to work; limitation, without good cause, as to work hours or shift; withdrawal from labor market, such as vacationing; failure, without good cause, to accept an offer of suitable employment.
- An employee whose work schedule had been reduced by the employer may claim partial unemployment benefits. While collecting, the claimant must report any earnings from employment on the weekly certification form used to determine ongoing eligibility.
- Reported earnings are subject to verification via a quarterly crossmatch system. In order to detect fraud, weeks with earnings are matched to weeks of unemployment benefits.
- A claimant is entitled to earn up to one-third of his/her weekly benefit rate before a reduction in benefits is made. Thereafter, there is a dollar for dollar reduction.

PLEASE NOTE:

You are not entitled to partial unemployment benefits if **you choose** to work less than full-time, which is considered five shifts, when full-time work is available and offered to you. Therefore, if in any week when full time work is available, **you ask for shifts off** for any reason, you are not entitled to **also** claim partial unemployment benefits.

17. Health and Dental Insurance

Please be aware that you must meet State and Federal requirements for carrying health insurance.

Health Insurance- Clambake Inc., dba Lobster Pot Restaurant provides its regular full-time (defined as working an average of 30 hours a week or more or 130 hours a month) who are within the first 90 days of employment OR during its annual open enrollment period(1), the option of participating in its health insurance programs available through Harvard Pilgrim Health Care (HPHC), our health insurance carrier(2). The Lobster Pot is required to follow federal guidelines set forth with the Affordable Care Act (ACA) in determining the level of financial participation required in the calculation of each employee's premiums. Medical plan benefits for eligible employees are described in detail in the Summary Plan Description (SPD) prepared by the insurance carrier that is available to all eligible employees and available from the HR/Payroll area.

Dental Insurance- Clambake Inc., dba Lobster Pot Restaurant provides its regular full-time (defined as working an average of 30 hours a week or more or 130 hours a month) who are within the first 90 days of employment OR during its annual open enrollment period(3), the option of participating in its dental insurance program available through

Delta Dental, our dental insurance carrier. Dental plan benefits for eligible employees are described in detail in the Summary Plan Description (SPD) prepared by the insurance carrier that is available to all eligible employees and available from the HR/Payroll area.

- (1) Health Insurance, October of each year.
- (2) Assuming certain underwriting guidelines.
- (3) Dental Insurance, July of each year.

18. Our Warning System

- Disregard or disrespect for established policy and procedure will result in disciplinary action.
- The process of disciplinary action is as follows:
 - First Incident: a verbal Warning and/or a written warning
 - Second Incident: a written Warning
 - Third Incident: a last chance Warning with a loss of shift
- Termination: if the disregard or disrespect for policy and procedure continues.
- The warnings become part of the employee's file.
- Specific behaviors that will result in an immediate verbal and/or written warning include but are not limited to:
 - Improper appearance
 - Lateness, without notification
 - Fighting with co-workers
 - Lack of proper food handling and sanitation procedures
 - Cell phone use
 - Failure to report for a shift
 - Smoking
 - Attempting to work under the influence of any substance that alters or affects ability to perform your job in a professional manner.
 - Failure to consistently read the newsletter.

19. Personal Possessions.

The Lobster Pot is not responsible for the personal possessions of its employees. We have limited locker space. We recommend you bring no items of value.

20. Hygiene & Cleanliness

- Before you start work or interact with any food in any way, state, local and federal health agencies recommend you follow these daily practices to keep the food you prepare and serve safe. Staying healthy and wearing clean clothes will help prevent contamination that could cause food-borne illness.

- Good Health:
-

Do not prepare food when you are ill or have an open cut/sore on your hands or arms.

A first aid kit is available across from the line and in the employee changing room. It has bandages, disinfectant, first aid cream, burn salve, eye wash, etc available for minor cuts or injuries. Report illnesses and symptoms to your manager prior to your scheduled shift.

Avoid coughing and sneezing in food areas.

- Effective Personal Hygiene:

Hand washing is one of the easiest, most effective ways to establish good work hygiene. Hands must be washed before any food preparation or handling begins as well as after, after rest room use, after blowing your nose or coughing into your hand, handling garbage, handling cleaning products or chemicals.

Effective hand washing includes the backs of hands, palms, between fingers and under fingernails. Hands should be rubbed vigorously with soap for a minimum of 20 seconds, then rinsed and dried with a clean paper towel or under an air blower.

Gloves are available and should be used when handling food. Wash your hands before putting on gloves. Change gloves when they are soiled or torn and when you change tasks or handle a different type of raw or cooked foods – as often as you would wash your hands.

Additionally, hand sanitizer dispensers are located in service stations and throughout the building.

When you sneeze or cough, you release thousands of bacteria-ridden water droplets into the air around you. If you don't catch these droplets with a handkerchief or tissue any food nearby is at great risk from contamination. If you are about to cough or sneeze and can't get to a tissue quick enough, direct it into your upper arm to prevent the droplets from spreading. Always wash your hands before continuing to handle food.

Do not come to work if you are sick. You can infect your co-workers and guests. Call the manager to report your illness. You cannot return to work until you have written clearance from your medical provider. Such clearance can be delivered to the manager by you or faxed to the manager by your provider.

Employees with the following symptoms should notify the manager immediately:

Sneezing, coughing, fever, vomiting, diarrhea, sore throat, jaundice. They cannot return to work until they present a clearance from their medical provider.

Hair should be clean, well trimmed, and tied back if long and contained in a hair net.

Nails should be trimmed and clean.

Any cut, wound or open sore must be covered by a waterproof bandage.

If you wear an apron it should be clean and not used as a towel. Before using the rest room, take your apron off and store it in a clean area.

21. Food Handling

We are entrusted with the health of our customers. This huge responsibility must be taken seriously and professionally.

It is mandatory that everyone follows safe food handling procedures. Never take shortcuts on food safety and handling.

At least one of our on-site managers is a Certified Food Protection Manager, having passed a food safety certification test from an accredited program. You are required to follow all instructions from this manager. If you have any question about food safety you must direct it to this manager.

22. Conserving Supplies

Conserving supplies is a basic part of everyone's job. You are responsible for making sure we don't waste anything. Follow the recipes and procedures you are taught without any additions or changes. If your work includes interacting with the public like at the Raw Bar, be mindful of giving away too many extras like napkins, condiments, etc.

23. Food Ordering

- NO verbal ordering. All orders must be done through the computer system.
- NO food prepared or distributed without a dupe.
- Mistakes such as extra food items ordered or prepared by accident, etc. are to be accounted for as waste or kitchen meals. They do not leave the kitchen.

24. Food Allergies

- Food allergies are common and must be taken seriously. The well-being of a guest with allergies is at stake. Disregard for food allergies can result in grave consequences.
- If a guest asks a server a specific allergy question about any of our food products or preparation techniques we must get the right answer. Many times those questions will be directed to the kitchen. You cannot answer unless you are absolutely certain you are right. For example, if you are the fry cook and a guest who is severely allergic to shell fish wants to know if the French fries and the fish are fried in the same oil you know the answer because you prepare that food. However, if a guest who is severely allergic to gluten wants to know if those French fries have any coating that contains gluten you would have to check the packaging to get the right answer.
- Servers will indicate on their orders all allergy information. That information must be communicated through all steps of food preparation including the plating and garnishing.
- Our guests appreciate our gluten free menu and spread the word through social media and web sites created to help diners with this allergy.
- While we strive to accommodate guests with food allergies, there are times they may have very limited options. Preparing those options correctly may take more than usual effort but that's what we do for our guests.
- If you have any questions about food allergies asks our Manager certified in food protection.

25. Personal Hygiene

- Because you interact with the public in a food service business, careful personal hygiene is not only expected, it is considered a responsibility of your job and is part of your performance evaluation.
- Hand washing is one of the easiest, most effective ways to establish good work hygiene. Hands must be washed before and after opening side work, after rest room use, after blowing your nose or coughing into your hand, and after clearing dirty plate, utensils and glass before you serve food again. Effective handwashing includes the backs of hands, palms, between fingers and under fingernails. Hands should be rubbed vigorously with soap for a minimum of 20 seconds, then rinsed and dried with a clean paper towel or under an air blower.
- Additionally, hand sanitizer dispensers are located in service stations and throughout the building. **USE THEM**
- When you sneeze or cough, you release thousands of bacteria-ridden water droplets into the air around you. If you don't catch these droplets with a handkerchief or tissue any food nearby is at great risk from contamination. If you are about to cough or sneeze and can't get to a tissue quick enough, direct it into your upper arm to prevent the droplets from spreading. Always wash your hands

before continuing to serve food. If you are at a table and about to sneeze or cough, excuse yourself.

- Do not come to work if you are sick. You can infect your co-workers and customers. Call the manager to report your illness. You cannot return to work until you have written clearance from your medical provider. Such clearance can be delivered to the manager by you or faxed to the manager by your provider.
- Employees with the following symptoms should notify the manager immediately:

Sneezing, coughing, fever, vomiting, diarrhea, sore throat. Jaundice.

They cannot return to work until they present a clearance from their medical provider.

- Hair should be clean, well trimmed, and tied back if long.
- Nails should be trimmed and clean.
- Excessive perfume and aftershave should be avoided.
- Breath, body and uniform must be free of any odor.
- Any cut, wound or open sore must be covered by a waterproof bandage.

26. Sexual Harassment Policy

- You have been given a copy of the Lobster Pot's Sexual Harassment Policy to read and sign. This information becomes part of your employee file.
- The Lobster Pot acknowledges that sexual harassment of employees occurring in the workplace or in other settings related to their employment is unlawful and will not be tolerated.
- The definition of sexual harassment and the procedures for complaints are detailed in the Sexual Harassment Policy document you have been provided.

Positions and Responsibilities

Line Cook:

Hot and cold stations.

Station set-up with all necessary supplies. Station breakdown.

Prep and cook seafood, meats vegetables, pasta, salads, sandwiches, appetizers and desserts according to recipes and specifications.

Plate food, including garnish.

Prep Cook:

Station set up and breakdown.

Prepare hot and cold items to be used by the line and other stations.

Caller:

As kitchen dupes print, sort and call the orders for food preparation and cooking to the appropriate station.

Time the call for cooking so that orders are complete by table/server.

Direct the correction for any food problems.

Expeditor:

Station set-up and breakdown.

Read dupes to prepare for traying of food by table/server when food is cooked.

Finish garnish and place food on trays by table/server to complete order.

Insure that food is correct and properly prepared and garnished.

Use the server paging system when the order is complete or direct the food runner.

Food Runner:

At the direction of the caller or expeditor deliver trays of food to the dining room.

Before leaving the line, read the dupe to insure that orders are correct and complete.

If placing the tray on a stand in the dining room, alert the server.

Raw Bar:

Station set up and break down.

Shuck oysters & clams for the line, prep kitchen, and raw bar.

Receive lobsters. Weigh and sort into appropriate tanks.

Sell Raw Bar menu to the public using the Aloha system.

Dishwasher:

Station set up and breakdown.

Empty bus tubs of dirty dishes, utensils and glasses. Scrap garbage. Sort items into appropriate dishwashing machines. Empty dish washing machines and sort dishes in clean bus tubs. Store clean glasses in racks. Wash by hand food preparation pots, pans, utensils.

Dish Runner:

Distribute clean dishes, glassware and utensils to service stations.

Distribute clean pans, pots, plates and utensils to the kitchen line or storage area.

Return bus tubs of dirty dishes, utensils and glasses from the service stations to the dish room.

Soup Station: Station set up and breakdown. Fill dupe orders for bread baskets, soup, soft drinks, coffee and espresso beverages, wines by the glass. Assist the bartender when possible.

LOBSTER POT

“A Provincetown Tradition”

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I understand that being given this handbook and its policies should not be considered a contract and that employment at the Lobster Pot dba Clambake, Inc. is at will, which means that either I or the Lobster Pot can terminate the employment relationship at any time, with or without prior notice, and for any reason not prohibited by statute. All employment is continued on that basis. I understand that no supervisor, manager, or executive of this company, other than the president, has any authority to alter the foregoing.

By signing this page I acknowledge that I have read the Employee Manual for the back of the house at the Lobster Pot Restaurant. I understand all the policies and procedures stated in the manual. I understand it is my responsibility and my terms of employment to follow those policies and procedures.

Employee _____
Print Name

Employee: _____
Sign Name

Date _____

Manager _____