

Cutler Cookie Co. Employee Handbook

About us

Since its creation in 1980, Cutler Cookie Co. has been family owned and operated. We take a wholehearted approach to ensure the quality and experience at our restaurant is always number one. Whether you're a customer, or an employee we strive to make everyone who comes through our doors feel like family. At Cutler's we know that our food is awesome and that waiting for food is not, that's why we strive to offer quality, delicious food quickly. Our employees are the best. They come to work on time, up to the challenge, ready to overcome obstacles, and are constantly working to improve the quality, atmosphere, and speed of the experience here at Cutler's. Our family's passion is food. We love discovering, making, and eating food and we feel truly blessed to be able to share our passion for food with you.

The Cutler Family - Jim, Coni Sue, Joseph, Jennah

Our Values

- **Quick:** We are aware and respectful of others. We take the blinders off and see all tasks beyond our assigned job list. We honor the customer's time and the shift schedule. We do not waste time and we stay busy.
- **Family:** We are uplifting, helpful, and encouraging to each other. We remember the customer's name and their meal. We leave problems at the door and come in to work happy and ready to go! We'll always have your back.
- **Up to the Challenge:** We overcome obstacles, and solve problems, with an optimistic attitude and a growth mindset. Orders aren't inconvenient, orders keep us in business!
- **Wholehearted:** We care about quality. How does it look, smell, taste? We only serve products we are proud of! Customers can tell we are always doing our best.

Cutler Cookie Co. Employee Handbook

1. Employee expectations

Remember our values, Quick, Family, Up to the Challenge, and Wholehearted. In everything you do, Make it Right, Make it Quick, Make it Family.

*We value your questions. We are happy to explain and clarify your questions and misunderstandings. If you are not clear on something, please ask. You will be doing us both a favor.

Nothing in the handbook creates a contract for employment or alters the employee's at-will employment relationship.

The following duties are necessary for all Cutler's employees:

- Ability to work with people in a kind, respectful, and honest manner
- Ability to communicate clearly with customers and fellow employees.
- Extended standing is required (up to 8 hours).
- Hearing in the normal range for phones and alarms for some cooking equipment
- Cash handling, counting is required.
- Reading of menus, manuals, and training aids required.
- Manual dexterity in packing food containers and preparing products.
- Capable of working with and around raw meats, eggs, flour, nuts, fruits, and vegetables, as well as cleaners and other sanitary chemicals.
- Capable of maintaining personal safety around high-temperature equipment, boiling water, large food-preparation equipment, and sharp tools.
- Capable of maintaining the confidentiality of company operating procedures and operating results.
- Ability to follow rules, procedures, and work as a team.
- Some heavy lifting may be required (up to 50 lbs.).
- Flexible work hours and punctual work attendance.
- Access to Cutler's group text using the "Groupme" app. (This group is for business purposes only).

Cutler Cookie Co. Employee Handbook

Employee Behavior

- a. The phrase “Not my job” may not be uttered. If you are clocked in, it is your job.
- b. Gum chewing and the use of smokeless tobacco is not permitted while at Cutler’s
- c. Bullying of any kind is not acceptable. Employees who bully will be written up and immediate termination will be considered. Employees report any form of bullying to management.
- d. Keep your cell phone put away at all times while working at Cutler’s. The store’s telephones are for business use only.
 - i. Spending unnecessary time on your phone during business hours will result in a write up. If a phone call or text is necessary, please get permission from your shift lead or manager.
- e. Cutler’s streams their own music throughout the store. Do not change the music or use Cutler’s speakers for your personal listening pleasure. Wearing one earphone may be permitted as long as it does not cause any form of distraction to you, other employees, or customers. If you are ever asked to remove your earphone you must do so immediately and ask for permission before using it again.
- f. Never leave the front area of the restaurant unattended.
- g. Employee’s food and drinks must be kept in designated areas. Eating and drinking is absolutely prohibited outside of designated areas.
- h. Park your car in areas designated by your manager. Do not take up parking that could be used by customers.
- i. You are not permitted behind the counter, in the counter area, kitchen, office, bakery, backroom, or other “employee only” areas in the store unless you are scheduled on duty.
- j. Husbands, wives, girlfriends, boyfriends, buddies, etc., are not allowed to “hang around” the store. This causes distractions and can cause the customer to perceive that you are not giving them your total attention. It can also cause your fellow employees to perceive that you are not working with an honest effort.

Cutler Cookie Co. Employee Handbook

- k. Theft, dishonesty, coming to work under the influence of alcohol or drugs, drinking alcoholic beverages on duty is not acceptable and will result in immediate termination.
- l. Cutler's is a non-smoking/vaping building. Smoking/vaping is not permitted in any area from the front door to the back door or any part of our store or within 25 feet of the building.
- m. Using any illegal substance while on duty, insubordination, poor attitude or other behavior, which may reflect unfavorably on Cutler's, is prohibited.
- n. Follow instructions you are given. We welcome your questions and suggestions. You have a right to disagree and receive an explanation of your instructions; however, you do not have the right to disregard the instructions of your manager or supervisor.
- o. Employee behaviors that are not explicitly covered in this handbook may be addressed by management directly with employees as needed.

Responsibilities for everyone regardless of assigned jobs

- a. Every employee is assigned a job checklist for their shift. It is your responsibility to make sure every item on your checklist is completed, and checked off.
- b. During slow hours of business you are expected to work on your list or find something that needs cleaned. You should never be "standing around". If there is a time that you feel you have nothing to do, you are expected to help your coworkers with their jobs or find something extra to clean.
- c. If your shift lead, manager, or coworker, asks you to help out with a task, you are expected to help.

Customer Service - Make it Right, Make it Quick, Make it Family.

- a. Always remember our values, we are Quick, treat everyone like Family, Up to the Challenge, and do each job Wholeheartedly.
- b. You are expected to be pleasant and cheerful with the customers and your co-workers.

Cutler Cookie Co. Employee Handbook

- c. Within 3 seconds, every customer that walks in should be greeted with a smile and a warm “Welcome to Cutler’s!”. Employees are never rude or talk back to customers.
- d. Thank all customers for their patronage.
- e. Customers come first. Stop what you are doing to serve them.
- f. Never turn away a customer order unless authorized by the manager or shift lead

Handling customer complaints

Keeping customers is ALWAYS better business than finding new customers!

- **First** - Find out what the problem is
- **Second** - Have your shift leader handle the call if you feel unsure about how to move forward with the problem
- **If we got their order wrong**
 - If they are able to come back the same day we will happily replace their order and make it right for them
 - If they are unable to come in we can email them an eGift Card for a free meal (see box below to view what we can offer customers)
- **If they’re angry about something other than food**
 - Try to view the situation from the customer’s point of view and figure out what we can do to make it right with them.
 - Sometimes all they want is for us to listen and apologize
 - Sometimes the situation may require an offer for a “Customer Recruitment eGift card” via email or mobile number. (Make sure it is not their landline.)
- **What can we give to upset customers to try and fix the situation?**
 - Analyze the size and monetary value of the situation

What can we offer?

*If the mistake is greater than \$25, get their callback information and have Jim, Joe, or Jennah call them.

- We can send “Customer Recruitment” eGift card via email or mobile number
- Refund their meal on the register

Cutler Cookie Co. Employee Handbook

*If the customer wants a gift card sent, follow the steps under “Customer Recruitment eGift card”. **BE SURE TO DOUBLE CHECK THE INFORMATION.** Gift Cards are sent through email or mobile number. Make sure it is their Mobile number **NOT** their landline.

Dress code

- a. Cutler’s strives to keep a clean and presentable environment for our customers. Employees are to maintain a clean and positive appearance.
- b. Clean and modest clothes are required. No tank tops, hoods up on hoodies, open-toed shoes, stained or ripped clothes, pajamas, or sweat pants. Please dress to maintain a ready-to-work appearance.
- c. No overbearing perfumes or colognes (we want our customers to smell the delicious food, not the employees).
- d. Jewelry should comply with food industry guidelines.
- e. Employees will be supplied with a fresh apron that they are to wear throughout each shift.
- f. Hair is to be well maintained, pulled back, and kept under a hat or hairnet.

Breaks

- a. We are a fast paced environment and do not have any scheduled breaks. However, if you are in need of a break, please be considerate of the work pace. If it is in the middle of a rush, please wait until it slows down.
- b. Do not take longer than 10 minute breaks.
- c. All employees must get permission first from their shift leader before going on break.

Handling Money

- a. Take special care in the handling of company property and money, ensuring proper accounting of the money in cash drawers and change drawers.
- b. We have cameras at each register.
- c. We do not accept checks
- d. We do not accept \$100 dollar bills. Even if the total comes close to \$100.
- e. We accept all major credit cards.

Cutler Cookie Co. Employee Handbook

- f. Credit Card purchases are to be in the amount of the purchase only. We do not allow the customer to charge more than the purchase and receive cashback.
- g. All credit cards are processed through the cash register.
- h. The receipt printed on the terminal is given to the customer for their records.
- i. If the register cannot give an authorization number for the sale, then we cannot accept the card as payment. (declined)
- j. When a mistake occurs that you are unable to correct, make sure to save the original ticket, sign the ticket in error, and place it in the drawer. The manager will then make the necessary corrections.
- k. Errors which are not handled correctly will cause your cash not to balance, and a shortage will occur.
- l. Cash is balanced at the end of every shift, and shortages are held accountable by shift. If a shift is short, the company may hold the cashier responsible. It is important that mistakes on the register be handled properly. Repeated shortages are treated as theft by the company and will not be tolerated.
- m. Notify your shift leader if your register needs more \$1 bills or other cash.
- n. Do not make change for employees using cash from the register. Especially \$1.00 bills. Having no \$1.00 bills in the register is inconvenient for the customer, you, and the manager that has to take time to go buy more at the bank.

2. Scheduling and time clock rules

- a. Your manager will explain when and where the schedule will be posted. It is your responsibility to check it regularly.
- b. You are expected to show up for work ready and on time, every time. Consistent absenteeism and tardiness will not be tolerated and is a justifiable reason for termination.
- c. You are expected to work when you are needed. The hours scheduled meet the needs of our customers and the business. All work schedules are subject to change as our customer demand dictates.
- d. If you are unable to show up for a scheduled shift you are solely responsible for alerting your manager beforehand, as well as finding

Cutler Cookie Co. Employee Handbook

a substitute to cover your shift. If you are unable to find a substitute, you must alert your manager **at least 4 hours before your shift starts**, otherwise you must show up unless instructed not to by your manager.

- e. If you do not show up for a scheduled shift and you have not found a substitute or alerted your manager, you will be written up and termination of your employment will be considered.
- f. Before any schedule changes are finalized, the manager's approval is required for this and every schedule change.
- g. It is your responsibility to keep your manager up to date with your schedule. If you fail to ask for time off and you are scheduled, you are still responsible for that shift and must find a substitute or come in.
- h. In case of an emergency where you may be late or absent, you must call your shift leader/supervisor and let them know before the start of your shift.
- i. In no case should you ever clock another employee in or out, or allow another employee to do so for you. This represents fraud and will result in termination.
- j. You should not clock in before your shift starts, unless you are asked to by the manager.
- k. Do not clock out and continue to work.
- l. Clock out when your scheduled shift is over unless it has been extended by the manager or shift leader. "Riding the clock" is considered theft and is grounds for immediate dismissal.

3. Store hours

- a. We are open Monday-Saturday 9:30 AM - 8:00 PM. We are closed Sundays.
- b. Do not turn any customer away because it isn't opening time yet. We want to serve every possible customer every day.
- c. Closing hours are set by the owners and can only be changed by the owners of the company. Employees who close the store early are not only keeping our customers from making a purchase, but in violation of company policy and at risk for immediate termination.

Cutler Cookie Co. Employee Handbook

4. Discounts

- a. Employees, immediate family members, and grandparents are allowed a 20% discount. This discount does not apply to friends, extended family or other customers.
- b. Please help us monitor and adhere to this policy so we can continue to offer it.
- c. Employee and family discounts are for the Bountiful store only, not for any other Cutler's locations.
- d. Each employee may have 1 free cookie and 1 free sandwich or soup per shift. Any additional foods must be paid for with the employee discount.
- e. One fountain drink (22 oz) or water bottle is free to employees on shift. Water from the fountain is unlimited. All drinks **MUST** have a lid
- f. No leftover food will be carried out at the end of the day by any employee.
- g. Any food carried out must be paid for with the employee discount with no exceptions.
- h. You may come under pressure or be tempted to give away food or offer unapproved discounts to friends or relatives who visit Cutler's. This is strictly prohibited and will be considered theft. Theft results in immediate termination of employment.

5. Payday

- a. You will be paid as agreed upon by your employer at the time of your hiring.
- b. Employees are paid every other Friday.
- c. If you have filled out a direct deposit form, you will receive a pay stub via email the day before you get paid (Thursday). Your payment will appear in your bank account on that Friday.
- d. If you have requested paper paychecks, they will be available to pick up after 11:00 am on payday.
- e. Company policy states that you will be paid for all hours worked, properly documented by the time clock. Should you have an error in your time clock information, it is your responsibility to report it to your manager immediately. Failure to do so will result in a possible error in your paycheck.

Cutler Cookie Co. Employee Handbook

- f. Do not discuss your wages with other employees. Employees understand that discussing compensation of any kind with each other will result in a write-up and possible immediate termination

6. Performance Assessments and Pay Raises

- a. Performance assessments will be conducted every month in our Employee Development Meetings. Honest evaluations will help you understand where you excel and where you need to improve. Know that these meetings are to help you become the best employee you can be.
- b. Raises are based on performance according to the expectations in this manual. Your performance will be reported by your Shift leader in an End of Shift Report as well as by yourself in a Personal Shift Report that will be filled out at the end of each shift you work.
- c. If you are not filling out your reports, you will not be eligible for a raise.
- d. Evaluation for raises will be conducted every 6 months in your Employee Development Meeting. You will fill out training evaluations every 6 months.
- e. Training period: Your first performance assessment will occur after 1 month of working at Cutler's. At that time we will discuss if working at Cutler's is a good fit for you and for our company.
- f. Please speak to your manager about performance assessments and pay raises privately.

7. Employee Meetings

- a. Employee Development Meetings will be held the first week of every month, unless specified otherwise by your manager. Other employee meetings may be scheduled as necessary. These are mandatory meetings. Notify a manager if you cannot attend.
 - i. In these meetings your manager will discuss company goals, sections of the handbook, your shift reports, and personal goals to help you become the best employee you can be.

Cutler Cookie Co. Employee Handbook

- ii. If you have been receiving poor reports, your manager will discuss this with you and set goals to help you receive better reports and assist you in achieving these goals.
- b. Company Meetings will happen twice a year. These are mandatory meetings. Notify a manager if you cannot attend.
 - i. In these meetings your manager will share a general overview of the key events since the last Company Meeting.
 - ii. Present more specific information about strategic initiatives that have been completed.
 - iii. Announce and discuss upcoming initiatives and invite employee comments.
- c. Deep cleaning parties will happen throughout the year as needed. These are optional for employees that would like extra hours. Food and having a good time is always included at these parties.

8. Anti-Harassment policy

- a. Cutler Cookie Co. management prohibits all forms of harassment including harassment based on race, color, national origin, religion, age, sex, physical (including AIDS/HIV) or mental condition or disability; or any other reason protected under applicable law.
- b. Harassment includes any coercive or disruptive activity which affects a term or condition of employment or employment decision; interferes with an employee's job performance; requires demeaning clothing; or creates intimidating, hostile, or offensive work environment or favoritism.
- c. Examples of harassment are touching, ridicule, rudeness, verbal or physical abuse, epithets, innuendos, demeaning language or jokes, humiliations, suggestive statements, or graffiti directed at a single individual or group of individuals; posting of pictures, photographs, cartoons, or comments; oral compute or telephonic messages and comments on activities or dress, particularly of a sexual nature, advances, requests for favors, and similar behavior, particularly where such behavior is not welcome, is personally offensive, and does not encourage a good working environment.

Cutler Cookie Co. Employee Handbook

- d. It is the responsibility of all employees, including all supervisory personnel, to make certain that harassment does not occur. Any employee who is subject to harassment, or who has witnessed or heard of harassment, is expected to inform management of all the facts regarding the harassment, including the names of witnesses and misconduct. The person should report this to his immediate supervisor unless that person is the alleged cause of harassment. In that event, the employee should bring it to the attention of Jim, Coni Sue, Joe or Jennah.
- e. Management will fully investigate all allegations of harassment. Both the accused and the accuser will have an opportunity to present their version of what occurred along with reviewing the substance of any statement of witness.
- f. We care about your well-being. You are encouraged to communicate concisely and to the point as politely as possible. We are here to help and make sure you love your job as much as we love ours.

9. Disciplinary Notices

- a. If you violate a company policy your manager will bring it to your attention in the form of an oral or written notification. Any written notice will become a permanent part of your employment record.
- b. Write-ups will be given to you any time you are in non-compliance with Cutler's standards as outlined. Receiving up to 3 write-ups will result in termination. Cutler's management reserves the right to terminate employment at any time as seen fit.
- c. If a written notice is prepared, your manager will discuss with you the reasons for the written notice and you will be able to make your feelings known at that time, by being permitted to fill in the employee response section of the notice.
- d. Refusal on your part to sign the disciplinary notice will not diminish its impact since the supervisor will then require a witness to be present and sign the notice confirming that you were verbally notified of the written warning.
- e. We value your questions. We are happy to explain and clarify your questions and misunderstandings. If you are not clear on something, please ask. You will be doing us both a favor.

Cutler Cookie Co. Employee Handbook

10. Security and Safety

- a. The back door should be locked during all night shifts. Delivery persons must check in through the front door before dropping off the product.
- b. Unauthorized personnel (meaning anyone who is not an employee and clocked-in for their shift) are NOT permitted behind the counter, bakery, office, walk-ins, or kitchen areas at any time. Management should be consulted in cases where there is doubt.
- c. Off duty personnel, friends, and relatives will not be permitted to loiter around the store. IF YOU DO NOT KNOW SOMEONE WHO IS WALKING BEHIND THE COUNTER, STOP THEM AND ASK FOR IDENTIFICATION.
- d. Insurance requirements require that no one is behind the counter or in the back areas of the shop unless you are working.
- e. There should be an employee in full view of the lobby area at all times. At night, the employees should be aware of all activities around the shop.
- f. Horseplay is prohibited
- g. Jewelry is kept at a minimum and is not worn in the prep area because it can be lost in food or torn off by the equipment.
- h. Clean up spills as quickly as possible.
- i. Never overload yourself, get help with heavy objects.
- j. Immediately report any faulty equipment to the manager.
 - i. Please report any equipment problems to your manager. If a manager is unavailable, please text them or leave a note. Remember that the equipment in our store is expensive, so treat it with care.
- k. Keep all electrical cords off the floor and check all equipment for frayed or damaged cords.
- l. Know the location of fire extinguishers and how they work (deli- by the back door).
- m. Know the location of the first aid kit (deli- by the back door).
- n. Know the Heimlich procedure for choking.
- o. Immediately report all injuries to management immediately after their occurrence. Failing to report injuries of any type could void your

Cutler Cookie Co. Employee Handbook

eligibility for workers' compensation or other insurance coverage for which you might be eligible.

What to do in case of Robbery

***Important Note:** Be familiar with the walk-in equipment of your restaurant, knowing emergency latch and power operations in the event you are instructed to go in the cooler and are locked in (The walls are made to easily break through).

1. Remain calm and do not resist.

- a. Assure the robber you will cooperate and take no action that may jeopardize your safety. Don't make any quick or unexpected movements.

2. Follow the robber's directions, but do not offer more than what they ask for.

- a. Don't argue. If you have to move or reach into your pockets to give the robber what they want, tell them what you are going to do and why.

3. Make mental notes of the robber's appearance.

- a. You'll need to describe the suspect when filing your report. Take note of their features including race, age, height, hair and eye color, clothing, etc. Is there anything unusual about their appearance such as scars or tattoos? If they have a weapon, make note of what it is so you can describe it later. If they come or go in a car, try to note the make and model and license plate number.

4. Notice what the robber *does* so you can include it in your report.

- a. If there are two accomplices, pay attention to any conversations they have with one another. Do they use each others names or nicknames? Do they mention any locations? Try to remember what they touch during the robbery so that police can check those areas for fingerprints.

5. After the robbery, go immediately to a safe location, then report the crime.

- a. Your personal safety is your top priority. Make sure you feel secure before you call 911. If you're in an isolated area, move to an area with people and ask someone to stay with you while you wait for

Cutler Cookie Co. Employee Handbook

help. If you opt to remain at the crime scene, try not to touch anything. If there were any witnesses, ask them to remain with you until the officers arrive. If they must leave, write down their name, address and telephone number.

I have read and agree to adhere to the Cutler Cookie Co. Handbook

Name: _____ Date: _____