

top hat lounge



employee handbook

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This handbook is designed to familiarize you with the mission, guiding principals, employment policies and operating policies for employees of Top Hat Enterprises, Inc. (the "Top Hat").

The policies stated in this handbook may change from time to time. The Top Hat has done its best to include as much information as possible in an easy-to-understand manner.

This handbook is not a contract, which guarantees your employment for any specific time. Either you or the Top Hat may terminate your employment at any time, for any reason, with or without cause or notice. Understand that no supervisor, manager or representative of the Top Hat, other than the owner of the Top Hat, has the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

Provide our customers a unique entertainment and dining experience with top-of-the-line service.

Foster a community-centric atmosphere for Missoula that encourages and cultivates the arts - particularly music, performance art and film.

- Focus on Service
- Lead by Example
- Strive for Constant Improvement
- Honesty and Trust
- Teamwork
- Responsibility and Ownership for Actions

Hiring

It is the policy of the Top Hat to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three-day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided.

Employees and employers are both required to complete a form furnished by the Department of Labor, form I-9. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

Non-Discrimination

The Top Hat is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

Age Requirements

All concessions employees and bartenders, as per the law, must be at least 18 years of age. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable. No employees under the age of 18 years can take orders for or serve alcoholic beverages.

Standards of Conduct

Consistent with our mission and guiding principals, it is important for all employees to be fully aware of the rules, which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive and positive working environment, everyone must conform to standards of reasonable conduct and policies of the Top Hat. AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING.

- Supplying false or misleading information to the Top Hat, including information at the time of application for employment, leave of absence or sick pay.
- Arrest or conviction of a felony offense.
- Disorderly or indecent conduct.
- Theft of customer, employee or Top Hat property including items found on Top Hat premises.
- Theft, dishonesty or mishandling of Top Hat funds. Failure to follow cash, guest check or credit card processing procedures.
- Refusal to follow instructions.
- Insubordination to managers.
- Displaying a poor attitude toward customers, co-workers or managers.
- Engaging in harassment of any kind toward another employee or customer. (See Harassment section below.)
- Use, distribution or possession of illegal drugs on Top Hat property or being under the influence of these substances when reporting to work or during work hours.
- Reporting to work under the influence of drugs and/or alcohol.

- Actions or threats of violence or abusive language directed toward a customer or another staff member.
- Rude or improper behavior with customers including the discussion of tips.
- Failure to comply with the Top Hat's personal cleanliness and grooming standards.
- Disclosing confidential information including policies, procedures, manuals or any propriety information to anyone outside the Top Hat.
- Not showing up for a shift without notifying the manager on duty.
- Clocking another employee "in" or "out" on OrbitalShift.com or having another employee clock you either "in" or "out."
- Leaving your job before the scheduled time without the permission of the manager.
- Excessive tardiness. (See Tardiness section below.)
- Failure to clock in and clock out. (See Clocking In and Clocking Out section below.)
- Smoking or eating in unapproved areas or during unauthorized breaks (including vapes, e-cigarettes, etc.). (See below.)
- Not entering and exiting the restaurant through approved entrance. (See below.)
- Congregating or recreating in staff areas while not on shift or after-hours. (See After-Hours and Employee Access section below.)

Evaluations

All employees receive performance evaluations on a periodic basis. The evaluation process is intended to let you know how well you're performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

The evaluation process is an opportunity to identify accomplishments and strengths as well openly discuss areas and goals for any improvement. Depending on your position and performance, you may be eligible for a pay increase. Pay increases are not guaranteed. Rewards are based solely on a person's job performance and results.

Schedules

Schedules are prepared to meet the work demands of the Top Hat. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly on OrbitalShift.com. Each employee is responsible for working his/her shift.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. The Top Hat suggest that you arrive 5 minutes before your shift begins so that you have time to get settled and ready for your shift. You must clock in when your shift begins and be ready to start work immediately. Employees must enter and exit through the back service entrance during business hours.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must approve all shift change requests through OrbitalShift.com. If a shift change is not approved via OrbitalShift.com, it is not validated and the employee is expected to report for work. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

Absences

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination.

Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

- If you are going to be late or miss work, employees are expected to make arrangements via OrbitalShift.com and notify their direct manager via phone at least two hours before they are scheduled to work.
- Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at the Top Hat.
- Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or planned absence, an "unavailable request" (including the reason for the request for time off) must be entered into OrbitalShift.com and approved by your manager.
- Employee "unavailable requests" should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with your manager.
- To return to work from an accident or medical leave, all employees must present a doctor's release.
- Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless the Top Hat is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Tardiness

Employees must be prepared to start work promptly at the beginning of the shift. Always arrive at the Top Hat 5 minutes before your shift. Your scheduled time is the time you are expected to be on your job, not arrive at the Top Hat. Repeated tardiness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the Top Hat and speak to the General Manager or the Manager on duty.

The first time an employee is tardy, they will be given a verbal warning. The second time an employee is tardy, they will be given a written warning. The third time an employee is tardy, they will be terminated.

Clocking In and Clocking Out

All employees must clock in prior to their shift, and clock out following their shift. If there is an issue with OrbitalShift.com, the employee must immediately inform a manager.

The first time an employee fails to clock in or clock out, they will be given a verbal warning. The second time an employee fails to clock in or clock out, they will be given a written warning. The third time an employee fails to clock in or clock out, they will be terminated.

Breaks

Employees may not take any breaks while on the clock, unless specifically approved by the Manager on duty. This policy is in effect for all types of breaks, including but not limited to bathroom, smoking, and meal breaks. Please note, there is no smoking or eating while on the clock, unless you are specifically approved to do so by your supervising manager on duty and in a location that is not within public view.

Harassment

It is this Restaurant's policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion, sexual orientation or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

Sexual Harassment

All of our employees have a right to be free from sexual harassment. The Top Hat does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

Sexual harassment encompasses any sexual attention (from any gender) that is unwanted and defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature. This conduct has the purpose or effect of unreasonably interfering with a person's work or one that creates an intimidating, hostile, or offensive environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Submission should not be made an express or implied term or condition of employment or status in a class, program or activity. Additionally, submission-to or rejection-of a behavior used to make an employment or educational decision (such as hiring or promotion) is not permitted in any instance.

Sexual harassment may take many forms, for example:

- Physical assault.
- Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, wages or any other condition of employment.
- Direct propositions of a sexual nature.
- Comments of a sexual nature.
- Sexually explicit statements, questions, jokes or anecdotes.

- Unnecessary touching, patting, hugging or brushing against a person's body.
- Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience.

Employees need to be concerned not only with the intent of their actions but also the effects. Any occurrence of harassment will be considered an intentional violation of the policy.

Anyone who feels that it is necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, the Top Hat will take immediate and appropriate action, including discipline and possible termination.

After-Hours and Employee Access

- No customers are allowed in the facility after business hours
- Only staff that worked until closing is allowed in the facility after closing. Staff that did not work until closing is not allowed in the facility after-hours.
- No sales after business hours, no exceptions whatsoever. This includes sales to staff.
- All after-hours work should be completed deliberately and efficiently. Once after-hours work is completed, staff should leave the facility.
- Employees that are not clocked in are only allowed in public areas.
- Employees are not allowed to bring guests into non-public areas of the facility.
- Only bar staff is allowed behind the bar or in bar areas, such as the keg cooler, liquor closet, etc.

Resignations

You are requested to give a two-week notice of your plans to leave the restaurant. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible for re-hire and will not have a "left without resignation notice" on your employment record.

Payment Procedures

Payroll Checks

Employees are encouraged to take advantage of direct deposit and pay stub tracking through the Gusto platform. Your Gusto credentials will be provided to you as part of your onboarding process. Paychecks are issued every other Wednesday.

Payroll Deductions

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on form W-4. If you want an explanation of your deductions or if you wish to change them in any way, please access the Gusto payroll system.

As per state law, the Top Hat complies with court orders in connection to garnishments from employee paychecks as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

Change of Address

We ask that you update any address changes in your Gusto account as soon as possible so your year-end statement of income and deductions (Form W-2) can be mailed to the correct address. Your W-2 can be accessed through

your Gusto portal, even in the instance your employment with Logjam Presents has ended.

Lost Paychecks

Report lost paychecks to We will stop payment on the lost check and reissue you another check on the next payroll cycle.

Overtime

In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked.

Benefits

Family and Medical Leave

An employee who has been employed for at least 12 months and for at least 1,250 hours of service during the previous 12 months, may be granted unpaid leave for one or more of the following reasons:

- Birth of son/daughter and in order to care for such son/daughter.
- Placement of son/daughter with the employee for adoption or foster care.
- To care for a spouse, son, daughter or parent who has a serious health condition.
- A serious health condition that renders the employee incapable of performing the functions of his/her position.

A total of 12 work-weeks of leave during any 12-month period may be granted under this policy. Such leave must be taken on a sustained or uninterrupted basis, except that intermittent leave may be taken for serious

health care of the employee, child, spouse or parent. You must provide as much prior notice as reasonably possible.

Holidays

Due to the nature of the Top Hat business you may be required to work holidays. It is currently our policy to close the Top Hat for business on the following holidays: Thanksgiving Day, Christmas Eve, and Christmas Day.

Worker's Compensation

Worker's Compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with the Top Hat Lounge. An employee who is injured on the job, regardless of the severity of the injury or illness, should immediately report the occurrence to the Manager on duty. The Manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

If an employee experiences a disabling work injury, the nature of which necessitates an absence from work, the General Manager will provide the employee with information concerning his or her lawful benefits.

Employee Use of Social Media Websites

While the Top Hat encourages its employees to enjoy and make good use of their off-duty time, certain activities on the part of employees may become a problem if they have the effect of impairing the work of any employee; harassing, demeaning or creating a hostile working environment for any employee; disrupting the smooth and orderly flow of work within the company; directly or indirectly disclosing confidential or proprietary information; or harming the goodwill and reputation of the Top Hat among its

customers or in the community at large. In the area of social media (print, broadcast, digital and online), employees may use such media in any way they choose as long as such use does not produce the adverse consequences noted above. For this reason, the Top Hat reminds its employees that the following guidelines apply in their use of social media, both on and off duty:

- If an employee publishes any personal information about themselves, another employee of the Top Hat, a client, or a customer in any public (print, broadcast, digital, or online) that:
 - has the potential or effect of involving the employee, their co-workers, or the Top Hat in any kind of dispute or conflict with other employees or third parties;
 - interferes with the work of any employee;
 - creates a harassing, demeaning, or hostile working environment for any employee;
 - disrupts the smooth and orderly flow of work within the office, or the delivery of services to the company's clients or customers;
 - harms the goodwill and reputation of the Top Hat among its customers or in the community at large;
 - tends to place in doubt the reliability, trustworthiness, or sound judgment of the person who is the subject of the information; or
 - reveals proprietary information or Top Hat trade secrets;

The employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances.

- No employee of the Top Hat may use company equipment or facilities for furtherance of non-work-related activities or relationships without the express advance permission of management.
- Employees who conduct themselves in such a way that their actions and relationships with each other could become the object of gossip among

others in the work place, or cause unfavorable publicity for the Top Hat in the community, should be concerned that their conduct may be inconsistent with one or more of the above guidelines. In such a situation, the employees involved should request guidance from (a designated member of management) to discuss the possibility of a resolution that would avoid such problems. Depending upon the circumstances, failure to seek such guidance may be considered evidence of intent to conceal a violation of the policy and to hinder an investigation into the matter.

- Should you decide to create a personal blog, be sure to provide a clear disclaimer that the views expressed in the blog are the author's alone, and do not represent the views of the Top Hat.
- All information published on any employee blog(s) should comply with the Top Hat's confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other social networking sites, blogs and forums.
- Be respectful to the Top Hat, co-workers, customers, clients, partners and competitors, and be mindful of your physical safety when posting information about yourself or others on any forum. Describing intimate details of your personal and social life, or providing information about your detailed comings and goings might be interpreted as an invitation for further communication -- or even stalking and harassment that could prove dangerous to your physical safety.
- Social media activities should never interfere with work commitments.
- Your online presence can reflect on the Top Hat. Be aware that your comments, posts, or actions captured via digital or film images can affect the image of the Top Hat.
- Do not discuss company clients, customers or partners without their express consent to do so.

- Do not ignore copyright laws, and cite or reference sources accurately.
Remember that the prohibition against plagiarism applies online.
- Do not use any Top Hat logos or trademarks without written consent. The absence of explicit reference to a particular site does not limit the extent of the application of this policy. If no policy or guideline exists, Top Hat employees should use their professional judgment and follow the most prudent course of action. If you are uncertain, consult your supervisor or manager before proceeding.

Customer Service

The Top Hat exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our events and drinks. Without the customer we don't have a business! As a result, taking care of our customers is our highest priority. At the Top Hat the customer always comes first.

Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make the Top Hat better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty, IF they are handled properly.

When faced with a customer complaint:

- Don't get defensive and try to explain.
- Remove the offending item immediately.
- Apologize for the problem and tell the customer you will take care of the problem.
- If you need the assistance of a manager, don't hesitate to ask.

Do everything you can to let the customer know you care and that this isn't the kind of experience you want them to have at our establishment.

Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), Top Hat Lounge, how may I help you?"

Respond to any questions that you are absolutely certain of the answer. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a manager. Always thank the person for calling. Always ask the caller for their name when they ask to speak to a manager or customer.

Management / Employee Relations

Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that "management is never too busy to be informed of work-related problems, complaints or disputes of any employee."

If you have such a problem, you should promptly talk to your manager. They will listen in an open, objective, and courteous manner. We want to understand and solve the problem. If the problem is not resolved to your satisfaction, you should take up the matter with the General Manager.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. We take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration.

Meetings

Staff meetings are held on a regular basis for your benefit as well as for the Top Hat. Meetings are held for a variety of reasons and can include upcoming promotions and events, training, policies, etc. Such meetings are treated as a shift and attendance is mandatory. Only management-approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of the Top Hat.

Human Resources Issues

If you have a Human Resource (HR) issue that needs to be reported, do not hesitate to immediately bring it to your manager or supervisor. If for any reason you are uncomfortable reporting an issue to your manager or supervisor, please contact the Top Hat Human Resource Department at humanresources@tophatlounge.com.

Safety

The Top Hat is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never run in the restaurant, always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles.
- Report defective equipment or tools to a manager immediately.

- Never operate equipment unless you have been trained how to use it properly.
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with you legs, not your back.
- Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 41°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 41° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."
- Store food correctly. Date label all prepped food. Keep product rotated. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.
- Follow all health code rules and regulations.

Incident Reports

Incident reports must be filled out for all incidents that happen at the Top Hat Lounge, whether it involves a patron, a staff member, or both. No matter how big or how small the situation may seem at the time, having an incident report on file is a good way to decrease potential liability. If you are unsure if you should fill out an incident report for a certain situation, please contact the Manager on duty. Incident report forms are available at all times from managers and supervisors.

Dress Code

To maintain our image as an exceptional, high-quality facility we need to dress the part. Following are detailed descriptions of dress for both the

dining room and kitchen positions. If you have any questions regarding our dress code please ask the General Manager.

- Footwear. Closed-toed shoes with non-slip soles that permit walking safely on wet or greasy floors.
- Appearance. Clean and well groomed hair. Hair longer than-shoulder length must be tied up or pulled back off the shoulder. Well-groomed hands, fingernails and fingernail polish. Facial hair should be neat and well trimmed.
- Accessories. No excessive cologne, perfume, make-up or jewelry.
- Clothing. We want everyone to be able to express themselves through style, but still look professional and pulled together.
 - Clothes must be clean and properly fitted.
 - No ripped jeans, athletic shorts, sweatpants, pajamas or leggings.
 - No sheer shirts without an undershirt.
 - No strapless tops.
 - No logos of competitors, sports logos, big brand beer or liquor logos.
 - Shorts, skirts and dresses must be mid-thigh. Bike shorts or shorts need to be worn under short dresses and skirts.
 - No more than two inches of midriff can be shown.

Accidents and Emergency Situations

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately.

Crime and Robbery

If you are ever involved in a robbery, DO NOT RESIST. Statistics show that people, who resist, are three times more likely to be injured than people who

do not resist. The safety of you, your fellow employees and customers are our highest priority. Don't be a hero, always cooperate fully and do not resist!

Fire Protection

All employees must know the specific location and operation of fire protection in the Top Hat.

If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.

Alcohol Serving Policy

As an establishment that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should be informed immediately.

Employees who serve customers, must abide by the facility's policies on alcoholic beverage service:

- We will not knowingly allow anyone on our staff that is under the legal age of 18 to serve or dispense alcoholic beverages.
- We will not serve alcoholic beverages to an intoxicated person.
- We will not knowingly serve alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears to be under 30 years old.
- We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.

All servers and bartenders must have a valid state approved alcohol training certificate in order to serve alcoholic beverages.

Proprietary and Confidential Information

It is illegal to steal, copy, communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes."

Our internal business practices, procedures and recipes are of great value to the Top Hat. Employees are not to disclose any proprietary processes to any person unless directed to by the Top Hat's owner. The Top Hat will institute civil action against anyone who violates this policy.

Solicitation

Employees. There should be no solicitation or distribution of literature of any kind by any employee during actual working time of the employee soliciting or the employee being solicited. Working time does not include lunch and rest breaks. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including dismissal.

Non-Employees. Non-employees are prohibited from soliciting and distributing literature at all times anywhere on the Top Hat's property. Non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area's public use.

Cellular Phone Use Policy

The Top Hat has adopted the following cellular phone use policy. This usage applies to any personally owned device capable of placing or receiving phone calls, messages, text or video messages, or with access to the internet or email.

Cell Phones in the Facility - Staff

Non-management level employees are prohibited from cell phone use while at work. This prohibition includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email or checking for phone messages. Cell phones are to be turned off upon arriving at the workplace unless otherwise permitted elsewhere in this policy.

Emergency Use of Cell Phones – Staff

Top Hat Lounge recognizes that many of their employees use a cell phone as a means for emergency notification by family, schools, hospitals and other persons or organizations for which emergency contact is necessary. Limited emergency use of cell phones is permitted under the following conditions:

- Employees must obtain permission from management prior to use.
- Cell phones must be in vibrate-only mode.

Policy Regarding Supplier Gifts and Kickbacks

Honesty and fairness are two components of values. The Top Hat's values and company policies each require employees to make a committed effort to doing the right thing at all times, and to be honest and fair in all of their business dealings. Compromising those values and standards by offering or soliciting gifts or kickbacks is prohibited.

A kickback is ANY money, fee, commission, credit, gift, gratuity, any item of value or compensation of any kind that is provided directly or indirectly, from an existing or prospective supplier for the purpose of obtaining or rewarding favorable treatment in the bidding, awarding or continuation of business with Top Hat.

Relationships with Suppliers / Vendors

Relationships with suppliers of all goods and services to the Top Hat must be on an “arms length” basis, reflecting a willing buyer and willing seller. Whenever possible, competitive bidding should be used, with vendor and supplier decisions made on the basis of quality, price, availability and service.

If the employee making the purchasing decision is a friend or relative of the supplier, the employee should disclose this information to the general manager before effecting the transaction. Neither employees nor members of their immediate families may use a Top Hat supplier for personal needs on other than an “arms length” basis.

Kickbacks from Suppliers / Vendors

Employees of the Top Hat are never to accept personal favors from existing or potential suppliers in exchange for our business. This would include items such as cash, loans, travel, lodging, invitations to attend sporting events, hunting trips, shows or other excursions in return for our business. Travel and lodging offered by vendors and suppliers may not be used for personal purposes, and under normal circumstances, employees should not accept invitations to attend major sporting or public events if the employee’s attendance is at substantial cost to suppliers and there is no significant business-related reason to attend.

Certain gifts and/or gratuities may be permissible in limited circumstances provided that they meet the criteria covered below.

Gifts and Gratuities

Meetings with vendors and suppliers may include some aspect of entertainment, provided the entertainment is of reasonable value and occasional frequency. The nature of meetings and entertainment should always be in good taste and not in conflict our values.

Participation in supplier-sponsored seminars, meetings or activities at vendor-owned or supplied facilities and attendance at other smaller sporting events may be permitted with prior approval by the owner.

This Employee Handbook is a general guide and provisions of this handbook do not constitute a contract of employment either in-whole or in-part. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that the Top Hat Lounge reserves the right to change the provisions of the Employee Handbook with or without notice.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook and understand that they are at-will employees. It is the policy of the Top Hat Lounge that employment and compensation of any employee is at-will and can be terminated with or without cause, at any time, at the option of the employee or at the option of the Top Hat Lounge. The contents of any Employee Handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding.

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of the Top Hat Lounge. I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

top hat
experience | music | film | art | food |
friends | community

lounge



employee handbook

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About this Handbook

This handbook is designed to familiarize you with the mission, guiding principals, employment policies and operating policies for employees of the Top Hat.

The policies stated in this handbook may change from time to time. The Top Hat has done its best to include as much information as possible in an easy-to-understand manner.

This handbook is not a contract, which guarantees your employment for any specific time. Either you or the Top Hat may terminate your employment at any time, for any reason, with or without cause or notice. Understand that no supervisor, manager or representative of the Top Hat, other than the owner of the Top Hat, has the authority to enter into any agreement with you for employment for any specified period or to make any such promises or commitments.

Mission

Provide our customers an exceptional entertainment venue and restaurant that creates a unique and unforgettable experience.

Foster a community-centric atmosphere for Missoula that encourages and cultivates the arts - particularly music, performance art and film.

Provide local and national artists a welcoming and highly professional experience.

Establish the Top Hat as one of the most notable entertainment venues in the United States - causing national agents and national artists to view the Top Hat as a “destination venue” rather than a routing stop.

Guiding Principals

- Focus on Service.
- Lead by Example.
- Strive for Constant Improvement.
- Honesty and Trust.
- Teamwork.
- Responsibility and Ownership for Actions.

Employment Policies

Hiring

It is the policy of the Top Hat to hire only United States citizens and aliens who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three-day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, form I-9. In Section 1 of form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment, it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

Non-Discrimination

The Top Hat is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation or disability. Employment decisions, such as hiring, promotion, compensation, training and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors.

Age Requirements

All servers and bartenders, as per the law, must be at least 18 years of age. Employees under the age of 18 must comply with all federal wage and hour guidelines, no exceptions. The required work permits must be supplied when applicable. No employees under the age of 18 years can take orders for or serve alcoholic beverages.

Standards of Conduct

Consistent with our mission and guiding principals, it is important for all employees to be fully aware of the rules, which govern our conduct and behavior. In order to work together as a team and maintain an orderly, productive and positive working environment, everyone must conform to standards of reasonable conduct and policies of the Top Hat. AN EMPLOYEE INVOLVED IN ANY OF THE FOLLOWING CONDUCT MAY RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING IMMEDIATE TERMINATION WITHOUT A WRITTEN WARNING.

- Supplying false or misleading information to the Top Hat, including information at the time of application for employment, leave of absence or sick pay.
- Arrest or conviction of a felony offense.
- Disorderly or indecent conduct.
- Theft of customer, employee or Top Hat property including items found on Top Hat premises.
- Theft, dishonesty or mishandling of Top Hat funds. Failure to follow cash, guest check or credit card processing procedures.
- Refusal to follow instructions.
- Engaging in harassment of any kind toward another employee or customer. (See Harassment section below.)
- Use, distribution or possession of illegal drugs on Top Hat property or being under the influence of these substances when reporting to work or during work hours.
- Actions or threats of violence or abusive language directed toward a customer or another staff member.
- Rude or improper behavior with customers including the discussion of tips.
- Failure to comply with the Top Hat's personal cleanliness and grooming standards.

- Disclosing confidential information including policies, procedures, recipes, manuals or any propriety information to anyone outside the Top Hat.
- Not showing up for a shift without notifying the manager on duty.
- Clocking another employee “in” or “out” on OrbitalShift.com or having another employee clock you either “in” or “out.”
- Leaving your job before the scheduled time without the permission of the manager.
- Excessive tardiness. (See Tardiness section below.)
- Failure to clock in and clock out. (See Clocking In and Clocking Out section below.)
- Smoking or eating in unapproved areas or during unauthorized breaks. (See below.)
- Not entering and exiting the restaurant through approved entrance. (See below.)
- Employees should be in employee areas or in the Top Hat during approved hours. (See Afterhours and Employee Access section below.)

Evaluations

All employees receive performance evaluations once a year on, or near, your hire date anniversary. The evaluation process is intended to let you know how well you’re performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your manager.

The evaluation process is an opportunity to identify accomplishments and strengths as well openly discuss areas and goals for any improvement. Depending on your position and performance, you may be eligible for a pay increase. Pay increases are not guaranteed. Rewards are based solely on a person’s job performance and results.

Schedules

Schedules are prepared to meet the work demands of the Top Hat. As the work demands change, management reserves the right to adjust working hours and shifts. Schedules are posted weekly on OrbitalShift.com. Each employee is responsible for working his/her shift.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. The Top Hat suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled and ready for your shift. You must clock in when your shift begins and be ready to start work immediately. Employees must enter and exit through the back service entrance during business hours.

Schedule changes may be allowed only if you find a replacement and get a manager's approval. To be valid, the manager must approve all shift change requests through OrbitalShift.com. If a shift change is not approved via OrbitalShift.com, it is not validated and the employee is expected to report for work. Please remember that even though we will try to comply with your requests, there is no assurance that you will get the requested time off.

Absences

All employees are expected to work on a regular, consistent basis and complete their regularly scheduled hours per week. Excessive absenteeism may result in disciplinary action, up to and including termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absentee and overall work record.

- If you are going to be late or miss work, employees are expected to make arrangements via OrbitalShift.com and notify their direct manager via phone at least two hours before they are scheduled to work.
- Any employee who does not call or report to work for two consecutive shifts will be considered to have voluntarily resigned employment at the Top Hat.

- Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or planned absence, an “unavailable request” (including the reason for the request for time off) must be entered into OrbitalShift.com and approved by your manager.
- Employee “unavailable requests” should be submitted at least two weeks prior to the scheduled leave date, unless the request is due to an unexpected emergency. The nature of the emergency should then be shared with your manager.
- To return to work from an accident or medical leave, all employees must present a doctor’s release.
- Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless the Top Hat is notified of a reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Tardiness

Employees must be prepared to start work promptly at the beginning of the shift. Always arrive at the Top Hat 10 to 15 minutes before your shift. Your scheduled time is the time you are expected to be on your job, not arrive at the Top Hat. Repeated tardiness is grounds for termination. If it is not possible for you to begin work at your scheduled time, call the Top Hat and speak to the General Manager or Assistant General Manager.

The first time an employee is tardy, they will be given a verbal warning. The second time an employee is tardy, they will be given a written warning. The third time an employee is tardy, they will be terminated.

Clocking In and Clocking Out

All employees must clock in prior to their shift, and clock out following their shift. If there is an issue with OrbitalShift.com, the employee must immediately inform a manager.

The first time an employee fails to clock in or clock out, they will be given a verbal warning. The second time an employee fails to clock in or clock out, they will be given a written warning. The third time an employee fails to clock in or clock out, they will be terminated.

Harassment

It is this Restaurant's policy to treat all personnel with dignity and respect and make personnel decisions without regard to race, sex, age, color, national origin, religion, sexual orientation or disability. We strive to provide everyone a workplace that is free of harassment of any kind. Employees are encouraged to promptly report incidences of harassment.

Sexual Harassment

All of our employees have a right to be free from sexual harassment. The Top Hat does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive.

Sexual harassment encompasses any sexual attention, from either gender, that is unwanted and is defined as unwelcome advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission is made an express or implied term or condition of employment or status in a class, program or activity.
- Submission to or rejection of the behavior is used to make an employment or educational decision (such as hiring or promotion).

- The conduct has the purpose or effect of unreasonably interfering with a person's work or creates an intimidating, hostile or offensive environment for work or learning, including harassment in the workplace from an outside party, such as a vendor.

Sexual harassment may take many forms, for example:

- Physical assault.
- Direct or implied threats that submission to sexual advances will be a condition of employment, work schedule, promotion, job assignments, evaluation, wages or any other condition of employment.
- Direct propositions of a sexual nature.
- Comments of a sexual nature.
- Sexually explicit statements, questions, jokes or anecdotes.
- Unnecessary touching, patting, hugging or brushing against a person's body.
- Remarks of a sexual nature about a person's clothing, body, sexual activity or previous sexual experience.
- Employees need to be concerned not only with the intent of their actions of this kind but also the effects; while sexual harassment involves repeated, unwanted sexual attention, persons involved in isolated or inadvertent incidents demonstrate insensitivity toward others. Repeated occurrences will be considered intentional violations of the policy.

Anyone who feels it necessary to discuss what may appear to be sexual harassment should report the harassment promptly to at least two people who are in a supervisory or management capacity. Your report will be kept as confidential as possible. A prompt and thorough investigation will be made. If a claim is substantiated, the Top Hat will take immediate and appropriate action, including discipline and possible termination.

Afterhours and Employee Access

- No customers are allowed in the bar after 2:00 AM, unless otherwise approved by the General Manager. (This includes staff friends, partners, significant others, etc.)
- Only staff that worked until closing is allowed in the bar after 2:00 AM. Staff that did not work until 2:00 AM is not allowed in the bar afterhours.
- No sales after 2:00 AM, no exceptions whatsoever. This includes sales to staff.
- All afterhours work should be completed deliberately and efficiently. Once afterhours work is completed, staff should leave the bar.
- Employees that are not clocked in are only allowed in public areas.
- Employees are not allowed to bring guests into non-public areas of the venue.
- Only bar staff is allowed behind the bar or in bar areas, such as the keg cooler, liquor closet, etc.
- Only kitchen staff is allowed on the line or in kitchen areas, such as the food cooler or dry storage area.

Resignations

You are requested to give a two-week notice of your plans to leave the restaurant. A notice is important so that we have time to hire someone to take your place. Giving a two-week notice is a professional courtesy and assures that you are eligible for re-hire and will not have a “left without resignation notice” on your employment record.

Payment Procedures

Payroll Checks

Paychecks are available at the Top Hat every other Wednesday between the hours of 2:00 and 5:00 PM, and every other Thursday between 9:00 AM and 12:00 PM. Please understand that it may be difficult for anyone to be available to obtain your paycheck during peak business hours.

Payroll Deductions

Your paycheck will indicate your gross earnings as well as deductions for federal and state withholding taxes and social security and Medicare taxes. Federal and state withholding taxes are authorized by you based on the information you furnished to us on form W-4. If you want an explanation of your deductions or if you wish to change them in any way please see your manager.

As per state law, the Top Hat complies with court orders in connection to garnishments from employee paychecks as directed by the proper authorities. You will be notified of any court-ordered payroll deductions.

Change of Address

We ask that you report any address changes to your manager as soon as possible so your year-end statement of income and deductions, form W-2, can be mailed to the correct address.

Lost Paychecks

Report lost paychecks to the General Manager. We will stop payment on the lost check and reissue you another check on the next payroll cycle. The reissued check will incur a deduction equal to the bank stop payment charge.

Overtime

In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40 hours in one week. Hourly employees are paid at one and one-half times their basic straight time rate for all overtime hours worked.

Benefits

Family and Medical Leave

An employee who has been employed for at least 12 months and for at least 1,250 hours of service during the previous 12 months, may be granted unpaid leave for one or more of the following reasons:

- Birth of son/daughter and in order to care for such son/daughter.
- Placement of son/daughter with the employee for adoption or foster care.
- To care for a spouse, son, daughter or parent who has a serious health condition.
- A serious health condition that renders the employee incapable of performing the functions of his/her position.

A total of 12 work-weeks of leave during any 12-month period may be granted under this policy. Such leave must be taken on a sustained or uninterrupted basis, except that intermittent leave may be taken for serious health care of the employee, child, spouse or parent. You must provide as much prior notice as reasonably possible.

Holidays

Due to the nature of the Top Hat business you may be required to work holidays. It is currently our policy to close the Top Hat for business on the following holidays: Thanksgiving Day and Christmas Day.

Worker's Compensation

Worker's compensation provides benefits for employees who suffer personal injury from accidents or illnesses arising out of, and in the course of, their employment with the Top Hat. An employee who is injured on the job, regardless of the severity of the injury or illness, should:

- Report the occurrence to the manager on duty.
- The manager on duty will need to obtain information as to exactly what happened, how the injury or illness occurred, the exact time and location, as well as any witnesses to the occurrence.

If an employee experiences a disabling work injury, the nature of which necessitates an absence from work, the General Manager will provide the employee with information concerning his or her lawful benefits.

Employee Meal Policy

- Employees are given a 25% discount on liquor and beer as well as a 25% discount on food.
- Kitchen employees are not to prepare food for themselves or any other employee that has not been rung in and paid for.
- Trial flatbreads are not to be prepared without permission from Chef.
- Menu R&D is only to take place during Chef's hours. During these sessions, food may be tasted by staff on a limited basis.
- "Family meals" may only be prepared with permission of Chef and must utilize unusable scraps (ahi tuna chain, brisket scraps, etc.).
- There is to be no food consumed on either side of the line by BOH or FOH staff, unless during R&D, and then only on the expo side.

- In the event that there is an item that is a reject (i.e., overcooked flatbread, etc.), the item may be eaten by the staff but must be taken to the break room and consumed there.

Employee Use of Social Media Websites

While the Top Hat encourages its employees to enjoy and make good use of their off-duty time, certain activities on the part of employees may become a problem if they have the effect of impairing the work of any employee; harassing, demeaning or creating a hostile working environment for any employee; disrupting the smooth and orderly flow of work within the company; directly or indirectly disclosing confidential or proprietary information; or harming the goodwill and reputation of the Top Hat among its customers or in the community at large. In the area of social media (print, broadcast, digital and online), employees may use such media in any way they choose as long as such use does not produce the adverse consequences noted above. For this reason, the Top Hat reminds its employees that the following guidelines apply in their use of social media, both on and off duty:

- If an employee publishes any personal information about themselves, another employee of the Top Hat, a client, or a customer in any public (print, broadcast, digital, or online) that:
 - has the potential or effect of involving the employee, their co-workers, or the Top Hat in any kind of dispute or conflict with other employees or third parties;
 - interferes with the work of any employee;
 - creates a harassing, demeaning, or hostile working environment for any employee;
 - disrupts the smooth and orderly flow of work within the office, or the delivery of services to the company's clients or customers;

- harms the goodwill and reputation of the Top Hat among its customers or in the community at large;
- tends to place in doubt the reliability, trustworthiness, or sound judgment of the person who is the subject of the information; or
- reveals proprietary information or Top Hat trade secrets;

The employee(s) responsible for such problems will be subject to counseling and/or disciplinary action, up to and potentially including termination of employment, depending upon the circumstances.

- No employee of the Top Hat may use company equipment or facilities for furtherance of non-work-related activities or relationships without the express advance permission of management.
- Employees who conduct themselves in such a way that their actions and relationships with each other could become the object of gossip among others in the work place, or cause unfavorable publicity for the Top Hat in the community, should be concerned that their conduct may be inconsistent with one or more of the above guidelines. In such a situation, the employees involved should request guidance from (a designated member of management) to discuss the possibility of a resolution that would avoid such problems. Depending upon the circumstances, failure to seek such guidance may be considered evidence of intent to conceal a violation of the policy and to hinder an investigation into the matter.
- Should you decide to create a personal blog, be sure to provide a clear disclaimer that the views expressed in the blog are the author's alone, and do not represent the views of the Top Hat.
- All information published on any employee blog(s) should comply with the Top Hat's confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other social networking sites, blogs and forums.

- Be respectful to the Top Hat, co-workers, customers, clients, partners and competitors, and be mindful of your physical safety when posting information about yourself or others on any forum. Describing intimate details of your personal and social life, or providing information about your detailed comings and goings might be interpreted as an invitation for further communication -- or even stalking and harassment that could prove dangerous to your physical safety.
- Social media activities should never interfere with work commitments.
- Your online presence can reflect on the Top Hat. Be aware that your comments, posts, or actions captured via digital or film images can affect the image of the Top Hat.
- Do not discuss company clients, customers or partners without their express consent to do so.
- Do not ignore copyright laws, and cite or reference sources accurately. Remember that the prohibition against plagiarism applies online.
- Do not use any Top Hat logos or trademarks without written consent. The absence of explicit reference to a particular site does not limit the extent of the application of this policy. If no policy or guideline exists, Top Hat employees should use their professional judgment and follow the most prudent course of action. If you are uncertain, consult your supervisor or manager before proceeding.

Operating Policies

Customer Service

The Top Hat exists only because of customers, and in particular repeat customers who voluntarily choose to return here and spend their money on our food and drinks. Without the customer we don't have a restaurant, they are the only reason we are here. As a result, taking care of our customers is our highest priority, in fact a privilege, never an interruption. At the Top Hat the customer always comes first!

Customer Complaints

Nobody enjoys being the recipient of customer complaints, but complaints are to be expected as part of being in the hospitality business. Complaints can even be viewed in a positive light if they are handled properly. Complaints can give us insights as to how to make our the Top Hat better, demanding customers force us to be our best and resolving complaints satisfactorily can even increase customer loyalty, IF they are handled properly.

When faced with a customer complaint:

- Don't get defensive and try to explain.
- Remove the offending item immediately.
- Apologize for the problem and tell the customer you will take care of the problem.
- If you need the assistance of a manager, don't hesitate to ask.

Do everything you can to let the customer know you care and that this isn't the kind of experience you want them to have at our establishment.

Telephone Courtesy

It is everyone's responsibility to answer the phone. Always answer the phone promptly, within two rings. Always answer in a friendly, polite manner: "Good (morning, afternoon, evening), Top Hat, may I help you?"

Respond to any questions that you are absolutely certain of the answer. If you are uncertain, ask the person if you may put them on hold for a moment and quickly refer the call to a manager. Always thank the person for calling. Always ask the caller for their name when they ask to speak to a manager or customer.

Management / Employee Relations

Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability with minimal distractions. You will be treated with respect and dignity by all of our management personnel and we will try our best to recognize and reward your hard work and accomplishments.

We recognize there may be occasions for misunderstandings and problems to come up. We want to clear up these types of situations in a fair and timely manner and in order to do this we need your help in bringing them to our attention. We want you to know that "management is never too busy to be informed of work-related problems, complaints or disputes of any employee."

If you have such a problem, you should promptly talk to your manager. They will listen in an open, objective and courteous manner. We want to understand and solve the problem. If the problem is not resolved to your satisfaction, you should take up the matter with the General Manager.

Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner. We take all employee problems and complaints very seriously. No problem is too small or insignificant and each issue will be given the utmost attention and consideration.

Meetings

Staff meetings are held on a regular basis for your benefit as well as for the Top Hat. Meetings are held for a variety of reasons and can include new menu offerings, upcoming promotions and events, training, policies, etc. Such meetings are treated as a shift and attendance is mandatory. Only management-approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of the Top Hat.

Safety

The Top Hat is committed to maintaining a safe workplace for all of our employees. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

You will receive more specific, detailed information and training on safety issues as an ongoing part of your employment. However, here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never run in hallways or the kitchen, always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles. They cost no more than standard shoes. Ask your manager about where to purchase them.
- Report defective equipment or tools to a manager immediately.
- Never operate equipment unless you have been trained how to use it properly.
- Pay special attention when using slicers. They are very sharp and move very fast.
- Wear nylon, no-cut gloves when cleaning slicers. If you don't have a pair, see a manager.
- Never try to catch a falling knife. Knives are easier to replace than fingers.

- Let people know when you're carrying anything hot or sharp. Don't be shy, yell out something like, "HOT STUFF, COMING THROUGH OR BEHIND YOU."
- Don't put hot food or plates in front of small children.
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help. Remember to always bend at the knees, lift with you legs, not your back.

Sanitation

We are obsessed with sanitation and food safety! Due to the nature of the restaurant business, it is ABSOLUTELY ESSENTIAL that EVERYONE follows safe food handling procedures. This is one area of the Top Hat where there is absolutely no compromise. NEVER take shortcuts on food safety and handling. Every day we are entrusted with the health and even lives of our customers. This is a huge responsibility, one that we must never take lightly.

While you will receive additional and ongoing training on food safety issues following are some of the basic rules we ALWAYS follow and enforce:

- Keep your hands washed. Always wash your hands after using the restroom, smoking, touching your hair or face, eating, sneezing or coughing. If you use latex gloves, wash before putting them on and after removal.
- Sanitize everything. Besides clean hands, use sanitizing solution to constantly keep counters, cutting surfaces, and utensils. This helps to keep food handling areas and preparation tools free of bacteria.
- Prevent cross-contamination. Cross-contamination occurs when raw meat comes in contact with other food that will be served without further cooking. For example, never place raw chicken on a cutting board and then cut vegetables for an uncooked product on the cutting board without first washing and sanitizing it first. The same for utensils like knives and portioning tools, always wash and sanitize them after every use.

- Keep food at the proper temperatures. Potentially hazardous foods like meat, poultry, dairy and fish should always be stored below 41°. Food that is cooking or in holding should always be above 140°. Bacteria count on food grows rapidly between 41° and 140° so it's imperative that our food products spend a minimum amount of time in the "temperature danger zone."
- Store food correctly. Date label all prepped food. Keep product rotated. Raw meat should always be stored below cooked or prepared food. Raw poultry is always placed on the bottom shelf of the walk-in. Keep chemicals and cleaning products away from food products.

Dress Code

To maintain our image as an exceptional, high quality restaurant we need to dress the part. Following are detailed descriptions of dress for both the dining room and kitchen positions. If you have any questions regarding our dress code please ask the General Manager.

Dining Room Dress Code

- Footwear. Non-slip soles that permit walking safely on wet or greasy floors.
- Shirts. Black shirts / blouses / t-shirts or Top Hat gear.
- Appearance. Clean and well groomed hair. Hair pulled back off the shoulder. Well-groomed hands, fingernails and fingernail polish. Facial hair should be neat and well trimmed.
- Accessories. No excessive cologne, perfume, make-up or jewelry.

Kitchen Dress Code

- Footwear. Black work shoes with non-slip soles that permit walking safely on wet or greasy floors. No tennis shoes.
- Pants. Black chef pants or jeans are acceptable. They must always be worn to work clean and well maintained. No shorts or cutoffs allowed.
- Shirts. Top Hat issued chef jackets only. They must always be worn to work clean and

well maintained.

- Appearance. Clean, well groomed hair, hands and fingernails. Facial hair should be neat and well trimmed.
- Accessories. No excessive cologne, perfume, make-up or jewelry. Hair restraints must be neat and in good taste. Top Hat issued hats, black or white bandanas, or plain black hats are acceptable.

Accidents and Emergency Situations

Report all accidents, no matter how minor they seem, to the manager on duty. In the event of an emergency, like an apparent injury or choking situation, notify a manager immediately.

Managers are responsible for administering CPR, choking procedures or appropriate first aid.

Crime and Robbery

If you are ever involved in a robbery, DO NOT RESIST. Statistics show that people, who resist, are three times more likely to be injured than people who do not resist. The safety of you, your fellow employees and customers are our highest priority. Don't be a hero, always cooperate fully and do not resist!

Fire Protection

All employees must know the specific location and operation of fire protection in the Top Hat. The Top Hat is equipped with many fire-extinguishing systems in the ducts, hood, over the stoves and other cooking equipment that contains a dry chemical. They can be set off immediately by pulling the ring attached to each system. We also maintain hand held CO² systems (behind the bar, in the kitchen, etc.).

If the fire alarm sounds, assist guests to the nearest fire exit and out of the building immediately. Tell them the restaurant is under "Fire Alarm Status" and it is their responsibility to leave the restaurant through the nearest exit.

Alcohol Serving Policy

As an establishment that sells alcoholic beverages, we are committed to sensible, socially responsible consumption of alcohol. We help to ensure our customers' and other members of the community's safety by educating our employees on responsible service and management of alcohol. We want our customers to enjoy alcoholic beverages in moderation, but if a customer shows signs of drinking too much, a manager should become informed immediately.

Employees who serve customers, must abide by the Restaurant's policies on alcoholic beverage service:

- We will not knowingly allow anyone on our staff that is under the legal drinking age to serve or dispense alcoholic beverages.
- We will not serve alcoholic beverages to an intoxicated person.
- We will not knowingly serve a person alcoholic beverages to a person under the legal drinking age. It is our policy to card anyone who appears to be under 30 years old.
- We will offer nonalcoholic alternatives such as soft drinks, coffee, juice, etc.

Proprietary and Confidential Information

It is illegal to steal, copy or communicate or transmit a former employer's confidential or proprietary information. Proprietary information is defined as "the whole or any part of any scientific or technical information, design, process, procedure, formula or improvement that has value and that the owner has taken measures to prevent from becoming available to persons other than those selected by the owner to have access for limited purposes." Our internal business practices, procedures and recipes are of great value to the Top Hat. Employees are not to disclose any proprietary processes or recipes to any person unless directed to by the Top Hat's owner. The Top Hat will institute civil action against anyone who violates this policy.

Solicitation

Employees. There should be no solicitation or distribution of literature of any kind by any employee during actual working time of the employee soliciting or the employee being solicited. Working time does not include lunch and rest breaks. Any employee who violates any part of this policy will be subject to counseling and disciplinary action up to and including dismissal.

Non-Employees. Non-employees are prohibited from soliciting and distributing literature at all times anywhere on the Top Hat's property. Non-employees have no right of access to any area of the premises other than areas open to the public, and then only in conjunction with the area's public use.

Cellular Phone Use Policy

The Top Hat has adopted the following cellular phone use policy. This usage applies to any personally owned device capable of placing or receiving phone calls, messages, text or video messages, or with access to the internet or email.

Cell Phones in the Restaurant - Staff

Non-management level employees are prohibited from cell phone use while at work. This prohibition includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email or checking for phone messages. Cell phones are to be turned off upon arriving at the workplace unless otherwise permitted elsewhere in this policy.

Emergency Use of Cell Phones – Staff

Top Hat Lounge recognizes that many of their employees use a cell phone as a means for emergency notification by family, schools, hospitals and other persons or organizations for which emergency contact is necessary. Limited emergency use of cell phones is permitted under the following conditions:

- Employees must obtain permission from management prior to use.
- Cell phones must be in vibrate-only mode.
- Cell phones must be left in the office or employee locker

Policy Regarding Supplier Gifts and Kickbacks

Honesty and fairness are two components of values. The Top Hat's values and company policies each require employees to make a committed effort to doing the right thing at all times, and to be honest and fair in all of their business dealings. Compromising those values and standards by offering or soliciting gifts or kickbacks is prohibited.

A kickback is ANY money, fee, commission, credit, gift, gratuity, any item of value or compensation of any kind that is provided directly or indirectly, from an existing or prospective supplier for the purpose of obtaining or rewarding favorable treatment in the bidding, awarding or continuation of business with Top Hat.

Relationships with Suppliers / Vendors

Relationships with suppliers of all goods and services to the Top Hat must be on an "arms length" basis, reflecting a willing buyer and willing seller. Whenever possible, competitive bidding should be used, with vendor and supplier decisions made on the basis of quality, price, availability and service.

If the employee making the purchasing decision is a friend or relative of the supplier, the employee should disclose this information to the general manager before effecting the transaction. Neither employees nor members of their immediate families may use a Top Hat

supplier for personal needs on other than an “arms length” basis.

Kickbacks from Suppliers / Vendors

Employees of the Top Hat are never to accept personal favors from existing or potential suppliers in exchange for our business. This would include items such as cash, loans, travel, lodging, invitations to attend sporting events, hunting trips, shows or other excursions in return for our business. Travel and lodging offered by vendors and suppliers may not be used for personal purposes, and under normal circumstances, employees should not accept invitations to attend major sporting or public events if the employee’s attendance is at substantial cost to suppliers and there is no significant business-related reason to attend.

Certain gifts and/or gratuities may be permissible in limited circumstances provided that they meet the criteria covered below.

Gifts and Gratuities

Meetings with vendors and suppliers may include some aspect of entertainment, provided the entertainment is of reasonable value and occasional frequency. The nature of meetings and entertainment should always be in good taste and not in conflict our values.

Participation in supplier-sponsored seminars, meetings or activities at vendor-owned or supplied facilities and attendance at other smaller sporting events may be permitted with prior approval by the owner.

HANDBOOK RECEIPT

This Employee Handbook does not constitute a contract of employment either in whole or in part. The Top Hat, reserves the right to add, delete, or change any portion of the Employee Handbook with or without notice.

FOR THE EMPLOYEE'S INFORMATION:

Your employment status: _____ Full Time _____ Part Time

Your position title: _____

Your name: _____

Your starting date: _____

I acknowledge receipt of, and have read, the Employee Handbook that outlines my benefits and obligations as an employee of the Top Hat. I understand the Standards of Conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.

All employees are expected to conform their conduct to the rules and regulations as set out in this handbook, and understand that they are at-will employees. The contents of any Employee Handbook, including this one, that may be distributed during the course of their employment shall not be construed to be a contract or in any way binding. The Company reserves the right to change, at its discretion, the contents of this handbook.

POLICY STATEMENT

This handbook is a general guide and provisions of this handbook do not constitute an employment agreement (contract) or a guarantee of continued employment. It is simply intended to outline the benefits and work requirements for all employees. It is further understood that the Top Hat reserves the right to change the provisions in this handbook at any time. It is policy of the Top Hat that employment and compensation of any employee is at will and can be terminated with or without cause, at any time, at the option of the employee or at the option of the Top Hat.

Manager's Signature

Date

Employee's Signature

Date