



## Welcome to MABELS

We are just so excited to have you on our team here at MABELS! Our team is rapidly growing and you now get to be apart of our growth! Your involvement and time at MABELS will be whatever you make of it! We encourage all of our team members to learn all they can while at MABELS to further their career and knowledge base. A huge element of MABELS is going within our company! We see new team members join our team and in 6 months are in leadership positions. This can be you! Everyone at MABELS is capable of whatever they stick their mind too!

Our mission at MABELS is to bring our community together through craft burgers and crazyshakes where families can create lasting, positive memories. This mission is sacred to our way of life and community. We truly want to bring our community together and always leaving a lasting positive impact on all the guests that enter! We have a goal at MABELS. We want to rapture the restaurant industry by creating a brand that is about quality and executional customer service that is aimed toward ensuring families across the nation have access to lasting, positive memories. Our goal is expansive and ever changing and adapting to societal changes and needs. But, we remain steadfast in this: we want to "rupture the restaurant industry." We want to create something so special and different that it becomes a standard. We will reach our goals by ensuring every guest has an exceptional experience and we are creating products that demand quality. We are so excited for you to join our team and help us reach our goal.

The future of MABELS is bright and we are so excited for where we are going! In the next 10 years we expect to open 25 locations across the USA. We hope you get to be apart of it!

We want all of our team members to be safe, feel welcomed and encouraged while at MABELS! Your voice and opinions matter. If you ever have any concerns, issues or problems we always encourage our team to discuss that with our leaders!

Your time at MABELS is all what you make of it. Whether you hold on to our mission, values and goals and claim them as your own or whether you decide not too. Your decisions here will impact your time at MABELS, your path and any further career options. Take from MABELS what you can; learn every drop of training and information we can give you. Work hard, stay dedicated and progress from dishwasher and host to team supervisors to possibly on our leadership team. We believe everyone has the opportunity to re-define their leadership skills and become an integral part of our team.

"Learning is the beginning of wealth. Reaching and learning is where the miracle process all begins. The great breakthrough in your life comes when you realize it that you can learn anything you need to learn to accomplish any goal that you set for yourself. This means there are no limits on what you can be, have or do."

- Albert Einstein

Make the most of your time at MABELS and help us achieve our goal. We are so excited that you are on our team and we can not wait to see how your time at MABELS inspires us all.

Welcome to the Team!

Best,  
Denali Roberts and Brittney Kirby  
Co-Owners



## **MABELS Overview**

### **OUR MISSION**

"Our mission at MABELS is to bring our community together through craft burgers and crazyshakes where families create lasting, positive memories."

This mission is the cornerstone of how MABELS operates. Each word in this mission has a distinct value and purpose. Let's break it down:

"Our mission": This is what we are called to do. What we strive to achieve every single day.

"is to bring our community together": The most valuable and important element of this statement is our community. Our guests. The ones who support us, value us and visit us time and time again. Our community is made up of a diverse and authentic group of people from different backgrounds and zip codes. This is a fundamental core value of MABELS. We want to bring our community together through events, donations, charitable actions and so much more.

"through craft burgers and crazyshakes": This is our service. We believe in offering 100% fresh, hand press, never frozen, 81/19 ground beef in the form of unique craft burgers. We also offer a range of creative crazyshakes and crazysundaes for our guests to celebrate with, create memories over and just have fun. These menu items are our most important and sacred. We take pride in every craft burger we deliver and every crazyshakes and crazysundae that a guest gets to enjoy.

"where families create lasting, positive memories.": This is our motivation and drive at MABELS. We want to ensure that every single person creates a lasting, positive memory for years to come. We want every interaction a guest has with a team member to be meaningful and positive. Families are our target customer. We want to be a place that parents can bring their children and have an unforgettable experience that they will remember forever. This is the cornerstone of our main value: Exceptional Customer Service.

### **OUR VALUES:**

Our values at MABELS are our guiding principles and compass.

1.) Each guest is deserving of exceptional customer service.

See, how we didn't say "good" service or "great" service. No, it should be exceptional. We want our guests to feel valued, important and wanted at MABELS. We want to give them an experience they will never forget. From the moment they hear about us and research directions to the moment they leave with a memory of having their first crazyshake. We want to build an emotional connect with every guest that walks through the door. There support and involvement at MABELS is what drives us to continue our mission and strive for our goals. Every touch point we have with guests is vital to them receiving exceptional customer service.

2.) We believe in creativity and imagination.

We want our team to be free to create the most amazing ideas and imagine products and offerings that would create more positive experiences for our guests. We want everyone to have fun and believe in what they do. Believe we are trying to create a place for everyone to celebrate and anyone is welcomed.

3.) We believe in re-defining leadership.

We believe that every single position - from dish washer to CEO is just as important to our main goals. Without our dishwashers we wouldn't have clean, safe and sanitized dishes for our guests to eat off and our cooks to cook with. Without our cooks we wouldn't be able to serve our craft burgers and without our Director of Marketing we wouldn't be able to promote MABELS to our community. Each position is just as important as another. The only difference is the training and leadership. We believe that anyone is capable of leading and doing a job they never thought they would be able to do. We want to encourage every team member to re-define their own leadership skills and become an integral part of our team dynamic. We believe growth is the best path forward.

4.) We believe to be effective; we must communicate.

We don't believe in leaving our guests in the dark or each other. We believe we need to communicate. We need to explain how, what and why. If we can't explain the how, what and why of a situation or process then we should not be doing it. Communicating is one of the most important values. Learning how to communicate and learning how to change your communication skills depending on your audience is a life skill we want all of our team members to be empowered with.

### **OUR GOAL:**

We have one goal at MABELS and it is this:

"We want to rupture the restaurant industry by creating a brand that is about quality and executional customer service that is aimed toward ensuring families across the nation have access to lasting, positive memories."

Our goal is expansive and ever changing and adapting to societal changes and needs. But, we remain steadfast in this: we want to "rupture the restaurant industry." We want to create something so special and different that it becomes a standard. We will reach our goals by ensuring every guest has an exceptional experience and we are creating products that demand quality.

### **MABELS Culture and Overview:**

To understand MABELS you have to understand our history. Our history, as stressful and ugly as it is, makes us who we are today. We want to celebrate our failures and learn from our mistakes to be able to move forward with a growth mindset. The history of MABELS isn't pretty. It is a

boot strapped, thousands of hours, sweat, blood and tears, family story. The history brings us to today.

In 2012 Courthouse Coffee and Creamery was founded by James and Jennifer Roberts. Jennifer Roberts was a long time travel agent who owned and operated Expert Travel Solutions. She dreamed of always owning a coffee shop where she could spend her days. Her husband, James, is a retired Coast Guard Officer and now Project Manger for defense contractors in Northern Virginia. Together, they wanted to create a place that their two daughter: Denali (15 at the time) and McKayla (12 at the time) could work and learn about business. Courthouse Coffee and Creamery served an array of coffees, ice creams and baked goods. Since the nearest Starbucks was over 20 minutes away - Courthouse Coffee and Creamery wanted to fill that void. Guests came to Courthouse Coffee and Creamery to enjoy a cup of coffee, have their first dates and coaches would bring their softball teams after a big win. It was important to Jennifer that every guest left feeling like family. Over the door at Courthouse Coffee and Creamery there was a decal that read: "May all who enter as guest, leave as friends." This quote has always stuck with Jennifer and her mission. Courthouse Coffee and Creamery became a staple to the Powhatan village and was growing rapidly. As Courthouse Coffee and Creamery grew - James and Jennifer searched for new space. They wanted to expand into the restaurant industry where they could serve the community. Jennifer is an avid baker and cook and believed that this was the right step for Courthouse Coffee and Creamery.

In the spring of 2014 Courthouse Coffee and Creamery moved 100 yards down the street and merged with Erins Eatery for a short while. Within a few long months and lots of community push back- Courthouse Coffee and Creamery was rebranded under the name MABELS: Making Awesome Burgers Everyone Love'S. This rebranding changed MABELS forever. During this time MABELS went through very awkward and humiliating growing pains. Our service was horrible, our team environment was unpleasant and our work environment less then perfect. In mid 2015 James left MABELS to pursue his own interest and Jennifer took over as CEO and President of MABELS.

From 2015 to early 2017 MABELS was surviving. MABELS was figuring out its place in our community and how we can add new products to MABELS to bring in new guests. During this time MABELS offering coffee, ice cream, burgers, dinner specials, salads and so much more. In the summer of 2017, Denali overloaded the entire MABELS operational guides and processes. She developed recipes, changed hiring tactics, created effective marketing techniques and assisted Jennifer in learning how to run MABELS. In late 2017 Jennifer and her daughter McKayla took a trip to New York City and visited Black Tap Burgers and Fries. There they saw their first crazyshake. After ordering shakes and tasting them, McKayla turned to Jennifer and said "We can do this at MABELS." The idea started from there. Jennifer, McKayla and Brittney (Floor Supervisor at the time) created the 4 signature crazyshakes that MABELS would start with. The first four shakes where; Cloud Nine, Sweet and Salty, Cookie Licious and Fruity Tootie.

On St. Patrick's Day of 2018, the crazyshakes went viral and MABELS boomed. Guests from all over the Central Richmond area, and beyond were visiting MABELS in droves. MABELS could not keep up with the demand. Customers became angry, team members were exhausted and it didn't end. There was no time to fix processes, address customer issues because the team was only focused on figuring out how they were going to service the thousands of people that were walking through the door. To put it in perspective: in 2017 we sold 600 crazyshakes all year and in 2018 we sold 17,000 crazyshakes. This was a rough time at MABELS. We did not give exceptional customer experience and we did not have time and the energy to assist customers after their experience. The public became very angry with us and our community was frustrated. The MABELS managers: Caleb, Brittney and Jennifer worked tirelessly for 6 straight months with no breaks in order to try to keep MABELS together.

In 2019 MABELS made the decision to move. Our building was not only falling apart around us but could not keep up with the demand. Our kitchen would flood with water that would be almost a foot deep. Our air conditioner would break on the hottest days of the year forcing us to close. Our roof would leak and dump water in the middle of our dining room whenever it rained just a little too hard. Our hood would not suck the grease and smoke out of the building and instead would fill the dining room with smoke causing it to be even hotter. Our parking lot was not conducive to walk on or work in when it snowed or rained too hard. Our electricity was not conducive for a commercial restaurant and would turn off when it was over worked causing us to lose thousands of dollars in inventory. "A 100 year old building comes with 100 year old problems" said one of our long time previous team members. This work environment was horrible and MABELS needed a change.

In October of 2019, MABELS announced we were moving. After another long summer at MABELS in 2019 we opened our doors at our home base location, 1800 South Creek One Powhatan, Va; about 10 minutes from our previous location. We were so excited for the growth and impact MABELS could have in our new location. We had aspirations and plans for 2020- not knowing our entire lives were about to change.

In March of 2020 COVID-19 hit MABELS. We had to close our doors and only offer curbside. We had to lay off 90% of our team and try to reclaim our space in our community. This time was hard however, shaped our future at MABELS. This time allowed our leadership to develop our growth and development strategies.

In November of 2021 MABELS was sold to Denali Roberts and Brittney Kirby. They continue to run MABELS Co.

Today, we are continuing to grow and improve every single day. You are apart of this growth and development. We are so excited for our future and where we are going.

Our goals are moving forward are simple. 50 locations in the next 10 years. Building MABELS in communities across the USA. We are so excited in where we are going and hope you are ready for the ride.



## Team Member Contact Info

Name	
Phone Number	
Email Address	
Emergency Contact	
Emergency Contact Number	
Hired Date	
Start Date	



## COMPANY POLICIES

**MABEL's**, a full service restaurant. MABELS is owned by the corporation MABELS Co. Our mission at MABELS is to bring out community together through craft burgers and crazyshakes where families create lasting, positive memories. This General Policy directive applies to all MABELS Co. team members. Both at MABEL's location and off site locations. Below, the term MABEL's is to be understood as not only the establishment operating as MABEL's and off-site locations, and its owners, Denali Roberts and Brittney Kirby.

### **MABEL's Hierarchy:**

MABELS Co. is owned by Denali Roberts and Brittney Kirby. All team members report to both owners.

#### ***Supervisors:***

Supervisors are made up of our kitchen supervisors and floor supervisors. These individuals are responsible for customer related issues and shift related issues. All kitchen team members report to kitchen supervisors. All floor team members report to floor supervisors. All team members report to the owners of MABELS Co.

### **Virginia Laws and Regulations for Team Members:**

#### ***At Will Employment***

Virginia is an employment-at-will state; this means the team member (MABEL's) may terminate any team member (you) at any time, for any reason, or for no reason. This also means the team member (you) may quit or otherwise leave MABEL's at any time, for any reason, or for no reason at all.

#### ***Equal Opportunity Employment***

MABEL's is an equal opportunity employer and does not discriminate on the basis of RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, DISABILITY, OR AGE .

#### ***Harassment Free Employment***

MABEL's strictly prohibits any unwelcome verbal, written, or physical conduct that either denigrates or shows hostilities or aversion towards a person that (1) has the purpose or effect of creating an intimidating, hostile, or offensive work environment, (2) has the purpose or effect of unreasonably interfering with an team member's work performance; or (3) affects an team members employment opportunities and compensation. Further, MABEL's strictly prohibits any unwelcome sexual advance, request for sexual favor, or verbal, written or physical conduct of a sexual nature by a manager, supervisor, co-worker or non-team member (customer, vendor, contractor or volunteer). Two specific legal definitions of sexual harassment have been established in employment law:

- ***Quid Pro Quo Harassment:*** "Something for something;" this is the "you do something for me and I'll do something for you" type of exchange. This occurs when a job benefit is directly tied to an team member submitting to unwelcome sexual advances.. Quid pro quo harassment also occurs when an team member makes an evaluative decision, or provides or withholds professional opportunities based on another team members submission to verbal, nonverbal or physical conduct or a sexual nature. Quid pro quo harassment is equally unlawful whether the victim resists and suffers the threatened harm or submits and thus avoids the threatened harm.
- ***Hostile Environment Sexual Harassment:*** This occurs when a team member is subjected to comments of a sexual nature, offensive sexual materials, or unwelcome physical contact as a regular part of the work environment. Generally speaking, a single isolated incident will not be considered hostile environment harassment unless it is extremely outrageous and egregious conduct. The courts look to see whether the conduct is both serious and frequent. Supervisors, managers, co-workers and even customers can be responsible for creating a hostile environment.

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Be very careful here. Joking, playing around, being overly friendly, or overly disagreeable can very quickly cause you real trouble. No harassment in any form will not be tolerated. Be professional and be nice. All harassment is a serious offense and may result in immediate permanent dismissal.

### ***Unemployment Insurance***

If as a team member of MABEL's you are employed for some portion of a day for 20 or more weeks during a calendar year, or if you are paid wages of \$1,500 or more in a calendar quarter, MABEL's provides unemployment insurance for you through the Virginia Employment Commission. There are no deductions from your paycheck for unemployment insurance. MABEL's pays an unemployment tax that is deposited in a trust fund from which unemployment insurance benefits are paid (See VEC poster).

### ***Workers' Compensation***

Workers' compensation insurance provides indemnity and medical benefits to workers or their dependents if the workers become disabled or die from accidental injury or occupational disease due to their employment, and it is compensable under the Virginia Workers' Compensation Act. Employers must carry workers' compensation insurance as provided in §65.2-801.A.4 of the Code of Virginia if they have three or more team members regularly in service in the same business in Virginia. Employers cannot deduct any part of the cost of workers' compensation insurance from the wages of any team members. MABEL's provided this insurance at no cost to you.



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### **Workplace Relationships and Dating**

All team members who partake in workplace relationships or dating must let ownership know of relationships status. Those who do partake in workplace relationships must be discrete and must not cause any turmoil while at MABELS. If a falling out occurs between the workplace relationship then MABELS reserves the right to permanently dismiss those involved. Relationships are permitted however not encouraged. If a relationship occurs it is the team member(s) responsible to ensure it does not interfere with work.

### **Internet Access, Email, Telephone Use Policy**

Any internet access, email, computer, telephone or other communication tool or service provided by MABEL's is the exclusive property of MABEL's. Misuse or abuse is subject to disciplinary action. Occasional casual and innocent personal use is permitted provided it does not interfere with assigned duties and tasking. ALL communication originating from or received on MABEL's owned email accounts, telephones, computers or other communication devices WILL be monitored. Use of MABEL's provided services or communication tools and devices for illegal, lascivious or malicious purposes may (and will likely) result in immediate dismissal. All company owned and managed apps, technology, tablets and software is monitored. Company cameras are always recording.

### **Advertising**

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Our team members (you) take part in our online presence and participate in Facebook Live, Instagram photos, commercials and any other online platform. MABEL's reserves the right to use you in our online presence and advertising presence.

### **Drug Testing**

MABEL's has a drug free work force. MABEL's regularly test team members at random. If you can not pass the drug test, or you use someone else's bodily fluids to try to pass the drug test you will be permanently dismissed. If you take prescription drugs the team members (you) must make the Owners aware. No exceptions.



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### **Professional Conduct**

Exceptional customer service is the foundation of the MABEL's business model. Customers will at all times, under all circumstances be treated with respect, listen to carefully and spoken to in a courteous and caring manner. Verbal and written communication will convey professionalism, be free of negativity, criticism and sarcasm. Written communication will be in proper English. Avoid the use of slang, industry jargons, acronyms and abbreviations. Writing is to be clear, succinct and employ an upbeat and enthusiastic tone. In the event interaction with a customer, either verbal or written, becomes contentious, express your desire to help resolve the issue and refer the customer to your manager immediately. Notify ownership and/or supervisor of all uncomfortable exchanges with customers and of any complaint received.

### **Training and Meetings**

MABEL's conducts trainings and meetings at the discretion of owners. MABELS typically has quarterly team meetings. Additional meetings or trainings are planned weeks in advance and attendance is mandatory unless otherwise discussed. All meetings and trainings are paid.

#### ***Performance Reviews and Guidance***

First 60 days of a new team members hire is on a trial basis. A performance review will happen at 60 days and a decision will be made on if your employment at MABEL's will continue based on training and development. All issues regarding work ethic, performance and teamwork are handled immediately in a conversation with ownership. We do continual performance updates. Performance reviews occur twice a year. Performance reviews are a formal, documented conversation about your position at MABELS.

### **Food Handling Safety**

MABEL's follows all USDA, FDA and Powhatan County Health Codes and Regulations. Cooks and Prep Cooks will go fulfill the ServSafe Food Handling Manager Course. Our kitchen runs in accordance with ServSafe information.



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### **Grooming and Personal Hygiene**

The following grooming standards apply to all team members of MABELS Co. working at MABEL'S, both onsite and off. Management reserves the right to define the terms, "clean," "well maintained," "appropriate for

## COMPANY POLICIES

the work place,” “reflect well,” “sparely,” “offensive,” “outlandish,” ”bizarre,” “un-natural,” and “trimmed” as they feel best protects the team member and public from harm, enhances the customer experience, and is in keeping with the company’s image and business objectives.

All Grooming standards:

- Bath/shower and apply deodorant before coming to work. Hair, hands and visible skin must be clean, well maintained, and free of stains and markings.
- Men’s fingernails must be trimmed close to the finger tips.
- Women’s fingernails must not extend more than 1 inch beyond fingertips.
- Hair shoulder length or longer must be pulled back and secured. Kitchen team must restrain shoulder length or longer hair with a hair net, cap or bandana. Head bands are not acceptable hair restraints, but may be worn by kitchen team to control sweat. All hair ties, restraints, and head wear must be clean, appropriate for the work place and reflect well on the establishment.
- Use perfumes, colognes, and other fragrance sparely.
- Jewelry, if worn, must be modest and not worn in excess. Jewelry may not hang or dangle so to create a snag hazard or contact food products. Kitchen team may not wear more than one ring per hand and more than one bracelet, band or strap per wrist.
- No offense visible tattoos.
- No outlandish visible piercings.
- No bizarre hair styles.
- No facial hair longer than ½ inch.

Additional grooming standards for counter team, wait team and kitchen team:

- No un-natural hair coloring.\*
- No visible tattoos.\*
- Men without beards must be clean shaven.
- Men’s beards must be neatly trimmed, consistently cover the face, and must follow the contour of the face. Men’s mustaches or goatee must be kept neatly trimmed.
- Men’s hair must not touch collar.

\* Minor variance may be granted at ownerships discretion on a case by case basis.



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### ***Dress Code***

MABEL's front of the house team including wait team, bartenders, food runners, bus persons, and others continually seen by or interacting with customers in the dining areas, front room or patio will wear an approved, clean company polo, clean black pants or clean dark blue jeans, and clean black waist apron. Clean blue jean capris are also appropriate. Clothing must not be torn or persistently stained.

MABEL's kitchen team including, cooks, kitchen assistants, and others working in the kitchen will wear an approved, clean company tee-shirt and clean long black pants or clean long blue jeans. No tights or yoga pants or leggings. Clothing must not be torn or persistently stained.

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Cold weather clothing may not be worn over the company tee-shirt, except for MABELS sweatshirts and hoodies. It is recommend in cold weather you black, layered undershirts; long or short.

No political or social clothing, jewelry or apparel is allowed to be worn while at MABELS. Political and social stances are encourage outside of MABELS but not while in MABELS uniform.

Kitchen team with hair shoulder length of longer must wear a hair restraint. Acceptable hair restraints include hair nets, ball caps, skull caps and bandanas. Headbands are not considered adequate hair restraint, but may be worn to control sweat. Headwear must be in good taste and reflect well on the establishment. All team members, both front of the house and kitchen team, must wear low heal, closed toe, closed heel shoes that provide stable footing on all surfaces, wet and dry. Kitchen footwear must be non-slip. Footwear must be clean and in good condition. Shoe laces must be tied and strapping secure at all times. Wear socks. All team members, both front of the house and kitchen team must wear undergarments.



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### **Work hours/ Schedule**

Team Member work schedule will be published monthly. Once you are hired you must give your schedule to ownership. If you need to ask for time-off you must file for time off via Sling. Time-off request must be submitted at least 28 days in advance. Your request is not guaranteed. Once the work schedule is published, you will be expected to work as scheduled. If you later find you cannot work your scheduled shift, YOU are responsible for finding a replacement. If you cannot work your shift because of emergency or illness, notify your manager immediately. Do not clock in early, unless told to by a supervisor, manager, officer, or owner.

Note: Your check-in time and departure time daily either in the POS system. **CLOCK OUT BEFORE LEAVING** the premise unless you are on official company business. All tips will be recorded on the POS. Your pay is calculated from the time sheets. Unreported time is unpaid time.



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### **Parental Involvement**

When being employed by MABELS you are taking on the responsibility of a job. This means your job is the sole responsibility of you. This does not mean your parents. The Management Team will not speak to your parents or guardian on behalf of your work performance, record, schedule or anything regarding your employment at MABELS. If your parents or guardians have questions regarding your employment you (the team member) must communicate those questions to ownership so they can answer them.



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### **Sickness**

If you feel unwell, have allergies, feel nauseous or don't feel 100% take a pain reliever, notify someone on the management team and come to work. If you are throwing up (multiple times), have diarrhea, have a fever, or have been to the doctor and deemed contagious do not come to work. If you or your child is sick and you can

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not come to work you need to find coverage for your shift. You must let ownership know you will not be at work due to sickness. If you or your child are sick for longer than three days you need to bring a doctors note.

### **COVID-19**

If you have been in contact with someone who has tested positive for COVID-19 you must get tested yourself and prove a negative test result. If you have tested positive for COVID -19 you are not allowed back at MABELS until you have quarantined and can prove a negative test result. If you are living with someone who has tested positive for COVID-19 you must prove a negative test result and are not allowed back at work for ten consecutive days. Test results are secured and are not apart of your personal record.



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### **Compensation**

Your compensation package consist only of your hourly wage plus tips for front of the house team. No life or health insurance, paid holidays, vacation time or other tangible compensation is being offered at this time. Team Member pay will be dispersed by check or direct deposit every other Friday, with the pay period ending the Sunday prior. Base pay at MABELS is \$9.00 for all trained hourly team members. Training pay is \$9.00 per hour. Raises are at the discretion of ownership and how long a team member has been employed at MABELS. Servers are paid \$2.13 per hour + tips. At MABELS we tip share between all servers and designers. Servers must make at least \$7.25 an hour with base pay and tips. It is common during our busy season that you will net a \$0.00 pay check because you would have made a substantial amount in tips and taxes will net your paycheck to \$0.00. Your taxes will never give you a negative paycheck. Simply: the more you make in tips the more you pay in taxes. To view your paystubs you must sign up with the link to view your paystub on your first paycheck. Every week your account will update to show you how many hours you worked, your pay and your taxes. Salaried team members will be given three weeks paid vacation.



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### **Workplace Safety**

MABEL's is responsible for providing team members a safe working environment free from recognized hazards that cause or are likely to cause death or serious harm. MABEL's shall ensure team member work spaces (1) comply with applicable building and electrical codes, (2) is ventilated and well lit, (3) allows for unrestricted, easy egress, (4) is protected by a functioning smoke detector, and (5) is free of uncomfortably high noise, dust, smoke, fumes, hazardous materials or other threats to the team members health and comfort.

Team Members shall carry out their assigned work in accordance with established procedures and with due regard to the safety of themselves and others. Team Members shall not create, contribute to, or allow to go unreported to their manager workplace conditions likely to cause death or serious harm. Team Members shall at all time when operating a motor vehicle on company business obey all applicable traffic laws, wear a seat belt and refrain from the use of mobile communication equipment. All injuries or illness occurring during work hours must be reported your manager immediately; this includes small cuts, bruises and work affecting illness.



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### **Team Member Discount**

Team Members on shift and only when on shift may, when used for their own personal consumption, purchase selected menu item at a discount. Team Member pricing is a 50% discount on all food except; all Hershey Ice Cream products, all ready discounted items, dollar burger days, and kids meals. There are no discounts on alcohol containing products. Team Members also have access to our team menu which

### **Monetary Funds**

All money of MABEL's is to be reported and be filled. If the team member (you) does not claim your tips you will be given a formal write up. All cash and coin change will be reported through the POS system at the end of the shift. If the POS is missing cash or coins that exceed \$20.00 than the missing money will be split between everyone that worked on that day and will be done through your bi-weekly pay check. If tickets for the front are not paid for due to team member negligence then the entire front of house shift will pay the cost of goods on the ticket; which is 30% of the ticket. For example: if the bill is \$30.00 then the team will pay \$9.00 split between everyone. If the ticket does not register the payment for the receipt due to team member negligence then the team does not keep the tip from the ticket.



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### **Dismissal Policy**

MABEL's dismissal policy is a three strike system. The first offense will be a either formal or informal warning. The second offense will be a formal write up. The third offense will result in permeant dismissal. A formal write up will be held by the Supervisor in charge of your division and either an Officer, Manager or Owner. MABELS reserves the right to permanently dismiss you due to infraction of the dismissal policy without following our 3 strike dismissal policy.



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### **Company Property**

All materials, food, equipment, furnishings, supplies and tools within the boundaries of the plot described as MABELS is the property of Denali Roberts & Brittney Kirby, the landlord, or the vendors and utility providers under contract to MABEL's. DO NOT TAKE, USE, BORROW or CONSUME any of these items or materials without the expressed permission of ownership or through a valid sales transaction in the case of food and drink. Team Members caught or suspected of stealing will be dismissed. Team Members are responsible for reporting incidents of theft or suspected theft of property belonging to ownership, MABEL's, the landlord, or

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the vendors and utility providers under contract to MABEL's. Team Members who fail to report or who withhold information regarding the theft, the unauthorized use, or misuse of property belonging to ownership, MABEL'S, or the vendors and utility owners servicing MABEL's are subject to suspension and dismissal.

**Drugs & Alcohol**

Do not bring illegal drugs anywhere on the plot described MABELS, not in the building, not outside the building, not in a car outside the building. Do not bring illegal drugs to work. Team Members found with illegal drugs on the premise will be immediately dismissed and reported to the County Sheriff's Department. Do not come to work drunk, high or otherwise impaired. Do not get drunk, high or otherwise impaired at work. Team Members who do so are subject to suspension and dismissal. Impairment caused by prescription drugs designed to change mood, relieve pain or otherwise alter the state of conciseness will be handled the same as impairment cause by drink and drug. While serving alcohol do not serve alcohol to anyone who looks under the age of 45 years old without checking proper identification. You must be 21 years or old to touch, recommend and serve alcohol to a customer. You can sell alcohol to customer if you are 18 years or older however, can not deliver alcohol to a table. Anyone under the age of 18 years old can not serve or recommend alcohol. If you are under 18 you are able to clear dirty alcohol bottles and glasses from tables. If you serve alcohol to a minor you will be dismissed immediately.

 \_\_\_\_\_  
Initial

 I, sign, that I have read and understand the policies above.

---

Signature: Team Member Date

## Company Expectations



All team members, managers, supervisors, and leads will...

1. Follow all FDA, USDA, ABC, Safety and County Health codes.
  1. All Burgers Cooked to Medium Well
  2. Do not serve alcohol to a minor.
  3. Do not touch or recommend alcohol while under the age of 16 years old.
  4. Follow all safety instructions including but not limited to: knives, grill, fryer, dishwasher, slicer, over, mixers etc.
2. Arrive to work free of toxic chemicals.
  1. Drunk
  2. High
  3. Impaired
  4. Otherwise Disoriented.
3. Arrive to work 10 minutes before shift begins and ready to work.
  1. If shift begins at 4:00 pm - you should arrive 3:50pm.
  2. Team Meeting at beginning of shift
4. Arrive to work dressed appropriately and in correct uniform. The correct uniform is: MABEL's shirt, jeans or black colored pants, hair high and tight, clean, minimal jewelry and non-slip dark shoes.
  1. No light colored or white shoes are permitted.
  2. No visible bruising.
  3. No hats.
  4. No headphones.
5. Interact and speak in a positive and polite manner.
  1. No excessive cursing.
  2. No name calling.
  3. No harassment.
  4. This includes via Social Media, texting, communication platforms and more.
6. Act respectfully and kindly while wearing the MABEL's uniform either on MABEL's property or in public.
  1. While wearing the MABEL's uniform you are to adhere to MABEL's Company Expectations.
  2. You are representing MABEL's.
7. Bring a reusable cup to work. No cups will be provided to team members during shifts.
  1. Cups can be cleans and left at work.
8. Eat before the shift begins or after it ends.
  1. You are only permitted to eat during the shift on Saturday if you work Open to Close.
  2. You must ask your Manager if when you can eat on Saturday.
9. Only take a smoke break every two hours
  1. Smoking includes:

## Company Expectations

1. Vaping
2. Juuling
3. Cigarettes
4. e-Cigarettes
5. Or any other versions of inhalation products
2. You must wash your hands and face after you smoke.
3. You are permitted to smoke if you are working and smoking i.e You can smoke while taking trash to the dumpster. No smoking in side building or walk-in.
4. All cigarette butts need to be disposed of properly.
10. Greet Customers in a timely and positive way.
  1. Every team member if up front should greet customers.
  2. You greet customers three ways:
    1. "Hi welcome to MABEL's."
    2. "Hi welcome to MABEL's. Someone will be right with you."
    3. "Hi welcome to MABEL's. How many are in your party?"
11. Prepare all food, shakes, drinks to expected quality and expectation.
  1. All food should be warm and plated correctly.
  2. All food should be prepared correctly and as order states.
  3. All shakes should be exactly as recipe states.
  4. All ice cream toppings should be added to dessert accurately.
12. Maintain Training and Re-Training
  1. Follow recipes and processes.
  2. Follow correct Order of Operations.
  3. Complete tasks as shown.
  4. Not take short cuts.
  5. Use appropriate equipment correctly.
13. All checklists need to be completed at appropriate time and in appropriate manner.
  1. All tasks on checklists should be completed appropriately and on-time.
14. Vocalize complaints to Management.
  1. There will be no complaining about customers, in front of customers.
  2. There will be no complaining in front of other team members, about MABEL's, while on MABEL's property.
  3. If you need to vent or complain about MABEL's seek the Chief Operations Officer.
15. Communicate Effectively.
  1. If something is wrong - voice your problems in a controlled environment.
16. Work Designated Shifts.
  1. When Schedule for Shift - you need to work your shift. If you can not work your shift you need to communicate with other team members to see if they can cover.
  2. The Chief Operations Officer and Directors are not here to do your job.
17. All food, drinks, treats any think consumed by customers will be made in accordance with order. No server or team member will tamper with a customers food.
18. All food orders will be made within 25 minutes. No exceptions.
  1. All food will be presented and served with care and respect to the customer.

## Company Expectations

19. Work space and work surfaces will stay clean and sanitized
  1. All equipment will be used correctly and safely.
  2. All food will be labeled and handled correctly.
20. You will give exceptional customer service.
  1. All customers will be treated with respect and care at all times.
21. When dealing with customers it will be done in a professional and respectful manner.
  1. MABELS serves will bring all and any information regarding customer dissatisfaction to Chief Operations Officer
22. Serves will claim all monetary funds at the end of designated shift.
23. All food, drinks, treats any any think consumed by customers will be made in accordance with order. No server or team member will tamper with a customers food.



I agree to all above expectations and any expectations that are created, modified, changed or added to MABELS Co. operations and policies.

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Signature

Date



**Employment Eligibility Verification**  
**Department of Homeland Security**  
 U.S. Citizenship and Immigration Services

**USCIS**  
**Form I-9**  
 OMB No. 1615-0047  
 Expires 10/31/2022

▶ **START HERE: Read instructions carefully before completing this form. The instructions must be available, either in paper or electronically, during completion of this form. Employers are liable for errors in the completion of this form.**

**ANTI-DISCRIMINATION NOTICE:** It is illegal to discriminate against work-authorized individuals. Employers **CANNOT** specify which document(s) an employee may present to establish employment authorization and identity. The refusal to hire or continue to employ an individual because the documentation presented has a future expiration date may also constitute illegal discrimination.

**Section 1. Employee Information and Attestation** *(Employees must complete and sign Section 1 of Form I-9 no later than the first day of employment, but not before accepting a job offer.)*

Last Name <i>(Family Name)</i>		First Name <i>(Given Name)</i>		Middle Initial	Other Last Names Used <i>(if any)</i>	
Address <i>(Street Number and Name)</i>			Apt. Number	City or Town		State ZIP Code
Date of Birth <i>(mm/dd/yyyy)</i>	U.S. Social Security Number □□□□ - □□ - □□□□		Employee's E-mail Address		Employee's Telephone Number	

**I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.**

**I attest, under penalty of perjury, that I am (check one of the following boxes):**

<input type="checkbox"/> 1. A citizen of the United States	
<input type="checkbox"/> 2. A noncitizen national of the United States <i>(See instructions)</i>	
<input type="checkbox"/> 3. A lawful permanent resident (Alien Registration Number/USCIS Number): _____	
<input type="checkbox"/> 4. An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy): _____ Some aliens may write "N/A" in the expiration date field. <i>(See instructions)</i>	
<p><i>Aliens authorized to work must provide only one of the following document numbers to complete Form I-9: An Alien Registration Number/USCIS Number OR Form I-94 Admission Number OR Foreign Passport Number.</i></p> <p>1. Alien Registration Number/USCIS Number: _____  <b>OR</b>          2. Form I-94 Admission Number: _____  <b>OR</b>          3. Foreign Passport Number: _____          Country of Issuance: _____</p>	
QR Code - Section 1 Do Not Write In This Space	

Signature of Employee	Today's Date <i>(mm/dd/yyyy)</i>
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**Preparer and/or Translator Certification (check one):**  
 I did not use a preparer or translator.     A preparer(s) and/or translator(s) assisted the employee in completing Section 1.  
*(Fields below must be completed and signed when preparers and/or translators assist an employee in completing Section 1.)*

**I attest, under penalty of perjury, that I have assisted in the completion of Section 1 of this form and that to the best of my knowledge the information is true and correct.**

Signature of Preparer or Translator		Today's Date <i>(mm/dd/yyyy)</i>	
Last Name <i>(Family Name)</i>		First Name <i>(Given Name)</i>	
Address <i>(Street Number and Name)</i>		City or Town	State ZIP Code

STOP *Employer Completes Next Page* STOP



**Employment Eligibility Verification**  
**Department of Homeland Security**  
 U.S. Citizenship and Immigration Services

**USCIS**  
**Form I-9**  
 OMB No. 1615-0047  
 Expires 10/31/2022

**Section 2. Employer or Authorized Representative Review and Verification**

*(Employers or their authorized representative must complete and sign Section 2 within 3 business days of the employee's first day of employment. You must physically examine one document from List A OR a combination of one document from List B and one document from List C as listed on the "Lists of Acceptable Documents.")*

<b>Employee Info from Section 1</b>	Last Name (Family Name)	First Name (Given Name)	M.I.	Citizenship/Immigration Status
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List A Identity and Employment Authorization	OR	List B Identity	AND	List C Employment Authorization
Document Title		Document Title		Document Title
Issuing Authority		Issuing Authority		Issuing Authority
Document Number		Document Number		Document Number
Expiration Date (if any) (mm/dd/yyyy)		Expiration Date (if any) (mm/dd/yyyy)		Expiration Date (if any) (mm/dd/yyyy)
Document Title		Additional Information		QR Code - Sections 2 & 3 Do Not Write In This Space
Issuing Authority				
Document Number				
Expiration Date (if any) (mm/dd/yyyy)				
Document Title				
Issuing Authority				
Document Number				
Expiration Date (if any) (mm/dd/yyyy)				

**Certification: I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.**

**The employee's first day of employment (mm/dd/yyyy):** \_\_\_\_\_ *(See instructions for exemptions)*

Signature of Employer or Authorized Representative		Today's Date (mm/dd/yyyy)	Title of Employer or Authorized Representative	
Last Name of Employer or Authorized Representative	First Name of Employer or Authorized Representative		Employer's Business or Organization Name	
Employer's Business or Organization Address (Street Number and Name)		City or Town	State	ZIP Code

**Section 3. Reverification and Rehires** *(To be completed and signed by employer or authorized representative.)*

<b>A. New Name (if applicable)</b>			<b>B. Date of Rehire (if applicable)</b>	
Last Name (Family Name)	First Name (Given Name)	Middle Initial	Date (mm/dd/yyyy)	

**C. If the employee's previous grant of employment authorization has expired, provide the information for the document or receipt that establishes continuing employment authorization in the space provided below.**

Document Title	Document Number	Expiration Date (if any) (mm/dd/yyyy)
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**I attest, under penalty of perjury, that to the best of my knowledge, this employee is authorized to work in the United States, and if the employee presented document(s), the document(s) I have examined appear to be genuine and to relate to the individual.**

Signature of Employer or Authorized Representative	Today's Date (mm/dd/yyyy)	Name of Employer or Authorized Representative
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<b>FORM</b>	<b>Conditional Employee or Food Employee Reporting Agreement</b>
<b>1-B</b>	Preventing Transmission of Diseases through Food by Infected Conditional Employees or Food Employees with Emphasis on Illness due to Norovirus, <i>Salmonella</i> Typhi, <i>Shigella</i> spp., or Shiga toxin-producing <i>Escherichia coli</i> (STEC), nontyphoidal <i>Salmonella</i> or Hepatitis A Virus

***The purpose of this agreement is to inform conditional employees or food employees of their responsibility to notify the person in charge when they experience any of the conditions listed so that the person in charge can take appropriate steps to preclude the transmission of foodborne illness.***

**I AGREE TO REPORT TO THE PERSON IN CHARGE:**

**Any Onset of the Following Symptoms, Either While at Work or Outside of Work, Including the Date of Onset:**

1. Diarrhea
2. Vomiting
3. Jaundice
4. Sore throat with fever
5. Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (*such as boils and infected wounds, however small*)

**Future Medical Diagnosis:**

**Whenever diagnosed as being ill with Norovirus, typhoid fever (*Salmonella* Typhi), shigellosis (*Shigella* spp. infection), *Escherichia coli* O157:H7 or other STEC infection, nontyphoidal *Salmonella* or hepatitis A (hepatitis A virus infection)**

**Future Exposure to Foodborne Pathogens:**

- 1. Exposure to or suspicion of causing any confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other STEC infection, or hepatitis A.**
- 2. A household member diagnosed with Norovirus, typhoid fever, shigellosis, illness due to STEC, or hepatitis A.**
- 3. A household member attending or working in a setting experiencing a confirmed disease outbreak of Norovirus, typhoid fever, shigellosis, *E. coli* O157:H7 or other STEC infection, or hepatitis A.**

I have read (or had explained to me) and understand the requirements concerning my responsibilities under the **Food Code** and this agreement to comply with:

1. Reporting requirements specified above involving symptoms, diagnoses, and exposure specified;
2. Work restrictions or exclusions that are imposed upon me; and
3. Good hygienic practices.

I understand that failure to comply with the terms of this agreement could lead to action by the food establishment or the food regulatory authority that may jeopardize my employment and may involve legal action against me.

**Conditional Employee Name (please print)** \_\_\_\_\_

**Signature of Conditional Employee** \_\_\_\_\_ **Date** \_\_\_\_\_

**Food Employee Name (please print)** \_\_\_\_\_

**Signature of Food Employee** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signature of Permit Holder or Representative** \_\_\_\_\_ **Date** \_\_\_\_\_