

Employee Handbook

2022

AUSTIN'S COFFEE CRAFTERS

WELCOME TO AUSTIN'S COFFEE CRAFTERS.

We're glad you're on our team! At Austin's Coffee Crafters we work hard to do a good job, but also have a lot of fun & you can too. We strive to build an educational, exciting, fun-filled & an all around pleasant atmosphere to work in.

As an employee, you must review & be familiar with the employee handbook & web-based platform. The web-based platform serves as our "hub" for training, supporting staff & driving services. A new team members training plan will consist of eLearning, hands-on experience & tasting.

Our mission at Austin's Coffee Crafters is to achieve total guest satisfaction through an inspired team, fine coffee & tea, high-quality eats served in a cozy, clean, relaxing environment, with the friendliest customer service in town!

Thank you for helping us make such an incredible place!

**SINCERELY,
ALEXUS & KRISTIE**

AUSTIN'S COFFEE CRAFTERS

Operating Philosophy & Objectives

OPERATING PHILOSOPHY

Total guest satisfaction, inspired team members, fine coffee & tea, high-quality eats & fun ambiance is our goal. Austin's Coffee Crafters exists to serve every guest the best variety of great coffee, tea & fresh baked goods in an easy, airy, attractive & clean environment.

OPERATING OBJECTIVES

Guest Satisfaction: When a guest leaves the café at the completion of a purchase, we want them to be totally satisfied with their experience & eager to return. The best compliment a customer can give, is to recommend us to their friends, family & associates.

Cleanliness & Safety: We strive to maintain a clean, safe environment for employees & guests. To accomplish this, all employees receive safety training & are required to meet strict hygiene standards & maintain café cleanliness.

Employer of Choice: Austin's Coffee Crafters is committed to providing its employees a supportive workplace & opportunities for professional growth.

Contact Information & Telephone Etiquette

COMPANY INFORMATION

Address: 222 River Road Suite A, Ripon, CA, 95366 • **Email:** hello@austinscoffeecrafters.com

Website: austinscoffeecrafters.com • **Social Media:** @AustinsCoffeeCrafters

TELEPHONE NUMBERS

Café Main Line: (209) 253-0787

Alexus' Phone Number: (209) 247-4903

Kristie's Phone Number: (209) 985-0381

Emergency: 911

Ripon Police Department (non-emergency):
(209) 599-2102

Employees: Employee phone list & their emergency contacts will be kept in the back of house desk. Employees are responsible for submitting a "Personal Data Form" *within 3 days* when their information changes.

For Link to download "Personal Data Form" visit: [CraftersatAustins.com/forms](https://craftersat.austins.com/forms)

TELEPHONE ETIQUETTE

Do not use the café phone for non-Austin's stuff! The only exception is if there is an emergency. Please do your texting & calling from your personal phone when you're on a break.

The way we answer the main phone says everything about who we are. Please answer the phone like so: "Austin's Coffee Crafters, this is...."

Please don't do laps around the building looking for someone who's wanted on the phone. Unless it's an emergency, please just take a message. If you're extremely busy, let our voice mail system answer the phone.

Scheduling & Attendance Expectations

DAYS & HOURS OF OPERATION

Monday - Sunday 7:00am-3:00pm

Note: Austin's Coffee Crafters is closed in observance of New Years, Easter, Thanksgiving Day & Christmas Day. We also close for the first week of January.

SCHEDULE

ZoomShift is used for employee scheduling that includes:

- **Viewing your schedule:** The schedule week begins on Monday & ends on the following Sunday. The schedule will be posted by Thursday for the following week.
- **Set your availability preferences:** It is crucial that you indicate when you are available.
- **Request time off:** Please keep in mind that what you're asking may not always be possible. It's a "request"; it's not a guarantee or anything of the sort. In the end, you must check the schedule to know for sure.
- **Extended time off:** Requests for more than a week off is very tricky & needs approval. Please enter request in Zoom Shift at least 1 month in advance to ensure your regular shifts will be covered.
- **Pick-up open shifts:** ZoomShift will assist us with finding a replacement when someone calls in sick and/or has requested time off. Note: Extra shifts may not be picked-up if it results in overtime without prior approval from the Café Manager.

New employee: Register & set-up availability. Also, you may view schedule & receive notifications through phone APP

Follow Link to manage shifts & set-up availability visit: [CraftersatAustins.com/schedule](https://craftersatAustins.com/schedule)

Scheduling & Attendance Expectations

CONT.

CLOCKING-IN/OUT

Do not clock in more than 5 minutes prior to your shift, unless the Café Lead requests for you to do so.

We use Zoom for our employee time management system.

Note: Clocking in or out for another employee or having them clock in for you is strictly prohibited!

ATTENDANCE EXPECTATIONS

It is 100% your responsibility to know when you are supposed to work. An employee who does not show up for a shift because they did not know they were scheduled is treated as a “no-call, no-show” & may subject to disciplinary action up to & including termination.

An employee shall work the hours posted on the schedule with the exception that management reserves the right to ask employees to leave before one’s scheduled “out time” when the café is slow.

Austin’s Coffee Crafters strictly adheres to the posted schedule. Please do not “clock-in” or start your shift more than 5 minutes prior to your schedule time. Every employee is expected to be on the floor, in uniform & ready to begin working at their scheduled time.

Employees who clock-in & then go to the restroom to fix their hair, put on their work attire, etc, will be orally warned the first time & progressively disciplined up to & including termination for future offenses.

Scheduling & Attendance Expectations

CONT.

SICK

Calling in sick for a shift is another situation that is unavoidable from time to time. If you are ill, post on Zoom Shift as soon as possible. DO NOT WAIT until 5 minutes before you are scheduled to start your shift. You may also text the Cafe Manager assigned to your shift. If an employee calls in sick shortly before their shift it may be viewed as suspect & potentially have disciplinary consequences. If an employee is scheduled multiple days in a row they are expected to post every morning to let management know their "sick status".

CHATTING

During a shift it is okay to chat, as long as you are working at the same time. It's not okay during a shift to stand and chat for more than a few minutes when prep work or cleaning needs completed.

ALCOHOL, CANNABIS OR DRUGS

We have a No Tolerance policy as it relates to employees being under the influence during a work period. Reporting to work while under the influence of alcohol, cannabis or drugs, or becoming under the influence while on duty will result in immediate termination of employment.

JOB ABANDONMENT

If an employee fails to show up for work or call in with an acceptable reason for their absence for a period of 2 consecutive days, they will be considered to have abandoned their job & voluntarily terminated their employment.

Pay/Wages

WAGES

The payroll period runs from Thursday to Wednesday every other week. Wages are paid bi-weekly on Friday through direct deposit. It is the employees responsibility to notify manager at a minimum of 30 days in advance if there are changes in an employees banking information. Changes must be made using the Direct Deposit Verification form.

Wage stubs are available through QuickBooks. Shortly after time of employment, a link to QuickBooks will be emailed. It is the responsibility of the employee to check their wage stub for errors. If an employee feels that a payroll error was made, they must notify the owner.

TIPS

All tips are counted as income by the Internal Revenue Service; therefore all tips must be reported. Tips will be counted daily by Cafe Lead. Tips will be included on your wage stub. Employees will receive tips calculated to the average dollar & divided by hours worked. Not all employees will earn the same amount of tips, unless they worked the same amount of hours.

OVERTIME PAY

Employees are eligible for overtime pay after 8 hours worked in one day. All overtime pay must be authorized by management. Overtime pay is paid at the rate of one & one-half times the regular rate of pay for hours in excess of 8, but less than 12 in 1 day, or in excess of 40 hours per week over fewer than 7 days. Management reserves the right to make reasonable demands for overtime as business conditions necessitate.

LONGEVITY APPRECIATION BONUS

In recognition and appreciation of the added value longer-service employees bring to Austin's, an annual longevity appreciation bonus is in place. The bonus is issued annually on December 15th to Active Non-Probationary Employees. The bonus includes \$1 per shift/day worked from employee date of hire through November 30th.

Break & Meal Periods

All employees are required to take daily breaks & if applicable, meal periods. Breaks consist of 10 paid minutes & may not be combined with or added on to meal periods. Nor may they be used to allow an employee to come in 10 minutes late or leave 10 minutes early.

If you work at least 3.5 hours in a day, you are entitled to one 10 minute paid rest break. If you work over 6 hours, you are entitled to a second 10 minute paid rest break. If you work over 10 hours, you are entitled to a third 10 minute paid rest break.

Meal periods are 30 minutes of unpaid time. If you work over 5 hours in a day, you are entitled to an unpaid meal break of at least 30 minutes that must start before the end of the fifth hour of our shift. BUT, you can agree with the Café Manager to waive this meal period provided you do not work more than 6 hours in the workday.

Smoking

Those who choose to smoke/vapor are to confine their smoking to the periods before & after business hours & during lunch or rest breaks. All smoking during work is restricted to outside the cafe away from any guest areas. Remember to remove your apron prior to smoking & wash your hands after smoking. Smokers are also reminded that the smell of smoke on one's clothing or breath can be offensive to guests.

Performance Reviews

New employees can expect an initial review at 90 days, followed by a more thorough review annually after that, or more frequently, if a Café Lead or Owner feels an employee's performance requires additional attention.

Benefits

BEVERAGE & FOOD

On duty employees are entitled to a comp/free beverage when working a shift. Comp beverages are to be consumed on the premises the day the shift is worked. Beverages should be consumed out of guests' view. Always use a ceramic or glass cup while drinking your beverages, do not use any paper products.

Employee Discount! Active employees receive a 50% discount for purchases made during their shift. In addition, if visiting Austin's on non-work time employees receive a 50% discount for themselves & 1 guest on any purchases. Discounts cannot be combined with any other special offers or discount coupons. Retail items may be purchased at wholesale cost.

PAID SICK LEAVE

Employees will accrue paid sick days at a rate of 1 hour per 30 hours worked, up to the maximum of 24 hours per year. An employee may request & use up to 24 hours of accrued paid sick leave per year.

Note: An employee cannot use paid accrued sick days until after probationary period (90 days of employment)

Benefits

CONT.

WORKERS COMPENSATION INSURANCE

California employers are required to pay for Workers' Comp insurance to cover job related injuries & illness. If an employee is injured at work or has a job related illness, Workers' Comp insurance covers medical care, necessary rehabilitation services, including vocational training if needed, income stipend in the event of temporary or permanent disability, or, in the worst case scenario, death benefits to dependents.

You are responsible to report any job related injury to a Café Manager immediately using the Workers' Compensation Claim form. Should any employee seek medical attention related to a job injury without the knowledge or authorization of management, it may be at the employees' own expense.

A physician' release will be required before an injured employee can return to work at any capacity, full or otherwise.

The Time of Hire Pamphlet describes workers' compensation benefits & procedures to obtain them.

For "Workers Compensation Claim" form visit: [CraftersatAustins.com/forms](https://craftersataustins.com/forms)

For "Time of Hire Pamphlet" form visit: [CraftersatAustins.com/onboarding](https://craftersataustins.com/onboarding)

HEALTH

Group health insurance plans through Kaiser Permanente are available to non-probationary employees who work 25+ hours per week. Austin's Coffee Crafters will cover 50% of the qualified health insurance premium. Plan options include Kaiser Permanente's Platinum 90 HMO 0/10, Platinum 90 HMO 0/20 or Gold 80 HMO 0/30.

SOCIAL SECURITY & MEDICARE

Both employer & employees contribute to the federal social security & Medicare programs through applicable payroll taxes. Employees also contribute to the state's disability insurance fund. Information can be obtained through local Social Security & Medicare offices.

Benefits

CONT.

DISABILITY INSURANCE PROVISIONS

Disability Insurance is a component of the State Disability Insurance program, designed to partially replace wages lost due to a non-work-related disability such as an elective surgery, pregnancy, childbirth or related medical conditions.

The Disability Insurance Provisions pamphlet provides general information on how to claim state plan benefits.

For “Disability Insurance Provisions” pamphlet visit: CraftersatAustins.com/links

CALIFORNIA PAID TIME LEAVE

California’s Paid Family Leave program may provide up to 6 weeks of partial wage replacement benefits to bond with a new child (either by birth, adoption, or foster care placement) or to care for a seriously ill family member (child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner).

The California Paid Family Leave Pamphlet provides information on qualification, how benefits are calculated & how to apply for benefits.

For “California Paid Family Leave” pamphlet visit: CraftersatAustins.com/links

UNEMPLOYMENT INSURANCE

Austin’s Coffee Crafters pays federal & state unemployment insurance (UI) taxes to fund the state’s unemployment insurance program. To apply for unemployment, an employee must file a claim in accordance with the regulations of the Employment Development Department (EDD). Information regarding UI is posted in the office, and UI pamphlets are available online at the EDD website or by calling 1-800-300-5616.

Personal Appearance

Our Dress Code:

You are the face of our brand, connecting with our customers every day. You're expected to present a clean, neat and professional appearance when starting every shift. In keeping with this Dress Code, make sure your clothing is clean, hemmed, no holes, no tears, wrinkle-free and in good repair. Failure to adhere to the Dress Code may result in corrective action, including separation from employment.

Tops

- Austin's t-Shirt, solid shirt or stripe shirt must be worn.
- Tops should not have any type or logos on them.
- Note that pre-arranged team dress days, such as Hawaiian shirt day are totally okay, as long as everyone working the shift is notified and on-board to participate.

Bottoms

- Pants or long skirt of your choice (no holes/tears)

Shoes

- Closed toe shoes that provide support, comfort and safety.
- Sneakers or crocks are commonly worn.
- No open toed shoes.
- No high heels.

Hats

- Hats are optional.
- If wearing a hat, Austin's ball cap or a solid cap are okay.

Hair

- All hair styles should be up in either in an up-do or short
- Please keep it tidy: clean, brushed and kept back from the face.
- Hair color must be permanent or semipermanent; no sprays, glitter, chinks or temporary products.
- Tie long hair back with clips or hairbands.
- Beards and/or mustaches must be neat and trimmed.

Tattoos & Body Piercings

- Tattoos are allowed.
- Body piercings are allowed if kept at a minimum.
- Offensive or vulgar tattoos or body piercings must be covered.

Equal Employment Opportunity, Discrimination & Harassment

Austin's Coffee Crafters is an equal opportunity employer & makes employment decisions on the basis of merit. We want to have the best available persons in every job. Company policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, sexual orientation, or any other consideration made unlawful by federal, state or local laws. Austin's Coffee Crafters is committed to complying with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the operations of Austin's Coffee Crafters & prohibits unlawful discrimination by any employee of Austin's Coffee Crafters, including managers & co-workers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Austin's Coffee Crafters will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact Managers/Owners Alexis Kearney or Kristie Tate & request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. Austin's Coffee Crafters will conduct an investigation to identify the barriers that make it difficult for the applicant or employee to have an equal opportunity to perform his or her job. Austin's Coffee Crafters will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable & will not impose an undue hardship, Austin's Coffee Crafters will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, please contact Managers/Owners Alexis Kearney or Kristie Tate. You will be asked to give details of the incident(s). Describe what happened, indicate the date, time, location, the names of the individuals involved & the names of any witnesses. Austin's Coffee Crafters will immediately undertake an effective, thorough & objective investigation & attempt to resolve the situation. If Austin's Coffee Crafters determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. Austin's Coffee Crafters will not retaliate against you for filing a complaint & will not knowingly permit retaliation by management employees or your co-workers.

AUSTIN'S COFFEE CRAFTERS

Discrimination & Harassment

Austin's Coffee Crafters disapproves of & strictly prohibits comments or actions by anyone that may create an offensive or hostile work environment for any employee because of the employee's race, color, religion, age, sex, marital status, national origin, disability, ancestry, or medical condition. This policy extends not only to prohibiting unwelcome sexual advances & offensive sexual jokes, innuendos, or behaviors, but also prohibits offensive conduct related to or based upon factors other than sex.

Employees who believe they are victims of harassment or who are aware of harassment should immediately report the situation to the owners Alexis or Kristie. An employee who thinks he or she is a victim of harassment may discuss the offensive conduct with the offender(s) before reporting to it management, but is not required to do so.

Austin's Coffee Crafters will promptly investigate complaints or reports of harassment. The investigation will be conducted, & complaints will be handled in a confidential manner to the extent realistically feasible. When warranted by the investigation, Austin's Coffee Crafters will take immediate & appropriate corrective action. Such action may include disciplinary action against the offender(s), which may range up to & include dismissal, depending on the severity of the conduct as assessed by Austin's Coffee Crafters.

No retaliation will be permitted against any employee who provides testimony as a witness or who otherwise provides assistance to any complaining or reporting employee, or who provides assistance to Austin's Coffee Crafters in connection with the investigation of any complaint or report.

After Austin's Coffee Crafters has taken appropriate corrective action to resolve a complaint or report of harassment, Austin's Coffee Crafters will make follow-up inquiries after an appropriate interval to insure that the harassment has not resumed & retaliation has not been suffered. However, victims & witnesses are not required to wait for follow-up. If harassment resumes or retaliation occurs, the victim or witness is encouraged to contact the owner immediately so Austin's Coffee Crafters may promptly & effectively act.

Sexual Harassment Legal Rights

Employees or job applicants who believe that they have been sexually harassed or retaliated against may file a complaint of discrimination with Department of Fair Employment & Housing (DFEH) within one year of the last act of harassment or retaliation. DFEH serves as a neutral fact-finder & attempts to help the parties voluntarily resolve disputes.

The Sexual Harassment Pamphlet & Poster includes the facts, employer responsibility & information on filing a complaint.

For “Sexual Harassment Pamphlet & Poster” pamphlet visit: CraftersatAustins.com/links

Sexual Harassment Legal Rights

If you are a victim of domestic violence, sexual assault & stalking you have the right to take time off from work to get help to protect you & your children’s health, safety or welfare.

To make sure you are safe at work, please talk with the Cafe Manager to determine if changes in our workplace are needed. We will work with you to see what changes can be made, such as changing your shift or help with keeping a record of what happened to you.

Handout explains the rights of victims of domestic violence, sexual assault & stalking.

For “Rights of victims of domestic violence, sexual assault & stalking” pamphlet visit: CraftersatAustins.com/links