

# **EMPLOYEE HANDBOOK 2011**

***IZAACK WALTON INN  
290 Izaak Walton Inn Rd.  
Essex, MT 59916  
406-888-5700***

***EDDIES GROCERY GIFTS AND CAFÉ  
PO Box 69  
West Glacier, MT 59936  
406-888-5381***

***GLACIER VILLAGE CAFÉ  
PO Box 443  
East Glacier Park, MT 59434  
406-226-4464***

This Handbook contains all the information an employee should know to make their employment experience with Izaak Walton Inn, Eddies Grocery Gifts and Café and Glacier Village Café, a pleasant memory, of time well spent.

All three businesses, located along a 60 mile stretch of US Hwy 2 in Northwestern Montana's Glacier Country, are owned and operated by me, Brian Kelly. I take an active part in company operations and want my employees to benefit from the experience and knowledge they will gain with on the job training.

Izaak Walton Inn, Eddies Grocery Gifts and Café, and the Glacier Village Café work together in the summer as inter-related companies. Each business sells many of the same products in the gift shops, serves some of the same items on restaurant menus.

All three companies have procedures and protocols put in place for the safety and well being of staff. While you may initially be hired to work at a particular location, You must be willing to work at any or all three locations. As an employer, I need to be able to transfer staff to positions that they were not originally hired for, if needed. This will also give you a more rounded work experience. The cost of housing, utilities, and discounts are the same at all three locations, and we will facilitate your move with transportation and help getting settled at your new company.

Congratulations on being selected for employment at one of my three companies.

Izaak Walton Inn  
Eddies Grocery Gifts and Café  
Glacier Village Cafe

Owner,  
Brian Kelly

**INTRODUCTION:**

There are rules of conduct that are necessary to any well managed operation for the benefit and well being of all. This handbook serves as a guideline for employees in order that there is a clear understanding of what is expected of every employee.

Achieving our goals together in harmony with respect, team effort, and determination is our task. If all are committed to cooperation, then flexibility will be possible. A positive attitude, honesty, and professionalism are required at all times. These are the basic ingredients of success in a business.

Employees are expected to read this policy handbook, digest all the guidelines for store and restaurant behaviors, and then proceed to use their own best judgment in situations. Repeated disregard for these policies may result in:

1. Warning
2. Verbal and written reprimand
3. Discharge when warranted

By observing these guidelines, you can insure a businesslike, efficient, and pleasant working situation for everyone involved from owners to management to employees. This handbook is not intended to imply any contract or contractual rights.

Please sign and date below to acknowledge that you have received and understand fully this employee handbook. This letter will be kept in your employee file with your job application and W-2 tax information.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Social Security #

Date: \_\_\_\_\_

## ***History/Contact Information***

***Izaak Walton Inn:*** Located in Essex, MT, the building was built in 1939 by the Great Northern Railway as railroad employee housing. The property was sold and became a private Inn with restaurant and bar. Today the Izaak Walton Inn is a rail fan must stay, popular Cross Country ski resort in the winter, and the perfect place to stay when visiting Glacier National Park, in the summer. The Izaak Walton Inn has 33 rooms in the main building, 6 log cabins, 4 cabooses on the hill, and two luxury accommodation options; the GN441 Diesel Engine and JJ the Red GN Caboose.

**Employee Mail:** (employee Name), Employee  
290 Izaak Walton Inn Rd.  
Essex, MT 59916

**Contact Numbers:** Office – 406-888-5700    Dormitory – 406-888-9986

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***Eddies Grocery Gifts and Café:*** Located inside Glacier National park in Apgar Village on the shores of Lake McDonald, is a favorite of campers, tourists, and locals. Eddies hosts a camp store/gift shop, an ice cream/espresso window, and a lake view dining restaurant.

**Employee Mail:** (employee name), Employee  
PO Box 69  
West Glacier, MT 59936

**Contact Numbers:** Office – 406-888-5361    Dormitory – 406-888-9858

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***Glacier Village Café:*** Located on US Hwy 2 East in the dramatically landscaped East Glacier Park area. The Glacier Village Café has been operating as a restaurant in the same location for over 50 years. Glacier Village Café, housed in one large building operates a restaurant, gift shop, coffee bar and ice cream shop, and a banquet room for up to 70 people.

**Employee Mail:** (employee name), Employee  
PO Box 443  
East Glacier Park, MT 59434

**Contact Number:** Office – 406-226-4464

## *Jobs Available*

IWI – Izaak Walton Inn   EGGC – Eddies Grocery Gifts and Café   GVC – Glacier Village Cafe

**Bartender:** Bartenders must be at least 21 years old. Bartenders Mix cocktails, and serve wine and beer to patrons in the Izaak Walton Flagstop Bar. IWI

**Barista:** Baristas work in the ice cream espresso areas of Eddies and Glacier Village Making espressos, lattes, and other coffee drinks to order along with milk shakes, smoothies, and Chai tea. Baristas are also cashiers in the Gift Shop at Glacier Village Café. EGGC, GVC

**Cook:** Line cooks work the kitchens of our operations, preparing food ordered from our menus – operating flat top grills, burner stoves, and deep fat fryers. IWI, EGGC, GVC

**Dishwasher/Busser:** Hired at all three locations, dishwashers scrape foods off dishes, and soak silverware before running them through commercial dishwashing machines. Dishwashers also mop and sweep. While bussing the employee will be clearing tables of dirty and used dishes, condiments, and trash. IWI, EGGC, GVC

**Host/Hostess:** A host/hostess works in the restaurants greeting and seating customers as they come inside to eat. Host/Hostesses may also be required to get drink orders from the customers and serve drinks and or water to the guest. Host/Hostess is also responsible for the cleanliness of the public restrooms while on shift. EGGC, GVC

**Housekeepers:** Housekeepers work at that Izaak Walton Inn only. Their duties include cleaning rooms, laundry, vacuuming, mopping, and other duties as assigned by the Front Desk staff and Management. IWI

**Prep Cook:** Prep cooks prepare items to be cooked by the line cooks by chopping, slicing, mixing, and breading vegetables and meats. You may also bake our famous Huckleberry Cobbler. Prep cooks also cook fried items. IWI, EGGC, GVC

**Waiter/Waitress:** A position hired for at all three companies the waiter/waitress is responsible for serving customers in the restaurant as they order from the menus. Waiter/waitresses also may have to bus their own tables, wash dishes, and clean bathrooms depending on staffing at businesses. IWI, EGGC, GVC

**Uniform:** You will need to bring black or khaki pants, black leather tennis shoes,  
And a welcoming smile.

Please note that a lot of these positions are hired for at each location, and you must be prepared and willing to transfer to any of our companies as our staffing needs change and as your abilities increase.

## *Traveling to your Employment Site*

The easiest way to travel to Izaak Walton Inn, Eddies Grocery Gifts and Café, and Glacier Village Café, is by flying into the United States to either Chicago, IL. or Seattle, WA. Once you arrive by plane, you will then travel via Amtrak to one of our three locations.

### **From Seattle:**

**Eddies:** Amtrak Empire Builder #8 to WGL. Arrives at 7:40 am

**Izaak Walton Inn:** Amtrak Empire Builder #8 to ESM. Arrives at 8:50 am

**Glacier Village Café:** Amtrak Empire Builder #8 to GPK. Arrives 9:45 am

### **From Chicago:**

**Glacier Village Café:** Amtrak Empire Builder #7 to GPK. Arrives 6:30 pm

**Izaak Walton Inn:** Amtrak Empire Builder #7 to ESM. Arrives 7:40 pm

**Eddies:** Amtrak Empire Builder #7 to WGL. Arrives 8:38 pm

The closest airport is in Kalispell, Montana, up to 90 miles away from your job site. ***We do not pick up or transport employees to the airport.*** If you decide you want to fly into (FCA) Glacier Park International, you will need to arrange for a taxi to drive you from the airport to your job location. Rates start at \$45 to Eddies, up to \$90 to Essex and over \$100 to Glacier Village Café.

**Flathead Taxi:** 406-892-3001

**Flathead Glacier Transportation:** 406-892-3390

***Remember, we do pick up at the train stations for free.*** Notify us as soon as you know your arrival method and date by e-mailing the information to [sharrah26@hotmail.com](mailto:sharrah26@hotmail.com).

When packing your suitcases please keep the following in mind: All three locations are miles away from a large town and chain stores. The following is a list of items you will need to facilitate your employment. The weather can be very warm and very cold.

## **Necessary Items to pack in your Suitcase:**

Black or khaki work pants  
Black Leather tennis shoes  
Pillow  
Blanket and sheets or sleeping bag  
Coat  
Hiking Boots or other hiking shoes  
Swim Suit  
Medicines  
Warm clothes for cold weather  
Cool clothes for hot weather  
Hair ties for women with long hair

## **Luxury Items to bring if you can**

Camera  
Lap Top  
Pictures of family and friends  
Binoculars  
Favorite Candy from home  
MP3 Player  
Travel guides or other information  
Mom's recipes since you will be doing your own cooking  
Anything else you can think of that you will need or want

## **Items We Provide**

Uniform Polo Shirts  
Aprons  
Cooking Utensils  
Dishes

## **Payday**

Paydays are bi-weekly and under no circumstances will paychecks be issued early or in advance of actual work performed. **All** employees, including those leaving voluntarily, will be paid no sooner or later than the next scheduled pay period. Terminated Employees will be paid at time of termination.

## **Overtime**

Your normal work schedule is devised in order to eliminate overtime or at least keep it to a minimum. Overtime may result from closing delays due to late customers, or by our request. Productive overtime is acceptable on special occasion. Overtime accumulates (after 40 hours per week) beginning Sunday and ending Saturday; therefore, if an employee alters the work schedule for personal reasons during one week of the pay period, the lost time cannot be made up the next week of the pay period if it would result in the week of pay period exceeding 40 hours. Overtime hours are compensated by time-and-one half regular wages.

## **Wage Basis**

All employee wages are paid as agreed at time of hiring. It is no one else's business what you are paid, so please do not discuss your wages with others. During your day you may be required to work many areas of the business, and each employee is expected to carry their load and do what is asked of them. If any of this becomes a problem for you or you feel you are not being given the proper job assignments, mention this to management. Do not complain to or about each other to other employees.

***All Waiters/Waitresses are required to tip*** bussers, cooks, and dishwashers every shift.

Dates for Eddies and GVC:

6/01/09-09/14/09 Bussers get \$5.00 per shift from each server.

6/15/09-09/05/09 Cooks get \$5.00 per shift from each server  
Dishwashers get \$3.00 per shift from each server.

Dates for Izaak Walton Inn: Year Round same as above

If your dishwasher is doubling as a Busser, make sure your dishwasher gets \$5.00/shift. Please tip more if your helper staff deserves it.

## **Lunch Break**

Each employee is allowed a one half - hour lunch break if you work 5 or more hours.

You **must** clock in and out. Sometimes, due to customer demands, lunch hours are not predictable, but you are still entitled to a – one half hour (30 minutes) break. You may remain in the employee designated eating area, but do take advantage of your – one half hour (30 minutes) time as it cannot be counted as an additional workday hour. During peak times in the restaurant, as required, a shorter lunch period may be permissible for which extra time will be paid if applicable. You are eligible for one soft drink per shift – no orange juice, milk, or coffee drinks are included.

### **Definition of Employee**

Full time employees: Normal weekly schedule of 35-40 hours.

Part time employees: Normal weekly schedule of less than 35 hours.

### **Absenteeism and Tardiness**

Everyone occasionally runs late. If you know you are going to be late, please call your location, or if you live on property, notify us either in person or have a co-worker do so. Being tardy or absent without good reason more than twice during the summer season is considered excessive and is a violation of company attendance standards.

1 absence or tardy – a written warning will be issued.

2 absences or tardies – a second written warning will be issued.

3 absences or tardies - are grounds for dismissal.

A no-show or a no-call to the owners or manager without legitimate reason may result in immediate dismissal without written warning.

### **Employee Discounts**

Employees of *IWI, EGGC, and GVC* are entitled to a 25% discount on all regular priced gift, jewelry and apparel merchandise sold in the store, excluding any reduced price or sale merchandise. You are entitled to a 35% discount on all food purchases from the restaurant. Your discounts are good at any one of our locations and are for ***your personal purchases*** only. ***You must have a receipt for all food and items bought from IWI, EGGC, and GVC. Discounts must be rung up or signed by a Manager.*** If you are found to be abusing this agreement, this practice will result in immediate dismissal. Please give customers first choice on all items.

### **Drugs**

*IWI, EGGC and GVC* have a duty to provide a safe work environment. The company prohibits the use, possession, sale or transfer of illegal drugs on or off company property. Glacier Village Cafe prohibits use, possession, or being under the influence of alcohol or drugs on company property or while conducting business. Employees taking any medication that can cause any degree of impairment should notify management.

### **Grievances or Complaints**

Any complaint should be reported to the management. It is company policy to maintain confidentiality of any and all complaints.

### **Smoking Policy**

*IWI, EGGC, and GVC* are non-smoking facilities. Anyone caught smoking within the confines of the buildings, restrooms, stock rooms, outside areas etc. could face possible immediate dismissal. You must leave the property to smoke. It is suggested that you use mouthwash or breath spray before returning to work if you have been smoking.

### **Dress Code**

All employees of *IWI, EGGC, and GVC* are expected to represent the business, and dress accordingly. Clothing which is faded, tattered or contains holes is not acceptable.

***Dining Room and Store Staff*** is required to wear black or khaki colored trousers and uniform polo shirts. You will be provided with at least one Polo shirt at no cost, to be returned upon completion of your contract. If you want to keep the shirt, you may purchase it for \$20.00. You may purchase extra Polo shirts for your use at \$20.00 each.

***Dining Room and Store staff:*** Beards and /or mustaches are not allowed and sideburns must not extend below the bottom of the ear. Male employees must be clean-shaven. Hair must be short and clean. Ponytails etc. are not allowed on male employees dealing with the public. Female employees' hair must be neat, clean and confined so as not to fall forward over the face and/or food. ***Kitchen staff*** is allowed to wear clean blue jeans and plain white collared shirts. Those persons with hair that touches the top of their ears, hangs over the eyes or is longer than the top of a tailored shirt collar are required to pull their hair back and wear hair nets. Baseball caps are allowed in the kitchen in lieu of a hair net. ***All employees:*** Shirts and trousers must be pressed, neat in appearance, shirt tucked in and a belt worn with the trousers. Closed toed leather uppers and rubber soled footwear that fastens securely to the foot is required. Running or walking shoes are always good. Fad hairstyles, including, unnatural coloring of hair, Mohawks, or unconventional cuts are not permitted. Visible tattoos must be completely covered while on duty. Visible body piercing shall not be displayed while on shift. You and your wardrobe are an advertisement and a representation of the image of this business. ***When in doubt, do not wear it to work!!!!***

***Head phones or any other listening devices are not allowed at anytime while working!***

### **Cash Shortages, Missing Tickets, Errors on Tickets, & Credit Card Errors**

Cash shortages can occur at registers in the dining room and gift shop areas. Make sure that you and a manager only, can sign into your drawer. Please take your time and count carefully; shortages and errors will be deducted from your tips at the end of the night or your next paycheck, but in no way will violate the Federal Minimum Wage Act. You, and the application, which you submitted indicate that you are qualified for the position that you have applied for and have been assigned to. Please take your time and be extremely careful!!!!

## **Employee Rules of Conduct**

Enthusiasm is contagious – but so is negativity. If you come to work grouchy or depressed, your mood is bound to affect those around you and in turn they are likely to pass it along to each other and the customer, as well.

Everyone has problems, please don't bring personal problems to work.

Gossiping about your fellow employees is not acceptable as it is negative and not good for morale. If there is a problem, *please* come to management and let us get it out in the open and finalized. Teamwork is our goal and each person must rely on the assistance and friendship of each other to achieve our purpose of serving our customers in a friendly and comfortable atmosphere.

**RESPECT is the key operating word here. Disrespectful behavior by employees will not be tolerated. It is a privilege to work for *IWI, EGGC, and GVC.***

## **Store Business and Confidentiality**

Do not discuss store business with anyone outside the employ of the company you are working at. Store finances including daily sales amounts, invoice amounts, markups, or any financial information you are aware of is also the strict confidential business of you employer. If you are allowed access to this information, consider it a trust, and do not break this trust by sharing the information with anyone outside the business. Our pricing policies are standard in the tourist industry and very fair, do not discuss with anyone – this is our business only.

## **Customer Returns**

We have a no refund and no return policy for most merchandise sold. We do make a few exceptions, but the exceptions must be handled by management. All merchandise brought back for return or refund **must** be accompanied by a current days receipt or verification by an employee. All tags must still be on apparel and price labels must be on everything else, but opened packages of film & batteries cannot be returned. Under no circumstances are cash paid-outs to be made by anyone other than management. If management is not available at the precise moment, then the customer will have to return at a later time.

### **VOIDS**

The void key is not to be used. A reference to the transaction #, with an explanation for the correction, must be put in the cash drawer!!! Use the adding machine to correctly finalize the transaction, making certain for accuracy.

### **PROMOTIONS AND ASSISTED PROGRAMS**

IWI, EGGC, and GVC accept Cash, Visa, MasterCard, Discover and Travelers Checks. Although *we do not accept Canadian Coins*, we do accept Canadian bills at the appropriate discount rate. We do not accept food stamps, bottle caps, aluminum cans, promotion coupons, box tops, or film discount incentives.

### **SHOPLIFTING NOTIFICATION**

If you should become aware of a shoplifter, please notify another employee to assist you. You cannot confront a suspected shoplifter until they have left the store. Laws vary in different areas. Follow them outside and ask them to remain, but do not put yourself in any danger. Have the other employee contact an officer of the law. If the party flees, try to get a description of the person and the vehicle as well as a license number. I repeat, do not ever put yourself in personal danger. The merchandise is not worth any possible injury. If you notice a shopper has an unpaid item in their hand or bag, you may want to ask if it is to be included on the sales ticket or if they are still deciding on the purchase. This will usually handle any “small” problems and avoid embarrassment for everyone involved. Professional shoplifters are much more educated and will find a way to hide items on their person. I repeat – never put yourself in danger to prevent a shoplifter from leaving the premises. Should there be an unruly customer (excessive verbal abuse, violent, drunken or otherwise appearing out-of-control), have an employee call the Rangers. Again, do not try to restrain this person and keep yourself safe. Report any unusual occurrences to management. Your safety is of the utmost importance to us at all times.

### **RESTROOM FACILITIES**

Our clean restroom facilities are provided for our **Restaurant** customers, as well as our personnel.

### **HANDBAGS, PURSES, AND CLOTHING**

You may keep your handbags in your general work area underneath the cash tills and desks, or in the Manager’s office. We are not responsible for these items, but will to the best of our ability, try to maintain the safety and privacy of your possessions. These items are not to be taken into the work area. Please leave personal belongings in your automobile, dormitory room.

### **DORMITORY RULES AND BEHAVIOR**

You will be assigned to a unit with one to three other employees. The dorm units are not co-ed, females will room with females and males will room with males. You will

have a shared bathroom. There will be furniture and a bed provided, but you will need to bring your own sheets, pillows, and blankets. You will be responsible for keeping your sleeping area clean. ***Since up to six people will be using the same bathroom, it is important that you respect each other's privacy and clean up after yourself, each time you use the bathroom facilities.***

Each unit has a kitchen and common den area. Kitchen utensils and pots and pans are provided for cooking. Each unit has its own refrigerator, for you to store food as well. It is very important that you are respectful of each other's property. ***DO NOT EAT SOMEONE ELSE'S FOOD WITHOUT PERMISSION.***

The dormitory is provided by the owner at no cost. Utilities will be charged at the rate of \$40, every month. The utility charge will be deducted from your paycheck. You will be charged a housing deposit of \$100, taken in \$50 increments from your first two full paychecks. You will be refunded \$50.00 of your housing deposit on your final paycheck if you complete your contract, and leave your living area in clean and in good condition.

Quiet time will begin at 10:00 pm. There are several of you who will be scheduled to work by 6:00 am in the morning. It is important that you get the proper rest needed to work with the public in a courteous and professional manner. It is also important that those of you who are scheduled to close at night are quiet and calm after 10:00 pm for the opening crew, who may be sleeping at the time you get off work.

***Smoking, illegal drugs, and alcohol, are prohibited*** in the dormitory. You may smoke off the property. Alcohol may be consumed away from the property, if you are 21 years of age or older, and if you are off duty.

**OVERNIGHT GUESTS AND VISITORS THAT ARE NOT EMPLOYED BY IZAAK WALTON INN, EDDIES GROCERY GIFTS AND CAFÉ, AND GLACIER VILLAGE CAFÉ ARE PROHIBITED IN THE DORMS. DO NOT ASK.**

### **Dormitory Duties**

Employees living in the dormitory are responsible for the cleanliness of the unit they are living in, as well as, the outside building perimeter. Two employees will be put on weekly rotation for the outside perimeter of building.

- A. Employees on rotation will change weekly

Your responsibilities while on rotation, is to keep fellow employees accountable for the cleanliness of the Dormitory Perimeter and cement sidewalk and hallway. If you are unable to get the cooperation from any employee, report it immediately to a manager. There will be schedules and checklists for each rotational crew to fill out as part of their duties.

Weekly inspections of your living areas will insure that all units are clean.

## **Quick List of Rules to Remember**

- **Noise Curfew is 10:00 pm for the Dormitory. If you choose an activity that will disturb those around you, specifically employees that are scheduled to work early, take it at least 2000 ft. from the building. .**
- **Smoking and alcohol are not allowed on the property at any time.**
- **If you are under the age of 21, you may not consume alcohol at any time while employed with *IWI, EGGC and GVC* – it is the law. If you are 21, please act responsibly.**
- **It is your responsibility to keep your living area clean at all times. This includes the kitchen and dining area. We will conduct weekly inspections to insure employee accountability of your living area.**
- **Do not remove batteries from smoke detectors.**
- **Keep your dorm room locked when not there to avoid any theft.**
- **Stealing food from *IWI, EGGC, and GVC*, is no different than stealing money. We intend to monitor the kitchen and food closely. Keep your receipts after purchasing food for management to view upon request.**
- **Stay Dressed; *IWI, EGGC, and GVC* are Family operations.**