

**Glacier Village Cafe**  
ADMINISTRATIVE OFFICES  
290 IZAAK WALTON INN RD  
ESSEX, MT 59916  
406-226-4464

**Glacier Village Cafe Employee Handbook Verification Statement**

**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: \_\_\_\_\_

# GLACIER VILLAGE CAFE RESTAURANT

ADMINISTRATIVE OFFICES  
290 IZAAK WALTON INN RD  
ESSEX, MT 59916  
406-888-5700

## Hours of Operation

Restaurant hours vary depending on time of season:  
Open 7:00 A.M. – Close 9:00 PM. Daily

When the store officially opens, morning shifts should clock in no earlier than **30 minutes** before opening time to prepare store for morning business. On occasion, late customers may delay the normal closing time, and you may have to stay later to accommodate these shoppers. In addition, **all** closing duties i.e; sweeping, mopping, cleaning, straightening, folding and stocking **must** be done.

When the restaurant officially opens, selected personnel on a rotating basis must clock in no later than **30 minutes** before opening time to prepare for morning business. On occasion, late customers may delay the normal closing time, and you may have to stay later to accommodate them. In addition **all** closing duties **must** be done thoroughly.

## 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.

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

All of the above mentioned 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!!!!

### **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 immediately at 406-226-4464, 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 **Glacier Village Cafe** 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. This discount also applies to Izaak Walton Inn and Eddies Grocery. You are entitled to a 35% discount on all food purchases from the restaurant. This discount also applies to Eddies in Apgar Village and the Izaak Walton Inn in Essex, MT. Discounts are for *your personal purchases* only. ***You must have a receipt for all food and items from Glacier Village Cafe. 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**

Glacier Village Cafe has 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**

Glacier Village Cafe is a non-smoking property. Anyone caught smoking within the confines of the building, 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 Glacier Village Cafe 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 khaki or stone colored trousers and Glacier Village Cafe 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!***

## **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 leave yours at home!!!!.....

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 Glacier Village Cafe.**

## **Salary 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 servers are required to tip bussers, cooks, and dishwashers each shift.

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.

## **Store Business and Confidentiality**

Do not discuss store business with anyone outside the employ of Glacier Village Cafe Restaurant. Store finances including daily sales amounts, invoice amounts, markups, or any financial information you are aware of is also the strict confidential business of Glacier Village Cafe. 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 Glacier Village Cafe 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. A return form must accompany all returns!!!

### **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**

Glacier Village Cafe Restaurant, accepts Cash, Visa, MasterCard, Discover and normally accepted Travelers Checks. Although we do not accept Canadian Coins, we do accept 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 three 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 the cost of \$115.00 for every two weeks. The dormitory cost will be deducted from your paycheck. You will receive a \$100 rebate for every month worked at Glacier Village Cafe, if you complete your contract. A housing deposit of \$100 will be deducted from your paychecks. You will receive \$50.00 of your deposit when you leave Glacier Village Cafe 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.

### **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 the following takes place:

- A. Dusting
- B. Vacuuming
- C. Your belongings are in a neat and orderly manner
- D. The shower, toilet, sink floor and mirror in the bathrooms, are sanitary and clean.

### **Proper Attire**

Lastly, Glacier Village Cafe is a family establishment. We require our employees to be properly dressed, even if off duty. Anyone running around outside the dormitory in bathing suits without cover ups, pajamas, and or bathrobes will be given a warning.

### **Employee Mail**

You may receive mail at the following address:

Employee Name  
c/o Glacier Village Restaurant  
PO Box 443  
East Glacier Park, MT 59434

Emergency Calls: 406-226-4464

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

- Ø **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. .**
- Ø **Smoking and alcohol are not allowed on the property at any time.**
- Ø **If you are under the age of 21, you may not consume alcohol at any time while employed with Glacier Village Cafe – it is the law. If you are 21, please act responsibly.**
- Ø **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.**
- Ø **Do not remove batteries from smoke detectors.**
- Ø **Keep your dorm room locked when not there to avoid any theft.**
- Ø **Stealing food from Glacier Village Cafe, 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.**
- Ø **Stay Dressed, Glacier Village Cafe is a Family operation.**

## **Uniform Sign Out/In Sheet**

**OUT**

*DATE:* \_\_\_\_\_

*QTY:* \_\_\_\_\_

*SIZE:* \_\_\_\_\_

*EMPLOYEE:* \_\_\_\_\_

*MANAGER:* \_\_\_\_\_

**IN**

*DATE:* \_\_\_\_\_

*QTY:* \_\_\_\_\_

*SIZE:* \_\_\_\_\_

*EMPLOYEE:* \_\_\_\_\_

*MANAGER:* \_\_\_\_\_

**DORM CHECK IN SHEET**

**IN**

*DATE:* \_\_\_\_\_

*ROOM:* \_\_\_\_\_

**LINENS:** \_\_\_\_\_

**DAMAGE:** \_\_\_\_\_

\_\_\_\_\_

**EMPLOYEE:** \_\_\_\_\_

**MANAGER:** \_\_\_\_\_

\_\_\_\_\_

## **OUT**

**DATE:** \_\_\_\_\_

**ROOM:** \_\_\_\_\_

**LINENS:** \_\_\_\_\_

**DAMAGE:** \_\_\_\_\_

\_\_\_\_\_

**EMPLOYEE:** \_\_\_\_\_

**MANAGER:** \_\_\_\_\_

## QUESTIONS AND ANSWERS

### **CAN THE IRS BILL EMPLOYERS FOR TAXES ON TIPS EMPLOYEES DON'T REPORT?**

Yes, Section 312(q) of the Internal Revenue Code, which took effect in 1988, makes employers liable for FICA (Social Security and Medicare) taxes on all the tips their employees receive, whether the tips are reported or not. This has given the IRS a way to pressure employers to get more involved in employee tip reporting.

### **IF EMPLOYEES UNDERREPORT, ISN'T THIS BETWEEN THEM AND THE IRS?**

The responsibility for reporting and paying taxes on tips belongs solely to the individual employee. However, since underreporting can make both you and your employer vulnerable to an IRS audit, it's worth noting – **over and over** – about the importance of 100% tip reporting.

### **MY EMPLOYEE SAYS HER ACCOUNTANT TOLD HER SHE CAN REPORT ALL HER TIPS WHEN SHE FILES HER TAXES IN APRIL.....Is that true?**

No! Reporting tips on an annual basis is not acceptable. The law requires employees to report tips to their employers at least once a month if they receive \$20 or more in tips in a month.

Employees who, for whatever reason, don't report all their tips during the year may declare extra tips at tax-time-----but may face penalties for having failed to report income the way the law requires.

### **ARE EMPLOYEES PROTECTED FROM AUDITS IF THEY REPORT 8% OF SALES?**

No! That's a big misconception. Plenty of restaurant employees who reported 8% but earned more have been audited and billed for thousands of dollars in back taxes.

**Be careful about the advice you give your employees.** Don't declare tips for them, and don't tell them to report a specific amount of tips, like 8% of sales or charge-card tips only. Let them know the IRS expects them to report and pay taxes on 100% of the tips they keep after tip-outs.

### **WHAT IF EMPLOYEES' PAYCHECKS AREN'T BIG ENOUGH TO TAKE OUT ALL THE REQUIRED TAXES?**

This can happen. **First**, make sure you are withholding taxes in the right order; this is especially important in these "negative paycheck" situations. Check with your accountant or payroll service for applicable federal and state rules.

**Second**, let your employees know. They may want to give you some extra money to be applied to those under withheld taxes so they don't end up owing a lot at tax time or facing estimated-tax penalties.

**Finally**, if you aren't able to withhold the full amount of FICA taxes due on reported tips, make sure you note this as "uncollected Social Security taxes on tips" on the employee's W-2 Form. The notation is required by law.

## Tip Reporting

· **100% IS THE MAGIC NUMBER**

Employees must report and pay taxes on 100% of their tips—cash and charge card tips, and tips received from other employees, minus any amount tipped out.

· **EMPLOYEES ARE RESPONSIBLE FOR REPORTING TIPS**

The law requires anyone whose tips total \$20 or more in a month to report all tips to their employer at least once a month, or more often if their employer requires.

· **TIP REPORTING ISN'T JUST FOR SERVERS**

It's for servers, bus people, cocktail servers, bartenders, service bartenders, captains, maitre d, hosts coatroom attendants, and more---**anyone** who receives over \$20 in tips in a month.

· **EMPLOYEES OWE TAXES ON CASH TIPS TOO.**

The IRS is looking closely at cash tip reports because it says this is one of the biggest areas of noncompliance.

· **THE IRS REQUIRES EMPLOYEES TO KEEP A DAILY TIP DIARY**

An employee's daily tip records must show cash tips, charge card tips, tips received from other employees and any amount tipped out to others. The IRS is free to reconstruct tips for anyone who doesn't have records.

· **NO ONE IS SAFE FROM AN AUDIT IF THEY REPORT LESS THAN 100%**

Many employees think they won't get audited if they report tips of 8% or 10% of sales, or at least their charge card tips. That could get an employee in trouble if they earn more. 100% tip reporting is the law!

· **THERE ARE GOOD REASONS TO REPORT TIPS!**

100% tip reporting establishes an accurate record of income, keeps employees out of trouble with the IRS, and means higher Social Security and unemployment benefits.

· **THE IRS HAS WAYS TO ESTIMATE UNREPORTED TIPS**

Most restaurants have to file a form with the IRS each year on total sales, charge card tips, reported tips and more. This gives the IRS a way to trace tip income.

· **UNDERREPORTING MAKES THE WHOLE RESTAURANT A TARGET**

The IRS is zeroing in on restaurants where it suspects underreporting. This puts the entire staff plus the employer at risk of audits.

· **IRS TIP AUDITS ARE NO JOKE**

Underreporting violates the law. Besides income and Social Security taxes, employees will owe penalties and interest. The IRS can go back three years or more in cases of fraud. Some servers have been jailed for tax evasion.

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Employee Signature

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Date

## ***LAST CHECK AND HOUSING DEPOSIT REQUEST***

***Eddie' Restaurant & Gifts West Glacier, MT 59936***

***406-888-5361***

***406-888-5700 during off season***

I, \_\_\_\_\_, REQUEST MY LAST CHECK, HOUSING DEPOSIT, AND RENT BONUS (IF ELIGIBLE) TO BE DIPSERSED BY:

\_\_\_\_\_ Direct Deposit

Bank: \_\_\_\_\_  
Acct#: \_\_\_\_\_  
Rtng#: \_\_\_\_\_

\_\_\_\_\_ Paper Check

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

***DIRECT DEPOSIT AUTHORIZATION***  
***Each transaction costs .99 cents***

This authorizes Eddie's Restaurant and Gifts, to send credit entries (and appropriate debit and adjustment entries), electronically or by any other commercially accepted method to my (our) account(s) indicated below and to other accounts I (we) identify in the future (the "Account"). This authorizes the financial institution holding the account to post all such entries.

**Account #1**

Deposit (amount or %)

\_\_\_\_\_  
ACCOUNT TYPE (eg checking or  
Saving)

\_\_\_\_\_  
EMPLOYEE BANK NAME  
\_\_\_\_\_

BRANCH

---

CITY, STATE

---

ACCOUNT NUMBER

---

BANK ROUTING NUMBER (ABA#)

---

**Account #2**

Deposit (amount or %)

---

ACCOUNT TYPE (eg checking or  
Saving)

---

EMPLOYEE BANK NAME

---

BRANCH

---

CITY, STATE

---

ACCOUNT NUMBER

---

BANK ROUTING NUMBER (ABA#)

---

**This authorization will be in effect until the Company receives a written termination notice from myself and has a reasonable opportunity to act on it.**

---

**SIGNATURE**

---

**PRINTED NAME**

---

**DATE**