

WELLERS INC.



EMPLOYEE HANDBOOK

# Wellers Inc. Employee Information

Updated 5-3-2021

We're very happy to welcome you to Wellers Inc. Thank you for joining us! We want you to feel that your association with Wellers will be a mutually beneficial and pleasant one. You have joined an organization that has established an outstanding reputation for quality food and service. Credit for this goes to every one of our employees. We hope you, too, will find satisfaction and take pride in your work here.

This document provides answers to most of the questions you may have about Wellers. If anything is unclear, please discuss the matter with your manager. You are responsible for reading and understanding this manual.

## Wellers Mission Statement

*"To invite a person into your house is to take charge of his happiness for as long as he is under your roof." Savarin*

In this way, the customer is not treated merely as a vehicle for making money, but as an important guest in our house and as such, should be treated with the same kindness and thoughtfulness as guests in our own home. Small gestures mean a lot.

Wellers strives to hire people who will exemplify this attitude toward our customers and all people in general.

## History of Property

Located on the banks of the Saline River, Wellers endures as a symbol of an era long ago. The main building, what is now The Henry Ford Room, was built in 1845 by Schuyler Haywood as a water generated flour mill. The rough-hewn beams and original wood floors in this part of the building are original from that time. Mr. Haywood operated his flour mill into the 1900's.

Henry Ford purchased the building in the 1930s and restored the mill. The basement, which is now the Raisin River Room was constructed by The Ford Motor Company. The original time clock, boiler and wrought iron pipes still remain as part of the decor of this room. The Ford Motor Company produced soybean-based plastics and paints for cars, and parts for the bombers during WW2 in this building.

## Wellers Inc. Business Operation

This significant property now known as Wellers Inc. has been in existence for over 56 years. For the last 35 years it has been an in-house catering facility.

Wellers offers two banquet rooms each with its own ceremony grounds area:

- ◆ The Raisin River Room, on the lower level of the main building seats a minimum of 75 guests and a maximum of 116 guests. *The East Ceremony Grounds is the first one you see when you come down the drive named for being on the east side of the river/tailrace.*
- ◆ The Carriage House, the separate white frame building on the rear of the property, seats up to 202 guests. *The West Ceremony Grounds includes six acres allocated to the ceremony area with dedicated seating, 4 patios, outdoor bar area, dance pavilion, and fire pit.*

## Your Manager

Your Manager is a vital part of our team, and he or she will attempt to give you all the tools necessary to make you an effective member of our organization. Your Manager is directly responsible for planning the work schedule, reviewing your work, and providing you with whatever assistance you may need. Your Manager will arrange for your job training, coordinate your office activities, show you where things are, and help you to communicate your concerns.

An important part of your Manager's responsibilities is to answer questions, listen to your work problems, and take action where appropriate. As a member of the management team, your Manager can make your concerns known to upper management. Give your Manager your cooperation and feedback. Feel free to discuss any matter with him or her. If your Manager does not have an answer to your questions, he or she will make sure that you get one.

Although your Manager is directly responsible for orienting you to our Company, please keep in mind that a successful and rewarding career at Wellers is ultimately your responsibility.

## **Problem Resolution Procedure**

You are actively encouraged to bring questions, suggestions and complaints to our attention. We will give them careful consideration in our continued effort to improve our relationship and to eliminate problems at work.

When many people work together, situations may be viewed differently. Differences of opinion are bound to occur in almost any workplace. Your complaints, if not quickly resolved to the satisfaction of the Company and you can lead to a deterioration in individual and group commitment to our goals. While we cannot guarantee that we will always give you the answer you want, you can expect fair consideration of any problem or question that may arise. Although these matters are important, they are best resolved after a function rather than addressing it during a function.

## **Training Period & Procedures**

A skill sheet accompanies each job at Wellers. As different skills are achieved they are noted on this sheet by either a supervisor or a crew leader. All of the skills must be sufficiently completed and the trainee, confident in their ability, capable of working independently as a full member of our team.

## **Uniform /Dress Code**

Office Personnel:

Expected to wear appropriate office attire. Please dress professionally and conservatively.

Front of House:

Dress Code for front of house:

- Black dress pants
- Back nonskid shoes (not tennis shoes)
- White tuxedo shirts
- Bow tie
- Standard black vest

Kitchen Staff

- Black pants
- Black T-shirt
- Comfortable nonskid black shoes

Cleaning/Grounds Staff

- Casual work clothes
- Safe shoes. No open toes!
- Wear something that you are not worried about getting dirty

Arrive dressed and groomed and ready to go on line.

## **Your Work Hours/ Your Pay Compensation**

- To build a successful team, Wellers is committed to attracting and keeping good people. Our compensation program is structured to insure competitiveness in our industry. By and large, job performance is the single most important element in determining wage increases. Although your Manager is there to help, you alone are responsible for your success. The most important motivation, by any standard, is self-motivation.
- Wellers conducts regular office hours from Thursday to Monday with Tuesday & Wednesday being closed for business. If you have any issues with your paycheck please bring paperwork in on our weekday office hours or email to us at wellers2@aol.com

## **Work Schedules**

- The official payroll week for all employees begins on Monday morning at 12am and ends at midnight on Sunday.
- Schedules are posted two to three weeks ahead. They are update the Monday prior to the actual weekend you will work.
- Make sure you check schedules for changes before coming to work
- Please come to work dressed, fed and ready to work.!!
- Events at Wellers are typically scheduled for Fridays and Saturdays. Times to arrive vary on the event.

- No backpacks may be brought in
- No cell phones may be used while working
- No smoking allowed on premises
- Event worksheets - (instructions for each party) copies for waitstaff, bartenders, set-up crew and kitchen staff.
- Information on upcoming events

### **Payday**

- When you are hired, you have two options: having your check directly deposited into your bank account or getting a personal check.
- Paychecks are issued biweekly: every other Thursday.
- You may access your pay stubs using an app or online. Ask about name of app to download
- If you have a problem with your paycheck call, email or come in during our office hours not during the event.

### **Recording Your Hours - Punching In on Computer**

- You must punch in and out for our payroll to process timecards
- Use the computer located at the entry to the kitchen:
  - User Id is your first name last initial
  - The last 4 digits of your social security is your password
- If you fail to punch in and out correctly payroll cannot be processed on time and you will be docked 15 minutes for incomplete timecards
- You must punch out for all breaks and/or if you leave the premises

### **Employment Classifications:**

#### **At Will**

All employment with Wellers Inc. is “at will” which means that your employment can be terminated with or without cause, and with or without notice, at any time, at the option of either Wellers Inc. or yourself, except as otherwise provided by law.

#### **Part-time employees**

An employee who works less than a regular forty-hour work week is considered a part-time employee.

#### **Temporary Employees**

From time to time, Wellers Inc. may hire employees for specific periods of time or for the completion of a specific event. An employee hired under these conditions will be considered a temporary employee. The job assignment, work schedule and duration of the position will be determined on an individual basis. Summer employees are considered temporary employees.

#### **Update Your Information if Needed**

Keeping your personnel file up-to-date can be important to you with regard to pay and tax reporting. If you have a change in any of the following please notify the office as soon as possible:

- Name, Address, and Telephone Number
- Number of dependents
- Social Security Number
- Exemptions on your W-4 tax form

### **Communication**

Schedules are posted two weeks in advance online:

[https://www.wellersweddings.com/pages/body\\_Employees\\_Client%20Worksheets\\_&\\_Schedules\\_2010.htm](https://www.wellersweddings.com/pages/body_Employees_Client%20Worksheets_&_Schedules_2010.htm)

- Please bookmark this page on your phones. Though schedules are booked weeks in advance they may change. Please check schedules before coming to work. They are updated every Monday for the following work weekend.
- Schedules are also posted on the back of the kitchen door, so if you do not have access to computer, please check the schedule before you leave.

### **Worksheets**

- Each Event and Department has a worksheet that you will need to pick up when you arrive. Go over this worksheet with your team to see if you have any questions.
- Worksheets are in the folders over the Kitchen Computer where you punch in.

**Requests for time off**

- Must be received in writing or email at least two weeks in advance of the requested day. Every effort will be made to accommodate a request but at times we will be unable to grant a request. Requests are based on a first-come, first-serve basis.
- If you are unable to work a scheduled shift you must find your own replacement and have it approved by a manager at least one week in advance of the scheduled shift.

**Breaks**

- Punch out when leaving the property at any time.
- All hourly employees must punch out for lunch, dinner, or any breaks over 5 minutes long.

Important notices are posted above the time clock!

**Company Policies****Our Personnel Policies**

Our policy is to treat every employee or applicant with dignity and respect. We will always endeavor to select the best qualified individuals based on job-related qualifications.

**Smoking**

To provide a smoke-free environment and to maximize the comfort, health and productivity of all employees, smoking is not permitted while working. Smoking is not allowed inside any of the buildings and cigarette butts must be disposed of properly.

**Confidential Information**

Our customers and suppliers entrust Wellers Inc. with important information relating to their businesses. Any violation of confidentiality seriously injures our company's effectiveness. Never discuss our business transactions with anyone who does not have a direct association with the transaction. Even casual remarks can be misinterpreted. Your employment with Wellers Inc. assumes an obligation to maintain confidentiality, even after you leave our employ.

**Parking Policy**

To maximize parking for guests at Wellers Inc., employees cannot use parking areas at Wellers when a function is being held that day. Employees must park vehicles at the outer street side of the strip mall adjacent to Wellers.

### **Personal Behavior & Work Ethic**

- ◆ No drinking
- ◆ No profanity
- ◆ Work as a team. Do your part. Don't expect others to take up the slack!
- ◆ Do not disappear during your shift
- ◆ No Wellers staff is allowed to serve alcohol or deliver an alcoholic beverage to any customer. This is a state law!
- ◆ Treat customers and fellow employees with respect at a minimum and kindness even better
- ◆ Cell phones must be left in your vehicle
- ◆ No back packs, or large bags are not necessary or allowed

### **Employee Meals**

All leftover food from the buffet line is to be returned to the kitchen after serving. The kitchen manager will decide what people are allowed to take home. If employees wish to take food home after work they must provide a suitable storage dish with your name on it. No food should ever be eaten before serving! Food that is prepared is in accordance with what has been allocated for each party.

### **Attendance and Punctuality**

You were hired to perform an important function as part of our team. As with any group effort, it takes cooperation and commitment from everyone to operate effectively. Your attendance and punctuality are very important. When you are not on the job, it creates an added burden on your fellow employees and interferes with guest service. Good attendance is something that is expected from all employees. It is your responsibility to Wellers, our guests, and to your fellow employees. If you are going to be late you must call and inform your manager before your start time.

### **Personal Visits and Telephone Calls**

Disruptions can lead to errors or delays. To avoid mistakes or problems, personal visits during work hours are prohibited. Likewise, personal telephone calls must be restricted to emergency situations only. Cell Phones are not allowed, please leave them in your car.

### **Off-Duty Access**

For your protection and safety, employees are not permitted to enter the facility or exterior areas at any time when they are not scheduled to work. An off-duty employee should not engage in conversation with an employee who is working. This interferes with the operation of our facility.

### **Customer Relations**

Our customers impression of our company is greatly formed by the people who serve them. In a sense, regardless of your position, you are an ambassador for our company. The more goodwill you promote, the more our customers will respect and appreciate you and Wellers Inc.

Here are several things you can do to help give customers a good impression of you and our company:

- Act competently and deal with customers in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other employees at all times.
- Follow up on orders and questions promptly, provide business-like replies to inquiries and requests, and perform all duties in an orderly manner.
- Take great pride in your work and enjoy doing your very best.

### **PREVENTING ACCIDENTS**

We all have a responsibility to each other to make this a safe place to work. If you see any unsafe situation or practice, report it to your Manager immediately.

If you have or observe an accident involving a personal injury, even if it appears minor, report it to your Manager.

Blank Incident Reports are located by the time clock in the main kitchen. The manager must be notified and an incident report must be filled out for every occurrence involving an injury -no matter how minor it may at first appear.

Every effort has been made to make this a safe working environment but it takes everyone's effort to make it continue to be one.

## **Rules We Should Live By**

- Working with the public is a Public Relations job-smile smile, smile!
- If you open it - close it
- If you turn it on - turn it off
- If you unlock it - lock it.
- If you move it - put it back.
- If it belongs to someone else and you want it - get permission.
- If you borrow it - take care of it and return it
- If you don't know how to operate it - leave it alone.
- If you use it - take care of it.
- If you break it - repair it.
- If you can't fix it - call someone.
- If you mess it up - clean it up.
- If it will brighten someone's day - say it!!
- If you don't want it done to you - don't do it to anyone else!

## **What You Can Expect From Wellers**

- Operate an economically successful business so that a consistent level of steady work is available.
- Select people on the basis of skill, training, ability, attitude, and character, without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability that does not prohibit performance of essential job functions.
- Pay all employees according to their effort and contribution to the success of our business.
- Review wages and working conditions constantly with the objective of providing maximum benefits in these areas, consistent with sound business practices.
- Develop competent people who understand and meet our objectives, and who accept with open minds the ideas, suggestions and constructive criticisms of fellow employees.
- Make prompt and fair adjustment of any complaints which may arise in the everyday conduct of business.
- Respect individual rights, and treat all employees with courtesy and consideration.
- Provide buildings and offices that are attractive, orderly, and safe.
- Promote employees on the basis of their ability and merit.
- Keep all employees informed of the progress of Wellers Inc. as well as Wellers Inc.'s overall aims and objectives.
- Do all these things in a spirit of friendliness and cooperation so that Wellers Inc. will continue to be known as "a great place to work!"

## **What Wellers Expects From You**

Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees and maintain a good team attitude. How you interact with fellow employees and those whom Wellers serves, and how you accept direction can affect the success of your department. Whatever your position, you have an important assignment: perform every task to the very best of your ability.

Remember, you help create the healthful, pleasant and safe working conditions that Wellers Inc. intends for you. Your dignity and that of fellow employees, as well as that of our customers, is important. Wellers Inc. needs your help in making each working day enjoyable and rewarding.

## **If you Must Leave Us**

Your employment with Wellers is not for any stated period of time or controlled by any type of contract. Consequently, you may choose to resign at any time. Similarly, the Company may terminate the employment relationship at any time it believes is appropriate. We understand there may be circumstances in which may necessitate the termination of your employment with us. If you decide to resign, we request that you provide your Manager with as much advance notice as possible: hopefully, at least ten working days prior to your intended date of departure. Your thoughtfulness will be appreciated and will be noted on your employment record. To the extent we are able to do so, we will try to permit you to leave as soon as possible. You will be paid for all time actually worked.

## **Notice**

The policies in this Manual are to be considered as guidelines. Wellers Inc., at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Manual at any time without prior notice. Any such action shall apply to existing as well as future employees with continued employment being the consideration between the employer and employee. Employees may not accrue eligibility for monetary benefits that they have not earned through actual time spent at work. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked. No one other than the president of Wellers Inc. may alter

or modify any of the policies in this Manual. No statement or promise by a supervisor, manager, or department head may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this Employee Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Manual, but only the subject provision. From time to time, the information included in our Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including postings on the company bulletin boards and in-house notices.