

golden corral



Help Yourself to Happiness™

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The practice, policies, and procedures outlined in this handbook will give you a broad summary to help you at Golden Corral. This handbook is designed as an orientation, so please ask your Manager if you have any questions that are not covered or any policies that may not be clear.

The information provided here is general. Everything discussed applies to all Co-workers. However, certain jobs require specific practices and procedures which will be covered in your training. Please read this handbook carefully and thoroughly and keep it for future reference.

Material presented in this handbook is for informational purposes only. Nothing in this handbook is a contract or employment guarantee. Employment is terminable at will, with or without cause, at the instance of either party. Statements of policy, procedures, practices and benefits are subject to change at any time, with or without notice. Your Manager will notify you promptly of any changes.

History

In 1971, James H. Maynard and William F. Carl conceived the idea that became Golden Corral. From the time the decision was made to enter the family steak house business, the groundwork began to provide a system and quality that would be the foundation for a successful restaurant chain.

The effort extended during 1971 and 1972 paved the way for the opening of the first Golden Corral Family Steak House on January 2, 1973, in Fayetteville, North Carolina.

Within three months of opening the first restaurant, the company was on its way to acquiring a second location. The second Golden Corral opened in June 1973 in Raleigh, N.C. on Glenwood Avenue, and a third was built a short time later in Fayetteville.

The trend for growth has continued. Today, we continue to offer our guests tasty food at a great value served by friendly Co-workers in a clean restaurant. Golden Corral has a goal of being the leading family restaurant company in the world; we can do this by focusing on serving our guests better.

Golden Partners, Inc. joined the Golden Corral team in July of 1992 as one of the first multi-unit Franchisees.

Current Status

Currently, there are Golden Corral Restaurants and Franchisee restaurants nationwide in over 30 states. These restaurants are providing delicious food and quality service in both rural and metropolitan markets.

Company Structure

The Golden Corral Corporation is headquartered in Raleigh, North Carolina and has 6 Division Offices throughout the country. In each division office there is a team of specialists in the areas of human resources, training, marketing, franchise, and administration who help support the restaurants.

Golden Partners, Inc. is an independently owned and operated franchisee of Golden Corral. Golden Partners is based in Fort Smith, Arkansas.

Equal Employment Opportunity

Golden Corral's policy is to provide equal employment opportunities for all applicants and Co-workers, regardless of race, religion, color, national origin, ancestry, sex, age, marital status, disability, or veteran status. We base our hiring decisions on job-related qualifications.

The Equal Employment Opportunity policy extends to all areas of our employment practices, including recruiting, hiring, training, promotion, pay and benefits.

Discrimination and Harassment

To ensure an environment of respect, Golden Corral has a policy that forbids any form of harassment or discrimination. Any conduct which may affect an applicant's or Co-worker's employment opportunities or create an offensive work environment is prohibited.

Upon knowledge or request, Golden Corral will investigate the circumstances of any Co-worker who believes to have been subjected to harassment or discrimination. If the investigation finds that harassment or discrimination has occurred, Golden Corral will take prompt action to remedy the situation. You will be informed of the results of the investigation. The action could include discharge of the offending party. Golden Corral will also take steps to prevent reoccurrence of harassment or discrimination. Co-workers are obligated to report prohibited conduct and to assist in any investigation.

Employment of Relatives

Golden Corral recognizes the natural desires of Co-workers to urge and assist their relations to seek careers with the company. However, the employment of relatives may create problems which may not otherwise arise.

Golden Corral will not permit a relative to be under the direct or indirect supervision of another relative. Also, the company discourages the employment of relatives at the same restaurant.

Open Door Policy

Golden Corral's Open Door Policy is designed to ensure that every employee, regardless of position, be treated with respect and in a fair and just manner at all times. We desire to understand and aid in solving problems which arise in connection with your work. The only way we can do this is to know your problems and complaints. **NO MEMBER OF MANAGEMENT IS TOO BUSY TO LISTEN TO YOUR PROBLEMS OR COMPLAINTS.**

Follow the procedures outlined below to have your complaints handled more effectively:

1. Carefully document any complaint and talk the matter over with your Manager as soon as possible. Your Manager will make every effort to resolve the situation.
2. If you do not feel comfortable talking about the problem with your Manager, call the District Manager.
3. If you feel that you have not received a fair and helpful answer in a reasonable length of time, call the Corporate Office and ask to speak to the President.

Golden Corral is committed to ensuring that all employees are treated fairly and considerately. We want the opportunity to assist in resolving problems and to make Golden Corral a pleasant, professional place to work and dine.

Fast Tracks

Training all Golden Corral Co-workers to be their best is our goal, so we offer Fast Tracks, a Co-worker training program. Entry-level Co-workers are introduced to this program and begin an orientation/practice in a skilled position. Co-workers can then chart their own progress, reach a proficiency level in this position, and become certified.

In addition, there is a Fast Tracks program for Crew Leader and Crew Trainer. As a Crew Leader, a Co-worker is responsible for a team of other Co-workers in specific positions. Crew Trainers are responsible for training new Co-workers. The Fast Tracks program is administered by a Crew Trainer or the Certified Assistant Manager. If you have any questions regarding the training program, ask your Manager for more details.

New Co-Workers

Even though you are a new Co-worker now, soon you will not be “new.” As more new Co-workers join the team, you will be responsible for helping make them part of Golden Corral and teaching them that team work means

Take
Every
Available
Moment,
Work
On
Retaining
Customers

All new Co-workers deserve a warm welcome to Golden Corral. Be cooperative, understanding, and re-assuring as you assist new Co-workers. Do your best to help them become a member of the Golden Corral team. Help them as much as possible during their training. Tell them what makes Golden Corral special. Encourage them to become members of the 100 Club by introducing them to the guests. Remember, Golden Corral is team-oriented and new Co-Workers are part of your team.

Co-Worker Awards

Knowing our guests is very important. All Co-workers are encouraged to become members of the 100 club. To become a member of the 100 Club, you must learn 100 guests by name. Your manager will give you a form to fill out and will test you on your knowledge of identifying guests. Once you have learned 100 guests by name, you can continue learning more guests and become a member of the 200, 300, 400, 500, and 1,000 Clubs.

Co-Worker Meetings

Occasionally, your Manager will hold meetings at the restaurant. These meetings are for your benefit and you are expected to attend. Meetings are informative and may consist of special programs, marketing information, safety awareness, and a chance to offer feedback. You will be paid for attending meetings at your normal hourly wage. Tipped Co-workers will be paid minimum wage.

Guest Service

At Golden Corral, we believe that to make our mission statement, “Making Pleasurable Dining Affordable®,” a reality for each guest, we must extend a warm, sincere hospitable attitude to all guests as we would to a guest in our own home. Your job is very important because everything you do affects ALL guests. To provide superior guest service, we must not only meet our guests’ expectations, but also exceed them. We constantly monitor how the guest feels about Golden Corral through Customer Feedback Reports, comment cards, telephone calls, and personal contact. Our goal is to gain guests, retain them, and have them return.

Every Co-worker is responsible for “Making Pleasurable Dining Affordable®.” We must ensure excellent guest service in every area.

Part of our guest service is measured by the CSQ – Cleanliness, Service, and Quality. At Golden Corral, each Co-worker plays a vital role in upholding all CSQ standards. Your manager will show you a CSQ form and explain your role in assuring the highest standards in Cleanliness, Service and Quality.

Another way we measure guest service is through the Customer Feedback Report. Guest use this form to rate all areas of service at Golden Corral and to help us ensure that we always serve excellent food in clean restaurants by friendly people.

Please review these next few pages carefully and use the guidelines to offer Golden Corral’s superior service to all guests.

Guest Expectations

Guests always expect us to:

- Greet them when they enter the restaurant.
- Establish eye contact and smile; be friendly.
- Maintain a professional image in both appearance and behavior.
- Take the time to explain our menu and service procedures.
- Seat them as soon as possible.
- Keep dining room, bar area, and restrooms clean, neat, and well equipped.
- Serve hot food hot and cold food cold.
- Serve tasty fresh food.
- Provide correct portions.
- Provide consistent CSQ from restaurant to restaurant.
- Be cooperative and agreeable.
- Apologize for and quickly correct any mistakes.

We should exceed our guests’ expectations by:

- Treating them as our number one priority.
- Responding immediately to their requests and needs.
- Offering assistance to those with special needs.
- Recognizing return guests as regulars and calling them by name.
- Doing something to make them smile.
- Taking an extra step to ensure their orders are complete.
- Offering them complimentary coffee at the end of their meals.
- Giving them our undivided attention while serving them.
- Handling special orders and telephone orders cheerfully.
- Expressing sincere appreciation for their visit, no matter what time of day.
- Inviting them to come back.
- Answering the phone quickly and in a pleasant tone.

Guest Complaints

Occasionally, guests may complain about the food, service, cleanliness, or some other item. If guest complaints are handled properly, you can turn the worst complaints and most disgruntled guests into the most loyal patrons whose repeat business is essential. Remember: the best way to handle unhappy guests is to make friends with them. Never try to find fault with the guest. The measure of success is whether or not the guest is satisfied. Follow these rules for handling guests' complaints:

Act Immediately:

- Handle a guest's complaint immediately. DO NOT make an unhappy guest wait for you or someone else to handle the problem.
- Listen carefully to the complaint.
- Try to handle the problem yourself if possible. Alert the Manager or the person in charge either for assistance or to handle the problem, if necessary.
- Give recooks a priority. A hungry, unhappy guest can be very uncomfortable and should not have to wait any longer than necessary.

Remain Calm:

- Keep a calm composure.
- Help calm the guest. Acknowledge the complaint as legitimate and encourage feedback.

Communicate:

- DO NOT debate or argue with the guest. Excuses seldom satisfy guests; do not try to tell them an elaborate story of being short staffed or having a bad day or something similar.
- Be sincere and do not try to minimize the problem or make the guest feel that they are being trivial.
- Be honest and tell the guest how you are going to deal with the problem.

Communicate (continued):

- Invite the guest's feeling and do not make the guest "wrong."
- The guest is always right.
- Offer the appropriate amends. If necessary, contact the manager who may either pay for the guest's meal this visit or offer a free meal on the next visit.
- If accidents or spills involving clothes happen, the Manager may want to pay for the dry cleaning or if possible, buy a new item for the guest.

Nurture:

- Apologize sincerely for the problem.
- Thank the guest for allowing you to serve them.
- Invite the guest to return and promise a better dining experience next time.

GPI Credit / Debit card Acceptance Policy

This policy applies to all store employees including Managers, Co-workers, and District Coaches.

All credit card numbers that appear on receipts / reports are required to be truncated. Both the customer's copy and the store's copy of the credit card receipt must be truncated. If you notice that any receipts have the customer's full account number, you must notify the Golden Corral Help Desk immediately to have the full number removed. It is against the law to copy or electronically record any data from the customer's credit / debit card for any reason. All credit / debit card receipts must be placed in the register after the transaction. The Manager in Charge (MIC), will then place these receipts in a secure location, either in the office or in the safe, and send them to the office in the weekly packet. In the event a customer leaves their credit/debit card at the store it is to be turned in to the MIC. The MIC will store the card in a secure location for 48 hours. If no contact has been made with the customer after this time, the MIC should call the 800 number on the back of the card and follow the directions given for disposition of the card.

Failure to follow the GPI Credit / Debit Card Policy may result in termination.

Cellular Phone Use

Some employees of GPI will be issued cell phones and/or other wireless devices.

Cell Phones In Restaurants

No cell phones, PDA's or other WiFi enabled devices will be allowed in the restaurants unless they are paid for and authorized by the company. Pagers and beepers are also not allowed. This applies to salaried Management as well as hourly employees. Only authorized personnel such as Above Store Leaders and other field people whose phones are provided and paid for by GPI will be allowed to have phones in the restaurants.

Driving Using Cell Phones

The use of cell phones/PDA's while driving has resulted in numerous accidents and we advise you wait until you have stopped the car prior to using your cell phone/PDA. However, if you choose to use the cell phone while the car is in motion, please use caution and follow these suggestions:

1. Familiarize yourself with every feature and function of your phone, especially placing and receiving calls.
2. Program frequently called numbers into your phone's memory.
3. Wait until you stop at a light or pull off the road to dial – or ask your passenger to dial for you.
4. Make sure your phone is easily accessible, within comfortable reach and as close to your line of vision as possible.
5. Do not use your cell phone in distracting traffic situations.
6. Use caution when you stop to use your phone, parked callers have been victims of phone theft and other crimes.
7. If you need to make notes, stop the car or use your voice mail.
8. Disconnect your cellular phone if using jumper cables – the power surge could burn out your phone.

Please Note: Every attempt should be made to not use your cell phone/PDA while your vehicle is in motion. Some jurisdictions even restrict/prohibit the use of cell phones while operating a moving vehicle. It is the responsibility of each driver to be aware of such laws and to operate in accordance with the laws.

Use of Company Provided E-Mail and Information Technology

Information technology, including but not limited to e-mail, intranet access, voice mail, computer equipment, data, databases, files and software may be provided to some employees and others associated with the company. At the store level, e-mail and the intranet are to be used by members of management only. No team member is to use e-mail or the intranet.

All communication or information stored on or transmitted is the sole property of the Company and you waive any expectation of privacy with respect to anything you create, store, send, receive or otherwise do in connection with your use of the technology.

The Company has the right, without creating any obligation to do so, to access, audit and monitor any communication or information you create, store, send or receive in connection with your use of the System. Information obtained in the course of such access, auditing and monitoring of the System may be used or disclosed, by the Company, at its sole discretion or election to third parties without notice to you.

Any misuse of the System is expressly prohibited. "Misuse" includes, without limitation:

1. Using the System for non-business purposes, including chain letters, spam, computer games, personal web "surfing," and other activities not conducted solely for the purpose of Company business;
2. Using the System to send, receive, print, display, perform, or otherwise disseminate material that, to a reasonable person may be abusive, obscene, pornographic, defamatory, harassing, grossly offensive, vulgar, threatening or malicious;
3. Using the System in a way which actually or potentially infringes any copyright, trademark, patent, trade secret or other intellectual property right;

Use of Company Provided E-Mail and Information Technology (continued)

4. Attempting to access or using any part of the System assigned to another person for which you have not been granted authorized access to, or otherwise undermining or circumventing security restrictions within the System;
5. Downloading, using or installing any unauthorized or unlicensed software or data, including, without limitation, screen savers, games, time or logic bombs, lockout or disabling devices or code, Trojan horses, viruses or worms;
6. Installation or use of any program not authorized by Company;
7. Using the System to engage in any other activity deemed by Company to be in conflict with the spirit and intent of this Policy.

The Company may, from time-to-time amend or modify this Policy. In such event you will be provided with a written or electronic copy of the amended or modified Policy. Your use of the System after being provided with such amended or modified Policy shall be deemed to be with full knowledge and acceptance of all terms therein.

While GPI has provided WiFi access to paying customers in our restaurants, this technology is not to be used by employees, either during or after working hours. This applies to all managers and hourly employees. In addition, employees are not to bring their own cell phones, PDA's or personal computers to work.

SOCIAL MEDIA STANDARDS

With the popularity of new social media (“**Social Media**”), such as YouTube, MySpace, Facebook and Twitter, it’s important that you understand how your behavior and participation on Social Media can affect yourself, your job and **GPI and Golden Corral**. You are personally responsible for anything you do, say and post on Social Media, even if you do not use your real name. As an employee at a **GPI** restaurant, you must follow these social media standards listed below at all times.

STANDARDS

DON’T use any type of camera, video or recording device, including cell phone cameras, in the restaurant. The only exception is for recognition activities or other business uses approved by your District Coach, using company provided equipment.

DON’T post or text any of the following:

- Videos or photos of the restaurant or anything that happens in the restaurant.
- Videos, photos or sound recordings that violate workplace policies, including Food Safety Procedures and Anti-Discrimination and Harassment Policy.
- Inappropriate videos or photos that reflect poorly on yourself, your job, GPI or the brands we operate, or your community or could harm another person’s reputation.
- GPI or Golden Corral brand information, including operational standards, job aids, training materials, workplace policies and product specifications.
- Personal information of others, such as name, phone number, address and Social Security number

DON’T claim or leave the impression that you are speaking on behalf of Golden Corral, GPI or the brands we operate.

DON’T use Social Media to complain or report concerns about things that happen in the restaurant. Instead, talk with your Restaurant General Manager or your District Coach.

SOCIAL MEDIA STANDARDS (CONTINUED)

DO make it clear that what you are saying on Social Media is your own opinion.

DO think about the possible effects of your post before you create or publish it.

DO keep in mind that the franchisors and/or GPI monitor online postings and will report **ANY** crimes, including theft, vandalism, health code violations, food tampering / safety issues, to the proper authorities.

DO call the GPI Corporate office at (800) 722-5022 if someone is videotaping or taking pictures anywhere in your restaurant without permission from your District Manager.

NOTE: This does not apply to recognition activities and other approved business uses, with company provided equipment.

•GPI/Golden Corral employees must not use Social Media to make statements or to communicate personal non-business information which would violate any of our Handbook Rules or Policies and Procedures. For Example: Sexual Harassment Policy, sexual comments/innuendo, threats of violence, bullying, etc.

REMEMBER:

• **If you violate any of these Standards, you WILL be:**

- **Subject to discipline, up to and including termination.**
- **Subject to criminal charges if you violate any food safety standards or otherwise tamper with any food in the restaurant.**

• **Even when you delete a post, it can be stored online forever.**

Telephone Usage

The business telephone should not be used to receive incoming calls or place outgoing calls for personal business. The exception to this rule is an emergency situation. If you receive a call while you are working, someone will take a message for you and you may return the call at your next break or at the end of your shift.

Meal Policy

Co-workers receive their meals at half-price during their shifts and beverages are free. Ask your Manager about specific procedures for Co-worker meals, including if there is a designated seating area for Co-workers. After eating your meal, clean your table thoroughly. Never leave a dirty table for other Co-workers to clean up or for guests to use.

Co-workers will not receive a discount for meals purchased while not on duty. This applies to meals to be taken off premises.

Bulletin Board

The bulletin board contains information regarding schedules, meetings, and other pertinent information. In each restaurant, certain state and federally-required notices are posted. Your manager can give you guidelines as to what can be posted on the bulletin board. Please read notices on the bulletin board on a regular basis.

Co-Worker Parking

Specific parking areas are assigned for Co-workers. The parking areas near the front are for our guest's use. At closing, you should move your vehicle to the front of the restaurant for safety reasons. If you have any questions about parking, ask your Manager.

Co-Workers must enter through the front door. The back door is to remain locked at all times.

Personal Property

Golden Corral is not responsible for the theft of, loss of, or the damage to personal items. Keep your personal belongings in a safe place recommended by your Manager. Bring only necessary items to work.

Golden Corral's Safety Program

Golden Corral is concerned about the safety of Co-workers and guests. To ensure a safe environment, practice a clean-as-you-go attitude. Slips and falls are the major cause of accidents, so always wipe spills immediately, clean floors regularly and thoroughly, and use "wet floor" signs. Use caution when using any equipment. Report any equipment problems to the Manager immediately. Always ask for instruction or assistance if necessary.

OSHA

Your Manager will review the OSHA Hazard Communication Manual, which is kept in the office with you. The OSHA manual contains Safety Data Sheets (SDS) on all hazardous chemicals (such as cleansing agents) in use in the restaurant. Your Manager will show you where the chemicals are stored and explain what you should do in case of an emergency. You must sign the SDS manual sign-off log.

Accidents and Emergency Situations

Immediately notify the Manager or the person in charge of any accidents or emergency situations. An accident involving a minor injury can be treated in the restaurant using the First Aid Kit. If medical assistance is necessary, contact the proper emergency service.

In case of any emergency, notify the Manager or the person in charge immediately. Follow these guidelines when handling an emergency:

- Remain calm. Never place yourself, other Co-workers, or guests in danger.
- Do not attempt to perform first aid procedures if you are not trained. Never administer aspirin or any type of medicine.
- Never acknowledge or state that Golden Corral is responsible. This can result in legal action and lawsuits, even if Golden Corral is not responsible.
- Turn off the power source during a grease fire. Never use water or grease on electrical fires. Use a chemical extinguisher only.
- Cooperate fully with robbers. After the robber has left, immediately contact the police and complete the robbery description sheet. If the Manager is not in the restaurant at the time of the robbery, contact the Manager as soon as possible.
- Keep an injured person comfortable and the area near the person clear.

Vacation

If you are an hourly paid employee, you'll be eligible for one week of paid vacation after you have completed ONE year of continuous employment from your service date, two weeks of paid vacation after you have completed TWO years of continuous employment from your service date and three weeks after you have completed TEN years of continuous employment from your service date. You will be paid on the 1st check of the following month of your anniversary month. It will be an average of the last 12 weeks prior to anniversary date.

1 year of continuous employment = 1 week of paid vacation
2 years of continuous employment = 2 weeks of paid vacation
10 years of continuous employment = 3 weeks of paid vacation

Your regular hourly rate X The average of the last 12 weeks pay
Prior to anniversary date

Overtime hours are included, but don't
Pay time and a half on overtime hours

Your rate of vacation pay is computed according to the average hours per week during the 6 pay periods prior to your anniversary date multiplied by your current hourly rate of pay. The number of weeks you are eligible for are then multiplied by your rate of vacation pay. If you transfer directly from one Golden Corral to another one and both managers approve, your original date of hire will be used for calculation of your vacation.

Leave of Absence

Personal/Sick/Disability

The Family and Medical Leave Act of 1993 requires Golden Partners, Inc. to provide up to 12 weeks of unpaid, job-protected leave to "eligible" co-workers for certain family and medical reasons. Co-workers are eligible if they have worked for Golden Partners, Inc. for at least one year, and for 1,250 hours over the previous 12 months, and if there are at least 50 employees within 75 miles.

Reasons for Taking Leave

Unpaid leave must be granted for any of the following reasons:

- To care for the Co-worker's child after birth, or placement for adoption or foster care;
- To care for the Co-worker's spouse, son or daughter, or parent who has a serious health condition; or
- For a serious health condition that makes the Co-worker unable to perform his/her job.

At the Co-worker's or Golden Partners, Inc. option, certain kinds of paid leave may be substituted for unpaid leave.

Advance Notice and Medical Certification: The Co-worker may be required to provide advance leave notice and medical certification. Taking of leave may be denied if requirements are not met.

- The Co-worker ordinarily must provide 30 days advance notice when the leave is "foreseeable".
- A Co-worker may require medical certification to support a request for leave because of a serious health condition, and may require second or third opinions (at the expense of Golden Partners, Inc.) and a fitness for duty report to return to work.

Job Benefits and Protection:

- For the duration of FMLA leave, Golden Partners, Inc. must maintain the Co-worker's health coverage under any "group health plan."
- Upon return from FMLA leave, most Co-worker's must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.
- The use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of a Co-worker's leave.

The above is a brief overview of the FMLA. A detailed explanation of the FMLA outlining your rights and responsibilities along with necessary forms to request leave can be obtained from your restaurant General Manager or the Golden Partners, Inc. general office.

Military:

Your Manager will approve an unpaid leave of absence for a military commitment. In your written request, state the specific type of military activity (such as the National Guard or the Reserves) and when you will return to work. Notify your Manager at least a week prior to your return.

Rules of Conduct

The following list of rules is not intended to be inclusive. Your Manager may include other rules as necessary. Violation of these rules can result in disciplinary action up to and including dismissal. The following conduct is strictly prohibited and will not be tolerated:

1. Being intoxicated, being under the influence of any illegal drug, and taking or possessing any illegal drugs or alcohol while on duty or on the restaurant premises.
2. Possessing firearms and weapons on the restaurant premises.
3. Fighting with another Co-worker, guest, or visitor.
4. Clocking in or out for someone else or having someone else clock in or out for you.
5. Disobeying the Manager's instructions.
6. Misusing or misappropriating company funds, material or property.
7. Conducting yourself indecently or harassing another Co-Worker or guest while on duty.
8. Intentionally damaging company property.
9. Using profanity or being rude to guests or other Co-workers.

Solicitation and Distribution

Asking for donations, selling goods, or handing out literature among Co-workers is only allowed if your Manager approves. Never ask for donations from, sell goods to, or hand out literature to guest.

Statement of Pay

The payroll department calculates the taxes to be deducted from your paycheck as required by federal, state, and city tax laws. Payroll then forwards the money to the proper government agencies. You will be paid bi-weekly. Your manager will tell you the pay period and the normal pay date. If you qualify for benefits, you may tell GPI to deduct insurance premiums. (NOTE: You will be paid for all Co-worker meetings at your normal hourly rate. Tipped Co-workers will be paid at minimum wage).

Paycards/Direct Deposit

You will be paid every two weeks.

- Employees will be given the option of receiving their pay on a paycard or via direct deposit
- Ask your Manager what day of the week your pay comes
- If your payday changes, or if there are problems with your pay, your Manager will tell you.
- If you have questions about your pay, ask your Manager.

Salary Advances

Managers are not allowed to make payroll advances or give temporary loans to Co-workers from company funds.

Tips

The Internal Revenue Service (IRS) requires that any employee earning tips must report all tips received. It is your responsibility to report all tipped income by completing a daily tip journal. You are subject to audit by the IRS. Also, calculations for benefits under worker's compensation will include only reported tips.

Overtime

If you work more than 40 hours in one work week, those hours are considered overtime. Your Manager must authorize, approve, and initial all overtime hours. Overtime pay is 1.5 times your hourly rate.

Deductions

The company will withhold legally required deductions from your paycheck, such as taxes or deductions ordered by Federal or State authorities. The company will withhold voluntary deductions (such as insurance) from your check if you specifically authorize such deductions.

Work Schedule

Discuss with your Manager the specific rules regarding your work schedule. Submit any requests to your Manager in writing before the schedule is posted. Your Manager will specify the rules concerning the schedule posting, special requests, and emergency situations.

Attendance, Absence, Punctuality

Attendance and punctuality are important and evaluation factors. You should maintain a good attendance record and make sure that your attendance will not create a hardship for your Co-workers or Manager.

If, for any reason, you cannot report to work on time or at all, contact your Manager as soon as possible (preferably four hours) in advance. If your Manager is not at the restaurant, you may speak to whomever is in charge. NEVER send messages by friends or other Co-workers. Failure to report to work without calling in or frequent tardiness will result in disciplinary action up to and including dismissal.

Resignation

Resignation is defined as the voluntary termination of employment. If it is necessary for you to resign, please submit a written notice at least two weeks in advance. You will be paid through your last day of work. The paycheck for this period will be available with the other Co-workers' checks on the next scheduled payday. Exceptions to this policy will be only as state laws require.

Exit Interview

If possible, Golden Corral gives all employees an exit interview if and when they leave. The exit interview is an opportunity for you to express your thoughts and feelings about your work, training, and any other areas of the operation. Your feedback may give us an opportunity for improvement.

Personal Appearance

Uniforms

Your Manager will provide uniforms for you at no cost. Consult with your Manager for the number of uniforms you will receive. Uniforms must be returned properly cleaned and on hangers upon leave of absence or termination.

Blue jeans and corduroys are not allowed. All attire must be in good condition; do not wear torn or frayed clothing. Male Co-workers must wear socks and female Co-workers must wear neutral colored hosiery while on duty. Shoes must be clean and polished.

Your Manager will instruct you on where to wear your name tag or any promotional buttons. You must arrive at work fully-dressed, prior to entering the building.

Attitude and Appearance

In addition to a positive and professional attitude, the Co-worker should have a positive and professional appearance. The dress code may vary slightly according to position, but basic requirements are:

- Clean pressed blouse or shirt, dark trousers, or uniform in good condition
- No jeans or corduroys
- Appropriate nonskid shoes; open shoes, crepe soles, and tennis shoes are prohibited
- Clean shaven (for men)
- Bathe daily and use deodorant
- Clean hands and presentable fingernails
- Neatly groomed hair
- NEVER smoke, chew gum, or chew tobacco while serving guests
- No heavy perfume or cologne

Grooming

Jewelry

Co-workers may wear conservative amounts of jewelry. Bracelets or chains should be kept in the uniform so that they cannot be caught in equipment or come in contact with food. Earrings may be worn by female Co-workers only and must be post earrings. Male Co-workers who wear earrings must remove them before entering the restaurant. Check with your Manager for any additional rules regarding jewelry for your position because of safety or other reasons. Golden Corral is not responsible for any jewelry.

Hair

Hair must be neat, CLEAN, and well-groomed. Co-workers must keep hair off their collars for sanitary and safety reasons. No ponytails are allowed for male Co-workers. Hair should not fall in front of the eyes and restrict vision. Clean, well-groomed hair is a must for all Co-workers. Male Co-workers must be clean-shaven. Beards are not allowed (except as a medical necessity), but neatly-trimmed mustaches are.

Personal Hygiene

Co-workers must keep their bodies washed and clean because of close contact with other Co-workers and guests. Body odor, heavy doses of cologne or perfume, and bad breath can be offensive to others. Daily attention in these areas will help ensure pleasant working conditions.

You must thoroughly wash your hands with soap and warm water before you begin each shift, after each visit to the rest room, after handling chicken and other food, and at the end of your personal meal period before resuming your shift. DO NOT alternate the handling of money and food without washing your hands. Fingernails must be trimmed and kept clean.

Grooming

Chewing Gum/Smoking

Chewing gum or smoking while serving guests are poor business manners. Therefore, you may chew gum while you are on break only in the areas as designated by your Manager. While in uniform, smoking in the restaurant is strictly prohibited. Also, chewing gum, or chewing tobacco while serving guests is absolutely prohibited.

Check with your Manager to see if there are additional rules regarding personal appearance and grooming within your restaurant.

Co-Worker Acknowledgement Statement

Company policies, practices, and procedures set forth in this orientation handbook or any other company manuals and publications, are subject to change, deletion, or addition at the discretion of the company at any time. They are for informational purposes only and are not intended to be constructed as creating contractual rights or obligations. I understand that this is not a contract and that my employment with Golden Corral may be terminated by me or the company at any time, with or without cause.

I hereby acknowledge receipt of Golden Corral's Co-worker Handbook. I have read the rules and agree to abide by them. I understand that should my employment at Golden Corral be terminated, I must return all company property, keys, uniforms and supplies that I have been issued or supplied. Any unearned vacation or other time taken will be subtracted from my paycheck.

I have also received training on the OSHA Hazard Communication Standard/Right to Know.

Verification of Completion:

Manager's Signature

Date

Co-Worker's Signature

Date