



Essig Management Shift Manager Policies

McDonald's Shift Manager Supplemental Store Policies

Independently owned & operated by Essig & Associates, Inc.

Employee Signature

Date



Essig Management Shift Manager Policies

By signing below, I agree to comply with the McDonald's ~~Sales~~ Shift Manager Policies.

OUR ORGANIZATION'S GOALS

QUALITY

We want to uphold the highest standards concerning the quality and integrity of our food products. This can only be achieved thru adhering to McDonald's procedures and standards.

SERVICE

Our goal is to provide Fast, Accurate, and Friendly service to each and every customer that comes to our restaurants.

CLEANLINESS

Our customers deserve to be served in a clean and sanitary establishment. Our goal is "hospital cleanliness" from the front door to the back.

SALES & PROFIT

We strive to continue our strong sales history through improved QSC performance & strong support of market wide promotions. Excellent sales performance improves profit potential but it can only be achieved through the concerned, determined efforts of our people. The eight controllables in which store management's ability to reduce and control expenses the greatest are food cost, paper cost, crew labor, maintenance and repair, operating supplies, linen, cash control, and utilities. The future of our organization, reinvestment in our stores, and benefits we can provide for our people are determined by the profits we achieve. We all have the responsibility to eliminate waste in every aspect of store operations.

PEOPLE & TRAINING

People are the key to achieving outstanding QSC, Sales, and Profit performance. An effective training program, which develops strong managers & crew in each store, is everyone's responsibility. Staffing, retention, and good morale will all benefit from a successful training program. We are committed to providing an enjoyable work environment for all of our employees.

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AFFIRMATIVE ACTION AND EQUAL EMPLOYMENT OPPORTUNITY POLICY

McDonald's continues to believe in and reaffirm its long-standing policy of providing fair and equal opportunities to all employees and prospective employees.

We will continue to aggressively provide and ensure equal access to jobs, promotions, transfers, pay increases, training and development opportunities and all other aspects of employment to all classes and groups of individuals regardless of sex, race, color, religion, national origin, handicapped status, age or sexual orientation.

McDonald's recognizes that progress in equal employment opportunity requires more than policy statements alone. Each Region or Home office department has developed plans to provide opportunities in all types of jobs at all grade levels, and will continue to make every good faith effort to realize the goals established in these plans. Accordingly, every officer, Director, Manager and Supervisor must accept responsibility and accountability to vigorously pursue and take every action necessary to make our company a model of affirmative action.

McDonald's affirmative action department is responsible for assisting our Regions and Home Office Departments in insuring that equal opportunities exist for all our employees and prospective employees. Questions you have about Affirmative Action should be addressed to:

Affirmative Action Department
McDonald's Plaza
Oak Brook, IL 60521
(312) 920-5266

In order to reinforce McDonald's commitment to Affirmative Action and Equal Employment Opportunity, a series of changing workforce seminars is offered for staff and store management employees, including:

- Managing the changing workforce
- Women in the changing workforce
- Black career development
- Hispanic career development

Seminars are held in the regional and corporate offices and are scheduled by the Personnel Department.

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HOURLY MANAGER BREAK/MEAL POLICY

BREAKS – No breaks may be taken during peak times. A 30-minute unpaid break will be given for shifts of 6 hours or more. There are no split breaks. You are allowed only 30 minutes TOTAL! This is to include time to prepare your food, eat, and take care of personal needs. You need to “break out” before you get your food ready, etc. You must take your break in the crew room unless okayed by a manager. *If you are taking your break in the lobby, please be aware of customer perceptions of your behavior. For example, if you sit in the lobby and there are dirty tables all around you for our customers. Or, if you are taking a break and we are very busy, you may need to help out for a few minutes until we are caught up. You are expected to clean up after yourself.

Only the **Shift Manager in charge** is allowed a 20-minute paid break. All manager breaks must be taken in the lobby. If the store is busy, managers are required to get up and help until the rush has died down. If there are dirty tables in the lobby, a manager is expected to take care of the needs of the restaurant before taking a break. Due to the nature of our business, it is not always possible for managers to take a 20-minute “sit down” break. There are times when you may have to grab a quick bite until business allows for a regular break. Also, in the spirit of good people management, a manager should be sure that all crew breaks have been given first.

FREE MEAL ALLOWANCE – A manager MUST ring all break food up at the time of break. If you go over the allowance for food, you must pay the amount over at the time your break is rung up. Employees do not receive free food unless they are working.

Free meals must be consumed on site either immediately before or after your shift or during a break period.

- If you are scheduled to work 6 hours or more you will be allowed \$7.00 in food and drink.
- If you are scheduled to work less than 6 hours you will be allowed \$5.00 in food and drink.

ALL food must be rung up at the time you are taking it! Break food is only for you, not friends or family member. If you want to eat before your shift, please come in early enough to allow time to do so. Do not expect to get off the floor to eat at the start of your shift. Managers can only receive free food during their normally scheduled shift and manager’s meetings. All manager breaks must be taken in the lobby. If there are dirty tables in the lobby, a manager is expected to take care of the needs of the restaurant before taking a break. Due to the nature of our business, it is not always possible for managers to take a 30-minute “sit down” break. There are times when you may have to grab a quick bite until business allows for a regular break. Also, in the spirit of good people management, a manager should be sure that all crew breaks have been given first.

If you are found to be violating this policy, it is considered stealing and you will be disciplined up to and including termination. If you have questions or concerns, please see your Store Manager.

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PAID TIME OFF (PTO)

Paid time off (PTO) eligibility is determined on January 1 of each year. Eligibility requirements are: minimum of 1 full year of service completed AND working an average of 25 hours per week in the previous 12 months.

Employees who meet the eligibility requirements will receive:

- 1st – 2nd year of continuous eligibility: one week of PTO (prorated to a maximum of 40 hours)
- 3rd year + of continuous eligibility: two weeks of PTO (prorated to a maximum of 80 hours)

ALL REQUESTS for taking PTO must be submitted to your General Manager or People Manager PRIOR to the schedule being posted. If you have missed work for another reason, you will not be permitted to “add” PTO to your payroll check. If you do not submit PTO requests in writing prior to your time off, those PTO hours will not be added to your payroll check.

To receive more than one week of PTO, you must have qualified every year. For example, if you receive PTO one year, don't qualify the next year, but do the following year, you would only be eligible for one week PTO.

If you are terminated or quit, you will not receive or be paid out for any PTO that you have remaining.

All PTO must be taken before the end of the calendar year it is granted or it will be forfeited. There are no end of the year payouts for unused PTO and hours may not be cashed out.

LEAVE OF ABSENCE

Requests for Leave of Absence that do not fall under the terms of the Family Medical Leave Act will be handled on a case by case basis with the owner/operator. Leaves for Jury Duty/Court Appearances and for Funeral/Bereavement will be handled in accordance with the provisions of the McDonald's Store Policies

DEPENDABILITY POLICIES

UNEXCUSED LATENESS POLICY

- First instance: Written warning
- Second instance: 3-day suspension
- Third instance: Termination

UNEXCUSED NO SHOW/NO CALL

- First instance: Termination

ABSENCE

- If you are unable to work your assigned shift (will be absent), you are required to notify the store manager at least six hours before the beginning of your shift.

Dependability of a manager is of the utmost importance. Chronic problems in this area will be dealt with sternly.

MANAGER SCHEDULES

Manager schedules are prepared one month in advance. Hours scheduled will reflect on sales and business of the restaurant. Every month you will be asked what your REQUESTED days off for the following month are. We CAN NOT guarantee you will receive these days. Proper coverage of the shift is the first priority. If there are conflicts they will be handled by seniority or on a rotating basis. (For example, the same manager can't have every memorial weekend off; you must take your turn.)

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PERFORMANCE REVIEW PROCESS

Shift Managers are evaluated twice a year using an Individual Development Plan (IDP). Performance reviews will be held in January, at which planning, goal setting, etc. will be done for that calendar year. There will be a mid-year update every July.

All employees will be asked to sign their review acknowledging the communication and understanding of the evaluation. If the employee disagrees with the rating, it should be noted on the review and signed by the employee. A copy of the performance review will then be placed in the employee's personnel file.

Employees questioning their performance ratings, goals and objectives, development or general treatment should first attempt to resolve the matter with their immediate supervisor. If this effort is unsuccessful, employees should request a meeting with their supervisor's superior.

PAY DATE PROCEDURES

All employees are paid every two weeks throughout the year. The working period begins on a Wednesday and ends on a Tuesday, two weeks later. Payroll checks are then processed and released on the following Tuesday after 2:00 p.m. Any variations in pay date procedures for special situations will be reviewed by the store supervisor and communicated to those employees involved.

MANAGEMENT PROFESSIONAL APPEARANCE & BEHAVIOR

As an organizational standard, sharp, professionally groomed and attired management are expected as representatives of our company and McDonald's. Before a single word is spoken, a manager's appearance makes a statement about our company's concern for cleanliness and detail. The following guidelines have been developed to assist you in meeting our standards.

1. All employees are required to maintain the highest standards relating to personal hygiene including regular bathing and use of deodorant, clean hands and fingernails.
2. In general, tattoos, body markings, and piercings should not be visible to our customers. You may be asked to cover tattooed or pierced areas, remove piercings, or be positioned out of view of the customer. It will be at the Supervisor's or Store Manager's discretion.
3. Hair should be styled so it is kept restrained back off the face.
4. A clean-shaven appearance is required. However, facial hair is permissible in the form of a mustache or closely groomed goatee or beard. A mustache must be neat, clean and not of a length which exceeds the corners of the mouth or overlapping the upper lip.
5. Sideburns should be styled not to extend below the ear lobe and will be groomed to avoid becoming overgrown.
6. All managers are required to wear clean, neat, professional attire while working, jeans **are not allowed** nor are T-shirts with uniform pants. The only exception is for inventory counts and cleaning shifts.
7. The use of cosmetics should be subtle and in good taste. This includes hair coloring, face makeup, nail polish and colognes. Good common sense should be applied.
8. Shoes shall be nonskid soled, dark, and polishable. For safety reasons, NO gym shoes, running shoes, high heels, or open-toed shoes are allowed.
9. Ties must be worn with button up shirts.
10. Aprons on grill.

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GUIDELINES FOR BEHAVIOR

Professional management behavior is critical to the success of our managers and our organization. The way a manager chooses to communicate visually, orally, and physically (body language) does reflect that manager's personal professional ability as well as projecting to others our organizations' professional image. All levels of management have the responsibility to project a professional image for others to follow while on the job or outside the work place at McDonald's sponsored functions.

Any serious or repeated breach of these guidelines will reflect on the manager's performance record and corrective discipline up to and including termination will be administered through McDonald's Progressive Action Policy.

- A. Insubordination or failure to obey instructions or to perform work as required or assigned.
- B. Neglect, carelessness, or mischief, which results in loss, damage, or destruction of store property, property of customers or fellow employees.
- C. Habitual tardiness or absence (with or without excuse) or any unexcused absence.
- D. No solicitation – No loitering – There shall be no distribution of literature or solicitation of employees in our working areas during working time or in areas open to the public at any time. Furthermore, persons other than our employees shall not be permitted to distribute literature or solicit our employees at anytime on company property. Employees who have finished work are requested to leave the premises as soon as possible. Off duty employees are not permitted to loiter on store premises during off duty hours, to distribute literature, to solicit or otherwise interfere with or disturb working employees. Leaving the job without permission, or conducting personal business without authorization while working.
- E. Failure to report on the job personal injuries at once to your immediate supervisor.
- F. Discourtesy to customers.
- G. Use of profane, obscene, vile, or abusive language. Swearing is never appropriate and considered very unprofessional management behavior. Regardless of location or situation, inside/ outside the store or in extracurricular McDonald's sponsored activities away from the store, we expect managers to discipline themselves, set the example for others and never use abusive language.
- H. Fighting or attempting bodily injury to another employee, threatening to do the same, engaging in horseplay, scuffling, throwing things, or causing confusion by shouting or demonstrations.
- I. Drunkenness, reporting for work under the influence of alcohol or drugs, solicitation of drugs or alcohol, use of intoxicating liquors or use of narcotics on company property is strictly prohibited and may result in immediate termination. Possession of alcoholic beverages or narcotics while on company property is also prohibited and may result in immediate termination, even if there are no signs or evidence of use by the employee.
- J. Misrepresentation, omission of facts or falsification of application for employment or any employment records will be considered just cause for dismissal. As a condition of employment, all employees' records are subject to investigation to verify authenticity.
- K. Failure to report chronic ailments or communicable diseases to your immediate supervisor.
- L. Theft, pilferage, embezzlement, and stealing are the most serious offense against our company. There are to be no "second chances." Any and all "first time" offenders are to be terminated immediately! Progressive discipline will be limited to determining the employee's knowledge of the act of stealing not their knowledge of the company's policies on stealing.
- M. Reporting missing or stolen keys to the store doors and/or padlocks within 2 hours of knowledge of occurrence.

MEDIA RELATIONS

Any inquiry or concerns from the media need to be handled as follows:

1. You must immediately communicate this with the Store Manager and Owner/Operator.
2. You are **strictly forbidden** from making any comments to the media concerning any incidents within the restaurant. For example: robberies, customer or employee incidents, issues with food, etc.
3. If you have an emergency situation that you need assistance with, you may call the McDonald's Media Hotline at 630-623-3400. Giving out this number to anyone other than a member of your management team will result in immediate termination.

Any violation of these policies concerning the media will result in immediate termination.

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REPORTING ACCIDENTS AND INJURY

Any form of customer related incident (slip, fall, smashed fingers, foreign objects in food, etc.) must be handled as follows:

1. A COMPLETE incident form must be filled out in its entirety.
2. As much information as possible must be gathered from the customer as well as any witnesses.
3. The incident form must be faxed to the office immediately, and the Store Manager and owner operators must be notified immediately.
4. If the incident involves a foreign object found in the food, the product must be retrieved if possible and put away to turn in. The WRIN# must be documented on the incident form as well.

Any employee incident (slip, fall, smashed finger, cut, burn, etc.) must be handled as follows:

1. A COMPLETE employee incident form must be filled out.
2. As much information as possible must be gathered from the employee as well as any witnesses.
3. The incident form must be faxed to the office immediately, and the Store Manager and owner operators must be notified immediately.

If the employee desires medical treatment, we utilize Occupational Medicine in North Kansas City. In order for the employee to go, the office must be contacted in order for an appointment to be made. If the employee requires EMERGENCY attention, the Store Manager and Owner Operator must be notified immediately. If the incident occurs at night or on the weekend and is NOT an emergency, the employee may see the doctor at Occupational Medicine the following business day. If the incident occurs at night or on the weekend and is an EMERGENCY, the employee may go to the emergency room. **In all cases, the Store Manager and Owner Operator must be notified immediately.**

Failure to comply with these policies will result in the following disciplinary action for the manager in charge at the time of the incident as well as the Store Manager and any salaried manager on duty:

- 1st offense: Written warning
- 2nd offense: 3 day, unpaid suspension
- 3rd offense: termination

SECURITY

All McDonald's managers must be familiar with and enforce all of the security procedures stated in this document. Failure to comply with and enforce all of the security procedures will result in disciplinary action. Disciplinary action can range from verbal counseling to written warning to discharge, depending upon the severity of the offense and depending upon whether you have previously failed to comply with any of McDonald's policies and procedures. McDonald's reserves the right, at its sole discretion, to determine the appropriate discipline for violations of this policy. All violations of the security procedures must be reported to the owner/operator or supervisor. Failure to report such violations will also be considered a policy violation and will result in disciplinary action up to and including termination.

It is impossible to predict all of the situations that may occur that could jeopardize the safety or well being of McDonald's employees, customers, or property. The situations mentioned in this document are examples, and are not an all-inclusive list of activities, which are prohibited by McDonald's. McDonald's reserves the right, at its sole discretion, to discipline and discharge employees for engaging in activities that are not specifically mentioned in this document. If you have any questions, please contact your store manager, supervisor, or owner/operator.

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BUSINESS PRACTICES AND SAFETY POLICIES

1. No outside doors are to be left unlocked or unsecured prior to the store officially opening for business.
2. No doors are to be opened or left unlocked after the store has been officially closed except when all closers leave together through the designated core locked door. Customers still in the store after the store closes should be allowed to finish their meals then escorted out by a manager.
3. All cars for employees working until or after close must be parked as close to the core locked door as possible. This should be done no later than one and one-half hours before the store closes for business.
 - A. All McDonald's employees are to leave the store together at closing, using the staggered method of closing.
 - B. If the store must be occupied after the closing crew leave, there must be at least three McDonald's employees present, one of whom must be a salaried manager or certified shift.
 - C. If the store must be occupied after the closing crew leave, the police must be notified that there will be people in the store.
4. All crew and management, under normal circumstances, are to leave the store no later than two hours after close. Opening crew and management are to arrive no earlier than one and a half hours before the store is scheduled to open for business, using the staggered method of opening.
5. A. Any door leading from production, storage, or basement area directly outside the store is to be used only under managerial control and supervision.
6. Department managers and certified shift are the only people who should possess outside door and alarm keys. Keys must never be shared!
7. After dark, no employee should enter or exit through an exterior kitchen door or exterior basement door for any reason.
8. No one but McDonald's employees on the clock, as well as the management personnel working, is allowed to be in the store after the store is officially closed for business.
9. McDonald's employees are not allowed to work outside the store during closed hours.
10. McDonald's employees must never open the back or side door to strangers.
11. The day deposit must be taken to the bank during daylight hours but in no case after 7:00 p.m.
12. The night deposit must be taken to the bank before noon the following morning. All deposits must go directly from the store to the bank.
13. Only Salaried Managers and Certified Shift Managers (18 years of age or older) are allowed to take bank deposits to the bank. Certified Shift Managers must be paid for the time they spend taking deposits to the bank.
14. Managers should not leave cash drawers or money unattended. No money is to be left in the registers unless those registers are in use. Gift certificates are considered to be cash. Gift certificates may be placed in the Manager's register at Christmas time only.
15. The store manager must verify all bank deposits within three banking days following the date of the deposit.
16. The safe must be locked at all times.
17. Abusing Company property or equipment is grounds for termination and prosecution.
18. Decisions to terminate the employment of any manager must be reviewed prior to termination by the owner/operator.
19. No McDonald's employee may falsify, or fail to maintain in a proper and accurate manner, any company record, file, report or other document. Such records include but are not limited to, profit and inventory reports, payroll runs, and personnel files.
20. The lending, borrowing, or theft of company funds is prohibited. No payroll or personal checks are to be cashed.
21. Sales must be rung up at the time of the transaction.
22. No McDonald's employee shall release any confidential information to any non-McDonald's employee (ex. P&L, Promotions, Real estate deal, etc.)
23. Possession, sale or use of illegal drugs on McDonald's property or possession, sales or use of alcoholic beverages on McDonald's property is prohibited.
24. No McDonald's employee shall report to work for his/her scheduled shift under the influence of alcohol, narcotics, or other intoxicants.

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25. No McDonald's employee may sell or provide illegal drugs to another McDonald's employee or customer. No McDonald's employee may provide alcoholic beverages to a McDonald's employee or customer.
26. The possession of a gun or any weapon on the premises is prohibited.
27. No items are to be removed from the store without permission of the store manager or supervisor.
28. Negligence in handling money or cash equivalents is prohibited.
29. Assault or physically threatening any employee or McDonald's customer is prohibited.
30. Managers may not duplicate ANY keys without the permission of the owner. Keys must never be shared!
31. Employees must be paid for all hours worked. Managers are expected to know and enforce all applicable Federal and State Wage/Hour Laws.

STAGGERED METHOD OF OPENING

In all stores, where possible, the opening crew should meet somewhere off of the store's property. This could be a gas station, 7-eleven, shopping centers, etc.

When the opening manager and crew have met, they will proceed to the store. To make this a safe and effective procedure, at least two autos are needed.

When arriving at the store, employees will drive around the parking lot to check the building and property. The crew employee who is driving will position his/her auto close to a street exit on the side of the building, which the store management will enter. If anyone approaches the employees' autos, he/she should drive off to call the police. Do not stop and ask what they want.

If no one approaches, the crew employee will watch the manager and other crew enter the store. If the crew employee observes someone approaching the opening manager or crew, he/she should immediately drive off and notify the police. The manager will immediately lock the door. Once inside, the openers will turn on inside and some outside lights. If everything is normal, the opening manager will then permit the other crew employee to enter the store.

The manager will signal the crew employees from inside the store that he/she may not enter. During this time, one opening crew person will remain by the telephone to notify police, if needed.

Once the crew employee receives the okay signal, he will drive up and park close to the door that management has entered. The opening manager will open the door to let the employee in and then lock the door.

Once all opening employees are in the store, no one will go outside until the store opens for normal business.

Store management must instruct opening crew employees of these procedures and also the location of nearest telephone. If the telephones in your area need money to use them, the store should supply that designated crew employee with pay phone money. The money should be taped under the lip of the dashboard in his/her auto with a piece of scotch tape so they will always have money to notify the police.

You should review and sign the specific method used by your restaurant.

STAGGERED METHOD OF CLOSING

One hour prior to closing for customer business, the closing crew and management will move their cars close to the exit door. Also, during this last hour, all trash and other items must be taken out through the side or front door.

At customer close, the closing manager will check the entire store, including the restrooms, to make certain no one is left in the store except employees. Management, not the crew, must conduct this function. After checking the store, the closing manager will lock all doors. Keys to the door will then be kept on the closing manager's person and will not be given to crew employees. Keys must never be shared.

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IF THE STORE HAS AN EMPLOYEE WHO IS SCHEDULED TO LEAVE AFTER CUSTOMER CLOSE, STORE MANAGEMENT SHOULD ADJUST THE SCHEDULE TO RELEASE THAT EMPLOYEE DURING CUSTOMER CLOSE.

Following clean up, when the closing manager and crew are ready to leave, all employees will go to the exit door, except one, who will remain by the telephone. The parking lot will be checked from inside the store. If everything appears normal, one employee will be let out the door, and the door immediately locked behind that employee. Once outside, the employee will go immediately to his auto, start the engine, turn the lights on and pull the auto close to the exit. The auto should be sitting in position to pull away if approached by anyone, but also in a position to observe the closing manager and other employees leave the store.

If anyone approached the first employee out, the employee by the phone should call the 911 emergency numbers and notify police. All inside employees will go away from the glass doors and wait for the police. **DO NOT OPEN THE DOOR.**

If the first employee arrives safely at the car, the remainder of the closing crew will exit the store and go immediately to their cars.

If you have crew closers that have rides (parents, relatives, etc.) waiting on the lot, you will let them exit after the employees who are driving their own cars.

Store management is responsible for instructing the closing crew about these procedures and the location of the nearest telephone.

You should review and sign the specific method used by your restaurant.

24 HOUR STORE SAFETY/SECURITY PROCEDURES

1. All doors must remain locked between the hours of 11 p.m. – 5 a.m.
2. The manager must wear a headset at all times.
3. The manager must have possession of the store keys at all times. Keys are never to be shared.
4. The DT window must be locked after each order.
5. The manager must be up front and visible.
6. Final lot pick-up must be completed by 9 p.m.
7. Outside lights must remain on during night time hours.
8. **NO ONE** is to enter or exit the building between the hours of 12 a.m. – 5 a.m.
9. The back door must remain closed during night time hours. Trash will be stored inside until open.
10. A thorough check of the restaurant (including restrooms) will be completed prior to locking the lobby doors.

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OVERRINGS, REFUNDS, AND PROMO

Due to IRS and McDonald's auditing, it is an absolute must that all over-ring slips, refund slips, and promo be matched and equal to the amount as shown on the cash register cash sheet report in dollars and cents.

Authorized means that unless it is an authorized coupon, a manager must sign it, stating what it is for.

All charge sales to approved organizations must be approved by the owner or supervisor and these charge sales must be rang up the day of the sale and the money taken from petty cash or back up bank to put in the cash drawer. Then the management company will up the fund by the amount until the check comes, then we will reduce the petty cash fund by the amount and reimburse the management company.

Any differences in the above not only effects us on profit but can be charged back to us by the IRS or McDonald's as unauthorized sales which means an even greater loss in profit.

Bottom line is without strict compliance to this it can result in termination of person or persons involved.

Shift managers will be responsible for overrings and refunds on their shifts. **ONLY** the manager in charge should be doing overrings and refunds. Once an overring/refund is complete, the receipt should be signed with a reason and the signature of the shift manager and the employee. These slips should be placed in the cash sheet with the drawer change slip. Any missing or unsigned slips will be the responsibility of the shift manager. If a manager not in charge of the shift performs an overring/refund, that manager is responsible for the missing or unsigned slip.

QUARTERLY BONUS AND LEAVING OUR EMPLOYMENT

Any manager who leaves our employ before determination of the quarterly bonus forfeits that bonus. For example, if your last day of employment is April 15 and it is determined on May 21 that your restaurant made first quarter bonus, because you are not employed at the time the bonus is paid you do not receive that bonus. If you were employed but have given your 2 week notice during the time the bonus is paid, and you are eligible to receive that bonus based on all factors related to profit and QSC, you will receive that bonus.

TRAINING CLASSES AND LEAVING OUR EMPLOYMENT

As part of your management training and development, you are required to attend training classes held by our Regional Training Department. If you resign or are terminated within 90 days of attending the class, you will be responsible for all costs related to the training class. This includes, but is not limited to: Travel expenses, the cost of the class, meals, hotel accommodations, and clothing expenses. The amount owed will be deducted from the employee's final paycheck.

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FOOD SAFETY

Insuring the completion of the **Daily Safety Food Checklist** is a vital part of a manager's responsibilities. The **DSFC** must be completed in its entirety every day and signed off by the manager in all designated places. It is the ultimate responsibility of a manager to insure the completion of the DSFC. This will be the only warning.

All instances of incomplete or falsified DSFC's will result in the following:

- 1st instance: one day unpaid suspension
- 2nd instance: termination

All instances of DSFC's not done exactly per the instructions of the food safety book.

- 1st instance: written warning
- 2nd instance: one day unpaid suspension
- 3rd instance: three day unpaid suspension
- 4th instance: demotion or termination

If the Food Safety portion is failed during an ROIP visit, the following disciplinary action will occur for both the Shift Manager and the Store Manager:

- 1st instance: five day unpaid suspension

RESTAURANT MANAGEMENT ESSENTIAL DUTIES AND RESPONSIBILITIES

The following apply to all managers and management trainees:

- Guides crew toward goal achievement by coaching them for success
- Frequently talks to customers and employees to measure and improve Total Customer Satisfaction
- Uses basic human relations, communications, and follow-up skills and treats crew as customers
- Manages assigned areas including: production, front counter, drive thru, grill area management
- Maintains critical standards for holding times, service speed and quality, raw and finished product quality, cleanliness and sanitation.
- Manages assigned shifts as needed, with supervision.
- Controls labor, waste, cash and yields while managing areas and shift.
- Knows and enforces all appropriate personnel policies, labor laws, security and safety procedures.
- Follows up on procedures that support sales-building promotions during the shift.
- Manages customer complaints.
- Supervises delivery of raw products as assigned.
- Prepares people, equipment, and products for the shift.
- Trains people on crew stations.***
- Uses S.O.C.'s to verify crew performance and give feedback to the person and the management team.
- Completes assigned daily administrative duties: inventories, drawer counts, safe control, deposits...
- Uses proper security and verification procedures when handling deposits and safe contents.
- Demonstrates knowledge of procedures for all crew stations, including maintenance.
- Follows up on the maintenance person during the shift.
- Performs the daily basic equipment checks, and makes any minor temperature and time adjustments.
- Insures completion of the Daily Food Safety Checklist and corrects any problems indicated.

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Essig Management Shift Manager Policies

PROFESSIONALISM

It is our expectation that every manager employed by Essig Management always behave with the utmost professionalism. Keeping this in mind, it is to be understood that there are to be NO conversations with crew people concerning issues about other crew or managers. There are to be NO conversations with crew concerning issues that pertain to the management team. If a manager is a witness to conversations taking place between crew or crew and other managers that are unprofessional or confidential, it is your duty to put a stop to these conversations **IMMEDIATELY!** This policy applies to conversations outside as well as inside the store. As a manager, you are expected to keep store matters private and confidential regardless of whether you are working or not. In other words, managers who maintain friendships with crewmembers are not to discuss other crew, managers, or any private and confidential store matters with these crewmembers.

If any manager violates this policy the following consequences will apply:

- A written warning after the first instance.
- A three-day suspension, without pay, after the second instance.
- Termination after the third instance.

This is a very serious matter and unprofessionalism in this context **WILL NOT BE TOLERATED.**

MANAGEMENT CASH CONTROL POLICY

BE WELL ADVISED ABOUT THE FOLLOWING POLICIES:

Each cashier must start with a clean drawer of at least \$_____ (amount will vary by store) which should be counted before going on shift.

Each register person is responsible for their drawer. Only ONE person may use a cash drawer.

Skims must be taken, counted and recorded every two (2) hours.

Cash drawers must be counted within a reasonable amount of time after removal from the frontline or drive thru, and should be counted in the presence of the cashier.

Cash drawers must be pulled from the frontline right after a cashier is asked to go home or is being reassigned to another station.

The following must be checked and balanced each time a cash drawer is counted.

- Over rings must have two manager's signatures or one manager and the cashier signature in addition to the reason for the over ring.
- Gift certificates redeemed must be stamped **VOID**
- Promos must be verified against a coupon or BOG card
- Employee Meals must be signed by the employee and manager
- T-reds (average allowed is \$1.50)

The following must be recorded on the cash sheet from the counted drawers:

- Name of cashier (manager or crew)
- Cash +/-
- T-reds (# and \$)

The maximum allowable variance is \$.50 (over and short) for every \$100 in sales. A single large cash violation (\$10.00 or more) may result in possible removal from register, suspension, and termination. If it can not be determined who was on the cash drawer, or if all cash procedures were not followed, the shift manager will be responsible for the cash shortage.

Employee Signature

Date



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POS passwords must be changed a minimum of monthly and may not be shared with anyone. Any manager that fails to adhere to this policy or gives their password to a crew person or another manager will be subject to disciplinary action up to and including termination.

ISP passwords must be changed a minimum of monthly and may not be shared with anyone. Any manager that gives their password to a crew person or another manager will be subject to disciplinary action up to and including termination.

Safe:

- Only one manager is in charge of the safe at any particular time.
- You must count and sign for the safe before taking over or leaving.
- To clear up all misunderstandings, taking over the safe means that you are responsible for the back up money, cash drawers, gift certificates, bank bags and key.
- Safe shortages will be handled the same as a drawer shortage. The shift manager is responsible for paying back any shortage over \$5.00.
- The store manager is held responsible for their store's petty cash.

When you are the in charge manager or the deposit manager the cash sheet must be filled out in its entirety. If you are the manager taking the deposit to the bank you must initial the section stating so. **Daytime deposits are to be taken to the bank by 7 p.m. and the night deposits are to be taken to the bank by noon the following day. If you are unable to get to the bank in the allotted time, you must contact the owner/operator. You are responsible for the deposit.** You are responsible for the deposit.

If the cash policies are not followed, the following action will be taken:

- First Instance: Written warning
- Second Instance: 3 day unpaid suspension
- Third Instance: Termination or Demotion

BY SIGNING AT THE BOTTOM OF THIS PAGE, I ACKNOWLEDGE THAT I HAVE RECEIVED, REVIEWED, UNDERSTAND AND AGREE TO COMPLY WITH THE MANAGEMENT CASH CONTROL POLICY.

PPT AND SHIFT MANAGEMENT

All of you know the importance of outstanding shift management in insuring an outstanding experience for our customers and crew. Pre shift checklists, positioning, and targets are a key piece of shift management. To highlight the importance of this we want to communicate organizational consequences for lack of responsibility and accountability in these areas.

If any element of PPT is not properly administered for your shift the first instance will be a written warning. If there is a second instance it will result in a one day unpaid suspension. A third instance will result in a three day unpaid suspension. If there is a fourth instance the manager will be demoted or terminated based on other performance factors and at the sole discretion of the supervisor and owner operator.

If a CEV (Customer Experience Visit) results in an overall rating below 80% (or a fail), the shift manager of that shift shall be documented for the failed visit. An action plan addressing the missed points of the visit will be due to the Supervisor within 7 days of the visit, completed by the team, including the GM and the Shift Manager. The action plan must contain specific elements aimed at improvement in daily shift execution from a customer's perspective. The circumstances for the failed visit will be evaluated by the GM and Supervisor to determine any further documentation. Any additional actions taken will be at the discretion of the Supervisor, Director or Owner Operator.

We want to emphasize the importance of these tools. They should be embraced as a method of insuring you have a great shift and not viewed as punishment.

Employee Signature

Date



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INTERNET USE POLICY

The internet is a resource made available to selected Essig & Associate's employees solely for the purpose of aiding in the diligent, efficient, and responsible execution of their duties.

At all times while using the internet, employees shall be mindful of maintaining confidentiality and privacy. Employees shall also be mindful of protecting the integrity of the company's internal information, refraining from any activity that would expose the company to any agent, including but not limited to, computer viruses, macros, worms and executable code that would compromise the security of internal information and/or computing facilities. The use of chat rooms and real time communications is prohibited.

Essig & Associates reserves the right to monitor employees' internet use employing means, including but not limited to, random system checks and audits by a designated system manager or consultant. By using the internet on the Company systems, you agree and consent to such monitoring.

The internet should be used solely for purposes relating to employment. Personal use of the internet is not permitted. Employees should use their discretion in determining appropriate use of the internet, limiting usage to that which is germane to the business of the company.

Violations of this policy regarding internet usage will be subject to disciplinary action, up to and including immediate termination.

ACKNOWLEDGEMENT OF RECEIPT

I have received and reviewed a copy of the "McDonald's Store Policies & Procedures" for the locations independently owned and operated by Essig & Associates, Inc. I have also received and reviewed a copy of the McDonald's Store Policies. I agree to read all materials carefully and become familiar with their contents.

I understand that McDonald's National Dating, Fraternalization and Nepotism Policy prohibits any manager or supervisor from dating or seeking dates with any crew in their restaurant, and I agree to report to Human Resources or an Area Supervisor any manager who attempts to violate this policy.

I understand that I am an employee-at-will of an independently owned and operated McDonald's franchise, as described on the inside cover of the guide

I also understand that the owner operator of the independently owned and operated McDonald's may change the policies, rules, and regulations contained in the guide from time to time, with or without prior notice.

I further understand that the independently owned and operated McDonald's organization that I work for retains the right to determine proper discipline in every situation on a case-by-case basis.

Employee Signature

Date