

NERUDA Employee Manual



2011

About Neruda

Welcome

Thank you for choosing to work at Neruda. We hope you find our restaurant an interesting and stimulating place to work. We truly appreciate your time and commitment to making our establishment a success.

History of Neruda

Neruda LLC was founded in January 1997 by Madt Mallinckrodt, Sean Gallagher, and Kelly Daley (Gallagher). We opened our doors for business on August 11, 1997.

Before forming Neruda, Sean worked at Balaban's in St. Louis for almost twenty years where he maintained an ownership interest as well as serving as bar manager and assistant dining room manager. Kelly Daley also worked at Balaban's for a number of years but has worked at numerous restaurants in St. Louis and Denver, Colorado where she served in both front house and back house positions. Madt Mallinckrodt was part of the original partnership that purchased Balaban's from Herb Balaban in 1986.

At this writing, Madt Mallinckrodt is the sole owner of Neruda.

Statement of Purpose

Our objective is to provide excellent, unique cuisine and professional service to the towns and communities of the St. Louis Metropolitan area. We offer Lunch, Dinner, to individuals, families, and businesses in our community.

As we say on our take-out promotional piece:

Of Neruda it is written, "There was nothing so ordinary that it did not warrant an ode of gratitude from Neruda, and it is that recognition of the beauty in mortal blessings that his poetry honors." In our food and in our service we hope you will find the inspiration of ordinary life well lived and well celebrated.

About the Name 'Neruda'

Many people ask where the name "Neruda" came from. Pablo Neruda (born Neftali Ricardo Basoalto), was a Nobel Prize winning poet from Chile. He wrote passionately about live, love, wine, and food. He was also a socialist who was driven from Chile during the Pinochet military regime.

Why did we pick the name? Well, one night, while trying to think up a good name for the restaurant, Sean and Kelly were looking past their toes at the bookshelf across from the end of their bed. They saw the name 'Neruda' on one of their book spines and thought, "That's a good name for a restaurant." They were right.

Hours of Operation

Dinner, Tuesday through Saturday, from 5:00 p.m. The kitchen closes at 9:00 p.m. during weekdays, and at 10:00 p.m. on weekends.

The bar is open from 5:00 p.m. Monday through Saturday

Neruda Management Staff

Madt Mallinckrodt, Operating Manager

Gary McNelly, Executive Chef

Kurt Hoff, Manager and Senior Server

Libby Koonce, Event Manager

Chad Dawdy, Beverage Manager

Employee Guidelines

First Thoughts

Now That You're In The Door. . .

Look around. Familiarize yourself with our establishment. Read the menus and study the wine list. Talk with the servers about our service. Ask the chef about our food. Do you like what you see?

Check the bathrooms. Are they clean enough? How about the front of the restaurant? You may be the newest employee, but your thoughts and insights are valuable to us. Let us know what you think.

General Employee Guidelines

General Employee Appearance

You must always be neat, clean, and presentable whenever you are in Neruda or in the community dressed as a Neruda employee. When you wear your Neruda logo clothing in the restaurant in public, you represent Neruda and should conduct yourself accordingly.

- ✓ All personnel will arrive clean and showered
- ✓ All clothing must be clean, stain free, and pressed
- ✓ Fingernails must be trimmed and clean beneath the nail
- ✓ Please do not apply cologne or perfume
- ✓ Secure long hair behind the head
- ✓ Jewelry must be tasteful and not excessive
- ✓ Do not smoke or chew gum on the job
- ✓ Men must be clean-shaven or with trimmed and tidy beards
- ✓ Men with beards must shave their necks beneath the beard
- ✓ Body Piercing: Discreet
- ✓ Tongue Piercing: Not if you intend to open your mouth on the floor. Cooks: OK!
- ✓ Be aware of your posture: Erect but not stiff

The Manager on duty is the final arbiter of dress and grooming.

Please see below for a description of the server uniform.

Employee Parking and Arrival

When working, please park in the uppermost rows of the upper parking lot of Club Centre Plaza.

All employees must enter and exit Neruda through the front doors. Do not use the kitchen delivery doors for entering or exiting from your shift.

General Employee Behavior

You may not read books, newspapers, magazines, or any other printed material while you are on the clock. You are welcome to enjoy the paper after your shift – perhaps with your shift drink!

Please keep the following in mind:

- ✓ Look alert without being stiff
- ✓ Hold yourself well and don't lean on the walls
- ✓ Keep your hands out of your face unless you are in the bathroom
- ✓ Smile and look confident – even if you feel blue

We permit phone calls, but please follow the following guidelines:

- ✓ Keep your cell phone in your pocket or purse. Do not use your cell phone in the front of the restaurant.
- ✓ Keep your calls reasonably short – one minute or less
- ✓ Please advise your family and friends to call before or after meal times

Employee Dining Discounts and Food Purchase Policy

All food consumed by employees will be rung on the POS system. Any employee who takes food without having a server ring the food on the POS system may be required to pay full retail price for the food consumed.

Employees will receive a 50% discount on food with the exception of special sale discounts such as Earlyl Bird Appetizers.

Please do not eat the table bread.

Special discounts may apply, with manager approval, to items purchased in bulk through the kitchen.

The Executive Chef has discretion over consumption of food in the kitchen.

Employee Drinking Policies

Fountain soda, tea, or coffee are available free of charge to all staff.

If you are an employee over the age of 21, you are entitled to one shift drink after you have clocked out. You may enjoy any bar well liquor or non-premium wine by the glass as well as any Anheuser Busch or Miller products. All other drinks must be paid for when consumed.

The absolute limit for employee alcoholic beverage consumption in any one day is three drinks.

Employee Requests for Time Off

Please study the schedules and read the current policies posted with the schedule

Requests for time off or leaves of absence must be submitted in writing. Please write your request along with a brief reason for the request on preprinted Request Off Form (or on a slip of paper) then sign and date your request. Your request does not guaranty that you will receive the time off. Time off is dependent on staff availability and other scheduling concerns such as special events.

If you cannot work a scheduled shift, it is your responsibility to find another server to work the shift for you. Additionally, this change must be approved by management.

Smoking by Employees

Smoking and the restaurant business seem to go hand in hand. However, smoking is a privilege.

If you take a smoke break:

- ✓ be setup for your shift
- ✓ be caught up on service responsibilities
- ✓ inform your fellow employees
- ✓ you may smoke outside the kitchen door

Smoking privileges may be revoked at any time if employees abuse the smoking privilege.

Remember, smoking is bad for you. It will hasten your assured demise.

Employee Bathroom

We maintain an employee bathroom in the prep kitchen area. Please use that bathroom

Similarly, do not use the front house bathrooms as changing rooms.

Employee Pay Policies

Clocking In / Clocking Out

All employees must clock-in and clock-out on the POS system. It is your responsibility to check your clock in times. Have all changes or fixes approved by your manager.

If you leave your shift for any reason you must clock out and inform management.

You Have Responsibility for Your Schedule

We post two weeks of schedules where you clock in. Study and learn your schedule for the current week and the upcoming week.

Please do not clock in early. We may adjust your schedule to within 15 minutes of your scheduled arrival time if you clock in early.

You are responsible for covering any shift for which you are unable to work. Your manager must approve any shift change.

Payroll Payment Schedule

Neruda payrolls run biweekly.

Bi-weekly Payroll periods end on a Friday and are paid the following Thursday. Checks may be picked up between 2:30 p.m. and 4:30 p.m. on Thursday.

Customer Contact

Manners

Always address customers in a direct, polite manner. Men should be addressed as “sir,” and men in a group should be addressed as “gentlemen.” Women may be addressed as “ma’am,” and women in a group should be addressed as “ladies.”

If you know the customer’s surname, please use it. For example, “Good morning, Mr. Phelps.”

On the other hand, don’t be pompous.

Other General Guidelines

- ✓ Avoid talking about yourself
- ✓ Don’t interrupt customers when they are engaged in conversation unless necessary to do your job
- ✓ Do your job quietly

Answering the Phone

The manager, maitre d’, or bartender will answer the phone. However, if the phone is “ringing off the hook,” please answer the phone politely (“Good afternoon, Neruda”) and ask the caller to hold while you find the manager on duty.

Reservations

Reservations must be handled by the manager or maitre d’.

Gift Certificates

The manager on duty or the bartender will issue all gift certificates

Restaurant Cleanliness

You are the eyes of Neruda

All staff should be aware of the cleanliness of the restaurant. If you see trash on the sidewalk as you come in, please pick it up or report it to the manager or the maitre d’.

Bussers should especially watch out for food particles on the floors. If you see any, pick them up. If necessary, get the hoakie or Bissel.

Glance at the chair and banquette seats from time to time.

All staff should be on the lookout for clutter. If you see clutter, please take care of the situation or bring the matter to the attention of a manager or the maitre d’.

Watch Your Feet

Whenever you come from the kitchen to the dining room, please make sure you do not carry food particles onto the dining room carpet. Please wipe your feet!

Service Staff Guidelines

General Server and Waitstaff Specific Policies

Server Uniform

Waiters will dress as follows:

- ✓ White button-collar oxford shirt, spot free, pressed
- ✓ Necktie
- ✓ Server apron, spot free
- ✓ Black pants with black belt
- ✓ Black shoes with treads (no athletic shoes)
- ✓ Black socks

Servers Tools

Servers must arrive for work with their “tools of the trade”

- ✓ Server Uniform (see above)
- ✓ Wine Key
- ✓ Three pens (no pencils)
- ✓ Waiter book with paper (not the presentation folders with “Neruda” on them)
- ✓ Cigarette lighter
- ✓ A table “crumber”

“The Right Stuff” (Attitude) Busser Uniform

- ✓ Neruda logo t-shirt (black or maroon), clean, pressed
- ✓ Black pants with black belt
- ✓ Black shoes with treads (no athletic shoes)
- ✓ Black socks
- ✓ A table “crumber”

Service Specific Guidelines for Servers

Server Responsibility for All Orders

The server or bartender is responsible for every item ordered and served to their customer. Part of your professional responsibility is to handle the entire order correctly from beginning to end. You are fully responsible to collect payment from the customer.

Any changes to a charge slip must be approved by a manager. If you need to change the sale or the tip amount, secure your manager’s approval.

Customer Complaints

When a guest is upset about the food, service, or anything else, we must handle the situation promptly, courteously, and correctly. Direct all complaints to the manager.

Minor situations (e.g. Food not hot, prepared incorrectly) can be handled by the servers. Correct the problem immediately and then inform management.

More severe situations must be handled by the manager.

Carry Out Orders

All items from our menus are available for carry out. Management will assign a server each day to handle carry out orders. The selected server will be responsible for the order. Always check the order before it leaves the kitchen.

Orders will be kept in the kitchen until the guest arrives to pick them up. When the customer arrives, the order should be brought to the bar.

Liquor Service Policy

You must be 21 to drink alcoholic beverages. If someone appears to be near the legal drinking age, you must ask to see their identification. This is your responsibility. Any employee who serves alcohol to a minor will be terminated.

Neruda Customer Discounts and Voids

Entertainment Card

The server is responsible for understanding Neruda policy. Please see posted instructions at the employee station.

Sign the Cork Promotions

When a customer orders a bottle of wine, tell them about the promotion. Have them sign the cork with their name and phone number. A cork is drawn each week to determine a winner. The winner is notified and the next time they dine at Neruda they receive a free bottle of wine. Pretty neat, huh?

Voids and Ad Hoc Promotions

Manager approval is required for all:

- ✓ All Voids and “Deletes After”
- ✓ All promotional discounts

Server and Busser Tip Reporting

All tipped employees (servers, bartenders, bussers) are required to report income from tips (cash or charge) on a pay period bases.

- ✓ Servers and bartenders report their tips (cash or charge) on the front of their server envelope.
- ✓ Indirectly tipped employee’s tips are reported by Neruda and appear on the employees’ pay stub.

Servers will pay up to 3% of their gross sales into the busout pool. The busout pool is divided between busstaff, host or hostess, and bartenders.

Side tips are optional but should be reported through the regular tip reporting channels.

Additionally, Neruda withholds 27% of charge tips to servers and bartenders in order to ensure that a server’s FICA taxes will be covered by their paycheck. Of that 27%, 2% of gross tips is retained to cover the cost of credit card processing for direct tips and the entire balance is returned to the waiter on their check.

Note: The IRS requires tipped employees to maintain a record of their sales and tips. You can get a tip reporting booklet (free) from the office. We encourage you to keep these records. It’s the law.

For more detailed information concerning tips, consult with the accounting staff.