

THE  
BIG TEXAN  
STEAK RANCH

RESTAURANT

MOTEL

LIMO SERVICE

HORSE HOTEL

POLICY MANUAL

VERSION 7.1

# WELCOME TO THE HOME OF THE FREE 72<sup>oz</sup> STEAK



## THE BIG TEXAN'S MISSION STATEMENT

*To establish and maintain a complete 'Texas of Yesteryear' Experience through excellence in:*

- ★ *Texas Hospitality*
- ★ *Texas Dining*
- ★ *Texas Music and Entertainment*
- ★ *Texas Lodging*
- ★ *Texas Shopping*

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## What Do We Serve? -- A note from the President

Ask yourself the following question:

***“WHAT DO WE SERVE AT THE BIG TEXAN?”***

But before you answer, think real hard about the question. What do *we serve* our guests? The first answer that comes to mind is probably some sort of food item such as steak or drink. Some of the definitions of *serve* are to: **DISH UP, DOLE OUT, PROVIDE, WAIT ON, SUPPLY, PERFORM, and AID.** There is much more in the word *serve* than placing a plate of food in front of a hungry guest.

If we were simply feeding hungry people, then why would anyone pay \$20 for a steak, potato, salad and a roll? You could go to the grocery store and stretch that \$20 to last maybe 6-10 days if it was just to put some food in your belly (2 gallons milk, 3Lbs of carrots, 5 apples, 4 loafs of bread and 3 packages of bologna = about \$20).

What do you see going on at our place of business during a given week? Look around and you will see that we *serve* a lot more than food. Open your eyes and see what is really in front of you. Do you see 4 walls, a ceiling and a floor? No, there is much more there. Listen and you will hear what we *serve*. The musicians, the laughs, the games, the Texas drawl/dialect of ***“Howdy Folks! Where Y’all From!?”*** Smell the air and you will smell what we *serve*: food prepared over an open charbroiler with smoke and fire and sizzle! It’s just like you would expect to see out of the old west back in the 1800’s.

Feel what we *serve*. The cool air in the hot summer and the warmth in the winter, the western costumes and uniforms, the cold beer served in a boot, a hungry contestant trying to beat us out of a 72 ounce steak dinner, the shooting gallery or one-armed bandits, the motel that looks like a town out of the 1800’s, the giant steer out front or cutouts for photo opportunities, a gift shop chocked full of treasures sure to satisfy every souvenir hunter, a real Cowboy Cadillac to transport the guests who are ready to be satisfied by the aged beef that we select from the best that is available, then cut to our specs to provide a mouthwatering flavor found in only the best of the Best restaurants. That’s what we ***SERVE***.

What we ***SERVE*** is a Texas Experience. Make sure you are serving up the

EXPERIENCE – what your guests expect and what we expect.

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(Danny Lee)

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(Bobby Lee)

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(Diana Lee Magill)

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## History of The Big Texan Steak Ranch

The Big Texan would like to welcome you to a world of western adventure and excitement. You will be part of a team of people who take pride in providing guests with a true “Texas of Yesteryear” experience. As part of the staff, you will become a member of a very important team composed of loyal men and women whose combined efforts have placed The Big Texan and Motel among the leading motels and restaurants in the whole world.

The Big Texan and Motel aim to present an authentic touch of Texas within a comfortable and contemporary setting. It depicts a pioneer spirit, even through the way in which it was built. The positive attitudes, efficient service, and quality of food we serve project an atmosphere that the guest will want to return to and an experience they will want to share with their friends and relatives.

Our founder, the late Mr. R.J. “Bob” Lee, was the first male graduate from the University of Missouri with a home economics degree. Later, Mr. Lee expanded his degree to include Restaurant Management and then practiced in Chicago for three years. He joined the Marriott Corporation and helped them manage an airline food service, but he always had a desire for his own business. An opportunity came up to purchase the restaurant and airline food service in Amarillo. When he moved to Amarillo, he expected to see Texas Cowboys, eat Texas Beef and enjoy the experience of the Lone Star State. He was surprised that there was no place around that served a Texas-size steak. That disappointment planted the seed that grew into the Big Texan concept.

Originally, the Big Texan was located on old Route 66 in Amarillo. It opened its doors for business in April of 1960. Business was going great when a hungry cowboy named “Hoss” came in one day from the Stockyards and said he was so hungry that he “could eat a cow.” Bob took Hoss up on the brag to do just that. Bob cooked him 1 lb steaks one after another until the cowboy was full. After Bob took the total weight of all those steaks the idea for the 72-oz. Steak dinner was born. Bob declared that if anyone was that hungry he or she could have the steak dinner for FREE. Thus, the world’s most famous promotion began a life of its own.

When the opening of I-40 cut off the vital tourist supply on Route 66, Mr. Lee bought five old army barracks, dismantled them, and then used them to build a new Big Texan that was larger and had a more dramatic setting. The new restaurant opened alongside I-40 in February of 1970. In 1972, the Emporium was built to handle overflowing business and requests for banquet services.

The original Big Texan burned down in 1976 and, thankfully, the Emporium building was saved. The Emporium provided a means to continue operations and generate enough revenue to help rebuild the Big Texan that currently exists. In 1982, the Big Texan added a 54 room Motel with a Texas shaped swimming pool. The current owners/operators bought out the other six family members in 2003. The remaining owners are the oldest of Bob Lee’s children. A 20-stall Horse Hotel opened in May of 2004. Next came a fleet of Texas Cadillac Limos to get our guests here in style.

The Big Texan presents Texas’ heritage through its décor, which incorporates old and odd tables and chairs, plank floors and authentic antiques from the Old West. Cooks prepare mouthwatering steaks right in the dining room over an open fire. Our menus are built on the foundation of the world’s finest beef, which comes from this great ranching country: The Texas Panhandle.

Tourists think the Old West is a storybook world. It comes to life when they enter this international landmark. Our staff, including the cowboys, cowgirls and the Indians, makes the entire *experience* real enough to taste and touch. The most important element in the recipe for this Texas *experience* is...YOU!

*These policies and procedures have been established as a guideline  
to enable us to create and maintain the complete  
‘Texas of Yesteryear’ Experience*

**Hours of Operations**

- The Big Texan Restaurant and Motel are open 7 days a week and ALL holidays
- The restaurant hours of operation are: 7:00am to 10:30pm (occasionally later)
- The Motel Office is staffed and open 24 hours a day

**Mailing Address**

The Big Texan & Motel  
 P. O. Box 37000  
 Amarillo, Texas 79120-7000

**Physical Address**

The Big Texan & Motel  
 7701 I-40 East  
 Amarillo, Texas 79118-6915

**Phone Numbers/ E-mail Addresses**

- Corporate Offices 806-372-6000 ext. 308
- FAX 806-371-0099
- Galaxy Outdoor Advertising 806-372-3000 (dba GELI)
- General Manager 806-372-6000 ext. 305 rphillips@bigtexan.com
- Gift Shop 806-372-1000
- Human Resource 806-372-6000 ext. 303 hr@bigtexan.com
- Limo 806-372-7000 ext 304 limo@bigtexan.com
- Manager on Duty 806-372-6000 ext. 310
- Motel 806-372-5000 bigtexanmotel@bigtexan.com
- Restaurant 806-372-6000
- Sales (Banquet & Catering) 806-372-6000 ext. 302 sales@bigtexan.com
- Toll Free 800-657-7177 (Restaurant and Motel Reservations Only)

**Internet**

- www.bigtexan.com e-mail: dlee@bigtexan.com

**Scope of Business**

- We accept cash, Visa, MasterCard, American Express, Discover, Diner’s Club, and Traveler’s checks for payment.
- Breakfast is served in the Main Dining Room from 7:00-11:00 a.m. every day. Guests may enjoy our Big Buffet Breakfast or order a custom-cooked breakfast. The regular menu is also available.
- Holiday Buffets available Easter, Mother’s Day, Thanksgiving and Christmas.
- Limo service pick-up times 5:00pm – 9:45pm
- A full service bar and video games operate during normal business hours.
- The Gift Shop is open from 8:30 am to 10:30 pm.
- Meeting Rooms, Banquet Services and full service catering are available year round.
- 54-unit AAA-rated Motel.
- 24-Stall Horse Hotel, Gated Runs, Turnouts and a 60 ft. Round Pen are available overnight or complimentary for 2 hours or less (Two Hour Complimentary use does not apply to the Horse Stalls).

**Directions**

- We are located in Amarillo, Texas on the north side of Interstate 40 East between the Lakeside and Whitaker exits.

**Area Attractions (a few of the many)**

- |                              |                                 |                                      |                          |
|------------------------------|---------------------------------|--------------------------------------|--------------------------|
| ★ SPLASH AMARILLO WATER PARK | ★ ALIBATES FLINT QUARRIES       | ★ PANHANDLE PLAINS HISTORICAL MUSEUM | ★ WESTGATE SHOPPING MALL |
| ★ WONDERLAND PARK            | ★ CAL FARLEY’S BOYS RANCH       | ★ DON HARRINGTON DISCOVERY CENTER    | ★ ARENA FOOTBALL LEAGUE  |
| ★ PALO DURO CANYON           | ★ PROFESSIONAL HOCKEY           | ★ GIANT CROSS AT GROOM, TEXAS        | ★ HISTORIC SIXTH STREET  |
| ★ ROUTE 66                   | ★ CADILLAC RANCH                | ★ CAPROCK CANYON STATE PARK          | ★ MINOR LEAGUE BASEBALL  |
| ★ LAKE MEREDITH              | ★ AMERICAN QUARTER HORSE MUSEUM |                                      | ★ CATTLE AUCTION         |
| ★ AMARILLO MUSEUM OF ART     | ★ KWAHADI KHIVA THEATER         |                                      |                          |
| ★ “TEXAS” OUTDOOR DRAMA      |                                 |                                      |                          |

# General Policies

## The Goal of the Lee Family

The Lee family owners employed by The Big Texan are committed to doing their best to lead by example and to uphold the policies and procedures set forth in this manual. The ultimate goal of the Lee family is to hear guests say, **“We’ll be back!”**

## Employment: Training, Testing & Evaluations

### New Hire Paperwork

All new employees of the Big Texan are to complete the required paperwork before beginning their first day of training. The Human Resource Director will provide the date, time and place at the time of hire.

### Introductory/Training Period

You will be on a 30-day introductory/training period upon employment or a change of job at the Big Texan Restaurant and Motel. This will give you time to learn your specific job and give management time to review your performance. It is at this time that you are required to learn and begin following the established Big Texan policies and procedures. After this time period, your job performance will be formally evaluated by the standards established for your areas of job responsibility. The training period may be extended for a limited period only where it is deemed necessary due to circumstances beyond our control (such as absence due to unforeseen events).

During this probationary period, you may order from the employee menu when you are on duty and you will be given a 20% discount if you come into the restaurant and dine as a guest. Upon successful completion of the training period and provided you satisfy the terms and conditions of the various benefit programs, you will become eligible for certain programs that are either paid for or supplemented by the company, or simply offered to you by the company as a courtesy. Contact the Human Resource Director if you have any questions.

### Testing

After employment, you will be tested periodically on various aspects of your job responsibilities. Your job performance is constantly being checked, ranked, and used for evaluations at future times.

### Evaluations

Performance standards and expectations have been developed for all jobs at the Big Texan. You are expected to meet or exceed these standards. Periodic evaluations will be prepared and presented to all employees. These evaluations may affect your eligibility for promotions, merit increases in pay, or continued employment at the Big Texan.

### Salary Schedules

Salary schedules have been prepared for every job throughout the Big Texan. These salary schedules determine your starting wage and reflect opportunities for advancement in that position. The salary schedule may be interrupted, revised or advanced periodically at the discretion of the management.

### Employment at Will

It is the policy of The Big Texan that all employees are employed at the will of the company. Employees may resign from the Big Texan at any time, for any reason and may be terminated by the Big Texan at any time, for any reason, with or without notice.

### Confidentiality/Conflict of Interest

The Big Texan is a trademarked and registered business. Therefore, anything that occurs on our property or within the scope of our business is considered proprietary. Employees of The Big Texan agree to maintain confidentiality with regard to recipes, practices and other activities of the Big Texan and in no manner share this information with any individual, corporation or organization without the express written consent of the

owners of the Big Texan. This includes comments made on Twitter, Facebook, MySpace and other social sites.

Employees of The Big Texan will not engage in any other business activity while they are employed by the Big Texan that results in competition or in any way interferes or jeopardizes the operations of the Big Texan or impairs the growth or profitability of the company. This includes, but is not limited to, acquiring a second job or internship without prior consent of the Human Resource Director.

### **Media Representation**

The Big Texan is an internationally famous restaurant. It attracts attention from all types of media representatives; therefore, the following guidelines have been established for company spokespersons:

The official spokespersons for the company are: Bobby Lee, Danny Lee, or Ron Phillips.

- ★ No other employee will make an official comment to a media representative unless they are directed to do so by one of the spokespersons listed above.
- ★ If a media representative approaches any employee, he or she should respond with the following: "I'm sorry, but I don't have a comment on that situation. You need to speak with a member of our management staff." The employee should summon the Manager on Duty who will contact one of the official spokespersons.

As an employee of the Big Texan you may see or hear yourself in a photograph, moving picture, videotape, television show or audiotape. Your photograph or voice may also be used in advertising, marketing or other promotional efforts of The Big Texan with no compensation made to you. You may or may not be asked to sign a release form each time your photograph, likeness or voice is to be used.

### **Sexual Harassment**

Any situation in which tangible job benefits are granted or withheld based on your receptiveness to unwelcome requests, advances or conduct; or a situation in which the working environment is oppressive to a particular sex because of actions of co-workers, supervisors or guests constitutes sexual harassment. This entails touching, intimidating, "dirty" joking, derogatory language, or other offensive or distasteful behavior.

If you feel a guest, an employee, or a temporary/contract laborer is harassing you in any way, NOTIFY A MEMBER OF MANAGEMENT IMMEDIATELY. You are free to bypass any chain of command to help you with this.

Sexual harassment will NOT be tolerated. However, no action can be taken unless a report is made. All incidents of sexual harassment will be investigated, documented and may result in immediate disciplinary action up to and including termination. The Big Texan will not tolerate retaliation in any form against an employee who makes a report of sexual harassment. All reports of sexual harassment should be reported to and will be investigated by the Human Resource Director.

### **Substance Abuse**

Concern on the part of the management of The Big Texan and Motel for the health of its employees, product and service quality, public welfare, company reputation, enhanced employee performance, attendance and safety, has resulted in a decision to require tests for use of alcohol or illegal drugs. Drug or sobriety testing may be required under the following conditions: as a condition of continued employment, on-the-job accidents and/or injuries, or reasonable cause. The testing is confidential and will be performed by a private medical testing company. Each employee is required to sign consent for testing and further consent to the release of the results to the Big Texan. Refusal to sign either consent or to submit to the drug test will be considered grounds for termination. Tests will be administered both on a random basis and on a reasonable cause basis. Any employee seeking medical attention as a result of an on the job injury will be required to submit to a drug test.

## Reporting Accidents

In the event of an accident or emergency, (whether it is a guest or an employee) you are responsible for reporting it to your Supervisor and the Manager on Duty (MOD) and completing the proper paperwork prior to leaving the Big Texan property. All accidents involving an employee, no matter how insignificant (minor cut, fall, etc.) must be documented on the proper paperwork and turned into the Human Resource Director immediately. Permission to seek medical attention must be received directly from the Human Resource Director. Without proper notification, paperwork, and permission you risk the refusal of the "On the Job Injury Insurance Company" denying payment of medical bills. If the insurance company refuses payment you may be responsible for those bills.

If a guest is involved, be as courteous as possible, help as much as you can and notify the MOD immediately. Accident reports on guests must be turned in to Peggy Sandlin in the Corporate Office. Please be sure the proper forms are completed. *DO NOT provide the guest with copies of the accident reports.*

All injured employees or guests must seek treatment from only the approved medical facilities. The Manager on Duty (MOD) will be directed by the Human Resource Director to provide the names of those facilities when medical attention is needed.

If you see anything on the floor PICK IT UP. We need to create and maintain a safe environment for our guests, employees and YOU.

## Attitude

Your guests' *Texas of Yesteryear Experience* comes from the ambiance, the lodging, the food we serve and from our great attitudes. *Come to work happy and enjoy your job.* Leave your troubles at home.

## Lost and Found

Please report and give any property that is lost or misplaced immediately to the MOD. Items that are found in the restaurant will be taken to the motel at the end of each shift, where they will be noted into the motel logbook, with the time, date, item and who turned it in. Motel employees should take the items immediately to the front desk of the motel. If weapons or drug paraphernalia are found, DO NOT touch them! Notify a MOD immediately.

If a guest calls asking about a lost item, do not tell them you have the item unless you have it in your hands. The item should then be taken to the Motel immediately in order to avoid it being lost, misplaced, or stolen later.

## Health, Safety & Sanitation

### Sanitation

Sanitation and cleanliness versus contamination and cross infection is a concept that persons dealing with food must understand thoroughly. Never touch a portion of food or silverware that will be placed in another person's mouth. You are handling clean and dirty plates, silverware, glasses and napkins. (Napkins that they may have sneezed into!) You may handle money or shake hands. If you walk into the server area and pick up and eat so much as a crouton, you may have just exposed yourself to hepatitis, flu, colds, or another infectious disease. You take this home and you have just exposed your whole family to the same thing. It is mandatory that you always wash your hands after using the restroom, smoking or handling anything unsanitary. Any items that come in contact with food must not be taken into the restrooms (kitchen aprons, trays, towels, cups, plates, food, etc.) These are simple health habits that will protect you and our guests.

### Public Health and Safety Regulations (Texas State Law)

- ★ No eating in the wait, bar, host, sweet shop, or kitchen areas. Eat ONLY in the designated eating areas.
- ★ You must have MOD approval before taking a break.
- ★ No drinks are to be left in the work areas or wait stations except in designated areas provided.
- ★ No containers, plates, glasses, silverware, pans, etc. are to be placed on the floor or less than 6 inches above the floor.

- ★ Cleaning solutions must be kept away from food in a separate area. Use bleach buckets and sanitizing solutions for cleaning areas where food has been.
- ★ Keep all floors clean and swept.
- ★ Wipe up spills up immediately. Stop what you are doing and take care of spills.
- ★ Get help whenever lifting heavy items.
- ★ When handling fudge, roasting nuts and making desserts use gloves.

### **Safety and Health**

Safety and health is everyone's responsibility.

Employees must:

- ★ Follow all safety rules;
- ★ Review bulletin board for posted safety guidelines and tips;
- ★ Report any unsafe practices or unsafe conditions in their work areas; and
- ★ Report all accidents and injuries immediately.

Management responsibilities include:

- ★ Communicate safety and health rules and procedures;
- ★ Provide appropriate training;
- ★ Investigate all accidents and injuries;
- ★ Provide proper safety equipment and tools; and
- ★ Maintain a clean and safe work environment.

It is your and every employee's responsibility to observe and practice the highest possible standards of health and safety at The Big Texan. A violation of standard Big Texan safety procedures will result in disciplinary action up to and including termination.

## **Personal Safety and Security**

### **Security**

A uniformed Amarillo Police Officer is on duty at the Big Texan every evening. When your shift is over, please do not leave the Big Texan Restaurant or Motel unescorted. The police officer is available to walk you to your car. This is a courtesy extended to you for your safety. Please take advantage of it. As you are coming up to your car, look under the car and check the back seat. Lock the car door after you get into your car, start your car and leave immediately. Do not loiter on the parking lot after your shift is finished. Find another place to congregate with your friends. Any situation that may require the security officer's attention should be directed to him through the MOD. This includes anyone who looks or is acting suspicious, someone who appears to be intoxicated, under the influence, or anything that doesn't seem quite right.

### **Loitering**

Loitering is prohibited at The Big Texan. If you are not on duty or not scheduled to work, you need to leave the premises.

- ★ There is to be NO smoking, eating, or loitering in the lobby after work (even when off duty).
- ★ Do not linger on the parking lot or on the front porch after the restaurant closes.
- ★ You are not to loiter in the lobby of the motel at any time.
- ★ You are not to enter any motel room without prior permission from the motel manager.
- ★ If you come into the Big Texan as a guest, you may ask to be seated in the main dining room where you may order from the main menu.
- ★ No employee will be allowed to consume alcohol at any time on Big Texan Property (not even when off duty).

Do not for any reason enter non-guest areas without MOD approval if you are not on duty and clocked in on the TIDEs (timecards) system. Not even to "just drop off the keys."

Family and friends are not allowed to wait inside the restaurant, gift shop, or motel for you (no matter if the restaurant is opened or closed). They may wait outside the building on one of the benches or in their car.

## Personal Possessions

All personal belongings that are not necessary for work should remain out of the restaurant and motel. This includes, but is not limited to, purses, packages, backpacks, cell phones, pagers, articles of clothing, and other personal items. These items need to be left at home or in your car out of view (under the seat or in the trunk of your car). The manager's office is not a personal storage closet. Any items left in the closet may be thrown away.

The Big Texan, as a private employer, reserves the right to search any person, personal property, or articles of anyone at anytime for any reason. Any refusal will be handled by local law enforcement. The Big Texan is not responsible for any personal items damaged, lost or stolen while on the property.

A locker, located by the kitchen, may be available for your use. Employees must sign a contract and pay a deposit to secure a locker. Only employees signing contracts, paying a deposit and using the locks provided by the Big Texan may use the lockers. You are not permitted to cut the lock off of a locker regardless of the reason. Contact the Human Resource Director to make arrangements to gain access to your locker. Any employee who "subleases" their locker will immediately lose their privileges and deposit. See the Director of Human Resources for additional information concerning lockers.

## Breaks, Drinks and Meals

### Breaks

The Fair Labor Standards Act (FLSA) does not require employers to provide breaks for employees.

*Breaks are a privilege.* Requests for a break must follow these procedures:

- ★ No breaks will be granted during any busy time.
- ★ You must receive permission for a break from the MOD, which is granted at their discretion.
- ★ Once approved, you must clock out on the **Time IDentification Employee System (TIDES)** or approved time keeping system.
- ★ When you are finished with your break, wash your hands with soap and water, then:
- ★ Clock back in and return to work immediately.
- ★ **NO EMPLOYEE MAY LEAVE THE PROPERTY WHILE ON BREAK** without manager's permission.

### Drinks

- ★ All employees are welcome to free coffee, tea and water at any time. Do not use the plastic souvenir cups.
- ★ Please keep your cups and glasses in the designated drinking areas. Health Department regulations prohibit having used drinking glasses in a work area.
- ★ Employees ARE NOT allowed soft drinks from the Big Texan soda fountain. Any employee violating this policy will be subject to immediate disciplinary action, up to and including termination. A canned Soft Drink Machine is available in the kitchen area for purchase.

### Meals

If you want to eat while on a break, before your shift, or after your shift you will have the privilege of ordering meals from our special "Employee Menu" during normal business hours. These meals must be taken to the Designated Break Area located on the upstairs balcony in the restaurant, at the back counter of the Motel Office, or in the laundry room of the motel. Management may designate alternate eating areas. If you are on duty and on a meal break, guests are not allowed to join you to eat or visit.

You may eat from the specially priced employee menu only while you are on duty. To order a meal from the employee menu:

- ★ You must have permission from the MOD to take a break.
- ★ After receiving permission to take a break, clock out through TIDES (timecards), collect your verification slip and place your order.

- ★ The MOD or a designated team leader, will ring up your order and give you a ticket for your food. The ticket must have the MOD's signature before you can receive your food.
- ★ All food must be rung into the POS system before you get it.
- ★ Meals may be charged ONLY with MOD approval. (*Servers may not charge their meals*).
- ★ You must keep your ticket with your meal or it may inadvertently be thrown away and not be replaced.
- ★ You must eat in the designated areas.
- ★ Please be sure to clean up after yourself.
- ★ After your meal break, wash your hands, clock back in and return to your duties.

In some cases, employees may be allowed to order something to eat even though they are not clocked out.

- ★ You must receive permission from the MOD and have a paid and MOD signed ticket.
- ★ The items you may order will be restricted. No regular meals or steaks will be allowed.
- ★ You must keep your ticket with your meal or it may inadvertently be thrown away and not be replaced.
- ★ You must keep the items in the designated area.
- ★ You must wash your hands before handling any other food items or serving a guest.

*Food is never to be consumed by an employee after it is served to a guest, nor may an employee take scraps from the restaurant to feed a pet. Failure to follow this policy is a violation of health codes and will result in disciplinary action up to and including termination.*

#### ***Employee To – Go Orders***

There are no to-go orders off the **Employee Menu**.

All other to-go orders must be presented to the MOD for ticket audit and payment verification. Once the to-go box and contents have been verified, the MOD must sign the to-go box before you can leave. *No employee is allowed to take a to-go box out of the restaurant after 6:00pm.*

#### ***Eating while off Duty***

If you want to come in and dine with the Big Texan as a guest during breakfast, lunch or dinner, your party will be given a 20% discount off of the ticket. This discount does not include liquor or beer. The discount will be extended to all of the guests sitting with you. An 18% gratuity will be added to your ticket. If you are not here during a regularly scheduled shift, then you may NOT order off of the **Employee Menu**. *The Employee Menu is not available when you are seated in the main dining room.*

The luncheon menu is only available for orders Monday – Sunday, 11:00 through 3:00pm. Check with the MOD before making any exceptions to the availability of this menu.

#### ***Family and Friends Eating in the Restaurant***

We love for your family and friends to come out to enjoy the Big Texan. However, if you are on duty, guidelines have been established to ensure a positive experience for the people visiting and for you.

**Prior approval must be received for you to serve your family as guests. Check with the MOD on duty.**

- ★ Give your visiting family or friends proper service as a guest and do not excessively stand around them.
- ★ Do NOT let them stay at the bar for a long period of time.
- ★ Never take them into areas of the restaurant or motel where only employees are allowed. Tours of the facilities is fine, but please make prior arrangements for the MOD to conduct the tour.
- ★ Do NOT jeopardize your job by giving your friends / family extra food, beverages, rooms, discounts or privileges other than what a regular guest receives or without charging them properly.
- ★ Family and friends are not allowed to order off of the Employee Menu nor will they receive a discount if you are on duty.

Employees and their families *ARE NOT* eligible for special meal promotions. Employees are not given a discount on any holiday buffet. Employees will receive the 20% discount on the Breakfast Buffet. Employees are welcome to come in on their birthday and enjoy their FREE Birthday meal. The

Employee will *not* be allowed to order the FREE Birthday meal to go.

### **Tobacco Products**

Tobacco use is a privilege reserved for our guests. No employees are allowed to use tobacco products inside the Big Texan, *unless they are here as a guest*. The use of smokeless tobacco is also not allowed inside the Big Texan.

There is one place you may use tobacco as an employee at the Big Texan after MOD Approval:

*East side of Restaurant behind the dumpsters.*

The Big Texan has made these accommodations for tobacco users as a privilege and any violation is a serious infraction. First violation for this is an automatic 25 demerits without question or appeal. This means pulling up in your car on the Big Texan property for duty while smoking is a violation of this policy. Don't test this policy!

*Please help keep designated smoking areas clean. Dispose of cigarettes properly. Do not leave burning cigarettes on the ground. Only one smoke break will be allowed during a shift.*

### **Gum chewing, Straw chewing, Toothpick chewing, etc.**

Nothing should be placed in your mouth while you are on duty. Remove all gum, straws, toothpicks, tongue studs or other items from your mouth before you report to work.

## **Health & Sanitation**

### **Employee Hygiene**

Your dress and grooming habits must meet the mission statement goal to present the "Texas of Yesteryear" Experience for our guests. You are responsible for your own personal hygiene. Your personal appearance is a reflection of the Big Texan anytime you are on duty. These guidelines apply to all employees in all departments. You must have a 'clean Texas appearance':

- ★ Bathe regularly and use deodorant
- ★ Clean – Ironed / Pressed / Shirts / Pants
- ★ Pants and skirts are not to be faded, have holes, or frayed. Skirts should be of a modest length.
- ★ Clean Shaven, (skipped days or scruffy looking facial hair will result in PBW loss or additional tip out)
- ★ Clean hands, face, hair, teeth and fingernails
- ★ Groomed, restrained, and contained hair (if it touches your shoulders it must be pulled back)
- ★ Clean boot/shoes
- ★ Use perfumes or aftershave/colognes sparingly, if at all

If you come into work and your personal appearance is not appropriate, the MOD may send you home, remove you from the schedule and you will not be allowed to return to work until you are in compliance with this policy. Other disciplinary action such as PBW loss or additional tip out may also be taken.

### **Dress Code**

There is a dress code at The Big Texan and Motel. The Human Resource Director will provide you with your dress code prior to your first work day. ALL front of the house personnel (servers, bartenders, hosts, bar backs, server assistants, sweet shop and dessert stand) MUST wear:

- ★ **Cowboy Hats** are required with "Western" style uniforms that include black or dark denim pants or skirt and approved western style shirt (snaps not buttons)
- ★ **Name Tag**
- ★ **Approved Western Style Shirt with snaps**, long/short-sleeved (Clean, Pressed, w/o holes, not faded) Sleeve-less shirts are *not* allowed.
- ★ **Western style Boots**
- ★ **Garter** (except with approved Indian or Southern Belle outfit)
- ★ **Bolo or Bandana** to be worn around the neck / collar

- ★ Male – **Western Style Jeans:** black or denim blue. NO FADED, frayed or Jeans with holes (Wrangler preferably)
- ★ Female – **Western Style Jeans:** black or denim blue. NO FADED, frayed or Jeans with holes  
**Black or Denim Blue Skirt** (appropriate length)
- ★ Outfits appropriate to the “Texas of Yesteryear” experience may be worn, only with prior approval. These outfits will be documented and must be maintained as approved.
- ★ If wearing Big Texan Outfits or Costumes you must wear all items issued with the outfit
- ★ No mixing and matching of approved outfits.
- ★ Avoid problems and check first.

**Bussers and Kitchen Staff** – Black pants or jeans (properly fitting), black cook shirt, apron and Big Texan cap. A cowboy hat is required for any kitchen employee who goes onto the floor of the main dining room or the char-broiler area

**Dishwashers** – Water Resistant pants, waterproof boots, black cook shirt, apron and Big Texan cap.

**Motel Office** – Jeans or skirt, or approved western wear, and nametag

**Motel Housekeepers** – scrubs, sturdy footwear

**Catering Staff** – Assigned uniform depends on event.

*Everyone should wear a friendly smile. You are not in proper uniform without your smile!*

There may be some variation to this rule, but all uniforms must meet the Mission Statement objective. Please refer to the Approved Uniform Guidelines that were provided for your specific job title.

All face jewelry must be removed prior to clocking in for work. This includes nose rings, lip rings, eyebrow rings, tongue rings, chin rings, cheek rings, etc. Women may continue to wear no more than two earrings per ear. Men will not be allowed to wear any earrings at all. No band-aids, tissue, plugs, or tape will be permitted to “cover” the face jewelry.

## Work Schedules and *T*-ime *ID*-entification *E*-mployee *S*-ystem (*TIDES*)

### Punctuality

It is your responsibility to know your schedule. When you are scheduled for a shift, you are expected to be on time. You must be dressed and prepared to go to work when you clock in. Give yourself ample time to prepare for work and be here on time. Unless you have management approval, one minute late is late. If you are late, it causes the people who work with you to fall behind; and ultimately it causes our guests to suffer. Don't ask to clock in early.

Tardiness may result in demerits and other disciplinary action. Chronic tardiness could put your job in jeopardy. Failure to call in or to report for a shift seriously impairs the overall efficiency and operations of The Big Texan and will result in disciplinary action. Calling in late and then not showing or calling back may result in severe disciplinary action.

### Schedules

Weekly Schedules are posted every Friday on the Employee Bulletin Board. The Schedule will also be posted on line at <http://bigtexan.com/schedules/> . The pass code for the schedule site will be posted on the Employee Bulletin Board every other Thursday. The pass code will also be e-mailed to the employees who provide the Director of Human Resources with their e-mail address. Be sure and write your schedule down so you do not have to call every day to see what you work.

Please obtain a list of your co-workers' phone numbers to help cover your shifts. This will aid you in the event you need someone to cover a shift for you. You are responsible for reporting to work on time for every shift you are scheduled. In the event of an emergency, YOU are responsible for notifying the MOD and covering all your shifts. Do not allow a friend, co-worker, or family member to call for you.

It is strictly up to the MOD to determine when you can clock out and leave the Big Texan. Do NOT leave without the MOD's authorization. To do so will result in disciplinary action.

It is the employee's responsibility to make sure they are properly clocked in and out of each shift in order to be properly paid. Let the Director of Human Resources know as soon as possible if there is a problem with your timecard.

### **Shift Changes**

You must cover all shifts for which you have been scheduled. If necessary, it is permissible to exchange shifts with another employee who has the same job title and responsibilities. All shift changes must be documented. Shift change request forms are available in the rolling stations and from the MOD. The forms must be completed and signed by both parties prior to the day in question. The form must be signed by the GM or MOD and given to the MOD prior to the shift being switched. Shift trades **MUST NOT** result in overtime (more than 40 hours worked during one workweek). If shift changes are not documented, the party originally scheduled will be held responsible for the assigned shift. Only employees completing their 30-day introductory/training period may switch shifts without first getting permission from the Human Resource Director or the General Manager. All scheduled catering/banquet shifts must have prior approval from the General Manager before the switch can be made.

### **Request for Time Off**

All requests for time off (such as vacations or Leaves of Absence) or for specific days off should be made to the Human Resource Director. A note, voice message, e-mail or letter must be received by noon Tuesday prior to the week containing the day(s) you are requesting off in order for the request to be considered. The Big Texan will honor your requests if possible, but in the event your request is not honored, you are responsible for your scheduled shifts. The summer months and holiday seasons are **VERY** busy; please try to plan your vacation days around those busy times. Certain dates may be "blacked out," meaning that everyone will be expected to work those dates. The Human Resource Director and the General Manager can answer your questions about "blacked out" days.

### **Absences**

If you need to miss work for any reason you must contact the MOD as early as possible to inform them of the situation. (Do not leave a message on the MOD phone. Call until you talk to a "live" person) **AT LEAST FOUR (4) HOURS NOTICE IS REQUIRED. HOWEVER, THAT IS NOT CONSIDERED COVERING YOUR SHIFT. YOU** are still responsible for covering all shifts. Once you are feeling sick, start calling other co-workers to have your shift covered. **YOU MUST CALL BACK PRIOR TO THE TIME YOUR SHIFT IS SCHEDULED TO BEGIN AND TALK TO A MANAGER ON DUTY.** If you call-in sick, a doctor's note may be required before you can return to work. You must let the MOD know if you have or have not found someone to cover your shift prior to the beginning of that shift.

Certain absences may be excused, at the discretion of the MOD and/or the Human Resource Director. No show and/or no call will result in demerits and may put your job in serious jeopardy. If your absence is the result of an emergency or will require you to miss more than one shift you must contact the Human Resource Director in order to insure your continued employment with the Big Texan.

A doctor's note will be required in order to return to work for absences due to medical reasons. (Illness, injury, etc.)

### **Leaves of Absence**

All requests for Leaves of Absence must be submitted in writing to the Human Resource Director. Leaves will be granted at the discretion of the Human Resource Director based upon the specific circumstances of the request. The employee will be required to sign a "Leave of Absence Contract" prior to the last day of work. If the requirements of the leave are not met the employee will be terminated and only rehired if a position is available.

Leaves related to medical conditions will require a doctor's name and phone number, and documentation that describe the condition. The employee must maintain contact with the Human Resource Director on a weekly basis. Periodic medical updates may be requested. The employee will not be allowed to return to work from a medical leave without a release from the attending physician. Any medical restrictions or

prescribed medication must be documented and given to the Human Resource Director in order to return to work.

A phone call must be made to the Human Resource Director in case of Medical Leave due to an emergency. The doctor's name and phone number must be supplied at this time.

### **Excused/Unexcused Absences**

The Big Texan upholds the Family Medical Leave Act. The Human Resource Director must be notified immediately by the employee making the request.

The management of the Big Texan may approve excused time off for situations that include:

- ★ Time to vote
- ★ Death in the immediate family
- ★ Jury duty
- ★ Military reserve duty

Jail/prison time is *not* considered an excused absence. Only with proper notification to the Human Resource Director may the employee be allowed to return to work after incarceration. Demerits will be assigned and additional disciplinary action may be taken. No notification could result in termination. If the employee is to remain incarcerated for longer than a week, and the Human Resource Director has been notified, he/she will be terminated with the possibility of being rehired upon release.

### **Transportation to and From Work**

Everyone is responsible for his or her own transportation to and from work. If your dependable transportation becomes undependable, make other arrangements, such as: riding with a co-worker, relative, friend, or calling a taxi. *The Big Texan Limos are not available to pick up or take home employees.* Lack of transportation is not a valid excuse for missing work. You are responsible for your scheduled shift.

## **Payroll Information**

### **Time Keeping**

If you are not on a salary or are a tipped employee then you are on a Performance Based Wage (PBW). PBW is minimum wage with a bi-weekly bonus based upon your performance of the duties and standards related to your position and your attitude towards your job. *For example*, you will lose \$5.00 from your PBW each time you are *not* excused for being late for a shift (less than one hour). Other rule violations or failure to perform your assigned duties could result in stronger penalties. Any PBW employee who is terminated or no longer shows for scheduled shifts may lose all PBW for that pay period.

Prior to clocking in, you should check in with the MOD or your supervisor in order to allow them to make sure you are in proper uniform. Once you have clocked in, you are expected to go to work. ***Come to work and leave work in proper uniform or demerits may be issued.***

You will be required to clock in and out through the T-ime ID-entification E-mployee S-ystem (TIDES) to insure proper compensation for the hours you work. Be sure to clock in at the start of every shift and clock out at the end of the shift. If the TIDES malfunctions or you have problems clocking in, immediately notify the MOD of the problem. The MOD will be responsible for correcting and documenting the problem. Any alterations made in the schedules entered into the TIDES by Human Resources, must be properly documented. You must contact the Human Resource Director within 48 hours if you have questions or concerns about your time. It is in your best interest to keep all slips printed at your clock out until you receive that pay period's paycheck.

*Falsification, or attempts to falsify time-keeping documentation, is a serious violation. Any attempts to bypass or corrupt the TIDES will result in immediate disciplinary action, up to and including termination and prosecution*

Motel staff will be required to clock in and out using the time clock in the motel office.

**Overtime**

Overtime is paid on a per week basis.

**Pay Days**

You may pick up your paycheck in the office every other Wednesday after 12:00 noon when you are off duty or your shift is over. If you are working on payday, the MOD may allow you a break to pick up your check. Paychecks *WILL NOT* be given out before 12:00 noon on the designated payday. After the office has closed, you may pick up your paychecks at the bar. No one may pick up your check except **you** without a written note of permission.

The paychecks are available Monday through Friday, from 8:00 am until 5:00 pm.

The Big Texan may cash your paycheck on payday only from 12:00 Noon until 4:30 pm for a fee of 1.5%.

If you have any questions about your paycheck, you must visit with the personnel in the corporate office.

**Payroll Advances/Loans**

The Big Texan is in the food service and hospitality business. We do not provide company loans to our employees. In some cases, Payroll Advances may be granted. The following guidelines will apply to all advances:

- ★ You must be employed for a minimum of 30 days and have satisfactorily completed your probationary period before you will be eligible for an advance.
- ★ Advances will be granted for no more than 25% of the earned time on your time card.
- ★ A fee of up to 20% may be charged on pay advances.
- ★ One advance may be granted per payroll period.
- ★ The General Manager must approve advances.

*The Big Texan will not cash personal checks for employees.*

**Payroll Deductions**

No deductions will be made from an employee's paycheck without the employee's knowledge. However, in some cases deductions may be mandated by law, i.e., child support payments, judgments, guaranteed student loans. In cases involving legal directives, the Big Texan must abide by the mandates issued. Deductions also may be made for uniforms, insurance, equipment, meal charges or credit union. In some cases, such as shortages, incorrect credit card tips/charges, breakages or walked tickets, employees will be required to bear responsibility and be accountable for those errors. Arrangements may be made to collect those shortages through a payroll deduction.

**Tipped Employees**

You are required by the Federal government to declare all of your total income (tips). *ALL tips must be claimed, including those received when working a catered event or a banquet.* Failure to declare all tips is not only an infraction of company policy; it is also a violation of the law and will be treated as such. All tips must be recorded in the TIDES and on the appropriate Cashier Report. Tips not recorded or recorded incorrectly could result in disciplinary action.

Your tip is a direct reflection of your commitment to serving the guests. A tip shall be appreciated no matter how big OR small. Any rude or derogatory comments made to a guest regarding a tip that has been left will result in disciplinary action. Adding unauthorized tips, additional tips, or changing a tip on a credit card will result in termination and possible criminal charges being filed.

*The Wage and Tip Report is used to calculate Per Person Expenditures (PPEs) for all servers. Falsification of tickets, incorrect reporting of wages or tips or any other actions taken by a server to create an inaccurate portrayal of PPEs may result in disciplinary actions, up to and including termination.*

“Fishing for tips”, cash and/or credit will not be tolerated. This includes comments such as “Do you need your change?” This is a violation of company policy and anyone doing this will be subject to demerits or additional disciplinary action.

Any abuse of the auto-gratuity will result in disciplinary action up to and including termination.

## Benefits

### Profit Sharing

Profit sharing is available after you have worked more than 1000 hours in one year’s time and are at least 18 years of age. Enrollment dates are January 1 and July 1 of each year. Profit sharing is a company sponsored retirement fund extended to you without charge as a benefit. It may or may not be funded and is a year-to-year case.

### Occupational Accident Insurance

The Big Texan and Motel is not covered by Texas Worker’s Compensation. We are non-subscribers with a private insurer to handle all on the job injuries.

### Education

The Big Texan and Motel encourages the continuation of professional development through education. Schooling, seminars, CEU, and special appearances are all part of education and we will try to accommodate your school schedule. Please keep Human Resource informed about your professional future. You are to submit an official copy of your school schedule prior to the beginning of each semester to assure that you get those times off. You will be responsible to cover all shifts once the schedule is posted.

### Vacations

Vacation benefits may be extended to all employees who average 30 hours or more a week after one full year of employment. After 5 continuous years of service, paid vacation will be extended to any employee averaging 20 or more hours per week. Vacation benefits are based upon the average number of hours worked per week. You are to submit your request for vacation time in writing to the Human Resource Director. Please be aware that we may not grant requests for vacations scheduled during the busy seasons of the year, such as holidays and summers. Try to plan your vacation time around this schedule.

If you have been employed at The Big Texan for a full 12 months, you may speak to the Human Resource Director for approval of a week’s vacation. After two (2) years of employment, you may take up to two (2) weeks off each year. Once your employment at The Big Texan has exceeded seven (7) years, you may take three (3) weeks of paid vacation per year. In order to properly calculate your potential vacation average hours, your requested time must be made after your anniversary date.

Vacation time and/or pay cannot accrue. In rare cases, with the approval of the Big Texan Human Resource Director, vacation pay may be issued in lieu of time taken off work. Vacation pay **will not be** issued for leaves of absence, discharge or termination. If you leave employment at the Big Texan on good terms with at least two weeks notice, vacation benefits may be extended to you.

***Any separation of employment will result in a new hire date upon rehiring.***

### Short Term Disability

*If you have been employed here for five consecutive years of full time employment, you are eligible for our short term Disability program. If you must take more than two weeks off for surgery, maternity or a family death, the Big Texan will reimburse you at 25% of your average pay for up to*

six weeks. This program must have prior Human Resource approval. This is not to be used in association with vacation pay.

### Insurance

A voluntary health benefit program will be offered as a payroll deduction to all interested employees employed on a year round basis (part or full time). It will cover doctor visits, prescriptions, lab work, x-rays and off-the job accidents. An optional dental/vision program will also be included for an additional fee. There will be an enrollment period once a year. If you are a new hire you will be given the opportunity to take advantage of this benefit once your probation period has ended. You may visit with the Human Resource Director for additional information about the voluntary health insurance programs, AFLAC insurance, and AIG life insurance.

### **Conservation of Resources**

Everyone must work together to help conserve our restaurant's resources. You can do your part by maximizing the supplies you use, avoiding wastes, and preventing breakage of anything and everything. It is through controlling our costs that the Big Texan is able to provide you a job tomorrow.

### **Parking**

During the busy months, (May-Sept.) and major holidays, such as Thanksgiving and Christmas, you must park in the back of the building, (north side). During the slower times, please park on the West Side of the Big Texan. If there are any questions, please ask the MOD. The designated parking spaces have a blue Texas star on the parking block.

### **Compliments and Complaints**

All guest complaints or compliments, no matter how small, should be referred to the MOD immediately and documented appropriately. These comments deserve proper feedback that should be provided in a timely and efficient manner. Guests' evaluations are one of the most effective ways to improve our business. Guest comments may be posted. Consistently negative guest comments or complaints regarding a particular employee will result in demerits and could lead to additional disciplinary action, including suspension and/or termination. Consistently positive guest comments regarding a particular employee will result in recognition and rewards.

Employee feedback is also vital to our growth, so we not only expect your feedback we encourage it. Please direct your communication to a member of the management team. In some cases, you may find it appropriate to complete an Incident/Compliment Report and turn it in to Human Resources. Incident Reports document a variety of situations and include compliments as well as complaints.

## **Telephone Use, Etiquette and Your Privacy**

### **Answering Calls**

The responsibility for answering the telephones has been delegated to specific employees. If no one is around, please answer the telephone in a courteous manner.

***Be very careful of telemarketers asking for information concerning equipment and personnel. Do not give out any information about the Big Texan other than hours of operation, location and schedule of events or what you have been instructed to do by your supervisor. Refer Media calls to the designated company spokespersons.***

**It is the strict policy of the Big Texan that all information regarding employment or previous employment of individuals be referred to Peggy Sandlin in the corporate office.**

Callers should always be addressed with this greeting:

*"Howdy – Big Texan, this is <your name>, how may I help you?"*

It is imperative that telephone calls be answered promptly; this means within the first three rings. When necessary, put callers on hold to answer incoming calls and then go back to calls in the order they were answered. Failure to answer calls in a timely fashion may result in disciplinary actions.

If the call is for someone specific, please ask who is calling, the nature of the call and direct the call to that person. If the person is unavailable, ALWAYS ask to take a message or direct the caller to the person's voice mail. The message should at LEAST include:

- ★ Callers name and number (always repeat the number back)
- ★ Who the message is for
- ★ Time and date of the call
- ★ The caller's intention (i.e., call back, yes, no, etc.)
- ★ Message from the caller

#### **Personal Calls**

No personal telephone calls are permitted. If the call is an actual emergency it will be relayed to the MOD who will discuss the call with you.

- ★ If you should receive an excessive amount of personal calls, the misuse will be discussed and will result in demerits. Flagrant violation of the policy may result in additional disciplinary action, including suspension or termination.
- ★ Your personal business needs to be taken care of before you come to work.
- ★ The receptionist is here to take care of restaurant business not your personal calls.
- ★ You will not be allowed to use the office, motel, gift shop, or the MOD phones at anytime.

***Unauthorized cell phone use will result in a \$15 fine or 5% tip out. Continued abuse may result in additional disciplinary action.***

#### **Monitoring Employee Phone Calls, Computer usage, Internet, e-mail, voice mail and faxes**

The Big Texan maintains the right to monitor and record all calls made on company telephones as well as all information stored on or transmitted through any company communication or computer system, including hard drives and disks, all of which are subject to inspection and/or monitoring by the Big Texan at any time, with or without advance notice. Employees are not entitled to any expectation of privacy with respect to such information. This includes postings to Twitter, FaceBook, MySpace, and other social networking sites.

Any use of telephones, computers or other electronic devices which violates any rule, policy or regulation of the Big Texan will subject the employee to disciplinary action, up to and including termination.

It is the policy of The Big Texan to monitor phone lines and also to make and maintain audio recordings or video recordings of employees while they are at work. Employees may be recorded at any time and at any place on the property of The Big Texan. Violations of company rules and or procedures captured or recorded on audio or video may result in demerits or more serious disciplinary action, up to and including termination.

## Code of Conduct

### Lobby Games

Games are available in the lobby as a part of the entertainment package we offer to our guests. Big Texan employees are not to play these games unless they are visiting the restaurant to dine as a guest. Neither Big Texan Employees nor their families are eligible for the jackpot payouts or reimbursements of any kind on the games in the lobby of The Big Texan. **PLAY AT YOUR OWN RISK.**

### Alcohol Service

As someone who sells, prepares or serves alcoholic beverages you must be certified by the Texas Alcoholic Beverage Commission (TABC). The Big Texan requires that you have this certification in order to be employed or remain in their employment. A copy of your TABC certification must be given to the Human Resource Director prior to your beginning training in the position requiring this certification. Upon the successful completion of this course you will receive a two-year certification for the TABC. You will be removed from the schedule if your TABC certification is expired. It is your responsibility to keep the certification up to date. See the Human Resource Director for TABC Certification times and places.

Employees of the Big Texan will follow all TABC laws. It is illegal to serve alcohol to a patron who already is showing signs of intoxication. If an intoxicated guest tries to order a drink, tell the customer you will be right back. Immediately get the MOD, so they may deal with the situation. The customer will be informed that they may eat dinner, leave or we will call the police. Always be as courteous as possible.

It is illegal to serve someone under 21 years of age even if it is a minor sitting with his/her parents. Card every guest who looks less than 30 years old. Do not feel insecure about asking someone for his or her ID. If the person is over 21 they do not mind being asked for ID. *If the person is under age they mind being asked and will probably act like you are out of line for asking.* (Ask Anyway!) They might be TABC agents and you might save **yourself** a very heavy fine. It is your **legal** responsibility to make any guest who appears underage present proof of age.

***If you fail to adhere to any of these policies, you could face termination of your employment, as well as legal prosecution and fines.***

Be aware that it is illegal for anyone to enter or exit the premise carrying alcoholic beverages. Ask person(s) to surrender the beverage for you to dispose of or ask them to leave and consume the beverage off our property. Contact the MOD immediately and make them aware of the situation.

If at any time you feel uncomfortable serving alcohol to an individual ask for assistance from the MOD.

***Employees of the Big Texan are not allowed to consume alcohol on Big Texan property at anytime.***

### Right of Way Manners

At the Big Texan, we are in the business of serving others. In doing so, we must treat all patrons with the utmost respect. Guests have the right of way in all situations. You should always let the guests pass first and have the right of way. Please try to walk to the right as if you were driving a car.

Please try your best not to walk in front of performers on stage or the singers at a table. Walk through the wait station if necessary or wait until the performance is over. The only time the singers will step out of your way is when you are coming with food to the table where they are singing. Hot food delivery is the #1 priority.

Respect the In/Out doors of the kitchen to insure that accidents do not happen and a smooth flow of food in/out of the restaurant is maintained.

**Motel Usage**

No employee at any time will be allowed to rent or visit the motel rooms or use the pool before getting approval from the General Manager or the Motel Manager. If you have relatives or friends coming into town and you wish to stay with them, you may arrange for them to stay at the motel; however, YOU MUST have approval of the General Manager or the Motel Manager first. Violation of this policy may result in disciplinary action up to and including termination.

**Solicitation and Posted Information**

Please do not bring in books, newspapers, paperwork, flyers, or information regarding the sale or manufacture of any merchandise or products. Limited solicitation needs prior approval from the Human Resource Director. Please sell products on your time, not Big Texan time. Violation of this policy could result in your termination. If a guest brings posters, brochures, or flyers to post you are to have them contact the MOD. The MOD must then seek permission from the Human Resource Director or owners. No posters are to be placed in any of The Big Texan windows or on the doors without the proper permission.

**Speech**

A professional 'Texas of Yesteryear' image must be maintained at all times. Distasteful speech, profanity, or actions in view of or near our guests, or with other employees is forbidden. Employees will refrain from loud talking, emotional outbursts and horseplay in the restaurant. Use of profanity will result in demerits and possibly in the termination of your employment. Big Texan is a family oriented establishment; we want customers to feel they can bring their children in here without fear of them being exposed to bad language or situations. Servers must refrain from yelling orders to cooks from the server station.

**Horseplay**

Horseplay creates hazardous conditions that may endanger our guests and/or other employees. Always maintain a professional manner in your work area. Work smoothly, walk fast if needed, but don't run.

**Weapons**

The Big Texan does not allow any job applicant, employee, contractor, subcontractor, vendor, agent or representative to carry or maintain any type of weapon on the property of this establishment. Such premises include any portion of the building in which Big Texan is housed, any private or public driveway, parking lot, sidewalk, street, or any other parking area used in connection with Big Texan's business, and any vehicle used, owned or leased by Big Texan. Big Texan also prohibits the carrying of a weapon or concealed handgun on your person or property while you are rendering any services or attending any event or function relating to your employment with the Big Texan or conducting any business on behalf of the Big Texan.

*Even if you are certified to carry a weapon do not bring the weapon on the premises. The only exception to this policy is personnel who are involved with Big Texan security.*

**Communication**

It is our goal to provide you with the information you need to perform your job at the highest standards possible. We want you to be aware of corporate goals, special promotions, and discount programs for our guests, contests, changes in procedure and other items that will affect you, your job and the company. We use several methods to achieve our communication goals. Those methods include notices posted on the bulletin board, pre-shift meetings, notes attached to paychecks, and mandatory meetings.

*It is up to you to stay informed.*

We believe that communication is a two-way street. Your ideas, observations and suggestions are important to us. If you do not feel comfortable approaching members of management directly, you may use the comment box. Your participation on committees and your attendance at meetings is a vital link in the communication process.

You have the right to bypass the existing chain of command in the event that you feel that your immediate supervisor is not listening to your ideas/and or concerns about a recurring situation. This means you can feel free contact any member of management, without fear of reprisal.

### **Bulletin Boards**

Please make it a habit to read notices posted on the bulletin boards throughout the property. You will find weekly schedules, information about special promotions, employee contests, changes in policy or procedure, training classes and mandatory meetings posted on Bulletin Boards. The bulletin boards are a communication tool under the direction of the Human Resources Department. *Nothing is to be posted on a bulletin board without the written permission of the Director of Human Resources.* Treat items posted on Bulletin Boards with respect. DO NOT add your personal comments or drawings to posted memos. To do so will result in disciplinary action.

### **Employee Meetings**

Mandatory employee meetings will be scheduled throughout the year. The times and locations will be posted on employee bulletin boards and on the employee schedules. Some mandatory meetings are designed to provide information. In some cases, you may be scheduled for a mandatory meeting to provide you with additional or specialized training. *You must attend all mandatory meetings.* Dates and times will be posted in advance. Most of these meetings will last no more than one hour. Employees will be paid for attending mandatory meetings. Please be sure to sign the meeting roster so that you will be paid appropriately. You SHOULD clock in prior to the meeting unless instructed otherwise. Ask the MOD if you have questions.

If you have a schedule conflict, either through work or school, and are unable to attend a mandatory meeting, you must notify the Human Resource Director *prior* to the meeting in order to avoid disciplinary action.

Failure to attend a mandatory meeting will result in demerits and could lead to additional disciplinary action, including loss of PBW or additional tip out. Meetings will start at the posted time.

### **Company Owned Vehicles**

You may not operate a company vehicle unless you are on the approved drivers list maintained by the Human Resource Director. You must fill out the appropriate form, be at least twenty-three years old, have a valid Texas issued driver's license, a clean driving record, no felony convictions, and have prior approval from our insurance companies based on their background check. A logbook is maintained in the motel office. All maintenance and fuel purchases must be recorded in the appropriate logbook and receipts turned into the appropriate people. Big Texan Limos are not to be used by employees of the Big Texan. Unauthorized use or infraction of the traffic laws will result in disciplinary action up to and including termination.

### **Orders/Deliveries**

No one except authorized purchasing agents of the Big Texan are allowed to place orders for any food, merchandise, materials or supplies. Be careful of telemarketers asking for information concerning equipment and personnel. Do not release information about the Big Texan or its employees other than hours of operation, location and schedules of events.

A purchase order system is used for all Big Texan orders. See the corporate office for the designated numbers prior to placing the order.

ONLY supervisors or management personnel are to accept deliveries. Examples of this include Federal Express, UPS, and Food & Produce deliveries. Refer the person to the office or the MOD.

All beer and produce deliveries should be routed through the back door. No delivery should be accepted without verification of product received. No food or beverage delivery should be brought in the front door.

**Hiring Family/Relatives/In-Laws**

Any employment of family, relatives or in-laws must be cleared through the General Manager prior to employment.

**Discipline System**

The Big Texan follows a procedure for progressive discipline that is built on the documentation of violations. The Demerit System is a part of the Big Texan's progressive discipline system that includes verbal counseling, written warnings, suspension and that, ultimately, may result in termination of your employment with The Big Texan.

**Demerits**

Big Texan Management has developed a table of demerits with higher demerits assigned for more serious infractions. When an employee reaches a level of 10 demerits, they receive formal written counseling regarding their performance. The second step in the progressive disciplinary procedure is reached when an employee accumulates 20 demerits and a formal written warning is issued. At 30 demerits, the employee is subject to suspension and termination occurs when 40 demerits have been reached within a 12-month period. The employee is required to sign each step when counseled. Demerits remain on the record for 12 months. At the end of 12 calendar months from the time demerits are issued for a specific incident or violation, they will drop off the employee's record.

Incident Reports are used to document situations that range from exceptional performance, unusual situations and violations of company policies. Supervisors may issue demerits immediately for any misconduct that is a violation of Big Texan policy as outlined by this manual. Both the employee and the MOD must sign any official write up and it must be witnessed. By signing the incident report you are affirming you have read and understand the nature of the policy or procedure violation and its impact upon the Big Texan's operations. If you disagree with or have questions about the incident report you are encouraged to write your concerns on the lines provided on the back. A review will be scheduled.

Management will review all direct violations of company policy. Formal action by Human Resources will follow as necessary and will be dealt with as soon as possible pending completion of investigations. In some cases, that may include issuance of demerits after a supervisor has counseled an employee. Disciplinary interviews will be scheduled to evaluate your employment record if repetitious behavior persists. A record of incidents, corrective measures and the disciplinary action taken will be placed in permanent employment files. Demerits are documented by the Human Resource Department.

**Theft**

Theft is a serious violation, punishable by 40 demerits and immediate termination of your employment at the Big Texan. It includes such offenses as clocking in early, consuming any food without a ticket, "fishing" for tips, unauthorized discounts, failure to turn in lost & found items, improper reporting of tips or sales, changing credit card slips, leaving the property with Big Texan Funds or merchandise and improperly charging guests. Even a soda from the fountain is considered theft and will not be tolerated.

Theft or any incident that causes damage to another employee's property, damages the property of The Big Texan, or hinders the operation of The Big Texan could result in immediate termination and criminal charges may be filed. These types of actions will not be condoned or tolerated and will specifically be investigated by the Management of the Big Texan. The Big Texan encourages and rewards individuals who turn in offenders. Theft hurts all of us through loss of raises and benefits.

**Termination of Employment**

Upon non-voluntary termination of employment or dismissal, an ex-employee will not be allowed on the property of The Big Texan or motel for a period of 60 days. After that time, they are allowed here only as a paying guest in the restaurant. No former employee, regardless of the situation surrounding the end of their employment at the Big Texan, will be allowed to enter areas of the property that are restricted to employees.

If any employee walks out during a shift it is assumed he has quit. He will not be allowed to return to the Big Texan without first contacting the Human Resource Director. If the former employee is terminated as non-rehire able he will not be considered for employment until after a five-year waiting period.

Employees who voluntarily terminate their employment with The Big Texan may be subject to rehire after a 6-month waiting period. They will forfeit all benefits, seniority, and bonuses. A new hire date will be assigned upon reemployment.

All terminations are handled by the Human Resource Department. In some cases you may be instructed to report to the Human Resource Director in order to be allowed to return to work. Failure to make arrangements to meet with the Human Resource Director could result in your termination.

Arrangements must be made through the Human Resource Department to return uniforms and pick up final checks. Whenever possible the Human Resource Director will conduct exit interviews with employees who leave the employment of the Big Texan for any reason.

### **Probation, Suspension, Termination and Criminal and/or Civil Charges**

Examples of misconduct in which probation, suspension, termination, and criminal charges will be applied are as follows:

- CONSISTENT TARDINESS
- NEGATIVE GUEST COMPLAINTS ON SERVICE, FOOD QUALITY AND LIQUOR SERVICE
- NOT REPORTING FOR WORK WITHOUT GETTING THE SHIFT PROPERLY COVERED
- CALLING IN WITH LESS THAN FOUR HOURS OF NOTICE
- BEING UNDER THE INFLUENCE OF OR POSSESSING ILLEGAL DRUGS, ALCOHOL OR INTOXICANTS BEFORE OR DURING DUTY; INCLUDING OFF PROPERTY EVENTS
- RECEIVING OR SELLING ILLEGAL DRUGS TO OTHERS
- STEALING OR OTHER DISHONEST ACTS INVOLVING COMPANY PROPERTY, COWORKERS OR GUESTS
- NOT CHARGING OR IMPROPERLY CHARGING GUESTS FOR ITEMS
- EMBEZZLEMENT
- INSUBORDINATION, REFUSING TO FOLLOW DIRECTIONS FROM SUPERVISORS AND MANAGERS AND/OR HAVING A HOSTILE, ANGRY, OR NEGATIVE ATTITUDE
- NOT MEETING COMPANY HEALTH DEPARTMENT SANITARY REQUIREMENTS
- FAILURE TO WEAR ASSIGNED UNIFORM/COSTUME
- UNAUTHORIZED USE OF CELL PHONES OR PAGERS
- FAILURE TO FOLLOW ESTABLISHED POLICIES/PROCEDURES
- FALSE REPORTS OF ON THE JOB INJURIES
- NOT RETURNING, DAMAGING, LOSS OF ASSIGNED COSTUMES
- FAILURE TO FOLLOW STANDARD PROCEDURES IN FOOD HANDLING AND PREPARATION
- NOT COMPLETING ASSIGNMENTS OR DUTIES IN A TIMELY MANNER
- CONSPIRACY OR MALICIOUS GOSSIP WHICH UNDERMINES THE GOALS, MANAGEMENT OR OPERATIONS OF THE BIG TEXAN OR WHICH HARMS OTHER EMPLOYEES
- PROFANITY OR LEWD BEHAVIOR THAT EMBARRASSES OR INSULTS OTHERS (INCLUDING SEXUAL HARASSMENT)
- FAILURE TO REPORT TIPS EARNED
- FAILURE TO ADHERE TO REQUESTS FOR DRUG TESTING
- CHARGING PERSONAL TELEPHONE CALLS TO OUR PHONE LINE OR TAKING PERSONAL CALLS ON OUR BUSINESS LINES
- MISREPRESENTATION OF YOUR PHYSICAL CONDITION
- FALSIFICATION OF DOCUMENTS AND/OR PAPERWORK
- TWO UNPAID GUESTS CHECKS WITHIN 6 MONTHS
- CLOCKING-IN FOR ANOTHER EMPLOYEE
- NOT MAINTAINING PROPER TABC OR FOOD HANDLING CERTIFICATION
- NOT USING THE PROPER SINK OR CUTTING BOARDS
- FAILURE TO CORRECT A HAZARDOUS SITUATION SUCH AS SPILLS, SNOW & ICE, BLOCKED FIRE DOORS, AND TRIP HAZARDS
- REMAINING ON PROPERTY AFTER SHIFT ENDS
- FAILURE TO REMOVE KITCHEN APRONS WHEN ENTERING DINING ROOMS OR BATHROOMS
- PROVIDING UNAUTHORIZED DISCOUNTS
- ADDING OR MANIPULATING TIPS ON CREDIT
- FAILURE TO COMPLY WITH ALL GUIDELINES OUTLINED IN THIS MANUAL
- NOT CLOCKING IN AND OUT PROPERLY
- LEAVING SHIFT WITHOUT COMPLETING ASSIGNED TASKS

## Equal Employment Opportunity

The Big Texan and Motel provides equal employment opportunity without regard to race, color, sex, religion, national origin, age or disability. Big Texan conforms to all applicable federal and state laws, rules, guidelines and regulations and provides equal employment opportunity in all employment and employee relations.

Big Texan assures that all applicants for employment and all Big Texan employees are given equal consideration based solely on job-related factors, such as qualifications, performance and availability. Such equal consideration applies to all personnel actions, including but not limited to recruitment, selection, appointment, job assignment, training, transfer, promotion, merit increases, demotion, termination, pay rates and benefits. Big Texan reviews, evaluates and monitors all personnel matters to ensure that they are in accordance with this policy.

Big Texan investigates charges of alleged discrimination in employment and informs Big Texan employees of their rights in regard to equal employment.

Big Texan assures that its personnel act in conformity with the principles outlined in this policy through strict adherence to the above statements and recognizes that the effective application of equal opportunity in employment must involve more than a non-discriminatory policy statement. Big Texan recruits, hires, trains and promotes into all job levels the most qualified persons without regard to race, color, religion, sex, national origin, age or disability status. Big Texan takes positive steps to eliminate any discrimination from its personnel practices & creates an environment that encourages equal opportunity for all employees.

Big Texan distributes information regarding equal employment opportunity through the employee handbook, new employee orientation materials, training materials and various publications. EEO-related complaints may be made to your supervisor or to any other member of management.

All employees will be treated equally. If there happens to be an incident that makes you feel that you or another employee is not being treated equally, please inform someone in management immediately. You have full right and authority to bypass any chain of command. It is important to all of us to keep the work environment enjoyable and equal. If you wish to be anonymous, you may leave comments in the suggestion box.

## Work Place Violence

Big Texan Steak Ranch and Motel has a zero tolerance policy for violence in the workplace. "Workplace violence" is defined to include: 1. Physically aggressive, violent or threatening behavior, such as attempts to instill fear in others or intimidation; 2. Threats of any sort; 3. Any other behavior that suggests a tendency toward violent behavior. Such behavior includes, but is not limited to, excessive arguing, profanity, threats of sabotage of Big Texan property, belligerent speech or a demonstrated pattern of insubordination and refusal to follow Big Texan policies and procedures; 4. Causing physical damage to Big Texan facilities or defacing company property; or 5. With the exception of Big Texan security personnel, bringing firearms or weapons of any type or kind on Big Texan premises, in Big Texan parking lots, or while conducting Big Texan business.

If any Big Texan employee becomes aware of or observes any of the above-referenced behavior or actions by a co-worker, consultant, customer, third party vendor, visitor or anyone else, he or she should immediately notify the MOD and/or the Human Resources Department. Employees should notify HR if they are aware of any restraining orders that are in effect, or of the existence of any other non-work-related situation with the potential to erupt into workplace violence.

All reports of violence in the Big Texan workplace will be taken seriously and will be thoroughly and promptly investigated. To the extent possible, the Big Texan will keep the identity of the reporting employee confidential. However, under certain circumstances, the Big Texan may need to disclose the

reporting employee's identity. Big Texan will not tolerate retaliation in any form against an employee who makes a report of workplace violence.

If, after a thorough investigation, Big Texan determines that workplace violence has occurred, appropriate corrective action will be taken, and disciplinary action will be taken. If a non-employee is responsible for the violent activities, Big Texan will take corrective action to ensure that such behavior is not repeated.

## Emergency Conditions

In the case of any emergency we must stay calm and keep the guests calm. There must be an immediate and constant communication that takes place in any emergency. The MOD is the central point of contact at ALL times. Be sure that the Motel and/or the Restaurant are ALWAYS kept informed of all situations. The Motel is responsible for calling all rooms to notify guests of the emergency situation.

In the restaurant, if there is an emergency due to weather such as a tornado, and if time permits, please evacuate all persons in the restaurant to the back banquet room located at the Northwest corner of the Restaurant. Please be as calm as possible and help as many guests as you possibly can. If the danger is imminent, all guests should be instructed to get under their tables and keep away from the windows. When the severe weather passes, put as much effort as you can into helping our guests to safety or back to their tables and then help the restaurant return to its normal operations.

In the motel, if there is an emergency due to weather, such as a tornado, the switchboard operator should call all rooms and have guests move to the lower floor and get against the inside wall. They should also be instructed to place a mattress over them until the severe weather has passed. Going from room to room and knocking on the doors to alert the guest may also be appropriate. When the severe weather passes, put as much extra effort as you can into helping our guests to safety and/or their rooms and then help the motel return to its normal operations.

If there is a chemical spill from an overturned truck on the highway or any other similar situation, please keep everyone inside the building or rooms, turn off all ventilation systems, and close all windows. Dial 911 for immediate assistance and keep everyone calm. There are many factors that can affect these situations (wind, chemical, traffic, etc.). Please keep all doors and windows closed and wait for further instructions from the police/fire department. The communication between the restaurant, motel, employees and guests is essential. Maintain contact with each other and work as a team.

In case of fire, the MOD is to be notified immediately and will call the appropriate emergency agency. All guests should be directed as quickly as possible to the nearest exit and moved to safety. Again, remaining calm and in contact with the MOD is important to saving lives and property.

The Big Texan *does not close* due to snow or other weather conditions. In the event of a power outage, the Big Texan has an automatic emergency generator, which will operate limited lighting *in the restaurant only* until normal power has been restored. In every situation, it is your primary duty to see to the needs of the guests and to assure their comfort and safety. Some adverse conditions actually provide us with the opportunity to shine with both the level of service we provide and the quality of the food we serve.

### Policy Changes

The policies and procedures found in this employee handbook may change from time to time at the sole discretion of the Big Texan. The Big Texan explicitly reserves the right to change or modify any of the provisions of these policies and procedures at any time, without notice. Additions to or changes will be posted on the employee bulletin boards or on notes in pay checks.

## END OF DOCUMENT

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# THE BIG TEXAN’S MISSION STATEMENT

*To establish and maintain a complete ‘Texas of Yesteryear’ Experience through excellence in:*

- ★ *Texas Hospitality*
- ★ *Texas Dining*
- ★ *Texas Music and Entertainment*
- ★ *Texas Lodging*
- ★ *Texas Shopping*

We, as a management team and employment staff, are obligated to direct all our actions and decisions to support this mission statement. Everything we plan must fall within this mission statement. All of our policies, rules, decor and regulations are focused to ensure that we provide an excellent ‘Texas of Yesteryear’ Experience for our guests.

Policies are the foundation of the restaurant and motel operations and are established to create a clear understanding of rules, guidelines and communications. The policies outlined in this book will state the minimum requirements that the owners, stockholders, management and employees have set forth to help us achieve the Mission Statement. We must comply with all of them to continue our employment at the Big Texan and Motel. When someone does not abide by or take heed of these policies, that person does not support the Big Texan and Motel; therefore, employment will not be allowed to continue.

**I, \_\_\_\_\_ (PRINT), acknowledge that I have been given a copy of the most current version of the Big Texan policy manual. I do understand that policies can and will be changed as business at The Big Texan and Motel changes. I do understand that violations can and will result in termination of my services at The Big Texan and Motel. I do accept these policies and will abide by them. I will be given updates to the policies as they occur and I am responsible for maintaining the updates to my policy manual. I can ask the Director of Human Resources for a full replacement copy at anytime (a reasonable charge may apply). I do understand that violations of the policies set forth in the Big Texan policy manual will be documented in my employee file, which will remain the property of the Big Texan.**

**I do understand that it is the policy of The Big Texan and Motel to monitor phone lines and also to make and maintain audio or video recordings of employees while they are at work. I understand that I may be recorded at any time and at any place while I am on the property of The Big Texan and Motel. Violations of company rules and/or procedures captured on audio or videotape may result in demerits or more serious disciplinary action, up to and including termination. If needed, these recordings can and will be used to prosecute me in a court of law or to defend the Big Texan against lawsuits or claims.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date