



Employee Handbook & Training Manual

www.leatherbys.net



Sacramento
2333 Arden Way #A
Sacramento, CA 95825
(916) 920-8382

Citrus Heights
7910 Antelope Road
Citrus Heights, CA 95610
(916) 729-4021

Elk Grove
8263 Laguna Blvd, #240
Elk Grove, CA 95758
(916) 691-3334

Lincoln
610 Twelve Bridges Drive
Lincoln, CA 95648
(916) 209-3757

Folsom
2455 Iron Point Rd
Folsom, CA 95630
(916) 510-2373

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Employee Handbook



The Leatherby Family Creamery Creed...

To warm and dignified treatment of our guests

To the highest quality ice cream and food

To community service

To a clean and friendly environment

To quick service

To generous portions at a reasonable price

Welcome to the Team!

Welcome to Leatherby's Family Creamery! We are pleased to have you join our four-generation family business, and look forward to getting to know you. Our family believes in hard work, good morals, a positive "can do" attitude, pleasing every customer, and most of all creating a memorable "experience" for our guests. We have hired you because we believe you possess the qualities to help us achieve excellence.

Excellence for us is making sure that each and every customer has a personalized, positive, memorable experience. We take pride in the fact that we make our ice cream and sauces right in our creamery, we have been chosen the best in Northern California each year for nearly 30 years, and our enormous portion sizes are a better value than any of our competitors! We offer guests delicious treats, savory food, and phenomenal service. This training manual will help you learn the skills you will need to ensure that you can deliver this to our customers. It will also aid you in learning what is expected of you in the various jobs here at our creamery. Menu knowledge, attire expectations, rules of conduct, time off, disciplinary action, paycheck information, and other various topics which are addressed so that you will know our policies from the beginning of your employment.

During your training, don't hesitate to ask your trainer or manager questions, or better yet, seek out the answers yourself within this manual. Your trainers and manager will do their best to guide you, and help you learn the ropes, but in the end **your success depends on your personal effort and commitment**. Once again, Welcome to Leatherby's Family Creamery. We are pleased to have you on our team!



History of Leatherby's Family Creamery

How did it all get started? This question is something that employees are asked time and time again by our customers. Even more, why did the Leatherby's choose to open an ice cream parlor? Well, here is a brief history to help you respond to our customers:

Dave Leatherby, Sr. (Daddy Dave!) and his son Dave, Jr. were entrepreneurs who had started and owned a number of businesses. As things happened, each of them found themselves out of work at the same time, each having sold or left their previous business ventures. Dave Sr. and wife Sally approached their son David Jr. and his wife Jennifer with the idea of starting a business together, a real family business in which all 10 of their children might be able to work together.

Dave Sr. had grown up in Iowa, working in a small town café that was owned and operated by his parents. He remembered fondly how the "Main Street Café" had been a "*gathering place for the whole community,*" and hoped that he could create a business that would offer the Sacramento community the same warm environment. After much brainstorming about the kind of restaurant to open, they found that they had two front-runners... a bakery or an ice cream parlor. Each offers a wholesome product that can be enjoyed by anyone and everyone. Each projects happiness and goodwill. And, most of all, each has a warm, friendly, family environment. Daughter Shelly, Dave Sr. and Sally's third child, attended nursing school in the bay area and often frequented a famous old-time ice cream parlor. At Shelly's insistence, the whole Leatherby family took a trip to visit this old-fashioned ice cream parlor, and immediately upon entering knew that they had found what they were looking for. With help and advice from the owners of this establishment, and one year's planning and research (sampling ice cream across the country!), the idea of Leatherby's Family Creamery was conceived.

But getting open was not so easy. The economic times in the early 1980's were extremely challenging, with interest rates over 20%! Lenders were very wary of new business ventures, especially of restaurants, but a 6,000 SF ice cream parlor?!...no one wanted anything to do with such a seemingly high-risk venture. So without any bank financing and personal savings dwindling it looked like the Leatherby family dream would come to end. However, with the help of a local family friend, Bud Ratterman (who also had 10 children of his own) and Grandpa Al Leatherby, recently retired, who had run the Main Street Café many years earlier, funding was obtained. Finally, after many ordeals Leatherby's Family Creamery on Arden Way opened on August 14th 1982, a real family operation consisting of three generations of Leatherbys!

Since 1982 customers from all over Northern California have flocked to Leatherby's for enormous sundaes, great food, and a fabulous family atmosphere. Many people young and old have fond memories of devouring a Daddy Dave's Sundae. Ironically, Dave Sr. has now affectionately become known all around town as "Daddy Dave." For many years Alan Leatherby, Dave Jr.'s younger brother, was general manager of the Arden Way location and is part owner of all five of our Leatherby creameries. Today, Matt Leatherby, Dave Jr.'s youngest son, and Jake Leatherby, Alan's oldest son help to run the stores.

In June of 2010, Dave, Jr. and Alan purchased back one of the only remaining franchise locations which is located in Citrus Heights on the corner of Sunrise and Antelope. This store had been opened in the mid-80's and was owned and operated by Sally Leatherby's brother-in-law, Ron Anderson.

Desiring to open more Leatherby's locations in the greater Sacramento area, in May of 2012 Dave, Jr. and Alan opened a creamery in Elk Grove on Laguna Blvd, Lincoln in 2022 and Folsom in 2023!

Leatherby's Family Creamery has become an integral part of family life for the entire Leatherby family. Many Leatherby family members, nieces, nephews, cousins, grandchildren and other relatives still work at Leatherby's today. With over 65 grandchildren, Leatherby's Family Creamery will surely see more Leatherby's working in the creameries in the future. More often than not, a number of family members can be caught dining at the original creamery on Arden Way every day. To us, the ice cream parlor is our home away from home. It has allowed us to enjoy what is most important in life...family, friends and serving others.

And Daddy Dave's dream of founding a business that might be a "*gathering place for the whole community*" became a reality.



The Leatherby Family - 1982



Human Resource Policies

Equal Employment Opportunity

Leatherby's is an equal opportunity employer. Leatherby's company policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by the federal, state, or local laws. We are committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons at Leatherby's, including coworkers, managers, and Managers.

Unlawful Harassment

At Leatherby's we promote and require respect for each person and will not tolerate any form of harassment. We want to provide you with a safe and fun work environment. Leatherby's Family Creamery prohibits sexual harassment and harassment based on pregnancy, childbirth or medical conditions, race, religious, creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation, or any other basis protected by federal, state, or local law or ordinance or regulation. Prohibited unlawful harassment includes, but is not limited to, the following behavior:

Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual activity, invitations or comments.

Visual displays such as derogatory and/or sexually oriented posters, photography, cartoons, drawings, or gestures.

Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis.

Threats and demands to submit to sexual requests as a condition of continued employment.

Retaliation for reporting or threatening to report harassment.

If you think that you have been a victim of any sort of harassment you must report it to a manager or General manager right away. You will need to provide details of the incident and report all parties involved. Harassment allegations are very serious, and will be looked into immediately. Leatherby's will investigate the situation, and alert the law if necessary to report any illegal actions.

At-Will Employment Status

Leatherby's employees are employed on an at-will basis. This means that employees may be terminated or disciplined with or without cause, and with or without advance notice at any time. Termination will be determined on a case by case basis, and nothing in this handbook shall limit the right to terminate. The General Managers and owners have the right to discipline or terminate any employee if they deem necessary. Disciplinary action will be documented, and signed by the employee and the general manager/owner and a copy of the write-up will be kept in your permanent file. In the case of termination your paycheck will be available for you 24 hours from termination. Coaching forms will be given by the manager to help coach and teach you. Similarly, Leatherby's teammates have the right to revise the training manual whenever they deem necessary.

Leave of Absence:

Pregnancy: Pregnancy disability is granted by federal and state law for 12 weeks. During this time, you will not be paid by Leatherby's Family Creamery, however you will still have your job with us. Any female employee planning to take a pregnancy disability leave should advise management as early as possible. Ideally, we would like at least 30 days' notice so we can properly fill your shifts. We would ask that you provide us with a certification from a health care provider stating when your pregnancy leave will begin.

Family/Medical Leave: State and federal family and medical leave laws provide up to 12 work weeks of unpaid family/medical leave within a 12-month period, under the following conditions: The employee has more than 12 months of service at that establishment. The employee has worked at least 1,250 hours during the previous 12-month period before the need for leave, and The employee is employed at a work site where there are 50 or more employees within a 75-mile radius.

Leave may be taken for one or more of the following reasons: The birth of the employee's child, or placement of a child with the employee for adoption or foster care. To care for the employee's spouse, registered domestic partner, child, or parent who has a serious health condition, or for a serious health condition that makes the employee unable to perform his or her job.

We understand that emergencies and unforeseen events happen, but please contact management as soon as possible in the event that you must take a Family/Medical Leave. In the event that you have a serious health condition and are unable to work, you must provide Leatherby's with the proper documentation. Similarly, if you must leave work to care for a sick child, spouse, or parent you must also provide adequate documentation from a healthcare provider.

Employee Probation

All new employees will be placed on a **90-day probationary period** with Leatherby's Family Creamery. Employee performance will be reviewed by management, and subject to termination if deemed unsatisfactory. Additionally, there will be a 30-day probationary period for employees beginning a new promotion position. Employees will return to the previous job held if performance is unsatisfactory in the new position.

If you receive a written warning at any time during your employment at Leatherby's, you will automatically be on probation for 30 days, and should you receive two written warnings within a six (6) month time period, you will be reviewed for termination.

Food Handler Card

California Law requires all restaurant workers to be food safety certified, and obtain a California Food Handler's Card. To retrieve a card, you must complete the online Serv Safe Training, and pass a test with a score of 70% or higher. The card is good for 3 years from the issuance date and is yours to use at whatever restaurant you are working at. After 3 years, you will need to complete the course again for renewal. If you already have a certificate, you must turn a copy of your certificate into the General Manager or Office Manager within 30 days of hire. Without this card, we will be unable to employ you further.

Starting January 1st, 2024, [California law](#) requires that employers purchase food handler training and exams on behalf of their employees. Upon an employment offer, please speak with your General Manager and Office Manager about scheduling a time to come into the store to complete your training – the time allotted for completing this course will either be before or after a scheduled shift. In addition to being paid for the time taken to complete this course, Leatherby's will also pay for the course itself.

Business Ethics and Conduct

You are expected to be ready to work when you start your shift, and by ready, we mean in every way: mentally, physically, attitude, appearance, hygiene and knowledge. It is expected that you put your whole self into your job; to whatever position you are assigned. Our success has been built on hard work, and we expect nothing less from you. Constant attentiveness to customers and your duties is essential. We have found that the busier a person is, the happier they are and the faster time passes.

You have been hired to work. Few things look worse to customers than employees who stand around, therefore standing around idly is never an option. During busy times it is easy to feed off the energy and hard work of others, but when business is slower, you might be tempted to slow your pace, and may even convince yourself that there is nothing to do. Always remember, ***“If you’ve got time to lean, you’ve got time to clean!”*** In a restaurant there is always something to clean, and always something to do. Picking debris up off the floor, wiping the booths, cleaning the windowsill, wiping fingerprints from the glass doors, stocking the restrooms, and stocking supplies are never ending jobs, and are good things for you to do when the restaurant is slow. If you feel you cannot find something to do, ask a manager and they will provide you with a long list!

Safe conduct is of the utmost importance. People normally get hurt when they are not being careful, not paying attention to what they are doing. For this reason **NO HORSEPLAY** will be tolerated. There is a difference between enjoying your work environment and your fellow employees, and playing around. If you see another employee involved in an unsafe situation please let a Manager know immediately. Non-slip shoes are required to be worn at all times. Our freezers, washroom and kitchen floors are all areas that can be slippery at times. Wearing your non-slip shoes will reduce your risk of a slip and fall.

Since we want to maintain a positive environment for guests it is important that you remain positive in your words and actions. Do not speak negatively while at work, about customers, your job, your personal life, other employees or management. Even your body language can convey feelings to others, positive or negative. So, if something is upsetting or concerning you, it is best to speak ***only*** to a person who can do something about the situation, either before or after work or during a break. If you have a disagreement with a fellow worker, immediately notify the Manager so the situation can be corrected. **CUSSING OR FOUL LANGUAGE will be cause for immediate termination!** You are always on display for customers, so speaking appropriately is a must. Treating others the way you want to be treated goes a long way, and makes sure everybody has a good time while at work.

It is expected that you represent Leatherby’s with integrity at all times, whether you are on the clock or not, throughout your employment with us.

Employee Attitude & Behavior

Joy:

One of the main missions of our ownership, and managers is to encourage our employees to grow personally, find joy in their work daily and bring encouragement to the entire staff team. While some of us may be here for many, many years, others may only be here a few months... life takes us each on our own paths and this is all part of the gift of life. It has been said that, "There is nothing better for a man than that he should eat and drink, and make his soul enjoy good in his labor." When you really think about life... isn't that true? Enjoy your meals and those you eat with and enjoy whatever it is that you do for work, for this is how you are spending your life. And the gift of life is precious. It is our hope that you will enjoy the time you work at Leatherby's. Your Managers will work to be flexible, extending grace as needed and to create an encouraging work environment. But finding joy in your life is up to each of you/us individually. As much as you cannot make another person love you, you also cannot force someone else to be joyful... for joy comes from within. Joy is not a fake smile or temporary happiness, it is a state of the heart. Joy grows when you choose to be grateful for the many gifts in your life and when you choose to see good in all circumstances. The attribute of joy is worth seeking and it is worth changing for. And ultimately, it truly is up to you to find joy in everything that you do!

Have Fun While Working:

We want you to have fun while you are at work! Bringing your own personality and ideas is what makes Leatherby's a unique place. You will find that the more you care about your customers the more fun you will have. You can tell customers about your favorite sandwich or your own personal ice cream creation, and help inspire their choices. We are always open to good ideas, and look forward to hearing yours. A couple years ago our employees decided to make Halloween a memorable night for themselves and our guests. They were dressed in costumes, and had choreographed a dance to Michael Jackson's "Thriller". Periodically through the night they would play the song and perform the dance. Guests were thrilled, and as a result were calling all their friends to see the cool dance at Leatherby's. So please be creative, smile, and bring your personality to your job!

Teamwork:

Customers constantly ask us: "Where do you find such great employees?!" The truth is, "teamwork" is what makes Leatherby's run and is one of the major reasons our employees are so happy and enthusiastic. Teamwork is at the core of our values, and we expect you to be a team player at all times. Doing what is best for the good of the restaurant and your fellow employees will always end up benefiting you. People that not only do their own job, but go above and beyond to help their teammates are always the most successful and the happiest. Each position in the restaurant has its own specific duties, but each one relates to and affects the others. If you see a fellow employee falling behind or struggling, we expect willingness from you to jump in and help. Noticing what needs to be done and doing it before you are asked is part of being a true team player, and results in the best possible service to our customers. There is a saying we often repeat at Leatherby's Creamery: "When you forget yourself, then you will be happy." So put others first.

Treat Customers Like Family

Customers are the reason you have a job. We expect you to treat each customer as if they are a member of the family and/or a special and important guest coming to dine in your home. We are a family creamery, and maintaining a warm family atmosphere is extremely important to us. The best way to do this is to ensure that you are respectful, positive, enthusiastic, and have a “can do” attitude towards each customer.

Greet EVERY Customer

You’ve heard the phrase, “A smile is worth a thousand words?” Well that’s because it truly is. Smiling is without question the best way to portray that you are happy to see each guest, and are ready and willing to help them. A smile can also help to smooth over rough situations with an unhappy guest, and can easily turn their mood around. Beginning and ending every guest interaction by **looking directly into their eyes with a warm and caring smile** is something that we expect, and are very serious about instilling in our new employees. Make sure the guests know that you are happy to be working at Leatherby’s. Customers are coming for an “experience,” not just ice cream, and our employees’ attitude and demeanor is essential to creating this. Help each guest create a special memory of their trip to Leatherby’s. After all, repeat business is what ensures our success and your job!

Arguing with customers is absolutely at all times forbidden. Remember the old adage, “The customer is always right!” If there is a situation that you do not feel you can handle, if a guest or party is not happy with their service, food or experience, or you feel uncomfortable or threatened in any way, your safety is extremely important to us, so please let a Manager know immediately.

Leatherby’s Is More Than Just Ice Cream

We want to remind you all that we not only exist as a business to serve food and ice cream, but also to make the world a better place and create memories for our guests. Alan Leatherby has shared a story about a soldier that got married and his finance/wife surprised him with our ice cream at his wedding. The soldier served 2 tours in Iraq and had written home that in his loneliness, while sitting in the desert of Iraq, he would dream of his future bride and of our ice cream as he focused on completing his mission and returning home safely.

Think about that... you are all part of making memories for the people of our community. This is just one of hundreds of stories that the Leatherby’s have heard over the years. We have been a part of weddings, funerals, graduations, anniversaries, new babies, holidays, proposals, team parties and even the last wishes of people who are in their last days and can only consume soft foods. There is a higher purpose here at Leatherby’s, and you have been chosen to be a part of this purpose. When you serve our guests, keep in mind the golden rule; “So whatever you wish that others would do to you, do also to them”. Sure we all have moments and struggles... but if we unite in the goal of treating EVERY guest the way we would like to be treated, the return of our hard effort will be seen not only in a more enjoyable place to work, but also in creating an environment where our customers experience kindness and are able to create memories that truly last a lifetime.

You matter... and we are sincerely grateful for each and every one of you that are on our

General Rules & Expectations

Hours of Operation: We are open every day of the week at 11:00 AM. Sunday-Thursday hours we are open until 11pm. Fridays and Saturdays we are open until Midnight. While these are our scheduled closing hours, the decision of when to begin or stop serving customers is always up to a manager. The restaurant is closed Easter, Thanksgiving, and Christmas Day.

If you are scheduled during an AM shift, your shift will end when the Manager dismisses you. In general, AM shifts end at 5pm, however there are days where you may need to stay later to complete your duties and to prepare for the night crew. If you are scheduled during the PM shift, it is expected that you stay until all work is completed or your Manager dismisses you. It is not uncommon on a busy Saturday evening for our crew to still be cleaning up at 1am. We realize that some of you have rides that will pick you up when your shift is complete. Please communicate this policy with your ride as you will not be able to leave the rest of the team to clean simply because your ride arrived early. Thank you.

Time Clock: The law requires that everyone must begin and end work by clocking in and out. No one is to work while “off the clock.” You must also remember to clock out and clock in before and after each 30-minute break. Always check with a manager before you clock out and leave. Leatherby’s rules require, before you clock in or out, that you be dressed in work attire.

Arrive In Proper Uniform

You are expected to arrive at the creamery in your complete uniform and ready to go when you walk through the doors. This means your hair is ready, shoes are on, shirt is tucked in, you are wearing the correct apron and your nametag/visor. Your shoes must be the color black, non-slip and CLEAN.

If you arrive in a dirty uniform you will be sent home to change or given the opportunity to purchase another shirt/apron. Additionally, you will receive a write up for coming to work in dirty clothes. It is against the State Health Code and common sense to wear dirty clothes to work. Your clothes become a breeding ground for bacteria, which pose a threat to customer safety. You may consider purchasing additional shirts/aprons/pants so that you do not have to wash your clothes every day.

Tardiness: It is extremely important that you are always on time for your shift; this means being ready to clock on and work at your assigned start time. Please allow time to stow your personal belongings or conclude any personal business before your start time. Regular or excessive tardiness is grounds for disciplinary action. However, we realize that occasionally uncontrollable circumstances happen. Always call the creamery and let a Manager know if you are running late. Texting is not acceptable as the r Manager will likely be on the floor and not be near their phone.

Absences:

Emergencies:

We understand emergencies happen. Please contact a Manager as soon as possible, and together we can figure out the best way to handle your shift. It is a good idea to keep a copy of employee phone numbers in case you need to find a quick replacement. Please note that an “emergency” is something that you cannot avoid or that has happened to you and you did not know until the last minute.

Illness:

If you are sick, we ask that you call in four (4) hours before your shift, or as soon as you realize you are unable to work in order to allow time to find a replacement. You must speak to a Manager.

Paid Sick Leave:

In accordance with California law, you are entitled to up to 40 hours paid sick leave per year. This leave may be used for any qualifying reason in accordance with California law. The following policies apply:

1. Earning and Accumulating Paid Sick Leave
 - a. Paid leave is accrued at the rate of one (1) hour per thirty (30) hours worked. b. Accrual will begin on the first day worked and can be used after ninety (90) days of employment.
 - c. A maximum of twenty four (24) hours can be accumulated per year, not to exceed forty eight (48) hours.
2. Use of Sick Leave
 - a. Employees must request to use leave when notifying the manager on duty of illness or in advance, if the need is foreseeable.
 - b. Paid sick leave must be used in two (2) hour increments and not to exceed Forty (40) hours per year.
3. Documentation of Paid Sick Leave Usage
 - a. Upon return to work and before the end of the pay period, employees must complete the Sick Leave Request form available on the Toast Payroll Portal
4. Exhaustion of Paid Sick Leave
 - a. Employees who have not yet accrued or who have used all of their accumulated sick leave will not receive financial compensation. For any additional time needed, the employee will be considered on a leave without pay status.

Unused leave will not be paid out at the time of termination of employment.

Safety: Employee safety is extremely important to us. Occasionally a business can be robbed. The most crucial thing in a robbery is YOUR safety! Please always remember that stolen goods can be replaced; however, you cannot. In such a case always exercise safety and caution first, and cooperate fully with the robbers. In no event should any employee confront or fight with a robber. Leatherby's closes at 11pm (Midnight on Friday and Saturday), so you may be scheduled to work late at night. It is very important to be careful and alert at all times, prior to closing, after closing, and walking to your car. You should walk in pairs, and walk quickly to your car. If nobody is leaving at the same time as you, please ask a manager for somebody to escort you out.

Schedules: Schedules are posted typically on Fridays the week prior. So you will have roughly three days to review your schedule, and make any unforeseen changes. Managers put together the schedules attempting to build the best and strongest team possible. Many factors are considered when creating a schedule (i.e. anticipated sales, varying skills and abilities of individual employees, training, etc.) so unless it is an emergency; please try to keep the shifts you are scheduled to work. Schedules changes are allowed in advance, but must be approved by the Manager that is responsible for the shift in which you are making the adjustment. Your manager may be aware of other changes to the shift schedule that could affect your arranged switch and will determine if the switch will work. Your schedule will be based upon your availability that you provided when you were hired. Should your availability change, please inform management immediately. Any request for time off must be submitted online at least two weeks prior (the earlier the better). We do our best to work around your various activities and personal events, but you must keep in mind that it is not possible to grant every request.

Cell Phones/ Ear Buds: The use of cell phones while at work is not permitted. Your cell phones are not needed while at work, so you should not carry them on your person while working. You are provided a break period so calls and texts may be received or returned then. If there is a special circumstance, please inform a Manager prior. Otherwise, people may call the main creamery phone line if they need to reach you during working hours. If you are found using a cell phone or texting while working, you will receive a written warning notice or coaching form and are a candidate for termination.

Also, wearing ear buds while on the clock is not permitted. While we have music available throughout the creamery for you to enjoy, wearing ear buds eliminates the ability for you to communicate with your coworkers and to be fully aware of your surroundings.

Drugs & Alcohol: Leatherby's explicitly prohibits the use, possession, solicitation for, sale, or being under the influence of narcotics or other illegal drugs, marijuana or its derivatives, alcohol, or prescription medication without a prescription. Possessing or being under the influence of prohibited substances is not permitted on company premises whether working or not, or while performing duties or representing Leatherby's off premises. Employees are not permitted to work while under the influence of any prescription medication that diminishes their ability to work safely or fulfill their duties.

Disciplinary Action: When an employee has broken a rule or has not acted within the conduct guidelines he or she will receive a written coaching form from your manager or a warning notice from your general manager. Any manager or General Manager has the authority to do this. A manager will document the offense, and the offending employee will be entitled to write a response at their discretion, and then the manager or General Manager and employee will both sign and date the document. If any employee receives a written warning notice more than two times in a six-month period it may be grounds for dismissal. A copy of all written warnings will be kept in your personnel file.

Immediate Dismissal: We have hired you because we believe you are an honest, moral person who will act in the best interests of Leatherby's Creamery, our staff and our customers. Therefore, there are specific violations that will result in immediate termination, some of which are as follows:

- Any theft of money or goods from the creamery
- Eating or taking home any "leftover/mistake" food without Manager approval is also considered stealing. You must have a receipt for all food that you consume while on your shift.
- Intentionally not clocking off of the payroll clock for break so that you can be paid for that time is also considered stealing.
- Any theft of money or goods from co-workers or customers
- Being under the influence of drugs or alcohol in or around Leatherby's Creamery. *Marijuana and its derivatives, alcohol, and other illegal drugs are prohibited from company premises. Using or being under the influence of Marijuana or its derivatives, alcohol, and other illegal drugs is strictly prohibited while working or on company premises.*
- Engaging in behavior or activities that may put you, a customer or an employee in danger
- Giving away free food, granting discounts to your friends or anyone else without permission
- Sexual harassment or harassment of any kind towards another employee or a customer
- Any behavior or activity that might bring scandal to or harm the reputation of Leatherby's Creamery, whether you are working or not (i.e. profane language, negative comments on Facebook or email, rude or angry attitude or comments to customers, etc.).

Policies Regarding Employees

Employee Discounts: One of the benefits of working at Leatherby's is being entitled to a 50% discount on all food and drinks any time, while working or not. While you are working, all coffee and soft drinks are "free" for employees.

All employee discounts must be approved by managers or Manager and paid prior to making the food. Employees are never permitted to make their own food. The dispenser or griller making the food must be shown a receipt showing payment before making an employee's food. Discounts do not apply to ½ sandwiches, child's portions, the meal/daily deals combo, lunch specials or any promotional specials.

We encourage your family members to come to Leatherby's. A 25% discount is offered to your "family" if:

- 1) They dine while you are working
- 2) You accompany them when not working

Your family includes: Your parents, grandparents, siblings, spouse and your children. Friends are not considered family, nor shall they receive a family discount.

You will also receive a 25% discount for bulk ice cream/sauces and Leatherby's promotional items such as cups, scoopers, etc. There is no discount for our shirts or sweatshirts.

If you have any questions regarding discounts, please see a Manager first.

Employee Breaks: Employees are entitled to ten minute and/or thirty-minute breaks. Before taking a break, you must first be directed to do so by a Manager. Employees will receive one ten (10) minute break for every four (4) consecutive hours worked and thirty (30) minute break for any five consecutive hours of work. Employees must clock in and out before and after the thirty-minute break. Employees that work more than six (6) consecutive hours **MUST** take a mandatory thirty (30) minute break. This is not optional. Breaks must be taken in designated areas, not behind counters or in areas of food preparation, as this can be unsanitary and disturbing to customers. Our uniform policy and all Leatherby's standards should be maintained at all times while on break. Remember a customer does not know when you are on your break, so your actions and appearance should reflect positively on Leatherby's Creamery.

It is the manager's responsibility to be sure that employees throughout each shift take all breaks. At times this may mean that the manager asks you to take a break when it is not your preferred choice. It can be a challenge to manage breaks in a manner that best accommodates our customers in order to have staff on the clock during our busier business times. Please do not argue with your managers when they ask you to take a break.

Paychecks: Paychecks are available on the 5th and the 20th of the month for pay periods from the “1st to the 15th” and the “16th to the last day” of each month. During orientation, your manager will go through how to set up direct deposit on Toast Payroll and you will have two payment options, direct deposit or pay card.

Raises & Promotions: Raises and promotions are based entirely on individual performance. Performance is evaluated based on many factors including: proficiency, speed, cross training, attitude, demeanor, teamwork, knowledge, availability of positions, and other such factors. Ultimately, it is up to the discretion of the management team. Raises and promotions are not given because a person may have worked for Leatherby’s for a certain period of time. If you have questions about what you need to do to improve as an employee or to qualify for a promotion, feel free to speak with your managers for feedback and insight to your success.

Tipping Policy: Servers are required to share the tips they receive with other employees who contribute to the service of our customers. Your General Manager will provide the breakdown how tips should be divided. Remember, Leatherby’s promotes teamwork. Managers, Bussers, Dish Washers and Dispensers work hard to make sure Servers have everything to provide our guests with excellent service. They are all part of the same team! If there is a question or concern about this tipping policy or about the performance of a particular employee, always consult with a General Manager.

Tip Reporting Policy: All of our employees receive tips and are required by law to report them as Tips Claimed. Employees will do this on the POS system when clocking out at the end of shift. If you receive tips after you clock off, you need to report them when clocking out at your next shift. This amount is reported on your paycheck in accordance with the law. You may be fined by the IRS for not reporting all your tips.

- **Servers:** As stated above in the Tipping Policy, you are required to share your tips with other employees; this is known as tipping out. It would be prudent of you to keep a log of how much you made, how much you tipped out and to whom, and how much you reported as Tips Claimed in case you are ever audited by the IRS. You will use the following equation to calculate what you report as Tips Claimed.
 - (Tips from Credit Cards + Cash from Tables) – Tip Out to other employees = Tips Claimed
- **All other tipped employees:** You are required to report all tips you receive as Tips Claimed.

Expected Professionalism and Business Policy

Answering the phone: When answering the phone, an upbeat, enthusiastic, and happy tone is absolutely crucial. A customer can tell if you are smiling while you are talking to them. Expressing a joyful demeanor is expected, even if you are extremely busy. A customer should never feel that you are rushing them to end the phone call or that they are interrupting your work. When answering the phone you should say, "Hello! Thank you for calling Leatherby's Family Creamery! This is "your name." Always give your name so the customer can refer back to whoever they spoke with if there is a question or problem.

Reservations: At Leatherby's we normally welcome reservations for parties, however to prevent mix ups and mistakes they must be made through a Manager. If a guest calls to make a reservation, ask them to hold while you get a manager.

Register: The register may only be operated by a manager or a person who has been fully trained as a cashier. Under no circumstances should any person ring up their own purchase, nor should any Server ring up their own tables or customers. If there are extraordinary circumstances, and you feel you must do so, ALWAYS check with a manager prior to doing so. Manager approval is needed for all \$50 and \$100 bills. Similarly, manager's approval is always needed before giving a guest a discount.

Gift Certificates: Leatherby's offers gift certificates in any dollar amount requested by our customers. California law states that any gift certificate with a cash value of less than \$10 may be redeemable in cash.

Coupons: Leatherby's uses a wide variety of different promotional coupons each with different rules, terms, offers and pricing. If you are unsure about a particular coupon or how to accept a coupon, please always check with a manager. Our coupons come in a variety of different shapes and sizes, and sometimes certain people try to take advantage of our good will in various ways, so if you doubt the credibility of the coupon, please check with a manager. We never want to make a customer feel as though we are questioning their integrity by expressing doubts about their coupon.

Large Party Gratuity: Parties of ten (8) or more will be assessed gratuities of fifteen (15%) percent of their total bill. This is not discretionary, unless instructed by a manager to do otherwise. If you believe for any reason that a party is unhappy with their food, service, or experience, please inform a manager prior to assessing the gratuity on the receipt. The manager will decide if a gratuity should be included in the check.

Lost & Found: If a customer leaves behind an item, always make sure you place it in the designated lost and found container in the office. Attaching a paper with the time and date to it is a good idea. That way when a guest calls saying that they left something, you can verify their claim by the date and time. We also have on site video cameras that record the workplace which can be viewed to determine the facts if necessary.

If a customer leaves a credit/debit card or cell phone please give them to the manager, as these items should be kept in the management office until the customer claims them.

Slip and Fall: Once in a while a guest or employee may slip and fall. Make sure you immediately come to their aide, and check to see if they are okay. If it was a bad slip, help them to a table so they can recoup, and if medical assistance is necessary call right away. Always alert a manager if there is a slip and fall, so that they can document it. Even if the guest says they are okay, always get a manager to check. Wet weather makes our floors very slippery, and any moisture or food on the floor can be a hazard. Be alert and constantly on the lookout for slick floors or water spills. If you ever see water or any other spill on the floor please clean it up immediately. You may want to cover the area with a wet floor sign or a chair so that guests will not accidentally slip on the spill. If necessary, you may need to take guard of a spill site and stand there and direct customers until the spill has been cleaned up.

Complaints: We take customer complaints and feedback very seriously. Please do not try to simply handle a situation yourself; a manager should be involved at all times. If a customer is complaining to you, let them know that we understand their frustration, and ask them to hold on while you get a manager to help them. It is Leatherby's policy that every customer complaint or expression of dissatisfaction should be reported to and handled by a manager. No exceptions. Every attempt should be made to obtain the customer's name and contact information so that a member of the Leatherby family can make personal contact with them.

If you find that you need to apologize for anything, a manager must be notified. **Sorry =MANAGER**

UNIFORM POLICY / ATTIRE & GROOMING:

It has always been our goal to make EVERY PERSON feel welcome upon entering one of our restaurants. Unlike many other establishments, we do not cater to just one select group or individual, but to all people! Regardless of the times and how socially acceptable things may be, we would never want anyone to feel alienated or walk away feeling out of place. Whether our guests are young or old, high school students or business class, we rely on their business to stay successful. For this reason, we ask that you refrain from any questionable or inappropriate logos, political statements, symbols, or the like, on any of your outer apparel or jewelry so as not to offend any one person. It is our hope to provide an amazing experience for everyone and that begins with you! Thank you for upholding our tradition of making ALL people feel welcome.

LEATHERBY'S WORK ATTIRE

The minute you enter the parking lot to the moment you exit; you should be fully dressed in your uniform. Uniforms should always be neat and clean. We understand that when working with food you might get dirty, but please try your best to make sure that your uniform remains presentable.

Upon starting work, you will be given one **nametag, visor, and an apron**. Your nametag should only include your real name (the name on your birth certificate). Additional adjectives, stickers, political slogans, or the like are not permitted. Aprons and visors should always be clean, stain and wrinkle free before each shift. You will be given one apron and visor when you are hired, and more are available for purchase. You are more than welcome to purchase additional items at any time.

WORK SHIRTS:

Your shirt needs to be all black, button up style (from the bottom of the shirt to the top). They cannot be a polo shirt and must be free from any logos or extra design. We highly recommend purchasing at least 2-3 shirts to ensure that you always have a clean one handy for work. Shirts must always be wrinkle free and **tucked in**. If your shirt is too short, unable to be tucked in, you will be asked to purchase a new one. Occasionally and/or seasonally, we will allow you to wear Leatherby's T-Shirts.

PANTS:

Suitable work pants are an all-black, Chino / Docker style pants. Stretch pants, jeans, warm-ups, or pants that are too tight / loose are not acceptable. Pants must be cleanly pressed, stain and wrinkle free. They must be a suitable length so that they do not drag on the ground. Pants should always be positioned at the waist. No sagging is permitted.

BELTS:

Gentlemen should wear a plain, **all-black belt** in addition to their uniform. Ladies are more than welcome to wear them as well. We ask that you please refrain from any other design on the belt.

SHOES:

You must have all-black “non-slip” restaurant shoes that can be easily cleaned and polished as needed. No open toed or open heel shoes will be acceptable due to safety reasons. A good place to order shoes www.shoesforcrews.com.

SOCKS:

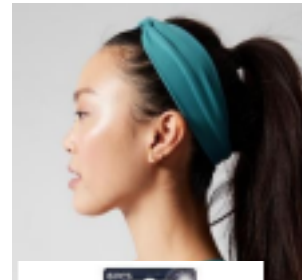
Socks are required and should be all black to match your pants!

VISORS:

Dispensers and Grill Line Cooks must always wear a **visor**. If you choose to, you may also wear an appropriate (thick) hair band or a hair net. The color of the hair band can be of your choosing but **must be a solid color**. It is required by the State Health Department that if you are working directly with food your hair must be covered in a hair restraint. This is the law and is non-negotiable.

- As stated above, if you do not want to wear a visor, you also have two other options. If you have long hair you may choose:

- **A HAIRNET**
- **THICK HEADBAND.** (1 solid color.)



- **THIS WORKS THIS DOES NOT**

In time, all work attire becomes faded, stained, or worn. It is up to you to replace these items to make sure you always meet the attire standards. If your shoes are dirty and old, replace them. If your shirt is stained, buy a new one. We expect you to take pride in your uniform and appearance. If attire standards are not met, you may be sent home, asked to purchase a new shirt/apron in order to work the shift, and/or given a **coaching form or a write up by a Manager.**

GROOMING:

HAIR:

Your hair must be a **natural color**. Highlights are permitted so long as they are also of a natural color.

Unless you have short (trimmed / buzzcut) hair, your hair must be pulled back in a TIGHT bun or a braid, and bangs should be pinned back. If you have shorter, clean-cut hair, you are required to have it washed and combed neatly. Your hair should never be loose, dangling, or falling in your face while you are working, because this poses a sanitary problem.

FACIAL HAIR:

Your facial hair should be clean shaven daily prior to coming to work. Second day stubble will not be tolerated. Facial hair should be trimmed short and have a clean distinct shape as well as distinct lines. The neck line should be clean at all times and sideburns should be no longer than the earlobes. You will be sent home or asked to shave before you start your shift if your facial hair does not comply with these standards.

MAKEUP:

Makeup should be fresh faced and moderate. The use of heavy makeup is discouraged.

HANDS / NAILS:

Hands must always be clean, and nails should be well manicured. **Nail polish OR gel** are allowed on your natural nail so long as they meet our requirements. Your nails themselves should not exceed a quarter inch from your finger. **NO EXTENSIONS/ ACRYLICS OR FALSE NAILS**

You are allowed: Pink or lighter, preferably a nude tone. White tipped French-tips are acceptable. The middle three colors of the picture displayed are acceptable. Gel is preferred since they will not chip as easily.

Anyone assigned to food prep is required to **wear gloves while preparing food if you have nail polish or gel**.

If your nails are chipping, the wrong color, fake, not properly manicured, and so forth, you will be told to go to the store to fix them, and/or asked to leave with an unfortunate disciplinary warning. We would advise you to keep nail polish (or remover) in your purse so that this does not happen.



JEWELRY:

Bracelets and necklaces must be removed before beginning your shift. If you wear a necklace for something like a religious purpose, we ask that it be hidden underneath your shirt.

You may wear a single band **watch** so long as it is not bulky and does not interfere with work or have anything that could fall off from the watch. Watch bands must be a single solid color.

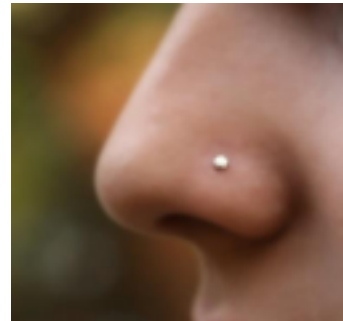
You are allowed one, plain-band **ring** per hand. If it has a diamond or other jewels, we ask that you remove the ring so that nothing may fall from it.

PIERCINGS:

Employees can wear two small and tasteful **STUD earrings** per earlobe. No hoop, dangling, or plug earrings are allowed.

NOSE PIERCINGS:

- We allow 1 stud nose piercing.
- Piercing must be in the center of one (right or left) side of your nostril. Use the picture for reference.
- It cannot be any larger than 3mm = the piercing pictured to the right.
- The piercings must be either clear, silver/stainless, or a diamond.
- We do not allow different designs, colors, figures, etc.
- We do not allow hoops, rings, or septum piercings.



TATTOOS:

No visible tattoos are permitted while working. If you have tattoos, no problem! However, you will have to find ways to cover them, and **this is your responsibility to have them covered prior to the shift.** If needed, you may wear an appropriate, solid color (Black, Blue, or Grey) sleeve to cover them.

CLEANLINESS:

In any business that deals with food, cleanliness can never be over emphasized. This means not only your own personal hygiene (face, hands, nails, hair, etc.), but your clothes and shoes and uniform as well. As an employee at Leatherby's, you will be in constant contact with food. So, this means that not only must you arrive at work clean and neat, but that you must maintain an exceptionally high level of cleanliness at all times while you are working.

First and foremost is the necessity of washing of your hands throughout the day and any time you move from one duty to another (server to dispensing; cashier to grill; bussing to serving; cleaning to food preparation; dishwashing to bussing, etc.), or if you handle any raw meat or money. You are of course required by law to wash your hands after using the restroom. We also require that you remove your apron before entering the restroom and when taking trash out to the dumpsters to prevent any cross contamination.

Hair must be kept clean, pulled back from the face, and tied up in a tight braid or bun. If bangs or hair cannot be held secure, a visor, or hair net must be worn.

Hands and nails should be clean when at work. You should not have dried paint, writing on your hands, oil stains, grease under nails, or any other marks or discoloration.

Shoes and clothes must be maintained in a neat and clean manner.

Finally, it is your responsibility to adhere to the uniform policy outlined above. Wearing anything additional to (i.e. stickers, pins, slogans, etc.) are not part of the uniform and are not permitted. Failure to follow these requirements can result in disciplinary action and/or termination. Again, it is our goal to make EVERY PERSON feel welcome upon entering one of our restaurants. Thank you for respecting and upholding these guidelines.

Overview: For easy reference, here is a summary of the uniform policy and grooming policy:

Uniforms:

- Uniforms should be neat and clean. (Irons and washed daily) Dirty uniforms will not be allowed. They carry bacteria and look dirty.
- Wear black non-slip shoes
- Wear a full uniform. (Shirt, apron, black pants, nametag, visor)

****** If you need new uniform items just let us know. You will need to pay for them at the time of purchase. It is a good idea to purchase additional shirts, aprons and pants so that you have multiple uniforms. ******

Uniform & Appearance Policy – Visibility of Personal Items :

To maintain a clean, professional, and consistent appearance that aligns with our brand standards, all team members are expected to follow the guidelines below regarding personal items:

- Keychains, phones, wallets, and other personal belongings must be kept out of sight during working hours.
- These items should not be visible in uniform pockets or anywhere that may be seen by customers.
- Whenever possible, store personal items in designated lockers, cubbies, or secure areas.
- Pockets should remain free of bulging or protruding items that may appear unprofessional or distract from the guest experience.

Our goal is to ensure a neat, polished look that reflects the quality and care we put into our service. Thank you for helping us maintain a strong first impression!

Everyone:

- **No visible tattoos permitted** while working. Please wear shirts or sleeves that cover your artwork. (Band-Aids are not acceptable.)

Women:

- Hair needs to be pulled back in a bun or braid & bangs should be pinned back. (Ponytails are not allowed in food prep positions)
- Light pink- or nude-colored clean up-to-date nails. **No fake nails.**
- Females may wear 2 small stud earrings per earlobe. No plugs or gauges. No other facial piercings are allowed (nose, tongue, eyebrow, cheek, etc.)

Men:

- Clean-cut hair (washed and combed).
- Clean-shaven daily.
- Guys one small stud per earlobe

Scheduling:

- You must work 2 days out of the weekend at least (Friday, Saturday, Sunday)
- 2 weeks in advance for time off requests is required
- When getting shifts covered, confirm with the person that they can cover the shift, both employees need to ask the manager for that shift if it is okay, once okayed by the manager call the store to get the shift switched on the physical schedule
- You are responsible for all scheduling switching and covering once the schedule has been released. If it is an emergency, talk to the manager and we will go from there.

***** If you have any questions, concerns or comments please feel free to speak to anyone on your management team.**