

Chitown Custom Choppers HR Employee Handbook

Welcome to Chitown Custom Choppers!

We build and customize chopper bicycles out of our shop in Rogers Park, Chicago, IL.

Owner & Manager: Peter 'Lil Dro' Tamisin.

This handbook summarizes our expectations, policies, and benefits for all employees.

1. About the Shop

Chitown Custom Choppers was founded in 2022 with a single goal:

to build rad, safe, and one-of-a-kind chopper bicycles that reflect Chicago street culture.

We are a small, tight-knit crew. Everyone is expected to pitch in – whether it's talking with customers, wiping down display bikes, or staying late to finish a build.

2. Employment Categories

- Full-Time: 30+ hours per week, eligible for PTO and health stipend.
- Part-Time: Under 30 hours per week, flexible scheduling, eligible for employee discounts.
- Seasonal: Temporary help during spring/summer rush and before major events.

3. Work Hours & Scheduling

Normal shop hours:

- Tuesday–Friday: 11:00 AM – 7:00 PM
- Saturday: 10:00 AM – 6:00 PM
- Sunday & Monday: Closed to the public (shop workdays, by manager discretion).

Schedules are posted weekly. Requests for specific days off should be submitted to Lil Dro at least 7 days in advance whenever possible.

4. Timekeeping & PTO

- All hourly employees must clock in and out using the shop's timekeeping app.
- Paid Time Off (PTO) accrues for full-time employees after 60 days of employment.
- PTO requests should be made at least 2 weeks in advance for more than 2 days off.

5. Dress Code & Safety Gear

We are a custom bike shop – you can bring your style, but safety comes first.

Required in the workshop:

- Closed-toe shoes (no sandals or slides).
- No loose jewelry or chains that can get caught in tools.
- Safety glasses when grinding, cutting, or painting.
- Gloves when working with chemicals or sharp metal edges.

Front-of-house:

- Clean, presentable clothing.
- Chitown Custom Choppers shirts/hoodies are encouraged when provided.

6. Shop Conduct & Customer Experience

- Treat every customer with respect, regardless of budget or bike knowledge.
- No arguing with customers on the floor. If a situation escalates, get a manager.
- Music must be at a volume where you can still hear customers enter the shop.
- No drinking alcohol or using illegal substances on the premises.

7. Employee Discounts

- 25% off in-stock parts and accessories for personal bikes.
- 10% off full custom builds (labor portion).
- Discounts apply only to the employee's own purchases unless approved by management.

Abuse of discounts (reselling parts, building bikes for others at cost, etc.) may result in disciplinary action or termination.

8. Anti-Harassment & Equal Opportunity

Chitown Custom Choppers is committed to providing a workplace free of harassment and discrimination. We do not tolerate harassment based on race, color, religion, gender, gender identity or expression, sexual orientation, national origin, age, disability, or any other protected status.

Employees who feel they have experienced or witnessed harassment should report it to Lil Dro or another manager immediately. All reports will be taken seriously.

9. Shop Safety Rules

- Keep walkways clear of tools, cords, and loose parts.
- Clean up spills immediately.
- Unplug power tools when changing blades or bits.
- Never leave a bike in a stand unsecured.
- Use ventilation/respirators when spraying paint or clear coat.

Report all injuries, even minor ones, to the manager on duty.

10. Disciplinary Procedures

We prefer coaching over punishment, but repeated or serious violations may lead to disciplinary action, up to and including termination.

Typical steps (at manager discretion):

- Verbal warning
- Written warning
- Final warning
- Termination

Serious misconduct (theft, violence, harassment, intoxication on the job, etc.) may result in immediate termination.

11. Social Media & Photos

We love when employees share builds and shop life online, but:

- Do not post customer information without consent.
- Get permission before filming or photographing customers.
- Do not post internal financials, schedules, or HR information.

12. Acknowledgment

By working at Chitown Custom Choppers, you agree to follow the policies in this handbook. Policies may be updated as the business grows; the most current version will be shared with staff.

Welcome to the crew.

— Peter 'Lil Dro' Tamisin