

# Maliseet Gas Bar Ltd.

## Employee Policies Handbook



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**Effective: February 1, 2009**

# **Maliseet Gas Bar Ltd.**

## **Employee Policies**

This employee handbook is designed to acquaint you with the organization and provide you with a reference for answering most of your question relating to your employment. On occasion we will make changes and provide additions to this handbook to update and revise present policies/procedures/rules and benefits.

The manager will resolve questions concerning the meaning or interpretation of this handbook. This handbook is meant to provide helpful information, but is not intended to give complete descriptions of any policy or to be a contractual statement.

Always remember that as a front line employee, you are the first people that the customer deals with directly. Having a positive, pleasant, and friendly attitude will reflect directly on our facility.

Customer service is an extremely broad subject. It involves absolutely everything we say and do. Providing prompt, friendly, courteous service to the customer must be your priority. You represent the Maliseet Gas Bar Ltd. in the eyes of the customer and you must deliver the highest level of service, friendliness, courtesy, cleanliness and value to our customers.

Our philosophy of business is not limited to our customer service only. We are proud of our employees because they are vital to our continued excellence of service.

## 1. Customer Service Policy

All staff will treat customers with courtesy and provide assistance as needed. Be aware of our operations to answer potential questions. Remain positive, never impatient. Be attentive to the customer at all times. Smile and be courteous.

Should a customer ask for assistance, their request becomes a priority. If you can service the request, then do so in a quick and efficient manner. If not, then clearly communicate their request to the appropriate staff.

Use the customers name as often as possible. Establish eye contact and maintain good posture when speaking with guests. Follow these procedures when confronted with a customer complaint:

- **Listen** to customer and do not interrupt
- **Thank** the customer for bringing the problem to your attention
- **Apologize** to the customer
- **Agree** to a solution
- **Act** on a solution
- **Follow Up** on the problem
- **Notify** the manager of all complaints
- **Never blame** other employees
- **Accept** responsibility for rectifying the situation

## 2. Personal Searches

We reserve the right to examine lockers or purses and packages carried by employees when leaving the building. We pledge to carry out the utmost discretion to minimize any embarrassment to the employee.

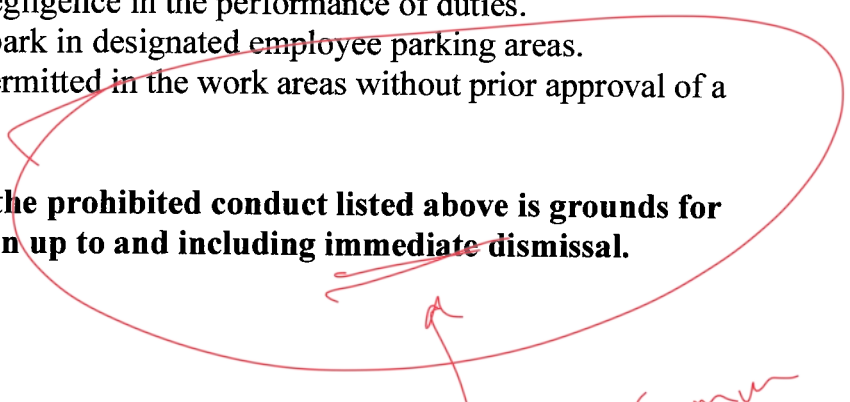
## 3. Progressive Discipline Policy

In order for us to conduct business efficiently and meet our goal of providing a quality-working environment, all employees are expected to meet the work guidelines and policies set forth in this handbook. In most cases, if you have a performance problem, your manager will give you a corrective action warning this include verbal warnings, written warnings. Then three (3) day suspension, then one (1) to three (3) weeks suspension, then termination.

In the interest of keeping this facility the kind of place in which each employee will be able to enjoy working and maintaining customer satisfaction, the following conduct is prohibited:

- Discourtesy or unfriendliness to customers, supervisors or co-workers.
- Drinking or being under the influence of intoxicants at any time during a shift or having the odour of alcohol on any employee's breathe while on duty.
- Purchase, sales, use or possession of illegal drugs at any time on the premises or being under the influence of illegal drugs while on duty.
- Possession of a firearm or any deadly weapon at any time on company premises.
- The use of obscene, profane and or abusive language, including malicious gossip or obscene conduct.
- Fighting or the use of physical force against another person in the work place with a customer or co-worker. This would include threatening, intimidating or coercing.
- Dishonesty, theft or failure to report an act or plan of dishonesty or theft.
- Falsification of any record, including an application for employment
- Abusing, destroying, damaging or defacing company property, tools, equipment or the property of another on company premises.
- Removal from company premises any property that does not belong to the employee without proper authorization.
- Bad mouthing fellow employees or supervisors at work
- Unsatisfactory job performance.
- The following actions will not be tolerated; Sleeping, wasting time, loafing, loitering, excessive visiting or failure to exert normal effort on the job.
- Job abandonment, including failure to notify your supervisor of any absence from work.
- Behaviour that is disruptive or offensive to other employees.
- Failure to complete necessary reports and records promptly and accurately,
- Unexplained or repeated absence from work or unexplained or repeated tardiness to work. However, if you are unavoidably detained, it is your responsibility to personally notify your supervisor promptly.
- Insubordination- refusal to perform work assigned by their supervisor. Threatening a supervisor with physical violence or verbal attacking a supervisor with obscene, profane, abusive and/ or disrespectful language.
- Carelessness or negligence in the performance of duties.
- Employees must park in designated employee parking areas.
- Visitors are not permitted in the work areas without prior approval of a supervisor.

**Any violation of the prohibited conduct listed above is grounds for disciplinary action up to and including immediate dismissal.**



*Handwritten signature in red ink.*

#### 4. Vacation and leave of absence

##### Sick days

After three months of employment, if full-time employees are absent from work because of sickness or injury, they will be allowed up to ten days per year or .83 days per month. Sick days may not be carried over to the following year. Part-time employees, after three months of employment, are entitled to leaves of absence without pay as sick leave, of up to five days a year.

All employees requesting a leave of absence due to illness or injury for more than two days are required to provide a medical certificate from a doctor.

##### Bereavement Leave

In the event of the death of an employee's wife, husband, child, adopted child, father, mother, grandparents or guardian-the employer shall grant the employee a leave of absence with pay of up to three (3) consecutive calendar days, this leave shall not commence later than the day of the funeral.

The employer can extend the bereavement leave. Example: for deaths in the immediate family an employee is granted five (5) working days off with pay immediately after the death occurs.

##### Family Responsibility Leave

Every employee is entitled to three unpaid days annually to attend to family responsibilities.

##### Request for days off

To ask for time off, employees must give notice of one week before schedule for time off can only be honoured if available.

##### Vacation

Full-Time: Each full-time employee is entitled to two weeks (10 days) paid vacation annually. Employees with six or more year of service are entitled to three weeks paid vacation annually. Vacation days are not to be carried over to the following year. Employees must give seven days notice prior to the beginning of their vacation.

Part-Time: Each part-time employee will receive 4 percent vacation pay added to his or her pay cheque.

### Paid Public Holidays

Paid public holidays are:

New Years Day, Good Friday, Canada Day, New Brunswick Day, Victoria Day, Thanksgiving Day, Labour Day, Christmas Day and Remembrance Day.

All employees that worked for three months plus one day will receive their regular rate of pay if they do not work, and if they work that shift, time and one half their regular wages, plus their regular wages.

### **5. Probationary Period**

Every new employee is on probation for the first 90 days. This temporary period that gives that new employee an opportunity to discover if they enjoy working here and want to continue. It also gives the business the opportunity to evaluate the new employee's interest in the position and ability to fulfill its requirements.

The successful completion of the probationary period does not entitle anyone to permanent employment, nor does it stop him or her from resigning at any time. Also, the probationary period is not entitled to benefits such as sick leave and paid public holidays until 90 days of employment have been successfully completed. Dismissal is possible at any time during this period.

### **6. Time Clock**

Employees are required to punch in and out on every shift. All employees must also follow the schedule and punch in no earlier than 15 minutes prior to their shift unless approved by the managers. Staying more than 15 minutes after scheduled shift can only happen after approval by the manager as well. Employees are not to date or punch in for other staff members. I have read this handbook and understand all that is required of me. I also agree that all the information in this handbook will be followed by me for the duration of my employment.

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*Employee Signature*

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*Print Name*