

# House Rules

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**Attendance/Punctuality:** Please arrive to work before your scheduled shift begins, ensuring that you are ready to work and stepping onto the floor at your scheduled time. Should you arrive to work early please do not clock earlier than your scheduled shift, unless otherwise asked by management or an employee that needs help serving customers.

**Dress Code:** Dress code must be worn for every shift, by anyone working on the floor. The Waves Dress Code is black dress pants, a Waves shirt, a Waves apron, and dark non-slip shoes that cover the whole foot. Any undershirts must be solid black or white. No piercings may be visible when on shift, except for ear piercings. Tattoos must be covered while on shift. For further detail, refer to the Waves Dress Code Policy.

**Hygiene:** Please ensure that you are well groomed at all times while working. This includes keeping your hands clean at all times, as per both the British Columbia and Alberta Health Services regulations. Wash your hands before starting your shift and after using the washroom, returning from a break, handling cash, touching face/hair or apron, sneezing or coughing. No chewing gum.

**Professionalism:** While you are working on the floor, customers can see and hear everything. It is natural to get comfortable in your workspace and with other coworkers and forget this at times, but this is not acceptable. You must maintain a high level of professionalism while working. Be aware of yourself and others behind the counter, keeping your words and actions professional and appropriate at all times. If you are engaged in a conversation and a customer appears, stop your conversation and serve the customer, or better yet find a way to include the customer in the conversation.

**Privacy:** Please respect the privacy and safety of all store employees and management. Do not give out information to customers pertaining to one's schedule or contact information. If someone asks about an employee, offer to take a message instead of divulging any personal information, unless otherwise instructed by the employee. Management should have business cards with contact information that may be given to customers.

**Breaks:** British Columbia and Alberta Labour Law states that all employees working over 5 hours are entitled to a 30-minute unpaid break. Breaks can be broken into two 15-minute breaks if preferred, as long as it works with the store's schedule. Plan ahead to take breaks during non-peak times.

**Smoking/Alcohol:** If you choose to smoke before, after or on a break at work please do so according to British Columbia and Alberta Smoking Bylaw, at a distance of greater than 5 meters from a door, window or air intake. You must also remove or cover any Waves logos while smoking. No alcohol is permitted on the premises. Any employee who comes to work intoxicated or under the influence of narcotics will be terminated immediately.

**Staff Drinks/Discounts:** Employees are entitled to one complimentary specialty beverage (not including bottled beverages), and unlimited drip coffee and tea while on shift. Employees are not permitted to drink or eat on the floor. All employees get a 25% discount (at all times) for all beverages, food and merchandise purchases at your location only. The employee discount will not be extended to family or friends unless the employee is paying for the full order. Employees are not permitted to ring in their own purchases but must be served by another employee on shift. Receipts for staff purchases should be kept in the till. Complimentary specialty beverages should be entered to the till with 100% discount. (Any deviation from the above is at the discretion of the franchise Owner).

**Safety:** Please ensure to have your management contact information readily available. Do not hesitate to contact them if your store looks unsafe to enter upon opening, or if you feel there is an unsafe situation happening while you are at work. Your safety is of ultimate importance to us.

**Cell Phone Usage:** Cell phones are not to be used on shift at any time. They are to be left in your purse, jacket, or bag for the duration of your shift with the exception of your break.

**Tips:** Tips are to be split between baristas based on a regular basis, whether daily or weekly, based on the number of hours worked. This must be coordinated by baristas; owners will not be involved in distributing tips. Tips are not to be counted on paid time, and coins may not be exchanged for larger denominations from the till.

**Requested Days Off** – Requests for time off must be given in writing 1 week prior to the new schedule being posted, it must be signed for approval and a copy given back to the employee for confirmation. Long requests (+1 week) must be given 6 weeks in advance to give adequate notice to the owner or manager to cover shifts. If you are scheduled for a shift that you cannot work, it is your responsibility to find someone to cover the shift for you.

**Customer Service** – As a Waves Coffee barista, you have the opportunity to enrich someone's day, every day. Our baristas are expected to care genuinely about our customers, to connect with them and ensure they have a great experience every time. Waves Coffee House is more than just good coffee, it is a place of escape. Many customers visit us multiple times a day to get away from work, home, or just to come and see you. It is essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors, customers, vendors and clients. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.

**Everyone deserves a smile, a warm greeting and a great cup of coffee.**