

Mulligan's Beach House Bar & Grill

Employee Handbook

Welcome to the Neighborhood



Revised August 2020

THIS HANDBOOK IS TO BE GIVEN AND REVIEWED WITH EVERY EMPLOYEE HIRED.

WWW.MULLIGANSBEACHHOUSE.COM

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Welcome to Mulligan's Beach House!

Back in 1997 we had a dream of building a restaurant. We knew the four most important ingredients we need to be successful. First-great food, second-a very clean restaurant, third-the best drinks in town, and fourth and most importantly, a well-trained, well-groomed staff. That's where you come in; selecting you to be a part of our family was easy, now it's up to you.

If we can make you successful, that makes Mulligan's Beach House successful. We are proud of our restaurants and particularly of you as our staff. You are a member of a select group. Your efforts will determine our joint success. Almost all restaurants have good food, it's the service that makes a difference, and so please do everything you can to delight our guests and drive return visits. Our success as one big family makes me very happy. So, let's begin by sharing our expectations of each other.

Thank you and good luck!

Mulligan's Beach House Bar & Grill Management

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Mulligan's Beach House Mission Statement

Mulligan's Beach House offers great food and drinks at an outstanding value in a relaxed clean atmosphere, with service from a well-trained and friendly staff, giving our guests a memorable dining experience, exceeding their expectations.

Expectations

First impressions are critical in this business! Throughout your training and beyond, we'll rely on a firm agreement of expectations between Mulligan's Beach House and yourself. As an O'Mully you're often the guests first impression of our restaurant. Your appearance, your positive attitude, your energy level, and your smile can start and give our guests a memorable dining experience. Your job requires a lot of personality, patience, motivation knowledge, teamwork, and communication.

What you should expect from us:

- . Mulligan's Beach House will provide you with the proper tools and training needed for your success
- . Mulligan's Beach House will coach and evaluate your performance while providing honest feedback on your performance
- . Mulligan's Beach House will offer opportunity for advancement to Motivated O'Mullys
- . Mulligan's Beach House will offer a safe working environment
- . Mulligan's Beach House will offer a quality Management team who welcomes open communication with their staff

Our basic expectations from you are:

- . to have a friendly, upbeat attitude
- . to be well groomed
- . to be honest, loyal, and courteous towards fellow guests, employees, and Management
- . to participate and ask questions
- . to follow our mission statement, guidelines and principles
- . to be a team player and
- . most importantly, to have fun!

Mulligan's Beach House Location Fact Sheet

Discuss with your trainer the specifics of your store location address:

1025 Beachland Blvd. Vero Beach, Fl. 32962

2019 Jensen Beach Blvd. Jensen Beach Fl. 34994

121 SW Flagler Ave. Stuart, Fl. 34994

806 Indian River Dr., Sebastian, Fl. 32958

18 Commercial Blvd., Lauderdale by the Sea, Fl. 33308

2551 N. Ocean Ave., Riviera Beach, FL 33404

Phone: Vero – 772-492-6744

Stuart – 772-288-1881

Lauderdale by the Sea – 954-776-1530

Jensen – 772-232-1414

Sebastian – 772-918

Singer Island – 561-629-5442

Fax: Vero – 772-492-5178

Stuart – 772-872-6392

Lauderdale by the Sea – 954-776-1528

Jensen – 772-232-1474

Sebastian – 772-918-4845

Singer Island – 561-619-7728

Hours of Operation:

Vero – 6:30am-10:00pm Sun – Thurs/6:30am-12am Fri & Sat

Jensen – 8am-10pm Sun – Wed/8am-11pm Thurs/8am-12am Fri & Sat

Stuart – 8am-10pm Mon-Thurs/8am-12am Fri /8am-12am Sat/8am-10pm Sun

Sebastian - 8am-10pm Sun – Thurs/8am-12am Fri & Sat

Lauderdale by the Sea – 7am-10pm Sun – Thurs/7am-12am Fri & Sat

Singer Island- 8am-10pm Sun – Thurs/8am-12am Fri & Sat

Employee Parking:

Vero – Street only. DO NOT park in Sexton Plaza or Holiday Inn parking lot

Jensen – Across the street from Indian River Dr. at Mulligan's parking lot

Stuart – In front of City Hall and Flagler Park, anywhere there is not 3-hour parking

Sebastian – In the park area only

Lauderdale By the Sea – All employees must obtain a Parking Permit from City Hall for \$13.78 per month per employee. This is a city requirement.

Singer Island - Parking lot

Web site address: www.mulligansbeachhouse.com

Corporate Office Information

1038 SE Ocean Blvd, Suite C, Stuart, Fl. 34996

Phone – 772-600-7377 Fax – 772-600-7379

President: George Hart

Vice President: Mary Hoertz, 772-285-6419 - mary.h@mulligansbeachhouse.com

HR\ Payroll: Alison Watson: alison.w@mulligansbeachhouse.com

Answering the Telephone

All telephone calls should be answered with a friendly good (morning, afternoon, evening) thank you for calling Mulligan's Beach House, home of the monster fish fry in (location), this is (your name) how may I help you? All calls should be answered immediately by anyone. Always mention any upcoming events or specials, and be sure to ask the guest if they know where we are located, and give clear directions if needed. Telephone calls make an important impression of the restaurant. Please note that personal phone calls are only accepted in an emergency.

Word of Mouth

Every company wants positive word of mouth advertising. If a guest has a bad service experience, statistics show that this one unhappy guest will tell at least twelve other people about it. Those twelve will tell another six. Those six tell three more each. That's a lot people who will hear about bad service experience from a friend through negative word-of-mouth advertising. You may have lost many potential new guests. On the other hand, positive word of mouth advertising will bring more first time guests through our door, in turn increasing our business, which makes all of us more successful!

Awareness

When you arrive at work, check all of your work areas, see what you need to make your shift successful, check all condiments, service tools, and paper supplies. If you cannot locate an item needed or you think you may run out, tell a Manager immediately to handle the situation. Check your assigned area, insure cleanliness of that area, and check for tables that wobble and get them fixed, be sure you have the proper table set-up, bus station set-up and service station fully stocked. Make a Manager aware of anything that is broken or not working properly to insure it gets fixed.

Meal Privileges/Breaks

Every employee working a shift can purchase a menu item at 30% off menu items excluding FRESH FISH, LOBSTER and certain specials. Sodas, juices, milk, espresso, cappuccino, and other non-alcoholic beverages must be purchased.

You must eat prior to or after your shift except for opening, and mid employees. Closers must eat prior to their shift starts. Cooks are permitted to eat for free from a limited menu. Managers are permitted to one meal per shift up to \$15.00 not including any seafood. Employees are NEVER permitted to order kids food. Kid's food is never permitted to be ordered for anyone over the age of 10 years old. Eating must be in the designated area and with Manager's approval only. Each staff member must clean up after himself or herself when finished - anyone found not cleaning would lose this privilege.

Breaks are given to openers (scheduled at 6:30am or 7am) and mid shifts working 8 hours or more. Breaks are to be no more than 20 minutes and employees are not permitted to leave the building. Breaks to include eating at a designated area and using the restroom. Employees are not permitted to go outside, to their car or anywhere else during their break. All minors should work no more than 4 consecutive hours without a 30-minute break.

When you are not working, you are welcome to come to Mulligan's Beach House with friends or family. When you are here as guests please act like one, you are not to be in the kitchen or other areas of the restaurant when you are off duty. Discounts are never given on to-go food. Your immediate family or significant other will receive a 30% discount on food only **when you are dining with them**, you will receive up to a \$50 discount (max). Remember, tips are based on the check amount before the discount, please reward your fellow O'Mullys for their great service.

Drink Privileges

All employees are welcome to unlimited water or ice tea and one coffee during each shift. Sodas, juices, milk, espresso, cappuccino, and other non-alcoholic beverages must be purchased. Whether it is after your shift or your day off you may never consume alcoholic beverages. No employee is allowed to sit at the bar.

Smoking Policy

Mulligan's Beach House is a non-smoking work environment. Smoking is never permitted while working.

Cell Phone Usage

Staff is permitted to leave their phones in their apron or pocket and it must be on silent.

Staff is never allowed to make a call while at work, but may quickly check their phone if not in dining room.

Anyone caught with their phone out and looking at it in the dining room will be immediately suspended for one week no exceptions, no warnings.

Schedules

Mulligan's uses the CTUIT program for all scheduling. You will get a password and user name that you can use to view your schedule, request time off and post notices for other staff members. Schedules will be posted every Friday for the forthcoming week. All schedule changes must be approved and initialed by the manager on the schedule. If you are unable to work your shift, it is your responsibility to find a replacement, who must also notify the manager regarding the change. If you need a specific day off, you must request that date on CTUIT two weeks before the day off is needed, remember a request is just that, and you are not guaranteed that day off, requests will be granted as business permits. If your request gets denied, you will not be able to take that time off. It is your responsibility to know your exact schedule so that you do not have to call the restaurant every day and ask. If you are unable to work your shift due to illness, or family emergency, you must call in at least 4 hours before your shift to make a manager aware so they can cover your shift. Not calling to let us know that you will not be in for work is a serious violation of rules and could result in termination.

Overtime

Any employee (excluding salaried-exempt employees) working over 40 hours per week will be paid time and half for any hours exceeding that 40 hours.

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ACTIVE SHOOTER HOW TO RESPOND

Emergency Services: 911

Active shooter situations are unpredictable and evolve quickly. Typically, these situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good Practices for coping with an active shooter:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits
- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave belongings behind
- If you are in an area with a door, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- Blockade the door with heavy furniture/equipment
- Silence your cell phones and turn off any source of noise
- Hide behind large items
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow instructions of any police officers

Take action against the active shooter:

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (bags, jackets, etc)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling

Note: First officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow initial officers. These rescue teams will treat and remove any injured persons.

Recognizing Potential Workplace Violence

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

Vacations

Employees wishing to take time off for vacation of one week or longer must place a request in writing to Management at least one month in advance. Vacation requests are not accepted during any holidays or busy periods from December 22nd through May 1st. Employees must understand we are in the hospitality business, and our busiest times are holidays in which we need our entire staff in order to insure the quality guest service we are striving for. After one year of continuous service, all full-time employees (38-40 hours a week) are eligible for a one week (5 days) paid vacation. The amount of hours paid for the "Week" is defined as the employee's average weekly worked hours. Employees must work more than 38-40 hours per week for the previous twelve months to be eligible for vacation. Employees are not permitted to take more than 9 days' vacation consecutively.

Paid vacation time can be used in minimum increments of five days / (38-40) hours. However, employees are encouraged to submit requests for vacation time at the beginning of the year, so that the Company vacation and holiday schedule can be posted. Otherwise employees should request approval with-in a reasonable amount of time for advance notice from their supervisors. Requests can be made by requesting a written form from your manager AND by requesting the time off on Hot Schedules . Requests will be reviewed based on a number of factors, including business needs and staffing requirements. Vacation time off may be authorized for leave during May through October. Only special authorized circumstances may be granted throughout the "season" period, November through April.

Vacation time off is paid at the employee's base rate at the time of vacation. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, tips or shift differentials. Vacation hours will not be calculated towards hours worked, if the employee should work hours during that pay period. As stated above, employees are encouraged to use available paid vacation time for rest, relaxation, and personal pursuits. In the event that available vacation is not used by the end of the benefit year (the employee's next anniversary date), employees will forfeit the unused time, and will not be eligible for payment in lieu of vacation time, except under special circumstances which must be approved by the Administration office.

Mulligan's Beach House, in its sole discretion, terminates employment for cause; forfeiture of unused vacation time may result.

Family Medical Leave

Mulligan's Beach House provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to:

- Birth or adoption of your child;
- Your own serious medical illness that prevents you from working;
- The serious medical illness of an immediate family member (spouse, child under age 18 unless disabled, or parent)

For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Eligible employees must have worked for 12 consecutive months and worked over 1250 hours during the preceding 12 months. Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to Mulligan's Beach House. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide Mulligan's Beach House with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, Mulligan's Beach House will assume that the employee has resigned.

Pregnancy - Related Absences

Mulligan's Beach House will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws. Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable. The leave will be unpaid. However, employees may use any available paid time off for the absence.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Paychecks

Mulligan's pays by direct deposit or a visa pay card only, we no longer pay using paper paychecks. Be sure to run a time report from the computer system on the last day you work for each week to insure proper hours. Any mistakes made on paychecks will be paid to that employee on the following paycheck. Mulligan's Beach House takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their Manager who will fill out the necessary paperwork for the corporate office to fix the error. Should you lose the paycard, there is a replacement fee charge from Brightwell. If you receive a paper check, and it gets lost, stolen or destroyed, you will be charged \$35.00 to replace the check.

Absence Due to Sickness

You must notify management at least four hours before you are going to be out. Opening shift employees must call the night before their shift to be excused. If you have not notified management prior to your shift you will be responsible for covering your shift. (Make sure you have a copy of employee's phone #'s so that you do not have to call the restaurant looking for someone's phone number). If you are too sick to cover your shift, you will need a doctor's note. If you will be out for an extended period of time, you need to notify the Manager on a daily basis when you will be well enough to return to work.

Injured in the Workplace

If you suffer an injury while working, it is your responsibility to inform your manager immediately of that injury. At that time, the manager will give you Worker's Compensation forms to fill out. Even if you do not need to seek medical attention a Worker's Compensation form must be completed. If medical attention is necessary, the manager will direct the employee to an approved medical physician as approved by Mulligan's worker compensation carrier. Employees are required to keep management informed of the progress of the employee's injury and well-being to return to work.

Disciplinary Action

Employees should be aware that Mulligan's Beach House does not tolerate certain acts and behaviors that are unproductive or detrimental to the restaurant. These acts are usually acts of non-compliance or acts of misconduct and are handled through disciplinary action. Acts of non-compliance include level of work performance, misuse of work time, excessive absenteeism or tardiness, failure to comply with policies and rules, lack of cooperation or failure to follow work instructions. Non-compliance of these acts may result in written warning, suspension, or termination if proper actions to improve behavior are not taken by the employee. Acts of misconduct such as violence, endangering life or property, harassment, sexual harassment, possession or use of illegal drugs on property, theft, and fraud, possession of a weapon, insubordination or disruptive behavior will result in immediate suspension or termination.

Arriving to Work

Being on time, dressed for your shift and ready to work is very important. (10 minutes prior to your shift, 30 minutes, if you would like to eat) If you are going to be late, call and let the manager know. If you have an emergency absence, please call as soon as you know. When working early in the morning, you must call the night before to allow ample time to cover your shift.

Employee Uniforms

Employees must come to work daily in proper uniform for every shift. Below describes the uniform standard for each department. If this is not followed, you will be sent home and lose your shift.

All Front of House Male Employees– Khaki shorts, Mulligan’s issued shirt, black non-skid shoes, black ankle socks, belt, apron, name tag.

All Front of House Female Employees-Khaki or Black shorts, Mulligan’s issued shirt, black non-skid shoes, black ankle socks, belt, apron, name tag.

All Back of House Male Employees - Khaki shorts worn right at the knee (cargo shorts not permitted), Mulligan’s Beach House issued shirt, all black ankle socks (worn right above ankle), all black Non-Skid shoes, name tag and apron.

If the weather is below 55 degrees, employees are permitted to wear long khaki dress pants and wear a white or black long sleeve shirt under uniform shirt or Mulligan’s sweatshirt with uniform collar outside of the sweatshirt. Employees should always bring their shorts to change into if the weather goes above 55 degrees on that day.

Kitchen Staff – Black Chef pants, Black cooks shirt, Mulligan’s Beach House chef cap, and comfortable black non-skid shoes.

After Work Hours

No employee is permitted to represent Mulligan’s wearing their uniform or nametag when not working on the clock at Mulligan’s, including photos posted on Social Media wearing Mulligan’s uniform. This behavior could result in a warning, suspension or termination.

Visitors

Family members and/or significant other should not visit you or come to eat at Mulligans while you are working. This causes distractions and takes your attention off our other customers.

Jewelry

Employees are permitted to wear a conservative amount of jewelry. Female’s earrings are limited to two pierced earrings per ear on the lower lobe only; earrings are not to exceed the size of a quarter and should be no longer than an inch in length including hoops. Males are permitted to wear one earring per ear and are not permitted to wear any type of hoop earring. Absolutely no face jewelry is permitted including nose rings, lip rings, or gold/silver plated teeth. Multiple bracelets are permitted as long as they are not bulky in appearance. Two rings per hand and one necklace are permitted. Other than earrings, visible body piercing (eyebrows, lips, nose) is not permitted. Jewelry should coordinate with our tropical attire.

Hygiene

Bathe or shower daily and use deodorant and/or antiperspirant. Brush your teeth once or more daily and use mouthwash daily. All employees must keep their hair clean, neatly trimmed, away from your face and present a well-groomed appearance at all times. Hair should be clean free from excessive oils and remained groom throughout the day. Hair for all employees must be neat and cleaned and styled in a conventional manner at all times. Non-business-like, faddish/extreme hair styles or unnatural hair colors are unacceptable. Men must shave their face daily. Beards, goatees, and other facial hair are acceptable if neat and maintained. Fingernails should be clean and neat at all times, if nail polish is worn, it must be well-maintained with no chips.

Service in Lull Hours

Typically, business at either the end of a shift should be slower than that in the peak hours. With little to do or assuming that everything is satisfactory at their few tables, the staff in lull hours often neglect their tables or fail to give full, attentive service to one or two parties in their sections. Mulligan's Beach House demands that the staff give quality and professional service to all parties at all times - in lull and peak hours. An extra effort and greater concentration is required during slow business if service is to be consistent hour to hour, day to day and week to week. In the lull hours the staff is to remain in their sections, at their posts, and available to the clients they do have and ready to promptly initiate service at new tables. You are required to be constantly working - anyone found studying, reading the paper, playing video games or just sitting around and doing nothing, will lose his/her shift and will be sent home. If the staff routinely surveys and attends to the chores in the section at all times, they will naturally and gradually develop a comfortable and effective rhythm for work in the peak business hours. If not actively engaged in service in the lull hours, clean something, or walk to one of the restaurant entrances with menus in hand.

An enjoyable working atmosphere does not just happen - a great deal depends on you. Come to work with a good attitude. Leave your personal problems at home. Treat each guest as an individual. Show that you enjoy your job and you want our guests to enjoy their experience.

Professional Conduct

Employees are not to attempt to argue with guests or to resolve conflicts needing managerial intervention. Should a guest have a complaint, grievance, or problem, or if a guest wishes to speak with a manager, the employee should politely grant the guest's wish and notify a manager immediately. Briefly describe what the problem may be and relay any information that will help the manager correct the complaint or grievance quickly and justly.

In general, the entire staff at Mulligan's Beach House can contribute to and sustain a cooperative spirit and conduct by being conscientious not only in fulfilling the functions of their individual jobs, but also in responding to the needs and difficulties of all other employees. The more cooperation and teamwork the staff applies to their performance, the better the restaurant will operate. Offer help and ask for help when and where needed. Employees will periodically encounter unusual circumstances, problems needing special attention and accidents involving guests and/or employees. The employee should always contact and inform a manager about any problems or unusual situations. When a guest registers a problem, makes a complaint, appears upset or ill, the employee must notify a manager immediately and briefly, fully explain the problem. It is the manager's duty to intervene in and correct serious complaints by the clientele and to handle accidents and unusual circumstances. The employees should never attempt to handle major problems or enter into arguments with the clientele.

Social Media

The following guidelines apply to the professional and personal use of social media on behalf of Mulligan's Beach House when referencing Mulligan's Beach House. Employees should understand the effect their actions may have on their images, as well as Mulligan's Beach House's image. Employees must use their best judgement in posting material that may be considered inappropriate or harmful to Mulligan's Beach House, its employees, or customers. Employees are not to publish, post or release any information that is considered

confidential or not public. If there are questions about what is considered confidential, employees should check with the store manager or the human resources department at the corporate level. Employees should get appropriate permission before you refer to or post images of current or former employees, manager, corporate employees, and vendors. In addition, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.

Media Relations

No Exceptions, ALL inquiries made by the media regarding Mulligans' Beach House is to be handled in accordance with the following policy:

- All inquiries will be referred to either Mary Hoertz or George Hart. As spokespeople for Mulligan's, they will respond directly or will direct the process by which a response is determined, or position taken, this includes but not limited to radio, TV and newspaper.

Checkout Procedures

An employee should never leave their work area without a Manager excusing them. An employee must never leave Mulligans property without first checking with a Manager and punching out. When a Manager sends you home, you need to be sure all your work is complete and a shift leader or closer must sign you out for your shift. Cash out and Tip procedures vary from restaurant to restaurant in the Mulligan's Beach House family, please check with your in-store guidelines for these procedures.

Traffic Patterns

The flow of personnel and guests through the restaurant should proceed smoothly without congestion, collisions, accidents, or any other obstruction to ease movement from area to area. To facilitate the "traffic" in the restaurant, the staff is to observe the patterns laid out by the management of each unit.

Throughout the Mulligan's Beach House family this one most basic rule applies:

RIGHT OF WAY: The right-of-way should automatically be given to the guests, to coworkers carrying food or beverage, to bus, host, wait or any other personnel carrying out their duties; and, in general, yield to the right.

Training

Upon employment, you will receive Mandatory on-line training courses.

- Elogic training in Mulligans University, these online courses need to be taken before your in-store training is completed.
- Alcohol Training must be taken within 30 days
- Food Handling must be taken within 60 days.
- Update Courses every 120 days
- Anyone not completing these courses in a timely manner, may be taken off the schedule until the courses are completed.

At-Will Employer

Florida is a right to work at-will state which states that no one has a right to a job, but works at the will of the employer, and the job may be terminated for any reason. Mulligan's Beach House employees are employed at the will of Mulligan's Beach House for no specified period of time, and Mulligan's Beach House may terminate employee at any time. The completion of the introductory period of employment does not change their status as an at-will employee.

Open Door Policy

Employees are encouraged to share their concerns, seek information, provide input, and resolve problems / issues through their immediate supervisor, and, as appropriate, consult with any other appropriate member of management toward those ends. Managers and supervisors are expected to listen to employee concerns, to encourage their input, and to seek resolution of their problem / issues.

Sexual Harassment

Law and Mulligan's Beach House Bar & Grill prohibit sexual harassment. Sexual harassment destroys morale, creates a hostile work environment and can leave other employees feeling tense, uncomfortable, fearful, depressed or angry. Sexual harassment is defined as any verbal or physical behavior of a sexual nature, including misuse of visual or written material, which is unwelcome and offensive to the receiver and which is either repeated or of such a significant nature that it has a detrimental effect on a person's employment. Any employee that feels they are being harassed in any way should immediately talk to a Manager, if that person does not feel comfortable speaking directly to a Manager; they should submit a letter in writing. The only way the problem can be solved is to make the Management aware of the situation. Any employee found harassing another staff member or guest will be terminated. Mulligan's Beach House Management will take all necessary steps to prevent a repetition of any alleged Sexual Harassment offences.

Workplace Monitoring

Workplace monitoring may be conducted by Mulligan's Beach House to ensure quality control, employee safety, security, and customer satisfaction. Mulligan's Beach House may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence. Because Mulligan's Beach House is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

Illegal Substances

All employees are prohibited from using or being under the influence of alcohol or illegal drugs during working hours. The sale, possession, transfer or purchase of illegal drugs at any of our restaurants, or while engaged in work for the company or during working hours is strictly prohibited and will result in termination of employment. If you are suspected of coming to work under the influence or drinking during work hours you

may be subject to a breathalyzer test, if found to have alcohol on your breath of any level you may be terminated.

Equal Opportunity Employment

Mulligan's Beach House is an equal opportunity employer providing equal employment opportunity without regard to race, color, sex, age, disability, veteran status, religion, national origin or sexual orientation. This

policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor, manager, or the Administration Office. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Immigration Law Compliance

Mulligan's Beach House is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Employees with questions or seeking more information on immigration law issues are encouraged to contact the Administration Office. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Employment Categories

It is the intent of Mulligan's Beach House to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and Mulligan's Beach House. Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws.

EXEMPT STATUS applied to salaried personnel whose work duties exempt them from the overtime provisions of the Fair Labor Standards Act ("FLSA") or applicable state wage/hour laws. Executives, Managers, Professional employees, outside sales representatives, and certain employees in administrative positions are typically exempt.

NON-EXEMPT STATUS applied to persons who are covered by the overtime provisions of the FLSA and any applicable state wage/hour laws and are usually paid by the hour. Non-exempt employees are required to be paid overtime at the rate of time and one half their regular rate of pay for all hours worked beyond forty hours in the seven-day pay period. Vacation hours, Holiday hours and any other Paid Time Off is not calculated as "hours worked" towards overtime hours, and will be paid at regular time. In addition to the Exempt and Non-Exempt categories, each employee will belong to one other employment category:

SALARY FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work Mulligan's Beach House full-time schedule of 50 hours a week. Salary employees are guaranteed 50 hours per week. Salaried employees work 5 day work weeks, 10 hours a day, 8 hours paid regular pay and 2 hours overtime pay. For example: you can be paid \$8.00 per hour for the first 8 hours, then \$12.00 per hour for the last two hours, this person would be paid \$440.00 per week. They are eligible for Mulligan's Beach House benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work Mulligan's Beach House full-time schedule of 40 hours. Generally, they are eligible for Mulligan's Beach House benefit package (must meet 40 average hours after first 60 days of employment to be eligible for health benefits), subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 40 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they may not be eligible for all of Mulligan's Beach House other benefit programs.

INTRODUCTORY employees are those whose performance is being evaluated in the first 90 days of employment, to determine whether further employment in a specific position or with Mulligan's Beach House is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

PROBATION employees are those placed in this category for continued poor performance or personal behavior. Depending upon regular full-time schedule or regular part time schedule; benefits may or may not be eligible to employees on probationary status.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While

temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of Mulligan's Beach House other benefit programs. Employment classifications may be changed only upon written notification by Mulligan's Beach House management. There are no automatic conversions from one classification to another.

Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Mulligan's Beach House uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or Mulligan's Beach House may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice. All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification. During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other Mulligan's Beach House provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

RULES & POLICIES SUMMARY

- Employees are to always arrive in proper uniform, never come to the restaurant “half dressed”
- Staff must always be on time and properly groomed
- Absolutely no cell phones permitted during work hours
- Absolutely no smoking during work hours
- Employees must park in the dedicated parking areas
- All employees must assist with daily cleaning tasks
- Never leave work without being checked out by a manager regardless of schedule
- Managers assign sections for all employees, employees are not permitted to assign their own stations
- Servers are never permitted to rotate tables/sections
- All employees are able to answer the phone – be professional & friendly
- All items must be accounted for by ringing them up, each transaction must have a corresponding ticket
- Always assist guests with a smile and friendly attitude
- Employees are to stay busy at all times insuring all guests are taken care of and clean when not busy
- Employees should always follow instructions given by their managers
- Only cooks/kitchen employees are permitted behind the cooks line
- Only expos/managers are permitted to take food out of the window
- Mulligan’s employees are never permitted to consume alcohol on premises, nor sit at the bar
- Mulligan’s staff is a team, all should work together as a team to give the best service possible
- Always make managers aware of any broken equipment or equipment/supplies needed
- Request days off are only a request and are not guaranteed
- Servers are not to take care of more than 12 guests at a time, ex – table of 15 gets 2 servers
- All employees are required to work Holidays as we are open 365 days a year
- Act like a responsible adult while at work and do the best you can do everyday

Job Descriptions

SERVERS –

- To arrive on time in proper uniform
- Server supply tools of the trade for every shift including wine key, lighter, four pens, paper, and \$20.00 change bank, friendly attitude and smile
- Maintain complete knowledge of food and liquor menu specifications
- Deliver friendly, consistent, timely guest service 100% of the time
- Complete all daily side work and cleaning tasks assigned to you
- Report any guest issues directly to a Manager
- Use computer properly to track all guest orders
- Maintain restaurant cleanliness at all times, including floors free of debris
- Maintain proper table set ups and service stations during your shift
- Make all guests aware of daily specials and events
- Follow and maintain all standards and guidelines given in this Handbook
- Assist Managers and co-workers in any area necessary

BARTENDERS -

- To arrive on time in proper uniform
- Maintain complete knowledge of food and liquor menu specifications
- Deliver friendly, consistent, timely guest service 100% of the time
- Complete all daily side work and cleaning tasks assigned to you
- Report any guest issues directly to a Manager
- Use computer properly to track all guest orders
- Make all drinks to Mulligan's Beach House specifications
- Responsible for all monies passing through the bar and proper accounting for that money
- Maintain bar cleanliness and stock at all times
- Maintain proper table set ups and service stations during your shift
- Make all guests aware of daily specials and events
- Follow and maintain all standards and guidelines given in this Handbook
- Assist Managers and co-workers in any area necessary

KITCHEN -

- To arrive on time in proper uniform
- Prepare all food items according to Mulligan's Beach House specifications
- Insure proper rotation and labeling of all food products
- Maintain a clean and organized kitchen
- Maintain a positive attitude and professional conduct
- Communicate with Managers on any food shortages or improperly prepared foods
- Maintain restaurant cleanliness at all times, including floors free of debris
- Prepare all orders to proper computer read-out specifications
- Work in timely and professional manner at all times
- Follow and maintain all standards and guidelines given in this Handbook
- Assist Managers and co-workers in any area necessary

HOSTS -

- To arrive on time in proper uniform
- Greet all guests with a smile, friendly welcome as stated under "greet the guest" in this handbook
- Assist in bussing tables, servicing guests and whatever else is needed
- Keep the front area, bathrooms, and floors clean and free of debris
- Maintain restaurant cleanliness at all times, including floors free of debris
- Keep a "festive feel" to the restaurant with balloons and decorations
- Follow and maintain all standards and guidelines given in this Handbook
- Assist Managers and co-workers in any area necessary

BUSSERS -

- To arrive on time in proper uniform
- Assist Servers in any area needed
- Maintain cleanliness in the entire restaurant
- Clear dishes in a timely manner from guests
- Responsible for all trash cans to be empty
- Assist guests with anything needed
- Maintain any landscaping areas surrounding the restaurant
- Insure proper stock of all silverware, glasses, napkins and coasters
- Maintain proper table maintenance
- Follow and maintain all standards and guidelines given in this Handbook
- Assist Managers and co-workers in any area necessary

BARBACKS-

- To arrive on time in proper uniform
- Assist Bartenders in any area needed
- Maintain cleanliness of the entire bar area
- Responsible for all trash cans to be empty
- Assist guests by clearing any dishes or empty glasses
- Insure friendly upbeat guest relations and insure proper service
- Keep entire bar stocked with cold beer, wine, all liquors, mixes and garnishes
- Follow and maintain all standards and guidelines given in this Handbook
- Assist Manager and co-workers in any area necessary

EXPOS -

- To arrive on time in proper uniform
- Assist cooks in any area needed
- Maintain cleanliness of the entire expo area
- Insure proper food presentation of each item
- Insure proper ticket reading and the proper food goes out to the proper tables
- Maintain knowledge of all food specifications and plate presentations
- Assist other staff in getting food out in a timely manner
- Follow and maintain all standards and guidelines given in this Handbook
- Assist Manager and co-workers in any area necessary

Teamwork

Essential to the successful operation of a restaurant is the mutual respect, consideration and assistance each employee in each department gives to every other employee throughout the establishment. Like any other working system, the restaurant requires the harmonious and cohesive working of all its parts if it is to function with maximum efficiency. The need for teamwork and a cooperative spirit among management, kitchen staff, all service and floor personnel should become both a personal and collective work objective for all personnel employed by Mulligan's Beach House. The management asks that each employee observe and practice one rule when working as a team throughout the restaurant: Offer assistance when and where it's needed and ask for assistance when and where it's needed. Some of the areas requiring the cooperation of all staff members have already been specifically indicated above: cooperation among the early and late wait staff at change of shift or on opening the dining room; housekeeping as a collective responsibility; the requirement that early-on servers maintain and service the sections of the late servers; joint effort of bus staff, servers, and hosts in bussing, resets, maintenance of service areas, cleaning of floors/aisles, and etc. Other specific areas requiring teamwork by all staff personnel include:

ASSISTANCE TO SERVERS:

Offer help where and when needed.

- **Taking Orders:** If it appears that the server is either busy or indisposed and is unable to promptly initiate service or continue service at a table, assist in taking orders; complete the order or relay the order or both. If the server has been seated a large party or has been "double-seated" and needs help in taking and organizing orders, assist as needed. If a server is busy or detained and a guest in the section asks another waiter for something, promptly attend to the guest's needs. Never tell the guests, "this is not my section" - render service or inform the waiter if the order needs to be rung up or both.
- **Serving the Product:** When needed, assist other servers with delivering food and beverage. The server should help the food runner/expediter serve meals, or, at least, be at tableside when the food is presented. If a large party has ordered, help carry the food to the table and help present the meals. If a server has charges to complete and cash outs to handle and needs beverages delivered to table, assist the server with either presenting the drinks or processing the checks. Assist with supplying coffee and/or water when necessary.
- **Assist with cash outs,** (always informing the server that the guest has offered payment).
- **Assist with housekeeping and resetting;** assist with bussing chores & "attention to detail": cap ashtrays, remove dirty plates, glasses, empty bottles, etc.
- **Take the initiative:** Do not wait for a request for help, but initiate assistance when needed.

ASSISTANCE TO BUSSERS:

Offer help when and where needed.

- **Assist With all Bussing Functions:** The servers are to bus, clean and reset tables. Considering the ratio of seats to bussers and the many side work duties of the bus personnel, the servers should help maintain the service areas, bussing debris and restocking silverware and napkins. During lull periods, there is no good reason for servers not to bus, reset, clean, and housekeep the section. In general, the servers are not to rely heavily on the bussers for chores and duties that can be easily or conveniently completed by the servers.
- **Direct Bussers during the Shift:** The server is not to assume that the busser knows what the server wants or expects at any given moment; rather, the server should continually communicate with and direct the busser throughout the service. Many bussers have little or no service experience; the servers should exercise patience, understanding and a respectful, cooperative attitude helping the bussers become familiar with the operation. If a busser performs a task, and the server is too busy to direct at the moment, make a mental note of the error and politely explain the correct procedure later in the shift.
- **The server is to realize that the bussers have been assigned to two or more work areas and are required to assist and be available to several employees.** No server is to put any of the bussers in exclusive service. When directing bussers, the servers are to respect both the needs of other servers and the demands placed on the busser by the requirements of the position.

ASSISTANCE TO HOSTS:

Take the initiative and help where and when necessary.

Greet Guests: If the hosts are busy and unable to attend to the door and incoming guests, cover the door; inform the guests that the host will be with them momentarily, or, if possible and appropriate, direct the guests to their table or to a bar always accompanying the party to the table. Never leave a guest unattended at the door or let them take a seat/table by themselves.

- **Distribute and Collect Menus:** If a host has neglected to distribute menus to a party, do so. Help the hosts collect menus from the various service areas throughout the restaurant and place them in the various menu-deposit boxes throughout the restaurant.
- **Remove Extra Place Settings:** If a host has neglected to remove extra place settings from a table after seating a party, the server should do so immediately.
- **Housekeep:** Help the hosts keep the lobby, reception areas, floors, and aisles clean and orderly.
- **Seat Guests:** If the host is seating a large party, assist with seating the guests and distributing menus.
- **Bus and Reset Vacated Tables:** If there is a waiting line at the door, assist the hosts with accommodating the guests quickly by bussing & resetting the tables.

ASSISTANCE TO BARTENDERS:

Be aware that the bartenders work in a confined area and are not to leave the bar - be sensitive to any special "floor/kitchen" needs they may have.

- **Stocking:** If the bartenders are busy and unable to restock their work area, the servers should offer help with refilling garnish bins, ice wells, paper and voucher supplies, etc.
- **Bussing:** If the busser/bar back and bartenders are busy, help collect, empty and replace bus tubs.
- **Food Service:** Help expedite food from the kitchen to the bars.

ASSISTANCE TO THE KITCHEN:

Be alert and responsive to the kitchen crew's requests and respectful of the "pressure" under which the crew works.

- **Requests for Supplies:** The "line" may need dishware or other equipment during the course of the shift; while the crew is not to place any undue demands on the floor staff, they may experience emergency situations in which equipment or product is needed to expedite the orders. The servers are to help whenever and wherever possible. Frequently offer non-alcoholic beverages to the cooks, as they cannot leave the line often to get something to drink.

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Expediting: The kitchen crew may experience a "jam" in peak hours or in emergencies and may need assistance with expediting the meals. Servers should be sensitive to such problems and needs and assist appropriately; the concern of all employees is that the guest receives a quality product promptly - if help is needed in expediting orders out of the kitchen, give it.

· Maintain Composure and Control: The kitchen is a work area, not a place for idle talk or socializing. When dealing with the "line", a server is to act professionally and efficiently, always briefly and politely stating their needs, problems or questions, and leaving the area promptly. If an expeditor is present, always communicate through the expeditor; do not speak directly to the cooks. Both servers and food runners/expeditors are to maintain a professional attitude, composure, and control in the kitchen.

ASSISTANCE TO MANAGERS:

Respect the managers' decisions and directives, keeping in mind that the managers-on-duty have an "overview" of the entire business; their chief responsibility is to supervise all areas and employees toward the overall efficiency and success of the operation, and any decisions and requests they make are directed toward this end.

· Carry Out Managerial Directives: The employee should act quickly and maturely to the manager's requests and directives; if the employee has any objection or question about any request or decision, talk this problem over with the manager at a time and place convenient to both.

Communicate: The server can greatly assist the manager by alerting them immediately to any problems or set-backs in the operation: employees should relay problems or complaints with guests, other personnel; should any operational breakdowns or shortages occur, the server should notify a manager immediately and, if possible, assist the manager in correcting these problems.

Mulligan's Beach House Promotions

Please note – special offers may change at any time with one week notice

Happy Hour

Every hour is happy hour at Mulligan's Beach House but there are a few hours of the day set aside for deals on libations! Happy Hour is Every Day. Prices & Selections vary per location.

LOCALS CLUB CARDS

We offer our locals benefits throughout the year with our locals club. It is free to join and servers are to offer this membership to all of our local patrons. Following are the benefits received:

Half-Off Tuesday's - Locals present their locals card to receive ½ off the second entrée, value up to \$10.00 on any meal on Tuesday!

10% off - Locals present their card daily to receive 10% off food purchase on entire check except specials, beverages and alcoholic beverages.

Priority Seating – Locals Club Members get to “jump the wait” if we are on a wait, their name will go on top of the list.

Birthday's – Free Birthday Sundae

Anytime a Locals Card is presented, a manager must see the actual card from the guest to insure proper use.

Kids Eat Free!

Kids Eat Free Every Thursday from 5pm-8pm. One child per adult with the purchase of a beverage is our policy on this discount. It is not available with any other offer and the age limit is 10 years of age. We have crayons, balloons and our fun kids' placemat and kids' cup for their enjoyment as well as their parents' sanity!

Birthdays

At Mulligan's Beach House we want our guests to enjoy their birthday at the Beach House! Anytime your guest has a birthday, Birthday Sundaes are on special for \$1.99. Local's members get a free birthday sundae

MULLIGAN'S BEACH HOUSE CODE OF CONDUCT

1. Respecting applicable laws and regulations

Our company operates under the laws of the United States of America. Applicable laws and regulations must be respected at all times. When in doubt, employees should consult their superiors.

2. Prohibiting discrimination and harassment

Mulligan's is committed to providing a safe work environment. Discrimination of any type against any individual because of their origin, gender, family status, religion, health, disability, sexual preference, political opinions, or union activity is strictly prohibited, as are physical, mental, and sexual harassment.

3. Protecting confidential information

Employees are responsible for safeguarding the confidentiality of information with which they are entrusted in conducting their business. This includes internal proprietary information such as Company trade secrets, financial data, and confidential personnel information, as well as proprietary information concerning clients, suppliers, and our shareholders. Information belonging to other companies obtained through previous employment or unethical means should not be revealed to Mulligans. Precautions should be taken to ensure that confidential information is released only to those individuals with a legitimate business need.

4. Avoiding conflicts of interest

It may occur that an employee's personal interests may come into conflict with those of the company. In such situations, employees must inform their superiors.

Conflicts of interests include but not limited to the following: deriving personal gain from purchases made by the Company, accepting compensation for work already paid for by the Company, and owning direct or indirect financial interests in competitors or suppliers (except reasonable ownership of publicly traded securities).

5. Preventing corruption

Employees are expected to treat company money and assets with respect and security. No gifts, free food or drinks are to be given to anyone, with no exceptions. The strongest integrity must be demonstrated in this area. No employee is allowed to request or receive/make any payment from/to clients, competitors, suppliers, or civil servants that could influence business dealings. This does not apply to routine business meals, gifts, and entertainment that are not of excessive value, provided superiors are informed.

6. Recording financial transactions

Any and all transactions must be completely and accurately recorded. Unrecorded funds or other assets are strictly prohibited.

7. Transparent communication

No one is permitted to intentionally falsify, misrepresent, or reveal misleading information in any internal or external company communication, report, or document of any kind. The same applies to information regarding employees, clients, suppliers, competitors, and our shareholders.

EMPLOYEE SIGNATURE_____

DATE_____

Sign and obtain this sheet for your records.

INTENTIONALLY BLANK

RECEIPT OF HANDBOOK

I _____ (employee name), have read and understand all contents in this handbook from Mulligan's Beach House Beach Bar & Grill.

I received this handbook on _____ (date) and _____ (manager's name) has reviewed its contents to my full understanding.

By signing this form I agree to follow all rules and standards stated in this handbook.

Employee Name

Employee Signature

Date

Manager's Signature

Sign and obtain this sheet for your records.

INTENTIONALLY BLANK

CODE OF CONDUCT HOTLINE

Mulligan's has a confidential Hotline. If you wish to report a possible violation, then please call 772-600-7377 or email alison.w@mulligansbeachhouse.com and ask for Alison Watson.

When to use the hotline

If you believe your superior cannot answer your question or wish to report a possible violation.

Who will hear your message and how it will be handled

The hotline falls under the responsibility of Alison Watson. All information is completely confidential.

In no event will action be taken against you for making a complaint or disclosing information in good faith

If you call the Hotline, questions and reported matters will be addressed promptly. Depending on the content, further investigation may be required.

Signature_____

Date_____

Print Name_____