

THE WHISPERING VINE

EMPLOYEE HANDBOOK

This handbook is designed to acquaint you with The Whispering vine and provide you with information about working conditions and some of the policies relating to your employment. We ask that you read, understand and comply with all the provisions of this handbook. You may be given many other materials such as training and service manuals, but this provides the base for safety and legal issues.

A handbook that anticipates every circumstance or question about policy could take a lifetime to read. The Whispering Vine reserves the right to revise, supplement, or void any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. There will be no changes in our employment-at-will policy that permits you or The Whispering Vine to end a relationship for any reason at any time. Employees will be notified of such changes to the handbook as they occur.

Concept of The Whispering Vine

The Whispering Vine is Reno's First premier wine store with the most knowledgeable and friendly staff with the best prices. We treat others as we wish to be treated. We have respect for ourselves, our guests, co-workers and the community. We have a fun, knowledgeable and attentive service. Our team is recognized for its friendliness, respect and knowledge.

The Whispering Vine Constitution

Acknowledge everyone	Respect yourself	Respect each other	Know your job
Be professional	Respect our guests	Respect our inventory	Say Please and Thank You
Say Good Bye	Have fun	Listen more than speak	Smile
Be accountable	Work hard	Communicate	Help each other

You chose to come to work each and every day. Be honest, do your best - or move on.

INTRODUCTION

As a member of The Whispering Vine staff, there is a lot of information you must be familiar with. This handbook is designed to help your training by clearly outlining duties as well as answering many questions as they arise. Whispering Vine requires all employees to provide professional, knowledgeable, prompt and caring service.

Never arrive late: Arriving to work demonstrates self-esteem as well as respect for The Whispering Vine and fellow employees.

Begin every shift with proper attire: When you begin with proper attire you send a clear signal that you honor both your workplace and yourself.

Work together: No job is too big or small for an extra set of hands. Teamwork provides better communication, which is a key to a well-rounded staff and smooth running store.

Move with a sense of purpose: A crisp pace, infused with attention to detail and observance is hallmark service.

Advance your product knowledge in your daily life: It is imperative that you experience and learn about the food and wine culture. Curtis has a powerful reputation for being very knowledgeable which flows down to his entire staff. Regular study and preparation is simple and the only way to assure constant personal growth.

Constantly succeeding at all of these simple points requires a strong work ethic and good attitude. Thank you for striving to do your best for yourself, The Whispering Vine and our guests.

SERVICE STYLE

Stuck somewhere in the middle of a casual wine store and an elegant steakhouse. We are professional, knowledgeable, friendly, and willing to engage guests while maintaining professionalism and attentiveness to all our guests. Knowledge of all food

and beverage is necessary. It is the entire staff's responsibility for helping our guest to understand and appreciate every facet of all 4 locations.

The best wine prices, food and atmosphere are only part of the experience. An excellent staff can anticipate what our guests needs next as well as remember what they can't.

Every guest is different, the staff has to be sensitive and compassionate to body language, what people say and what they imply to properly serve them. This level of attention and care will ensure great service and success.

WHAT IS GREAT SERVICE?

Many people think that service is a food or beverage product delivered in a timely fashion to the table - that's not entirely correct. Service is everything surrounding the guest- it begins with the moment they contact us and really never ends (Reno is a small town).

The following is a checklist of some service points.

1. When a guest enters the store, everyone will acknowledge and welcome their presence making eye contact.

2. When a guest is leaving, every one will say good-bye and thank you. Every guest is your guest.

3. Every attempt will be made to accommodate our guest in a friendly, happy to help manner.

4. When a problem arises, the server should apologize, correct it immediately, and notify a manager. Never make excuses, place blame, challenge, use foul language or take a defensive tone.

5. Make eye contact when speaking with guests, and always greet guests as you encounter them.

6. Teamwork is critical to our success. Not only should you always assist a team member when they ask, you should be moving around, looking to help. If a guest in any station asks you for something, take care of it immediately.

7. Staff should never congregate, it gives the impression that you are more interested in yourselves than our guests. Stay focused on providing the best service and remain in your station.

8. Cleanliness of the restaurant is the responsibility of everyone. If you see something that needs attention, take care of it. Do not expect others to pick up after

you. This applies to floors, restrooms, and any other area or item in the store/restaurant.

9. Dirty tables must be cleared immediately. Everyone must help to get it done.

10. Anyone coming out of the back of the house or kitchen has the right away, but always step aside for our guests.

ZINS not SINS

Below are a few SINS we want to avoid

Not providing the guests with the proper place settings before the food arrives.	Not acknowledging guests with eye contact and a smile within 30 seconds. First impressions count!	Not continuing service once the check is presented.
Not thanking the guests as they leave. Last impressions count!	Not providing service to tables in order of their arrival.	Clearing plates before asking permission.
Serving chipped/dirty/hot glassware	Not providing the proper pour amount.	Standing around and doing nothing.
Socializing with certain guests while ignoring others!	Not providing a place for meal debris	Walking past dropped items on the floor.
Pictures on the wall not level	Appearing stressed or out of control.	Obvious hangovers
Burned out light bulbs	Not establishing rapport with the guest.	Personal conversations loud enough for guests to hear.
Dirty/not properly stocked restrooms.	Not bringing something the guest requests.	Arguments or displayed anger.
Missing/inconsistent prices	Not giving the proper discount.	Leaving price guns on the floor
An "I'm doing you a favor" attitude.	Providing inconsistent service.	Using cell phones on the floor.

Clutter or Junk	Making light of a customer's complaint.	Not clearing empty glassware/ dishes
Being too familiar or excessively chatty.	Not moving with the "speed of the room"	Not moving with a purpose
Having a visible reaction to the tip amount	Not providing a professional demeanor	Avoiding eye contact

The Whispering Vine Service Team

WINE CONSULTANTS/SERVERS

Individuals who possess a genuine passion for wine, food, hospitality and hard work while being graceful, thorough, polite and efficient are what we consider to be a great server.

The following are **some** expectations of the position:

1. Make appropriate suggestions and take guest's orders.
2. Promote and support the business' overall philosophy.
3. Communicates effectively.
4. Monitor all food delivery and beverage service.
5. Anticipate what the guests want and do not want.
6. Take the extra step to give the customer the best experience possible.

The server has the single most important position in caring for the guests.

BARTENDERS

In addition to the expectations shared with the servers noted above, the bartenders are also responsible for:

1. Controlling costs by-
 - a. pouring drinks at proper levels
 - b. Ensuring all beverage items go on the guests check
 - c. Limiting waste
2. Opening the bar
3. The cleanliness of the bar
3. Closing the bar

BUSSERS/FOOD RUNNERS

Must be agile, graceful and must like engaging and taking care of our guests. They must possess a strong knowledge of the food menu, and be able to answer questions asked by guests. They will assist the chef in expediting the food and are responsible for helping serve the food to our guests in a clean, professional manner following proper service techniques.

Some responsibilities include:

1. Water service
2. Clearing tables
3. Serving food
4. Restocking service stations
5. Assisting servers as needed
6. Assisting the kitchen as needed

KITCHEN

Must be agile, graceful with an extreme awareness of safety. Must possess a strong knowledge and ability to prepare food.

Some responsibilities include:

1. Ability to perform all the tasks in the kitchen other than cooking and serving
2. Responsible for the hygiene of the kitchen
3. Required to fill the positions of the absent staff and complete their duties
4. They have to train any new members of the kitchen staff regarding the work culture of the kitchen
5. They have to clean all the equipment that is used in the kitchen
6. They should not divulge any information about the kitchen to any outsiders

Nature of Employment

Employment with The Whispering Vine is voluntarily entered into and the employee is free to resign at will at any time with or without cause. Similarly, The Whispering Vine

may terminate the employment relationship at will at anytime with our without notice or cause, so long as there is no violation of applicable federal or state law. Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between The Whispering Vine or any of its employees. The provisions of the handbook have been developed at the description of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at The Whispering Vine's sole discretion.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Whispering Vine is based on merit, qualifications, and abilities. The Whispering Vine does not discriminate in employment opportunities or practices on the basis of color, race, religion, sex, national origin, age, disability, or any other characteristic protected by law.

The Whispering Vine will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are required to bring these issues to the attention of the Supervisor or General Manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Business Ethics and Conduct

The successful business operation and reputation of The Whispering Vine is built on the principles of ethical conduct of the staff, and fair dealing with the public. The use of good judgement, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action; the matter should be discussed with your Supervisor or General Manager for advice and consultation.

Immigration Law Compliance

The Whispering Vine is committed to employing US citizens and aliens who are authorized to work in the US and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with 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 prior to start of work. Employees may raise questions or complaints about immigration law compliance without fear or reprisal.

Disability Accommodation

The Whispering Vine is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity the employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job descriptions are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affect the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as equality in job assignments, classifications, organizational structures, position descriptions, and lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

The Whispering Vine is also committed to not discriminate against any qualified employees or applicants because they are related to or associated with a person with a disability. The Whispering Vine will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. The Whispering Vine is committed to taking all other action necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state and local laws.

Employment Categories

it is the intent of The Whispering Vine 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 The Whispering Vine.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour overtime laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are entitled to overtime pay under the provisions of federal and state laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notice by The Whispering Vine's Management.

In addition to the above categories, each employee will belong to one other employment category:

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with The Whispering Vine is appropriate. *All Employees start their employment at The Whispering Vine as an introductory employee.* Employees who satisfactorily complete the introductory period (30 days) will be notified of their new employment classification.

FULL - TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work The Whispering Vine's Full Time Schedule.

PART - TIME employees are those who are not assigned to a introductory or temporary status and who are regularly scheduled to work less than 32 hours per week.

STANDARDS OF APPEARANCE

Personal appearance is an essential part of providing our guests with the best, professional service. Our guests' impression of The Whispering Vine, in many ways, is their impressions of you. Looking your best and practicing good personal hygiene will help you feel better about yourself and the job you do. The following standards are set forth in an effort to maintain personal appearance in a manner that is consistent with dress and personal grooming of a majority of our guests:

Hair: Must be neat and well groomed at all times. Health codes take precedence when applicable.

Cosmetics: Cosmetics should be natural , not excessive. Nail polish may be worn on neatly trimmed nails.

Perfume: Please do not wear any perfume, cologne, or any other scents. The only scent we want is the scent of wine and delicious food.

Front of the house uniform:

Service Starts with APPEARANCE

Wear what you like as long as you are wearing a WV branded item, dress must be tasteful and professional:

- Clean clothes/shoes with no tears or holes.
- No backwards hats
- No gym clothes
- No midriffs showing
- No butt cheeks showing
- No off the shoulder shirts
- Shirts must at least have straps (ie no tube tops including those with sleeves, peek-a-boo shirts)
- No bra straps showing
- Feet must be covered...no sandals
- Think about what you'd expect from people working in a winery.

Back of the house uniform:

- All employees must wear kitchen appropriate shoes- oil resistant and slip proof.
- Facial hair must be neatly trimmed every day.
- Shirts and pants must be properly fitted and without tears or holes.
- Long hair must be tied back or tucked into a hat.

BEHAVIOR

Show respect for each other. Do not order your fellow employees around. ASK, don't order

You cannot overuse the words please and thank you. It lets others know you appreciate them.

Please do not bring your personal problems to work with you.

MEAL BREAKS & REST PERIODS

Please notify and seek approval from your manager prior to taking any meal break or rest period.

Access to Personnel Files

The Whispering Vine maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, documentation of performance appraisals, salary increases, and other employment records.

Personnel files are the property of The Whispering Vine, and access to the information they contain is restricted. Generally, only supervisors and management personnel of The Whispering Vine who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact Management. With reasonable advance notice, employees may review their own personnel file in The Whispering Vine's offices in the presence of a Whispering Vine supervisor.

Employment Reference Checks

To ensure that individuals who join The Whispering Vine team are well qualified and have strong potential to be productive and successful, it is the policy of The Whispering Vine to check the employment references of all applicants.

The Whispering Vine management will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment, wage rates and position(s) held.

Personnel Data Changes

It is the responsibility of each employee to promptly notify The Whispering Vine of any changes in personnel data. Personal mailing addresses, telephone numbers, number and name of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify Management.

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. The Whispering Vine uses this time to evaluate employee capabilities, work habits and overall performance. Either the employee or The Whispering Vine 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 30 calendar days after their hire date. Any significant absence will automatically extend an introductory period by the length of the absence.

If The Whispering Vine determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification.

During the introductory period, new employees are eligible for those benefits required by law, such as workers' compensation insurance and Social Security.

Performance Evaluation

Performance evaluations for year round employees are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's hire date and year end for all management positions. Supervisors and employees are strongly encouraged to discuss job performance goals on an informal, day to day basis.

Workers Compensation Insurance

The Whispering Vine provides a workers compensation program at no cost to the employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither The Whispering Vine nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation of any off-duty recreational, social, or athletic activity sponsored by The Whispering Vine.

ESSENTIAL JOB FUNCTIONS - SPECIAL ASSIGNMENTS

If you have physical limitations that prevent you from performing the essential job functions for which you were hired or asked to perform, reasonable modifications may

be made. If special safety equipment is needed contact your supervisor to discuss potential safety solutions before performing any work.

WORKERS COMPENSATION

If you are injured on the job, report it to management immediately.

All employees of The Whispering Vine are covered by The Whispering Vine Workers Compensation Insurance program for job-related illness or accidents. If an injury occurs on the job the following steps must be taken to preserve your right to workers compensation benefits:

1. Injury must be reported to your supervisor immediately.
2. Fill out the *Employee on the Job Injury Report* form provided by management. If immediate medical attention is necessary, your supervisor will assist you with this section.
3. Your supervisor of the Human Resources Department will arrange for medical care.
4. If applicable, an Attending Physician's Return to work Recommendations or similar acceptable documentation from a physician is required before returning to work. If light duty or modified work has been offered and you refuse this work, you could lose your rights to some workers compensation benefits.

Valid workers compensation claims are aimed at providing you with:

1. Appropriate medical care.
2. Assistance with wage loss during your temporary absence from work.
3. Compensation for permanent disability that may result from the injury.
4. Returning you to suitable, gainful employment as soon as your condition allows.

Nevada law gives The Whispering Vine to control an employee's medical care for the first 30 days after an injury. All employees, unless they provide The Whispering Vine with a written request to use their own physician prior to an injury, must use The Whispering Vine selected medical facility and physician.

An employee may not refuse to report the accident, complete the required forms or cooperate with supervisors, The Whispering Vine or the insurance company regarding the accident. An injured or exposed employee may not refuse to be admitted for treatment through the medical treatment system and in response to the physician's recommendations.

If you have any questions or would like to seek more information for the Workers' Compensation Board, please contact Management.

FRAUD

Workers' Compensation insurance can be very expensive to an employer, and unfortunately, rising insurance expenses can affect business decisions at The Whispering Vine. This can directly affect you as an employee in regards to your wages or other compensation. A serious contributor to increasing rates is the high cost of insurance fraud. Fraud is against the law, and the State of Nevada warns that "any person who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying workers' compensation benefits or payments is guilty of a felony". Fraud will result in the termination of employment in addition to any legal consequences.

TIMELINESS OF REPORTING ACCIDENTS AND INCIDENTS

All accidents and incidents shall be reported immediately. This section will be strictly enforced. Failure to comply may result in disciplinary action, up to including termination of employment.

If the supervisor is not available, report the injury to another supervisor or manager. Do not go directly to a medical treatment facility without first notifying your supervisor unless there is a serious, life threatening emergency. Dial 911

ACCIDENT AND INCIDENT INVESTIGATIONS

The purpose of accident and incident investigations is for the prevention of similar occurrences. Identifying the "causes" of the accident or incident must be objective and factual. The purpose is not to blame.

Your supervisor will investigate all accidents and incidents that result in injury, first aid or doctor treatment. **Any and ALL** accidents or incidents will be investigated.

TIMEKEEPING

Accurately recording time worked is the responsibility of every employee. Federal and state laws require The Whispering Vine to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Employees should accurately record the time they begin and end their work, as well as the beginning and the ending time of any split shift or departure from work for personal reasons.

Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination.

Employees should report to work no more than 10 minutes prior to their scheduled starting time nor stay more than 10 minutes after their scheduled stop time without expressed, prior authorization from their supervisor. Please do not clock in until your scheduled time.

PAYDAYS

Every two weeks.

Paychecks will be issued on Thursdays.

GRATUITIES

The Whispering Vine will add 18% service gratuity for parties of 8 or more.

The Whispering Vine will add a service gratuity to all pre-arranged banquet parties depending on the arrangements made in the contract.

TIP DECLARATION

Tips are all shared and will be disbursed based on hourly tip rates.

It is The Whispering Vine's policy that all gratuity earning employees declare 100% of their tips after tipping out other employees and receiving tips from other employees.

EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine.

Resignation- voluntary employment termination initiated by an employee.

Discharge- involuntary employment termination initiated by the organization.

Layoff- involuntary employment termination initiated by the organization for non-disciplinary reasons.

Retirement- voluntary employment termination by the employee getting age, length of service and any other criteria for retirement by the organization.

The Whispering Vine will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss issues as employee benefits, coverage privileges, repayment of outstanding debits to The Whispering Vine and return goods. Suggestions, complaints and questions can also be voiced.

Since employment with The Whispering Vine is based on mutual consent, both the employee and The Whispering Vine have the right to terminate employment at will,

with or without cause, at any time. Employees will receive their final paycheck in accordance with applicable state law.

SAFETY

To assist in providing a safe and healthful work environment for employees and visitors, The Whispering Vine has established a workplace safety program. This program is a top priority for The Whispering Vine. The Whispering Vine management team is responsible for implementing, administering, monitoring and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

The Whispering Vine provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board posting, memos, or other written communications.

Employees and supervisors receive regular scheduled workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Those ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with management. Reports and concerns about workplace safety issues made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report unsafe conditions to management. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action.

SAFETY RULES

The Whispering Vine strives to provide you a safe and healthful work environment and equipment. But safety begins with you.

You are responsible to work in a safe manner and immediately report any hazards to your manager. Failure to follow safe work procedures or violation of safety rules will result in disciplinary action, up to and including termination of employment.

Below is a partial list of safety rules. Management will provide you with additional information and training as necessary.

1. Work in accordance with safety rules and regulations.
2. Report ALL injuries, unsafe conditions and practices to your manager.
3. To lift any heavy objects, squat down and keep your back straight; use leg muscles for lifting. do not attempt to lift any object heavier than you can handle or allowed if under medical restrictions.
4. Ask questions if there is a misunderstanding about the way to perform a duty. NEVER attempt to perform any job or operate any machinery you have not been trained to operate.
5. Contribute ideas or suggestions for improvement of the safety program.
6. Attend all departmental safety meetings.
7. Major portions of accidents occur are caused by the "thoughtless act". Don't take chances, it's not worth it.
8. Observe all warning signs, safety bulletins and posters.
9. There shall be NO horseplay or practical jokes.
10. When using sharp-edged tools, cut away from your body, otherwise tool may slip and injure you.
11. Keep the floors, aisles, and passageways clear of stock, materials, scrap, tools, oils and equipment. You are responsible for keeping your work area cleaned and organized.
12. Carefully read labels when using chemicals and follow directions exactly. Return all empty can and bottles to an appropriate disposal facility. Don't ever empty chemical containers.
13. When in doubt, ASK!

Use of Phone, Mail System, Computer, Internet, and Email Usage

personal use of telephones for outgoing calls, including local calls, should be kept to a minimum. Employees may be required to reimburse The Whispering Vine for any charges resulting from their personal use of the telephone.

The Whispering Vine does not allow personal use of the mail system and computers unless otherwise authorized by the manager on duty.

CELL PHONES

The use of cellular phones during working hours can be distracting, appear unprofessional, and create tension in the workplace. If an employee brings a personal cellular phone onto the Whispering Vine property, the phone must remain off or in silent mode during business hours. During lunch or break times, phones may be utilized for personal use.

Violations of this policy may result in discipline, up to and including immediate termination.

The Practice will not be liable for the damage to or loss of personal cellular phones brought to the workplace.

SMOKING

Smoking is prohibited in the workplace. If you chose to smoke, you must be 50 (fifty) feet from premises of The Whispering Vine, and out of the view of guests. We prefer that you do not smoke when you are on the clock. We also demand that you wash your hands and face after smoking. If you a front of the house employee, it is mandatory and imperative that you wash up and brush your teeth or eat a mint.

OVERTIME

When operating requirements or other needs cannot be met during regular hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. *All overtime work must receive prior authorization from Management.*

Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Failure to work scheduled overtime or working overtime without prior authorization from Management may result in disciplinary action, up to and including possible termination of employment.

USE OF EQUIPMENT

Equipment essential in accomplishing job duties are expensive and may be difficult to replace. When using Whispering Vine property, employees are expected to exercise care, perform required maintenance and follow all operating instructions, safety standards, and guidelines.

Please notify Management if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Management can answer any questions about employee's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use of operation of equipment can result in disciplinary action, up to and including termination of employment.

WORKPLACE VIOLENCE PREVENTION

The Whispering Vine is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, The Whispering Vine has adopted the following guidelines to deal with intimidation, harassment, or threats of (or actual) violence that may occur during business hours or on its premises.

All employees should be treated with courtesy and respect at all times. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premisses of The Whispering Vine without proper authorization.

Conduct that threatens, intimidates, or coerces another employee or visitor including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristics protected by federal, state or local law.

All threats of (or actual) violence, both directed and indirected, should be reported as soon as possible to management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public.

When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in harm's way.

The Whispering Vine will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The indignity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, The Whispering Vine may suspend employees , either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to promote disciplinary action, up to and including termination of employment.

The Whispering Vine encourages employees to bring their disputes or differences with other employees to the attention of Management before the situation escalates into potential violence. The Whispering Vine is eager to assist in the resolution of employee disputes.

Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, The Whispering Vine expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or other illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the shift
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies

Employment with The Whispering Vine is at the mutual consent of The Whispering Vine and the employee, and either party may terminate the relationship at any time, with or without cause, and with or without advance notice.

DRUG AND ALCOHOL USE

It is The Whispering Vine's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

LEGAL DRUGS

The use or being under the influence of any legal drug by any employee while on The Whispering Vine premises or while performing The Whispering vine business is prohibited to the extent such use or influence may affect the safety of the employee, co-workers or the public, the employee's job performance, or the safe and efficient operation of The Whispering Vine facilities and equipment.

It's the employee's obligation if using a legal drug at the direction of a physician, dentist, or other licensed practitioner, to obtain a written statement of any work restriction. Any such information must be reported to management prior to starting work under the influence of any legal drug. Management will maintain this information in a confidential manner. If management decides that the employee's, the public's and co-worker's safety is assured and that the employee's job performance will not be significantly affected, the employee should be allowed to continue work. Otherwise, the employee may be required to take a leave of absence or comply with other appropriate action determined by management.

ALCOHOL

Possession, use or being under the influence of alcohol by any employee while performing The Whispering Vine business is prohibited. This will result in termination.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

The Whispering Vine is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and included gender based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances

- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons, or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive/obscene letters notes or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

Unwelcome sexual advances (either verbal or physical), requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile or offensive work environment. If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to management. The report should be made to whomever the employee feels the most at ease with. In a sexual harassment issue, a person may prefer to discuss that matter with a person of the same gender. This will be accommodated. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome.

Anyone engaging unisexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

ALL FORMS OF HARASSMENT ARE TAKEN SERIOUSLY AND WILL NOT BE TOLERATED.

ATTNEDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, The Whispering Vine expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on The Whispering Vine. In the rare instances when employees cannot avoid being late to work or are

unable to work as scheduled, they should notify a manager as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

SCHEDULE INFORMATION

Work hours are to be scheduled by The Whispering Vine Management Team. Job sharing is encouraged and may be asked to perform other duties as they arise. In some cases, an employee will be scheduled for a particular job, and may be assigned to another job to help fill business needs.

- It is the employee's responsibility to check appropriate schedules.
- If an employee has a schedule conflict that he or she would like to change, it is the responsibility of the employee to arrange for another employee to work the appropriate shift.
- The manager will make efforts to contact employees that are not needed on a given shift.

The Whispering Vine will post a schedule the Thursday prior to the posted week schedule.

RETURN OF PROPERTY

Employees are responsible for The Whispering Vine property, materials, or written information issued to them or in their possession or control. Employees must return all Whispering Vine property including keys, uniforms, etc. immediately upon request or upon termination of employment.

RESIGNATION

Resignation is a voluntary act initiated by the employee to terminate employment with The Whispering Vine. Although advance notice is not required, The Whispering Vine requests at least 2 weeks written resignation notice from all employees. Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation.

EMERGENCY PROCEDURES

It is the policy of The Whispering Vine to maintain written and effective emergency procedure plan and to communicate this plan with all employees. This plan is in place to provide clear guidance that will ensure employee and guest safety.

In the event of a disaster, accident, fire or other naturally caused loss, the facility emergency response plan will be initiated. In some instances, local fire, emergency, or law enforcement agencies may supersede the property plan.

In the event of a disaster, employees should evacuate all hazard areas and report to Management for instruction. The first priority of the plan is to ensure the safety and health of all guests and employees.

The Whispering Vine Fact Sheet:

4TH STREET

EST. July 2015

4201 W. 4th Street - Reno, NV 89523

p) 775.786.1323

f) 775.786.1314

Mon 11-8

Tues - Sat 11-9

FOOTHILL

EST. November 2010

85 Foothill Road - Reno, NV 89521

p) 775.622.8080

Mon - Saturday 11-8

Fri 11-9

MAYBERRY

EST. 1998 - CLOSED 8/01/21

3886 Mayberry Drive - Reno, NV 89519

p) 775.787.9463

Mon - Sat 2:30-8

MIDTOWN

EST. October 2018

772 S. Virginia St. - Reno, NV 89501

p) 775.451.7681

Tues - Sat 2-9

www.whisperingvinewine.com

info@whisperingvinewine.com

Handicap Access

YES

4th Street Food Style

Small Plates

The Whispering Vine will be closed on the following days

Easter

Memorial Day

4th of July

Labor Day

Thanksgiving

Christmas

New Year Day

The Whispering Vine reserves the right to change these date.