

LATTE
ESPRESSO
MOCHA
CAPPUCCINO



Employee Handbook

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Mission Statement

Giacomo's Drive Thru Espresso is designed to provide coffee drinking travelers with the drinks they love. We combine quality drinks with great service in a friendly atmosphere to help our customers experience "*a little taste of Italy*" even when they are in a hurry.

Customer Relations

Our customers are the keys to our success. If we don't have customers, none of us have a job! That's why we will expect you to always remember how important it is to greet each and every customer in a way that says, "We're glad you came to **Giacomo's**." It is also essential that the service we provide to our customers is efficient and accurate, but the way in which we provide these services will make the difference in whether they choose to come back again and again. When you see that a customer is a regular visitor, take the time to learn their name, and greet them personally. Always use your manners and treat customers with respect. Make eye contact and always **SMILE!** We realize you will encounter customers who will be unreasonable and unpleasant, but stay calm and polite and serve them as best as you can.

Work Schedule

Weekly work schedules will run from Monday through Saturday (closed Sundays). Schedules will be posted no later than the Wednesday before the next work week. You'll be expected to know your schedule and follow it, unless you've made arrangements with the manager. You can ask for time off by submitting a written request to the manager, stating the reason and the duration of your time off. Your request should be submitted two weeks in advance, and will be contingent upon the availability of a qualified substitute. In cases of an emergency, contact the store manager for approval. Failure to show up for a work shift is unacceptable. You will be expected to come to work on time, dressed appropriately, and signed in before your work shift begins. You will need to sign out at the end of your work shift, as well.

You, alone, may sign in and out for work on your time card. Do not sign in or out for any other employees!

Be sure that you sign each time card at the bottom and that each work shift is dated. If you make a mistake, scribbles or changes must be initialed. Sign in and out on quarter hour (15min.) intervals only. Do not leave or quit working prior to the time on your timecard. On occasion, you may be asked to continue working past

your scheduled time, if you are available to do so. You will be paid overtime at the rate of one and one half times your regular rate of pay for any hours worked in excess of eight hours in one day or in excess of forty hours in one work week.

Holidays

Giacomo's is closed for the following holidays; New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas

Breaks

Listed below are the breaks you are entitled to receive based on the length of your work shift:

0 to 3½ hours No break

3½ to 5 hours one 10 minute paid rest break

5 to 6 hours one 10 minute paid rest break
and one optional 30 minute unpaid meal break

6 to 8 hours two 10 minute paid rest breaks
and one 30 minute unpaid meal break (can be a
"working meal break" with mutual consent).

Paydays

Giacomo's employees will be paid no later than five days after the fifteenth and the last day of the month. Employees are not paid in advance of regular paydays. You will be paid by payrolls checks. No deductions can be made unless they are required by law or you authorize them. Please check amounts carefully and report any errors immediately. Checks may not be cashed at **Giacomo's**.

Basic Responsibilities

1. Honesty and integrity in all areas of work are not only expected, but required. Any employee found to be lacking in these character traits will not be maintained.

2. Good work habits should be maintained throughout your employment at Giacomo's. There will always be an abundance of cleaning and restocking to be done, and it is YOUR responsibility to see what needs doing, then do it. If you are not sure, review the "Things to do for fun" list, or ask your shift manager for suggestions.

3. Attention to swift service cannot be stressed enough. Customers must be greeted and served promptly, and it will be your responsibility to wait on customers and take their orders efficiently and quickly.

4. The telephone is for business purposes; however if you have to make a

personal call, we ask that you keep it short, and NEVER let it affect customer service.

5. Employees ONLY are permitted inside the kiosk. This rule is for safety reasons, as well as business. If a friend comes through the drive-thru as a customer, you are permitted to chat for a reasonable amount of time, but if other cars are waiting we ask that you make it a quick chat and attend to business.

6. In order to keep our records up to date, we ask that you provide your manager with any changes in address, telephone numbers and any medical emergency information.

Appearance

Giacomo's is a food handling business. Therefore, appearance is extremely important to our customers. Employees must be neat and clean at all times. Clothes are to be worn appropriately and must be clean and without holes or frayed edges. Strong, sturdy shoes are recommended. No open toe shoes or sandals are allowed. Giacomo's hats will be required for anyone whose hair warrants it. Ear piercings are allowed unless deemed inappropriate by the owner. Other visible body piercings must be removed before starting the work shift. Tattoos or other visible "body art" must remain covered and unseen at all times during the work shift.

Cleanliness

As stated above, food handling businesses must keep all aspects of the operations neat and clean. Part of your job will include keeping the counters, machinery and property clean and tidy. When customers are scarce, you will be expected to find those areas that need organizing or cleaning. You are expected to abide by all health department rules governing personal cleanliness.

Manners

Employees are expected to show restraint concerning certain practices because of the possibility of contaminating foodstuffs and utensils. Tendencies such as wiping any area of the face (especially eyes, nose or mouth), coughing or sneezing into your hand, or adjusting your hair or hat are inappropriate while serving customers. If you need to attend to any such motion, excuse yourself and ask another employee to finish up with the customer. Always wash your hands after finishing any type of action that may cause contamination or may be offensive to a customer. Please do not chew gum while working.

Wages

Your initial training wage is equal to the prevailing minimum wage. We evaluate all employees periodically. Any wage increases are issued after evaluations. Wage increases are based on your performance. Tips may be accepted, but we ask that you share them with the other employees on your shift, as it is a team effort.

Health Insurance

Health insurance is offered for full time employees through a company insurance plan. Giacomo's pays 50% of the employee's premium and the employee pays the other 50% through payroll deduction. Employees are considered full time when they average 30 or more hours per week for 3 months and plan to continue at that level.

Food and Drinks

You are free to make yourself a drink while at work, but please do so when there are no customers waiting to be served. One bakery item, per work day, is also allowed. You are also free to give away **ONE** free drink each work shift. This does not extend to pastry items, and we ask that you be respectful of the size and cost of the free drink you offer. Employees may occasionally be allowed to come by on their day off for a free drink, but again, please be respectful and do not take advantage of the privilege. NEVER let an employee's free drink affect customer service. You may not treat friends or family who are with you to free drinks on your day off. If this privilege is abused in any way, your manager will speak to you, and it could ultimately cost you your job.

Uniforms

Giacomo's provides logo shirts for employees. These shirts should be laundered properly and be worn whenever you work. Aprons are also provided, but are not issued to employees. If you use one, we ask that you launder and return it promptly. Shirts and aprons are **Giacomo's** possessions, and upon termination of employment, you will be expected to return these items before your last pay check is issued to you.

Accepting Checks

It is **Giacomo's** policy to accept only cash for our sales transactions. If a regular customer, whom you recognize, has forgotten their money, or is short on cash, you may ask your manager for approval to accept a personal check. Checks are also accepted as payment for our \$25.00 gift certificates. Rolled coins may be accepted as payment.

Restrooms

Our restroom facilities are provided for employees only. If a customer asks to use our facilities, inform them politely that they are not open to the public. Our restrooms contain employee's personal possessions.

Returns / Complaints

If a customer is not satisfied with a product they have just received, try to find out exactly what it is they don't like, and replace it with another one. If a customer comes through and complains about a past purchase that wasn't to their satisfaction, determine how you can make it up to them. Either offer them an upgraded drink at no extra cost, an extra stamp on their Buy Ten/ Get One Free card, or if necessary, a free drink. It is more important to keep that customer coming back. Whatever you do, earn the customer's satisfaction.

Employee Rules

The rules outlined here apply to everyone. Employees who violate any of these will be subject to discipline. Depending upon the severity of the offense, the employee may receive a warning, a disciplinary suspension, or dismissal. Repeated minor offenses may also lead to dismissal.

Offences include but are not limited to:

1. Conviction of felonies.
2. Insubordination or failure to obey instructions or perform your work as required or assigned.
3. Neglect, carelessness, or mischief which results in loss, damage, or destruction of store property, property of customers, or fellow employees.
4. Drunkenness or use of or possession of intoxicating liquors or narcotics on company property at any time.
5. Pilferage of company property, property of customers, fellow employees or others.
6. Making false, vicious, profane, or malicious statements concerning any employee, the company, its products, or its customers.
7. Fighting, threatening, or attempting bodily injury to another employee. Engaging in horseplay, scuffling, throwing things, or causing confusion by shouting or demonstrations.
8. Falsification of application for employment or employment records.

9. Failure to report personal injuries at once to immediate manager.
10. Failure to report chronic ailments or communicable diseases
11. Deliberately creating or contributing to unsanitary conditions.
12. Giving away food or other company products outside of guidelines provided.
13. Signing another employee's time card, or altering or falsifying a time card in any manner.
14. Altering or falsifying records.
15. Personal conduct in violation of common decency, or use of profane, obscene, vile or abusive language on the premises.
16. Using company equipment without permission for purposes other than company business.
17. Interfering with the rights of others on company premises during working hours.
18. Failure to report absence to the store manager. Habitual tardiness or absence, without excuse, or two consecutive days of unexcused absence.
19. Leaving your job without permission, or conducting personal business without authorization during work hours.
20. Posting, defacing, or removing notices, signs or writings on our store's premises without authorization.
21. Enticing, coercing or influencing others to fail to maintain production standards.
22. Discourtesy to customers.
23. Smoking in unauthorized places or at prohibited times.
24. Holding unauthorized meetings on company property.
25. Failure to comply with store policies.
26. Abuse of benefits, responsibilities and rest periods or taking additional time without prior permission.
27. Continued untidy appearance. Being unshaven, wearing soiled clothing, failure to maintain standards relating to personal hygiene.
28. Any deliberate violation of a company policy or procedure.

Sexual Harassment

Sexual harassment is defined to include unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Any employee who feels subjected to sexual harassment should immediately report to the manager or owners. If harassment is found to have occurred, appropriate cor-

rective action will be taken. This may include disciplinary action against the offender, ranging from a written warning to termination, depending upon the severity of the misconduct.

Safety

It is the objective of **Giacomo's** to conduct all operations as safely and efficiently as possible. Every consideration will be made to provide a safe work place with safe equipment and machinery and a safe environment so that all employees can perform their jobs without fear or injury. It is the employee's responsibility to make every reasonable effort to prevent any accident, and protect against fire hazards.

Do not stand on chairs, counter tops, or other pieces of furniture not intended for that use. Boxes should not be stacked too high, nor should they be left on the floor of the work area where they may cause someone to trip. Refrain from any lifting or lowering tasks beyond your ability. Obtain help from management or a co-worker if needed. Do not leave tools, material or other objects on the floor which might cause others to trip and fall. We expect you to take precautions to work safely and help your co-workers to do the same.

All employees should be familiar with the location of the first-aid kit and fire extinguishers. If emergency services are needed, dial 911 on the telephone. Keep doors to the kiosk locked for safety. Windows should be closed in between customers (not only for safety reasons, but for health codes, as well). Good common sense, a high regard for safety and a pledge toward a safe working environment will benefit us all.

Emergency Procedures

Know the location of the fire extinguisher. Know the location of the main electrical breaker and how to turn it off. If any circuit breakers trip, turn off all affected equipment before resetting.

Should a power outage occur, continue operations as much as possible. Open cash register manually (lever under the drawer), and keep a hand written record of all sales. Open refrigerators as little as possible. When power is restored, make sure that espresso machines are ready for use: The red gauge should be in the white area BEFORE use, and the green gauge should be in the white area while espresso is being brewed.

Robbery

Employees should be alert to the possibility of a robbery and be aware of the whereabouts of the panic button, should one occur. (Modesto police have assured us that it is perfectly acceptable to call 911 if you are skeptical about the presence of persons acting suspiciously, even if no crime has taken place). Keep the following in mind:

Make no fast movement. Robbers may be under the influence of alcohol, or very nervous, young or inexperienced.

DON'T RESIST! OBEY INSTRUCTIONS!

Keep calm, set off the panic button if at all possible. Don't be a hero. Do what the thief tells you to do. Money and other valuables can be replaced, DON'T risk your life.

Observe carefully everything you can:

Time of holdup

Description of persons

(weight, height, distinguishing features...)

Description of vehicle

(Licence #, people in the vehicle)

Note exact time and direction of escape

Don't touch anything!

Protect the scene and articles touched by the robber from handling by others so that finger prints can be obtained. Keep witnesses available for questioning. Do not trust your memory. Write down all information immediately. Cooperate with the police department and supply all the facts. Do not release the money amount.

Machinery and Equipment

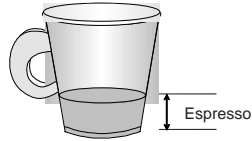
Worn electrical cords and other physical hazards and defects should be reported to management immediately. Do not attempt to repair or clean electrical devices unless the power is OFF and unplugged. Operate machinery with all guards in their appropriate place. Do not tamper with safety devices.

Employee Warning Notice

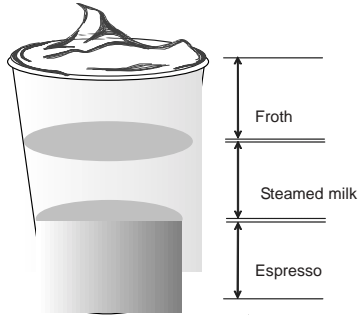
Failure to comply with any of the policies or procedures in the employee handbook will result at the very minimum in a warning notice which will remain in your employee file. The warning notice helps insure compliance with our policies and procedures. The warning notice also insures that you are informed of any deficiencies in your performance so you can take appropriate steps to correct them.

Basic Drink Formulas

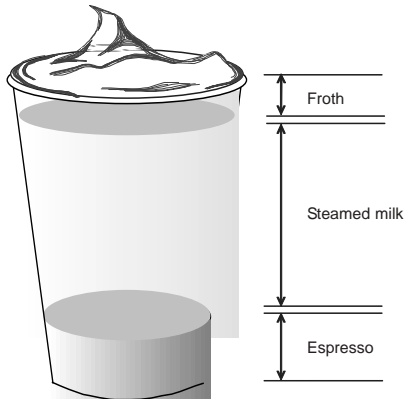
ESPRESSO



CAPPUCCINO



LATTE



Espresso

Single

The perfect espresso is made with 6.8 grams of the highest quality coffee, uniformly ground to produce an extraction rate of 40 ml. in 18 to 22 seconds at a temperature of 195 to 205 degrees and 9 bar (126psi) to 10 bar (140psi) of pressure. If properly brewed the shot of espresso will have a two tone golden crema on its surface which will be thick enough to support sugar granuals and will last until the shot cools considerably.

Double

Same as above except the espresso is doubled (13.6 grams) and the extraction rate should be 80 ml. in the 24 to 28 seconds.

Cappuccino

Single

Brew one shot of espresso, "dry" steam 4oz. of lofat milk. Pour the espresso shot into an 8oz. cup and fill the remaining area in the cup with equal parts of steamed milk and froth.

Double

Two shots of espresso, 6oz. of lofat milk, 12oz. cup.

Lattè

Single

Brew one shot of espresso, steam "wet" 8oz. of lofat milk. Pour the espresso shot into a 12oz. cup and fill the remaining area in the cup with steamed milk, topped with about a quarter to half inch of froth.

Double

Two shots of espresso, 10oz. to 12oz. of lofat milk, 16oz. cup.

Mocha

Same as a Lattè with chocolate added and usually topped with whipped cream

Steaming Milk

Fill the steaming pitcher with cold milk. Clear the steaming wand by briefly pressing the steaming button. Place the tip of the steaming wand below the surface of the milk. Press the steam button and move the pitcher so the tip of the wand is just below the surface of the milk. You will hear the sound change as the tip gets close to the surface. Keep the tip of the wand near the surface as the milk "grows". Continue this process until the milk reaches 140 degrees. Press button to stop the steam. Briefly press the steam button to clear the milk from the wand.

Tips;

Get the tip of the wand to the surface of the milk quickly.

Do not overheat the milk while you're trying to get enough froth

Definitions

Wet

Less froth and more steamed milk than is normally used for that drink

Dry

More froth and less steamed milk than is normally used for that drink

Naked

Nothing on top (chocolate, cinnamon, nutmeg)

Crema

The dense golden foam that forms on the top of espresso

Shot

Freshly brewed espresso

Short

one size smaller cup with same amount of espresso

Tall

one size larger cup with same amount of espresso

Double Short

Two shots of espresso and same size cup

Double

Two shots of espresso and next size cup

Double Tall

Two shots of espresso and two sizes larger cup



revised October 15, 2003