

# Team Member Manual

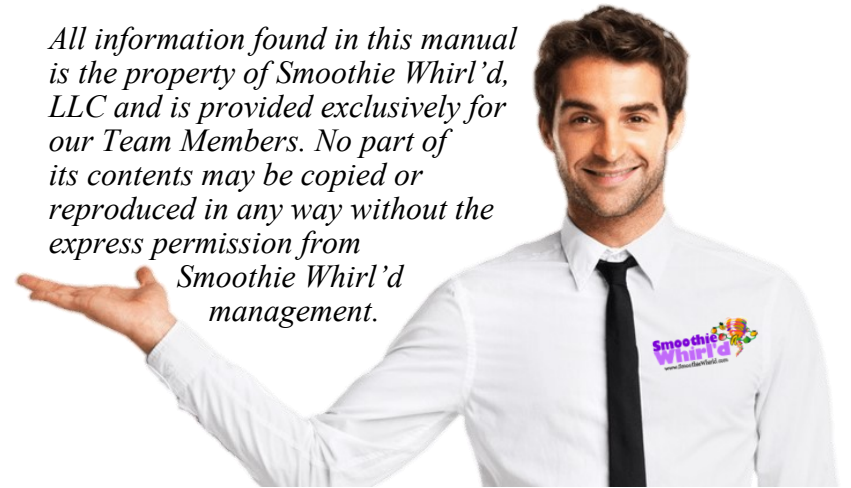


This Team Member Manual belongs to:

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## Welcome to Our Whirl'd!

*The Smoothie Whirl'd team is committed to establishing our brand as the premier destination in South Florida for fast, delicious, and nutritious blended beverages.*

*We will accomplish our mission by providing a fun, energetic environment for our customers and our team members and by partnering with our local schools and community groups to raise funds for worthy causes.*

*Smoothie Whirl'd was founded in 2012. We're not a big corporation but we're very big on quality, value and making our customers feel right at home. We are a family-owned and operated business and realize the importance of being healthy and staying that way.*

*During your employ with us you will experience unique and memorable interactions with many different people including customers, fellow Team Members, and store management. You may even make a lifelong friend!*

*Dealing with the public can, at times, be challenging. You've been selected to join our team because we think you have what it takes to deal with people fairly, in a friendly manner and effectively. It's a great quality to have now and for your future!*

*As with any business it is necessary to maintain a positive attitude and follow certain rules and regulations to create a safe and professional working environment. That is what this manual is for. Please refer to it as needed.*

*Failure to consistently maintain the standards outlined in this Team Member Manual will result in loss of hours and/or discipline which can include verbal and written warnings up to and including termination.*

*You are **required** to sign and return the **Team Member Acknowledgement** located on page 33 of this booklet to Smoothie Whirl'd management in acknowledgement of receiving, understanding and complying with the contents of this handbook. Please do this as soon as possible.*

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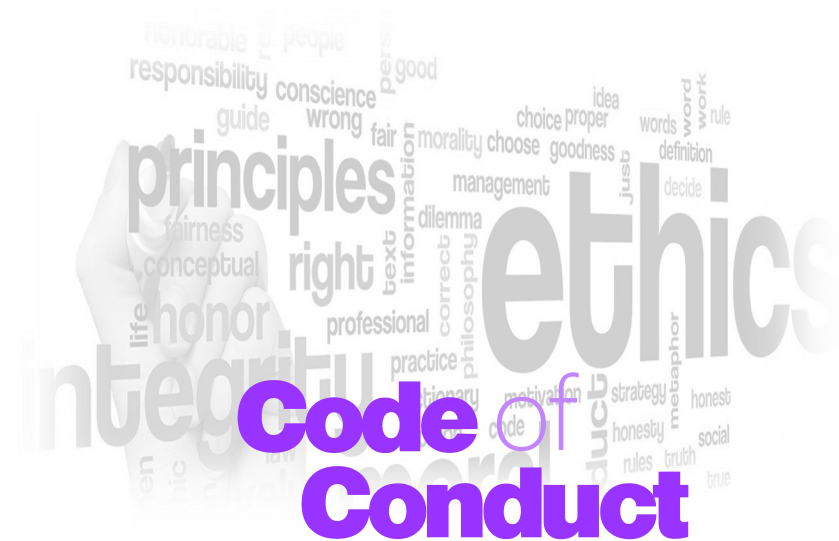
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## The Team Member's Role

Review this handbook and keep it in a convenient place so you can refer to it if needed. If you have any suggestions for improving the company's overall performance, your thoughts are always welcome. Likewise, if there are parts of this handbook you don't understand, or are unsure of how to handle a situation, please contact your supervisor.

As a condition of employment, you are expected to comply with the Smoothie Whirl'd Code of Conduct and its underlying policies and procedures. When in doubt, you have the responsibility to seek clarification from your supervisor. Violations of ethical and legal standards are grounds for corrective action up to including discharge. Review this Code of Conduct and make sure these policies guide your actions.

## The following are Prohibited at Smoothie Whirl'd:

1. **VIOLENCE** - Any act involving the use of physical or verbal aggression or threat of aggression toward any associate, client, or manager.
2. **DISCRIMINATION/HARASSMENT**- Harassment is any form of unwelcome and/or unwanted, verbal or physical deprecation of a person; explicit derogatory statements; profanity; discriminatory remarks made by someone in the workplace which are offensive to the recipient, which causes the recipient discomfort or humiliation and/or interferes with the recipient's job performance.
3. **IMPROPER BEHAVIOR** – Personal actions or conduct, whether intentional or unintentional, such as abusing customers, other Team Members or management, by making or publishing false, vicious, threatening, or malicious statements.
4. **INSUBORDINATION** – Refusal to follow reasonable job requests as given by authorized management.
5. **DISHONESTY** - Any deliberate act which results in loss of company, employee, or client property such as stealing company property, food, money, etc. (*If in doubt see a manager, there are exceptions*).
6. **NEGLIGENCE/VANDALISM** – Causing or attempting to cause damage to company, customer or other Team Member's property either intentionally or through carelessness. Any action that results in a potential loss to the company, customer or other Team Member assets.
7. **FALSIFICATION OF COMPANY DOCUMENTS** – Falsifying company documents including, but not limited to the application form, time cards, or any other company related documents.
8. **WEAPONS** - possession of weapons on company or personal time while on or within 500 feet of company property.

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9. **SOLICITING** – Soliciting, canvassing or distributing literature in working areas while working or while others are working or engaging with solicitors, canvassers or literature distributors who may come into the store. Team members may re-engage with solicitors once they are off the clock.
10. **POOR CUSTOMER/TEAM MEMBER RELATIONS** – Not providing prompt, courteous and knowledgeable service to customers and/or other Team Members.
11. **POOR PERFORMANCE** – Not satisfactorily performing job duties.
12. **IMPROPER ATTIRE** – Not following the grooming and expected dress code for your work shift. (see "Uniform Standards" p.13)
13. **EXCESSIVE TARDINESS** – Reporting to work after scheduled time without authorization or valid reason without approval of management.
14. **COMMUNICATION DEVICES** – Use and possession of communication devices including, but not limited to, cell phones, beepers/pagers, hand held computers on company property or working areas before or during your shift.
15. **ELECTRONIC DEVICES** – Working with headphones/EarPods on, regardless of whether or not plugged into music devices as portable stereos, or CD players.
16. **SMOKING/VAPING** – Smoking/vaping is not permitted anywhere on Smoothie Whirl'd property and/or while clocked-in. This includes the bathroom.
17. **PARKING** – Parking in any non-designated area.
18. **EATING/DRINKING** – Consuming food and/or drink anywhere other than designated areas.
19. **ALCOHOL/DRUGS** - The consumption/use of **any alcoholic beverage or recreational drugs** (including marijuana) before, during or after your shift while on company property.
20. **PERSONAL TOUCHING** - Any and all personal touching of others while on company property.
21. **COLLECTING TIPS** - Any team member who is released from their position with Smoothie Whirl'd will not receive tips.

### Our Open Door Philosophy

Smoothie Whirl'd believes you should have the opportunity to speak openly and be treated fairly. We call this the "Open Door Philosophy." The best way to use the Open Door Philosophy is to bring up ideas, concerns, and issues and to talk to your supervisor or owner directly.

## Team Member Acknowledgement

**Please read, sign and date below, then fold page on perforation, tear or cut this section out carefully and return to Smoothie Whirl'd management:**

By signing below I acknowledge that I have read and understand **all** of Smoothie Whirl'd's Policies, Procedures and Code of Conduct expectations listed in this manual.

Failure to comply with any of these will result in corrective action including written documentation in the employee's personnel file. Repeated violations may result in suspension and/or termination.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Management Signature

\_\_\_\_\_  
Date

REMOVE THIS SECTION AND RETURN TO MANAGEMENT!

PLEASE CUT PAGE ON DOTTED LINE OR FOLD ON DOTTED LINE AND TEAR OUT





## Diversity

Smoothie Whirl'd benefits from a diverse workforce that recognizes its differences as well as similarities. This adds to our culture of openness, teamwork, and mutual respect.

Smoothie Whirl'd values diversity in individuals, including the unique set of abilities and perspectives that each employee brings to the company, reflecting his/her own life experiences. We are committed to creating and supporting a diverse workforce where we respect one another for the value and perspective each of us brings to the workplace.

## Discrimination

Smoothie Whirl'd is committed to providing equal opportunity for all qualified applicants and employees without regard to race, color, religion, sex, age, national origin, ancestry, sexual orientation, marital status, disability, military status, political beliefs, or other legally protected status.

All employees, including supervisors, managers, and co-workers have the responsibility to maintain an environment free from discrimination. If you believe this policy has been violated, report the matter immediately to your supervisor or to the owner.

## Sexual Harassment

Smoothie Whirl'd is committed to providing and maintaining a workplace that is free of sexual harassment. This applies to everyone at all levels of the company.

Prohibited sexual harassment includes inappropriate or unwelcome sexual advances, requests to do sexual favors, and other verbal or physical conduct of a sexual nature that interferes with an employee's work performance or creates an intimidating, hostile, humiliating or sexually offensive working environment. In addition, no manager or supervisor, male or female, may harass any associate by making submission to or rejection of sexual advances, requests for sexual favors, or any other verbal or physical conduct of a sexual nature either explicitly or implicitly a term or condition of employment or employment decisions. Sexual harassment is unlawful. If you believe that you or a fellow Team Member has been harassed or treated unfairly, immediately notify your supervisor or the owner.

## Workplace Harassment

Smoothie Whirl'd also recognizes that harassment on the basis of race, religion, sexual orientation, or disability or other legally

protected status is a form of discrimination. Prohibited conduct includes, but is not limited to, racial or ethnic slurs and epithets, ethnic jokes, or any joke that would demean a person, making inappropriate gestures to demonstrate a person's disability, or conduct that create a hostile environment. Team Members should refrain from using profanity in the workplace at all times.

**You** are ultimately responsible for your actions. Those who violate this policy are subject to disciplinary action up to and including termination of employment. If you feel you or another Team Member has been treated unfairly, immediately notify your supervisor or the owner.

### Honesty

Lying to management is an immediate dismissal. You are expected to be honest and to conduct yourself in a manner that upholds company values. Examples of dishonesty include any false or misleading statement and any theft or deliberate act which results in loss of value of others' property, whether the property belongs to Smoothie Whirl'd, another employee, customers or anyone else, regardless of the value of that property.

### Conversations While Clocked-In

Team Members may not have ongoing conversations with family and/or friends while clocked-in, and absolutely no personal conversations if there are existing customers in the lobby. Personal conversations, even when you think they are subtle and hard to hear by others, can easily be heard throughout the store lobby and are unprofessional.

**Under no circumstances are team members allowed to have personal conversations with friends and/or family while on company time.** Friends and/or family may come in to purchase products and/or drop something off to a team member, but there should be no further interaction.

Please make sure that all interactions with friends and/or family is done prior to coming to work or after you leave work. **This will be strictly enforced!**

Team members, while on break, are **not** permitted to hold conversations with employees that are actively working.

### Working With Your Shift Lead

The Shift Lead is equal in power to the store manager and is in charge of the shift. All job requests made by the Shift Lead to other team members on that shift are to be followed to-the-letter and without question. Failure to comply with a Shift Lead's job request is considered insubordination, which is prohibited at Smoothie Whirl'd

Smoothie Whirl'd wants to make sure our team members and management are as safe as possible while working their shifts. Team members, therefore, must follow and adhere to the following COVID-19 Protocols:

### Required COVID-19 Protocols for Employees:

- When entering the store you must put on a mask, put down your belongings, wash your hands, have a shift lead take your temperature, put your apron on, then clock-in.
- **Masks must be worn at all times.** Removal of masks during breaks and passing break stops in break room is permitted.
- Only one team member in the break room without a mask on at-a-time. However, a passing break is permitted when completed quickly.
- Team members are not permitted to leave the break room without their masks on and socializing or talking with other team members during breaks with masks off is not permitted.
- Team members must continue **hourly** sanitation practices throughout the day. Team members must acknowledge that they have completed their hourly sanitation by initialing the sanitation sheet located in the break room.

***Note:** Any and all areas that are touched by customers and/or employees must get sanitized regularly.*

- Any team member coming to work with **any** symptoms related to COVID-19 will inform management immediately and may be required to take a COVID-19 test. Please contact management prior to coming in for your shift if you are experiencing **any** symptoms of COVID-19.
- Team members must notify management as soon as possible if they have been in contact with anyone who has tested positive for COVID-19.
- Team members must use the hand sanitizer located under the register after completing a transaction that leads them to making or pouring of any food products. **We do not supply hand sanitizer or gloves to customers.**
- Never taste, give samples or consume any open food unless on your shift break or your passing break stop. This includes fresh fruit being prepared (*ex: strawberries, blueberries, fresh pineapple, etc.*).

### **Current Customer Mask Policy** (effective June 29, 2021):

We encourage our customers to continue to wear a mask and maintain a 6-foot separation while inside of our store. In addition, we do not permit customers to remain in our lobby after they have received their order.



# COVID-19

## Protecting Ourselves & Others

(see p.7) and will result in discipline up to and including termination.

### Customer Service Standards

- Customer Service Standards will be the top priority of every shift.
- Customer Service Standards will be determined as appropriate by Smoothie Whirl'd management.

### Website Familiarity / Online Presence

Our online presence is an extremely important part of the success of Smoothie Whirl'd. Smoothie Whirl'd's online presence include our website, Facebook, Instagram and Twitter.

The official Smoothie Whirl'd website is located at:

**[www.smoothiewhirl.com](http://www.smoothiewhirl.com)**

Our website contains a wealth of information about Smoothie Whirl'd, our current menu, specials and promotions, our monthly events calendar and much more. Our customers rely on our website for current and timely information about our products and services.

As a Smoothie Whirl'd representative, you're required to be familiar with all information posted on our website. Questions from customers about things they've seen on our site will sometimes be asked and you'll need to be able to respond with accurate information.

### Additional social media platforms and their locations:

- **Facebook**  
<http://www.facebook.com/SmoothieWhirl>
- **Instagram**  
<https://www.instagram.com/smoothiewhirl/>
- **Twitter**  
<https://twitter.com/SmoothieWhirl>

### Text List / e-Mailing List

Please remind our customers that we have both a Text List and an e-Mailing List that they may join from our website which will enable them to be the first advised of unadvertised specials and special discounts available only to our Text List or e-Mailing List subscribers! Also remind them that they can opt-out of either list at any time.



- Counter must be kept clean at all times. Please wipe counter after each transaction. Please wipe the tables off and check for anything lying on the floor in the lobby a couple of times on your shift.
- Always keep the front customer cooler stocked with waters, along with the chips and bars at least 3 to 4 times during your shift and check for expiration dates. This is done by both the opening shift and the closing shift. Also, keep straws, cups, lids, napkins, spoons, bags and cupholders stocked when you are not busy.
- Please clean front door with Windex **at least once** on your shift and always sweep under the shelves in the storage area.
- Please make sure that all juices are filled for the next shift or for the morning shift. If you are unable to fill juices because the store is busy, please inform the next team member that those juices are low.
- If you use the last of anything, always **write it on the board**.
- If anything hits the ground, it must be washed and sanitized. If a wet rag hits the ground, replace it. If a cup or straw hits the ground, throw it out.
- **Bathroom Cleaning:** The bathroom must be cleaned during each shift and checked throughout the day. The bathroom floor must be swept and mopped at the end of each day. The sink and toilet are cleaned at least twice or more if needed during the day (*morning shift and evening shift*). The bathroom should not be left dirty for the morning shift or left dirty for the evening shift.
- Rags must be washed at the end of the night with bleach. Please check washer and dryer during your shift and empty the dryer's lint filter after each use.
- Please make sure freezer door shuts after walking out.
- The closing check list must be filled out every night.
- Acai cutting board and knife must be washed, rinsed and sanitized every 30 minutes throughout the day.
- When the store is slow, please work on items on the ongoing Chore List. Please ask shift lead on directions as to what should be done first.
- All equipment pieces must be cleaned thoroughly, sanitized and handled carefully. Please ask a shift lead to make sure equipment and pieces are done correctly.



### Uniform / Personal Standards:

- **Standard Uniform:** Every team member must have slip resistant, closed-toe shoes. Shorts and long pants must be hemmed at the bottom with no frayed ends. All shorts or pants must be solid colored and may **not** include any brand names or logos of any type.

All team members **must** wear their visor and apron. If a team member forgets their hat, they may be asked to leave to get it. This will make the team member late and may result in being written up. All team members must be in full uniform and ready to work by the time their shift begins. Excessive tardiness will result in a write-up.

- **Hair:** If long enough to be in a pony tail, must be up at all times. Hair cannot hang forward in front of shoulders even if it's braided or in a pony tail. Employees are to refrain from touching their hair, head, face and grooming themselves on the floor while working.
- **Wash hands** and/or use hand sanitizer throughout your shift.

### General Rules:

- **Cell phone usage is not permitted unless you are on break.** Cell phones must be turned off while on the clock. Cell phone usage will be done in back of store out of customer sight. Cell phones are not to be answered when ringing while team member is clocked in. Team member must ask shift lead or manager on duty to use their phone if they are not on break.
- **Communication:** Every team member **must read the board** for any updates on products, equipment, and employee information at the beginning of their shift. **All team members will be held responsible for the information on the board.** Team members must **update the board** when products are running out. Do not wait until product is gone to write it on the board.
- **Shifts:**
  - Morning Shift:** Please inform evening shift of any changes (*ex: anything that the store is out of; any machine that is not working or if something broken or has been lost or misplaced*). Please do not leave the next team member unaware that they are out of something so they don't have to go back to the customer and explain why they now cannot have that smoothie, food bowl, or juice especially if the customer has already paid for that particular item.
  - Evening Shift:** Also leave notes for morning shift if anything changes. (*example: No almond milk, etc.*)

- **Shift Meals:** Team members receive **one** free smoothie (meal) or Acai bowl during their shift. Shift meal should not exceed \$10.00 per shift. Team members must make shift meal during their break, not before. Do not buy food right before your shift, bring it in and begin eating it while on your shift. Please eat before coming to work or bring a meal to eat later during slower times of the day.

Shift meals are only for employees while they are clocked-in. The shift meal is to provide nourishment for the employee only. It is not to be given to anyone else. On shifts of 4 hours or less, a shift meal may be made during your shift.

**Note:** *If you do not utilize your shift meal during your shift break you automatically forfeit your shift meal. Additionally, an employee that is owed a shift meal by the end of their shift **must clock-out prior to making it.***

- **Keep It Moving:** Please keep the line moving at the register. If the customer does not know what they want, politely ask them to step aside and ask the next customer in line to place their order. Do not continue to talk with a customer when there is a line.
- **Customer Greeting:** Customers must be greeted as they walk in the door and there should be at least one team member watching the door at all times. Everyone must say, "**Welcome to Smoothie Whirl'd!**" If you know the customer's name, then you can say, "*Hi Joe, welcome to Smoothie Whirl'd*". Also, when possible, say goodbye to customers as they are leaving.
- **Upselling:** Ask every customer if they would they like a Nutri-Scoop added to their smoothie or food bowl.
- **Breaks:** Breaks are for shifts that are 4 hours or longer. Team members will receive a 20 minute break for working 7 hours during their shift. If a team member works 8 hours, they can receive a 30 minute break and **one** 15 minute break (over 18 years of age). If a team member does not want to clock out, they can sign a *Meal Break Waiver*, but still take their break when there are no customers to be waited on. Breaks will depend on when the team member clocked-in and when other team members are on the clock in order to cover their breaks. If you are told the time to take your break and you do not take it, you do not get that break. We have to take breaks when other team members can cover you. **No two employees should be sitting down or in the break room at one time.**
- **On The Counter:** At least one team member must be on the counter at all times. One team member may go and retrieve items needed to stock, while the other team member awaits customers. Communication is key. Also, tell your co-team member when you are leaving the counter for any reason.

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get a clean basket, fill it halfway with acai or dragon fruit and then place the dragon or acai packets that are in the dip box on top of the new, clean acai/dragon fruit baskets. Finally, take the dirty fruit baskets to the sink for cleaning.

- Wheatgrass should only be juiced for the shot being made at the time. If there's any leftover, please place in refrigerator. However, an effort needs to be made to **not** over-juice.
- **Rotate, Rotate, Rotate!** With all products, at all times, product rotation is required with existing products that are there (*but not limited to salads, ginger, made juices in gallons, shredded coconut, cut apples, cut carrots, cold gallons of water in walk-in cooler*). This also includes frozen fruit in fruit baskets in freezer. If you do not know how to rotate fruit baskets, please ask a shift lead.
- When filling a Nutri-Scoop, you must use a clean container. Place new product in first, then add the old product on top. **Do not pour new Nutri-Scoops on top of old!**
- Do not combine fresh fruit with older fresh fruit. (ex: do not cut up fresh strawberries and place it in an existing container of fresh strawberries)
- Orders that were made incorrectly or were never picked up by the customer are to be thrown out. They are not to be given to the staff.

- There should **never** be two team members in the cooler or freezer at the same time. Also, there should never be two team members washing dishes at one time.
- **Discounts:** Team members may bring their **family members** into Smoothie Whirl'd to get 50% off of their order (*up to \$20.00 of purchases per day*) while they are with their family member and when they are **not working**. Family members **do not** receive a discount if they come in alone when a team member is not working to receive a discount. A team member cannot use their discount while working to personally pay for a friend or family member that comes into the store.
  - \* Plaza employees get a loyalty card **or** plaza discount, **not** both.
  - \* All police officers, military and firefighters receive a 10% discount on their entire orders at the register.
  - \* No other discounts apply when a customer has a loyalty card.
- All team member's food must be on red tray on second shelf in storage area. All drinks must have lids and must go on red tray. All personal items must be kept on the bottom shelf under the food area. (*per Health Department.*)
- Team members must not taste/drink smoothies or eat while working on the counter or in sight of customers.
- **Store Mail:** Never open store mail.
- **Office Computer:** No one is to be on the computer unless authorized by management.
- **In-Store Music:** Shift leads are the only employees who can turn the music on or off. Shift Leads are responsible for "thumbs down - inappropriate songs." (*ex: bad language, violence, racist, etc.*) No one is allowed to change the station.
- **Days Off:** Team members **cannot** take more than **7** consecutive days off. Team members may only take one week vacation per year. Management must have a 30 day notice in writing when a team member is taking more than 3 consecutive days off. Unless there is a family emergency, no team member will be given off if asking off at the last minute (*this means at least a two-week notice*). No one gets any consecutive days off until approved by management.
- **Calling-Out Sick:** When calling-out sick, team members must call the shift lead on duty first and then call another team member to cover their shift, only if approved by the shift lead. **Never text** anyone to call-out sick, **you must call the shift lead**. It is not the responsibility of management to cover a team member's shift. A team member will be written up for excessive days called into work sick at the discretion of management. **Only the**

**employee** can call-out sick for themselves and are the only ones to discuss their absence with management. (*Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on your fellow team members and management.*) Doctor visits should be made on your days off. If that's not possible, you are to make your doctor appointment either early in the morning or as late in your shift as possible. Team members cannot take the entire day off for a doctor appointment unless the appointment is expected to last most of the day.

**Note:** Team members must submit a doctor's note if they'll be out for more than 2 days.

- **Salary / Raises:** Raises are given on merit only. If a team member must be reprimanded regarding their performance as an employee on a regular basis, they will not receive a raise until a period of time has lapsed (*decided by management*) and that team member has improved their performance that are required by Smoothie Whirl'd standards.

**Note:** Team members **DO NOT** discuss their salary or hourly wage with other team members. **THIS IS GROUNDS FOR IMMEDIATE DISMISSAL.**

- **Written Notices:** If you receive 3 written notices (write-ups) regarding the same issue in any given time period, you may be released from your job (*management's discretion*).
- **Customer Chat:** Do not tell customers who have allergies that ingredients that they are allergic to will not come in contact with their purchase. You cannot promise them remnants will not get into their purchase. Do not offer to wash scoopers or bring out new scoops in order to assure them their smoothie will be safe. Also, Never make up an answer to a customer's question. When in doubt, ask the shift lead, not other team members.
- **Blender Pile-Ups:** Never pile up blenders in, on or around sink and sit down or do something non work-related. It is unsanitary. However, if there is a rush, pile the blenders up. This is the **first chore** that is to be finished before anything else.
- **Team Member Calling List:** This list is posted in the store. If you are scheduled and need to switch or have off, it is **up to you** to call around to find someone to cover for you. After you have found a replacement to cover your shift you must still get approval from management.
- **Tips:** Never count tips. If you need change, only count the amount needed. Also, walk from tip jar to tip container. Do not stop along the way to check anything else. It does not look right on the cameras.
- **Taking Messages:** (*Very Important*) Unless told otherwise,

while rinsing. Kale can have sand and other items on the leaf that we do not want to sell to the customer. Please keep all greens covered at all times as much as possible. Uncovered greens dry out, especially at closing.

- Please put product away after making the smoothie. Once the customer has been handed their smoothie, put all product away. The products are perishable. Plus, product can become warmer and then make the smoothie watery instead of thick.
- Do not bump the screen until you have handed the smoothie to the customer. (*Sometimes the team member who blended the smoothie is not the same team member who is giving the smoothie to the customer. We want to know what smoothie we are giving out and the customer's name when we hand them their smoothie.*)
- **At the pour station we call out customer names, the name of smoothie, size and any add-ons or substitutions.** Please hand the finished smoothie through the counter space where the smoothie is poured. **Do not hand smoothies over wheatgrass or signs on top counter.**
- **Straws - Do not put straws in orders to go.**
- Ask every customer when they order 2 or more smoothies if they want a **cup holder**. If the order is 5 or more, you must put entire order in a cup holder and then in a box. **Do NOT** put 5<sup>th</sup> smoothie in middle of the 4 smoothies in cup holder.
- Do not take any ingredients of any sort from a customer to add to their smoothie or bowl for any reason.
- If a customer asks what your favorite smoothie is, ask them what their favorite fruits are and suggest smoothies with those fruits. If a customer asks you what the "most popular" smoothies are, you can suggest Caribbean Paradise, Mango Pineapple Blast, Berry Cool Whirl'd, etc.
- **Fruit Salad** is frozen fruit that has been accidentally dropped in other fruit containers. You must put on a glove and place the fruit in their correct corresponding fruit baskets in the dip box.
- When replacing empty **fruit baskets** with full fruit baskets, you must pick up the fruit that has fallen on to the bottom of the dip box and return it to the correct corresponding fruit basket. Failure to do this tends to create unnecessary waste.
- Acai and dragon fruit baskets must be kept clean and full. Always



- **Do not offer to put a large smoothie into 2 smaller cups for adults.** Only split 24oz and 32 oz cups for adults with small children when you are asked. **Do not split a 32oz into 2, 16oz cups for adults!**
- Never give the customer the leftover from the blenders. If they ask for it, explain to them that you'll be happy to place the remainder in a small cup and charge them for a small smoothie. To avoid this, once the smoothie is poured, place the blender lid inside the blender. Push the blender to the side.
- If at all possible, replace liquid for liquid and sherbet/frozen yogurt for sherbet/frozen yogurt. If the customer insist on changing the recipe explain we are not responsible for the taste or the consistency.
- Please make sure you are following the recipe so there is no waste left in blender, especially, regarding the *Outta This Whirl'd* smoothie. Remember that the Whey protein makes the smoothie larger, so cut back on other ingredients to fit the exact size the customer ordered.
- If a customer adds a **Nutri-Scoop** after their smoothie is blending, they have to pay for it.
- Please scrape the excess off the sides and bottom of frozen yogurt and sherbet containers once they are empty and put the extra into the new container. Also, scrape the empty peanut butter container out and put the extra into the new container.
- Fill fruit baskets 2 inches from the top.
- Please make sure all fruit is emptied into fruit basket before taking container back to be washed.
- Please wear gloves while making all green smoothies & Carrot Orange Twist and also when making Wheatgrass, Ginger shots, Bomb/Fire Bomb Shots.
- Please make juices with cold filtered water. Do not fill the gallon jugs of water to the very top (*it makes them hard to carry with-out spilling them*). If you make "fruit salad" while making smoothies, please organize the fruit back into their own baskets after customers have left.
- Please put liquids into blenders **before** peanut butter.
- Please rinse each kale leaf separately. Do not bunch together

always take messages for the owner.

- **Bathroom Key:** *Under no circumstances is any team member at any time allowed to give the bathroom key to a non-customer.* Team members must ask the customer to place their order and pay for their order **before** handing the customer the bathroom key.
  - **Customer Orders:** Team members will not make customer's order until the customer has paid for the order. If customer states they need to go to their car in order to pay, then wait till customer returns and pays for order before making the order.
  - **Call-In Orders:** Team members **must** get customers telephone number for all call- in orders. No call-in orders are to be taken during the last 30 minutes of the work day.
  - **Clocking-In / Clocking-Out:**  
(Clock-In) When entering the store you must put down your belongings, wash your hands, have a shift lead take your temperature, put your apron on, then clock-in.  
  
(Clock-Out) At the end of your shift (or if asked to leave early), clock-out **immediately**. After clocking-out, please hang your apron up, pick up your belongings and clean up your area. After all this has been accomplished, you may leave. If you have been given permission to get a shift meal at the end of your shift, you must clock-out first, then make it.  
  
*Note: All employees must be available to work on Saturdays*
  - **Ordering Outside Food:** Ordering outside food is discouraged, however, team members must ask shift lead permission to order food and it must be eaten during employee's break. Food must be ordered within a 3 minute period or order must be abandoned.
  - **Service Animals:** No animals are permitted inside the store unless they are certified service animals. If the customer cannot verify that theirs is a service animal, they cannot place an order and the animal must be removed from the store. No exceptions.
- At The Register:**
- Every order has a customer's name entered into the register on the 1st item they order. Every register person will introduce themselves by name in a friendly, engaging way to every customer and will smile while speaking in a friendly and pleasant way.
  - When engaging with guests, employees will speak in a loud, clear voice that can be heard throughout the lobby. Offer **every** customer a Loyalty Card (*Gift Card*).
  - We **do not** accept any bills larger than \$20. No exceptions.



## On the Job

## Smoothies & Smoothie Etiquette

- **Do not suggest smoothies that are not on the menu.** Try to encourage smoothies that we already sell. If a customer insists on a "free-style smoothie", then make what the customer is asking for, but after you have explained to the customer that they will be responsible for remembering how they created their smoothie and that we, Smoothie Whirl'd, cannot be responsible in remembering how they made their smoothie the next time they come in. **We do not guarantee free-style smoothies.** If they make their own and do not like it, we do not make them another one for free. **We only guarantee our recipes.**
- **Do not offer "free-style smoothies"** or tell customer how many scoops or sherbet or fruit goes in the smoothie. Please direct customers to a similar smoothie they are looking for and then modify it for them. Again, we **do not** guarantee free style smoothies.
- If a customer orders a small or medium smoothie with extras (Whey protein, extra fruit or sherbets) put it in the next larger cup size. Large smoothies, no matter what extras are added, should stay in the same large cup.
- **Do not show any containers of products to the customers.** If a customer asks if there is a certain ingredient in a juice or sherbet and you do not know for sure, just say you are not sure and you do not want to give them the wrong information.
- **Please do not over fill cups.** Juices should not come out of where the straw goes into the cup. If the smoothie has overflowed too much, just replace the lid and straw with a new one.
- Everyone at the pour station will clearly call out the name of the guest, the size, the name of the smoothie, and all modifiers of all smoothies in the order.
- In order to minimize waste, **please memorize all smoothie recipes.** This is costly to the company. Conversely, when making a "short" smoothie, it takes up time to correct the size of the smoothie which is **not** up to Smoothie Whirl'd company standards (making the customers wait additional time).
- Allow the team member who is running the register suggest and offer products and smoothies to the customer unless the register team member asked the team member making smoothie for help or suggestions. This helps not confuse the customer. After customer has made a decision, **do not** keep suggesting other smoothies.



## Working Day-to-Day

- Orders must be bumped from “**make**” screen to “**pour**” screen and then bumped when order has been given to customer.
- Fresh spinach or kale will not be put into old salad, unless you are putting a small amount of either spinach or kale to match the amount that is already in the bowl in order to finish the bowl. Do not keep adding fresh salad with old.
- No boxes, rags or cleaning supplies should be on counters or left on counters in customer’s view.
- \$1.25 substitute for fresh OJ, Acai, Pomegranate & Blueberries for all smoothies (*no exceptions*)
- Fill Nutri-Scoops **ONLY** to the indented ridge on container
- Initial & day-dot ginger
- **Leave nothing on floor** (*boxes, products, rags, etc*)
- Wheatgrass knife does not go on wheatgrass pallet inside cooler. The knife stays on the wheatgrass cutting board.
- When taking out garbage, please take filled bags to the **back door** and not in view of customers.
- While waiting for customers to place orders, stay busy - do not lean on counter in front of customers.
- When it gets busy, the cashier is to ask the next customer in line to please wait while they pour smoothies. Please do not allow smoothies to pile up.
- Write on **the board** when products are low, not after they are gone. Ask if there is another place the product is kept.
- Do not leave the counter until you have checked to see if there are any more orders left to be made.
- Do not leave the counter without picking up dishes or putting juices and product back in fridge. (*This is our rule: Hands full in, hands full out*)
- Do not wash dishes until all customers have received their smoothie, unless there is a rush and blenders must be washed in order to make smoothie orders.
- There should always be 2 team members on the counter at all times.

