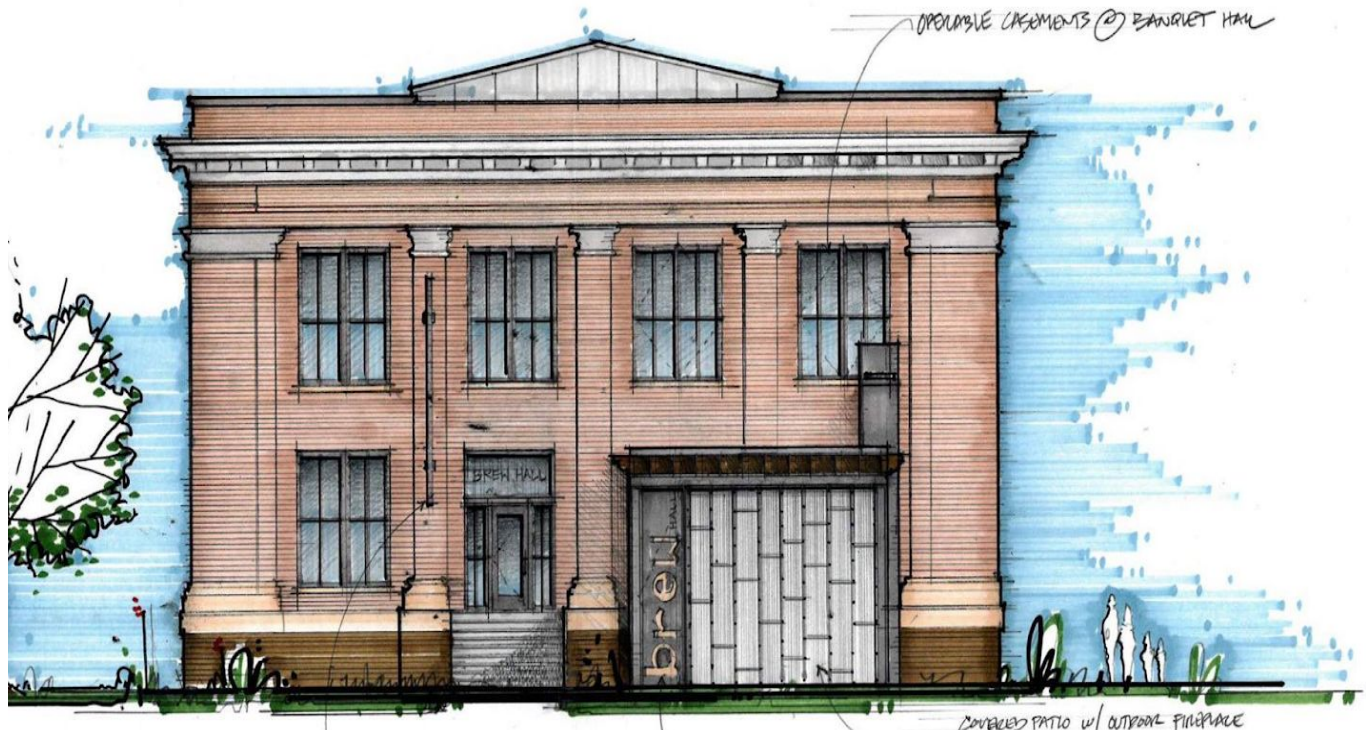


# Brew Restaurants



## Employee Handbook

brew

A mixture of events, people or things that form a more potent whole



### **The Brew Story**

This love (and business story) began like many great ideas. . . at a bar. Alex and Britt both worked at Labby's Bar and Grill in Fargo, ND during college. Britt served and bartended and Alex cooked and bartended. The restaurant crew worked together and partied together creating lifelong friendships.

After finishing college, they moved to St. Paul where Alex attended culinary school. Britt had the opportunity to work at some great restaurants including Sweeny's and Happy Gnome. They dreamed of creating a family friendly, funky restaurant with amazing food and drinks. The couple quickly realized that the expensive living of the cities and unemployment rate still taking a toll (Alex could only find a pizza delivery driving job) was getting increasingly difficult for their pocket book. That Easter, Alex was discussing with his mom the difficulties in Minneapolis. He remarked, "maybe I should go back to school for hotel and restaurant management?" Alex's mom quickly said, "Absolutely not! You just need to get started. I found a listing in the Perham area for a bar to lease. You'd be much better off trying it and seeing if you like it before wasting your money on more school." Two weeks later, Britt and Alex were headed to Perham.

That summer (May of 2011) Brew Pub and Wine Bar was born as a tiny bar attached to the Station serving craft cocktail and beer. Alex and Britt were the sole employees and were there all hours. After a year, they knew they needed to be able to serve their own food. They closed shop, bought a location across the street and rebuilt what is now Brew Ales & Eats. In 2013, this location opened and Alex and Britt's dream to serve fresh, made from scratch food, unique handcrafted cocktails, and the best brews around, all while providing the best customer service possible became a reality. They have a stellar team that has embraced this culture and continue to grow in the Perham market. The leadership and loyalty of the staff, allowed for the opportunity to expand to other locations.

In 2014 a second location in Detroit Lakes opened. The Brew brand was popular in this market as well. This location was sold to the managing partner in 2017 because of differences in philosophies and to allow for standardization of ownership and processes.

Knowing that the kitchen would need eventual expansion in Perham and the desire to be partners in the future, Shelby (Alex's sister) and Chad Terstriep bought the building next door. Expansion of the kitchen occurred in 2017 and the four of them took over ownership of the building.

In 2015, the mayor of Wahpeton approached Alex and Britt to bring Brew to their city. They fell in love with the Old City Hall, but the project seemed pretty overwhelming. When Shelby saw the building she knew they had to form the partnership now and work together to bring this building back to life. The roof was leaking and upstairs was an "ice rink" with frozen water covering it, but it had great bones. The Old City Hall is around 11,000 square feet and was built in 1910 for \$32,000. The City Hall moved to a new location in 1998 and the building sat empty since that time. Community members remember it being the home to the Boy Scouts, aerobics and a haunted house. The City of Wahpeton offered a GIANT grant for the project to make repairs on the building and to make it handicapped accessible. Without this grant, this project would not be possible. Reinventing the Old City Hall to a Brew and a premiere event space has been a massive project. Britt and Shelby have shared 1000s of texts and phone calls designing the space together and both feel it has become their dream venue! The goal for "City Brew Hall" is to become a destination gastropub and event center bringing even more tourism to the area. With its beautiful brick walls, floor to ceiling windows and amazing lighting, this space rivals any top level event center.

We have other exciting opportunities in the works and we can't wait to share them with you as they unfold!

# Management Team

As a management team, we are dedicated to upholding the Brew Restaurant Philosophies and guiding this company to profitability. While we all have our areas of focus, we really work as a team to make decisions. We feel we bring out the best in each other and definitely are “more potent” together. We all believe this company is an avenue to do good. We want this company to be a place for creativity to flourish, to help our staff realize their dreams and make the communities we are part of more successful.



## **Britt Belquist-Owner and Director of Restaurant Operations**

[britt@brewrestaurants.com](mailto:britt@brewrestaurants.com)

Britt has worked in numerous restaurants throughout the years and brings a wealth of knowledge on excellent customer service and restaurant operations. She has a keen eye for design and marketing and brings that to each new Brew Restaurant brand.

She is the first to sign up at the karaoke night and loves creating the “family” of Brew. She is constantly seeking out ways to help others through Brew.



## **Alex Belquist-Owner and Director of Culinary Operations**

[alex@brewrestaurants.com](mailto:alex@brewrestaurants.com)

While playing football at NDSU (and oh yeah also attending school) he worked at Labby’s and realized that the food industry was a perfect industry to combine his love for business and also his creativity. He likens the kitchen to the football field.. . a high stress environment with the same adrenaline rush as being on the field in a big game. He attended Cordon Bleu in Minneapolis but calls himself a “culinary school dropout” as he quickly learned his heart was in creating successful restaurants

that marries chef-driven with what the people really want to eat. He’s an idea guy, a creative who dreams big...he can also out-rap anyone.



## **Shelby Terstriep-Owner and Director of Events and New Ventures**

[shelby@brewrestaurants.com](mailto:shelby@brewrestaurants.com)

Shelby is Alex’s older sister. Her regular job is as an oncologist, but design and events has been a lifelong passion for her. Martha Stewart weddings and Traditional Home Magazines have been her bedside reading since she was young. She and Chad have always been big foodies and routinely host large fundraising parties at their house. She is busy with

Brew Restaurants doing marketing and project management with the new ventures as well as the day to day operations of the event center. She still is the older sister trying to boss her brother around.



**Chad Terstriep-Owner and Director of Finance**  
[chad@brewrestaurants.com](mailto:chad@brewrestaurants.com)

Chad is Shelby's husband and has his MBA in business. He is the "behind the scenes" guy in this operation. He focuses on the legal and financial aspects of Brew Restaurants although, you could see him pinch hitting in the kitchen or doing dishes if needed. He is the realistic guy in a group of dreamers. He also really likes beer and food but absolutely loves spreadsheets.



**Cassie Hahn- Director of Beverage and General Manager at Brew Perham**  
[cassie@brewrestaurants.com](mailto:cassie@brewrestaurants.com)

Cassie started as a bartender in the early 2000s and joined the Brew team because she loved "geeking" out about foodie and cocktail topics with Alex and Britt at the original Brew. She joined Brew Perham in 2013 and has risen the ranks from bartender to manager to General Manager. She is passionate about creating a positive culture and is constantly bringing new ideas to Brew. She is also true "chemist" when it comes to mixology and therefore with the expansion of Brew Restaurants she will also be serving as the Beverage Director overseeing beverage menu design and training on all Brew Restaurants.

## **Brew Restaurants Philosophies**

### **Neighborhood Party**

We want our guests to feel like they are at the best neighborhood party. They are amongst friends and they can come as they are. There is great food and

great conversation. The host (us!) makes them feel welcome and always makes sure the guests have a full drink in hand and a great meal.

How does that happen? It happens because all of us are genuinely interested in our guests. We are interested in their story. . .their family, how their day was, what kinds of food and drinks they love. Empathy and compassion is what makes excellent customer service authentic. Ultimately, we want them to have a better day because they visited Brew.

### **Chef Inspired**

What does that even mean anyway? Well, to us, it means that the culinary arts is an art. Menus are created by chefs. How we prepare, cook and present food is done in a way that is of the highest quality and is consistently amazing. We use fresh ingredients. Everything is homemade. It also means we bring consistency in quality but also creativity to our menu and specials.

### **On Trend**

Each Brew Restaurant has its own unique vibe. We aim to anticipate the trends and bring them to our restaurants through great design of the environment, brand, and menu choices.

### **Community Cheerleaders**

Community is so important to Brew Restaurants. We want to make a positive impact in the community.

It means giving back through specials, donations and fundraising events. It means seeking out ways to collaborate with organizations. We always are “talking the community up” at Brew Restaurants as we celebrate the successes of other business and community members and never speak badly of competition or others.

### **Students of the Craft**

We want our employees to become students of their craft. It doesn't matter what position you have at Brew, the reason why you were hired was because there was something in you that showed us you wanted to learn and be part of something great.

If there is a question from a customer or another staff member that you don't know the answer to, we want you to seek out that answer. “Where is that beer made?” If you don't know, the answer should be “I'm not sure, but let me find out.” Bring someone over to tell the story of that brewery, you listen to it and then you learn it for next time. Don't settle for just saying. . . “I don't know!”

Learn the stories of the food, the ingredients, the breweries and beer and the cocktails and how they are made. Learn new techniques for cooking. Learn about the building and the Brew Restaurant story. Study great customer service. We guarantee this type of constant learning will make it more fun for you and our guests!

### **Team Success**

Staff are an extension of our family. We look out for each other. If the kitchen or front of house is struggling we need to help each other. We all work together to make sure the restaurant is spotless. We lift each other up and take pride in helping each other reach their potential.

We are committed to the long-term success of the restaurant and understand that making decisions based on the long-term will result in the greatest success for everyone.

### **Positivity**

We recognize that the guest perception is at times different from ours. This is a guest perception business. If something that happens irritates us we need to brush it off and make sure we do everything to make the experience as best as possible. That means not arguing with the customer. If they don't like something, we make it right. We don't talk negatively about guests to each other. . even if it's in the kitchen! This negativity seeps into our interactions with our customers.

As staff, we all come from different backgrounds and have had different experiences. Speaking badly of each other is not tolerated. If there are problems speak to your manager and not to other staff.

### **Excellence**

We know mistakes happen. We learn from them and move on we don't look to place blame. But, we expect that we all are working at our highest level. We are on time, ready to deliver. This "on stage" mentality ends only when we are clocked out and checked out by a manger. We take pride in high standards not perfectionism.

### **Your Happy Place**

In summary, we want Brew to be your happy place. Where you can shake off the stress of everything else that is happening in your life and be part of something fun, creative and successful!



## **The Nuts and Bolts: Employment Practices and Policies**

### **Introductory period**

**The first 90 days of employment for all new employees at Brew Restaurants is the “Introductory Period”. It is during this period that management evaluates an employee’s eligibility to continue as an employee. Employees are in a training and evaluation period and performance is closely monitored to ensure the employee is meeting job standards. If Brew Restaurants determines that the designated Introductory Period is not sufficient to thoroughly evaluate the employee's performance, this may be extended for a specified period.**

### **Pay**

### **Payroll**

Payroll is conducted through an on-line payroll system called Gusto. Beth is our off-site payroll manager who processes and submits hours, checks, taxes and any paycheck garnishments. **In order for her to process payroll you must be onboarded into the Gusto system 7 days prior to payday.** Please look for an e-mail from Gusto, follow the instructions, enter in your personal information including your filing status and allowances and submit. If you do not have access to e-mail or internet, please ask your hiring manager for a W-2, give an updated mailing address and we can enter you into the system.



Gusto works best when everyone is using Direct Deposit. We realize setting up a bank account can take some time so we will allow 1 pay period for this to be set up and can issue a paper check for your first paycheck.

### **Paydays**

Payday is every other Friday, direct deposit usually is in your account by 8am. If you required a written paycheck it will be available for pick up after 2pm.

Payroll checks will not be distributed to anyone other than the team member they are made payable to, unless authorized by you prior.

Work week: For payroll purposes, a work week consists of seven days of twenty-four hours each. (City Brew Hall only) The work week begins at 00:01 AM, Sunday and closes at 24:00 (midnight) Saturday. (Brew Ales & Eats, Perham and Brew Bird, Fargo) The work week begins at 00:01 AM, Monday and close at 24:00 (midnight) Sunday.

Various payroll deductions will be taken out of your paycheck and will be reflected on your pay stub. You are responsible for notifying the payroll department of any error in your paycheck or any change in your deductions. If you are employed with Brew Restaurants for less than 30 days your uniform will be taken out of your last paycheck - (\$15).

Each pay stub lists deductions for that pay period:

### **Legally Required**

- Federal Income Tax
- State and Local Income Taxes (where applicable)
- Court-Ordered Garnishments (if applicable)
- Social Security Tax (FICA)
- Medicare Tax

### **Overpayment on Payroll Check**

Please note that in the event there is an accidental overpayment on your payroll check, you have the responsibility to bring the mistake to a manager's attention. The overpayment amount will be deducted from your next paycheck.

### **Lost Paycheck**

If a team member loses their paycheck, it will be re-issued during the next pay period with a \$25 fee. This must be promptly reported ASAP so we can stop payment in a timely fashion.

### **Change of Payroll Status**

In order to effectively operate as a company, as well as maintain communications with all team members, it is critical that Brew Restaurants have accurate status information about every team member. If you change your name, address, telephone, marital status, or any number of dependents, it is your responsibility to log into Gusto and update your information, or alert your manager of any changes.

## Overtime

As an hourly team member, you will receive overtime pay amounting to: one and one-half times your regular hourly wage for every hour worked beyond 40 hours in one week. If your state or local law has different overtime provisions, we will apply that law in calculating overtime eligibility and pay. A manager **MUST** approve all overtime unless you've been assigned scheduled overtime in advance. NO shifts should be exchanged where a team member will incur overtime unless specifically authorized by a manager.

## Tip Reporting

Employees who receive more than \$20 per month in tips are required by the IRS to report these tips. The accounting department figures and reports the tips for the employees based on reports from the POS system.

## Tips and Taxes

- Tipped service personnel are required by law to declare **all gratuities** earned each shift, less payouts to support staff (bartenders, wait assistants).
- All tips must be claimed under your own employee ID number regardless of where the sale occurred.
- In the event that declared tips do not meet with current requirements under the law, adjustments will be made according to IRS regulations. Keep in mind that there are strict laws governing the declaration of tips and we are required by the IRS to inform them.
- If you don't claim your tips consistently, you, as well as your fellow team members, may be audited. Failing to report or under report tips can be considered tax fraud, a federal felony, and could result in heavy fines. Progressive discipline up to and including termination could occur.
- When tips are charged on a credit card and Brew Restaurants must pay the credit card companies a percentage of this amount for use of its credit facilities. In states where the State Law does not supersede Federal Law, Brew Restaurants will reduce the amount of credit card tips paid to the employee by amount no greater than that charged by the credit card company.

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## Personnel Records

At Brew Restaurants, we maintain an up to date record of you and your employment.

- All records are kept confidential. Only authorized team members have access to your files, and only on a "need to know" basis.
- You may receive a copy of your file upon request to the HR department.
- Certain records—such as letters of reference and peer review are not available for your review.

We will not hand out records to third parties without your approval. We will need your authorization if your bank wants salary information if you applied for a mortgage, etc.

## **Team Communication**

Each location has its own facebook group. Please give your manager your Facebook name so we can add you to the group. Please check in frequently as this is where you will

- Post for shift replacements / Pick up shifts
- Learn new menu items and specials
- Learn about upcoming events
- Learn about staff meetings
- Learn about new policies or guideline changes

### Group Names

Brew Bird:

brewbird fargo - brew crew

City Brew Hall:

“City Brew Hall - Brew Crew”

“City Brew Hall - boh” (Kitchen staff only)

“City Brew Hall Event Team”

Brew Ales & Eats: “the brew crew”

Brew @ Wild Terra

## **Scheduling and Requesting Off**

Work Schedule - Varies by Location

We use the scheduling app called “When I Work”, you will receive a text message or e-mail with an invitation and instructions for how to get set up. Please look for an e-mail and log in and update your availability immediately. It is easiest to follow the prompts when you first log in. But, if you get lost, here a few helpful hints:

\*Please note, Availability and Requests off are two separate things, here are instructions for setting your availability (\*UNavailability):

From a desktop - on the upper right, please find your name with an arrow, a menu will drop down, select “My Availability” a calendar will pop up and you will be able to begin to enter your availability by scrolling over the date and hitting “add preference” please only add the times you are UNAVAILABLE to work - so if you have class Tuesdays from 11am-3pm, enter in those times and make sure it says “I’m unavailable”, then select the times that you are unavailable and if it is an every week thing you can select “repeat every week” or if you are unavailable the same times multiple days you are able to select the days you are unavailable.

From an app, on the lower right hand of your screen is the 3 lines that says More, click that and a menu will pop up, select “Availability”; a calendar will pop up and you will be able to begin to enter your availability by scrolling over

the date and hitting “add preference” please only add the times you are UNAVAILABLE to work - so if you have class Tuesdays from 11am-3pm, enter in those times and make sure it says “I’m unavailable”, then select the times that you are unavailable and if it is an every week thing you can select “repeat every week” or if you are unavailable the same times multiple days you are able to select the days you are unavailable.

**To request time off:**

Desktop: On the top right, find the little drawer, scroll over and select +Request time off”- you are able to fill in the dates and times of the request from there. ALL requests off must be submitted 10 days in advance; no request can be guaranteed, though we will try our best to accommodate you as much as can.

App: Hit “! Requests” and in the upper right corner, “Time Off” - you are able to fill in the dates and times of the request from there. ALL requests off must be submitted 10 days in advance; no request can be guaranteed, though we will try our best to accommodate you as much as can.

Schedules will be posted 1 week in advance on Monday. It is your responsibility to check the schedule and know your schedule days and times. Team members are expected to show up for work on time and in proper uniform. Team members are responsible for all their scheduled shifts. You can program “When I Work” to text you reminders of your schedule so there are no excuses. Once the schedule has been published - it is your responsibility to get your shift covered if there is a conflict.

There may be times when you want to change your work schedule. You can use the “Work Chat” function to send out a message to your co-workers and announce a shift you would like covered. All shift changes must be documented and approved by the General Manager. Please see under General Rules how to handle tardiness, illness, and other absentee related incidences.

**Perks**

**Team Member Meals:**

Back of house Brew Restaurants team members are entitled to one meal per shift. (\*All meals need to be rang in and cooked by clocked in kitchen staff or they will be deducted from your paycheck.)

Front of house can receive a discount of 30% off of meals. These meals need to be consumed either before or after your shift and you need to be clocked out to eat.

Fountain drinks are free for the team members, but other bottled beverages, juice, hot tea, Red Bull, and Monster drinks need to be purchased with your meal and will include the discount as well. Meals need to be paid for at the time of purchase.

On duty employees receive free unlimited fountain pop while working. Bottled/canned products are not free.

After your shift, all employees are entitled to a “shifty” (a free drink up to \$5).

### **Dining at Brew Restaurants**

We want you to enjoy the Brew Restaurants experience even on your time off! You are welcome to come in and enjoy a 30% discount for yourself (Does not include already discounted prices). Please remember that you are still a Brew Restaurants team member whether in uniform or not. Always be an ambassador!

### **Employee Assistance Program (EAP)**

We offer access to an Employee Assistance Program through The Village Business Institute. Your EAP offers short-term, confidential counseling on multiple aspects of life at no cost to you.

1. Your EAP program offers professional guidance in areas such as:
  - a. Relationship Issues- (marriage counseling, family counseling, parent/child counseling, etc.)
  - b. Emotional Health Issues- (stress, anxiety, depression, grief, etc.)
  - c. Drug & alcohol Issues- (assessments, evaluation and prevention education)- this does not include treatment
  - d. Workplace Issues- (work/life balance, dealing with difficult people, handling conflict, coping with change, job stress)
  - e. Crisis Counseling- talk to a counselor 24/7
  - f. Financial issues- family law (divorce, wills, custody) and civil law (housing harassment, motor vehicle) - 30 minute consultation with an attorney and 25% discount on their services thereafter
  - g. Education classes
2. Strictly confidential. Unless you ask them to, they won't tell anyone what is discussed in the counseling session.
3. They are available 24/7, 365 days a year, with nationwide accessibility.
4. This is available at **no cost** to you or members of your household.
5. The number of sessions available to a covered individual's household is equal to the number of household members (x) four (4). As an example, a household with five (5) members would have access to a maximum of 20 sessions (5 member x 4/member = 20 sessions) per 12 month period. Any

- number of those sessions can be used by any member of the household up to the total number. There is a minimum of 8 sessions per household.
6. It is easy to use. Call 1-800-627-8220 to schedule an appointment. Just identify yourself as employee or household member of BREW RESTAURANTS and indicate that you have the EAP with The Village.

### **Breaks**

All employees will be issued 1, 15 minute **paid** break. All employees working a 5 hour shift or longer will be given the opportunity to take a 30 minute, unpaid break. You must be clocked in for 2 hours at a minimum before taking a break and all breaks must be taken during off-peak hours (8am-11am, 2pm-5pm, 8pm-close). You must ask the MOD before taking a break.

### **Brew Restaurants Uniform Guidelines**

**\*Your 1st shirt & accessories come with the job, however if you are employed with us for less than 60 days it will be garnished out of your last paycheck.**

**Front of House:** Your overall image is our image. You make a distinct impression on each of our guests. The image you create can enhance or detract the from our overall concept and the way our restaurant is perceived in the minds of the guest. Our goal at Brew Restaurants is to provide excellent service to every guest, every day in a warm and friendly atmosphere. This ideal image includes a clean, neat, and well-groomed appearance while on duty at any time at any of the Brew Restaurants.

Front of the House Employees are required to wear jeans, pants, or capris, tasteful shorts (\*no booty shorts, nothing too tight, nothing that rides up and requires constant adjustment), socks (health code), comfortable shoes, and the appropriate Brew Restaurants uniform top. Clothing should be clean and neat. Sweatpants, yoga Pants, skirts and other such “casual” wear are not permitted. Jeans/Pants should be in good business taste, (lightly distressed is OK). Thongs, sandals, backless shoes, and open-toe shoes are not considered appropriate footwear. Please avoid bulky, hooded sweatshirts that are hard to move/work in; and also try and avoid clothing you can visibly sweat through.

FOH: All servers will be issued 1 staff shirt, 1 apron & 1 nametag. Other FOH members will receive 1 staff shirt and 1 nametag. Additional shirts can be purchased with your employee discount, additional name tags are \$5 and an additional apron is \$10.

**Kitchen / BOH Staff:** All employees who prepare or serve food or wash or sanitize equipment or utensils must wear clean outer garments. For BOH staff, we provide clean aprons and a to be worn over your uniform. Back of the House Employees are required to wear jeans, pants, chef pants/jacket, long shorts or capris, socks, comfortable non-slip shoes, and the appropriate Brew Restaurants uniform top. Clothing should be clean and neat. Sweatpants, other “casual” wear are not permitted. Jeans/Pants should be in good business taste.

Thongs, sandals, backless shoes, and open-toe shoes are not considered appropriate footwear.

### **Attendance, Dependability, and Reliability**

All employees are expected to be “on time” for their scheduled starting times. “On time” is defined as present, and in full uniform, ready to work. Employees are only allowed to clock in at their scheduled time, unless approved by their manager.

We do recognize that there may be times when your absence or tardiness cannot be avoided. In such cases, you are required to **notify a manager well in advance of your shift** (3 hours at least). Please be prepared to inform the manager if you are exhibiting any symptoms that we cause you to be excluded from working (vomiting or diarrhea). Employees must be symptom free for 24 hours before returning to work. **Upon onset of symptoms of illness, contact a manager.** Calling in sick without providing a substitute is unacceptable and requires a doctor’s note.

Employees are to be restricted from working with exposed food, clean equipment, utensils, linens, and single service or single use items if they have:

- A bacterial pathogen capable of being transmitted by food, including but not limited to Salmonella or E-coli.
- Persistent sneezing, coughing, or a runny nose.

Remember that once the schedule has been posted, it is your responsibility to be present and on time for all shifts! “I didn’t know I worked” is not an acceptable excuse for missing a shift. Communication with your management team is the key when it comes to attendance.

Repeated violations of the attendance policy (whether by absence or tardiness, excused or unexcused) will not be tolerated. The degree of disciplinary action taken is within the sole discretion of the company and may be based upon issues other than the attendance policy violation, including, but not limited to, job performance and past violations of other company policies.

### **Team Member Drinking Policy**

Any Brew Restaurants team member consuming alcoholic beverages on premise must be the legal drinking age and are subject to the following terms and conditions:

- Team members may not drink alcoholic beverages prior to or during a working shift. If you are caught
- There will be times where the tasting of alcoholic beverages may occur in a training setting (training, pre-shift, etc.). This will occur with management supervision and will be in moderation.
- Team members may not be in uniform while consuming alcoholic beverages. Please be dressed appropriately. You are now a guest and should be dressed as such.

- If a team member has been drinking, they should not walk through back of the house areas.

Personal responsibility should be applied when consuming alcohol. Failure to comply with these guidelines can result in disciplinary action, including termination.



### **Hygiene and Handwashing**

Our employees are the most important link in preventing foodborne illness. Good personal hygiene, including frequent and proper handwashing is the best way to prevent foodborne illness. We employ the double method of handwashing after using the restroom: once in the restroom, and again upon returning to your workstation. Always ensure your hands are washed thoroughly and dried using the method posted. Hands need to be washed after dropping off dirty dishes; after blowing your nose; after fixing your hair; after adjusting your earring; touching your face, etc.

### **Personal Hygiene and Grooming Standards**

All employees are expected to meet basic personal hygiene standards, which include but are not limited to:

- Clothing and uniforms, which meet current Brew Restaurants uniform guidelines and are maintained in a clean and neat fashion.
- Daily showering or bathing.



- Hands clean and free of open cuts and sores.
- Hands washed after using the bathroom, handling food, or using tobacco products.
- Hair (including beards) clean and neatly trimmed. Hair that is shoulder length or longer pulled back off the shoulders.
- No heavy use of perfume or cologne.
- Clean fresh breath.

### **Alcohol Service:**

MN - You must be over the age of 18 to serve & pour drinks.

ND - You must be over the age of 21 to pour drinks, 18 to serve.

### **Youth Employment:**

North Dakota:

The Department enforces state laws pertaining to youth employment, which establish a minimum age of 14 to be employed in North Dakota, and place certain limitations on the employment of teens ages 14 and 15.

These limitations include:

1. Teens ages 14 and 15 must file an Employment and Age Certificate with the Department of Labor and Human Rights. Instructions are provided within this form, including that it must be completed at the start of each employment relationship entered into, and the original copy of the completed form (which requires information from the teen, the parent, and the employer) must be sent to the Department, and is not valid until receipt by the Department.
2. Teens ages 14 and 15 may only work between 7:00 AM and 7:00 PM from Labor Day through May 31 and between the hours of 7:00 AM and 9:00 PM from June 1 through Labor Day. In addition, 14 and 15 year-old workers are limited to a maximum of 3 hours of work on a school day and 8 hours on a non-school day; and 18 hours in a school week and 40 hours in a non-school week. A school week is considered any week, Sunday through Saturday, in which school attendance is required for any part of four or more days.
3. Teens ages 14 and 15 are not permitted to perform certain types of work. Some examples of prohibited employment are employment involving the use of power driven machinery, construction work, work involving the use of chemicals, door-to-door sales, driving, and cooking. Lawn-mowing is not prohibited for persons ages 14 and 15 under state law but is prohibited by federal law, except in domestic employment.

There are no restrictions on employment for persons age 16 and over under North Dakota youth employment laws. However, federal child labor laws prohibit certain types of employment for anyone under 18 years of age. Types of employment prohibited under these rules include roofing, most driving, and most work involving power-driven machines.

Under certain circumstances, teens ages 14 and 15 may be exempt from some or all youth employment rules:

1. The teen works under the direct supervision of their parent or guardian and if that person is 100 percent owner of the business;
2. The teen works in domestic service (performing services of a household nature in or about the employer's private home);
3. The teen works in agricultural employment; or
4. The teen is exempt from compulsory school attendance because s/he has completed the requirements for graduation, because s/he is needed to help financially support her/his family, or because s/he cannot be taught in a mainstream classroom due to a disability.

Minnesota:

A minor less than 16 years of age may not work:

- before 7 a.m. or after 9 p.m.\* with the exception of a newspaper carrier;
- for more than 40 hours a week or more than eight hours per 24-hour period\*, except in agriculture;
- on school days during school hours, without an employment certificate issued by the school district superintendent (**Minnesota Statutes 181A.05**).

\*During the school year, federal law restricts hours to no later than 7 p.m., no more than three hours a day on school days and not more than 18 hours a week.

A minor age 16 or 17 years old

By state law, 16- and 17-year-old high school students may not work after 11 p.m. on evenings before school days or before 5 a.m. on school days. With written permission from a parent or guardian, these hours may be expanded to 11:30 p.m. and 4:30 a.m. No other time limit is set for 16- and 17-year-olds.

### **Telephones**

Please keep our land-line for guest / business use only. Friends/family need to refrain from calling them while they are working. No personal phone calls while working unless it is an emergency. Again, team members should not call in to get their schedules or other team member's phone numbers. We want to make sure that the guests have an open line when inquiring about Brew Restaurants. **Cell phones will not be allowed during working hours for any reason, including texting unless you are on break. Please leave your cell phone in your car or coat area. Cell phones will be locked up and put in the office if seen on the floor or the line.**

### **Personal Property**

We encourage you to leave personal belongings at home. You alone are responsible for any belongings that you bring to work. Please do not expect

privacy in the storage of personal items at work. Brew Restaurants will not be held accountable for any loss of personal property whether in the restaurant or the parking lot.

### **Work Product Ownership**

All Brew Restaurants team members must be aware that we retain legal ownership of the product of their work. No work product or recipes created while employed by Brew Restaurants can be claimed, construed, or presented as property of the individual, even after employment has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, system code and also any concepts, ideas, or other intellectual property developed for Brew Restaurants, regardless of whether the intellectual property is actually used by Brew Restaurants. Although it is acceptable for a team member to display and/or discuss a portion or the whole of certain work products as an example, one must bear in mind that information classified as confidential must remain so even after the end of employment, and that supplying certain other entities with certain types of information may constitute a conflict of interest. In any event, it must always be made clear that work product and recipes is the sole and exclusive property of Brew Restaurants.

### **Company Property and Equipment Care**

It is the team member's responsibility to understand the equipment they need to use to perform their duties. Good care of any piece of equipment that is used, as well as the conservative use of supplies, will benefit team members at Brew Restaurants.

If you find that a piece of equipment is not working properly or in any way appears unsafe, you should notify your manager immediately so that repairs or adjustments can be made. Under no circumstances should you start or operate a piece of equipment you deem unsafe, nor should you adjust or modify the safeguards provided. Good rule of thumb: Treat all equipment of the restaurant as if it is your own.

If you leave our employment, you will need to return our property in good condition.

### **First Aid**

Brew Restaurants is equipped with first aid supplies. Please make sure you know where they are located and what first aid items we stock.

### **Standards of Conduct**

Brew Restaurants has standards of conduct expected of its team members. The conduct listed below is some (but not all) conduct that may result in disciplinary action up to and including termination.

- Discourtesy or a lack of hospitality towards a guest or a coworker.
- Theft or misappropriation of guest, employee or company property. This includes the addition of tips to guest checks.
- A disregard for standard steps of service, hospitality, and standard expectations for your position. This may be observed by management, guests, or communicated through “secret shops.”
- Unauthorized use, possession or sale of intoxicants, drugs, or firearms on our premises or reporting to work under the influence of intoxicants or drugs.
- Abusing, defacing, or destroying guest, employee or company property.
- Initiating or participating in any behaviors that may be construed as harassment, including sexual harassment. Unlawfully discrimination against or harassing a guest or fellow employee or encouraging others to engage in such unlawful discrimination or harassment.
- Violating any federal, state or local laws or encouraging others to violate such laws while on company property.
- Excessive absenteeism or tardiness without a valid excuse.
- Failure to perform job or work assignments satisfactorily, safely, and efficiently.
- Failure to maintain and present a high degree of personal cleanliness at all times; failure to wear proper clothing; failure to follow restaurant dress, grooming and uniform codes.
- Discussing confidential company or guest matters with unauthorized personnel and/or in public areas where guests can overhear the conversation.
- Failure to observe established fire, safety and health regulations and procedures.
- Insubordination toward any member of management, including, but not limited to refusal to perform any task, duty or job assigned by a manager, or refusal to obey instructions. In order to ensure a consistent working atmosphere, our management’s authority must be respected. If you happen to disagree with management directions, you must still follow them at the time. You may then, at the first opportunity, use the Open Door Policy and discuss the issue with your manager or executive management.
- Breach of confidentiality of Brew Restaurants recipes, systems or product specs.
- Using abusive, profane, threatening, or intimidating language or behaviors (including, but not limited to, gestures or posture) toward a member of management, fellow team member, visitor, guest, or vendor, whether in person or via telephone, computer, internet, or email.
- Unauthorized use of company equipment or property without prior approval.
- Solicitation on company property while working.
- Immoral or indecent conduct during working hours or on company property.
- Uttering or publishing false, vicious, or malicious statements concerning the company, any team member of the company, or any

company-sponsored individual including, but not limited to, making such statements over a computer or through the internet.

### **Houston We have a Problem**

#### **At-Will Employment**

The guidelines in this handbook are not a contract (with the specific exemption of the Confidentiality Agreement). As a Brew Restaurants team member, you are employed at will. "At Will" means that either you or we may terminate our employment relationship at any time, with or without prior notice, warning, procedure or formality, for any reason or no reason. The management team retains the sole discretion to determine what behavior warrants disciplinary action. If there is a time where a manager needs to coach and counsel a team member, depending on the severity, one of the following may occur. All coaching will be reflected in the team member's file. There are three steps to this process.

**VERBAL WARNING** – A team member may be verbally warned by his/her supervisor regarding performance-related concerns.

**WRITTEN WARNING** – A team member may receive a written warning from his/her supervisor.

**TERMINATION** – A team member may be terminated from employment as a first or last disciplinary step (depending on the severity of the issue).

#### **Search Procedures**

The company shall have a right to conduct a search if there is a reasonable suspicion of any wrongdoing.

1. Desks, cabinets, drawers, and lockers used by team members are the property of the company and, if necessary, from time to time may be searched.
2. Team members must give consent before being physically searched. Refusal to consent to a search could result in disciplinary action, depending upon the facts and circumstances. Such searches will be carried out in privacy, and with a management witness of the same sex, if possible.
3. The company reserves the right to search team member property on company property. Team member property includes, without limitation, handbags, lunch boxes, and briefcases. The company may, but is not required to obtain the team member's consent when property belonging to or used by team member is to be searched. Where possible, the team member should be notified of the search and should be present. The search should be carried out in privacy, and with a management witness.

## **Questioning**

When there is a reasonable suspicion of wrongdoing, the team member may be questioned. Questioning will be non-threatening and conducted in private. There will be no involuntary detention of a team member with questioning. Team member's request for the presence of a coworker witness will be granted. Team members who refuse to participate in questioning may be subject to disciplinary measures up to and including termination.

and recommended by the Health Department; before starting work, between tasks, and before working with food products, equipment and utensils, and linens. Correct hand washing includes cleaning the backs of hands, palms, forearms, between fingers, and under the fingernails using warm water, soap and a fingernail brush.

## **Workers Compensation**

Brew Restaurants participates in the Worker's Compensation program in the States that it is located. The benefits in effect are provided at no cost to you.

It is extremely important that you report any injury, regardless of how small or insignificant, to your supervisor immediately. The company requires you to report accidents/injuries immediately upon occurrence. Failure to report an injury could aggravate the condition or jeopardize a claim, should the injury be more serious than first determined.

Treatment of team member's work-related injuries is made by company-designated medical facilities, the cost for which is paid by worker's compensation insurance. In the event you receive medical attention after going home for an accident or injury that happened at work, notify your manager within 24 hours, or as soon thereafter as reasonably possible, of your having received such medical attention. All medical treatment should be coordinated through your manager. Failure to do so may result in forfeiture of right to receive payment.

## **Security**

Brew Restaurants has expensive equipment so utmost in security needs to be implemented at all times:

- All doors need to be locked at all times.
- Property inventory systems are utilized for food and beverage.
- Any suspicious activity needs to be reported immediately to the managers.
- No team members are allowed to stay in the restaurant after hours.

Because many of our team members carry cash while on duty, it is important to be aware of security. Security points to remember are:

- Never count cash in a public area.

- Do cash outs in designated areas.
- Never discuss cash or security procedures with people outside the operation.
- All team members should use the buddy system when leaving Brew Restaurants at night.
- In case of a robbery, do whatever is asked of you-do not resist! The money or the merchandise can be replaced! You can't!

### **Equal Opportunity Employer**

Brew Restaurants is an equal opportunity employer. To further our goal of equal employment opportunity for all employees and prospective employees without regard to race, color, religion, sex, sexual orientation, age, or national origin.

Brew Restaurants' policy is:

It will be the policy of Brew Restaurants to recruit, hire, train and promote people in all job titles without regard to race, color, religion, sex, sexual orientation, age, national origin, marital status or citizenship status. All employment decisions shall be consistent with the principle of equal employment opportunity, and only valid qualifications will be required. All personnel actions such as compensation, benefits, transfers, termination and layoffs will be administered without regard to race, color, religion, sex, sexual orientation, age, national origin, marital status or citizenship status.

### **Americans with Disabilities Act**

Brew Restaurants is committed to complying with all applicable provisions of the Americans with Disabilities Act. It is Brew Restaurants's policy not to discriminate against any qualified team member or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability, so long as the team member is qualified and can perform the essential functions of the job. Consistent with this policy of nondiscrimination, Brew Restaurants will provide reasonable accommodations to a qualified individual with a disability that such accommodation does not constitute an undue hardship on Brew Restaurants.

Team members with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact their manager. Brew Restaurants encourages individuals with disabilities to come forward and request reasonable accommodation.

### **Fair Labor Standards**

Brew Restaurants is subject to the Fair Labor Standards Act. The act provides that:

- Team members must be paid at least the established federal minimum wage rate for all time worked, and also provides that non-exempt team members must be paid overtime at the rate of time and one-half the team member's base rate for all hours worked over 40 hours in a week.

- Individuals between the age of 40 and 70 may generally not be discriminated against as to compensation, conditions, or privileges so to deprive the individual because of age.
- Employers may not pay wages to one sex that are lower than wages that are provided to the opposite sex. The FLSA recognizes that the employers uses merit and seniority systems, and there may be differentials in the wages paid.

### **Harassment in the Workplace**

We are committed to a positive, harassment-free work environment. The discrimination against, or harassment of any employee by a coworker, supervisor, vendor, guest or any other individual is strictly prohibited by bRew Restaurants.

### **Purpose of the Harassment Policy**

It is the policy of Brew Restaurants that all team members have a right to work in an environment free from discrimination and intimidation, including harassment. The mission of BREW Restaurants is best accomplished in an atmosphere of professionalism, which in turn is supported by mutual respect and trust. Brew Restaurants expects all team members to work toward this goal.

Harassment based on a person's race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, status with regard to public assistance, or any other protected class status may be unlawful and is strictly prohibited by Brew Restaurants.

### **Definitions of Sexual Harassment and Other Forms of Harassment**

Harassment consists of unwelcome conduct based on a person's race, color, creed, religion, national origin, sex sexual orientation, disability, age, marital status, status with regard to public assistance, or any other protected class status that is interfering with your job performance; or creating an intimidating, hostile, or offensive work environment; or when submission to such conduct is:

- A condition of employment; or
- A basis for an employment decision affecting your job.

Brew Restaurants prohibits harassment in any form, including verbal, physical, and visual harassment. Some examples of conduct that could be considered harassment include, but are not limited to, the following types of action when they are taken based on protected class status:

- Unwelcome, insulting, or degrading remarks or conduct;
- Displaying in the workplace objects, sketches, cartoons, pictures, or stories which may be perceived as offensive or demeaning; or
- Threats, demands, or suggestions that team member's work status, advancement or other terms and conditions of employment are contingent upon the team member's toleration of or acquiescence to unwelcome harassment.



One form of prohibited harassment is sexual harassment. Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact or other verbal or physical conduct or communication of a sexual nature that is interfering with your job.

### **Scope of Harassment Policy**

This policy prohibits same-sex harassment and harassment by Brew Restaurants of the opposite sex. In addition, this policy prohibits sexual harassment and any other forms of harassment by any individual, including company managers and supervisors, team members, coworkers, and third parties such as clients, guests, consultants, contractors or vendors who deal with Brew Restaurants team members.

### **Reporting Harassment**

If at any time you believe harassment is taking place, you should immediately contact your general manager. Brew Restaurants is committed to resolving any problems, but we can do so only if we are aware of them. Brew Restaurants encourages any individual who believes they are being harassed to report any and all incidents of perceived harassment.

The company will promptly and thoroughly investigate harassment complaints as appropriate, and take other appropriate action. Part of the compliance process will be a written documentation of reported events. Any person who is found to have committed prohibited harassment will be subject to disciplinary action up to and including termination.

### **Confidentiality, Retaliation, False Accusation**

Every effort will be made to ensure confidentiality; however information may be revealed on a need to know basis. IF you are found to purposely breach confidentiality you may face further disciplinary action, up to and including termination. Retaliation against any individual for making a complaint under this policy, for opposing harassment, or for participating in an investigation of any claim regarding harassment or inappropriate behavior is strictly prohibited; and Brew Restaurants will take all appropriate steps to protect you from such retaliation. Brew Restaurants prohibits false accusation of any kind. Any person who is found to have committed false accusations or retaliation will be subject to disciplinary action up to and including termination.

### **Team Member Responsibilities**

It is the responsibility of all Brew Restaurants team members to:

- Read and abide by this policy. If you have any questions about the policy, please contact the general manager at your location.
- Refrain from engaging in acts of harassment or acts that can be construed as harassment or as inappropriate.

- Immediately report any acts of harassment or inappropriate behavior as set forth above.
- Cooperate with any investigations regarding harassment or inappropriate behavior.
- Maintain confidentiality of any investigation you are involved with.
- Do not participate in any retaliation. Report any observed retaliation.

### **Open Door Policy**

As a team member of Brew Restaurants, you have the right to ask any questions of anyone in our organization and receive answers to those questions. It is also your responsibility as a team member of Brew Restaurants to answer any questions asked of you to ensure good communication throughout our organization. When you have a question or concern, your immediate manager is the best position to respond to you; however, you are entitled to speak to any other management, regardless of their title, with whom you feel comfortable.

### **Career Growth**

#### **Making Brew Restaurants Better**

Have an idea about improving our business? Then, please, tell us! We value initiative and we're always interested in what you have to say. Brew Restaurants team members are empowered to bring to management's attention any suggestions to enhance work processes, guest satisfaction, safety, quality, or business opportunities.

#### **Promotion and Advancement**

We are always looking for talented people to round out our team of professionals. If you aspire to get into management or another workgroup, please talk to your manager about possibilities for advancement. From a new position within our restaurants to assisting at other restaurant openings, Brew Restaurants is looking for those who want to step to the next level.

From leading trainees in your restaurant as a certified trainer (with the potential to help at new openings) to supporting at our corporate office, or getting hands on marketing exposure as an intern, Brew Restaurants' goal is to offer opportunities to those who are looking to grow personally and professionally.

#### **Conclusion**

While working at Brew Restaurants, you will have a great opportunity to develop your skills in the hospitality industry. Take it upon yourself to be an active employee that is engaged and involved in making Brew Restaurants a great place to work!



## **FOOD SAFETY MANUAL**

### **Introduction**

#### **WELCOME TO Brew Restaurants**

Brew Restaurants takes pride in serving safe and great tasting food to our customers, family and friends. Our customers may not notice the attention we give to food safety but it is one of the most important focuses here at Brew Restaurants. We all share the responsibilities for making sure that the foods we prepare and serve to our customers are safe.

#### **WHY ARE FOOD SAFETY PROCEDURES IMPORTANT?**

According to the Center for Disease Control, it is estimated that each year in the United States alone there are 76 million cases of foodborne illness resulting in 325,000 hospitalizations and 5,000 deaths.

To help prevent this, there are laws that govern food handling. This manual is designed to cover some of the practices that if done improperly could result in a customer becoming sick.

Our restaurant uses a systems based approach to food safety often called a HACCP (Hazard Analysis and Critical Control Point) plan. This means we have set procedures on how to perform most tasks in the restaurant from receiving of foods, to preparation, to the service to the customer.

## Foodborne Illness

Let's begin our discussion by talking about what is foodborne illness. There are three main types of illness: Physical; Chemical; and Biological.

Physical foodborne illness is caused by when a foreign object enters the food and the customer eats it. An example would be a pushpin falling out of a corkboard and entering the food. The customer may bite down on the pin and break a tooth.

Chemical foodborne illness occurs when a chemical enters the food and a customer ingests it. We need chemicals for cleaning and sanitizing of our establishment, but we need to be careful to keep them separated from the food that we serve. An example of a chemical foodborne illness may be an employee forgets to label a spray bottle containing a yellow liquid (degreaser). Another employee gets the spray bottle believing it is olive oil and begins to spray it on the pasta when it is done cooking. The customer now gets pasta with degreaser to eat resulting in him becoming ill.

The third type of foodborne illness is the most common – Biological. This can then be further broken down into three more subcategories: Viruses; Foodborne Intoxications; and Foodborne Infections. Viruses are pieces of DNA that can multiply within a living organism such as Hepatitis A. Foodborne intoxications involve a bacteria growing outside of a human and producing a toxin. The human then eats the toxin and becomes ill normally within a matter of hours. Foodborne infections involve a human eating the bacteria and then the bacteria produce a toxin within the person causing illness.

## Personal Hygiene

Good personal hygiene practices are an essential part of providing safe food to our customers. Among these hygiene practices, the most important is hand washing. Employees must wash their hands and forearms using the following procedure:

- First, moisten hands with hot water and apply hand soap.
- Second, vigorously rub hands together scrubbing between your fingers, under your fingernails, your forearms, and the back of your hands. You must continue scrubbing for at least 20 seconds. It is the hand soap combined with the scrubbing action that removes the dirt and germs from your hands.
- Third, you must completely rinse your hands under running water and dry them with a disposable paper towel. You must be aware of what your hands are touching at all times. You should recognize when your hands become contaminated and wash them to keep from passing the contamination on to the food you are preparing and serving. It is always

necessary to wash your hands:

- When you first arrive at work;
- Prior to handling food, utensils, and single service articles;
- Before putting on gloves to handle ready-to-eat foods and between glove changes.
- Before and after handling or touching any raw foods such as raw meats, chicken, and eggs.
- After using the bathroom;
- After touching any part of your body or uniform;
- After handling dirty equipment, dishes or utensils;
- After taking a break;
- After any other activity that may contaminate your hands such as washing dishes, sweeping the floor, taking out the trash, eating or drinking, coughing, or sneezing.



You must wash you hands in an approved, designated hand sink. Sinks used to wash dishes or prepare food are not approved for hand washing. The hand wash sink must always be accessible and have an adequate supply of hot water, hand soap, and paper towels.

If you work with food must always be clean and in good health; you should bathe daily and wear clean cloths. You must never go to work if you are sick, especially if you have symptoms of diarrhea, vomiting, fever, or if you have any discharge from your nose or eyes. You should notify your supervisor when you are sick and certain illnesses will require you to stay home until your doctor has cleared you. You must have fingernails that are cut and maintained and should not have painted or fake fingernails. All jewelry must be removed prior to

handling food with the exception of a simple wedding band. While working with open food you must have an effective hair restraint, such as a hat or hair net. Finally, you must never eat or smoke in food preparation or food storage areas.

Direct bare hand contact with ready-to-eat foods is prohibited. Ready-to-eat foods are those that will not be subjected to further cooking or heating to destroy bacteria; these may include, sandwiches, cut fruit, bread, tortillas, salads, or any cooked food. In order to handle ready-to-eat foods, you can use utensils, tongs, scoops, or wax paper. In situations where it becomes necessary to touch the food with your hands, you must always wear disposable, non-latex gloves. Even though you may use gloves to handle food with your hands, you must always wash your hands prior to putting on the gloves and change the gloves when they become contaminated, as in all of the situations previously mentioned. **You must wash your hands each time you change your gloves or contaminate the gloves.**



## Cleaning and Sanitizing

Maintaining the kitchen scrupulously clean is vital to food safety. You should recognize that even surfaces that appear clean might still have harmful germs that you cannot see. Only by cleaning and sanitizing equipment, dishes, and surfaces that come into direct contact with food, can we eliminate and destroy these invisible germs.

There is a difference between washing and sanitizing. Washing removes visible soil and contamination and sanitizing kills and reduces the number of harmful bacteria that you cannot see. You are required to both wash and sanitize every surface that comes into contact with food to assure that they are completely free of any contamination.

Wiping cloths for cleaning and sanitizing must be available in every work area for equipment such as meat slicers, counters, food preparation tables, cutting boards, and utensils. Always wash, rinse, and sanitizer these surfaces before and after they have come into contact with food. Also, because bacteria grow and multiply in moist environments, moist wiping cloths must be stored in a bucket of water and sanitizer when they are not in use. This sanitizing solution must be changed frequently; food debris uses up the sanitizer quickly.

It is important that the disinfectant be at the proper concentration to ensure

that the germs are destroyed and that the solution is not dangerous. The only sure way to measure the concentration is with a paper test strip. The white paper test strips will change to a medium blue if the chlorine is at the correct concentration- between 50 and 100 parts per million. If you use other types of disinfectants, such as quaternary ammonia or iodine, the appropriate test strips for these products must be used according to the manufacturer's instructions.

The same principles of washing and rinsing apply when washing dishes by hand in a three-compartment sink. Before starting you must clean each sink compartment and drain board. Then pre-scrape the dishes to remove the excess food. Now you can begin the three-step process:

- In the first compartment, thoroughly wash the dishes with detergent and hot water.
- In the second, rinse the dishes in clean hot water to remove the soap. (Mixing detergent with sanitizer can prevent the disinfectant from eliminating the germs)
- Third, the dishes must be sanitized in a solution of sanitizer and room temperature water. You must ensure that the sanitizer is at the adequate concentration by using the appropriate chemical test strips. The dishes should remain completely immersed in the solution for at least 30 seconds. After cleaning and sanitizing it is necessary to let the dishes air dry on the drain board or rack. Once dry you should store them in a clean place where they will be protected from contamination.

### Cross-Contamination and Food Storage

Cross-contamination occurs when harmful germs from raw foods or contaminated surfaces are passed onto the food. This transfer of germs may occur in any of the following situations:

- When hands that have touched raw food touch foods that are ready to eat.
- When raw or contaminated food touch foods that are ready to eat.
- When a ready to eat food comes into contact with surfaces that were not properly washed and sanitized after having been in contact with a raw food. Food contact surfaces include cutting boards, knives, utensils, and food preparation tables.
- When dirty wiping cloths or wiping cloths contaminated with raw foods are used on surfaces that come into contact with ready to eat foods. You can prevent cross-contamination by washing and sanitizing every

utensil, cutting board, food preparation table, and work area before and after coming in contact with food. Use the cleaning methods previously mentioned and adequately wash your hands, especially after handling raw foods. In addition, always store raw meats, eggs, poultry, and fish in containers and store them on the lowest shelves of the refrigerator. This will prevent the raw products from leaking or falling onto foods that are ready to eat. Finally, all foods must be stored at least six inches above the floor at all times.

### Approved Foods

Any foods served in your establishment must come from an approved source. Homemade food cannot be used or offered for human consumption in a food establishment. All packaged food must carry a label or seal on the packaging that indicates the name of the processor or distributor, the name of the food, and the ingredients.

All foods arriving at your workplace must be free of spoilage. Canned foods must have an intact seal and be discarded if swollen. Potentially hazardous foods should be rejected if they arrive at an unsafe temperature. Packaged foods should be rejected or discarded if they arrive damaged.

### Toxic Chemicals and Pest Control

All chemicals, lotions, detergents, medicines, sanitizers, and cleaners must be stored away from food, utensils, and food preparation areas. Any chemical product that is not in its original container must be clearly labeled as to its contents. For example, when you transfer a chemical from its original container to a spray bottle, the spray bottle must now be labeled with the name of the chemical. Pesticides and pesticide equipment cannot be present or stored in a food establishment. Applying any pesticide is strictly prohibited unless it is done by a professional, licensed pest control applicator. Pesticides should only be used as a last resort, after every available preventive measure has been taken. The best way to control cockroaches, mice, flies and other pests is to keep the establishment and garbage areas clean, and to eliminate hiding places.

### Food Temperatures

Cooking the food to the proper temperature is the best way to destroy harmful germs that may be present in foods. Most types of germs are killed through cooking. The cooking temperatures may vary depending on the type of food.

It is extremely important that you use a metal stem thermometer to check the temperature of the food you are cooking. To correctly measure the temperature you must insert the thermometer into the thickest part of the food that is cooking. The thermometers must be washed and sanitized before coming into contact with the food, and between uses, to prevent contamination.



## **TYPE OF FOOD TEMPERATURE (Degrees F)**

**POULTRY 165** chicken, turkey, chicken patties

**GROUND BEEF 155** hamburgers, meat loaf, sausage

**EGGS (THAT ARE NOT 155 FOR IMMEDIATE SERVICE)** custard, scrambled eggs on a buffet line

**NON-GROUND MEATS 145** steak, roasts, pork chops, corned beef

**SEAFOOD 145** fish filet, shrimp, mussels

**EGGS (THAT ARE FOR 145 IMMEDIATE SERVICE)** eggs over easy, scrambled eggs to order

Any food cooked in a microwave oven must be cooked to 165° F, stirred at least once during cooking, and then left to stand covered for a minimum of two minutes prior to serving.

Once the food has been cooked to the appropriate temperature, the food must be kept free from contamination. In the same manner, all ready to eat foods should be protected from contamination because they will be consumed without further cooking.

## **The Temperature Danger Zone**

Potentially hazardous food (or food that can support the growth of harmful bacteria) must be maintained above 130° F or less than 41° F at all times. This means that food that is held cold in a refrigerator should be below 41° F and cooked food that is being held hot must be held above 130°. Harmful bacteria grow and multiply very quickly between 41° and 130°. The range of temperatures between 41° and 130° is called the temperature danger zone. Whenever possible, you must avoid having foods in the temperature danger zone. Likewise, all potentially hazardous foods should spend as little time as possible in the temperature danger zone during preparation, reheating, and cooling.



## Reheating

Food that is cooked and refrigerated that is being prepared for immediate service may be reheated to any temperature. However, if a food is cooked, cooled, and reheated with the intention of holding it hot, the food must be reheated to a temperature of at least 165° F. Reheating must be rapid. Cold foods placed into a steam table will not reheat quickly enough. Instead use a microwave, stovetop, or oven to heat the food before placing it in the steam table. A food should only be reheated once.

## Cooling

Cooling is usually the riskiest step in food preparation. If the food is not cooled properly the food can remain in the temperature danger zone too long. It can be very difficult to cool food quickly and most refrigeration units are not designed or capable of this. Therefore, you should avoid cooling whenever possible. You should prepare foods daily by cooking and holding hot only the food that will be served during that day.

Nevertheless, the cooling of some foods is unavoidable and you must know the proper way to cool foods quickly. Cooling foods rapidly can be achieved using one or more of the following methods, based on the type of food that is to be cooled:

- Separate the food into smaller portions or thinner portions and place them in shallow containers;
- Stir the food while the container is submerged in a water and ice bath;
- Use metal containers to allow easier heat transfer

- Add ice as an ingredient;
- Use equipment designed for quick cooling of foods;
- Leave the food partially covered or uncovered. (If it is protected from contamination) **Thawing** Foods must never be left to thaw at room temperature. At room temperature the outer part of the food will thaw quickly and may remain in the temperature danger zone for too long while the center of the food continues thawing. The safest way to thaw food is inside a refrigerator. Inside the refrigerator the temperature of the food will always remain below 41° F, out of the temperature danger zone. When you thaw raw products, place them in a container and store the container on the lowest shelf in the refrigerator to prevent contamination of the other foods. You may also thaw foods under cold running water or in a microwave if it is part of the cooking process.

### **Thermometers**

Any refrigeration equipment you use must be equipped with a thermometer that measures the internal temperature. Use a metal stem thermometer to check foods you are cooking, holding hot or cold, or cooling. Thermometers must be cleaned and sanitized prior to being inserted into the food and between uses to prevent contamination of the food.

### **Emergencies**

You should know how to respond to emergency situations. If a sewer or waste system backs up in the drains, or if the water supply is cut off or damaged, you should notify the manager and close the business right away. You should also close the business if there is an extended power or hot water outage.

If a piece of equipment that you rely on to keep foods hot or cold fails, you must think and act quickly. If possible, shift food into an alternate refrigerator or warming unit. If you are unsure how long a refrigerator or freezer has been malfunctioning, take the temperature of foods inside the unit using a metal stem thermometer. If the food is above 45 degrees, discard it. If frozen food has thawed, do not refreeze it, and discard it if the temperature exceeds 45 degrees. If you are unsure how to respond to an emergency, you should call the health department for advice.

I, \_\_\_\_\_ have read and understand all of the rules and guidelines set forth in the Brew Restaurants handbook. I agree to and understand that all recipes and other business related information used at Brew Restaurants remain property of Brew Restaurants and shall not be given out without consent of the owners. I further acknowledge that sharing any of Brew Restaurants recipes and other business related

information, without consent, could lead to my immediate termination and other legal action.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_