

La Vecchia Ristorante ~ Lakeshore

Employee Handbook



LA VECCHIA

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WHO ARE WE + WHAT ARE OUR GOALS

La Vecchia Ristorante opened their doors in 1996 with the concepts of taking our guests on a trip to Italy without leaving Toronto. For over 25 years, La Vecchia has offered authentic Italian cuisine combined with genuine Italian ambiance born out of family traditions from Torino, Italy.

The concept of old and new, carries itself throughout the restaurant from our kitchen to the dining room. Our food is combining flavours of southern and northern Italian cuisine. In 2018, Ospitalità Italiana recognized La Vecchia Ristorante with its prestigious award for excellence in food and service.

As you walk into La Vecchia, you will be greeted with the warmest Italian hospitality. La Vecchia has established itself as a go-to neighbourhood restaurant where guests can pop in for a casual family meal, celebrate a milestone event, or impress their colleagues over a business dinner. Our warmly lit dining room echoes with Italian inspired music and pays tribute to Italian film.

Service is an essential pillar to our ongoing success. As a neighbourhood restaurant we strive to provide personalized service to our guests to ensure memorable dining experiences. Whether it's a casual dinner, a corporate gathering or a milestone celebration, our staff aims to deliver the best level of service possible. Our model is to deliver upscale service in a casual environment. As a new team member, your objective is to ensure that you are familiar with our culture and the level of guest's satisfaction we provide to our patrons.

As we welcome you to our dynamic team at La Vecchia Ristorante, we expect that you will familiarize yourself with this handbook as it explains your role, as well as the duties and responsibilities as an ambassador of La Vecchia Ristorante.

As part of our team, one must ensure that the ambiance is always what we strive as it is an essential part of dining experience.

Here at La Vecchia, we believe "Performance Expectations = Results + Actions & Behaviours" is an importance to our foundation to what we believe in and our goals to be met. With that said, we expect all our staff to understand the importance of a team environment. Communication is what will help us overcome many obstacles that may arise, and we will work together to deliver solutions. Let's learn, support and strive with each other to produce the best service we can.

No representative of the Restaurant, other than the Restaurant Manager and/or Owner, has the authority to enter into any agreement guaranteeing employment for any specific period. No such agreement shall be enforceable unless it is in writing and signed by the Restaurant Manager and/or Owner and the employee. La Vecchia restaurant reserves the right to change, at its discretion, the contents of this handbook.

We welcome you to our team and wish you many successes at La Vecchia Ristorante.

PART #1 – EMPLOYEE POLICIES & PRACTICES

Orientation and Training

To help you become familiar with the Restaurant and our way of doing things, we will provide an orientation and training session within the first few days after you begin work. Some of the content of the session will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees. In addition, the Restaurant may periodically offer additional training or educational programs, particularly with regard to customer service. Some programs may be voluntary, while others will be required.

Uniforms

As an employee of the Restaurant, we expect you to present a clean and professional appearance at all times. All wait staff and others serving the public directly are required to wear uniforms or dress according to policies specified by the Restaurant. For new employees, the restaurant may provide new uniform(s) where the cost of the uniform(s) will be deducted from your first pay cheque.

If the restaurant isn't able to provide you the uniform onsite, you will be responsible to obtain your own uniform online from our preferred vendor. The shoes and pants are your own responsibility. If you need to make alternative arrangements please contact management. It is the employee's responsibility to keep the uniform neat and clean at all times, failure to do so may result in disciplinary action. **Int** _____

Work Schedule

The kitchen at La Vecchia Ristorante is open daily.

Monday—Wednesday: 11:30am—10:30pm

Thursday: 11:30am—11:00 pm

Friday + Saturday: 11am—Midnight

3:30pm Sunday: 10am—10:30 pm

The Management Team may modify the hours of operation according to restaurant needs. We schedule employees for various shifts depending on the restaurant's needs.

If you require a day off please report this to the MOD and we'll do our best to accommodate your request. Schedule is typically posted on Saturday for the following week.

Int _____

Attendance and Punctuality

It is important for you to report to work on time and to avoid unnecessary absences. The restaurant recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action up to and including discharge. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative impact on the success of the

restaurant.

Absences

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent, please report to the MOD. You may try to exchange shifts with a co-worker, please ensure that you receive an approval from the Management Team before taking the day off. When you are able to exchange shifts with a co-worker, each of you are responsible for advising MOD so that your MOD knows who will be working each shift. Any emergency must be notified to your MOD. Please be advised that frequent absences may result in disciplinary action.

Punctuality

Being on time is extremely important; you are expected to be at your workstation 10-15 minutes prior to your scheduled start time. Please do not sign in early, and note that the management will reverse the clock should you punch in advance of your scheduled time. **Int** ____

Personal Hygiene

Care to personal hygiene is imperative. Staff is strongly encouraged to eliminate body odour using deodorant. Perfume/ cologne may be worn within a reasonable amount. Hair should be well groomed and if long it should tied back. Employees may wear beards or moustaches of reasonable length, so long as they are well trimmed and cared for.

Fingernails must be clean and well trimmed. All employees, regardless of position, should regularly wash their hands (both for the safety of your health as well as that of guests and co-workers).

Remember that each employee is essential to the success of our Restaurant and those of you who serve our guests directly are the public image of La Vecchia restaurant. Management reserves the right to give final approval on an employee's appearance while at work. Any blatant disregard for the dress code is grounds for disciplinary action.

Performance Reviews, Salary Reviews

You will have your first performance review at the end of your 3-month probation. Thereafter, performance reviews will normally be conducted annually. All performance reviews will be completed in writing by your supervisor or the Restaurant Manager on the form designated by restaurant management, and reviewed during a conference with you. Factors considered in your review include:

- Your knowledge of the menus: Food, Wines, Spirits and Cocktails
 - The quality of your job performance
 - Your attendance
 - Meeting the requirements of your job description
 - Dependability
 - Attitude
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- Cooperation

Compliance with restaurant employment policies. Any disciplinary actions, and year-to-year improvement in overall performance. **Int** _____

PART #2—BREAKS + MEALS + PERSONAL USAGE

Breaks + Meals

Employees are entitled to an uninterrupted 30-minute eating period after no more than five consecutive hours of work. An employer and employee may agree orally, electronically or in writing that the eating period will be split into two periods. If so, these two periods must total at least 30 minutes and both must be taken within every consecutive five-hour period. Eating periods are unpaid.

La Vecchia restaurant often offers free staff meals at the end of each shift. The meal is prepared at the end of day shift and at the end of night shift and is at the chef's discretion. Staff is permitted to use only aluminum take-out containers. Microwavable containers are not permitted for staff use.

Breaks + Smoking

In order to provide a safe and comfortable working environment for all employees, smoking is strictly prohibited at all times inside any Restaurant building. Employees may smoke outside within a designated area before or after their shift or on their break. Employees are prohibited from smoking during work hours. Please be mindful of our guests by eliminating the smell of cigarettes on you.

Breaks + Internet Access

Access to the Internet is given principally as needed for work-related activities or approved educational / training activities. You may, however, use wireless access in the restaurant during meal or rest breaks. This privilege should not be abused and must not affect the user's performance of employment-related activities. **Int** _____

Breaks + Electronic Devices

Personal cell phones & Smart watches are prohibited during working hours. While on duty, non-management staff, both dining and kitchen is not permitted to use cell phones or smart watches to communicate. Any staff member who needs to make an emergency phone call should report to the manager on duty. **Int** _____

Breaks + Substance Abuse

At any time during your break AND 7 hours prior to your shift, we do not allow and/or tolerate any substance abuse. That includes any illegal and legal drugs, as well as drinking any alcoholic beverages. **Int** _____

PART #3 – VIOLATION POLICIES

La Vecchia is not responsible of for the loss or damages to any personal property that the staff(s) have brought in the restaurant. We strongly urge all employees to leave any unnecessary personal property at home, e.g., large amounts of cash, expensive jewelry, etc. ***Int*** _____

Acknowledgement of Receipt of La Vecchia Restaurant Employee Handbook

I acknowledge that I have received a copy of the La Vecchia Restaurant Employee Handbook (“Handbook”). I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Restaurant.

I understand that the Restaurant has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

Full Name (please print)

Employee Signature

Date (Month/Day/Year)

Please sign and date one copy and retain a second copy for your reference.
