

# Important Information/Policies

- **Running Late/Calling Out Procedures**

- When calling out, we require a minimum of a 2 hour notice ahead of your shift start time
- When running late, we ask for as much notice as possible before your shift start time
- Please only reach out directly to Jaime Barnhart (650-488-4823), you can text this number any time of the day or night
- Do not reach out to the kitchen managers

- **Onsite Etiquette**

- All food and beverage staff are only allowed on the service level (main kitchen), and the main floor (cafeteria level) and should not be going to any other floor of the building unless advised by a supervisor
- All food and beverage staff breaks are only permitted in either the cafeteria or the F&B employee break area (located in service level kitchen)
- Partaking in any consumption of alcohol while onsite/on the clock is prohibited, and punishable by termination
- Smoke breaks are only permitted in designated areas (specific areas located on the side of the building), and no smoking of any kind, including e-cigarettes is permitted inside the garage or any other area of the building
- Maintain a professional and friendly demeanor when speaking to others, and be mindful of the topics that are you discussing while onsite
- Phone usage is prohibited while on the clock

- Visitor badges should always be worn and visible while onsite, and temp badges should be returned at the end of everyday

## • Team Interactions

Do's	Don't's
Be results oriented with a can-do attitude, strive for excellence	Use unprofessional language
Be respectful of everyone in the workplace	Speak disrespectfully to others; co-workers, Stripe food team, Stripe community
Be humble and gracious	Gossip about anyone
Assume best intentions in others	Engage in arguments; if you cannot handle conflict professionally, involve your direct supervisor or if necessary, a Stripe food team member
Foster an inclusive work environment	
One shared goal, everyone should focus on what is best for the team overall	
Handle conflict professionally	
Give clear and constructive feedback	
Plan and ask for days off well in advance	
The expectation is that you work until your scheduled shift is completed, and overtime must be approved by a manager (please ask a manager before you intend on incurring OT)	

## • Kitchen Expectations

Do's	Don't's
Wash hands at all appropriate times (after touching face, eating, smoking, breaks, touching surfaces such as doors, handling dirty dishware) *Gloves are not a substitute for proper hand hygiene; gloves should only be worn when handling food.	No headphones
Use verbal callouts to announce your presence when moving in the kitchen (behind, corner, etc.)	Don't put knives or sharp objects in the sink

Move with urgency and focus	Do not put hot dishware in the dish area without proper acknowledgement
Acknowledge all stated instructions and questions verbally	Do not use someone else's personal equipment without asking permission
Wear your badge in a way that is visible at all times	Do not take another team members/services Mise en Place without asking permission
Yield right-of-way to others while moving throughout the building with carts and equipment	Do not remove an item from the menu unless told to do so. (e.g. 86....)
Help maintain the cleanliness and organization of the kitchen at all times, even if it is not typically "your responsibility"	Do not dwell on mistakes; each service presents a new opportunity.
Breaks should be timely and communicated to your supervisor	Do not show up to work under the influence of drugs/alcohol
If you do not know how to use a piece of kitchen equipment ask for help/training	Do not do drugs or alcohol while at work or on break.
Rotate product properly, practicing FIFO (First In, First Out)	Do not lift anything over 25# without help.
If a food item is running low, inform a supervisor/chef.	

## • Incident Reporting

We require that any injuries or incidents that occur at the job site, or while on your shift, be reported to the nearest supervisor/shift lead and brought to **Jaime Barnhart (650)-488-4823**. These reports must be made in a timely manner and if the injury sustained requires immediate medical attention, we can ensure you get taken to the proper hospital/clinic

**Please sign and date below to acknowledge and agree to follow the above listed policies and procedures:**

**Print Name:** Payton Seidner

**Date:** 9/13/24