

Revel Employee Handbook

Updated: 06/25/2019

~ WELCOME ~ We are proud you have chosen to join our company. The most important commitment we offer each other as employees is our genuine respect and concern. While expectations for each of us are great, we must strive daily to be happy and challenged in our positions. Together, we will create a standard of excellence at Revel.

This manual is directed to all Revel employees. From time to time, it will be revised to reflect changes. We cannot revise this manual each time a change occurs; therefore, some materials may become obsolete without prior notice to you. As the contents of this booklet change, you will be notified. You are solely responsible for regularly updating your manual. The contents of this manual are presented as a matter of information and do not create or constitute a contract, expressed, or implied between Revel and any of its employees.

The company reserves its right to modify, change, disregard, suspend, or cancel at any time, without written or verbal notice, all or part of the manual's contents as circumstances may require. Please sign and return this page as proof that you received this manual.

Employee_____ Date:_____
Manager_____ Date:_____

Payment Methods The following are acceptable forms of payment:

- Cash
- Credit Cards: Visa, Mastercard,, Discover
- Gift Certificates

Your Responsibilities We ask that you arrive at work on time, ready to work, and with a positive attitude. Remember that we all have to work together, and that your fellow employees are counting on you to be on your “A-game” every day you come to work.

Please do not hesitate to speak to your management team when you feel like you will be unable to perform your professional duties for any reason.

We ask that you arrive at work every day with the following:

Good posture All staff shall stand tall and proud with a look of confidence that will tell the guest that we know what we are doing. When in view of guests, one shall not slouch or lean, but be poised and ready to act at a moment's notice.

Knowledge Your management team will provide all employees with the tools to succeed. It is up to each individual to use these tools to their fullest. One must appear relaxed, but confident, with an air of authority that our guests will respect. If you do not feel that you have been given the tools you need to successfully do your job, please make a manager aware of this so that we may address it.

Friendliness We want all our staff to be cordial and friendly to all guests and patrons of our restaurant. We are in the guest service business and what we do is serve and please people. We must always be gracious hosts and friendly towards each individual no matter whom they are. This starts with friendly greetings to all guests along with gracious “thank you’s” and “goodbyes.”

Alertness This begins with arriving at work with energy and excitement and a genuine “want” to be here. You must be aware of all situations surrounding you in the work environment. This includes understanding where your tables are in the progress of their meals, anticipating what may be needed before the guests has to ask, etc. All our guests will be different and as a server, host, bartender, etc. we must all be able to read the moods/needs of our guests and act accordingly. Remember the key to success is friendliness and adaptability!

Great Attitude

We expect a staff that enjoys taking care of guests, no matter what the requests. In all capacities of the restaurant from dishwasher to Executive Chef, we all play important roles in the success of the restaurant. It is in all our best interest to be upbeat and happy. Our guests are coming to our restaurant to eat; but they also come to have an enjoyable experience. Providing them with such an experience starts with us being enjoyable people.

Professionalism We expect all employees to maintain professional conduct and demeanor at all times within the restaurant. We expect all employees to take pride in the work they do in and for this restaurant. We all must learn our job expectations and perform to the best of our abilities in order to allow the guests of our restaurant to enjoy a great dining experience. Lastly, we are all representing this restaurant in everything we do. This includes posture, confidence, friendliness, alertness, attitude and most importantly guest relations. We must all strive to provide such a wonderful experience for our guests that they will want to return many times to enjoy themselves. By accepting a job in this restaurant, you have also accepted the role of representing it and we must all do our best to make this restaurant and the experiences in it the best they can be for all our guests.

Communication and Teamwork We are committed to maintaining an environment of open communication among all employees. The communication of ideas, suggestions, and concerns to management is encouraged. To ensure effective communication we offer:

Open Door Policy It is our practice to maintain open lines of communication with our employees. This policy gives you an opportunity to resolve workplace issues early. Please speak to anyone on the management team at any time regarding all issues that need to be addressed.

Restaurant Meetings These meetings are held as an opportunity for employees and the management team to address any concerns about standards, receive updated information and offer suggestions for the continual improvement of the restaurant. You are required to attend and participate in these meetings. Notices indicating time and place of the meeting are posted for all to see.

Our Business Principles

Perpetual Hospitality From the first phone call until a guest walks out the door . . . our job is hospitality. That means everyone who walks in the door gets greeted and that no guest leaves without being thanked. It means anticipating a guest's needs and exceeding them. It demands that we find ways to say "yes."

Perpetual Improvement We are driven by the concept of perpetual improvement. Although it is impossible to achieve perfection, it would be problematic if we ever stopped working towards it. We are trying to improve by analyzing our performance, listening to our guests, and sharing ideas amongst ourselves. Never hesitate to share your ideas and experience. We must never stop learning and receiving feedback.

Eliminating the Elementary Manager

We expect that you will properly follow your checklists, properly complete any side work, keep the facility clean by proactively picking up trash, and understand your menu descriptions. Your supervisor is always available to answer questions that you cannot answer yourself. We trust you to maintain a professional demeanor.

Nickels and Dimes

Managing costs is everyone's responsibility. We encourage our employees to suggest ways that we can save money

without impacting our guest experience. It is important to protect our assets; from wine glasses to linens. Executing your responsibilities carefully and paying attention to details will help us to save money and continue to grow.

Employment Policies

Bathroom Etiquette

It is essential that employees maintain proper bathroom protocol:

- Remove apron **before** entering and leave apron outside of the bathroom
- Leave bathrooms cleaner than when you arrived
- Pick up all paper on the floor
- Clean up any excess water around sink
- Make sure toilet is flushed
- Make sure bathroom is stocked with paper towels and toilet paper
- Report any major issues to a manager
- Absolutely no cell phone use in bathrooms
- Wash hands thoroughly before leaving, and open door with paper towel

Cell Phones It is important that our guests never feel that they are not the most important person. Cell phones distract us and detract from the guest experience. Leave your cell phone in your bag or in your car. If you experience a personal emergency or must use a telephone during your shift, please let a manager know so your station can be maintained/watched. We understand emergencies do happen. Please give people close to you the number of the restaurant so that they can get ahold of you should something urgent arise.

Storage Areas Employees are expected to keep all storage areas clean and organized. All empty boxes and other trash created through the use of items in storage should be discarded immediately.

Social Media In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Revel, as well as any other form of electronic communication. The same principles and guidelines found in Revel policies and two basic beliefs apply to your activities online. (1) Ultimately, you are solely responsible for what you post online. (2) Before creating online content, consider some of the risks and rewards that are involved. Carefully read this handbook, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful. Strive to be fair and courteous to fellow employees, customers, members, suppliers or people who work on behalf of Revel. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, or threatening to customers, members, employees or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include false posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate. Make sure you are always honest and accurate when posting information or news, and if you

make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Revel, fellow employees, members, customers, suppliers, or people working on behalf of Revel or competitors.

Post only appropriate and respectful content

- Maintain the confidentiality of Revel trade secrets and private or confidential information.

Trades secrets may include information regarding the development of systems, processes, products, know-how, recipes and technology. Do not post internal business-related confidential communications or documents.

- Respect financial disclosure laws.

• Never represent yourself as a spokesperson for Revel. If Revel is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Revel, customers, suppliers or vendors. If you do publish a blog or post online related to the work you do or subjects associated with Revel, make it clear that you are not speaking on behalf of Revel. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Revel."

Using social media at work Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager.

- Do not use Revel email addresses to register on social networks, blogs or other online tools utilized for personal use.

Revel prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Storing Personal Items Personal items may be stored in a locker..

Front of House Policies

Linens Linens help to show our guests respect and are typically a first impression. Please take care to follow the following procedures:

- All reject linens are put in their proper place so that we can be credited. Reject linen must never be placed in dirty linens. ("Reject" linens are linens that we receive from our linens vendor with flaws— tears, stains, etc.)
- Napkins shall not be used on floor or glass. Use bar towel or kitchen towel.
- Linens shall not be used to polish glass or silverware.
- Linens should be stored correctly and neatly, and always left as you found them
- Dirty linen bags must be inspected for silverware, kitchen supplies, etc. before being tied up.
- All full linen bags must be tied properly and placed carefully in the linen container to be picked up.

Sidewok

- Sidework consists of the specific tasks all staff must complete at the beginning and end of every shift. Servers are assigned a specific "station."

- Checklists are provided detailing each task that need to be completed in that particular station.
- All opening sidework must be completed prior to opening.
- No server may leave at the end of their shift without completing their sidework to the satisfaction of the manager on duty and closing server.

Detailing Station Prior to service, all servers are required to ensure that their stations are completely ready for service. This includes:

- Fully stocking your station
- Re-polishing silverware and glassware
- Salts and peppers always full and clean
- Eliminating wobbliness from all tables
- Checking under your tables for crumbs, etc.
- Even if another staff member has detailed your section, it is still your responsibility to ensure your section is in proper form.
- Make sure bar is stocked

Restocking All FOH employees are expected to continuously restock items before, during, and after service. All glassware (including pint glasses, coffee cups and wine glasses) and silverware must be polished prior to being placed on a shelf.

Food/Sanitation/Kitchen Procedures and Menu It is extremely important to provide a clean, bacteria-free environment for our guests and employees. The most effective way to do this is to wash and sanitize hands, knives, cutting boards and any other equipment before and after using them.

Cleaning and Sanitizing Cleaning means removing dirt and soil. Sanitizing means using heat and chemicals to kill bacteria. It is important to clean and sanitize to prevent food-borne illness and to keep all products from spoiling. You should first clean any surface, equipment etc. by wiping excess debris with a towel. Then use the proper sanitizing agents and hot water to kill all bacteria.

Hand Washing All employees should wash and dry their hands several times throughout their shift. Use warm water and sanitizing soap, lather for at least 20 seconds. Dry your hands with a clean paper towel. You should ALWAYS wash your hands after eating, smoking, using the restroom, coughing, sneezing, touching dirty equipment or clearing dirty plates and utensils.

Clean As You Go Clean as you go means keeping your work area clean and clear at all times. If you spill something, clean it up immediately. If you use something, put it away immediately. This will save time and effort. It is much more difficult to work in an area that is cluttered or dirty.

Keys to Prevent Food- Borne Illness

- Wash your hands regularly
- Keep hot food hot and cold food cold

- Hot food at 145°F or above
- Cold food at 41°F or below
- Cool hot food rapidly, never let it stand at room temperature
- Reheat foods quickly
- Clean with soap and sanitizer solution
- Use utensils to handle food
- Maintain a clean uniform

Dish Area The dish area is one of the busiest areas of the restaurant. Please be courteous to fellow employees by following these procedures for the dish area:

- Always sort items and stack in proper areas
- Empty contents of glasses, and then sort into correct racks
- Empty your tray when you bring it to the dish area, do not leave them for someone else to empty
- Wait your turn, do not crowd other employees or rush them
- Do Not put Hot or Sharp Objects in the sink
- ALWAYS WASH YOUR HANDS AFTER HANDLING DIRTY PLATES, GLASSES OR SILVERWARE!!

Production Lines Remember that we are a team. The only distinction between front of the house and back of the house staff is the area where they work. No one is more important than the other.

The kitchen serves a high volume of food. Here are a few things to remember while in the kitchen:

- FOH staff should not be in the kitchen
- Never go behind the food line
- If you need to ask for something specific, speak to the chef or a manager on duty
- Do not rush or crowd people in the kitchen
- Be aware of people around you
- Listen for calls such as 'behind you' or 'coming through', 'hot'
- Don't forget your 'please' and 'thank you's'
- Please follow directions from the chef when you are in the kitchen.
- "Grazing" at the line is unacceptable and unsanitary.
- Always offer meat temperatures. Always repeat the temperature back to the guest to ensure proper communication.
- The kitchen manager must approve substitutions or omissions beyond normal requests
- The kitchen manager must be informed of all special food requests and VIP's
- Be sure to inform guest that special requests can be time-consuming so there may be delays in food service
- Special request dishes will be tagged appropriately. It is critical that the dish is delivered to the right person
- Recooks should be run by managers whenever possible

Sanitation

Employees are required to practice excellent sanitation practices. These include:

- Thoroughly washing hands after using the bathroom
- Removing aprons before entering the bathroom
- Never touching the top 1/3 of glassware
- Always washing hands immediately after touching hair
- Coughing and sneezing into the elbow (NEVER INTO HANDS!)
- Avoid touching face
- NEVER EAT FOOD AFTER IT HAS BEEN SERVED TO GUESTS

Guest Courtesies In addition to the regular meal service, we also provide our guests with other small courtesies. It is this attention to detail that will make our guest loyal to Revel!

- Everything on the table should sparkle and be uniformly lined up
- When speaking to guests try to use their names whenever possible
- Always make good eye contact
- Keep tableside noise to a minimum. Do not speak loudly on the floor. **Do not discuss personal issues with other staff in front of guests.**
- In passing always acknowledge your guest with eye contact and a smile.
- Always remember that guests have the right of way.
- Limit conversation in and around service station

Benefits

- Shift meal (FOH Staff will be offered menu items at a discounted rate 50%)
- Once per month, employees, who are not working, may bring up to 3 guests and receive a 25% discount for the table.
- However, please understand that seating and service must be provided for our guests first. Remember that although you may be off the clock, other Revel employees are working hard to take care of the guests seated around you...and we all need to make sure that they have a great time and come back!

Pay Revel will comply with all local, state and federal statutes regarding compensation to employees for work performed. The following wages have been set for FOH employees:

Pay Employees will be compensated with the agreed upon hourly rate for up to 40 hours per week. For any time over forty hours the rate will be time-and-a-half.

For any time over forty hours the rate will be time-and-a half. We will deduct all required taxes (state, federal, social security, etc.) from each employee's wages. Paychecks will be issued every other week.

Tip Declaration All tipped employees will report 100% of their tips on a daily basis as required by the IRS. Employees shall keep accurate records of tips for their sake in the event the IRS subjects the employee to an audit.

Tip declaration will be closely watched by management to help ensure the lower possibility of an audit.

Schedules

Availability When you are hired, you and your hiring manager will discuss your availability and your schedule to begin employment. If, at any time, your schedule/availability should change, you must give the scheduling manager at least one week's notice to find a replacement for the shifts you can no longer work.

If your availability becomes too limited or if the restaurant is unable to provide shifts for you to work based on your new availability, your employment may be at risk. Please discuss any potential changes to your schedule/availability with your scheduling manager as soon as possible.

Schedule

- Individuals are responsible for working ALL shifts on their schedule. In the event you cannot work a required shift you must find a suitable replacement and have the schedule change approved by a manager.
- Long term requests (i.e. planning to be gone for a month) must be given at least a month ahead of time.
- Management will do its best to honor all requests
- Our management team will get back to you regarding requests as soon as possible. If you have the opportunity to help a co-worker please be flexible. Please be sure to plan ahead.
- Again, it is your responsibility to seek coverage for scheduled shifts well in advance. Should you need a day off and can not find coverage, approach a manager to address the situation.
- All shift changes need to be written in the shift change log and approved by management.
- Emergencies will be dealt with as they arise. Please notify management as soon as possible if an emergency leaves you unable to work, so that they can find coverage.

Tardiness and Absences All staff members shall be on time, **in uniform and on the floor at the time of their scheduled shifts**. Staff is not to punch in until they are in full uniform. In the event an employee is going to be late, a phone call must be made prior to the start time and you must speak to a manager directly. A phone call does not excuse the tardiness; it only allows others to be aware of the situation. A manager must approve absences or they are considered a no-show.

We keep records of every tardiness and/or absence that occurs. Either of the above offences is subject to suspension and/or termination. In cases where several shifts are missed due to sickness, it is imperative that employees bring a doctor's note when they return.

Clock-In/Clock-Out All employees are required to be dressed and ready to clock-in at their scheduled time . All employees must clock out after they have properly checked out with the manager. If for some reason an employee forgets to clock in or clock out, they must see a manager immediately. You must clock out in between doubles. **Please change into your uniform before clocking in , and clock out before changing out of your uniform at the end of your shift.**

Uniforms

BOH

Kitchen employees must wear an appropriate "Revel logo" t-shirt (2 will be provided to each employee with additional shirts available for purchase at cost), a t-shirt that is approved by management, and a white apron(provided). Kitchen staff may

also wear chef coats, but must provide them on their own. Pants or shorts are acceptable (nothing too baggy that will affect your ability to efficiently perform duties). Non-slip shoes must be worn at all times!!!!!!!

FOH

Dining floor/bar employees will be provided 2 "Revel logo" t-shirts, with additional shirts available for purchase at cost. There will be a "spectrum of colors" that will be deemed as acceptable for leg wear. These include: black, khaki, and non-distressed denim. As in the kitchen, non-slip shoes must be worn at all times!!!!!!

Grooming

- Hair should be neat and pulled back off of shoulders.
- Facial hair has to be neat and trimmed.
- Makeup should remain neutral
- No perfume or cologne should be used.
- Fingernails must remain trimmed and no longer than 1/2 inch.
- Nail polish may worn but must remain neutral in color.

Our Consequences

Each of us make decisions everyday. Please understand that if the decisions you make violate the policies outlined above there are consequences. Violation of the preceding policies may result in disciplinary action. All infractions will be documented and employees may receive written and verbal warnings. In addition to a verbal and written warning, managers have the discretion to determine which, from among the following, may be appropriate consequences for the violations:

- Reduction in hours
- Suspension
- Termination

Termination Policy There are two reasons staff are fired: 1. Lack of Performance: i.e. Employee demonstrates inability to properly perform his/her duties, employee is frequently late/tardy, employee fails to maintain expectations of restaurant, employee has difficulty getting along with team, etc. Employees that are terminated for Lack of Performance are welcome as guests.

2. Gross Misconduct: Employee conducts himself/herself in an extremely inappropriate manner (i.e. violence, drugs, theft, verbal abuse, harassment, gross neglect of hospitality, etc.) . In this case, employees will first be suspended. If the management team decides termination is appropriate, they will communicate this to the employee within 48 hours of notice of suspension. In certain cases management may deem it necessary to involve local authorities. Employees that are terminated for Gross Misconduct are not welcome in our restaurants as guests.

NOTE: Final checks will be mailed to terminated employees at the end of the payroll period to their current address. Cost of uniforms and supplies given or not returned may be deducted from the employee's final check.

The Legal Stuff

Alcohol Consumption The consumption of alcohol while working is strictly prohibited. Violation of this policy can result in immediate termination. Underage drinking by staff is strictly prohibited. Serving underage guests is also strictly prohibited. Staff members who serve underage drinkers will be terminated.

Identification All guests who appear to be younger than 30 should be asked to show proper identification. (See your manager for a list of accepted identification.) If the restaurant is fined for serving underage drinkers, it is the sole responsibility of the server to pay the fine in its entirety. (For more information on Serving Underage Drinkers, Serving Visibly Impaired Patrons and our Alcohol Service Policy, please see information at the end of this manual)

Drug-Free Workplace Standard The use or abuse of controlled substances (illegal drugs) is a danger to all of us. It is therefore a standard of ours to maintain a drug-free work environment. The use of illegal drugs is a frequent contributor to workplace accidents, with resulting loss of life, personal injuries or damage to property. Therefore, we strictly prohibit all employees from using, possessing, selling, purchasing, distributing or being under the influence of controlled substances (illegal drugs). Violations of this standard are not permitted and will result in strict disciplinary action, up to and including termination of employment. Additionally, the possession or use of alcohol on premises, or during working hours, or being under the influence of alcohol during working hours is prohibited. Furthermore, the use of prescription and over-the-counter drugs, except where such use will not affect the employee's ability to safely perform his/her job, is prohibited. If you are using prescription or over-the-counter drugs which may impair your ability to safely perform your job, you must notify your immediate manager in writing of such usage before starting or resuming work.

Equal Employment Opportunity It is the company's policy to ensure equal employment opportunity in all aspects of employment. The company strives to employ and promote the best-qualified person for each job and, in doing so, will comply with all legal requirements. It is the company's policy to ensure equal employment opportunity in full compliance with the Civil Rights Act of 1964, as amended; the Civil Rights Act of 1991, as amended; the Age Discrimination in Employment Act of 1967, as amended; the Americans with Disabilities Act of 1990, as amended; provisions of the Rehabilitation Act of 1973; the Veterans Readjustment Assistance Act of 1974; the Presidential Executive Orders and the regulations of the Office of Federal Contract Compliance Programs in connection with, but not limited to, hiring, placement, upgrading, transfer, or demotion, recruiting, advertising, or solicitation; compensation, training, layoff or termination; participation in social and recreational functions; and use of employee facilities. Breach of these policies by any employee will be grounds for disciplinary action.

Harassment and Professional Conduct

Harassment and Professional Conduct We strive to provide for all employees a professional and congenial work environment, and will take all necessary steps to ensure that the work environment remains pleasant for all employees. The company will not tolerate harassment of any employee by any other employee, supervisor, vendor, client, or guest. Harassment for any discriminatory reason is prohibited by state and federal laws in the U.S., and may subject the company and/or the individual harasser to liability for any such unlawful conduct. With this policy, the company prohibits not only unlawful harassment, but also other unprofessional and discourteous actions.

Sexual Harassment Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or any other visual, verbal or physical conduct of a sexual nature when: (a) Submission to the conduct is made either implicitly or explicitly a condition of the individual's employment. (b) Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee. (c) The harassment has the purpose or effect of unreasonably interfering with the employee's work performance or creating an environment which is intimidating, hostile or offensive to the employee.

Other Types of Harassment We also prohibit harassment on the basis of race, color, national origin, religion, gender, physical or mental disability, sexual orientation, age, veteran status or other characteristics protected by law.

Complaint Procedure Employees who believe they have been subjected to objectionable conduct should immediately tell the harasser to stop the unwanted behavior and report it immediately to a manager. However, if the unwelcome behavior involves a manager or supervisor to whom they directly or indirectly report, they can also seek help from any other manager or Owner. Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating that situation. No employee in this organization is exempt from this policy. In response to every complaint, the company will conduct an immediate, thorough and objective investigation. The company will, to the extent possible, protect the confidentiality of harassment complaints. If we determine that a violation of this policy has occurred, it will take corrective and preventive actions when necessary. A determination regarding the harassment alleged will be made and communicated to the person claiming harassment as soon as practical. Employees violating this policy, however, are subject to discipline up to, and including, termination. We strictly prohibit retaliation against any person by another employee for using this complaint procedure, reporting harassment, or for filing, testifying, assisting or participating in any manner in investigation, proceeding or hearing.

Alcohol Awareness

Legal Drinking Age The legal drinking age is 21 years old. It is our policy to require all individuals who appear to be under 30 years old to provide proper and legal identification.

What Identification is Accepted?

- Driver's or identification license issued by any state or Washington, D.C.
- Armed forces identification card (with birthdate and photograph)
- U.S. passport
- Resident alien green card

What Identification is NOT Accepted?

- College/university ID
- Expired ID
- Social security card
- Government work ID or International driver's license
- INS border crosser card or INS worker's authorization card.

Guidelines in Checking Identification:

- Take your time; don't feel rushed by a guest
- Always be pleasant and polite, but firm when checking identification. Remember the law requires identification.
- If a guest is offended that you are asking for age verification, apologize and respond with "I'm sorry, but this is our policy. If you would like, can I get my manager for you?"

- Never take the word of another employee, friend or guest concerning proof of age.
- Never deviate from the list of acceptable identification for your state.
- Examine the identification carefully on both sides. If you are in doubt ask them a question such as their birth date or address.
- Do not attempt to detain or pursue a person who has attempted to use altered or false identification.

What is Alcohol?

Knowing how alcohol affects the body is an important first step in alcohol awareness!! Alcohol may appear to be a stimulant, but it is actually a depressant. The most important thing to keep in mind when serving alcohol is the absorption rate: The amount of time it takes for alcohol to be absorbed into the bloodstream. Alcohol is metabolized into the body at the rate of about 1 oz per hour for the average person.

Serving Intoxicated Persons Every year, 25,000 deaths, 700,000 injuries and productivity losses totaling 50 billion dollars are related to drunk driving. In fact, alcohol related car accidents are the number one killer of Americans under the age of 40. We all must do our part to keep these staggering statistics from increasing. We have always taken a firm stand on our responsibility to the community regarding alcohol consumption. It is not our intent to serve a guest to the point of intoxication, nor do we advocate any promotion that could cause our guests to become intoxicated.

Blood Alcohol Level BAC is used to measure the % of alcohol in the blood. Higher BAC levels depress the brain activity, impairing balance, memory and muscular coordination. Even greater BAC levels can cause loss of control and even death. Keep these in mind when serving alcohol:

- 1 oz of liquor, 12 oz of beer or a glass of wine is absorbed in approximately one hour if sipped slowly
- Absorption is much slower after eating
- Gulping causes instantaneous intoxication effects
- Drinks diluted with water decrease the absorption rate, while carbonated beverages increase the absorption rate.
- A heavier person will have smaller BAC than a lighter person
- Alcohol has less of an effect on a person relaxed and sitting

Here are some signs of visible intoxication:

- Loud, uninhibited behavior
- Argumentative/ belligerent
- Weaving/staggering/stumbling
- Slurred speech
- Spilling drinks
- Glassy eyes
- Heavy eyelids

Reasonable Efforts When everyone practices consistent reasonable efforts to avoid the irresponsible service of

alcohol, it reduces liability considerably.

- Intoxicated people will not be allowed to consume alcohol
- Offer alternate beverages to slow down
- Suggesting a safe way home.
- Document any unusual situation and any efforts that were made but refused by a guest.
- When a guest is obviously intoxicated, it is against the law to serve them. Get a manager, but never serve them another drink! We are under no obligation to serve an intoxicated guest.
- ALWAYS HAVE MANAGEMENT INVOLVED WITH LIQUOR-RELATED SITUATIONS!

Third Party Liability The Third Party Liability Law states that if more alcohol is served to a visibly intoxicated guest and he/she has an accident, or causes damages as a result, the company, the manager on duty and the individual serving the guest can all be held responsible.

Alcoholic Beverage Service Policy: This establishment is committed to the responsible service of alcoholic beverages. Accordingly, all employees are required to follow the procedures listed below:

No employee will serve an alcoholic beverage to any person under 21 years of age or to any person who is visibly intoxicated.

In order to be served an alcoholic beverage, any guest who is apparently under 30 years of age is required to present documentation that shows him or her to be 21 years of age or older

The employee will check the identification to ascertain that it is authentic. The manager should be informed if there is any appearance of forgery or tampering.

In the absence of authentic identification, or in case of doubt, the employee will refuse service of alcoholic beverages to the guest.

It is the employee's responsibility to notify a manager and or supervisor immediately when a guest shows visible signs of intoxication. The manager or supervisor will then inform the guest that further service of alcoholic beverages is no longer legal and suggest an alternative refreshment.

Any guest showing visible signs of intoxication shall be urged to use the alternative transportation provided by the establishment. If, with strong urging, he or she refuses, a reasonable attempt should be made to obtain the keys to his or her car. If, despite these efforts, the intoxicated guest leaves in his or her car, the license plate number should be noted and the appropriate law enforcement officials should be notified.

After refusing service to any patron, employees will note the appearance and clothing of the individual involved. A form will then be obtained from the manager, filled out and filed on the logbook.

No employee will serve more than one drink to a guest at one time. No employee will serve several drinks to a guest during a short interval. I have read this policy statement, understand what is required in regard to responsible alcoholic beverage service and promise to follow these rules.

Name

Print

Signature *

*This contract will be kept on file with Revel until such time as your employment has ended

Meals during your shift

Everyone needs to eat. Plan your day so you are able to eat before arriving at work. Bring a small snack to store in your locker. Eating of snacks should be done out of view of guests. No personal food may be stored in Revel's coolers.

If you need to eat a meal during your shift: Check with the shift manager that it is an appropriate time to eat. Be respectful of the kitchen staff: please refrain from special orders or off menu items. Close out all tables or transfer to another server. Use the take a break button on the POS. Eat your meal in a timely manner on the short side of the bar. Clock back in, wash hands and return to work.

Money management

Servers are responsible for collecting payment from guests as cash, credit card, gift card, or main street gift card.

Servers are responsible for making change, making sure adequate payment has been left in the ticket book and collecting credit card signature slips. Management will not be responsible for lost ticket books, cash or non-sufficient cash. Server will correct any discrepancies at shift check out.

Servers carry a change bag provided by Revel. Servers are responsible for making sure the correct dollar amount is in the bag at the beginning of shift and shift check out.

Servers are responsible for giving the cash amount owed on a final check out report to the shift manager.

Paychecks

If you lose a paycheck inform management ASAP. A new check will be issued minus any bank or payroll fees.

Tip pooling

The bartender and host will each receive a 10% tip out from credit card tips earned by servers while they are on the clock. Tip pool will be added to paychecks. Tip pooling doesn't prevent a server from tipping out the bartender, host or kitchen with additional funds.

Resolving Cash Drawer Discrepancies

When the cash drawer is short by more than \$5 managers who accessed the cash drawer on the day in question will evenly split the amount owed and pay back in a timely manner.

Cellphones

No cellphones use during your shift FOH and BOH. Provide all family, school/daycare with the restaurant phone number 575-388-4920. Please review the cellphone section.

Recycling

Place all aluminum in the bar recycling bin lined with a plastic bag. Place all cardboard in the blue recycling bin in the dish pit. If containers are full, place bin contents in the chemical storage shed on the patio and alert Kelsey. Kelsey will recycle on Mondays and Fridays.

Personal Items

Everything you bring on shift should be stored in your locker or on the coat rack. Everything you bring in should leave with you at the end of shift- ESPECIALLY FOOD! Double check you have everything before leaving.

Time OFF

Time off requests must be verbalized to a manager before being entered in the time off calendar. Management will do it's best to honor requests. Certain holidays and events are unavailable for requesting off. Please review the scheduling section.

Signature _____ Date _____