



**Dairy Dream of Albany
805 W. Walnut St.
Albany, IN 47320**

**Store: (765) 789-4721
Rex: (765) 749-7305
Email: dairydreamofalbany@gmail.com**

Employee Manual

Welcome!

Hard work, cooperation, and lots of smiles will ensure you have a rewarding and enjoyable job here with us at the Dairy Dream.

The following information is included:

- Company History
- Mission Statement & Company Philosophy
- Orientation Information
- Work Information
- General Policies
- Sample Job Description
- Customer Service Guidelines
- Dairy Dream Bonus Structure
- Welcome to the Dream Team

You must sign and return page 23 before being scheduled for your first shift.

Company History

On May 19th, 1953, Rollie and Lavon St. John (Rex Jr.'s grandparents) opened St. John's Dairy Dream on St Rd 67 in Albany. At that time, they had one soft serve machine and a limited menu that included hot dogs and the same famous sloppy joe recipe the Dairy Dream still uses today.

Together, Rollie and Lavon ran the business until 1978 until Rollie passed away. Shortly after, their son, Rex St. John Sr., purchased the store from his mother and proceeded to run both the Albany Dairy Dream and the Dairy Dream in Muncie. To provide better customer service, Rex Sr. added the drive up window to the Albany Dairy Dream and purchased the car wash next door. In 1991, Rex Jr. decided it was time to commit to the family business. Over the years, he made many changes, the most dramatic being the upgraded cash register system that is computerized with monitors and the increase to three soft serve machines that are more productive, including the addition of a Flavorburst machine.

Rex also added things like Hawaiian Shaved Ice, a Kid's Menu, the Flavorburst's 8 flavors of soft serve, new microwaves and Turbo Chef ovens, a built on storage and freezer building in the back for inventory, and purchased a trailer to take the Hawaiian Shaved Ice on the road! The product is taken to soccer and basketball tournaments, and we've even installed Shaved Ice machines into local baseball diamonds as a fundraiser for little leagues. In 2000, Rex decided to advance our customer service even more with the addition of the Drive Up Order Confirmation System and the drive up headphone system. These together allow the Dairy Dream to serve the customer more effectively and efficiently, adding to our goal of providing the best in customer service.

DAIRY DREAM HISTORY 1953 – Present

In **1953**, St. John's Dairy Dream enterprise began. Rollie & Lavon St. John, sole proprietors, followed their dream. The original building had 2 walk up windows. The menu consisted of vanilla soft serve, chocolate malt soft serve, 8 flavors of fruit toppings for sundaes and shakes, hot dogs and fountain pop. The World Famous Sloppy Joe began here! They were always striving to maintain excellent customer service, a tradition that is maintained today.

In **1966**, Rex J St. John (son of Rollie & Lavon) & Mona Pena St. John started a homemade hand-dipped ice cream store in Muncie - Dairy Dream Inc., a production and retail store. At that time, Albany Dairy Dream added hand-dipped ice cream to their menu.

In **1978**, Rollie St. John passed away. Two years later, Rex J purchased Albany Dairy Dream from his mother, Lavon St John. Rex Sr. added a drive-up window, a triple headed twist soft serve ice cream machine, a slush machine and multiple microwaves. The BBQ sandwich, pizza and nachos were added to the menu.

In **1987**, Rex Sr. and Mona sold the Dairy Dream in Muncie. Rex Sr. focused on operation and management of Albany Dairy Dream.

In **1991**, Rex H St. John Jr. and his wife then, Angela Dawn, purchased Albany Dairy Dream. Rex Jr. purchased a drive thru computerized order confirmation system and headset communications system. He added two Turbo Chef® convection ovens and a second fountain pop machine. They purchased a Flavor Burst™ add-on unit for the soft serve equipment, allowing them to offer 8 additional flavors. Hawaiian Shaved Ice and ice cream cakes were also added to the menu.

In **2000**, Rex Jr. purchased a concession trailer featuring Hawaiian shaved ice to cater to events in the local area and in surrounding counties. The Albany Dairy Dream concession trailer participates in the annual “Night of Fire” at the Muncie Drag Strip. Dairy Dream sells specialty sundaes and Hawaiian shaved ice.

In **2012**, the reward promotion program was implemented for different levels of purchases. The program offers gift cards, tie dye t-shirts, RTIC® Dairy Dream logo tumblers and fleece jacket embroidered with personalized name and Dairy Dream logo.

In **2014**, Rex Jr. purchased a smoker, adding hickory smoked pulled pork and smoked potato.

Dairy Dream Recognitions & Awards:

- ❖ Muncie Area’s Finest 2005 - Ice Cream store category winner (by Muncie Star Press)
- ❖ Muncie Area’s Finest 2006 - Ice Cream store category winner (by Muncie Star Press)
- ❖ Taste of Muncie 2010 - Drink category winner “Homemade Root Beer”
- ❖ Taste of Muncie 2011 - Drink category winner “Cotton Candy Mountain Dew”
- ❖ Taste of Muncie 2012 - Food category winner “Homemade Sloppy Joe & Nachos”
- ❖ Taste of Muncie 2012 - Winner “Best of Show”

Company Philosophy

Dairy Dream mission statement:

At Dairy Dream, our mission is to continually serve the community premium quality ice cream and homemade, authentic food with the same passion that the St. John family started with in 1953.

We strive to offer an excellent product and a memorable experience to the customer, which is a culmination of nearly 65 years of family experience in the ice cream business. We seek to provide the customer with a great value as well as an experience that is relationship-building. Here are some reasons why we believe our customers give us their business:

1. Fast, courteous, friendly service.
2. Employees who are a notch above any others in the fast food industry.
3. High quality products that have been perfected over 60 years.
4. Customers feel like they have grown up with us.
5. We show that we truly care about our customers.
6. Atmosphere provides a relaxing location with picnic tables, a school playground, and baseball parks nearby.
7. Products that are made from scratch and simply taste better than other ice cream businesses where they just open a store-bought can.
 - 11 of our 13 sundae toppings are homemade! The sloppy joe, coney sauce, hickory smoked pork BBQ, cake batter and orange pineapple hand dipped ice cream, all soft serve flavors, and all syrups and flavorings are also homemade!

Orientation

After reviewing the videos and doing the worksheets, you will be given 2 weeks worth of scheduled hours. You will be responsible for knowing when you work and for showing up to work a minimum of 5 minutes before your scheduled shift. Failure to do so will result in being signed in for the next quarter hour. This is required before every shift so that you have time to read the info board, memorizing any and all specials, and to check your schedule for any changes that may have been made.

Your beginning shifts will often be from 4-7pm for 2-3 days after school and/or from 11-2pm on Saturdays or 4-7pm on Saturday or Sunday. During these initial work hours, you will be “shadowing” one of our present employees to learn how things are done. You will advance out of shadowing and advance on the pay scale based on how fast you learn in your work at the Dairy Dream. The faster you memorize things i.e. Study Sheet prices, Drive-Thru greetings, and standard verbiage and questions, the faster you’ll receive pay increases. Each person is different and will learn at a different pace, but all trainees are expected to know the basics on making cones, shakes, sundaes, super blitzes, sandwiches, and drinks by the time they’ve worked 20 hours. By this time, you should be able to make almost everything by yourself without shadowing another employee.

Work Information

Everyone at the Dairy Dream is considered seasonal help. Upon original employment, you will be paid as an hourly employee, paid for the number of hours you work in your 2-week pay period.

Levels of employment:

Employee

- Paid by the hour for hours worked per 2 week period
- Pay raises given as you advance out of training and show diligence in learning all aspects of the job
- Part time hours (less than 35-40)

Crew Chief

- Paid by the hour, with pay raises given according to your work level, productivity, adherence to the assigned schedule, etc.
- Part time hours (less than 35-40)
- Trained to assist the Shift Manager in the responsibilities of the general operation of the store including closing.

Mixer

- Some employees will be taught to MIX in the backroom (make some of our main products)
- MIXERS will be paid an additional \$.90 per mixing hours

Manager

- Paid per hour with additional raises per hour
- Bonuses per pay period based on store productivity and the performance of the crew during your shift
- Chance to be part of Dairy Dream's profit sharing plan (Managers who have worked a total of 1,000 hours, have worked for us for 3 consecutive years, and who are age 21+ are eligible to participate). This is based on a percentage of your total pay; that percentage will be put into an IRA which is a Mutual Fund set up in your name.

Store Hours: **9:00 a.m.–9:30 p.m. Monday–Thursday**
 9:00 a.m.–10:30 p.m. Friday–Saturday
 12:00 p.m.–9:30 p.m. Sunday

***In the summer we are open until 10:30 pm every night, except Sunday.**

Shifts:

Day Shift – usually 10 or 11 am – 4pm, or 12pm – 6/7pm

Evening Shift—usually 4-7pm, 7-10/11pm, or 4-10/11 pm

***Opening shifts, closing shifts, and weekend shifts are part of the above posted hours.**

****Shift times will vary due to changes in weather, ball diamond schedule, etc.**

*****Just because you are scheduled till 11 p.m. does not mean you will get off at 11. Closing and cleanup duties need performed every night; some busy summer nights (specifically, Saturdays), cleanups take until as late as 1 a.m. Please let Audrey know the latest you are able to stay each night of the week.**

Scheduling:

- All schedules will be posted 2 weeks in advance. For schedule requests, all time requested off will be considered but cannot be guaranteed. Requests will be given in the order in which they are received. If you know in advance of a family vacation, for example, please turn those dates in to Audrey as soon as you have them. Requests for time off must be made **2 weeks in advance** before the schedule is posted. Every effort will be made to schedule around your need if the request is made 2 weeks in advance. Leave your request off form in the folder on the back door for Audrey.
- **Changes to a posted schedule:** It is **your job** to check the schedule and find someone to switch hours with you or someone who is willing to take your hours. Any schedule changes **MUST BE APPROVED** by Management. Failure to do this will result in a written warning (1st offence).
- All employees are responsible for signing themselves in when arriving and signing out when leaving for the day/night. These schedules are what you are paid from, so if you forget to sign in/out, you will not be paid! At closing, Managers will calculate the total hours worked for the day.
- It is your responsibility to check your schedule regularly via the When I Work app for any changes that have been made. Make sure to have push notifications & email notifications turned on for the When I Work app so that you receive any changes immediately when published.

Vacations:

Since we are a seasonal business, vacations in the summer or time requested off cannot always be granted but will be considered and every effort made to arrange it. Summer holidays, i.e. Memorial Day, Mother's Day, Father's Day, Labor Day, the 4th of July, and Customer Appreciation Day are **BIG WEEKENDS** at the Dairy Dream and our customers deserve the best service at these times as well as all other days. Bonuses are given out to those employees who do work on the holidays (\$5 for day shifts; \$10 for closing shifts).

Sick Days:

If in the event you are sick, a manager at the Dairy Dream needs to be notified a minimum of 2 hours before your scheduled shift. If you do not attend school that day, it is best to notify us first thing in the morning so that arrangements can be made to cover your shift. You are expected to have a note signed by your parents or a Doctor explaining the condition that is causing you to miss work.

Absences/Tardiness:

If an unexcused absence/tardiness occurs, a verbal warning will be given.

If a 2nd unexcused absence/tardiness occurs, a written warning will be given & you may be laid off for a certain period of time.

If a 3rd unexcused absence/tardiness occurs, you have chosen to work somewhere else.

Skipping Work/“No Call, No Show” Policy:

1st offence: Verbal warning

2nd offence: 2-week layoff

3rd offence: You have chosen to work elsewhere.

Definition of tardy:

If you are not out front – ready to work – on the hour that you are to begin work (this means you’ve fixed your clothes, hat, hair, nails, breath, jewelry, etc., have washed your hands, have thoroughly checked the info board for info you need to know before your shift, and your phone put in the Phone Zone 5 minutes early), then you are tardy! This is why you are considered late if you arrive less than 5 minutes before your scheduled shift.

Paychecks:

The work weeks run from Mon-Sun, with your paycheck covering the previous 2 weeks of work. Hours are provided to our accountant every Sunday p.m. after close. Dairy Dream utilizes direct deposit, and all necessary paperwork must be filled out and turned in before you can get paid. All paystubs are distributed via email.

Employee Purchase Discounts:

All regular employees will receive a 25% discount on all of their purchases at the Dairy Dream whether working or not. Managers receive a 50% discount. All employees will use our charge system to pay for their purchases, never an exchange of cash in the store. The charge system involves a Manager ringing up your order, having you sign the order receipt, the Manager and another qualified employee will initial the receipt, and the receipt will be dropped in the daily lock box. After this process, then the manager will proceed to make your order. **Employees do not make their own food.** A Manager will always do it for you.

At the end of each pay period, any charges that you have are added together and are given the 25% discount (50% for managers) – that amount is then deducted from your net pay.

Employees over 40 years of age may pay cash for their purchases. If an employee chooses to use the drive thru, someone else must pay.

Disciplinary:

As stated in the beginning, everything in this handbook makes up our Non Negotiable Standards. In instances where a Non Negotiable Standard is not performed to the definition, there will be a one-on-one verbal warning with Rex or Audrey for that offence. Upon a second occurrence, a written warning will be issued and will be sent home for a parent or guardian to sign. A third occurrence will constitute that the employee has chosen to work somewhere else due to non-adherence to the Non-Negotiable Standards set forth in this document.

General Policies

Always remember to SMILE and that CUSTOMERS are our FIRST priority! You should constantly and consistently see that each and every customer is served promptly and properly! When a customer says, “Thank you,” the proper response, 100% of the time and non-negotiably, is, “My pleasure!”

Customers:

- Never keep a customer waiting; always quit the job you are working on and get to the customer immediately! If working with ice cream, place it in the freezer to keep it frozen.
- Treat the customer as you would always want to be treated!
- The customer is always right – never argue with the customer! Remember, your facial expressions and tone of voice can display a negative attitude to the customer. If you are not sure how to handle a situation with an unhappy customer, get a Shift Manager, Rex, or Audrey to assist you immediately!

Return Policy:

- If a customer returns a product for any reason, ALWAYS say, “Thanks for bringing this to my attention! What can I do to make your experience here a more positive one?”
- If it is a food or ice cream product that needs to be remade, do it promptly. If they want their money back, do that promptly, also. (You must get a manager to refund the money, void the receipt, and give them a \$5 gift card.)
- If they were not given all of their order, put an extra bag of chips (if it’s food) or upsize the product to the next size up than they paid for – be sure to mention “It is the owner’s wish that you get a little something extra for the inconvenience, so we’ve added (a bag of chips) or (upsized your product). Thank you for bringing it to my attention.
- SMILE – always smile! (Even if they are not!!)

Responsibility on the Job:

Personal Appearance and Attire:

- **Clean** white/khaki pants or shorts (shorts must reach mid-thigh or **longer**)
- **Clean** Dairy Dream uniform shirt
- **Clean** white socks (if you are wearing shorts and they can be seen)
- **Clean** tennis shoes that do not leave black marks
- **Clean** Dairy Dream hat with name tag attached and easy to read
- Hair groomed neatly/pulled away from face and shoulders
- Excessive make up will not be allowed
- Cologne or perfume should not be overbearing
- Fingernails need to be CLEAN – if fingernails are painted they must be completely painted

- Visible body piercings other than ear piercings, including but not limited to facial, mouth, or other, **MUST** have a post or stud earring. Otherwise, the piercing will be required to be covered by a Band-Aid at your expense. You may also wear a face mask to cover them.
- Jewelry must be worn in moderation, no dangly earrings or necklaces that can interfere with your work or get caught/wound up in any of the machines. **Dairy Dream cannot be responsible for any jewelry that gets broken or lost while working.**
- Hands must **ALWAYS** be washed before working **AND** after any of the following.
 - Touching face or hair (do not do in front of customer)
 - Use of tissue or handkerchief (do not do in front of customer)
 - Eating (eating must be done at break table)
 - Using the restroom
 - Doing trash (inside/outside)
 - Before and after using gloves
- If you have to sneeze/cough, turn your head completely into your shoulder – not into your hands!
- We do not want anything to distract from the image of our store and your cleanliness and presentation are of utmost importance to every customer and to your job!

Food and Ice Cream Preparation:

- All products must be prepared like you are trained to prepare them and as posted product charts direct you to do.
- Ice cream products should be neat and pretty, not rushed and sloppy!
- Food items should go out neat, cooked correctly, and with order complete! Remember to start food items that take longest to bake first, then get your ice cream and drinks as food items are cooking! Don't burn things!
- All ice cream items will be weighed each and every time! (Inconsistent portions anger customers and are not acceptable! Consistent portions/sizes from day to day and employee-to-employee is most important!)
- Extras like cheese, extra topping, extra candy, etc. can be done for an additional charge, which are located in the cash register and/or on the extra charges sheet. Again, follow posted charts as to how much needs charged.

Safety on the Job:

- We strive to keep the working area safe at all times and have taken all precautions to insure your safety – please work safely at all times!
- Proper forethought on handling, carrying, lifting, etc. can prevent most mishaps from occurring.
 - Lift with legs bent, down low, back straight, with the weight close to the body **ESPECIALLY when putting the slush can into the cooler.** Do not lift with your back! If it is too heavy, get help from another employee.
 - Always cut away from your body when using utility knives on boxes.

- Handle knives and sharp objects with care! Don't put knives down in the soapy wash water - place them to the side of the sink.
- Handle hot nacho cheese, sloppy joe, etc. with extreme care using techniques you learn in your training. Be careful when stirring and lifting hot containers from the microwave – especially items in a styrofoam container. Be sure to put a lid under the container to keep the bottom from busting out, leaking hot contents on your hands.
- When opening cans, never open the can all the way so that you can fold the lid back inside the can before disposing.
- No running!
- Never mix bleach and ammonia together – it creates a DEADLY gas!
- If you are ever feeling sick, inform the manager immediately – sit down for a moment or get what you need from the restroom medicine cabinet.

In case of an accident or injury, inform the Manager immediately for proper procedure clean-up. First aid supplies are in the bathroom medicine cabinet. Insurance information is posted on the back door for injuries that need to be seen. Please contact Rex immediately.

*Our insurance company reserves the right not to reimburse you for an injury if you fail the drug test after the injury.

Visitors on the Job:

Friends or family may come to visit you at work. If they do, you must make sure there are no other customers in line – that means ZERO! If there are no other customers besides your friend/family, you may spend a maximum of 2 minutes speaking to them and arranging to communicate later when you are not working! A manager will wait on all friends/family; if it is the manager's friend/family another employee will wait on them. The goal is to keep giving the BEST CUSTOMER SERVICE that **all** of our customers deserve.

No persons are allowed in the back door except for employees and delivery people.

We will make an exception for a small child or elderly person who needs to use the bathroom. (After you tell them we do not have a PUBLIC restroom, however, they can use ours if they come around to the back)

Loitering:

Managers have the authority to request anyone who is “hanging around” for no reason or who is “goofing off” in the parking lot to leave the property. If you know the person doing so, it is in your best interest to ask them to leave before we have to. If a request to leave is not responded to, the police will be called to enforce it.

Telephone Use:

Managers will always answer the phone unless otherwise busy with a customer. If the Manager cannot answer, the next most experienced employee will answer it. The phone needs to be answered before the 3rd ring. This is very important, again, for giving the best in customer

service. When answering the phone, please say with a smile, “Dairy Dream! (Your Name) speaking. How may I help you?”

*Personal calls are only to be made after hours when you are not on the clock. The only call that can be made during your shift is if you need to call to confirm a pick up time with your ride. Time limit of the call is 1 minute.

Cell Phone Policy:

Only managers are allowed to have their phones during their shift. All regular employees’ cell phones are to be put in the Phone Zone above window 1 before their shift begins. If this is not done, you will be clocked in 15 minutes late. You are not to get your phone down for any reason until your shift is over and you are clocked out. Please give family and friends Dairy Dream’s number (765-789-4721) in case of an emergency. Note: if your phone is taken down before your shift ends, you will be clocked out at the time the phone is taken down, no later.

Breaks:

- Breaks are only taken on shifts longer than 4 hours and only if there is time for you to be away from helping customers. **No breaks will be granted between 7 and 9:30 p.m.** The Manager on duty will let you know if and when you can break.
- It is often so busy that nobody gets a “break” by sitting down at the break table. For this reason, it is important to eat before you come to work.
- If you would like to purchase food items while at work, you are to ask a manager and follow the procedure listed above under “Employee Purchase Discounts.”
- If you are scheduled to work a long shift and you want to bring in food from home, that is fine, however, no glass containers. Food must be kept in the cooler or on the small break table until there is time to eat it. Again, there may not be time to eat during your shift.
- You may not leave the Dairy Dream premises to get food on your break unless special permission is granted by Rex. Your parents expect you to be at Dairy Dream throughout the entire duration of your shift. Dairy Dream cannot be responsible for your safety and/or whereabouts if you leave the building/property.
- One free medium drink in Dairy Dream cup (clearly marked with your name) is given every shift so you can sip from this as you’re walking by the break table.
- No food or drink is eaten anywhere except the break table area. (This is a Health Board issue and must be enforced at all times!)
- If you are eating on the front lay down freezer make sure you are behind the refrigerator and microwaves to ensure that no customers see you eating.

Parking:

- Parking Priorities:
 - #1 spot to be filled by an employee is the left front corner spot that points to the big cone sign.
 - #2 spot to be filled by an employee is the parking spot that faces into the drive up window from the right side of the building.

- Everyone else must park behind the Dairy Dream in the gravel behind the light pole or at the car wash. No one is to ever park directly behind the building. That is where deliveries are taken in and shaved ice work is carried out.

Smoking:

Employee smoking is not allowed at the Dairy Dream. Your breath and clothes should never smell like smoke when coming to work.

Drugs/Alcohol/Weapons:

The use of or being under the influence of drugs or alcohol or the possession of a weapon on Dairy Dream property indicates you would prefer to work somewhere else.

Employee Theft:

All of the Dairy Dream Management staff, the cameras, as well as our many loyal customers will always be watching for any stealing of money, products, or any unfair serving sizes. If an employee is caught in one of these dishonest acts, he/she will be immediately dismissed. If you see someone stealing from the Dairy Dream and report it, the Dairy Dream will give you a \$100 reward for reporting what you saw. All claims will be verified by camera.

There is a “purse bucket” located in the front of the store where all your valuables should be stored throughout the duration of your shift. Do not store your wallet or any valuables in the bathroom where they can be accessed by others. Out of sight, out of mind.

Discrimination and Harassment:

Any discrimination between employees or between employees and customers will not be tolerated. Avoid confrontation by turning your back to the other person and walking away if you foresee an altercation. In the event something does happen, the situation must be brought to the owner’s attention through a written document detailing the behavior that is not acceptable.

All of us are expected to be honest, pleasant, hardworking, and courteous to our customers and coworkers AT ALL TIMES! Remember, what you say and do on social media is now a reflection of Dairy Dream. Please do not engage in perceived negative behavior.

When working at the Dairy Dream, all employees are expected to conduct themselves in a professional, business-like manner. Remember, you are a representation of the Dairy Dream to every customer who sees you and we want that representation to be positive! With that in mind...

NEVER, EVER:

- Eat, drink, groom hair, touch face, or use a Kleenex in front of a customer
- Grab cones or cups by placing your fingers down inside them
- Smoke or chew gum inside Dairy Dream
- Engage in horseplay, use loud or profane language, or gossip

- **Allow friends in the store, or socialize when there are customers to be waited on**
- **Say something about a customer or their order (customers are right outside 3 windows and can hear you!)**
- **Play favorites or be dishonest by giving one customer better service or larger servings than another**
- **Lean on anything (if there's time to lean there's time to clean!)**
- **Bring reading material or homework to work**
- **Argue with fellow employees or discuss store problems or concerns with or in sight of customers or on Facebook**
- **Go out of the store to confront a customer – if there is a problem with a customer, get a Manager immediately**
- **Ignore a customer and assume someone else is taking care of them. ALWAYS DOUBLE CHECK TO BE SURE THEY HAVE BEEN WAITED ON AND ASSIST YOUR COWORKER IN MAKING THEIR ORDER.**
- **Let ice cream sit out – this will destroy the product. Ice cream must be quickly placed in the freezer before waiting on the customer.**
- **Downgrade a competitor's product; just praise the quality of ours! (Freshness, homemade since 1953!)**
- **Ignore a Manager's wishes or instructions – all assignments must be carried out promptly and without question – ask if you do not understand the assignment, but be sure you do it! It takes all of us!**
- **Let anyone in the back door that you do not recognize as an employee or delivery person (have them call inside the store).**
- **Give out phone numbers of employees or owners unless OK'd by management.**
- **Use the telephone without permission from Manager.**
- **Leave your shift at work without the approval/dismissal from the Manager; even if it's time for you to leave, you must check with the Manager first for final instruction before you leave your shift – the job you are working on must be completed or must be clearly passed on to another employee before you leave!**

Although there is a system of verbal & written warnings for failure to follow our standards, the following examples of conduct will result in AUTOMATIC and IMMEDIATE dismissal:

- **Theft of money, food, or products, including time! If you are on the clock, you are expected to be working.**
- **Giving anything away to customers for free (this is stealing!)**
- **Being disrespectful, uncooperative, or sarcastic with managers or owners**
- **Reporting to work under the influence of alcohol or drugs.**

***Lie detectors can be used in any unsolved money shortage situations.**

Sample Job Description

Job Functions

- Start and complete sales transactions with customers – greet, sell with ideas/suggestions, complete cash and/or credit transaction, close sale
- Prepare products ordered according to weights, amounts, proper esthetic/appearance, and customer request(s)
- Perform cleaning duties in all areas of the store: food prep area, windows, counters, dishes in backroom, tables and trash cans in outside seating area, parking lot, etc.
- Possess and implement a general working knowledge of machines and equipment used in food preparation – shake machines, super blitz machines, ice cream machines, shaved ice machine, pumps, crock pots, etc.
- Stock supplies as needed for shift/day
- Work as a **team** to ensure constant and consistent customer satisfaction. They are your paycheck!

Personal Qualifications

- Employees *MUST*:
 - Exhibit good manners, neat/clean appearance, proper personal hygiene, and the ability to work with others
 - Have a positive attitude and desire to do the best possible job at all times
 - Adhere to the posted rules, food handling procedures, and meet any and all local and federal health regulations

Hours

- Work hours will include daytime, evening, and/or weekend shifts. Shifts may involve opening the store for the day's operations or closing the store at day end with the complete cleanup of the store's facilities.
- Attendance at employee meetings is mandatory!

Responsibilities

- Quick, efficient customer service
- Consistent product preparation and portions
- Maintain necessary supply of food items and paper products at all times (know how to stock/fill all items)
- Cleanliness in work area, around customer windows, storefront, picnic table area, etc.
- Show a clear understanding of food preparation, presentation, etc.
- Create and maintain a positive, upbeat atmosphere among employees and with customers—this is an ice cream store! People come here to indulge, enjoy, and have fun!
- Carry out all other assigned duties from manager to-do list or verbal instructions

- YOUR SCHEDULE. You are the only one responsible for your shift. If you are scheduled within your submitted availability, you are responsible for either working your shift or finding a suitable replacement with a manager's approval.
- Everyone except daytime managers are required to work a minimum of 2 of the 3 weekend night shifts (Friday, Saturday, & Sunday).

Opportunity

- As a Dairy Dream employee, you will gain valuable business experience, as well as excellent customer service standards, in a fun, fast-paced, competitive food industry.
- You will have the opportunity to advance to management positions i.e. Shift Manager or Mixer, increasing your pay and attaining potential for bonuses.
- You will have the chance to work with a variety of people, developing your interpersonal and relational skills. Not everyone you work with will be your best friend, but that does not mean they are invaluable to the function of the business. It is important to work well with each of your Dream Team members to provide our customers with the best possible customer service and satisfaction.
- Dairy Dream hosts many events and themed nights that we encourage both employees and customers to participate in. These events are opportunities to have a little *extra* fun at work by dressing in costume, running the shaved ice trailer at an event, or taking the day off entirely for Employee Appreciation Day. Check the calendar for details/updates.

Customer Service Guidelines

Remember, you are the star behind the counter! Customer service is important to the store's success and to your job. Good customer service is what brings customers back!

1. As the store representative, be dignified, courteous, and positive with ALL customers by greeting them with a smile!
 - “Welcome to the Dairy Dream! What can I get for you today?”
 - “Hi! What sounds good today?”
 - If they want food say, “May I recommend our world famous sloppy joes?”
 - If they want ice cream say, “May I recommend one of our signature banana splits?”
2. When you're busy making another order, take a second to open the window, greet the new customers with a smile and say “I'll be with you in a moment.” When you wait on them say, “Thank you for waiting.” Do not ignore a customer and expect someone else to wait on them!
3. Show an interest in the customer. Use customer's names when possible. This makes friends for the store. They will come back!
4. Understand the order. Always repeat the order back to the customer. Listen carefully to ensure accuracy.
5. Know the prices. Refer to the order sheet posted at the window as needed.
6. When giving change back: EXAMPLE: your order was \$1.53 out of \$5, here is your change. \$3.47, 3 bills and 47 cents.
7. Know the products and specials as well as the ingredients.
8. Thank the customers and invite them to “Please come again!”
9. Assist customers with their selection by using sample spoons for those who wish to sample anything (syrups, soft serve, hand dipped, sloppy joe, BBQ)
10. Pay attention to their concerns and likes and suggest something you think they might like. Remember, we can create just about anything. If a customer has a really odd request, or a special order, NEVER act as though they are a bother. We're here to serve them!
11. Remember, the customer wants to be waited on as quickly as possible. Efficiently and effectively, quickly and correctly. Don't rush and make a product appear sloppy! Appearance is a very important part. If you don't think you would eat it, do not serve it!
12. When serving the order, make sure any and all appropriate items are with it (napkins, straws, spoons, sporks, condiments, etc.)
13. Tell customers with large orders, or items that take a long time (Rex Tex Mex sandwiches, Double Cheeseburgers, etc.) that it will take a few minutes. We make everything fresh to order and nothing is cooked ahead of time!

REMEMBER: The Dairy Dream and you (the employee) are dependent on customers. We are not doing the customers a favor by waiting on them. They are doing us a favor by giving us the opportunity to wait on them!

THE CUSTOMERS ARE YOUR PAYCHECK!

“NON-NEGOTIABLE STANDARD” DEFINITION: The minimum effort and behavior in specific tasks that the employee must perform *100% of the time in exchange for a paycheck.*

DAIRY DREAM NON-NEGOTIABLE STANDARDS

1. ALWAYS smile to the customer.
2. When the customer says, “Thank you,” you reply by saying, “My pleasure!”
3. If you can’t work your shift, it is your responsibility to find a replacement of equal or higher ability/skill, trade shifts with another employee, or work the shift you were scheduled.
4. Whatever you see: Pick it up. Clean it up. Wipe it up. (Especially windows!)
5. Call in 1 hour before your shift is scheduled to start.
6. Dairy Dream expects you to conduct yourself professionally & as a positive representative on all forms of social media.

UPSELL STANDARDS

1. When a customer doesn’t specify a size, reply back stating “Large”
2. When a customer orders a cone, always ask, “Would you like to try that in a freshly made, homemade waffle cone today?”
3. When a customer orders a sundae, always ask, “Would you like nuts and whipped cream on that?”
4. When a customer orders a smoothie, shaved ice, or even a blitz, always ask, “Would you like whipped cream on that?”
5. When a customer orders a hot dog or coney dog, always ask, “Would you like to try nacho cheese on that?”
6. When a customer orders a soft serve cone, always ask, “Would you like sprinkles, Twinkle, or dip top?”
7. When a customer orders a pizza burger, always ask, “Would you like nacho cheese on that?”

8. When a customer orders an ice cream sandwich, always ask, “Would you like to try a Gourmet Ice Cream Sandwich made with a Chocolate Chip, Snickerdoodle, or Oatmeal Raisin cookie today?”
9. When a customer orders a quesadilla, always ask, “Would you like bacon bits in your quesadilla?”

**ALWAYS HAVE SUGGESTIONS FOR CUSTOMERS IF THEY ASK
“WHAT’S GOOD HERE?”**

Dairy Dream Bonus Structure

Each week, you have the opportunity to earn a \$20 bonus—that’s FREE MONEY. How does it work? If you work 20+ hours over the course of a weekend including 2 weekend closing shifts minimum (Friday, Saturday, or Sunday), or all 3 weekend closing shifts, you’ll qualify! If we are open a total of 32 weekends in a season, that’s \$640 in your pocket. This bonus is paid each pay period for a maximum of \$40.

Want extra income? Refer employees to Dairy Dream!

Refer a new employee to us (they must list your name on their application) and receive \$10 IMMEDIATELY! If they are hired and average at least 20 hours a week, you will receive \$50 after 60 days of their employment. If they stay until Closing Day (and have worked for Dairy Dream for longer than 90 days), you’ll receive ANOTHER \$50.

THE DREAM TEAM

WELCOME to the Dream Team. We're very glad to have you and hope that you are looking forward to working with us as much as we are with you! Please take the time to read through all of the information below, as it is imperative to understand the values and qualifications of a member of the Dream Team.

What It Means to Be a Dream Team Member:

It takes more than great ice cream to make a great ice cream store. It takes a fun and exciting atmosphere, exceptional customer service, and dedicated employees—on top of the best ice cream in town. We want our customers to have a positive, memorable experience each and every time, and the Dream Team is a huge part of making that happen.

We have high expectations for our employees. We want each member of the Dream Team to treat everyone, especially our customers and fellow teammates, with professionalism and respect. We want you to have fun at work, but at the same time, we expect you to work hard and behave responsibly. Drugs, alcohol, harassment, and/or disrespect will not be tolerated.

As much as we would love to allow everyone the flexibility to work when it is most convenient for them, the reality of our business is that most of our customer traffic occurs in the evenings and on weekends, especially weekend nights. So inherently, these are the most important times we need you to be available to work so that we can provide our customers with the excellent service they expect and deserve. Remember, in your interview, we verified that you would be available to work at minimum 2 of the 3 weekend nights (Friday, Saturday, or Sunday). We take this commitment very seriously.

School responsibilities should always come first, so we'll be as flexible as possible in scheduling shifts around any school-related obligations, sporting events where you are a **participant**, or other significant needs. In return, we ask that you understand that when the weather is cold and/or rainy, we may need to cancel some shifts.

If you have questions about anything in this handbook, please feel free to ask Rex or Audrey. Please also take the time to thoroughly look over the study sheets before you start working. If you have not done so already, please provide your schedule/availability to Audrey so that you can be added to the schedule and start your DREAM JOB! Again, welcome to the Dream Team.

Please sign and return this form before your first shift.

I, _____ have read and understand what it takes to be a part of the Dream Team. I know it is my responsibility to come to work for every scheduled shift with a smile on my face, a positive attitude, and a willingness to work hard & provide excellent customer service. Any and all questions I have concerning my employment and relationship with Dairy Dream have been answered to my satisfaction.

Signature: _____ Date: _____