



BRINGING A TASTE OF HAWAII TO MICHIGAN

STANDARDS

MISSION STATEMENT

Create a space in the community where joy and togetherness blossom as people enjoy shave ice.

EMPLOYEE STANDARDS

Honesty and Reliability: Don't lie, steal, or cheat; and be to work when you are supposed to.

Efficiency and a Sense of Urgency: When you come to work, you need to be prepared to work. You need to be able to work at a quick, hustle pace. A "sense of urgency" means you work fast all the time, **even if it is slow**. There is never a time when there isn't something to accomplish in the stand. You're expected to look for problems and come up with solutions if everything else is done.

Energy and Enthusiasm: Bring enthusiasm for the job. We are all about creating experiences that foster joy. We just want happy employees. A smile goes a long way. This embodies our mission and purpose: to bring joy to others through shave ice.

HIRING EVALUATION

At Hau'oli Shave Ice we have a 3-day evaluation process. Your work performance will be evaluated throughout your first 3 shifts by one of the owners and key employees. A decision will be made after your 3rd shift as to whether employment will or will not continue. This also gives you a chance to "try-out" the food service business.

CREATIVE TRAINING

You will be given several training opportunities designed specifically to empower you to take control of your job, be more creative, and take initiative. For example, you are encouraged to seek ways to improve your craft in everything you do, from shaping the snow and taking payments, to cleaning and creating products. We encourage you to try new recipes to share with staff and the owners. They may even become promotions or new menu items, for which you'll receive credit. Your creativity will play a role in the development of the Hau'oli brand and the quality of its products. You are also encouraged to take initiative with improving the procedures and processes as you will have first-hand experience with what is working and what needs improvement. If you have an idea for a better way to do something, please share it with your colleagues and the owners.

UNIFORM

All employees are expected to wear a clean, unwrinkled Hau'oli Shave Ice T-shirt. All shorts or pants need to be worn in a manner that doesn't expose undergarments. No open-toe shoes or crocks. Proper washing and care of your uniform is mandatory.

APPEARANCE/GROOMING

Daily shower, deodorant, and neat hair are necessary. Due to health department guidelines, Shoulder-length or longer hair must be restrained. To avoid getting caught in machinery, no large dangling earrings or long necklaces. Facial hair needs to be trimmed and kept neat. Facial hair that is shorter than a half-inch doesn't require covering, but anything over that limit will require a beard net.

ATTENDANCE

Show up 5 minutes before shift, ready to work, and in proper uniform. Not showing up for a scheduled shift is grounds for immediate dismissal, which is determined by the owners. When calling in sick, you're responsible for covering your shift. If you are unable to find a replacement, you will need to let one of the owners know 3 hours before your shift so they can make arrangements to cover your shift. You are responsible to call in for yourself. **If you are too sick to call in yourself and have someone else call in for you (roommate, parents, spouse, etc.), you will need to get a doctor's note to return to work.**

Initial here _____

CELL PHONES, TEXTING, AND MUSIC

The use of cell phones and text messaging at work is prohibited. No employee is allowed to wear headphones of any kind while clocked in. No personal music devices are allowed to be plugged in to Hau'oli Shave Ice stereo systems.

SCHEDULING

The schedule is done two weeks at a time. Requests for time off need to be in **by Tuesday at 5:00 PM the week before the new schedule comes out**. Schedules are posted the Thursday before the schedule starts. New schedules start on Mondays. Request no more than one weekend off a month. We are closed Sundays, so you will have every Sunday off. Remember that your time-off requests are "requests," not guarantees. We will do the best that we can to work with your schedule. All trading is up to you, but you'll need to notify one of the owners of any trades.

PAYROLL

Payday is twice monthly. The first thru the fifteenth is paid on the **22nd** and the sixteenth thru the end of the month is paid on the **7th**. If a payday falls on a Saturday, Sunday, or holiday we will do our best to pay on the Friday before the weekend. All paychecks are direct deposit. You must have a bank account to be employed with Hau'oli Shave Ice.

FOOD & DRINK BENEFITS

All employees are welcome to eat one free shave ice per shift. **This is to be done during their assigned breaks or before or after their assigned shift**. All drinks must be kept on a shelf and will need to have a lid and preferably labeled with your name. No food allowed inside the stand.

BREAKS

If you're working for more than five consecutive hours, you will be given a paid 15 minute break. In the event you work all day, from opening to closing, you will be given a 30 minute unpaid meal break. If you have a meal break, you will need to clock out and back in. Each employee will be responsible to **clock out for their meal break**. Absolutely no "smoke breaks."

PARKING

Please park in the employee parking area which is determined by the owners.

PERSONAL ITEMS

Leave your personal items at home. Purses or jackets can be left on the door hooks **at your own risk**. Otherwise, leave them in your cars. Hau'oli Shave Ice is not responsible for any lost or stolen items.

DRUG TESTING

Drug testing is mandatory if you are injured at work. If you test positive for illegal drugs, you will not receive back wages while off work and you will also be terminated from your job. Random drug testing is our option.

INTELLECTUAL PROPERTY

All recipes, checklists, systems, and procedures must be used only for the purposes of the Hau'oli Shave Ice and must be kept confidential by all employees. All recipes, checklists, systems, and procedures—even those created on the job—are the property of and are solely owned by Hau'oli LLC. Any use or disclosure, without permission, is strictly prohibited by law.

Signature _____ Date _____

I understand that I am responsible for knowing and following these standards, including any additional standards which may be added at any time according to the owners' discretion. Failure to follow these standards may result in consequences up to and including the termination of my employment.