

# EVENT CATERING

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CHATTANOOGA

Event Members & Management  
Handbook

## **Dress Code**

During all events all event teams are required to have “black slacks”. No jeans, no stretchy pants. If your slacks have belt loops, a black belt is required.

Upon arrival at the event:

- Please wear a clean solid black T-shirt or an Events Chattanooga T-Shirt. The T-Shirt must have sleeves, with no print on the shirt.
- You may wear the T-Shirt for Setup. (as listed above)
- As your event manager directs you, you will get a button-down Events Catering Logo shirt or Polo and change. At the end of the event, as directed, you will return the shirt so it may be laundered and pressed.
- All shirts must be tucked in neatly, all buttons must be buttoned just under the neck. No visible undershirts, no more than two buttons may remain open. Sleeves may not be rolled up or shirts may not be rolled up in the front.

Solid Black Shoes are required.

Hair – Hair must be neat, clean and hair exceeding shoulder length should be pulled back neatly prior to showing up to the event.

Grooming – It is important to assure you are neat, clean and odor free to assure the comfort of our clients and fellow co-workers.

## **Attendance & Punctuality**

Please be sure to arrive on time for your accepted scheduled shifts. We understand that unforeseen circumstances do happen.

- First punctuality issue – excused (if less than 15 minutes).
- Second punctual concern - Reported to the office manager.
- Third punctual concern – Reported to the office manager. They will then suspend you from picking shifts up for 30 days.
- Future punctual concerns – will result in removal from the Homebase scheduling system.

Your event manager is responsible for leading a seamless event with flawless service to our standards which requires us to be timely and ready to start work timely.

## **Safety & Security**

The safety and security of our team and clients is our number one priority. When arriving at an event please park near the catering trucks and or in a visible area. If you have any concerns about parking or your safety let your Event Manager know and they will give you further directions.

If you see any suspicious behaviors, please report them to your Event Manager.

If at an event and a physical altercation takes place, you are to remove yourself from the situation, go to a safe place and contact the local authorities. Under no circumstances should you attempt to deescalate a physical altercation.

Purses, Backpacks and Large Bags, are not permitted into the venue at any time under any circumstances. Please leave valuables at home or locked securely in your vehicle. If you are dropped off at an event, ask your event manager to lock any bags, purses in the catering van.

Will we provide a basic bar kit for bartenders with the tools you need, so you don't have to bring a bar kit in with you.

You may not take any gifts, food, or drinks from any event.

All boxes taken outside during an event must be broken down prior to exiting the building.

In some cases, the Event Manager may allow an event member to have leftover food. The process is the Event Manager will take the food out to the catering truck and disburse it from the catering van themselves.

## **Eating & Drinking**

During an event, the Event Manager will assign you a window of opportunity to have a prepared meal as time allows. This meal must be consumed either in the prep area or behind the event scene. No leftover food or drinks is allowed to be taken home; you must consume your meal during this time. There is no exception to this policy.

During the event. You may consume non-alcoholic beverages. At no time are you allowed to participate in alcoholic beverages. There's no eating or drinking allowed on the venue floor, including behind the bar.

No outside drinks (cups) or food is allowed to be brought into or consumed at an event.

## **Compensation and Recording Time worked.**

The work week begins on Monday and ends on Sunday. The pay period runs for one week. Our Team is paid on the Monday following the end of the pay period.

All funds are direct deposit or a check may be picked up at our office.

If there is a problem with your paycheck or you believe an error has been made, tell your Event Manager, or contact the office manager They will take the necessary steps to research the problem and to ensure that any necessary correction is made properly and promptly.

All employees are 1099 and responsible for reporting your own earnings and paying your own taxes.

## **Workers Compensation**

The following are the proper procedures for injuries that occur while working. Please note it is your responsibility to report all injuries to management immediately.

Refusal or positive results to a to a post-accident drug screen within twenty-four hours of the accident will void your claim and you will no longer be eligible to pick up shifts with our company and may void any workers compensation benefits you could have been eligible for.

1. You must report all injuries to your manager.
2. You will be required to go for a drug screen immediately
3. If medical attention is required, your manager will give you all the necessary paperwork for you to carry to the medical facility.

## **Solicitation and Distribution**

Solicitations of any kind, including solicitations for membership or subscriptions, will not be permitted by Event Members during working time. Which includes not limited to gratuities.

## **Harassment**

It is our policy to maintain an environment for all of our team that is free of harassment. We prohibit any form of harassment. It is never justifiable to harass one of our employees because of their race, color, sex, sexual orientation, weight, religion, national origin, age, disability, or any other reason. Harassment is counterproductive and does not serve the principles on which our company operates. We respect the dignity and worth of each employee. Generally sexual harassment occurs when: submission of the sexual advances of a manager is a term or condition of hiring, continued employment, or promotion; and non-submission affects the worker's or applicant's hiring, continued employment, or opportunity for promotion. Sexual harassment also occurs where Managers or co-workers make unwelcome advances, inappropriate jokes, abusive physical contacts, or repeated comments which interfere with the employee's work performance.

Certain conduct and comments of a sexual nature that may not amount to unlawful sexual harassment are inappropriate in the workplace. All employees are expected to use good judgment and to avoid even the appearance of sexual impropriety in all their dealings with other employees. Managers especially must exhibit the highest degree of personal integrity at all times, and refraining from any behavior that might be harmful to their subordinates or to the company.

#### Grievance Procedure

Any employee who believes he or she is being harassed, or any employee, who becomes aware of harassment, should promptly notify his or her Manager. If the employee believes the Manager is the harasser, the manager's supervisor should be notified. If an employee is uncomfortable discussing harassment with his or her manager, the employee should contact the owner.

#### **Retaliation**

This policy also expressly prohibits retaliation of any kind against any employee bringing a complaint or assisting in the investigation of a complaint. Such employees may not be adversely affected in any manner related to their employment.

#### **Disciplinary Action**

The company views harassment and retaliation to be among the most serious breaches of workplace behavior. Consequently, appropriate disciplinary or corrective action, up to and including ending business with our company, can be expected.

#### **Social Media Policy**

##### Definition

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, this may include your own or someone else's web log or blog, journal or diary, personal web site, social networking, web bulletin board or a chat room, as well as any other form of electronic communication.

The same principles and guidelines found at Event Catering Chattanooga's policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved, including that it is difficult to retract information once it has been posted. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects event employees, clients, suppliers, and other people who work on behalf of Events Chattanooga legitimate business interests, may result further actions including limiting your ability pick up shifts.

##### Know and Follow the Rules

Carefully read the guidelines in the handbook and the Discrimination & Harassment Prevention Policy, 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 actions.

Events Catering Chattanooga strictly prohibits using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage clients, Event Members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment based on race, sex, disability, religion or any other status protected by law or company policy.

Any violations of the social media Policy will result in disciplinary action, up to and including prohibiting you from picking up shifts.

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

### **Usage of Company Vehicles**

Events Catering vehicles are for business purposes only. The following policies applies:

1. You must have a valid driver's license to operate our vehicles.
2. You must follow all driving laws.
3. Seat belts must always be worn while driving.
4. No cell phone usage unless you use hand free function.
5. No smoking in our vehicles.
6. No eating in company vehicles.
7. Report any damage or vehicle concerns immediately.