



**ZAIA AND ZAIA LLC  
EMPLOYEE HANDBOOK**

# **Welcome to Zaia & Zaia LLC**

Welcome to the Zaia & Zaia LLC Team. It is our sincere desire that your employment experience with us be a challenging, enjoyable, and rewarding one. This handbook was developed to describe our expectations of Zaia & Zaia LLC employees and to outline the policies, procedures, and business philosophy of our company. It is combined with the training you will receive, will provide you with the tools necessary to be a successful member of our team.

Our company's goal is to have our guests try our delicious product, and an extraordinary customer service. That is where you fit in. We've created the tastiest products and added the refreshing drinks, but only you can provide the outstanding customer service. Working together as a team we can ensure that Zaia & Zaia LLC continues to be one of America's fastest growing specialty food companies.

Once you have read the handbook, we ask that you acknowledge by signing the Acknowledgment Form and Non-Disclosure Acknowledgment Form, which will be provided by your trainer. After completing your training you will be asked to sign an acknowledgement that you have been trained in all areas outlined on the New Employee Checklist.

## **Employment Policies**

Zaia & Zaia LLC strives in every way to make our stores a positive work environment, where hard work and commitment are recognized and rewarded. Employment with Zaia & Zaia LLC is voluntarily entered into, and you are free to terminate your employment relationship at any time, with or without cause. Similarly, Zaia & Zaia LLC may terminate the employment relationship with you at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

## **Equal Employment Opportunity and Harassment**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Zaia & Zaia LLC will be based on merit, abilities, dependability and attitude. Zaia & Zaia LLC does not discriminate in employment opportunities on the basis of race, color, religion, sex, national origin, age or any other characteristic protected by law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Zaia & Zaia LLC is committed to providing a work environment free of sexual or any other form of harassment. Any employee with questions or concerns is encouraged to use the Grievance Procedure as outlined below.

***Prohibited conduct***

No supervisor shall threaten or suggest either explicitly or implicitly, that another employee's submission to or reflection of sexual advances may in any way influence any decision regarding that person's employment, compensation, assignment, advancement, career development, or any other condition of employment. No employee shall engage in any conduct that creates a hostile or offensive working environment for another employee, whether in the form of words, pictures, or physical actions. Anyone found to be engaging in any type of unlawful discrimination or harassment will be subject to disciplinary action, up to and including termination of employment.

**Grievance Procedures**

Zaia & Zaia LLC makes every reasonable effort to ensure fair treatment of its employees. All employees have free and open channels of communication available to them without fear of reprisal for their complaints. Employees are encouraged to use the Grievance Procedures so that problems can be minimized and questions resolved on a timely basis.

Step 1: Tell your immediate supervisor

Step 2: If not satisfied, see your store manager

Step 3: If you are still not satisfied arrange a meeting with the C.E.O. of Zaia & Zaia LLC.

**Employment Reference Checks**

To ensure that individuals who join Zaia & Zaia LLC team are well qualified and have a strong potential to be productive and successful, it is our policy to check the employment references of all applicants.

**Immigration Law Compliance**

Zaia & Zaia LLC is committed to employing only United State citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

As a condition of employment, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

**Employee Medical Examinations**

To help ensure that employees are able to perform their duties safely, medical examinations may be required.

To help ensure a safe and healthful workplace, employees may be asked to provide body substances (such as urine or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment, or the withdrawal of any offer of employment.

Information on an employee's medical condition or history will be kept separate from other employee information and maintained in the strictest confidence. Access to this information will be limited to those who have a legitimate need to know.

## **Scheduling**

Your work schedule will be determined by the Zaia & Zaia LLC where you are employed. Your schedule may vary depending on the needs of your work location. The work schedule will be posted in advance for the following week. Review your schedule thoroughly so that you are familiar with you assigned hours. You must request changes in your schedule ahead of the time and the change must be approved by the store manager.

## **Standards and Expectations**

To help you feel more comfortable in your work environment, you should become familiar with our standards. These are the expectations and the overall framework for our company's polices and procedures.

## **Uniforms and Appearance**

One of our company goals is to present a clean, professional appearance to our guests. We ask that you take as much pride in your appearance as we did when we selected you for employment. Our uniform enhances our image and you are requited to wear it, in it's entirely whenever you are scheduled to work. You may not alter the uniform or its appearance in any way. You will be issued the following:

- 1 Visor  
To be worn at all times with the bill facing forward.
- 2 Shirts  
Must be clean and pressed.
- 1 Apron  
Must be clean and pressed.
- 1 Name Badge  
You will not be charged for your uniform package unless you fail to return all items when you terminate your employment.

Your clothing must be clean, pressed and fit properly. No excessively oversized (baggy) blue jeans or shorts are allowed. Your clothes may not have any holes to them.

In addition, you must wear closed-toed shoes with rubber soles such as tennis shoes.

Jewelry is restricted to a promise, engagement, or wedding ring, a wrist watch and one small earring in each ear not to extend more than one half inch below ear lobe. No other jewelry may be worn including any and all body piercing. Employees wearing rings, false nails or nail polish must wear latex gloves while preparing or handling food. This is a health and safety regulation.

Only light, tasteful make-up is allowed.

Employees with long hair must wear their hair up in their visor or in a ponytail.

No visible tattoos

Mustaches, Beards, or Goatees, must be clean trimmed, and well kept.

Employees who do not meet the personal appearance standards determined by the Zaia & Zaia LLC where they are employed will be subject to suspension until compliance is met. Repeated offenses could result in termination.

## **Personal Habits**

Our goal is to provide a drug-free and safe workplace for all employees. Therefore, while conducting business off the premises, no employee may use, process, distribute, sell or be under the influence of alcohol or illegal drugs. Employees suspected of such behavior will be subject to immediate suspension and possible termination.

## **Health and Safety**

All employees are required to know and follow all safety guidelines, which have been established for the location where they are employed.

If any accident or injury occurs at the work place you need to immediately report it to your supervisor. No matter how minor.

Latex gloves need to be wear at all times when preparing food.

The health department and Zaia & Zaia LLC require that all employees wash their hands after using the restroom, and before preparing or serving food.

## **Work Conduct**

As a representative of Zaia & Zaia LLC you are expected to follow rules of conduct that will protect the interests and safety of all employees and preserve the Zaia & Zaia LLC

image. Your cooperation will ensure businesslike operations and provide the best possible work environment.

Family, friends and ex-employees are welcome as customers; however they are not permitted behind the counter of the store, at any time. Visitor who are not customers are not permitted to stand around in any area of the front counter, rolling station, or monopolize the attention of the sampler.

Use of the telephone is at the discretion of your store manager and for emergencies only.

Because quest and other employees rely on you, regular and punctual attendance is critical. If you unexpectedly have to miss work or arrive late for any reason please call the manager on duty directly with as much advance notice as possible.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination.

- Theft or inappropriate removal or possession of property.
- Possession, distribution, sale transfer, or use of alcohol or illegal drugs in the workplace, while operating employer-owned vehicles or equipment.
- Falsifying documents including information on your application for employment.
- Fighting or threatening violence in the workplace.
- Sexual or other unlawful or unwelcome harassment.
- Careless or willful destruction of company property.
- Excessive absenteeism or any absence without notice.
- Unauthorized disclose of business secrets or confidential information.
- Unsatisfactory performance or conduct.
- Refusal to do assigned work.
- Working in a manner which endangers the safety for you or co-team members and customers.
- Swearing at, being rude to or disrespectful toward customers or supervisors.

## **Paydays**

Pay periods are scheduled for Bi-weekly circle. If there is any changed to this schedule you will be advised of the pay period and paydays on your first day of employment.

## **Evaluations and Pay Increases**

The evaluation is an important part of your development as an employee of Zaia & Zaia LLC designed to be an objective measure for appraising your job performance. A performance evaluation will be schedule by your store manger at the end of your training period (30 days of employment), at 6 months and every year thereafter.

Pay increases will be based on merit and the result of the evaluation of your work performance. Pay ranges and applicable benefits are determined by the management of Zaia & Zaia LLC where you are employed.

## **Knowledge and use of the English Language**

As a Zaia & Zaia LLC employee you are expected to speak, read, and understand the English language. You must be able to speak English when talking to English speaking guests. If a guest speaks to you in another language that you understand please respond in that language (if you have the knowledge to do so). When talking with other member within close proximity of English speaking customers or in the front of the store you are required to communicate in English.

## **Training**

You will be provided with comprehensive and effective on-the-job training program developed to provide you with the skills required to be a confident Zaia & Zaia LLC employee. Zaia & Zaia LLC believes in setting you up to succeed by making sure that you always know what is expected of you and providing you with the knowledge necessary to meet or exceed those expectations. Your training period will be the first thirty (30) days of your employment and will include a minimum of 5 hours at each work station.

You will receive training in our product, our menu, our philosophy, and on customer service.

At the end of the training period you will receive an evaluation of your competency at each station scored as follows:

- **5 - Expert** (reserved for those who need no improvement – a trainer).
- **4 - Very Good** (needs improvement in minor areas to be a trainer).
- **3- Acceptable** (can work station without trainer).
- **2- Needs improvement** ( should only work station with trainer observing)
- **1- Unacceptable** (should never work that station).

Training will also be given in outstanding customer service and effective teamwork and you will be expected to continually improve in both of these areas during your employment with Zaia & Zaia LLC

## **Conclusion**

**You were selected for employment because you met the standard of excellence we have set for employees representing Zaia & Zaia LLC. We have committed ourselves to giving you the tools necessary to perform the duties of your position at the standard. We expect your commitment as well.**

**Please feel comfortable to speak to your supervisor whenever you have questions or concerns and to ask for additional training whenever you do not feel confident about performing any task assigned to you. We wish you a successful employment experience.**



# Zaia & Zaia LLC

I \_\_\_\_\_ have been given a copy of the Zaia & Zaia LLC employee Handbook, and Non-Disclosure Agreement. I understand and agree to adhere to all policies and procedures as set in this employee handbook. I understand if I do not follow these policies and procedures in this handbook, there will be a disciplinary action, up to and including termination of employment.

---

Employee Signature

---

Date

---

Supervisor Signature

---

Date

---

Store Location / Store number

# Zaia & Zaia LLC

I \_\_\_\_\_ have been given a copy of the Zaia & Zaia LLC employee Handbook, and Non-Disclosure Agreement. I understand and agree to adhere to all policies and procedures as set in this employee handbook. I understand if I do not follow these policies and procedures in this handbook, there will be a disciplinary action, up to and including termination of employment.

---

Employee Signature

---

Date

---

Supervisor Signature

---

Date

---

Store Location / Store number

Website: [www.PremierFoodSafety.com](http://www.PremierFoodSafety.com)



[Food Handlers Card](#) | [Food Manager Certification](#) | [Alcohol Training](#) | [AB 1825 Training](#)

California

**Food Handlers Card \$7.95**

**How To Get Your  
Food Handlers Card**

1. Register
2. Complete Training
3. Instantly Print Certificate

[Get Started Now](#)

[Looking for Group Discounts?](#)

