

SEBRING SODA

est. 2015



& ice cream works

Policies & Procedures Manual

Updated 4/14/2024

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Note from Daniel & Liz

We love to have fun here, and we're SUPER happy to have you as part of the team.

Speaking of team...one of the most important part about working at Sebring Soda Works is being a team player. Yes, that sounds cheesy, and yes, we mean it. Bottom line, no one wants to pick up anyone else's slack if they're not doing their part, because it's simply not fair to everyone. That's why following this manual is extremely important to us (and to your coworkers).

As you know, we're not here most of the time, and we're certainly not breathing down your back, and we enjoy giving you the freedom to work alone. We think that this manual will give you the step by step guide for most things that you'll need to know to work here.

If you ever need anything, let us know. Text is best, since we do have day jobs. When texting us, it is imperative to text Liz, Daniel AND the manager to keep the lines of communication open with everyone. All texts and communication should include all 3 people.

We will usually communicate to the group via text, but will sometimes leave messages to everyone on the kitchen fridge on the whiteboard if something is important.

Thank you for being a part of the team!

I. Opening Procedures

1) Clock In!

Use the register and hit the clock icon on the bottom right of the screen. Hit your code to clock in.

2) Turn on Radio

The radio is on top of the fridge behind the line.

3) Sanitizer Towels & Buckets

Put a small splash of bleach in the small white bucket and fill it 2/3 full of water. Add 2 clean green towels. Dispose of the green towels at the end of the day, or when they look really soiled.

4) Wash Sink

Rinse all three sinks with the sprayer. Use the drainer stoppers to plug the 3 sinks. In Sink #1, add 2-3 pumps (or about a Tbsp) of the dish soap. Fill the sink 2/3 full of hot water. Sink #2 should only be hot water—do not add any cleansers or additives. Fill the sink 2/3 full. Sink #3, add ½ Tbsp. of bleach, and fill sink 2/3 full of hot water. We suggest you set a timer so you fill each compartment with a similar amount of water and you can multitask without the sinks overflowing.

5) Pretzels & Pretzel Machine

Get 4 pretzels from the freezer and lay them on the red tray. Use the spray bottle labeled “Pretzels” and spray one pretzel at a time. Sprinkle with the salt in the salt shaker to lightly coat the pretzel with salt. Repeat until all pretzels are salted. Transport to the pretzel rack. Turn on the pretzel machine light switch to allow the pretzels to heat.

Throughout the day, make more pretzels as needed. We do NOT want the pretzel machine to ever be empty. If you have a very slow night and don't want to be wasteful, just make one for display. Even though it's on the menu, people won't order them if the machine is off because it looks like we're out of them, even if we're not.

If you ever need to make pretzels “on the fly”, lay a pretzel on the red and white checkered paper, spray with water (a little more than normal to keep it from drying out), sprinkle with salt, and microwave using the #6 button. Pretzel should be ready to serve.

6) Pretzel Cheese

Grab pretzel cheese containers from the front fridge and place inside the pretzel heater next to the warming light. Grab a few extra than the number of pretzels, just in case people want extra.

If you're low (less than 20) on pre-prepped pretzel cheese (located in souffle cups in the front fridge), you'll need to open a new container. The cheese is located on the dry shelf in the kitchen. Use the large can opener mounted on the back counter to open it. Place the can on the counter pushed up against the can opener. Lift the handle, and swiftly push down onto the lid with some force so the sharp point punctures the can. Crank the handle and the can should rotate freely as it opens the can.

Once open, spoon cheese into the souffle cups and top with lid. Continue until the can is empty!! This will make a bunch of them, but at least no one will have to do it for a while and you won't have to do it while you're in the middle of a rush. Do not leave a half-opened can in the fridge.

7) Cookies

Check to see if there are any cookies stored in the Ziploc bag from the previous day/shift. Use those first. If there are not enough for the day leftover in the bag, you'll need to prep more. We suggest having about a dozen for each day, or more if you expect a busy day (during season or a Friday or Saturday).

Turn on the oven using the switch, then place 6 frozen cookies on each silver metal baking sheet. Make 2 sheets at a time. Check if the cookies are 1.5 oz or 3 oz cookies. If they're 1.5 oz cookies, push two of the FROZEN cookies together, and bake with them doubled-up. If they are 3 oz cookies, do NOT double-up. It will say on the box the size of the cookie. Do not let them thaw—cook them frozen.

Bake for 19 minutes. We suggest setting a timer on your phone, so you'll hear the timer go off while you're completing other tasks.

Throughout the day, bake more cookies if needed. This may be something that you ask do during shift-change so the day person can help get them in the oven before the day person leaves.

8) Hot Dog Steamer & Hot Dogs

Use the large oblong crock pot for the hot dogs. Fill the water about 1-2 inches (no more) and add the steamer basket to the crock pot. Make sure the water does not come above the basket. Start with at least 10-15 hot dogs in the steamer (depending on if it's weekday or weekend). Turn on high for a while until they're to temp, then change to warm once they're ready to serve.

IMPORTANT: If using the last of the hot dogs in the front fridge, go to the kitchen fridge and move the thawed hot dogs from one of the plastic packages into a gallon freezer Ziploc and put in front fridge. ****Move a bag of frozen ones from the kitchen freezer to the kitchen fridge to thaw. If you don't do this, the next person who needs hotdogs won't have thawed ones available!****

If you notice the poppy seed buns are low, take a case out of the back freezer (located in back of the office) to thaw. Poppy seed buns always need to be in a plastic container once the packaging is open. They will get hard and go bad if you don't do this.

Hot dogs will be ready to serve in 30 minutes. They should be 140 degrees to be served, and you can use the thermometer and poke the hotdog to check it.

Throughout the day, add more hot dogs as needed.

9) Hot Dog Toppings

In the front refrigerator, you'll find all the hot dog toppings on the red tray. Make sure the topping tray has each of the toppings completely topped off and ready for the shift. When you're busy, this is one of the things that is very hard to do mid-shift, so being prepared ahead of time is important. Fill each of the topping cups with pickle spears, tomato slices, relish, diced onion, sport peppers, sauerkraut.

Tomatoes and onions need to look consistent each time we cut them. Tomatoes should be cut in half, then into slices that are about 1/8" thick. Onions should be cut using the dicing machine to ensure they're diced small and look consistent.

Get forks, spoons, and small tongs and place on the tray (they should be on the drying rack from yesterday's shift). You need one for each item, and cannot use the same ones due to cross contamination risk.

If it's the weekend, during season or for an event, you may want to prep an extra diced onion or tomato.

10) Hot Dog Chili

Grab a can of Skyline Chili, which is stored on the dry shelf in the kitchen. Open using the tab, and pour into the black crockpot. Put into microwave and heat on #6 (1:30). Add a spoon, and use the glass cover, and place on the warmer next to the hot dog steamer. Turn on the knob to low heat (on the first setting to the right).

If we do not have canned chili, check the kitchen freezer for frozen Skyline chili. Cut a slit in the plastic top, place on a sheet of parchment paper in the microwave, and cook for #9. When done, turn the container 180 degrees, and cook on #8. Pour into black crock pot, add serving spoon and glass cover, and place on warmer on low heat setting.

11) Coffee

Fill the water reservoir to the fill line. Make sure the milk frother machine is clean and set-up. Turn the machine on so it will be ready for later use.

12) Restock Ice Cream Supplies

Restock ice cream cups, cones, napkins, milkshake cups, straws, spoons, etc. This is especially important for busy days, since you won't have time to do this when you have a line!

13) Bring Sodas Forward on Shelf/Fridge

At the start of the day, be sure that all sodas are brought forward on the shelf and in the fridge. The fridge should be 1 soda wide, and the shelf should be 2 wide. All sodas flavors should be in the fridge! Bring out the sodas on the back shelf if they'll fit out front.

14) Notify of Items That Are Low/Out of Stock

Go through the Local Shopping List that's on the fridge, or anything that seems really important, TEXT the Manager, Daniel & Liz immediately of any items that are needed, or if you used the

last of anything. Take note of how many bags of buns remain. If you have less than FIVE bags, text the group immediately so we can place an order.

15) Cash Drawer

Get drawer from locked cabinet. Verify the drawer has a total of \$235 (coins and cash).

Place drawer inside register.

Set-up the register in Square by clicking the blue box, choose Reports, and Start Drawer. Make sure it's set at \$235.

16) OPEN! 😊

Turn on the 3 "Open" signs, turn on the fans, and unlock front door. You're ready to open!

II. Tasks Throughout the Day

Though there may be some downtime throughout the day, there is ALWAYS something to do!

- Wash scoops and blenders, as needed, throughout the day. If you know it's about to be peak hours, be sure to prep as much as you can to avoid getting overwhelmed by the rush.
- Add hot dogs to the steamer, bake cookies as needed, and add pretzels to the pretzel warmer, as stock goes low. Towards the end of the day, only add a few at a time.
- Wash dishes throughout the day.
- Stock sodas! Most people want cold sodas, so it's important that EVERY soda has cold ones, the ones of the shelf are moved forward, and the ones on the backroom shelf are brought out. We can't sell them if they're not out or not in the fridge.
- Restock chips, cones, napkins, cups, ice cream, etc. as needed.
- Scrape the sides of the ice cream buckets with the flat scoop. This makes it easier to scoop later and keeps the ice cream fresher. It also reduces waste.
- Stir the chili throughout the day to keep it from burning.
- When you notice a lot of sodas selling, bring them to the front and make sure labels are forward facing.
- Wipe down tables in the dining room with a sanitizer towel every time customers leave.
- Wipe down countertop surfaces with a sanitizer towel when they're dirty.
- Wipe down all surfaces (blenders, walls that get splattered, outside of trash cans, topping containers, etc.). If it's dirty, it needs to be cleaned because it can be a source for bugs if not cleaned.
- Spot clean broom when needed.
- Spot mop when floors are soiled, as needed.
- Wipe down any glass surfaces (windows, ice cream cabinets, front door) with obvious fingerprints.

III. Daily Side Work

In addition to the opening, closing, and tasks throughout the day, you'll have a daily cleaning task to complete to keep the store in pristine condition. These items will be the responsibility of the *CLOSING STAFF* each day.

MONDAY- Mop the entire dining area.

TUESDAY- Mop behind the service area, paying extra attention to the cracks in the floor.

WEDNESDAY- Clean the bathroom, toilet, sink, wipe down walls, sweep and mop floor, and restock with soap, paper towels and toilet paper (3 toilet paper rolls and 1 extra paper towel roll).

THURSDAY- Mop the entire dining area.

FRIDAY- Clean all interior windows and window sills by booths. Use window cleaner on windows, and sanitizer rag on window sills to get off any ice cream residue.

SATURDAY- Mop the kitchen, hallway, and bathroom areas.

SUNDAY- Thaw an ice cream cooler. Wipe down the surfaces of the inside and outside of all refrigerators, including shelves, doors, etc.

IV. Mid-Shift/Shift Change

Putting your co-workers in a position to be successful for their upcoming shift is important to us (and them!). We need you to set them up for success by completing the following prior to leaving for your shift. You should not leave until this is complete.

- 1) The afternoon shift person must count the drawer when they arrive. It is not permitted for the morning shift to count the drawer. Compare that total with the total shown in Square under Reports → Drawer → Actual in Drawer. Text Manager, Daniel & Liz the difference, even if it's zero. This allows the afternoon shift to take ownership of only their transactions, and not any cash issues from the morning shift. If the drawer is not counted mid-shift and/or no text is sent, and drawer is off by over \$5, both the morning and evening staff persons will be held responsible and may be written up as a result.
- 2) Prep cookies, hot dogs, hot dog toppings, pretzels or anything else that needs to be prepped before leaving.
- 3) Take out the trash in lobby and/or big boxes and empty ice cream tubs, if needed. This makes it so the night shift doesn't have to take those big items out in the dark.
- 4) Wash all scoops and blenders prior to leaving.
- 5) Wash all dishes leftover from the morning shift (cookie sheets, cutting boards, onion chopper, etc.).
- 6) Clean all surfaces and wipe down dining tables, guest tables, and the stainless tables in front and in the kitchen.

V. Closing Procedures

It is imperative that you do not close early or break things down early! We never want you to tell a customer "no" to something they want to order because you broke down early

ABOUT 1 HOUR FROM CLOSING:

1) Restock Snacks & Sodas

Restock the chips, Twinkies and Moon Pies. Restock sodas in the fridge and on shelf. Be sure to restock with the new products in the back (not the front) to make sure the older items are sold first. Bring sodas from backroom shelf out to the restaurant shelf.

10 MINUTES UNTIL CLOSING:

2) Hot Dog Machine

Turn off hot dog machine and open the bottom door to let it cool down. After closing, you'll come back to break it down.

AT CLOSING:

3) Outside Furniture

Bring in the outdoor furniture and chairs. Store near the front door against the ice cream coolers or stage. Wipe down tabletops and seats with sanitizer towel.

4) Lock Up, Turn Off Fans & Turn Off Signs

Lock the front door and turn off the 3 "Open" signs.

5) Pretzel Machine

Turn off power to machine. Throw away pretzels and cheese containers (or give away or take home if they're still soft enough). Wipe down inside and outside of the machine with a sanitizer towel, and wipe down the wire rack. Use window cleaner to get rid of any streaks from the sanitizer rag.

6) Condiment Tray

Bring the red tray to the kitchen. Take all the containers, spoons, and serving utensils off the tray, and run through the 3-compartment sink. Use a paper towel to dry the tray and place the topping containers back on the tray. Put tray back in the front fridge. Clean all utensils and place in drying rack.

7) Hot Dog Machine...Again

Take the doors and trays out of the machine and bring to dish area to be washed. Use sanitizer towel and wipe down the inside of the machine to remove condensation (including the top and sides, but not the bottom reservoir). Remove the drain plug and empty liquid into the plastic bucket. Be careful- the knob and hot dog water can be hot! When empty, discard the liquid in the sink (run hot water down the sink at the same time to help the sink from getting clogged up) and wipe down the bottom of the reservoir with a sanitizer towel.

8) Cookies

Remove shelves and cookies from the display case and discard the wax paper. Place any cookies in a Ziploc bag for use the next day. Store extra cookies on the stainless steel table by the microwave located in the kitchen. Bring the metal trays and tongs to the dish area to be washed. Wipe down the cookie display with the sanitizer towel and follow up with window cleaner to get rid of the streaks from the sanitizer.

9) Hot Dogs & Buns Thawed

Ensure there is a package (or 2, depending on how busy the next day will likely be) of hot dogs in the fridge thawing, so they'll be ready for the next day. If there are not enough buns for the next day, you MUST text Management, Daniel & Liz ASAP.

10) Ice Cream Area

Bring the used scoops and the 2 storage buckets to the dish area to be washed, as well any used blender containers from milkshakes.

Check and make sure that all cardboard ice cream buckets that may have gotten stashed to the side during busy times are gathered up and ready to be taken out to the trash. This is super important, since leaving them out can attract bugs! Keep all plastic ice cream buckets and wash them. Leave out to dry before stacking them.

Cover the cones with the Ziploc bags and rubber bands to make sure they don't go stale.

Wipe down ice cream coolers with glass cleaner on glass areas, and with a sanitizer towel on the handles. Be careful on the metal areas as they can have sharp edges!

11) Sodas

Restock sodas on shelf and in coolers. Bring the items forward to replace sold stock.

The fridges are priority. The main goal is to keep it fully stocked at all times. When it's not stocked, we sell less sodas. In addition, the sodas in the back office can't sell when they're back there, so get them out on display at the first opportunity.

Restocking should be done in the following order: 1) stock the fridge with the floor shelves, 2) then stock the floor shelves with extra backstock from the office.

Clean glass on all soda coolers.

12) Dishes

Wash all dishes using the 3-compartment sink and leave items on drying rack to dry. When all dishes are washed, empty sinks. Rinse them thoroughly. Be sure to rinse the sink in the front prep area, too.

13) Counters & Tables

Wipe down all surfaces, including counters, tables and chairs in dining room, etc. using sanitizer towel. When all surfaces are wiped, drain the sanitizer bucket. Throw away green towels.

14) Sweep

Sweep any noticeable trash from floors. Empty the dustpan when done.

15) Turn off Radio.

16) Trash

Empty all trash cans (don't forget the office and bathroom) and condense into a large black trash bags to avoid the bags dripping on the sidewalk or back door area! The cans are in the following areas: 2 in dining room, 2 in service area, 1 in bathroom, 1 in kitchen, and 1 in office. Take to dumpster located behind the building on your way out when you lock up.

17) Cashing Out

Take tips from the tip jar (and split if necessary). Leave the \$2 bill in the jar to start out the next person. Please cash out your tips and swap with bigger bills if you can, since we can always use the change and the smaller bills (plus you won't have a million \$1's).

Bring cash drawer to the back office and put all change in the coin counter. Add the coin total to the total you have in cash, then subtract from \$235 (your original drawer amount). Take out the difference and put into the banker's bag and be sure to remove the larger bills first (all \$100's, \$50's and \$20's). Reset the drawer with a total of \$235 for opening shift, making sure you have an appropriate amount of change available. Register should be set-up with the larger denominations to the left and the lowest to the right. Come back to the register and choose End Drawer again, put your actual total that was counted, then hit End Drawer. If there is a variance of more than \$5.00, please contact Management, Daniel and Liz via text.

18) Notify Management

If you are out of something (food item, condiment, change, etc.), or something is broken, be sure to contact management via text message to have it replenished or replaced at opening.

19) Clock Out, Turn Off Lights, Lock-Up & Take Trash Out

Clock out on the register, turn off lights, lock up behind you, and take the trash to the dumpster.

VI. Schedule, Time Off Requests, Shift Changes, & Blackout Dates

Schedule

The schedule comes out every week on a Sunday and is shown in the Square app. The shifts are broken down into 2 shifts each day. One is opening at 10am until 4pm, and 4pm until closing.

Time Off Requests

We know that your personal time is important to you, and we do everything that we can to honor all time off requests. To submit a time off request for the upcoming schedule period, it must arrive the day before the schedule is made (that Saturday before). When a time-off request is being made, it must be completed in the app. Time off is given on a first come, first serve basis based on when the request was made. Time off requests are not guaranteed.

Shift Changes

We understand that sometimes things come up and you need to switch shifts with co-workers. If you are scheduled for a shift and something comes up where you need the time off unexpectedly, you must get your shift covered. Your shift is ultimately your responsibility. In this case, management, Daniel and Liz MUST be notified of the change. We need to know who is there at all times, and won't know you've switched unless you tell us. This can be completed through the app.

Black Out Dates

There are very few blackout dates where time off requests are not allowed. One of these dates is the Sebring Soda Festival weekend, since it is "all hands-on deck" and extremely busy. When these blackout dates occur, you'll be notified in the group text line so you're aware.

VII. Dress Code

Closed-toed, slip-resistant shoes are required during all shifts. We request that you wear casual and comfortable clothing, along with pants, jeans, capris or shorts (of a modest length). **Sebring Soda t-shirts must be worn during all shifts.**

Wear your hair tied back or wear a baseball cap if longer than shoulder-length.

VIII. Employee Meal Policy

All employees Sebring Soda & Ice Cream Works receive free or discounted meals as an employment “perk” of their job at our company.

All meals are to be rang up thru the register and to use the appropriate discount code for ALL items.

- **ON THE CLOCK: Use Code “Employee On Clock”**
- **DIRECTLY BEFORE OR AFTER SHIFT: Use Code “Employee Before/After Shift”**

The only exception to this would be leftover milkshakes when making a normal-sized serving for a paying customer.

Please follow the guidelines below:

- Per shift of 8 hours or less, each Employee is allowed 2 of the following: hot dog, pretzel, soda, kids-sized ice cream or coffee.
- Per shift of 8 hours or more, each Employee is allowed 4 of the following: hot dog, pretzel, soda, kids-sized ice cream or coffee.
- Employee meals are for personal consumption only (not to be given to friends or family).
- Meals are not allowed for takeout, unless the employee is taking home product at the end of the day that will be discarded (limited to hot dogs and pretzels only).

Meals must be eaten outside of customer view. This means that you cannot eat your meal at the register! You should eat in the office, or in an area outside of customer view. All of your beverages must have a lid (per health code).

If you did not prepare a meal to eat during your shift, you may order delivery to the store. Under no circumstances may you close to leave the store for a meal under you have express management pre-approval.

IX. Community Donation Requests

We are commonly asked for donations for fundraisers throughout the year. Our policy is for the donation request handled in the following manner. They can leave the form or information with you, and you will text a pic of the information to the management text group (manager, Liz and Daniel). If we are interested in donating to their cause, we will contact them directly for more information. Due to the number of sponsorship requests, we are unable to accommodate them all. Should they want to follow up with us, the best method of contacting us is email since we both work during the day. Give them one of the business cards, located up front so they'll have our contact info.

X. Accident Policy

Customer Accident

If a customer has an accident at the store, we need to be made aware of the situation immediately. If it's a minor incident, you can text us. However, if someone is hurt and/or the ambulance is called, we need to be called immediately to be made aware. Please note the time and the area of the incident so we can refer to the cameras if needed.

Employee Accident

If a minor incident, please contact us via text so we can document the incident. You can't be too careful, since sometimes small issues can turn into something big later on down the line. This includes slips and falls, cuts, etc. Plus, we'd like to be aware if there is something that we can address to avoid future incidents.

If a major incident, call 911 and contact us immediately. We will be sure to get you in touch with the resources you need, and there is additional information on a poster regarding our workers compensation coverage in the hallway near the restrooms.

XI. Food Handler Certification

As an employee of any restaurant, you'll be required to be a licensed food handler as required by law. If you do not have an up-to-date license, we are happy to purchase your class for you so you can complete it online. Liz will send you information that you'll receive via email from Premier Food Safety, and you'll have up to 1 month after your employment commences to complete the certification. This can be done on the clock using a laptop or your phone, and it can be broken down into small chapters. The class is 1.5 hours in total, and an 80% on the final exam is required to pass at the end of the class. Once the class is complete, text Liz so she can print your certificate to be displayed in the hallway by the bathroom, as required by law.

XII. Payroll Changes & Updates

We use Square Payroll for your payroll and direct deposit, and you'll be paid each Friday. You're paid in arrears, which means that for your first complete week of work, your first check will come that following Friday (for example, you work Monday-Sunday, your check will come Friday).

At commencement of your employment, you'll be asked to provide all your pertinent information and direct deposit information. Liz will input that into the system to set you up. This will generate your clock in code, which is unique to you (do not share this number with anyone).

Soon after, you'll receive an email from Square to set up an account and have the option to download the Square app, which we highly suggest. In this app, you'll be able to view your pay stubs, change your direct deposit information, download and print your tax documents and more.

XIII. Mail, Invoices and Bills

From time to time, you'll receive regular mail that will come in. If it's an envelope, place it the teal basket marked for mail for management to open. If it's a package addressed to Sebring Soda, you're welcome to open it since it is most likely supplies for the store.

When you receive invoices/bills, be sure to put those on the desk so we can address them.

This also goes for receipts from Sysco, Sutter's (ice cream), Martin's. Place those in the box marked for Invoices & Receipts.

XIV. Issues with Customers

If someone is in the store that is making you feel uneasy, threatened or harassed, we urge you to reach out to authorities to file a report, trespass them or have them removed. Of course, you can call 911 immediately if of immediate concern. However, sometimes it's very difficult and awkward if the person that's harassing you is standing right in front of you. One of the easiest ways to do this without drawing attention is to TEXT to 911. This is an option in Highlands County, and dispatch will text back to send authorities. Ask them to trespass the person immediately and that you are scared.

If this ever happens, contact us immediately after so we're aware. Sometimes the police want to speak with us for the report.

XV. Flyers and Posters

Occasionally, people will try to leave business cards, flyers, coupon books, or magazines for display in the store. We do NOT accept any of these items or display them. If they leave them behind, discard them. We do not put up event flyers in our windows. The ONLY exception is for the Sebring Soda Festival. If anyone insists otherwise, text a pic of the flyer to Liz and she'll give approval.

XVI. Job Applicants

If people come by and ask for a job application, please hand them our business card. They can send their resume to the email on our business card. We do not have paper applications or accept resumes in person. If we are hiring, we post information on our Facebook page.

XVII. Calling In & Shift Changes

We understand that people get sick and emergencies happen. However, we operate on a very small staff with one person working at most times, so getting coverage is extremely important. As a result, we ask that you give a 4-hour notice when calling in for your shift when sick. You are also expected to text all staff to try and switch shifts or get your shift covered.

In order to call in, you **MUST** text the Manager, Liz, and Daniel to notify us. Snapchat, texting just one person, or other means of communication are not acceptable. If you do not contact us in the proper way, it is considered a no-call, no show.

XVIII. No Call, No Show

Not showing up for your scheduled shift without properly calling in (explained above) is considered a no-call, no-show, and is grounds for immediate termination. This is regardless of your reason.

Tardiness

If you are scheduled for a certain time for your shift to begin, and do not arrive within 10 minutes of your shift start, you may be written up for tardiness. Arriving one hour before your shift begins allows you enough time to stock sodas on the shelf and cooler each day, and arriving late doesn't give you time to properly do that work.

XIX. Kids Under the Age of 18 Policy

This policy may be brought into play in certain times where the underage patrons are not abiding by the rules. Ask management or owners if this policy is in effect.

Sebring Soda & Ice Cream Works wants to be a safe place for kids of ALL ages to have a great time. However, over the last few years, some unruly kids have started to ruin the fun for others. With our remodel completion, it is a perfect time to implement some new processes to make this a place for everyone to go and have a great time, and not have to worry about the unruly behavior.

To combat this problem and to promote this being a safe space for school-aged kids to spend time after school, we have implemented this Parent Contact Form and the following rules:

1. All unaccompanied children aged 17 and under are only permitted to order items TO-GO. The ONLY exception is if this Parent Contact Form has been completed and is on file with Sebring Soda & Ice Cream Works.
2. The legal parent or guardian of a child that is 17 and under MUST complete this form in order for a child to have a dine-in experience at our store. Staff will check the list to ensure that dine-in patrons 17 and under have the Parent Contact Form on file.
3. If a child who has a Parent Contact Form filed with us is found to be disruptive by our staff by cursing, acting in a threatening manner, throwing things, loitering, or not following the directions of the staff, the child will be asked to leave, AND the owner will be contacting the parent contact listed on the form to discuss the behavior.
4. Once contacted by the owner, the parent/child will be issued ONE warning. We hope that this will be an effective chance by the parent to correct any issues.
5. If a child continues unacceptable behavior a second time and the parent has already been issued a warning by the owner, Sebring Police Department will be called, and the child will be trespassed from the property and will be unable to return to the store under any circumstances in the future.
6. If a child aged 17 and under does NOT have a Parent Contact Form on file and will not comply with the rules to take their order to-go, they will be asked to leave. If they do not comply with the staff and the rules we have set forward, Sebring Police Department will be called, and the child will be trespassed from the property and will be unable to return to the store under any circumstances in the future.
7. Sebring Soda & Ice Cream Works will have staff that will enforce these rules at all times with ZERO exceptions.

We know this may sound harsh to some, but we think it is very important to kick off our reopening with some rules that will help make Sebring Soda & Ice Cream Works the place to be for kids of ALL ages once again. If people have any questions or feedback, please ask them to email us sebringsodaworks@gmail.com.

XX. Non-Employees Accompanying Employees During Shift

If you have a family member or friend who is hanging out in the store while you are working or helping you close, there are rules that apply to this situation.

Only employees can go into the kitchen, food prep area, office, or behind the register.

Any other person (regardless of relationship to you) that goes into the kitchen, food prep area, office, or behind the register, may result in your termination. Our insurance policy does not cover anyone but staff in those areas, so it can put us at risk.

We do not mind family or friends helping you take out trash out, wiping down tables, or escorting you to the car, but they cannot handle money, or go in those areas as mentioned above. Doing so may result in termination.

XXI. Customer Greetings, Standing, and Cell Phones

Customer service is extremely important to Sebring Soda. We want people to feel welcome, that we want them there, and that they have our full attention.

***Every single time a customer is inside the store, you must immediately put your phone down, stand up, smile, and welcome them to the store. Every single time! Throughout the time that customers are inside the store, you must remain off your phone, standing, and assist them.

Under no circumstances should you be on your phone and/or sitting while checking out customers.

XXII. Smoking/Vaping Policy

In Florida, it is against the law to smoke and vape indoors in a place of business (Fla. Const. art. X, § 20(a)-(b); Fla. Stat. § 386.204 (2023)). That means, it is illegal and a major violation for customers and staff to vape inside the building. This includes tobacco and vapes (regardless of your age, owning a medical card, what's in the vape, etc.

Employee Manual Acknowledgement Form

I have received a copy (hard copy or access to an electronic version) of the Sebring Soda & Ice Works employee handbook. I agree to read thoroughly. I understand that if there is any policy or provision in the employee handbook that I do not understand, I am required to seek clarification from the management or owners. I understand that my employment is at-will and nothing in this handbook, in any way, creates an expressed or implied contract of employment. I understand that the handbook is an overview of policies and procedures. In effect as of the day of publication, and the policies and procedures to which it refers may be amended, modified, or discontinued at any time for any reason by the company, at its sole discretion, without notice.

I understand that either the company or I can terminate my employment at-will at any time, with or without cause or without notice.

This page must be signed and received by the management or owners within 1 week of employment.

Employee Name

Employee Signature

Date