



Raymond Washington

New Employee Manual

Welcome!



Welcome to the team at the Raymond location of Subway. My name is Jeremy and I have been the owner of the restaurant since November 2014.

My background is I have a bachelors in mechanical engineering and a masters in teaching. Outside of Subway, my passion is in trying to make high school education better.

I'm excited about Subway, because I feel like we can do our small part to make our community healthier. We provide one of the only healthy fast food options for families in the Raymond and South Bend communities.

At this restaurant you can expect to learn a lot. Unlike other restaurants, at Subway you will be involved with every process of the restaurant. This will give you an opportunity to improve your customer service skills and learn a little how a restaurant business runs. You will be able to use these skills throughout your life.

If you are ambitious, you will have plenty of opportunity to be promoted at this restaurant. This restaurant will reward employees who consistently work hard and the employees that customers love.

Make sure to read through this guide to learn the basics and feel free to ask many questions during your first few days of training. All the employees are here to help you.

Just let me know if you have any other questions or concerns.

Sincerely,
Jeremy Bell
jbell0385@gmail.com
360-516-0556

Initials: _____

Dress Code

Black Pants	Tennis or Work Shoes	Subway Shirt
	 	
Nametag	Visor	
		

Do Not Wear

- Facial piercings except for ears.
- Flats or sandals.
- Jeans with holes, revealing midriff, clothes with holes
- Dirty and stained uniforms

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Paperwork Requirements

1. Food Handler's Card

Require by the state of Washington to work at a restaurant. The cost is about \$10. You will need to take the course at <https://www.foodworkercard.wa.gov>



2. License or State Identification

Needed to fill out your tax forms.

3. Social Security or Worker's Permit

Needed to fill out your tax forms.

4. Direct Deposit

Please bring your direct deposit information, such as your account and routing number from your bank institution, so direct deposit can be setup.

Please bring a copy of these to your first day of work. Also email a copy to jbelle0385@gmail.com

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Paycheck

1. **When Do I Get Payed?**

Paychecks will try to arrive every Friday. However this is not guaranteed. Sometimes because of holidays and various administrative variables, paychecks will rarely arrive on Monday. Please plan accordingly to accomodate any delays.

2. **What's the Payweek?**

The hours are calculated from Wednesday to Tuesday night of the previous week.

3. **How Do I See My Paystub?**

Your payroll information is available 24/7 online.

<https://www.businessonlinepayroll.com>

For the username and password, please email jbell0385@gmail.com for the request.

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Scheduling

1. **When Does The Schedule Come Out?**

The schedule is made on Tuesday nights. You will receive the schedule through the Subway Labor App, email, and text.

2. **How Do I Request Time Off?**

All requests for time off have to be made through the Subway Labor App.

1-2 Days: Request must be made before Monday night.

2+ Days: Request must be made 2 weeks ahead of time to allow enough time to fill the gaps.

Any requests after the schedule is made must be self-coordinated. You must ask other employees to cover your shift. Inform the manager of the shift change after you have figured out the details.

3. **How Many Hours Will I Get?**

In order to accommodate workers taking days off and the chance that several workers may need to take time off because of illness, the hire a certain number of workers to operate smoothly. This means that this position is a part-time job with at most 20 hours a week. Unfortunately, I can not accommodate requests for additional hours.

Workers that earn the experience to become a senior sandwich artist often gain more hours because of the increased flexibility of being able to work any shift.

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Breaks

1. **When Do I Take a Break?**

Employees self-monitor their breaks. If you would like to switch to a managed break, please feel free to make a request.

2. **How Much Break Do I Get?**

If you have a 4 hour shift you can take a paid 10 minute break anytime in that shift. Try to take the break before 3 hours.

3. **What Is a Break?**

Activities counted towards your break include:

- a. Bathroom breaks
- b. Checking your phone
- c. Non work related conversations with coworkers
- d. Eating
- e. Sitting down and doing non-work related activities

4. **Lunch Breaks?**

If you have a 5 hour shift you can take a paid 30 minute break during that shift if you make yourself available to work during that 30 minutes. For example, you sit down for 5 minutes to eat lunch and then you notice a large group of customers come in the door. After helping deal with the customers, you return to finish the last 25 minutes of your break.

If you want to leave the premises or not be obligated to any work tasks during that shift you **must clock out** for that 30 minute break.

5. **Can I Have a Managed Break?**

Of course! Most employees prefer to manage their own breaks, but you can request to have an official break during your shifts.

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Cell Phone

Cell phones are very addictive by nature and can become a problem in a restaurant work environment. The following are some guidelines about using phones.

1. **Can I Use My Cellphone?**

Cellphones should not be used casually during work hours. In general keep your cellphones in your bag and only use them during times you can take at least a 5 minute break. **Only check your phone sitting down in the lobby.**

One exception is when shift leaders and managers need to contact me about work related issues.

2. **Wash Your Hands!**

Studies have shown that the #1 area that has the most bacteria is cell phones. Touching your cell phone and then doing work activities is a health hazard. After breaks with your phone, always wash your hands.

3. **Enjoy the Phone-cation**

We are constantly on our phones all day. Use work as a way to unplug for a couple of hours and just be in the moment of your job, your customers, and your tasks that you need to accomplish. At first it will be difficult, but after awhile you'll enjoy unplugging for a few hours.

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Discipline

In this letter I'll introduce the write-up system that we'll be putting into place at Subway.

What Is It?

The write-up system will be a basic write-up system that you will see at other jobs. It will describe the "infraction" (what you did wrong) and how you can fix it.

The write-up system will keep track of any potential mistakes that employees may make over time. The point is to create a fair and easily visible system that will help management see if there are any problems in our work environment and, hopefully, help us train or fix the issue.

It's Purpose

The write-up system will help make any disciplinary stuff less emotional and less personal. We all make mistakes and getting a write-up isn't necessarily the end of the world. Just fix the problem and everything will be fine.

Of course, this job isn't for everyone. Doesn't make you a bad person, or makes Subway a bad place - it just means that for some employees, they might be happier at a different job. The write-up system will help us (you and me) see that more clearly and part ways.

How Many Times Can I Get Written Up?

The general rule is about 3 in a 3 month period. This is not written in stone, but just a general guideline. Depending on what you did, it could be just one write-up obviously.

What Can I Be Written Up For?

- Poor customer experience
- Consistently incorrect sandwich making
- Lack of prep or incorrect prep during your shift
- Failure to do a pull during your shift when it was needed

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- Failure to take temperatures during your shift
- Failure to do a cash-in during your shift
- Failure to wash your hands and other health/safety issues
- Late for shift
- Did not show for your shift
- Hostile to other employees
- Failure to complete deep clean activities
- Excessive phone use or excessive break time
- Not following the directions of shift leaders

This list is not everything, so follow the guidelines of your shift leader.

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Safety

Working at Subway is relatively safe, but there are a few areas you should be aware of.

- The following areas you should be aware of:
 - **Bread Oven:**
The bread oven is very hot and can burn you. Always use the oven mitts when handling the bread oven.
 - **Hot Well:**
The hot well keeps the chicken and meatballs at 140 degrees. Be very careful of touching the hot well or taking the lid off, because the steam can burn your skin.
 - **Bread Knives:**
To cut the bread and vegetables, Subway uses very sharp knives. Be careful not to cut your hand while using the knives.
 - **Tomato Slicer:**
The tomato slicer has extremely sharp blades. Use care when operating or cleaning the slicer.
 - **Vegetable Slicer:**
The vegetable slicer uses an extremely sharp blade. Use care when operating or cleaning the slicer.
 - **Slick Surfaces:**
Because of washed dishes and sinks, the floors are often wet. Always wear appropriate shoes and walk carefully in the backroom.
 - **Ladders:**
To reach high shelves and to change lights, always use the appropriate ladder. There are ladders in the back room of the

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grocery store. Use someone to hold the ladder and never climb higher on the ladder than it was designed for.

- **Chemicals:**

There are a few cleaning chemicals and dish washing sanitizers that you should be careful about getting it into your eyes. Use care and quickly wash the chemicals out of your eyes if an accident happens.

- **911:**

For any serious injuries, contact 911 immediately.

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Position Duties

Junior Sandwich Artist

- Greet customers
- Make Sandwiches
- Complete All Preparation Tasks
- Restaurant Clean and Stocked
- Bake Bread
- Pull Stock From Back
- Take Temperatures
- Complete Cash-In For Every Shift
- Be On Time For Shift

Shift Lead/ Senior Sandwich Artist

- All junior sandwich artist duties
- Forecast and anticipate shortages in all supplies (meats, vegetables, bread, and dry supplies)
- Communicate to team how to deal with future shortages (prep)
- Train crew members on proper procedures
- Setup the next shift for success (prepping, doing pulls, cleaning, dishes, creating lists, etc)
- Take steps to reduce food waste.
- Watch newer team members and correct any mistakes in procedures
- Be an example of positive energy with employees and customers
- Delegate deep clean activities when restaurant is slow.
- Communicate with store manager any shortages in inventory.
- Manage accurate inventory counting on your shift every Tuesday.
- Know how to close and open the store properly
- Know how to investigate cash-in errors
- Know how to bring deposits to the bank
- Completed all necessary online training

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Store Manager

- All junior and senior sandwich artist duties
- Create inventory order list and submit order weekly.
- Verify delivery and enter it accurately into the POS
- Enter the weekly inventory count and submit to corporate weekly
- Ensure proper procedures are being followed (uniforms, sandwich making, prepping, baking, cash-ins, temperatures, interactions with customers, breaks, cleaning, hand washing)
- Carry out discipline procedures
- Train team on new marketing campaigns
- Communicate with owner and requests or concerns
- Interview potential new hires
- Ensure a positive and safe working environment

Promotions

Shift Lead/Senior Sandwich Artist

The manager will verify that you have successfully learned and are consistently accomplishing all of the requirements of a shift lead. The manager will go through each list item with you and work with you on things you need to learn or still improve.

Communication

If you have any thoughts, concerns, or requests, first let your shift leader or the store manager know.

If you need to contact the owner you can use the following contact information:

Jeremy Bell
360-516-0556
jbell0385@gmail.com

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