

Soifer Family McDonald's

EMPLOYEE HANDBOOK



SOIFER FAMILY
McDonald's

 office@mcdiowa.com

 [641-228-2838](tel:641-228-2838)

 [1010 S. Grand Ave. Ste. #4
Charles City, IA 50616](https://www.google.com/maps/place/1010+S+Grand+Ave+Ste+4+Charles+City+IA+50616)

 soifermcdonalds.com

  [@soifermcdonalds](https://www.instagram.com/soifermcdonalds)

Welcome!

As a Second Generation Owner/Operator, I'm proud to continue the legacy my parents started, and I hope that someday my children will find the love and passion for McDonald's that I have. My parents grew up in Chicago, my dad immigrated to the US as a child and McDonald's was his first job, working in the kitchen during high school. My mom was the first in her family to go to college and got a job working as a bookkeeper with McDonald's Corporation while attending school.

They met through McDonald's and fulfilled their dreams by moving to Iowa and opening their first McDonald's restaurant in the 70's. Their McDonald's story is not unique, they called it their version of the American Dream. My McDonald's story includes me 'helping out' in the restaurants before preschool, birthday parties at McDonald's every year and my first job in management while I attended UNI.

McDonald's is part of our culture and almost everyone has a McDonald's story, whether it was breakfast with Dad on the weekends or an ice cream cone after a little league game. I am excited to welcome you to another chapter of your McDonald's story.

A large part of why I love McDonald's is because of the values we hold as a company and how I see them come to life everyday in our restaurants. As Manager, you have a critical role in ensuring we deliver on these values. We look forward to continuing to support you as you uphold these values in the restaurants.

- **Serve: We put our customers and people first**
 - Without our employees and customers there is no McDonald's, our mission is to take care of you and our customers.
- **Inclusion: We open our doors to all**
 - We are a gathering place for all in our community. We provide equal opportunities for all employees, period.
- **Integrity: We do the right thing**
 - We take this very seriously and strive to make the best decisions for the right reasons in all things we do.
- **Community: We are good neighbors**
 - We believe in giving back. From sponsoring little leagues to school fundraisers to our support of Ronald McDonald House, we live and raise our kids in the communities we do business. We want to improve them.
- **Family: We are better together**
 - Some companies may call it teamwork, we call it McFamily. We want to support you, whether with opportunities for advancement, scholarships, flexible schedules, or just having fun working together.

It's your turn to write a new chapter in your McDonald's story. We're thrilled to support you as you embark on a leadership journey unmatched by any other industry. Congratulations, and again, welcome to our McDonald's team.



Scott Soifer, Owner/Operator
Soifer Family McDonald's



401K

Soifer Family McDonald's believes that saving for the future is important and is committed to supporting employees in that particular endeavor. We match 100% of employees' contribution to their 401k up to 4%. Employees over the age of 19 who have 90 days of service with Soifer Family McDonald's are eligible to participate in the 401k. Enrollment is offered two times per year, and once offered enrollment an employee may sign up at any time. Full details on the plan can be found in enrollment materials. Enrollment materials can be requested at anytime once originally eligible from the office.

PAID TIME OFF- CREW, TEAM LEADS, BACKUP MAINTENANCE

PTO is similar to vacation or sick time but gives the employee added flexibility to take the time off as they need, either as vacation or to ensure they don't lose pay for missed work for reasons like a sick day or jury duty.

Employees age 18 years old and over will earn Paid Time Off (PTO) to be used as the employee sees fit for sick time, bereavement, emergencies or other reasons that cause an employee to miss work. PTO will accrue based on the following schedule:

PTO ACCRUAL SCHEDULE FOR CREW, CREW TRAINERS, + TEAM LEADS 18+

Length of Tenure	Rate of Accrual	Amount of PTO per Year
Day 1	2%	Max 40 hrs
1 year	-	Thanksgiving + Christmas paid
2 years	3%	Max 60 hrs
3 years	4%	Max 80 hrs
5 years	5%	Max 100 hrs
7 years	6%	Max 120 hrs

PTO may be taken for unscheduled missed work OR be scheduled in advance as a vacation. Employees may schedule as many or as few days as vacation as they like, assuming they have accrued the PTO time. Scheduled vacation must be approved by the GM in advance.

PTO time may be taken in 4 hour blocks of time, either half or full days. PTO is paid at the employee's current wage when requested. Employee must fill out a PTO request form by Monday at noon before payday to be paid that week. Hours not taken/used as of December 31 will automatically carry forward into the next year or, at the employee's written request, will be paid out on the final check of the year. The maximum number of PTO hours that will carry forward is 60; any hours above 60 in December will automatically be paid out on the final check of the year.

Employees who leave with minimum two weeks notice, on good terms, will be paid all accrued days PTO on their final check. Employees who leave without notice or are terminated for cause will forfeit accrued PTO.

PERFORMANCE REVIEWS

McDonald's has very competitive wages. Your first performance review is approximately 90 days after you are hired, then every 6 months after that (to the nearest quarter). Performance reviews are annual after reaching the maximum rate for your position; contact your Manager for current maximum rates. Temporary employees receive annual reviews. From time-to-time there are store contests and programs to earn additional money.

MEALS AND BREAKS

When working a shift without a break (less than six hours), you receive up to \$7 worth of food before or after your shift. A shift of six hours or more receives a required 30 minute **unpaid** break and allows you up to \$9 worth of food. All food must be eaten in the crew room.

When you are not working you can receive a 30% discount on your food purchases when using the national employee discount on the McDonald's App.



INSURANCE

Blue Cross Blue Shield of Illinois is the Medical Insurance offered to employees 18 and older who average 30 hours per week during a one year measurement period. Your eligibility status will be verified after 12 months of employment.

A percentage of Medical Insurance is paid for by McDonald's based on position.

McDonald's also offers Dental, Vision, Long Term, and Short Term Disability, and Term Life Insurance for an additional cost. See your Manager for more requirements and information.

CREW REFERRAL PROGRAM

Soifer Family McDonald's is always looking for friendly and hardworking people. If you know someone who would be a good addition to our company, they may be worth \$25 to you. If you refer a person who gets hired, you will receive a check for \$25 after their 90 day anniversary. It's really two bonuses! You get to work with your friends or family, *and* you get cash!

Program rules:

- 1: Referral eligibility: Hourly employees including crew, maintenance, swing managers, and office staff.
- 2: The referred employee must be newly hired, never having worked for McSoifer's, Inc. restaurants.
- 3: The referred employee should put your name in the 'Referred by' space on the online application.
- 4: The referring employee must be employed with McSoifer's, Inc. at the time of payout.

SAFE + RESPECTFUL WORKPLACE

IT IS THE EMPLOYEE'S OBLIGATION TO EMBRACE THE CULTURE OF RESPECT AND BEHAVIOR SET IN THE WORKPLACE. THIS INCLUDES, BUT IS NOT LIMITED TO:

- **Treating others as you want to be treated**, even when a shift is stressful, short-staffed, or a customer is less than kind. This treatment involves words, actions, and behavior.
- **Respecting all people, with all beliefs, despite differences.** You will work with a wide assortment of employees during your time at McDonald's. It is imperative that we treat each other with respect.
- **Pursuing proper steps** when you feel harassment is occurring in your store or workplace. Speak with your Manager, Store Supervisor, the Director of Operations, or the Owner/Operator if you feel wrongs are being committed.

Fully embracing McDonald's Safe + Respectful Workplace protocols and utilizing the below 'respect nuggets' will help as you set out to work in a healthy atmosphere. For more details, refer to the policy handbook (available at soiferfamilymcdonalds.com).

Our vision for diversity and inclusion is to leverage the unique talents, strengths, and assets of our employees in order to provide the world's best quick service restaurant experience. We continually strive to maintain an environment in which everyone feels valued, accepted, and rewarded as an integral part of the team. We encourage employees to understand and recognize difference and to appreciate the contributions that all diverse groups and individuals bring to our organization.

Language, actions, and behaviors of any kind not in accordance with a Safe + Respectful Workplace (as outlined in the required SRW Video Training) will not be tolerated at Soifer Family McDonald's and are grounds for immediate termination.

1

follow the road rules

2

respect personal space

3

keep it safe for work

4

respect the digital age

5

keep the personal private

6

respect everyone's time

7

keep language clean

PAYROLL

We pay employees every two weeks on Friday. The pay period ends on Sunday; payments are made on the next Friday directly to your own checking account, savings account, or pay card. If you do not have an account, your Manager has information on pay cards available to McDonald's employees. Please give a voided check or letter from your bank with account and bank routing numbers to your Manager. Ask your Manager when you will receive your first paycheck.



TIME OFF REQUESTS

Many places of employment do schedules a month or more at a time. In fact, we do this for our managers. However, to give our crew more flexibility, we only do schedules one week at a time. To make this work for you and us, we need your help.

Time-Off Requests must be received no later than Monday at 4:00 PM the previous week. Any employee who turns in their request later than this date may be required to work or find their own replacement.

If you will be unable to work your scheduled time, you must call the Manager a day in advance if possible, but always give at least two hours notice. If you cannot work due to illness, a Doctor's note may be required. Emergencies will be handled on a case-by-case basis.

EMPLOYMENT

Be assured that it is our policy to offer fair employment and promotional opportunities to the most qualified individuals and to establish a wage and salary program which provides for different rates of pay for dissimilar and unequal jobs and for differences in individual job performance.

Your first 30 days are probationary. As soon as practical during the first 30 days of employment a follow-up orientation will take place and a determination will be made if your job skills meet the job requirements. If not, termination may occur.

We will not tolerate unacceptable, profane, or vulgar language from any employee on McDonald's property or at a McDonald's sponsored event on or off our premises.

In cases where discipline or warnings are given to an employee regarding rule violations, the employee will be asked to sign and acknowledgement of warning. Signature does not mean agreement. If termination arises out of violation of our attendance, punctuality, or behavior policies and unemployment compensation is sought, we have the right to and may contest unemployment benefits.



WHAT'S IN A UNIFORM?

THE MCDONALD'S UNIFORM INCLUDES:

- McDonald's Shirt
- McDonald's Visor or Hat
- Nametag
- Plain black pants (not yoga, athletic, or jeans)
- Black belt (if necessary)
- Black non-skid shoes

Employees' uniform shirt, visor or hat, and nametag will be provided to them upon initial employment. They will be responsible for laundering and wearing a clean uniform. Employees are welcome to purchase additional shirts at their own cost. Tred-Safe and other brands of slip resistant shoes are available for employees to purchase at most stores like Wal-Mart, Target, and Famous Footwear, as well as online retailers like Shoes for Crews and Amazon. Speak with your Manager about current programs available to help offset the cost of shoes. You are responsible for providing black pants.

ELECTRONIC DEVICES, SOCIAL MEDIA, AND TOBACCO:

Electronic Devices: Employees should not wear or carry electronic devices, such as cell phones, while on duty. Any emergency calls the employee receives should come through the restaurant's telephone. No photography is allowed in the restaurant without written consent from the Owner/Operator.

Social Media: Each one of Soifer Family McDonald's employees is unique and has their own outlook on the world. While we value your opinions, we also want to remind you that social media platforms are not private. Employees represent McDonald's in all they do, whether clocked in or not; when in doubt, do not post. For more details, refer to the policy handbook.

Eating, drinking, and gum chewing are not permitted while working.

Tobacco: We are a smoke, vape, and tobacco-free restaurant, dining room, crew room, etc. Smoking on the lot in uniform while visible to customers is not allowed. Chewing tobacco is also not allowed in the restaurant.



GROOMING AND APPEARANCE

TO ENSURE SAFE FOOD HANDLING AND A SAFE AND COMFORTABLE WORK PLACE FOR OUR EMPLOYEES AND GUESTS, WE HAVE SOME BASIC GROOMING AND APPEARANCE GUIDELINES.

- **Overall:** keep clean by bathing or showering and brushing teeth daily.
- **Hair:** should be clean, off the face, and pulled back or put up. If it touches your shoulders, it needs to be pulled back.
- **Facial hair:** should be short, clean, and trimmed. If an employee chooses to maintain a beard, they are required to provide their own disposable beard net or face mask for each shift.
- **Nails:** should be short, clean, and manicured.
- **Cosmetics:** Should be subtle (this includes perfumes and colognes).
- **Jewelry:** No excessive amounts of jewelry are permitted. Employees should not wear loose or dangling bracelets, earrings, or necklaces as these can be a safety hazard while preparing and serving food. If jewelry becomes a distraction (e.g. tongue piercings, smart watches, etc.), employees will be asked to remove it.
- **Tattoos:** Body markings or tattoos etc., which are visible, need to be approved by management. No offensive symbols or words will be permitted.

Restaurant Management will make the final determination of acceptable appearance. Our goal is to reach a balance between offering our guests a welcoming environment with employees in uniforms which represent our brand while also providing our employees the opportunity to be themselves.

