

SWING MANAGEMENT HANDBOOK



SOIFER FAMILY
McDonald's

✉ office@mcdiowa.com
☎ 641-228-2838
📍 1010 S. Grand Ave. Ste. #4
Charles City, IA 50616
🌐 soiferfamilymcdonalds.com
📷 📺 📺 @soiferfamilymcdonalds

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

SWING MANAGEMENT PAY

Swing Trainee Kickoff: +\$.75/hr OR \$16/hr

Shift Verified by Supervisor, Swing Promotion: \$17/hr

Maximum Certified Swing Range: \$19.00/hr



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.

SWING MANAGER BONUS OPPORTUNITIES

We are proud to reward Swing Managers with financial bonuses at various times throughout the year. One such way to earn a bonus is through a Customer Experience Visit, or CEV. These are typically graded by McDonald's Operational Associates from the Chicago area and can result in a \$50 bonus for Swing Managers when a score of 90% or greater is received. Please speak with your General Manager or Area Supervisor for more details. Additional bonus programs and contests may be offered throughout the year.



VACATION POLICIES

Each of these is after years of continuous service and includes Thanksgiving and Christmas as holidays.

SWING MANAGERS, BREAKFAST MANAGERS, + PRIMARY MAINTENANCE

| | |
|----------|-----------------------|
| 1 year | 1 week |
| 2 years | 1 week + 1 mini week |
| 5 years | 1 week + 2 mini weeks |
| 10 years | 2 weeks + 1 mini week |
| 15 years | 3 weeks |

HOURLY ASSISTANT MANAGEMENT + OFFICE STAFF

| | |
|----------|------------------------|
| 1-year | 1 week |
| 2 years | 2 weeks |
| 5 years | 2 weeks + 1 mini week |
| 7 years | 2 weeks + 2 mini weeks |
| 10 years | 3 weeks + 1 mini week |
| 15 years | 4 weeks |



SALARIED MANAGEMENT + STAFF

| | |
|----------|------------------------|
| 1-year | 1 week + 1 mini week |
| 2 years | 2 weeks + 1 mini week |
| 5 years | 2 weeks + 2 mini weeks |
| 10 years | 3 weeks + 1 mini week |
| 15 years | 4 weeks |

*salaried vacation is paid at current rate of salary.

ADDITIONAL TIDBITS

Hourly vacation is paid and computed as 2% of last year's earnings for full weeks vacation; mini weeks are paid at 16 hours vacation at current rate of pay. Thanksgiving and Christmas are paid at 8 hours each at current rate of pay. Additionally, General Managers, Assistant Managers, + Office Staff will receive one 'floating' holiday of their choice to be used each calendar year. Floating holidays and vacations must be scheduled and approved in advance by the GM or Supervisor.

It is recommended that vacations be taken in a way to get the maximum benefit of time off throughout the year. The mini-week is defined as two days taken in conjunction with weekly days off, resulting in a four or five day period away from work. The full week may be taken in conjunction with weekly days off, resulting in a nine day period away from work. Single days off are discouraged and should be in rare instances. The purpose of our vacation policy is to allow you to refresh and renew your commitment and initiative, and to remain sharp, alert, and aggressive.

Vacation time should be taken rather than paid and can only be paid out under unique circumstances and approved in advance by the Owner/Operator. Vacations may not be carried forward into another year without approval of the Supervisor & Owner. All vacations must be scheduled and approved by the Supervisor, Owner, or Manager. Upon termination, vacation is considered earned, on an accrual basis, if employee left in good standing with a minimum 2 weeks notice given.

THINGS TO CONSIDER WHEN PLANNING VACATIONS

When taking a week vacation, please limit it to no more than nine days in a row. We also prefer that employees do not work more than seven days in a row before or after vacation and in any event, may not have more than two weekends off in one month. The same guidelines apply for mini vacations (these should not exceed five days in a row with two vacation days and three work days off).



Please make your best effort in the following:

- Spread vacations as equally as possible throughout the year.
- Managers and Assistants should not be gone at the same time, and they should have at least two days together in the store before one leaves the other behind.
- There should not be more than a two week spread between all managers getting together to discuss the restaurant in a meeting format.
- From Thanksgiving to the end of the year, any vacations should be limited to mini vacations and should be approved by your Supervisor.
- Vacations during special events and busy calendar periods should be avoided.
- LOA's (medical or otherwise) are discussed and handled on a case by case basis with the Supervisor and Owner. Under normal circumstances, LOA's are limited to 90 days.
- All vacation times must be approved by your Supervisor and or Owner before that schedule is posted. Please keep certain dates in mind- holiday seasons, conventions, regional and HU classes, and LOA's before scheduling.
- Vacations are earned and begin accruing after 12 months consecutive, full time employment. Promotion mid-year does not change the current year vacation schedule.

Vacations may be taken in the year earned on the accompanying schedule. Vacation benefits will be accrued if termination or demotion changes prior to full accrual. After your 2nd year, your vacation benefits accrue on a calendar year basis, beginning each January 1st.

Number of Vacation Days:

| Month | 1 wk. | 2 wks. | 3 wks. | 4 wks. |
|-----------|-------|--------|--------|--------|
| January | 0 | 1 | 1 | 2 |
| February | 1 | 2 | 3 | 3 |
| March | 1 | 3 | 4 | 5 |
| April | 2 | 3 | 5 | 7 |
| May | 2 | 4 | 6 | 8 |
| June | 2 | 5 | 8 | 10 |
| July | 3 | 6 | 9 | 12 |
| August | 3 | 7 | 10 | 13 |
| September | 4 | 8 | 11 | 15 |
| October | 4 | 8 | 13 | 17 |
| November | 5 | 9 | 14 | 18 |
| December | 5 | 10 | 15 | 20 |

PAID TIME OFF

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 unscheduled reasons that causes an employee to miss work. PTO will accrue based on 2% of regular and overtime hours worked with a maximum of 40 hours earned per calendar year. For example, if an employee works 50 hours in a week (40 hours regular and 10 hours overtime), that employee will accrue one hour PTO. It is intended that a full-time employee will earn 40 hours of PTO each year and part-time employees will earn PTO at the same rate. But, if the part-time employee averages 15 hours per week, they will accrue about 15 hours PTO per year.

PTO for Swing Managers, Breakfast Managers, and Primary Maintenance *may* be taken for unscheduled missed work. PTO *may not* be scheduled to be taken as vacation like crew, who do not have vacation time. 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 a minimum two week 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. Employees who are promoted to salary will forfeit accrued PTO as it is replaced with four weeks sick time.



INSURANCE

McDonald's offers Blue Cross Blue Shield of Illinois Medical Insurance to all full time adult employees (over 18). Plan descriptions, benefit information, and costs of all options are available upon request from the Regional Office Manager (office@mcdiowa.com). Medical insurance automatically includes Basic Term Life/AD&D/Travel Accident Insurance. McDonald's subsidizes medical insurance to make it affordable as described below.



GENERAL MANAGER & SALARY SUPPORT STAFF

McDonald's pays 80% cost of Health Plan 1, 2, or 3 OR 70% of Health Plan 4:

Employee, Employee + Spouse, Employee + Child(ren), or Family

FIRST ASSISTANT MANAGER

McDonald's pays 80% cost of Employee Health Plan 1, 2, or 3 OR 70% of Health Plan 4 OR McDonalds pays 50% of Health Plan 1, 2, or 3 OR 40% of Health Plan 4: Employee + Spouse, Employee + Child(ren), or Family

SECOND ASSISTANT MANAGER

McDonald's pays 70% cost of Employee Health Plan 1, 2, or 3 OR 60% of Health Plan 4 OR McDonalds pays 50% of Health Plan 1, 2, or 3 OR 40% of Health Plan 4: Employee + Spouse, Employee + Child(ren), or Family

HOURLY OFFICE STAFF

McDonald's pays 70% cost of Employee Health Plan 1, 2, or 3 OR 60% of Health Plan 4 OR McDonald's pays 50% of Health Plan 1, 2, or 3 OR 40% of Health Plan 4: Employee + Spouse, Employee + Child(ren), or Family

FULL TIME SWING MANAGER (+ PRIMARY FULL TIME IN STORE MAINTENANCE + BREAKFAST MANAGER)

McDonald's pays 60% cost of Employee Health Plan 1, 2, or 3

OR McDonald's pays 40% of Health Plan 1, 2, or 3 : Employee + Children

OR McDonald's pays 25% of Health Plan 1, 2, or 3: Employee + Spouse

OR McDonald's pays 20% of Health Plan 1, 2, or 3: Family

Please note: McDonald's does not subsidize Health Plan 4 for Swing Managers, Primary Maintenance, or Breakfast Managers.

As a Swing Trainee, Overnight Team Lead, or Breakfast Team Lead, Crew insurance benefits apply.

OTHER INSURANCE

McDonald's pays 50% of employee dental

OR McDonald's pays 25% of Employee + Spouse, Employee + Child(ren), or Family dental.

McDonald's also offers affordable group rates on additional insurance including vision, short and long term disability, as well as additional life insurance. McDonald's does not subsidize the cost of these options; these are offered at the employee's cost.

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. Stubble (up to 1/8") is allowed without any kind of beard net (regardless of position). If the employee works in the kitchen and has facial hair greater than 1/8" long, they are required to wear a beard net at all times. If the employee works in service and has facial hair shorter than 1/4", they do not need to wear a beard net, longer than 1/4" and employees must wear a beard net that keeps hair controlled at all times. Stores have beard nets available for employee use.
- **Nails:** should be short, clean, and manicured; maximum nail length is 1/2".
- **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:** No offensive symbols or words will be permitted.

Area Supervisors 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.





WHAT'S IN A UNIFORM?

Three shirts, three ties, and a nametag will be provided to you upon initial employment. Managers are responsible for laundering and wearing a clean uniform; they are also welcome to purchase additional shirts at their own cost. Button down shirts must be worn tucked-in. Proper fitting shirts stay tucked in when bending over and do not strain around the stomach or gap at the chest. Polos and t-shirts for special event days do not need to be tucked in. Regardless of the style you wear, aim to look neat and professional.

Ties and nametags must be worn at all times. Tred-Safe and other brands of slip resistant shoes are available for Managers 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 General Manager about current programs available to help offset the cost of shoes. You are responsible for providing black pants.

THE MCDONALD'S SWING MANAGER UNIFORM INCLUDES:

- McDonald's Button Down Shirt
- Tie
- Nametag
- Black pants (not yoga, athletic, or jeans)
- Black belt (if necessary)
- Black non-skid shoes

ELECTRONIC DEVICES, SOCIAL MEDIA, AND TOBACCO:

Electronic Devices: Employees should refrain from utilizing their cellphone for personal calls, texting, or social media while working. 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 (available at soiferfamilymcdonalds.com).

Violation of this policy may result in termination.

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.



FRATERNIZATION POLICY

While it is not our desire to become involved in our employees' personal lives, experience has shown that dating relationships among employees where there is a boss-subordinate relationship can seriously affect our business in many ways. Furthermore, fraternization with crew employees can lead to many serious problems and put both the employee and company in jeopardy.

The Federal Government sees any supervisory person as the person with the power and control in a relationship. Therefore, any relationship between a person in control and with power (e.g. a supervisor and a non-supervisory person) is considered a potential situation for harassment and/or the possibility for abuse of power.

As the employer, it is our responsibility to provide a workplace that is free of harassment, discriminations, and to avoid situations where the abuse of power could exist. That is the basis for State and Federal interpretation of the Equal Employment Opportunity Commission (EEOC).

Soifer Family McDonald's therefore fully adopts the following policy in its entirety (effective at McDonald's Corporate since 1998):

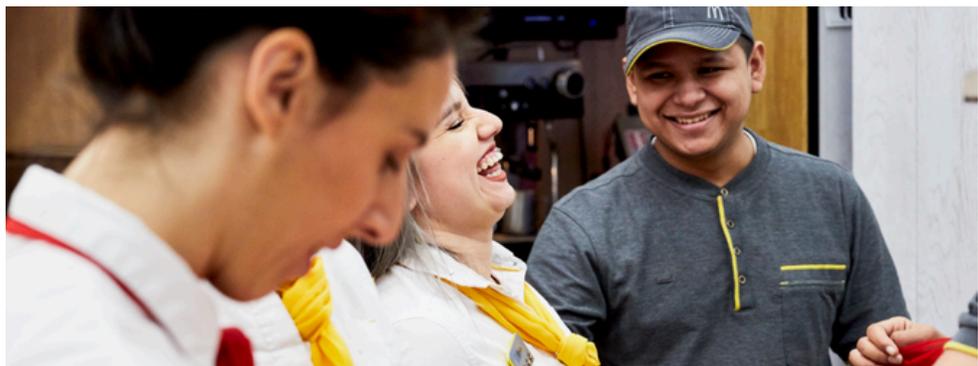
Management employees are prohibited from dating any subordinate employee working in the same restaurant. Supervisory employees are prohibited from dating any employee who they supervise or who has any kind of reporting relationship to them. In addition, it is recommended that employees should not have a close relationship to anyone with whom they have a boss-subordinate relationship.

Furthermore, supervisory employees are prohibited from fraternization with crew by socializing repeatedly with the same select person, or condoning the use of alcohol, tobacco, or controlled substances by crew who are not of legal age.

In the event a boss-subordinate dating relationship does occur, you should report it to your supervisor immediately so that a workable solution can be agreed upon. This may mean the transfer of one employee. If a transfer is not feasible, the employees may not be permitted to date, or depending upon the circumstances, one of the parties may be asked to resign.

Violation of this policy may result in discipline which may include possible termination.

If you have questions, please direct them to your Supervisor, the Director of Operations, or the Owner/Operator.



SAFE + RESPECTFUL WORKPLACE

IT IS THE MANAGER'S OBLIGATION TO SET THE STANDARD FOR BEHAVIOR IN THE WORKPLACE. THIS INCLUDES, BUT IS NOT LIMITED TO:

- **Taking every single claim of harassment seriously**, regardless of the source. Whether it involves a Supervisor, Manager, Executive, Owner, Vendor, Supplier, Customer, or Crew person- each claim matters.
- **Reserving judgement for 'what counts' as harassment** for the Owner/Operator and Director of Operations. Your job is to record and report the incident, not decide whether or not it is worth reporting.
- **Pursuing proper steps** when you feel harassment is occurring in your store or workplace.

Fully embracing McDonald's Safe + Respectful Workplace protocols and utilizing the below 'respect nuggets' will help as you set out to build 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**

DEPOSIT + CASH PROCEDURES

- Only authorized employees over the age of 18 may take a deposit to the bank.
- Safe and back-up should be verified at the beginning and end of each shift; they should also be recorded.
- Deposits must be in a locked deposit bag when taken to the bank and must have a deposit slip included with the counting Manager's initials and bag number written on the slip.
- Actual bag numbers must be used when preparing deposits both on deposit slips and in the computer.
- All deposits must be taken to the bank on weekdays prior to 11:00 AM. It is the opening Manager's responsibility to make sure there are no deposits left in the safe from the previous day.
- On Saturday, Sunday, and bank holidays, the opening Manager is to take the previous days' deposits to the bank after lunch (using the locked night drop).
- The Deposit Control/Coin Order Log must be completed for each deposit as made, taken to the bank, and validated. All deposits and currency must be signed out of the restaurant.
- Deposits must be taken directly to the bank. Employee will not conduct any other personal or company business while in route to the bank or returning to the restaurant with coin orders.
- Do not take money to the bank to 'fix' any discrepancies with deposits. If the bank calls with any differences of more than \$10, ask them to close the deposit and return to the bank, get the deposit, and recount and verify amounts.
- Opening Managers should return from the bank with the previous day's validated deposit slips and bank bags. Note: bank bags must always be checked when picked up from the bank. Look for bank deposit slips and make sure the bags are empty when placed back in your safe.
- Upon returning to the store, previous days' validated deposit slips must be checked against un-validated deposits in the computer (and ledger book). Authorized Manager must initial in the ledger book.
- Bank deposit slips (the printed slips from the bank with amount, teller information, etc.) must be stapled to the carbon copy of that day's deposit slip. These will be sent to the office at the end of the month. Note: carbon copies should always remain in the restaurant and not be sent to the bank. This is your record of what went to the bank.
- Authorized Managers will be responsible for validating all deposits.
- General Manager is responsible for following up on validations once per week.
- Any discrepancy in verification should be reported to the store Supervisor and Office immediately.
- Coin orders will be done at least every Monday and Friday. Coin orders should NOT be done on Saturdays.
- Coin order must be counted upon receipt from the bank to verify accuracy.