

DINA'S PIZZA & PUB'S POINT SYSTEM

FOH

Mission To promote reliability and professionalism, Dina's Pizza & Pub utilizes a Point System in order to ensure all team members are held accountable fairly and equally on issues that are common in the restaurant industry.

Rules Each employee begins with 0 points. The goal is to remain at 0 points throughout a 90-day period; after 90-days, points are reset.

DEPENDABILITY

Time management is essential to success in life and one of the best ways to show your maturity and integrity.

- Coming in early or staying late after shift when needed. • -2 points
- Coming in on unscheduled day when asked. • -3 points
- Late 1-14 minutes • 1 point
- Late 15-29 minutes • 2 points
- Late 30-59 minutes • 3 points
- Late 1+ hour • 5 points
 - For each additional hour late ◦ 1 additional points
- Leaving a shift early • 2 points
- Incomplete Checklist • 4 points
- Swapping shifts without approval • 2 points
- Call Off 1-day prior to scheduled shift • 3 points
- Call Off same day as scheduled shift • 5 points
 - (Doctor's note voids points)
- Call Off on Friday, Saturday, or Sunday • 1 additional point
- No Call/No Show (may be grounds for termination) • 20 points

PERFORMANCE

Treating each other, our restaurant and work with respect and care.

- Recognized for exceptional performance. • -3 points
- Performing deep cleaning when not asked. • -5 points
- Uniform/Appearance • 1 point
- Poor Performance, Attitude/Insubordination • 3 points
- Unauthorized use of cellphone or headphone • 3 points
- Poor Food Safety • 5 points
- Failure to recognized impaired patron • 5 to 20 points (may be grounds for termination)

Repeated offenses of 3 or more times will add 1 additional point each time thereafter.

FINANCIAL RESPONSIBILITIES

- Money Management • 5 to 20 points**
 - Drawer, Top Safe, Change Box, Keno, Sports Betting must all be accounted for. Server & Bartender slips must be completed.
- Failure to collect Credit Cards from patrons at the bar and on the patio. • 5 to 20 points**
- Paying for Dine & Dash Tabs. • 5 to 20 points**

** May be grounds for immediate termination

CONSEQUENCES

- 7 points constitutes written warning.
- 12 points one-week suspension.
- 20 points sit down with Dina & Tommy (resolution)/ termination.

There is no requirement for a "verbal warning"; agreement to work at Dina's Pizza & Pub indicates you understand our procedures and the consequences for violating them. All violations listed above shall be assessed with disciplinary points. Any violation that can earn a range of points will be assessed and assigned a point value by two directors. Shift Leaders and Management has the prerogative to assess discretionary disciplinary points that are not defined above depending on circumstances that may arise. Additionally, Management may remove points based upon improved conduct, solely at their discretion. Points remain against a person for a rolling 90-day period, at which point they are reset back to 20 points. If at any time the Point System is abused, the employee may face immediate termination. In the event that the team member is deducted a point and unavailable for a face-to-face conversation, an email will be sent detailing the reason for deducted points.