

# HANDLEBEND

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## HB Handbook

Hello! We are SO excited you're here. We need your help!

We've been operating the Handlebend Building for almost 5 years. I think one of our biggest takeaways has been the realization of how true the old "you learn something new every day" is.

Handlebend has been an incredibly fun project...but it's been extremely hard and a lot of work, too. We have gotten a priceless education over the past 5 years, and we are looking forward to how we can learn and grow over the next 5, as well.

There are a head-spinning number of "moving parts" required to keep this business running smoothly, and to provide the kind of experience that people have grown to expect when they walk in the doors at HB. We need help. Good help. That's where you come in!

We aren't interested, per se, in needing to provide something for everyone. What we have committed to doing, though, we are committed to doing extremely well – the best, in fact. The number one thing here is let's provide a top-level experience: it's all in the details.

The next step then, is figuring out how to provide that top-notch product and experience in the MOST efficient and effective and streamlined way possible with our team. We've grown leaps and bounds in this method to our madness, but it most definitely requires a certain sense of pride in what you're doing.

The good part is, we've learned a lot. We are consistently problem solving and looking at better ways of doing things. We have the team and resources to set you up for success, but you have to show up and you have to care.

We've got a great team and we have fun. We are *seriously* excited to have you. Please, work hard, be efficient, and be a teammate. **Have confidence** in yourself. Help us provide the best experience one can find in Nebraska, and let's have fun doing it.

Thank you, seriously.  
Let's Go!

### HB Training:

- All new hosts will have two, one on one training sessions with a member of the Leadership Team.
- They will also have one training session on an open to the public shift.

- These three sessions the new employee will not be tipped out. All other shifts going forward will be pooled tips.
- You will have full access to all Policy, Procedure and Training documents available to you at any time.
- You will log-in and out with our point of sales system "Toast." Toast will also manage and split all credit card tips according to time of transaction.

**Attendance Policy:**

- The HB attendance policy will be presented to each employee as a signed document.

**Payroll:**

- Handlebend payroll is processed bimonthly, every other Friday, by Magnet & Marmo, LLC, via direct deposit into your bank account. Magnet & Marmo is the payroll company of Handlebend. If you are an hourly employee, please be diligent about clocking in and out using Toast or the other programs accepted.
- Timesheets are due by 12:00 PM the Monday of payroll week to ensure paychecks are correct and on time.
- Please send payroll information to Tracy Dennis at [Tracy@paperandpencil.com](mailto:Tracy@paperandpencil.com)

**Tips:**

- Cash and credit card tips will be pooled and split according to toast clock-in times with employees clocked in under a tipped shift or position.

**Benefits and Perks:**

- One drink per shift
- All HB merchandise and apparel at HB cost
- All HB copper products at cost (talk to Bryce to order)
- 20% discount on all other offerings at Handlebend
- One free HB Banquet room rental as long as you take care of all set up and clean up and there is no other demand for the date of event.
- Workman's compensation

**Dress Code:**

- You are hosting people who are here to relax and enjoy, dress in a manner that adds to their experience, not subtract from it.
- Please don't look like you just rolled out of bed

**Cell Phone Usage:**

- Unless all the checklists are completed for the entire day and no customers to serve then there is no scrolling. The better service you provide the more money you will make.

**PTO:**

- All PTO hours are issued as a lump sum annually but will be prorated by date in the event employment is terminated by either party.
- Please send all PTO hours to Tracy Dennis at [Tracy@paperandpencil.com](mailto:Tracy@paperandpencil.com) prior to the pay period they are being used.

**Performance Review:**

- Performance reviews will be performed by the Leadership Team twice a year.

**Handlebend Email Accounts, Documents, and Creative Files:**

- Handlebend email accounts, google documents/drives/sheets, and Dropbox files are property of Handlebend.
- Handlebend creative content is property of Handlebend and should not be deleted or stolen by any employee of Handlebend.
- It is illegal to delete, hide, erase or steal business emails, documents, files, pictures, videos, recipes or any other IP created by a Handlebend employee in any event but especially during termination or resignation by either party.

**Confidentiality:**

- Handlebend's IP, internal practices and recipes are property of HB. They are not to be shared with anyone outside of our team.

**Holidays:**

- Handlebend observes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.
- Full-time employees are given (8) hours of holiday pay for these days.

**Handlebend Keys:**

- Please do not duplicate keys for anyone. If you need keys or lost keys, please notify the Leadership Team.

**Handlebend Credit Card:**

- All company credit card receipts need to be scanned and emailed to Tracy Dennis by the 10<sup>th</sup> of every month so that we can reconcile.

**Tornado:**

- In the case of a tornado warning during business hours please usher all employees and customers to the basement until we are all clear.

**Equal Opportunity Employer:**

- Handlebend is committed to fostering a diverse, inclusive, and equitable workplace. As an Equal Opportunity Employer, we prohibit discrimination and harassment of any kind based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or any other characteristic protected by federal, state, or local law. This commitment extends to all aspects of employment, including recruitment, hiring, promotion, compensation, training, and termination.

**Harassment and Violence:**

- Harassment or Violence of any kind, including sexual harassment, is not tolerated. This includes any unwelcome or inappropriate behavior or conduct that creates a hostile, intimidating, or offensive work environment. Employees are encouraged to report any incidents of harassment to their supervisor, Matt Dennis or Michael Stepp.
- Complaint Procedure: Employees who believe they have been subjected to discrimination or harassment should report their concerns immediately to their supervisor, Matt Dennis or

Michael Stepp. All complaints will be investigated promptly and thoroughly, and appropriate action will be taken to address and resolve any issues.

- Retaliation: Retaliation against any individual who reports discrimination, harassment, or participates in an investigation is strictly prohibited. Any form of retaliation will not be tolerated and will result in disciplinary action.

**Maternity Leave:**

- HB holds a massive value on family and raising good humans. We do not have a compensation package for maternity leave but will do everything in our power to help you keep the work/family balance you need.

**Alcohol and Drugs:**

- Alcohol or drug use during employment hours will not be tolerated. If using any substance begins to affect your work performance or reliability, we will respond accordingly

**Hours of Operation:**

Monday	6:30 AM – 5:00 PM
Tuesday	6:30 AM – 5:00 PM
Wednesday	6:30 AM – 10:00 PM
Thursday	6:30 AM – 10:00 PM
Friday	6:30 AM – 11:00 PM
Saturday	6:30 AM – 11:00 PM
Sunday	6:30 AM – 7:00 PM

**Misconduct Violation Policy:**

- 1<sup>st</sup> will be a verbal warning
- 2<sup>nd</sup> will be a written warning
- 3<sup>rd</sup> will be termination

**Leaving the Company:**

- Progressive Discipline
  - o Please reference Misconduct policy
- Resignation and Termination
  - o Nebraska is an “Employment at Will” state, which means the employer and employee have equal rights to terminate employment at any time.