

# your success at merriman's

We are committed to creating an environment where you can develop yourself in your profession and perform at the highest standard. We encourage you to communicate openly and frankly with management to achieve mutual understanding, prevent small problems from escalating, and eliminate barriers that impede team or individual contributions. You are accountable for meeting performance standards and following Company policies and procedures. Your manager is your primary point of contact for discussing expectations and offering advice as needed.

We are committed to developing our team, and we will consider you for internal openings based on expertise required, your current job performance, and your interests. If you are interested in applying for a transfer to an open position, you should first discuss it with your manager.

## merriman’s vision statement



*BE THE BEST GUEST EXPERIENCE COMPANY IN THE WORLD*

We are not just a restaurant - we’re in the entertainment business! At Merriman’s, we’re all about quality without taking ourselves too seriously. We strive to create dining experiences that are fun, festive and memorable so that everyone feels welcome and comfortable.

## merriman’s vital few values

We believe the most vital ingredients for providing the best guest experience are:

1. throw a party every night!

We go out of our way to make everyone feel like a special guest in our home. We greet our guests by name and provide a fine dining experience that is always fun and joyful, but never too serious or stuffy. If the party were at your house, what would you do?

1. fine food fast

We put the best product out as quickly as possible because we recognize that great dining experiences don’t require two hours. We understand that guests expect everything to move faster, even great food!

1. cook for your mom

We prepare and serve every dish and drink as if it’s for your mom and treat each guest like they’re family.

1. know your lettuce

Everyone at Merriman’s knows every ingredient in every dish and where it came from. We have the farmers on the wall, and we know them by name! Because we are professional servers, cooks, and beverage people, we continuously learn, grow, and expand our knowledge of food & wine and share that knowledge with our guests.

1. buy the best olive

Local first, organic when possible, and always sustainable. We apply this down to the olives used in our martinis!

1. respect each other

We respect and care for everyone in the Merriman's ‘ohana.  We treat our fellow workers as internal customers.  As we honor paying customers, so do we honor each other by striving to help and encourage one another.

1. have fun every day

We want people to enjoy each day, whether they are paying customers, or getting paid to be here.  Joy is contagious!

Embracing the Vital Few values is the key to your success at Merriman’s. Please use every opportunity to deepen your knowledge of these seven elements, as we believe they are critical to providing the very best guest and employee experience. Be sure to ask your managers and co-workers what the Vital Few means to them!

## merriman’s culture

Our culture is different than our vision. Culture is how we treat each other.  Our vision is to have the very best guest experience in the world. The way we accomplish this is through a culture of hard work and fun:

* We are professional and continuously work to improve our skills.
* We have honest and open communications that show empathy and understanding for our coworkers.
* We respect each other and encourage everyone to contribute.
* When someone violates our Vital Few values, we question them and have an empathetic conversation.
* We treat people the way THEY want to be treated.

## cultural felonies

These violate our Vital Few values.

* Frequent complaining – if something should be changed, make constructive suggestions.
* Negativity – be positive.
* Undercutting fellow employees instead of supporting them.
* Belittling ideas presented by team members rather than keeping an open mind.
* Gossiping.
* Being a hippopotamus (appearing fine on the surface but kicking up a storm under water)
* Being inflexible instead of adaptable.

## appearance/work attire

We maintain high standards of service and facilities. Similarly, you must be neat and professionally groomed at all times. You should take care of your uniform and take pride in wearing it. Uniforms should always be neat, pressed, and fitted properly. Regarding nail color, hair color, jewelry, etc., it must be tasteful and not distracting or excessive. Management has complete discretion in enforcing these standards.

At all times:

* Wear approved, closed-toe, non-slip shoes in like-new condition.
* Maintain personal hygiene and cleanliness.
* Wear deodorant.
* Limit cologne, perfume, essential oils and other fragrances so they cannot be smelled by guests.
* Keep fingernails clean.
* Neatly trim mustaches, goatees, beards and sideburns.
* Restrain hair and keep it clean.
* Wear jewelry that is tasteful, not distracting or excessive.
* Dresses, shorts and skirts may be no higher than 3 inches above the knee.
* Wear undergarments.

## attendance

Your success as an employee depends upon you being ready to work at the beginning of your shift. Your attendance record may be a significant factor in evaluations for raises and promotions.

If you know you will be unable to come to work, you must notify your supervisor at least four (4) hours before your scheduled start time. Do not leave a message with fellow employees or via text message. You must call the restaurant and leave a voicemail as well as send a Hot Schedules message to all managers. Your call-in is not considered received until a manager confirms receipt with you directly.

Being absent more than three times in a 60-day period can lead to discipline, up to and including immediate termination.

If you are unable to give advance notice due to an emergency, you must contact your supervisor as soon as you are able. If you are unable to contact us yourself due to a serious medical emergency, please have your medical care provider contact your supervisor on your behalf. And, as soon as you are able, you must personally contact your supervisor. **You must provide a doctor’s note for absences that are 2 days or longer.**

## no call/no show

Failure to report to work or contact your supervisor is considered a No Call No Show, or NCNS. No Call No Shows put an unnecessary burden on the rest of the team. One (1) NCNS is considered job abandonment and subject to disciplinary action up to and including termination. If you miss a scheduled shift, contact your supervisor immediately.

# getting started at Merriman's

## orientation and introductory period

The first day of employment, your orientation, is your “hire date.” You have a 90-day introductory period. During this time, we can learn more about each other and evaluate whether the job is suitable to your skills, personality, and career goals.

If you are a tipped employee, you will not be tipped during any shifts where you work side by side with a trainer. Depending on your position, these are the first 5 to 10 shifts of your employment. If we decide that you need additional training, the time without tips may be extended.

During and after the 90-day introductory period, either the Company or you may terminate your employment at any time, without cause or prior notice, under the at-will employment policy.

## work schedule

We use an online system called HotSchedules to manage scheduling. Schedules are published on Fridays at least two weeks in advance to ensure an adequate work/life balance for our employees.

It is your responsibility to know your schedule. If you have any questions regarding the schedule, ask management. Schedules may change and do not remain constant. Always check the most recent schedule.

## shift swap procedure

If you want a shift change after a schedule has been posted in HotSchedules, you need management approval. If management has not approved the change, assume it has been denied and show up for your scheduled shift. If you fail to show up for the shift and it is left uncovered, you may be disciplined.

## time reporting – toast pos

Clock in and out using the Toast POS system. Clock in no more than 3 minutes before you are scheduled unless you have management approval. At the end of your shift, clock out as soon as you have completed all assigned tasks and obtained management’s approval.

If you work additional time that was not pre-approved by management, or if you change, falsify or record time on another employee’s POS number, you may be disciplined, up to and including termination.

## attendance

Your success as an employee depends upon you being ready to work at the beginning of your shift. Your attendance record may be a significant factor in evaluations for raises and promotions.

If you know you will be unable to come to work, you must notify your supervisor at least six (6) hours before your scheduled start time. Do not leave a message with fellow employees or via text message. You must call the restaurant and leave a voicemail as well as send a Hot Schedules message to all managers. Your call-in is not considered received until a manager confirms receipt with you directly.

Being absent more than three times in a 60-day period can lead to discipline, up to and including immediate termination.

If you are unable to give advance notice due to an emergency, you must contact your supervisor as soon as you are able. If you are unable to contact us yourself due to a serious medical emergency, please have your medical care provider contact your supervisor on your behalf. And, as soon as you are able, you must personally contact your supervisor. **You must provide a doctor’s note for absences that are 2 days or longer.**

## no call/no show

Failure to report to work or contact your supervisor is considered a No Call No Show, or NCNS. No Call No Shows put an unnecessary burden on the rest of the team. One (1) NCNS is considered job abandonment and subject to disciplinary action up to and including termination. If you miss a scheduled shift, contact your supervisor immediately.

## tardiness

You must be prepared to begin work promptly at the start of your scheduled shift. If you will be late for your shift, contact your supervisor to notify them of the reason for the delay, and the approximate time that you will arrive.

Frequent, unexcused tardiness is unacceptable. Being tardy or absent more than three times in a 60-day period can lead to discipline, up to and including immediate termination.

## requesting personal time off

If you would like to schedule personal time off, post the request in HotSchedules at least two (2) weeks before the date you are requesting. If the time falls during the posted schedule, you must get the shift covered by another team member. If you are unable to get another team member for the shift, you are required to work the scheduled shift. You must be available to working the following dates:

* December 15 – January 15
* Valentine’s Day, February 14th
* President’s Day Weekend (Friday – Monday)
* Easter Weekend (Saturday – Monday)
* Memorial Day Weekend (Saturday – Monday)
* Labor Day Weekend (Saturday – Monday)
* Thanksgiving Weekend (Wednesday – Sunday)
* Other holidays (federal and non-federal) as necessary, based on past business performance

Managers will always do their best to consider PTO requests. PTO may be requested during the dates above, but never guaranteed. Based on past business performance and staffing needs, PTO will be given or denied accordingly.

## paid time off (pto)

Full-time and part-time employees will begin accruing PTO on their first day of employment based on their hours worked. You are eligible to begin using your accrued PTO after you complete 3 months of service.

Casual employees are ineligible for PTO benefits. Casual employees are employees working 3 days or less per week.

Hourly employees accrue PTO at the following rate for each regular and overtime hour worked:

Years 1 and 2 - 0.01923077 / up to 40 hours

Year 3 - .03846154 / up to 80 hours

Year 4 - .05769231 / up to 120 hours

Salary employees accrue PTO at the following rate for each hour worked (managers are credited with working up to 80 hours per pay period):

Year 1 - .03846154 / up to 80 hours

Year 2 & 3 - .05769231 / up to 120 hours

Year 4+ - .07692308 / up to 160 hours

Once you reach the maximum allowance for your year of service, you will stop accruing PTO until it has been used.

To ensure your ability to take PTO when you want, please submit a completed PTO form to management as soon as possible (blackout dates apply). Time off must also be submitted through Hot Schedules.

Merriman’s Hawaii does not pay employees in lieu of PTO, nor allow employees to use PTO not yet earned. Employees who resign will forfeit unused PTO benefits. Merriman’s Hawaii does not pay out unused PTO benefits at the end of employment, regardless of whether termination is voluntary or involuntary.  However, PTO is payable to salaried managers and hourly Back of House employees upon leaving the company provided those employees give 6 weeks’ notice, are in good standing with the company, and have completed at least 1-year of continuous service.

## employee discounts/reciprocal dining privileges

You can receive a discount of 50% off food and beverage when dining in any of our Company restaurants, including all Merriman’s and Monkeypod locations; The Beach House, Kaua‘i; and Moku, O‘ahu. Please inform management if you plan to visit our sister locations. The discount will apply to you and one guest, or to you and your immediate family up to 4 people. If your location allows you to dine in after you finish your shift, you must change out of your work clothes into attire that is suitable for the restaurant. Please ask your management for your restaurant’s policy regarding dining after your shift.

Merriman’s employees also receive a discount at Hula Grill, Maui, on food purchases only. This discount is limited to employees and one other guest. This discount does not apply at Hula Grill, Waikiki.

When using your employee discount the tip should be calculated based on the total value of the check, before any discounts have been applied. An industry standard 20% gratuity is recommended.

You must be actively working and receiving a paycheck to get your discount. Discounts do not apply to carryout meals, as the purpose is for you to enjoy the dining experience. Alcoholic beverage consumption is limited to two drinks per person or one bottle of wine per couple.

The 50% discount does not apply to bottled wines over $70.00, select menu items, specials, and preferred menus as determined by the chef or management. You must be present for the meal to receive the discount.

Management reserves the right to change your reservation time to accommodate guests’ reservations. Generally, you may make discounted reservations during holidays, but check with management regarding black-out dates. If you have a reservation and a wait list develops for guests, your reservation will be cancelled.

If you plan to apply a Company gift certificate, please inform your waiter before paying. The comp value will be removed, and your discount will be applied to the balance of the bill.

You may receive a discount for items you wish to purchase for a customer. Management approval must be obtained before purchase.

# pay & compensation

## pay schedule

You are paid every two weeks on Fridays.

The payroll workweek is Monday through Sunday. For work performed in a two-week period, you will be paid on the following Friday. Paychecks will be available for pick up after 1:00 PM on the payday. Merriman’s will not release your paycheck to any other person without your written authorization.

Your paycheck includes your base pay for the pay period, tips as applicable, any overtime, and time off or other exception pay you earned in the previous pay period.

## direct deposit

You can have your paycheck direct deposited into your bank account. Employees are limited to adding two bank accounts. You can enroll in direct deposit through your HR Symphony account. It usually takes two payroll cycles for HR Symphony to process the request before your direct deposit goes into effect. Until that time, you will receive paper checks.

For easier access to past statements and to conserve paper, we recommend that you switch to paperless statements.

# employee benefits

Merriman’s benefit programs are designed to help you maintain good health, protect income and assets, and balance work and family needs. You should contact the companies that provide our benefits to answer specific questions.

The sections that follow are brief summaries of the benefits that the Company currently offers. The summaries do not provide details, technical and/or exhaustive explanations of the benefits available. The summaries are merely intended to provide general descriptions of some of the more important features of the various benefits. Employee benefits are subject to interpretation, modification, change and/or discontinuation, at the complete discretion of the Company**.** For complete information on mandated as well as voluntary benefits, please see management.

## health care insurance

Merriman’s provides a group health insurance plan in accordance with the Hawai‘i Pre-Paid Health Care Act. We provide prepaid health care coverage to current employees who work an average of 20 hours per week or more. Employees hired to work an average of 20 hours per week are eligible for health insurance on the first day of the month following their date of hire. Employees are not required to first work 20 hours a week for 4 consecutive weeks in order to qualify. “Worked” includes paid time off, or time when disabled as a result of work as certified by a physician. If a covered employee must go on HFLL or FMLA leave, they will remain eligible for coverage during the duration of their leave, so long as their premiums are paid within a 30 day grace period.

To maintain benefits & coverage, employees are required to work an average of 20 hours per week over the course of 4 weeks (80 hours total) or 86.5 hours per month in order to remain eligible for health insurance.

Employees who do not meet the 80 hour average over 4 weeks or 86.5 hours per month will have a 1 month grace period to increase their hours before being removed from benefits.  For example, if the employee did not work at least 86.5 hours in the month of January, they would have the opportunity to increase their hours in February in order to maintain benefits beginning March 1st.  If they did not make their hours in February, they would then be removed as of March 1st.

The employee portion of medical and dental premiums are deducted from your paycheck on a pre-tax basis.  If you’d prefer to have those deductions taken on a post-tax basis, please contact the simplicityHR by ALTRES Select Benefits team by e-mail at [selectbenefits@altres.com](mailto:selectbenefits@altres.com) or by phone at 808-591-4920 for assistance. It is important to carefully review the details of each plan before you select coverage.

Once each year, the Company conducts an open enrollment for benefit plans. During open enrollment you have the opportunity to change your elections for coverage. Open enrollment is June 1 – 30. For further information about the available plans, please contact management.

Upon separation of employment, health care benefits are active until the end of the month of separation, at which time you can elect COBRA coverage. In accordance with the Patient Protection and Affordable Care Act (ACA), employees who qualify for health care coverage who are terminated and rehired within 13 weeks of termination will be eligible for health insurance as of the 1st of the month following re-hire. They will not be required to satisfy the 4-week waiting period. This eligibility policy is in compliance with the Hawaii Pre-Paid Health Care Act and the Patient Protection and Affordable Care Act.

## employee assistance program (EAP)

Employees are eligible to participate in our Employee Assistance Program (EAP) with WorkLife Hawaii. WorkLife Hawaii counselors are available to assist employees and their families with everyday issues that affect an employee's personal well-being and their ability to perform on the job, including marital/family relationships, interpersonal conflict, drug/alcohol misuse, parenting, stress and emotional issues, domestic violence, job related issues, aging, anger issues, grief/loss and other personal challenges. EAP can also assist with initial legal, financial, and tax consultations. Employees are eligible for up to six sessions of EAP per year, which may be shared with eligible household members who reside with the employee. EAP is free, voluntary, confidential, and available 27 hours per day, 7 days per week, 365 days per year. You may access EAP by calling 808-543-8445 or 800-994-3571.