



2025

EMPLOYEE HANDBOOK

POLICIES & PROCEDURES



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Welcome to Our Team!

Welcome to The Jump. Our success in providing the highest quality of food, service, merchandise, and atmosphere depends on having quality people like you and your fellow employees. We want you to enjoy your time here and are dedicated to helping you succeed and share in our mutual success as we establish The Jump as the premiere food and entertainment location here in Gallatin Valley.

We have prepared this handbook to answer some of the questions that you may have concerning The Jump and its policies. *Please read it thoroughly.* If you have questions about anything, please ask. There are no stupid questions, and we are committed to developing an environment of open and respectful communication. The policies stated in this handbook may be updated from time-to-time as our experience together grows.

We hope you find your time with us to be a fun, enjoyable, and rewarding experience.

Once again, welcome to The Jump; we are so glad you're here!

Lynn & Tom

Help Us Build Our Team!

Do you have friends or family who would enjoy working here at The Jump? We are always looking for energetic and friendly staff for our kitchens, dining areas, events, and hosting.

Recommend someone to us and if they are hired and stay for 90-days (*and hopefully much longer!*), you will receive a **cash referral bonus**! Please see FOH, BOH and/or Deli Managers for details on hiring needs.

Our Mission

Our mission is to create a hub for our community to gather, experience great food, enjoy the festivities provided by The Jump, and be a part of other special events. We provide beautiful spaces for private events and gatherings. We strive for a superior work environment, where our team members look forward to their day and are proud to say that they work for The Jump.

When we work as a team, we provide our guests with an exceptional experience where they feel as welcome as they might in our own homes. You bring the essence of that welcoming spirit to the building every day. We know that our success depends upon how well we deliver a great experience for every team member.

Working as a Team

Our multi-faced business can only prosper and provide opportunities for employment and growth when we continually improve ourselves and the work we do. Success is not measured by sales, guest counts, and numbers alone. We believe that a commitment to uncompromising values and integrity should *always* guide our decisions and actions as we pursue our business goals.

These core values are the foundation for our success. We believe in:

Exceptional service. We strive to provide unique and genuine care and attention so that our guests will tell their friends their positive “Jump story” long after their visit.

Constant Improvement. We always try to do it better, no matter how good we are. We listen and we learn in order to keep getting better.

Honesty and trust. We make the effort to build trust between ourselves and with our guests in every interaction.

Growth through teamwork. Although everyone has a job description, there is no such thing as “*that’s not my job.*” If you see something that needs to be done, do it.

Doing business in a professional and responsive manner. We take great pride in having standardized procedures, good systems and processes, and being consistent in *all* that we do.

Being accountable. We take responsibility for our actions and move quickly to remedy situations when things don't turn out as planned.

Employment Policies

This Handbook is not a contract of employment. The policies and procedures outlined in these pages represent guidelines so that each of us is part of providing a consistent customer experience. As you start your work, it is also important for you to get to know us and become familiar with how we operate to find out if this job is a good fit for you. If you feel like you do not understand what's expected of you or need additional training, please ask questions. We try not to make assumptions, but we won't know when we aren't being clear unless you tell us.

Non-Discrimination

The Jump is an equal opportunity employer. We will not tolerate discrimination based on race, sex, age, national origin, religion, sexual orientation, or disability. Employment decisions, such as hiring, promotion, compensation, training, and discipline will be made only for legitimate business reasons based upon qualifications and other nondiscriminatory factors. We also do not tolerate acts of discrimination to or by customers.

Work Eligibility Requirements

It is our policy to hire only United States citizens and individuals who are authorized to work in this country. As required by law, employees will be required to provide original documents that establish this authorization within three days of their date of hire. If the documents are not provided within the three-day period, we have no choice, under the law, but to terminate the employee until the appropriate documents are provided. Employees and employers are both required to complete a form furnished by the Department of Labor, Form I-9. In Section 1 of Form I-9, the information provided by the employee must be valid and authentic. If at any time during an employee's employment it is discovered that any document used was invalid or not authentic, the employee must, by law, be immediately terminated.

In 2025, we are required by law to update everyone's I-9 and to hold that I-9 form on premises.

Age Requirements

EVERYONE pouring alcohol must be over the age of 18. No employees under the age of 18 years can take orders for or serve alcoholic beverages. All servers who are 18 years old must have their food safety certification, if required by their role and show proof of completion of a Montana Alcohol Server Certification. The same age requirement is in place during times that The Jump is operating solely as a

bar, notably Wednesday nights 9 PM onwards and 10 PM onward on Friday and Saturday nights. During those periods, no customers or employees under 18 may be in the bar.

Schedules

Schedules are prepared approximately 2-weeks in advance. Updates to schedules are posted generally by the Wednesday before Monday of the next work week. Your manager will show you where to view your schedule online. (Sling) The Sling app is available for your use.

Schedules are prepared to meet the business needs of The Jump. As the needs of the business change, we reserve the right to adjust working hours and shifts in consultation with you. Each employee is responsible for working their shifts and finding a replacement when needed.

You should arrive for your shift with enough time to make sure you're ready to work when your shift begins. We suggest that you arrive 10 to 15 minutes before your shift begins so that you have time to get settled. You should be ready to start work immediately when your scheduled shift begins.

Schedule changes may be allowed only if you find a suitable replacement for your position and get a manager's approval. Requests for substantial time off (*more than two days*) should be made as far in advance as is possible and at least 2 weeks before your time off starts. You must have approval from your supervisor and the time-off logged with the HR Representative. Please confirm your time off with your manager so that together, you can ensure coverage. For periods beyond 5 days, please know that while we will try to save your position for you, we cannot guarantee it will be here when you return.

We place a high value on family and personal time, and we understand that you have a life outside of The Jump. We will always try to find a way to work with you on your schedule requests. We do, however, ask you to remember just how crucial each position is to the proper functioning of our business. Please remember that there is no assurance that you will get the requested time off, although we will make every effort to accommodate requests.

In accordance with Federal Minimum Wage Law, employees are paid overtime when they work more than 40-hours in one work week. The Jump's work week begins on Monday and ends on Sunday. Hourly employees are paid at one and one-half times their base hourly wage for all overtime hours worked. Holidays worked will be paid at the normal base hourly wage, unless doing so falls into overtime hours.

The Jump is closed on many major holidays, listed below. Other holidays will be considered on a case-by-case basis.

New Year's Day (1/1)	Easter Sunday (4/20)	Independence Day (7/4)
Thanksgiving Day (11/27)	Christmas Eve (12/24)	Christmas Day (12/25)

The Jump Employee Absence Policy

This policy is intended to ensure the smooth operation of the restaurant while providing support for employees when they need time away from work. Communication and consistency are key to maintaining a balanced work environment for everyone.

Daily Shift Absences:

1. **Your Responsibility:**

It is your responsibility to take “ownership” of your shifts as assigned. If you are going to be unable to work, you **MUST** arrange for someone else to substitute and then speak directly (by phone or in person – not by text) to your supervisor. If you do not speak in person, you will be in violation of this policy. While we may be able to assist, please remember this is your responsibility first.

2. **Notification of Absence:**

Employees must notify their supervisor as soon as possible by phone if they are unable to come to work. This should be done at least 4 hours (or more) before the start of their scheduled shift.

3. **Documentation:**

For absences longer than 2 consecutive days, a doctor's note or other valid documentation may be required. This is especially important if the absence is due to illness or an emergency.

Employees should report any illness immediately and provide an expected return date. By talking with your supervisor, you can agree on the need for documentation.

4. **Tardiness:**

If an employee is going to be late, they must inform their supervisor by phone call or text as soon as they realize they won't arrive on time. Consistent tardiness will be monitored and addressed.

5. **Excessive Absences and Tardiness:**

Repeated absences or patterns of missing work without valid reasons may result in disciplinary action such as a written warning, suspension or termination at your supervisor's discretion.

6. **Vehicle Issues:**

Sometimes, things go wrong with our cars, trucks, motorbikes, etc. This is not a reason to miss your shift. If your vehicle isn't working, please plan to use the bus, ride share/Uber to get to work. The Jump will pay \$10 towards your ride if you show up. And if you are running late, please let your supervisor know when to expect you.

7. **Emergencies:**

In the case of an emergency or unexpected event, employees should inform their supervisor as soon as possible. These situations will be handled on a case-by-case basis with understanding and flexibility based on prior performance.

Advance Time Off Requests

ALL time-off requests should be submitted at least 2 weeks in advance. Requests will be considered based on staffing needs and availability, and approval is not guaranteed.

Employee MUST first gain supervisor approval and then update their 7Shifts availability based on the permission granted.

Consequences for Not Following the Absence Policy

1. **Verbal Warning:**

For the first instance of failing to follow the absence policy (e.g., not notifying your supervisor on time or missing a shift without a valid reason also known as “No Call/No show”), the employee will receive a verbal warning. This will serve as a reminder of the policy and the importance of proper communication.

2. **Written Warning**

If the employee continues to disregard the absence policy, they will receive a formal written warning. This warning will outline the specific violations and emphasize the need for improvement. A copy of this warning will be placed in the employee's file.

3. **Suspension/Termination**

Three violations of the absence policy may result in a suspension from work. The length of the suspension will depend on the frequency of the absences. For example, more than 3 non-medical absences in the course of a month are excessive. Excessive absences will be seen as disregard for your responsibilities and can result in termination.

Dress Code

For all employees of The Jump:

To maintain our image as an exceptional, high-quality restaurant and gathering place, we need to dress the part. Following are detailed descriptions of dress for all positions. All clothing must be kept clean. If you have any questions regarding our dress code, please ask.

Clothing

All FOH (Front of House) employees in the Gastro Pub and Gathering Place:

- Black The Jump short sleeve shirt without stains, rips, wrinkles, etc. Each employee will be given two shirts for the purpose of laundry. Sleeveless shirts are **NOT ALLOWED** unless specifically approved. In every case the shirt must be tucked in. No cut-off shirts are permitted. If a Jump shirt is not available to you, you may temporarily substitute a black T-shirt with sleeves.
- Black or dark denim pants without stains, rips, wrinkles, etc.
- Black or dark denim skirts, capris, or shorts (*skirts and shorts must be no more than 4" above the knee*) without stains, rips, wrinkles, etc. No bicycle shorts or leggings allowed.
- Black or white socks without stains, rips, etc.
- Black shoes with non-skid soles for safety – ONLY SHOES WITH NON-SLIP SOLES THAT PERMIT WALKING SAFELY ON WET OR GREASY FLOORS SHOULD BE WORN. Open-toed or high-heeled shoes are **NOT ALLOWED**. Shoes should be clean and without rips, etc. If an accident happens with inappropriate shoes, The Jump will not be responsible.
- Jewelry should be kept to a minimum. Necklaces should not be visible. Stud earrings or earrings no longer than an inch may be worn.

Special Events: If you are staffing an event, you are requested to wear the following:

- Dark/black jeans, a The Jump shirt, and dark closed-toe shoes in addition to complying with the normal daily dress code. Your hair must be completely pulled back and away from your face.

Any FOH employee who is not correctly dressed will be clocked-out and sent home to change.

All **BOH** (Back of House) employees in the Gastro Pub and Gathering Place:. Same as FOH employees, but BOH employees may wear:

- Jeans, khakis, or other pants/shorts (*skirts and shorts must be no more than 4" above the knee*)

without stains, rips, wrinkles, etc.

- Any shoes with non-skid soles for safety ONLY SHOES WITH NON-SLIP SOLES THAT PERMIT WALKING SAFELY ON WET OR GREASY FLOORS SHOULD BE WORN. Open-toed or high-heeled shoes are NOT ALLOWED. Shoes should be clean and without rips, etc. Any accident occurring while wearing inappropriate shoes will not be the responsibility of The Jump.
- Chef coats, hats, bandanas, baseball caps, etc. are allowed.
- Black aprons provided by The Jump.

Any BOH employee who is not correctly dressed will be clocked-out and sent home to change.

Hair

- Hair should always be neat and styled.
- Hair can remain down if shoulder length (*does not touch shoulders and is pulled away from the face*).
- If hair touches shoulders or is longer, it must be worn up and away from the face (*ponytail, braid, etc.*)

Makeup & Facial Hair

- Facial hair should be short, neat, and well-trimmed. Makeup should be subtle, neat, and professional.

Hands & Nails

- Hands must always be clean, and nails trimmed short, filed, with clean nail beds (*no debris under fingernails*).
- Press-on and acrylic/gel nails are not acceptable. Health code states that fingernail polish and paste-on accents are not allowed. Health code states that no jewelry may be worn on your hands, wrist, or arms except a wedding or engagement ring (*and only if covered by a one-time use glove when preparing food*).

Cologne, Perfume, Scented Lotion, etc.

- No excessive cologne, perfume, or scented lotion should be used.
- If you smoke, make sure that you thoroughly wash your hands (and use breath mints) so that the smell of cigarette smoke cannot be detected.

Piercings, Gauging, & Tattoos

We realize that this is a very popular form of self-expression, and a small-to-moderate amount of this is acceptable, if in good taste and not over the top. We realize that you may not like these policies, but it is our prerogative as an employer to set appearance standards for our employees.

- Piercings on the face are ok if approved prior to employment. Ear piercings, small nose piercings (*excluding septum piercings*) and small jewelry are acceptable.
- All other piercings are off limits.
- No ear gauges are allowed.
- If any piercing that is visible becomes infected, you will not be allowed to work until the infection has completely cleared up.
- Tattoos are acceptable if the content cannot be construed as offensive.

Absences

All employees are expected to complete their regularly scheduled hours each week. Excessive absenteeism may result in disciplinary action, up to and including, termination. Disciplinary action taken because of absenteeism will be considered on an individual basis, following a review of the employee's absences and overall work record.

Timeliness: If you are going to be late or miss work, you are expected to call and talk to the manager on duty at least **2-hours** before you are scheduled to work. Unreported absences are not tolerated. If you do not call in, it will be considered a "no-call/no-show" and two instances will be considered workplace abandonment and you will be reprimanded and eligible for termination.

Prior to taking a leave of absence for purposes of vacation, personal leave, military or jury duty, or other planned absence longer than two days, you should discuss the situation with your direct supervisor who will need to approve your request and update the scheduling system. Any changes to your plans should be communicated as quickly as possible in case of schedule adjustments.