



EMPLOYEE FOOD

Employees can order food from the restaurant during their shift and receive a 50% discount. Use your Squirrel # when ordering, and payment for that meal will be deducted on your next paycheck.

UNIFORMS

On your first day, employees may select a variety of uniform options. These will be paid for via payroll deduction on your first paycheck. You may also get more items at any time and pay via payroll deduct.

When in uniform, please refrain from entering the restaurant by front door. Use the door on the back (east) side of the building.

Please do not wear logo'd apparel in any establishment other than Hickory Park.

EMPLOYEE PARKING

Park at the back left (SE) side of the parking lot, near the bank. On weekends, the bank lot is also available for parking.



PAYCHECKS

DISTRIBUTION

Paper checks are delivered via FedEx the day before pay day. Hickory Park is paid every other Thursday. Checks are stored in the manager stand.

We highly encourage direct deposit to avoid delays in your payroll. Direct deposit stubs can be pulled electronically from your Paychex portal (<https://portal.oasisassistant.com>)

If you have questions about your paycheck, please contact your scheduling manager and/or HR at 515-225-9029 or email hr@bernaucapital.com.

TIMECLOCK

RECORDING TIME

You will receive a Squirrel # to use as an identifier. This is what you **MUST** use to punch in/out. If you are not clocking in-and-out, you run the risk of an inaccurate paycheck. If you do not know your Squirrel number, see a manager immediately.

TIME OFF REQUESTS

Please notify your manager in writing at least 2 weeks prior to your need for time off. You will be responsible for finding coverage for any impacted shift(s). Time off must be indicated on your timecard. Texting a manager time off requests is not allowed. Please call the restaurant at 515-323-8940 or notify in-person. The phones turn on at 10:30am daily.

WEEKEND SCHEDULE CHANGES

The weekends are busiest in the restaurant industry. If you have a schedule change that affects the weekend, notify your scheduling manager right away to discuss next steps.

WHAT TO DO IF A GUEST COMPLAINS

Our customers and clients support this business and generate your wages. You are expected to treat every customer with the utmost respect and make every effort to provide prompt service. Do not argue or act in a disrespectful manner towards a customer. If you are having problems with a customer or they voice a suggestion, complaint, or concern regarding our services, notify a manager immediately.

ALWAYS GIVING 100%

At Hickory Park, we ask you give 100% to our customers and your co-workers. This is a very fast paced restaurant and if we are going to win, each one of us must give 100% effort.

BREAKS

At Hickory Park you will receive paid breaks based on your position and shift requirements. When on a paid break, you are not allowed to leave the restaurant.

SAFETY

Always be responsible for the safety of yourself and others. Never allow bad safety habits to take place. You are responsible for reporting unsafe incidents or behaviors. DO NOT walk past bad!

EMPLOYEE REFERRAL PROGRAM

Hickory Park runs 'bonus periods' where employees can receive a bonus for new hires that stay with us over three months. When a bonus period is active, ask a manager for an employee referral form & tell your friends about your great experience here!

WHAT TO DO IF I AM BEING SEXUALLY HARASSED

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify your scheduling manager, Tracy Drury, or HR at 515-225-9029, hr@bernaucapital.com.

CELL PHONES

Use of cell phone is not allowed while on shift. Should an urgent need arise for you to be on your cell phone, you must wash your hands immediately after to comply with health code regulations.

WHAT TO DO IF I AM INJURED AT WORK

Notify a supervisor or manager on duty right away. No injury is too small to report. A manager will have you complete a work injury/accident form. If medical attention is required, a member of management or HR will assist you with next steps.

WORKPLACE VIOLENCE

Hickory Park is committed to the welfare of its employees and to providing a professional and safe working environment. Any acts or threats of physical violence, including intimidation, harassment, or coercion, which involve or affect the Company, or which occur on Company property, will not be tolerated. If you hear or see something, immediately notify your scheduling manager, Tracy Drury, or HR at 515-225-9029, hr@bernaucapital.com.