



mikari cafe

Phone: 555-NEKO (6356)

Located behind Oka Payless, Tamuning.

www.mikaricafe.com

ig: mikari.cafe~

Facebook: mikari cafe~

Table of Contents

Cover Page	1
Table of Contents	2
<i>Welcome!</i>	4
SUMMARY	5
At Will Employment	5
Equal Employment Opportunity	6
RECRUITMENT & SELECTION	6
Screening	6
Background Check Policy	6
ORIENTATION & TRAINING	7
First Day of Employment	7
Introductory Period	8
CONDUCTING PERFORMANCE REVIEWS	9
Employee Performance Appraisal Form	10
PROFESSIONAL DEVELOPMENT AND TRAINING	11
Types of Trainings and Goals	11
Training Frequency	12
EMPLOYEE RECOGNITION	12
Awards of Service	12
Sweetheart of the Month	12
PROGRESSIVE DISCIPLINE PLAN	13
Disciplinary Procedures	13
Employment Termination	13
<i>mikari</i> BENEFITS	14
Worker's Compensation	14
Healthcare Plan	14
Dental Insurance	15
Employee Discount with Shift Beverage	15
Professional Development Support through the SCA	15
Employee Assistance Programs	15
Uniform Benefits	16

Social Security	16
Unemployment Assistance	17
COBRA	17
LEAVE DAYS	17
Family Medical Leave Act (FMLA)	17
Paid Vacation	18
Military Leave	18
Holidays	18

References	20
-------------------	-----------

Welcome!

On behalf of the entire team we welcome you to our operation, *mikari* *cafe*, and we wish you the greatest success here.

あなたならできる！

At *mikari*, we value each and every one of our employees and hope that you find pride in being a part of the *mikari* family. We have carefully selected you as a member of staff because we believe that you will provide the high quality service that continually makes our *mikari cafe* a success!



コーヒー says:

Stop and smell the coffee!

A stylized signature in black ink.

Mikayla M. Cabusi
Authorized SCA Trainer
Head Barista

A stylized signature in black ink.

Ka Ho Carlo Chow
Authorized SCA Trainer
Head Cashier

A stylized signature in black ink.

Angelina Pangelinan
General Manager

SUMMARY

This handbook was developed to provide you with the standards that we uphold at *mikari cafe* and the benefits that employees can receive. We hope to grow, and shape the future of this establishment with you and our fellow employees into something that others will deem admirable. As members of the SCA and certified ASTs, we look forward to teaching those who have a passion for the quick-serviced hospitality industry and the craftsmanship of being a dedicated barista. We offer an apprenticeship program for employees to be SCA certified, allowing them to be recognized and sought out by employers around the world, making their resume stand out. Even if no interest is shown for these certifications, experience here with those who are certified can help the learning experience be more engaging and educational.

Mission Statement

Our mission is to retain and expand our customer base through superior service at a price that is fair to the producers and the customers of this establishment, as well as serve the island of Guam authentic Japanese sweets and coffees by offering the guiding principles of integrity, quality, service and relationship. Our commitment to customer service, our employees and our community is what defines *mikari cafe*. To fulfill this mission, we are committed to:

- Providing high quality service with a smile.
- Rewarding employee achievement.
- Serving and supporting our community.
- Building partnerships.
- Exceeding our customer's expectations.
- Maintaining relevance and keeping up with trends.

At Will Employment

While we hope to have a long and profitable relationship with our employees, we must stress as a business that the establishment is voluntary and is subject to termination by you or *mikari cafe* at will, with or without cause, notice, or any given time. While our cafe may have a disciplinary system in place, this system does not have to be used – the establishment may make the decision with termination without the disciplinary steps taking place.

Although this allows both the employer and employee to terminate the employment for any reason at any given time, as long as the reasons are legal and ethical, then termination of employment can be authorized.

Equal Employment Opportunity

mikari cafe is an Equal Opportunity Employer. We believe everyone should feel supported and valued. Our policies reflect our commitment to ensure equality and promote diversity both in and out of the workplace. As an Equal Opportunity Employer, we provide the same opportunities for hiring, advancement, and benefits to everyone without discriminating against characteristics such as: age, sex/gender, sexual orientation, ethnicity/nationality, religion, disability, or medical history.*

*Violations of this policy, by **any** employee, shall be subject to progressive disciplinary action up to and including termination of employment.

RECRUITMENT & SELECTION

Recruitment activities at *mikari cafe* are performed by our Human Resources representatives. We look to always select the best candidates from all sources, internal and external. This is done through determining the skills and background that new employees will need and also identifying the applicant's source. We look to recruit anyone regardless of race, gender, national origin, age, religion or any other nonessential trait; we are a safe and open establishment.

Screening

Recruiting and screening are the two most important components that need to be considered when finding new employees. By recruiting, we do this by scouting for potential workers through job fairs, guest speaking at school career days or through the SCA apprenticeship program. The SCA is the Specialty Coffee Association, a nonprofit membership-based organization that represents all coffee professionals, from producers to baristas all over the world. We highly suggest our employees to apply if they would like to further pursue a Barista career.

We also perform screenings for our new employees, just to get an idea of what skills, experiences, attitude and background they may have. When screening potential employees, it is conducted by doing background checks and verifying work histories with previous employers in order to protect our company and workers.

Background Check Policy

Our company conducts background checks on all job candidates after a contingent offer of employment has been extended. Background checks provide

information on the potential employee's work ethic, skills and performance; all of which is kept confidential by Human Resources.

The information that may be collected includes:

- **Criminal Background**
 - Criminal background checks may not be used as the main reason for denying employment, unless it is job related. Regardless, our establishment has the right to make the final decision about employing an individual after their background check is completed.
- **Employment History**
 - Information that has been obtained from the background check process, including information from the applicant's previous employer, personal and professional references, will be used by the establishment only as a part of the employment process.
- **Education**
 - We are an entry-level establishment, meaning we are open to new workers or workers with little job experience. We accept applicants who have a High School Diploma or a GED.
- **Health Certificate**
 - As a food and beverage establishment, applicants and employees are required to have or test to obtain a health certificate in food handling, and recertify annually. The applicant/employee will pay for the costs involved when obtaining the license.
- **Professional and Personal References**
 - We trust the words given to us by the references of our applicants, and we use this to help with analyzing the best pick for our establishment, by looking at the opinions of their prior employment and their background.

ORIENTATION & TRAINING

First Day of Employment

On the first day of employment, new employees are directed to report to the establishment's Human Resource/Division. Upon arrival, they will be greeted, sat down to discuss company guidelines, and introduced to the *mikari cafe's* General Orientation.*

*Cases in which the applicant may be exempted from the Orientation and allowed to work immediately can include, but not be limited to: former employees or individuals who have had 5+ years of experience in Barista/Cashier work.

Orientation

mikari cafe's General Orientation is a week long program and consists of educational videos about our coffees, hands-on tutorial on how to work with and care for our equipment, and an introduction to the SCA program.

We also take this opportunity to outline company goals, policies and expectations, as well as discuss the many benefits we offer. If you have any questions, feel free to ask any of us at any time!

Introductory Period

New employees will go through what we call the Introductory Period, this is a period of time in which the employee will get to know the staff and the establishment. The Introductory Period shall consist of the first ninety (90) days of employment; this also applies to the event in which the employee will be promoted, or transferred to another location.

This is also the time the employee can decide if this is the job for them, we encourage our new associates to use this as an opportunity to consider if a career in the Barista field is for them. At any time during the introductory period, given that our establishment is an at-will workplace, either party may terminate the employment, with or without cause or notice. If the 90 days have been completed, employees are to complete an Orientation Checklist given by the Human Resource Staff and/or the immediate supervisor.

(SAMPLE) ORIENTATION CHECKLIST

NAME:	POSITION:
START DATE:	AST NAME:

ALL ASPECTS LISTED SHOULD BE COVERED AND DISCUSSED BY YOUR AST DURING ORIENTATION TRAINING.

ORIENTATION	TASKS	COMPLETED
INTRODUCTIONS AND INFORMATION	Introductions Mission History of mikari Success of mikari Team Member characteristics Orientation Handouts	<input type="checkbox"/>
DRESS CODE STANDARDS	All Employees: Name Badge and Shoe Requirements Baristas: Uniform Color and Requirements Cashiers: Uniform Color and Requirements Supervisors and Trainers: Uniform Color and Requirements Grooming: Clean, standards on hair, jewelry, etc.	<input type="checkbox"/>

PAY AND SCHEDULING	Pay Periods Overtime Pay Evaluation and Wages Breaks Pay and Benefits	<input type="checkbox"/>
OSHA AND SAFETY TRAINING	OSHA Regulations for Restaurants Surface Maintenance Fire Safety Age Limitations Proper Handling of Food Items	<input type="checkbox"/>
PROFESSIONAL BEHAVIOR	Calling out and Tardiness Phone Use Parking Smoking Policy Off Duty Behavior	<input type="checkbox"/>
POINT OF SALE (POS) TIME KEEPING	Point of Sale (POS) Time Keeping Tutorial on the use of the POS System Standards and Procedures for missed clock-in or clock-out	<input type="checkbox"/>
EMPLOYEE BENEFITS	Worker's Compensation Healthcare Plan Dental Employee Discount with Shift Beverage Professional Development Support through SCA Employee Assistance Program Uniform Benefits Social Security Unemployment Assistance COBRA FMLA Paid Vacation Military Leave Holiday Leave	<input type="checkbox"/>

By signing below, I acknowledge that the information and tasks listed above have been explained to me thoroughly. As an employee of this establishment, I understand that I must follow all policies and procedures that have been stated during orientation, training and from the provided handouts.

Employee Signature: _____ Date: _____

I, as the Trainer/Manager of the employee, acknowledge the information has been covered completely and the employee above has been provided with the appropriate paperwork and handouts for this establishment.

Trainer/Manager Signature: _____ Date: _____

CONDUCTING PERFORMANCE REVIEWS

Our employee performance review policy describes the evaluation procedures as well as development opportunities for all employees. At *mikari*, we are committed to ongoing constructive feedback and open communication between managers and team members.

Managers should meet informally with their team once per week to provide feedback and to talk about work and motivations. This way, employees can receive immediate feedback and avoid surprises during their bi-annual review.

Formal performance reviews will be conducted bi-annually. Employees and managers are expected to fill out a performance evaluation report prior to the Performance review date. Employees will be given notice 1 (one) week prior to their meeting in order to prepare all necessary documents and discussion points.

Performance reviews are designed to discuss and record work performance, identify areas of improvement, discuss development opportunities, and establish work-related goals. During performance meetings, both parties are free to discuss any concerns they may have.

(Sample) Employee Performance Appraisal Form

Employee Name:

Job Title:

Evaluation Date:

THIS IS DESIGNED TO CLARIFY JOB EXPECTATIONS BETWEEN SUPERVISOR AND EMPLOYEE, TO FORMALLY ACKNOWLEDGE LEVELS OF PERFORMANCE, TO PROVIDE FEEDBACK ON PERFORMANCE, TO FACILITATE COUNSELLING AS NECESSARY, AND TO ESTABLISH GOALS AND IDENTIFY MEASURES THE EMPLOYEE NEEDS TO TAKE IF IMPROVEMENT IS NEEDED.

LEGEND: S = Satisfactory A = Adequate NI = Needs Improvement

Evaluation Factors	S	A	NI
Quality of work: Work product is complete, accurate, and in an acceptable format			
Quantity of work: Completes assigned work efficiently and in an organized manner within an established time frame, works to complete objectives, and sees a task through to the end while taking into consideration current responsibilities and workload.			
Individual effectiveness: displays a cooperative attitude in the workplace, exhibits tact and sincerity with others to achieve objectives			
Communication: Expresses ideas and information in writing and verbally, in a manner that is complete, clear, concise, organized, and appropriate to the audience. Conveys information to supervisors, peers, and customers in a timely, clear, and concise manner. Listen to others, and is open-minded to and evaluates suggestions from others			
Service Focus: Takes a personal interest in both internal and external customers, creates a pleasant atmosphere for interaction, and takes appropriate action to meet their needs.			
Judgment and Decision Making: Realistically weighs and evaluates information, separates important from unimportant, assesses probable consequences and takes appropriate action, and demonstrates the ability to make sound and timely decisions. Accountable for results and selects decision alternatives that meet the objectives of the department			
Team Building: actively seeks and achieves group participation to improve work, sets priorities, is innovative, and solves problems			
Job Knowledge: demonstrates comprehension of techniques, processes, equipment, procedures, and materials necessary to perform the job			

Initiative: Generates ideas and initiates action to seek information to solve problems or follow through with a task			
---	--	--	--

Comments and Recommendations:

This performance evaluation has been evaluated with me, and I understand that I may attach my comments if desired.

Employee Signature:

Date:

Evaluation Performed by:

Date:

PROFESSIONAL DEVELOPMENT AND TRAINING

At *mikari*, we strive to keep our working environment as safe and inviting as possible; we value each and every individual that steps into our doors. We believe that our employees are the most important part of our business, they are the face, heart and soul of our cafe. Whether you are new to the food and beverage industry, experienced, or just curious, we put together a list of training procedures and goals to help you succeed in this industry. This will also help you develop and better your communication skills between co-workers and customers, your skills with our POS system, knowledge of barista equipment and also gain a higher position when entering the SCA/AST programs.

Types of Trainings and Goals

- *mikari cafe* Orientation
- Customer Service Training
- Barista Basics Training
 - Proper Use and Operation of Espresso Machines
 - Safe and Unsafe temperatures for Coffees and Milks
 - Following Standardized Recipes
 - Proper Pull of Espresso: What is crema and why it is important.
 - Texturing Milk for Latte Art
 - Proper Handling of Beverages to Customers
- Shift Supervisor Training
 - Responsibilities for Running a Shift
 - Floor Supervision
 - Cash Controlling Responsibilities
 - Training New Partners
- AST Position
 - Train your Partner to become an SCA
 - Train your Partner to be an AST
 - Gain a Higher Position for your Certification
 - Better your Skills in Listening and Speaking
 - Multitask

- SCA Position
 - Work up to become AST Certified
 - Learn how to partake in Inventory Control Procedures
 - Gain experience as an SCA to further your career as a Barista

Training Frequency

Training will vary based on the employee and AST's availability, the resources available, and the designated AST's needs of improvement. All training will be held on site at our Tamuning location, questions, comments or concerns can be discussed with your AST or the Human Resources Department Head. Your training schedule will be emailed to you, or discussed with your AST.

EMPLOYEE RECOGNITION

Awards of Service

mikari cafe members of staff never hesitate to congratulate and recognize a job well-done, to give our thanks to you and your kind and diligent work, we look forward to every year we give our appreciation to our hardworking staff and employees! This is done through our annual appreciation award party, everyone is invited and near the end of the night, we announce the winners. During this event, employees who have stayed with us for 5, 10, 15+ years, will receive special rewards for their loyalty to our cafe.

Sweetheart of the Month

When announcing this award, we first have a company dinner; the location will be picked out of a hat the week before the award date. Employees who have received good reviews from customers or management will be considered for these awards. *We would like to clarify that we do not hold any bias for any of our employees, we rely solely on the feedback from customers and the performance of the employees in question.* Employees who receive these awards will get their photo added to the wall of Sweethearts; we got that name from Miss Julie and Miss Bea, sweet little ladies who always called us sweethearts! The winner will receive an award stating their job well-done, a gift within the employee's interest (games, foods, knick-knacks, etc.) and their photo of recognition posted on our social media page. Do your best everyone!

PROGRESSIVE DISCIPLINE PLAN

All employees at *mikari cafe* are held to certain standards. In the event an employee does not meet these standards, corrective action will be taken. *mikari cafe* utilizes progressive disciplinary actions, which serve to correct problems and improve performance rather than to punish individuals. We want to give our employees a chance to correct their behavior, and seek to assist them in the process. Violations of workplace conduct or standards will result in a sequence of actions, with increasing strictness.

- **Verbal Warning:** deviation in standard will be discussed in a private, informal setting. A record of the meeting will be placed in personnel records.
- **Written Warning:** if deviation persists, a formal meeting will be held to identify performance issue, develop plans for improvement.
- **Probation:** if warnings are ineffective, employees will be subject to a probationary period in which any deviation of company standard will result in termination of employment
- **Termination:** if the first three steps of disciplinary action do not result in desired change or improvement, employment will be terminated and all necessary documents will be processed and recorded.

Disciplinary Procedures

Management considers the severity of the violation, circumstances surround the event, and employee records in order to determine the most appropriate corrective action to be implemented. Although we are committed to progressive corrective action, certain cases of violation in policy may result in immediate termination. These include, but are not limited to: theft of company property, misuse of company facilities/equipment, vandalism or destruction of company property, dishonesty and falsification of education/certifications/work experience, harassment of any kind to either customers or fellow staff members.

Employment Termination

Termination of employment is an inevitable part of any organization, within all industries. In the event that an employee ceases to be a part of our team, it is important that the separation process is clear and aligned with all company policies and legal obligations to avoid any misunderstandings or subjective judgements. *mikari cafe* is committed to handling all cases of employment separation with discretion, professionalism, and official documentation.

mikari BENEFITS

Worker's Compensation

We provide our employees compensation in events of an injury to the employee or their dependent, or a death that has resulted from an accident in the workplace, or field of delivery. When assistance regarding the establishment's submission of claims to *mikari cafe's* insurance carrier is requested, we advise our employees to contact and consult with our Human Resource department.

All employees of *mikari cafe* are protected and covered under the Worker's Compensation Insurance Policy, a policy which protects the business and employees from financial loss when an injury or sickness is a work-related cause. Depending on the severity of injury/illness, the WCIP helps to cover the costs of medical expenses, lost wages, ongoing care and funeral expenses if an employee were to pass from a work-related accident or incident. Employees who fail to report a work-related accident, or seek medical treatment without the proper authorization from *mikari cafe* will be responsible for the medical expenses associated with the incident/accident. Worker's Compensation plans do not cover:

- Injuries received from a fight incited by the employee.
- Injuries an employee sustains due to being intoxicated in the workplace.
- Intentional injuries.
- Emotional injuries that have not been accompanied by physical workplace trauma.

Healthcare Plan

We provide our employees with the option of receiving a healthcare plan following the completion of the 90-day introductory period. Covered benefits and excluded services are defined in the health insurance plan's coverage documents. In Medicaid or CHIP, covered benefits and excluded services are defined in state program rules.

Full-time employees are eligible for group medical coverage and part-time employees are given the option to enroll in group medical coverage, given the understanding that payments will be deducted from their payroll.

We cover a percentage of monthly premiums for our full-time employees, while also giving the option of purchase coverage for the employee's immediate family and/or qualified dependents; however, costs of any additional coverage will be deducted from the employee's payroll.

In the moment of employment termination, associates are eligible for group medical coverage retention at the expense of the associates themselves. Upon separation from the establishment, we will provide you with any information needed, which are related to your rights under The Consolidated Omnibus Budget Reconciliation Act (COBRA). For more information on COBRA, please turn to page 18.

Dental Insurance

We offer Dental Insurance (Cigna) coverage as an option for our employees, at *mikari cafe*, we like to see smiles all around!

Employee Discount with Shift Beverage

All Employees are entitled to ONE (1) free shift beverage of their choice, priced at \$3.50. Any drink that is over the \$3.50 mark will result in the employee paying the difference of the beverage (ex. \$5.00 drink is purchased, employee will pay the \$1.50 difference.) With the free shift beverage, we also offer 15% off all cafe items, drinks, cakes, sandwiches; all of it!

Professional Development Support through the SCA

The Specialty Coffee Association (SCA) is a nonprofit, membership-based organization that represents all coffee professionals, from producers to baristas all over the world. Built on foundations of openness, inclusivity, and the power of shared knowledge, they foster a global coffee community to make specialty coffee a newfound, gourmet experience.

mikari cafe is a company member of the SCA; we joined because we wanted to stand out as a business and gain every advantage we could to allow us and our hardworking employees the opportunity to further succeed in the food and beverage industry. The SCA also offers 4 educational programs for aspiring baristas, which focuses on 8 areas of study or career paths.

At *mikari cafe*, we have 2 certified Authorized SCA Trainers (AST) who have earned their certification by working with us, and helping our company to continue to grow into what it is today. If interested, we offer apprenticeship programs to those who would like to be SCA or AST certified. By adding an SCA or AST certification to your work portfolio, many doors will open for you, and we will be rooting for you and your future endeavors every step of the way!

Employee Assistance Programs

The Employee Assistance Program (EAP) is a short-term, confidential counselling service for employees who are experiencing personal difficulties that are affecting their work performance. The EAP is designed to help individuals understand and

overcome their difficulties regardless of the source. EAPs are open to all employees and their families, covering a range of areas including:

- Personal Difficulties
- Stress, Job-related or Personal
- Relationship or Parenting Difficulties
- Harassment
- Substance Abuse
- Separation and Loss
- Financial or Legal
- Violence in the Home
- Balancing work-life and family responsibilities

Some EAP providers are able to offer other services including retirement or lay-off assistance, and wellness/health promotion. Some may offer advice on things more personal like challenges with illness, disabilities, crisis situations (ex. Death at home or in the workplace), or for managers/supervisors handling difficult work decisions.

Uniform Benefits

At *mikari cafe*, we provide our employees with a standard set of uniform which consists of T-shirts, name badge, aprons and a *mikari cafe* embroidered cap or beanie. Depending on the type of employee you are, the color and amount of garments you will receive will vary. New employees and baristas will wear black aprons, cashiers and food handlers will wear green aprons and supervisors/managers will wear white aprons. Full-time employees can receive up to 5 shirts, 3 aprons and 2 caps/beanies, whereas part-time employees can receive 2 shirts, 1 apron and 1 cap/beanie.

Although ripped jeans and knee-length shorts/skirts are allowed, we do **NOT** allow the use of opened toed shoes, flip flops or sandals in the food area at all times.

Uniforms help give our cafe a professional and clean appearance, making customers more inclined and relaxed to do business with us. Some benefits include:

- Improvement of Customer Relationships
- Promotion of Company Pride
- Creating an Attractive Business Image
- Brand Promotion
- Creates and Enhances Team Spirit
- Helps to identify the Workers from the Customers

The employee can purchase an apron of their liking, not covered by *mikari cafe*, as long as the color coordinates with their position in the cafe. Feel free to accessorize your garments with pins and buttons, as long as it is appropriate and/or does not tarnish the fabric in any way (ex. bleaching, fraying, distressing, etc.)

In the event in which the fabric begins to fade in color, or has been damaged through washing/drying, the employee can request for a new set of uniform. When requesting for a new uniform, keep in mind that the cost will be **deducted from your paycheck**.

Social Security

For employees to be eligible for S.S. benefits, they must have worked for a certain length of time and earned a minimum income or be the spouse or dependent child of someone who meets these work requirements. This will also allow those nearing retirement Retirement Benefits, which is a pension for the eligible employees of *mikari cafe* who have retired, their spouses, and their dependents.

Unemployment Assistance

We offer Unemployment Assistance to our employees during a time in which it is of no fault of the employee. It is a federal law, administered by each state under the state law. Each state has its own rules, and the benefits are required to be paid for a minimum time as long as the employee remains eligible.

To apply for the Unemployment Insurance Program (UIP), a program that provides benefits and income to workers who become unemployed through no fault of their own, the employee must file a claim with the UIP in the state/area where they are employed. This should be done as soon as you have become unemployed.

When filing for a claim, you will be asked for certain information which we will gladly provide for you, this includes the establishment's address and the dates of your employment. We do this to ensure that no mistakes are made during this process, which can delay your claim from being processed due to incorrect information. Receiving your first benefit check will take up to 2 or 3 weeks once you have filed your claim.

COBRA

COBRA is in reference to the Consolidated Omnibus Budget Reconciliation Act. It allows workers who have lost health benefits the right to continue partaking in the group health benefits provided from their previous employer's health and/or medical insurer for a limited amount of time. This is usually in the case of job loss (voluntary/involuntary), hour reduction, job transitions or any other life event. This also makes former employees who are qualified required by the act to pay for the entirety of the insurance premium by up to 102% of the cost of the plan.

LEAVE DAYS

Family Medical Leave Act (FMLA)

The FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. This entitles eligible employees to:

- Days of leave if they have worked for their employer at least 12 months, at least 1,250 hours over the past 12 months, and work at a location where the company employs 50 or more employees within 75 miles.
- Time taken off work due to pregnancy complications can be counted against the 12 weeks of family and medical leave.
- Twelve workweeks of leave in a 12-month period for the birth of a child and to care for the newborn within one year of birth, to care for the employee's family member that has a serious health condition, a serious health condition the individual may have that hinders their work performance, and any qualifying factor that comes from the employee's family that is a covered military member on "covered active duty" or:
 - 26 workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent or next of kin (military caregiver leave).

Paid Vacation

All our full-time employees who have completed one year of employment, from the date of hire are eligible in receiving paid vacation leave days. Employment that is continued and uninterrupted by suspension without pay or termination of employment. We also give out extra days off (2 days) for employees who have worked at our establishment for 5+ years for birthday leave.

Years of Service	Entitlement
One (1) Year	9 days / 80 hours
Five (5) Years	14 days / 120 hours
Ten (10) Years	20 days / 160 hours

Employees that have accumulated vacation hours will not be paid in the event in which they terminate their employment prior to their first full year of service. Upon termination of employment, the employee will be entitled to receiving pay from all

their accumulated vacation days, but only at the base rate of pay at their time of termination.

We also advise our employees to apply for vacation leave at least one week in advance by completing the “Leave Request Form” that will be provided and approved by the Department Head and Human Resources Director.

Military Leave

Employees who have enlisted or have been inducted into the United States military, or are members of the National Guard are granted military leave of absence. This is in accordance with the USERRA, Uniform Services Employment and Reemployment Rights Act. It is required by the employee to notify the Head of the Department two weeks prior to their leave date.

Holidays

At *mikari cafe*, employees are legally entitled to paid holiday leave for both full-time and part-time workers who have completed their 90 day introductory period. However, *casual employees* (an employee who is guaranteed work when it is needed, with no expectation of more work in the future.) are not entitled to the holiday benefits. The days which employees are granted holiday leave are:

- New Year’s Day
 - President’s Day
 - Good Friday
 - Memorial Day
 - Independence Day
 - Guam Liberation Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day
-

References

- Employee Performance Review Policy Template: Workable. (2020, March 12). Retrieved from <https://resources.workable.com/employee-performance-review-policy-template>
- Equal Opportunity Employer Policy Template. (2020, June 17). Retrieved from <https://resources.workable.com/equal-opportunity-company-policy>
- Government of Canada, C. C. (2020, November 23). Employee Assistance Programs (EAP) : OSH Answers. Retrieved from <https://www.ccohs.ca/oshanswers/hsprograms/eap.html#:~:text=An EAP, or employee assistance,alcoholism programs of the 1940's>.
- Hospitality human resources management and supervision*. (2013). Pearson Education.
- How Do I File for Unemployment Insurance? (n.d.). Retrieved from <https://www.dol.gov/general/topic/unemployment-insurance>
- Paid Vacation: Everything You Need to Know. (n.d.). Retrieved from <https://www.upcounsel.com/paid-vacation#:~:text=Paid Vacation-,Paid vacation days are those days when an employee is,of the employee benefits package>.
- UniFirst. (2018, June 29). Top 10 Benefits of Employee Uniforms. Retrieved from <https://www.prnewswire.com/news-releases/top-10-benefits-of-employee-uniforms-199378671.html>
- https://guamcc.remote-learner.net/pluginfile.php/50116/mod_resource/content/2/FSM270%20HR%20Information%20Handbook%20.pdf