



Scheduling and Attendance

Show Up - Your job allows you to work with incredible people. Do your part by working your scheduled shifts, arriving on time for your shifts, and being ready to do amazing work. We want to exceed our guests' expectations, so they keep coming back for more. We need everyone to play their part.

Find the right parking spot - We want our guests to find parking when they need it. Park only in areas designated by your management. If you have a need to regularly park closer, please discuss it with your manager. When working during early and late-night hours, park closer to the restaurant entrances.

Know your work schedule - We take pride in offering a flexible work schedule. In general, your schedule will be based on your availability, our business needs, and your overall performance and versatility. However, sometimes you may be asked to work a shift that you were not originally scheduled to work.

Work availability - If your availability changes, please notify your manager by filling out the Availability Change Form on the JOLT tablet at least two weeks in advance. Several times each year, we will ask you to complete an updated availability list so we can plan for vacations or school schedules.

Schedule posting - In general, work schedules for the following week are posted on or before Friday prior to the beginning of the new work week in order to give you adequate notice of your work schedule, allowing you to plan accordingly. However due to changes in restaurant needs, your work schedule and number of hours may vary each week.

Unless there is an emergency, we expect you to follow these steps if you want to switch hours once the schedule is posted:

- 1) Find someone to work for you in your place.
- 2) The person who replaces you must be able and trained to work the same position.
- 3) Notify your manager of any such changes.

Depending on where you work, different scheduling practices may apply. If you have any questions about scheduling practices in your specific location, please contact your manager.

Be a know-it-all - If you have a personal cell phone, consider downloading the NEXT app on your phone. On NEXT, you can view your schedule and receive work related communications. Schedules and other work-related communications are also posted in the scheduling binder and should be checked regularly.

Follow proper call-out procedures - If you are unable to report for your shift, contact the manager on duty minimally at least **4 hours before** your shift begins — or, if you're scheduled for the breakfast shift, the night before. Use of the NEXT app is not an acceptable way to call out. You must speak with the manager on duty at the restaurant. All absences, excused or not, will be documented and your manager may request documentation verifying your absence. In the event of illness, you may be required to bring in a note from your doctor verifying the illness and their release for you to return to work.

No call, no show is a no-no - Failing to call in or report to work for a scheduled shift is considered an unexcused absence, unless doing so would be unreasonable under the circumstances.

Be On time - Report to work on time for your assigned shift. In the case of an emergency, if you are going to be late, you must notify the manager on duty as soon as reasonably possible prior to your shift's start time. Employees who are excessively absent or tardy may be subject to discipline, up to and including termination.

If you have questions, feel free to ask your manager or to contact the Human Resources department at (801) 280-9299.