



Open Communications

Communication is essential for good teamwork and learning. We encourage open communication – meaning we will share information with you, and we want you to share information with your management team. Here are some of the communication tools we may use:

- **Rap sessions** — these small, informal group discussions of ideas, suggestions, and problems are held as needed and may be initiated by management or at the request of an employee.
- **Employee meetings/shift huddles** — we discuss policies, events and promotions, or special situations at these fun and productive meetings.
- **Employee commitment surveys** — your opinions about our operations are very important to us. So, from time to time, we may ask you to participate in a survey. Your responses are always anonymous so that we can assure you of complete confidentiality. We use the information we gather to see how our organization is doing and to find ideas for improvements.
- **Your own ideas** — if you have an idea that saves time and energy, or you have some constructive criticism to offer, please feel free to share your thoughts with your management team.

Speak up - We want to know if something isn't right. Immediately notify your manager of any job-related illness, accident, policy violation, unsafe working conditions, illegal activity, workplace violence, theft, fraud, equipment not working for more than 24 hours, unable to take credit cards, unable to sell products, guest complaints, or concerns.

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