



Open communication and Solving Problems

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.

Solving Problems - Sometimes you may decide that you do not agree with our way of doing things or you do not like the decisions that we make. When things are on your mind, promptly discuss the issues with your manager so we can understand your concern(s) and find a solution. If the solution offered is not satisfactory, or if it is inappropriate to go to your manager on duty, then talk with your General Manager. If your General Manager does not fix the problem or if you do not feel comfortable talking to your General Manager, please

contact your Area Supervisor, or if they do not fix the problem or if you prefer, please contact Human Resources at (801) 580-5848, the Director of Operations at (801) 231-3272, or our confidential 24/7 concern line at (877) 503-1860, [code 5187](#).

Also see the Complaint Procedure for Complaints of Discrimination, Harassment, or Retaliation.

Open communication is important. If you feel you are not being heard or if you have an issue, you cannot resolve it or you want or need help with any step of this process, please reach out to Human Resources.