

GRAVITY ELITE

EDITABLE RESTAURANT EMPLOYEE HANDBOOK

A practical, restaurant-specific framework for clear expectations, fair management, safer operations, and documented accountability.

Restaurant / Company	[ENTER COMPANY NAME]
Location / Store Number	[ENTER LOCATION / STORE #]
Street Address	[ENTER ADDRESS]
Effective Date	[ENTER DATE]
Last Reviewed	[ENTER DATE]
Approved By	[OWNER / AUTHORIZED LEADER]

CUSTOMIZE BEFORE USE • REVIEW FOR FEDERAL, STATE, AND LOCAL REQUIREMENTS

How to Use This Handbook

This is an editable management framework, not a one-size-fits-all legal document. Replace every bracketed field, remove policies that do not apply, add state and local requirements for every location, and have qualified employment counsel review the completed handbook before distribution.

Fast Setup — 15-Minute Configuration

1. Company identity	Name, legal entity, location/store number, address, owner/HR contact.
2. Employment model	At-will language where lawful; classifications; introductory period if used.
3. Scheduling	Posting method, call-off method, swap rules, availability process, attendance standard.
4. Pay & tips	Payday, timekeeping, tip policy, service charges, tip pool, deductions, overtime.
5. Restaurant rules	Uniform, grooming, food safety, illness reporting, alcohol service, phones, cash/POS.
6. Reporting routes	At least two complaint/reporting contacts, including one outside the normal chain of command.
7. Local law layer	State/city leave, breaks, scheduling, wage notices, final pay, minors, required notices.
8. Approval	Legal review, management approval, employee rollout, signed acknowledgments.

Two Ways to Use It

QUICK VERSION: Complete the highlighted decision fields and keep only the core policies that apply to your operation. **FULL VERSION:** Customize every section, add location-specific supplements, and use the included manager controls and acknowledgment forms.

Field Key

[ENTER ...]	Required company-specific information.
[CHOOSE ...]	Select one option and delete the others.
[STATE/LOCAL REVIEW]	The rule may vary materially by jurisdiction; verify before use.
[OPTIONAL]	Keep only if the policy applies to your restaurant.
[MANAGER NOTE]	Implementation instruction; remove from employee-facing final copy if desired.

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1. Welcome, Purpose & Handbook Status

Welcome

Welcome to [RESTAURANT NAME]. Every position affects the guest, the team, food safety, and the financial health of the restaurant. This handbook explains the standards we use to work together consistently and fairly.

Our Operating Promise

We expect employees and managers to treat people with respect, tell the truth about problems, protect guests and coworkers, follow established standards, and ask when an expectation is unclear.

Purpose

This handbook summarizes workplace policies and expectations. It cannot anticipate every situation. Managers are responsible for applying policies consistently and escalating questions when law, safety, pay, discrimination, harassment, or employee rights may be involved.

Handbook Status

This handbook is not intended to create a contract of employment or guarantee employment for any period. [STATE/LOCAL REVIEW: Insert lawful at-will language only where applicable.] The company may revise policies as business or legal requirements change, subject to applicable law.

Questions

Employees may ask [MANAGER/HR/OWNER NAME OR ROLE] questions about this handbook without retaliation.

2. Employment Principles & Equal Opportunity

Equal Employment Opportunity

[COMPANY] provides equal employment opportunity and prohibits unlawful discrimination based on characteristics protected by applicable federal, state, or local law.

Reasonable Accommodation

Applicants and employees may request reasonable accommodation for disability, pregnancy, childbirth or related medical conditions, religion, or other protected needs as required by law. Requests should be directed to [CONTACT/ROLE]. The company will engage in the legally required process and will not retaliate for a good-faith request.

Work Authorization

Employees must complete legally required employment eligibility documentation within applicable deadlines. Managers must use the same process consistently.

No Retaliation

The company prohibits retaliation against an employee for raising a good-faith concern, requesting an accommodation, reporting suspected unlawful conduct, participating in an investigation, discussing protected workplace matters, or exercising another legally protected right.

3. Employment Classifications & Personnel Records

Classifications

Employees may be classified as full-time, part-time, temporary/seasonal, exempt, or nonexempt according to company practice and applicable law. Classification does not itself guarantee hours, benefits, or a particular schedule.

Introductory Period

[OPTIONAL: New employees complete an introductory period of ____ days.] Completion does not change the employment relationship or create a guarantee of continued employment.

Personnel Information

Employees should promptly update changes to legal name, address, phone, emergency contact, tax withholding, or other required payroll information.

Access & Privacy

Personnel records are maintained and accessed according to company policy and applicable law. Medical or accommodation information should be handled separately and confidentially where required.

4. Scheduling, Availability & Attendance

Scheduling

Schedules are normally posted [NUMBER] days in advance using [APP/LOCATION]. Applicable predictive/fair scheduling laws control where they apply.

Availability

Employees must provide accurate availability. Availability changes require [NOTICE] and management approval. Availability is a planning input and does not guarantee particular hours.

Attendance

Employees are expected to be ready to work at the scheduled start time. Call-offs must be reported through [METHOD] to [ROLE] at least [TIME] before the shift when practicable.

Shift Swaps

Employees may not give away, trade, or pick up a shift without [MANAGER APPROVAL / APPROVED APP PROCESS]. Until approved, the originally scheduled employee remains responsible for the shift, subject to applicable protected-leave rules.

No-Call/No-Show

Failure to report for a scheduled shift and failure to contact management may lead to corrective action. Managers must first consider whether protected leave, emergency circumstances, disability/accommodation, or other legal protections may apply.

Weather & Emergencies

Employees should follow [RESTAURANT] emergency communication procedures. Safety comes first; managers must not improvise pay or attendance rules that conflict with law or approved company policy.

5. Timekeeping, Pay, Overtime & Payroll

Accurate Timekeeping

Nonexempt employees must record all hours worked accurately. Working off the clock, deleting time worked, or asking another employee to work without recording time is prohibited.

Manager Edits

Any manager time edit must be accurate, explainable, and made under the company's correction process. Employees should report suspected timekeeping errors immediately.

Overtime

Nonexempt employees will be paid overtime as required by applicable law. Employees must obtain advance approval before working overtime when company policy requires it; however, all hours actually worked must still be reported and paid.

Paydays

Employees are paid [WEEKLY/BIWEEKLY/OTHER] on [DAY]. Payroll questions should be reported to [CONTACT].

Deductions

The company will make only deductions permitted or required by law. [STATE/LOCAL REVIEW: uniform, cash shortage, meal, equipment, and other deduction rules vary.]

Payroll Corrections

Employees should report a suspected payroll error promptly. The company will investigate and correct confirmed errors according to applicable law.

6. Tips, Tip Pools & Service Charges

Tips Belonging to Employees

The restaurant will administer tips, tip credits, and tip pools only as permitted by applicable law. Managers and supervisors may not participate in employee tip pools where prohibited.

Tip Reporting

Employees must accurately report tips as required by law and company payroll procedures.

Tip Pool

[CHOOSE/CONFIGURE: No mandatory tip pool / Mandatory tip pool.] If used, eligible participants are: [ROLES]. Contribution/distribution method: [METHOD]. This section must be reviewed for the law of each location.

Tip Credit

[CHOOSE: Company does / does not claim a tip credit.] If claimed, employees will receive required notices and the company will comply with minimum cash-wage and tip-credit requirements.

Service Charges

Mandatory service charges are not automatically treated the same as voluntary tips. [STATE/LOCAL REVIEW: Describe how service charges are distributed and reported.]

Credit Card Tips

Distribution timing and any lawful processing treatment: [INSERT POLICY].

7. Breaks, Meals, Nursing/Pumping & Accommodations

Meal and Rest Periods

Federal law and state/local law differ. Employees will receive meal and rest periods required by the law applicable to their work location. Short breaks treated as compensable under applicable law must remain on the clock.

Meal Periods

Where an unpaid meal period is used, the employee must be completely relieved of duty as required by law. Employees should report interrupted or missed meal periods under [PROCESS].

Pumping at Work

The company provides eligible employees reasonable break time and an appropriate private space, other than a bathroom, for pumping as required by applicable law. Contact [ROLE] to arrange access.

Accommodation Requests

Employees who need a change related to disability, pregnancy, childbirth, religion, or another protected reason should contact [ROLE]. No special wording is required to start a conversation about a possible accommodation.

8. Time Off & Leave

Company Time-Off Programs

[INSERT PTO/VACATION/SICK LEAVE POLICY OR STATE NONE.] Accrual, eligibility, request procedures, carryover, payout, and use must match applicable law.

Protected Leave

Employees may be entitled to federal, state, or local protected leave depending on employer size, employee eligibility, location, and reason for leave. Managers must escalate potential protected-leave situations rather than denying them informally.

Jury Duty, Voting, Military, Crime Victim and Other Leave

[STATE/LOCAL REVIEW] The restaurant will provide legally required leave and protections.

Request Process

Routine requests: [METHOD/NOTICE]. Emergencies or unforeseeable needs should be reported as soon as practicable. A failure to follow routine notice rules will not be treated as misconduct when law requires an exception.

9. Restaurant Food Safety, Illness & Allergens

Food Safety

Employees must follow approved food-safety procedures, health-code requirements, handwashing rules, temperature controls, cross-contamination prevention, cleaning/sanitizing standards, and manager instructions.

Illness Reporting

Employees must promptly report symptoms, diagnoses, exposures, or restrictions that food-safety rules require them to report. Managers must use the applicable exclusion/restriction rules and protect medical privacy.

Allergens

Only approved allergen procedures may be used. Employees must never guess about ingredients, substitutions, or cross-contact risk. Escalate allergen questions to the designated manager.

Eating, Drinking, Tobacco and Vaping

These activities are permitted only in approved areas and in compliance with food-safety rules and company policy.

Certifications

Employees must maintain food-handler, manager, alcohol-service, or other certifications required for their assigned work.

10. Uniform, Grooming & Personal Hygiene

Uniform

Required uniform: [INSERT]. Employees must report to work in clean, serviceable attire and required nonslip footwear/PPE.

Grooming and Hygiene

Employees must maintain hygiene appropriate for food service and comply with lawful food-safety grooming requirements.

Religious, Disability and Other Accommodations

The company will consider legally required accommodations to dress, grooming, or uniform standards. Employees should contact [ROLE].

Uniform Costs

[STATE/LOCAL REVIEW] State and federal rules may limit deductions or costs imposed on employees. Insert the restaurant's lawful uniform-issue and replacement policy.

11. Guest Service & Workplace Conduct

Guest Standard

Treat guests with professionalism and respect. Listen before reacting, correct what can be corrected within your authority, and involve a manager when the issue exceeds your authority or involves safety, discrimination, threats, payment disputes, or serious complaints.

Respect at Work

Bullying, threats, intimidation, fighting, deliberate humiliation, sabotage, or abusive conduct is prohibited to the extent allowed by applicable law and company policy.

Honesty

Falsification of records, theft, deliberate misrepresentation, fraudulent discounts/comps, or concealment of safety or payroll issues may result in corrective action.

Fraternization and Conflicts

[OPTIONAL] Employees must disclose relationships or conflicts that could affect scheduling, supervision, pay, discipline, purchasing, or other employment decisions. Family or personal relationships must not create favoritism or retaliation.

Solicitation/Distribution

[STATE/NLRA REVIEW] Any solicitation, distribution, or posting rules must preserve employees' legally protected rights.

12. Harassment, Discrimination, Retaliation & Reporting

Prohibited Conduct

Unlawful discrimination and harassment based on protected characteristics are prohibited. The company may also prohibit inappropriate conduct before it reaches the level of unlawful harassment.

Reporting Options

Employees may report concerns to any of the following: (1) [MANAGER/ROLE], (2) [OWNER/HR/ALTERNATE CONTACT], or (3) [OTHER ROUTE]. An employee is not required to report a concern to the person accused of misconduct.

Manager Duty

A manager who receives or observes a potential discrimination, harassment, retaliation, safety, wage, or serious misconduct concern must promptly escalate it under company procedure; managers may not promise absolute confidentiality or conduct unauthorized side investigations.

Investigation

The company will respond promptly and as impartially as practicable, protect confidentiality to the extent possible, and take appropriate corrective action when warranted.

No Retaliation

Retaliation for good-faith reporting, requesting accommodation, or participating in an investigation is prohibited. Report suspected retaliation through any reporting route.

13. Safety, Injuries, Violence & Emergencies

Safety

Employees must follow safety procedures, use required PPE, correct or report hazards, and never bypass safety devices.

Injury Reporting

Report every workplace injury, exposure, near miss, or significant safety incident immediately to [ROLE], regardless of apparent severity. Seek emergency help first when necessary.

Violence and Threats

Threats, violence, or credible safety concerns must be reported immediately. Call emergency services when there is immediate danger.

Emergency Procedures

Follow posted procedures for fire, severe weather, power outage, evacuation, medical emergencies, active threats, and other location-specific events.

Workers' Compensation

Work-related injuries will be handled under applicable workers' compensation requirements. Employees will not be retaliated against for making a lawful claim.

14. Alcohol Service & Responsible Service

Applicability

This section applies only where alcohol is served.

Legal Service

Employees must follow licensing laws, age-verification requirements, approved ID procedures, service limits, and refusal-of-service procedures.

Intoxication

Do not serve alcohol when service is prohibited. Involve a manager when a guest appears intoxicated, presents questionable identification, becomes confrontational, or attempts an unsafe departure.

Employee Consumption

[INSERT POLICY.] Employees may not consume alcohol while working or report to work impaired.

Certification

Required alcohol-server permits/certifications must remain current.

15. Cash, POS, Discounts, Comps & Company Property

Cash Handling

Follow assigned drawer, bank, deposit, checkout, and cash-transfer procedures. Never share cash drawers or credentials unless an approved procedure expressly allows it.

POS Credentials

Use only your own authorized login/card. Never share passwords or approve transactions outside your authority.

Discounts and Comps

Discounts, voids, refunds, comps, gift cards, loyalty adjustments, and manager overrides require the authorization defined by company policy.

Payment Security

Report suspected card-reader tampering, skimmers, unusual payment activity, or loss of a POS device immediately.

Company Property

Protect keys, uniforms, devices, tools, recipes, documents, and other company property. Return company property at separation or when requested, subject to applicable law.

16. Technology, Phones, Social Media & Recording

Personal Phones

Personal device use during working time must not interfere with service, safety, sanitation, or assigned work. Emergency use should be communicated to a manager.

Company Systems

Company systems and devices are for authorized use. Employees must protect credentials and report suspected compromise.

Social Media

Employees are responsible for their own communications. Nothing in this policy is intended to prohibit legally protected discussion of wages, hours, working conditions, workplace concerns, or other protected concerted activity.

Photography and Recording

[STATE/NLRA REVIEW] Any restrictions on photography or recording must be narrowly tailored to legitimate business, guest privacy, safety, or legal needs and must not unlawfully interfere with protected employee activity.

AI and Confidential Data

Employees may not enter confidential guest, employee, payroll, payment, proprietary, or security information into unapproved AI or external tools.

17. Confidentiality, Privacy & Protected Employee Rights

Confidential Information

Employees must protect legitimate confidential business information such as nonpublic recipes, security procedures, passwords, payment information, personal employee data, and protected guest information.

Protected Rights Carve-Out

This policy does not prohibit employees from discussing wages, hours, working conditions, safety, discrimination, or other matters protected by applicable labor or employment law; filing a charge or complaint; communicating with government agencies; or participating in protected investigations.

Privacy

Employees should not expect privacy in company property or systems beyond what applicable law and company policy provide. Monitoring, if used, will be conducted consistent with law.

Media Inquiries

Employees who speak on behalf of the company must be authorized. This does not restrict employees from speaking in their personal capacity where protected by law.

18. Performance, Coaching & Corrective Action

Purpose

Corrective action is intended to address performance, conduct, safety, or policy concerns consistently and promptly.

Coaching

Managers should identify the expectation, the observed gap, the required correction, available support, and the follow-up date.

Corrective Action

Depending on circumstances, the company may use coaching, documented counseling, written warning, final warning, suspension, reassignment, or separation. [STATE/LOCAL REVIEW: Preserve applicable at-will language.]

Consistency

Managers must consider comparable situations, facts, prior documentation, protected activity, accommodations, and legal requirements before action.

Serious Misconduct

Some conduct may warrant immediate action, including serious safety violations, violence, theft, deliberate falsification, severe harassment, or other substantial misconduct, subject to investigation and applicable law.

Employee Response

Employees may provide their account or relevant information. A signature on a corrective-action form acknowledges receipt, not necessarily agreement.

19. Training, Certifications & Development

Training

Employees must complete required onboarding, station, safety, food-safety, alcohol-service, harassment-prevention, and other assigned training.

Training Time

Required training will be treated as compensable when required by applicable wage-and-hour law.

Trainer Sign-Off

A sign-off confirms that training was delivered and observed; it does not replace ongoing coaching or relieve managers of verification responsibility.

Development

Cross-training, promotion, and development opportunities are based on business need, qualifications, performance, readiness, and equal-opportunity principles.

20. Separation of Employment & Return of Property

Resignation

Employees are asked to provide [NOTICE] when resigning when practicable. This request does not alter applicable employment rights.

Final Pay

Final wages, tips, accrued benefits, deductions, and timing will be handled according to applicable state and local law.

Property

Employees must return company property by [PROCESS]. The company will not make deductions or withhold wages except as permitted by law.

Access

Company-system access may be changed or removed when employment ends.

Exit Feedback

[OPTIONAL] Employees may provide exit feedback to [ROLE]. Retaliation for raising lawful concerns is prohibited.

21. Multi-Location Supplement

Use one supplement for each location when rules differ. Do not force a single national policy to override state or local requirements.

Legal entity	[ENTER]
Restaurant / Location	[ENTER]
Store number	[ENTER]
City / State	[ENTER]
Local HR / Owner contact	[ENTER]
Emergency contact	[ENTER]
Payday / pay method	[ENTER]
Minimum wage / tipped wage review date	[ENTER]
Meal/rest rule source	[ENTER]
Paid sick / leave rule source	[ENTER]
Predictive scheduling rule	[IF APPLICABLE]
Minor/youth employment rules	[IF APPLICABLE]
Alcohol-service rules	[IF APPLICABLE]
Required posters/notices verified	[DATE / BY WHOM]
Supplement legal review	[DATE / REVIEWER]

Location-Specific Policies

[INSERT STATE/CITY SUPPLEMENT HERE. Keep this section version-controlled and date the legal review.]

22. Manager Implementation Guide

The handbook succeeds only when managers apply it consistently. This section is for implementation and may be removed from the employee-facing copy.

- Never create a new rule during a conflict. Use the written standard, then escalate gaps for formal revision.
- Never edit time to reduce payroll. Correct records only to reflect actual time worked.
- Never deny leave, accommodation, pumping time, wage concerns, harassment reports, safety complaints, or protected activity informally. Escalate.
- Give employees more than one reporting route for sensitive complaints.
- Document facts: who, what, when, where, policy/expectation, employee response, action, and follow-up.
- Separate performance facts from personality judgments.
- Check comparable prior cases before discipline to reduce favoritism and inconsistency.
- Do not promise confidentiality you cannot guarantee; explain that information will be shared only as needed.
- Reissue acknowledgments when a material policy changes.
- Audit state/local supplements at least annually and whenever law or operations materially change.

Manager Pre-Action Check

1	What specific policy or expectation applies?
2	What facts have been verified? What remains uncertain?
3	Has the employee been allowed to explain?
4	Could protected leave, accommodation, wage rights, safety reporting, discrimination/harassment reporting, or protected concerted activity be involved?
5	How were comparable cases handled?
6	Is the proposed action authorized and proportionate?
7	What follow-up date and owner are assigned?

23. Employee Acknowledgments & Forms

A. Handbook Receipt & Acknowledgment

I acknowledge that I received access to the [COMPANY NAME] Employee Handbook, effective [DATE]. I understand that I am responsible for reading it, asking questions about anything I do not understand, and following applicable policies. I understand that the handbook is not intended to create a contract of employment or guarantee employment for any period. I understand that policies may be changed consistent with applicable law and that I will be informed of material changes.

Employee name	
Employee ID	
Location / Store #	
Employee signature	
Date	
Manager/Witness	

B. Policy Change Acknowledgment

Policy changed	
Version / effective date	
Summary of change	
Employee name	
Employee signature	
Date	

C. Concern / Complaint Intake

Date reported	
Reported by	
Preferred contact	
Concern involves	
Date(s)/location(s)	
People involved / witnesses	
Immediate safety issue?	Yes / No
Retaliation concern?	Yes / No
Received by	
Escalated to / date	

Describe what happened, using facts and specific examples. Attach additional pages if needed:

D. Accommodation / Work Adjustment Request Intake

Employees do not need to use this form or special words to request a legally protected accommodation. This form is provided only to help document the request.

Employee	
Date	
Requested change / adjustment	
Work limitation or need described by employee	
Contact / follow-up owner	
Next step / date	

E. Company Property Return

Employee	
Last day	
Keys	Returned / N/A
Uniforms	Returned / N/A
Devices	Returned / N/A
Cards / credentials	Returned / N/A
Other	
Manager verification	

24. Policy Configuration Checklist & Glossary

Final Configuration Checklist

- ☐ All bracketed placeholders resolved or intentionally retained in a master template.
- ☐ Restaurant name, legal entity, location/store number, effective date, and approval authority completed.
- ☐ At-will language reviewed for each jurisdiction where used.
- ☐ Payday, timekeeping, overtime, deductions, uniform costs, tips, tip pools, tip credit, and service charges verified.
- ☐ Meal/rest, paid sick leave, protected leave, scheduling, minor labor, final-pay, and required-notice rules verified for each location.
- ☐ Harassment reporting includes more than one accessible route.
- ☐ Protected-rights carve-out preserved in confidentiality/social media/recording rules.
- ☐ Food-safety illness reporting and allergen procedures match local health requirements.
- ☐ Alcohol section removed or customized.
- ☐ Emergency and injury reporting contacts completed.
- ☐ Manager implementation guide reviewed with all managers.
- ☐ Legal review completed before employee distribution.
- ☐ Version number and effective date recorded; superseded version archived.
- ☐ Employees received the handbook and signed acknowledgment.

Field Glossary

At-will employment: An employment relationship that may generally be ended by either party, subject to applicable law and unlawful-reason restrictions. Not lawful/identical everywhere; review locally.

Exempt / nonexempt: Wage-and-hour classifications affecting overtime and related requirements; job title alone does not determine status.

Tip credit: Where permitted, a method of satisfying part of an employer's minimum-wage obligation using qualifying tips, subject to strict conditions and notices.

Tip pool: An arrangement under which eligible employees contribute tips for distribution among eligible participants under applicable law.

Service charge: A mandatory charge imposed by the business; it is not automatically treated as a voluntary tip.

Protected activity: Conduct protected by law, which can include reporting discrimination or wage/safety concerns and certain employee discussions or group action about working conditions.

Reasonable accommodation: A workplace change or adjustment required in qualifying circumstances under applicable law, subject to legal standards and exceptions.

Protected leave: Leave for which law may provide eligibility, job protection, anti-retaliation rights, or other requirements.

Predictive / fair scheduling: State or local rules that may regulate advance scheduling, schedule changes, premiums, rest between shifts, or related practices.

Corrective action: Documented management response to performance or conduct concerns; it may range from coaching to separation depending on facts and law.

Legal & Maintenance Notice

This template is educational and operational material, not legal advice. Employment, wage-and-hour, leave, scheduling, privacy, recording, alcohol, food-safety, and other rules vary by jurisdiction and change over time. A qualified employment attorney or other appropriate professional should review the completed handbook for every jurisdiction in which it will be used before distribution.

Recommended maintenance cycle: review at least annually, when entering a new jurisdiction, when the restaurant changes tip/pay/scheduling practices, when a material law changes, and after any significant incident that exposes a policy gap.

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