

Employee Handbook

Wheelies Ice Cream Sandwich Shop

1. All employees must wear assigned uniform at work each day. Shirt must be tucked in, pants need to appear clean and sanitary, workplace safe non slip footwear, and a hair net must be worn while handling food.
2. Males must be clean shaven and must appear presentable to the customers. Female employees must be clean and presentable.
3. Any tattoos in plain sight will not be tolerated and must be covered.
4. All employees must wash their hands when handling monies or cleaning products before they return to serving or handling food.
5. All employees will cross train in all available positions to keep awareness, efficiency, and productivity high at all times.
6. Remember that the customer is always right and try to resolve the issue in a timely manner.
7. Greet the customers when they enter the facility and smile while working with them to enhance their experience.