

Cuban American Inc.

Policies and Procedure

Upon your hiring with Cuban American you will be placed on an automatic 30 days probation period. During this time your work will be evaluated and monitored for accuracy and quality of performance. There is no written contract between the employee and Cuban American, and completion of the probation period does not mean that you will remain employed for an indeterminate amount of time. The state of Florida is an "at will" state to work. This means that both the employee and employer can terminate the employment at any time with or without cause.

Hours of operation are Tuesday – Saturday from 8:30 am to 5:30 pm

NOTE: No employees will be allowed to stay in the Barber shop after 5:30 pm.

1. The last appointment should be scheduled no later than 5 pm to ensure that the client is taken care of by the closing of business.
2. Appointments shall take no longer than 30 minutes and shall include but is not limited to a haircut and shave.
3. Running more than 10 minutes behind will not be tolerated as this can result in unsatisfied and the loss of multiple clients.

Walk Ins

- During your down time or in between appointments and or any cancellations, attending to walk-Ins is a must.

Attendance Policy

Days off for all employees are Sundays and Mondays. You will be required to work every day other than the designated days off. In the case where appointments or personal time off is needed on any other day other than the designated days off the following procedure should be followed as closely as possible:

1. Time off should be requested at least one week ahead of time to owner and if at all possible sooner.
2. There is a Barber Shop calendar that is used and viewed by all employees of Cuban American to ensure that everyone is aware of who will be late or out of work. This will help in any unexpected clients or appointments being taken care of. We are a team and will help and assist in any way possible in the absence of one of the team members.

NOTE: PERSONAL TIME OF IS ALWAYS OPEN FOR DISCUSSION WITH THE OWNER.

Tardiness / Late: There is a zero tolerance for lateness in the workplace. This business is based on time accuracy and satisfaction to all customers.

1. You will need to arrive 5 – 10 minutes early in the morning to prepare for your first client.
2. Arriving one (1) minute late is considering late. If there are 3 late occurrences in a one month period, this will result in termination of employment.
3. If there is an emergency and you will be late; you must call the owner to notify him immediately. You can call either his cellphone or the business phone to notify him.

NOTE: Text messages are not an acceptable way to let the owner know that you will be late. Leaving a message with another employee is not acceptable. It is a MUST to speak directly to the owner.

Lunch:

- The designated lunch time is from 12:00 pm to 1:00 pm.
- You are more than welcome to bring in your lunch every day. There is a refrigerator and microwave that is available to you to use as long as you clean up after yourself.

- If you decide that you rather leave the shop for lunch, you are more than welcome to do so as long you keep in mind that your total lunch time should not exceed more than designated hour. That will include the time you leave to the time next client arrive.

Vacations:

1. You will be allow 2 weeks vacations for year. Vacation time will not exceed more than one week at a time.
2. Once you know when you want to take your vacation time you will need to notify the owner at least one month in advance.
3. Two employees will not be able to take vacations during the same time. Therefore once you know when you would like to take your vacation and it is discuss with the owner; it will be approved according to seniority.

Dress Code:

1. Uniform must be worn at all time, uniform consist of black or white smock and must be purchase by the employee.

The following dress code will not be allowed:

- No shorts
- Hats and or Caps
- No Flip Flops or open toe shoes
- Pants should be worn above the waist and with a belt. Pant hanging lower than the waist will not be tolerated.

Personal Hygiene:

As professionals in the health and beauty industry there are rules and regulations that will must follow. The upkeep of your personal hygiene is a must.

- Hair must be kept neat and cut at all times.
- Facial hair is acceptable as long as it is kept neat, trimmed and presentable.
- Nails should be kept clean and trimmed and neat at all times.
- Cologne / Perfume should be worn in moderation and not overpowering as to not offend or bother clients.

Profanity:

Profanity will not be allow in the work place as Cuban American is a family oriented place of business. You are encouraged to stop any and all clients who use profanity while waiting or while being taken care of. Let them know in a friendly way that it is not tolerated. If a problem occurs the owner is to be notified immediately.

Smoking:

There is not designated smoking area. You are allow to smoke in front of the Barber Shop but out of courtesy to clients and patrons who do not smoke you should stand at a minimum of five feet from the entrance.

- Kipping the area clean is a must or the privilege may be revoked.
- After smoking you must immediately wash your hands so that your next client is not offended or bothered by the smell of cigarette.

Smoke breaks:

Smoke breaks can be taken when you do not have appointments schedule, there are not walk-ins waiting, and when there is down time. Down time is only considered when Barber Shop duties have been fulfilled. (See the list of Barber Shops duties at the end of the policies and procedures).

NOTE: IT IS NOT ACCEPTABLE TO GIVE CLIENTS YOUR PERSONAL CELL NUMBER. ALL APPOINTMENTS SHOULD BE BOOKED TRU THE BARBER SHOP NUMBER.

Scale of discipline:

1. Warning
2. Can result in the loss of employment in or termination

Barber Shop Duties: The following is a list in description of Barber Shop duties that all barbers must follow:

- Sweep all main area to include your own personal work station.
- Your personal Station must be clean and organize at all times. It should be inspection ready at all times to meet and exceed OSHA requirements.
- Wash – Dry – and Fold towels
- Clean mirrors at your work station as well as mirrors in the waiting areas.

*Answering business phone: There is an answering method, each barber will take turns answering the phone to ensure that not one individual will be tied into doing this task. It is a team effort.

NOTE: If any employee is out for any reason and a client calls for an appointment, you will need to schedule that appointment for the employee who is out and in turn it will be done for you. This helps the employee as well as the client.

Cuban American is an entity that is here to aid you in your duties. However, you are considered to be self-employed. Each barber with its own client should be solely responsible for the satisfaction of each of the costumers/client. In a situation where a client is not satisfied it should be taken care of with you and the client but the owner should be notify immediatly in the case where his assistance may be needed to help defuse the situation.

In the case of malpractice, the sole responsibility will be the individual barbers and Cuban American and the owner will not be held accountable in any way. In addition, the surveillance tape will be provided to aid in any court of authority situation.

*Our business prosper through word of mouth and is mostly base on referrals. Costumer’s satisfaction is a must at all times. In order to maintain a well-rounded relationship with each client you must be prepared to do what is takes to keep the costumer/client 100% satisfied.

Employee Name (Print)

Date

Employee Signature