Cold Springs Trout Farm

THE COMPANY HANDBOOK
FOR EMPLOYEES OF

Cold Springs Trout Farm

Welcome to Cold Springs Trout Farm

This handbook has been prepared to acquaint you with some facts about Cold Springs Trout Farm, its history, our policies, and regulations. Please read your book carefully and keep it handy as a ready reference. If you have unanswered questions, feel free to discuss them with Neal or your shift leader.

Cold Springs Trout Farm has grown steadily over the years and this growth is based upon hard work and service to our customers. With your help, growth will continue and we shall all benefit.

History of Cold Springs Trout Farm

Cold Springs Trout Farm was purchased just prior to 1907 by Lyman Barker from Joseph Orton. Lyman took an interest in raising trout after visiting the trout farm in Liberty, Utah, which was then owned by the Clarks.

Lyman first built several dirt ponds after gaining ownership of the farm. The muskrats would dig in the dirt banks which caused him much trouble, so he then decided to make all cement ponds. He hired a man named Bert Barron, who with his son, Alvie Barron built seven all cement ponds in 1924.

L. Ward Barker was a boy of 17 at the time and put his hand in the green cement. His print can be seen to this day.

L. Ward Barker took over the farm in 1950 and ran it until his son Jay Barker took charge in 1961. Jay turned it over to his son Neal Barker in 1997.

In the early days, the fish were fed with cooked wheat shorts ground up with horse meat. The farm has seen its share of hard times and fish losses, but through it all, it has continued to progress. Cold Springs Trout Farm has grown steadily over the years due to the demand for fresh rainbow trout, and the nice family atmosphere that is experienced at the trout farm. We currently see about 40,000 customers every year, and we hope that you, the employee, will take special interest in Cold Springs Trout Farm, that we might meet the needs of every customer that visits our farm.

Employment Relationship

It is intended that the relationship between Cold Springs Trout Farm and its employees will grow and be in the best interests of both the employee and the Company. However, it must be recognized that the employment relationship between you and Cold Springs Trout Farm is as follows:

All employees are employed in an "at will" capacity, which means that either the employee or the Company may terminate the relationship (employment) at any time with the understanding that neither party has the obligation to base that decision on any reason other than their intent not to continue the employment relationship.

Because the Company's policies are just that, policies, they are not to be taken to imply any promise or agreement inconsistent with the at-will relationship explained above. They do not carry or imply any promise that any particular procedure must be or will be followed before either the employee or the Company decides not to continue the employment relationship

Sexual Harassment Policy

It is a violation of Company policy and of Title VII of the Civil Fights Act of 1964 to subject any employee to sexual harassment. Unwelcome sexual advances, propositioning, off-color remarks, requests for sexual favors, and other verbal or physical conduct of sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decision affection such individual: or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creation an intimidating, hostile, or offensive working environment.

The Company will not tolerate such conduct. Personnel who violate this policy may be disciplined or discharged.

"Sexist" remarks, questions which infringe upon individual privacy, off-color comments, propositions or hints that sexual favors might be appreciated are the sort of behavior that can lead to liability, even though these may be made in jest or without serious intent.

An employee who experiences such harassment or who witnesses harassment of another employee should promptly report the incident to management so that the claim may be fairly investigated and prompt remedial action may be taken.

Open Door Policy

In any work situation, questions or concerns about the job or of a personal nature often present obstacles. Whatever your concern may be, we are anxious to work through it with you.

You should feel free to discuss any troublesome situation frankly and fully with management. You may be assured all work related situations will be handled with discretion and personal matters will be kept confidential.

Hours of Work

The normal summer workday is Monday thru Saturday from 9 am to dusk and is usually broken up into 3 or 4 different shifts. The weekly schedule will be posted by the Saturday before that week. We try to schedule each employee at least twice a week, however the more your name is on the "days-off calendar" for that week, the less chance you have of getting those days. We like dependability and those who are dependable will get more hours if desired.

Another way to show you would like hours is to show you are capable of working and keeping busy without having to be told. There is always plenty to do around the farm when not helping customers. No one should ever be standing around idle.

Note: most employees here are under the age of 16. Because we are an agricultural business, we can hire under the age of 16. We understand that the hours you receive here are important to most of you. Therefore, if you are not receiving the number of hours you would like or need, you may want to evaluate your dependability, availability, and caliber of work ethic.

Lunch Periods

Lunch periods may vary in length depending on how busy it is and will be taken by only those working 6 hours or longer at a time. Normal lunch periods are from 30-60 minutes and are not paid. Anyone working less than 6 hours will be expected to eat before or after they come to work. Occasionally there will be days that are so busy that you will have to take turns with others who need a lunch and just go long enough to get something to eat (e.g. memorial day, etc.). Note: The counter must be covered at all times. Any lunch taken off the premises, no matter what the time limit. will not be paid for.

"Days-off Calendar"

There is a "days-off calendar" provided for employees needing time or dates off. It is located in the building near the weekly schedule. If you need days off for vacations, etc. you will need to put your name on the calendar as soon as you know those days. Keep in mind the more your name is on the calendar, the less hours you will receive if any. If you only need a certain amount of time off during a specific day, you can write your name with the specified time on the calendar so the scheduler can work you a different shift (e.g. name: off 4-cl). This will help your chances of getting more hours. Note: When you have a week off for vacations, etc .That doesn't mean you are entitled to more hours the next week. We work you when it is convenient for the business.

Recording Time Worked

After completing your shift you must honestly record your own hours worked. If you work more or less hours than what you originally scheduled you must have your shift leader initial the hours entered above and beyond your scheduled shift unless initialed by your shift leader. Recording false time is dishonest and is grounds for immediate termination. standing around in the building while waiting for customers instead of working busy doing other jobs is also recording false time and will also be dealt with as above.

Attendance and Punctuality

Regular, prompt attendance is essential for efficient department operation. Your coworkers depend on you to be present to perform your job to the best of your ability. It is important that you report for work on time at the beginning of your shift each work day and return to your position promptly from lunch.

Overtime Pay

At Cold Springs Trout Farm (C.S.T.F) we are open 4 holidays every year. They are Memorial Day, Independence Day, Pioneer Day and Labor Day. It is preferred that each employee will work at least 2 days of these holidays each year. If that is a problem, it will be handled on a case by case situation by the owner or scheduler. Each employee will receive time and ½ for the hours they work on these days.

Employee Safety

C.S.T.F is very concerned about the safety and well-being of our employees and our customers. Safety is no accident and every employee should develop and practice safety habits.

Most accidents can be prevented by good housekeeping. Make sure that your work area is clean and uncluttered. All spills should be cleaned up quickly. Remember, while filleting, that is better to do a good job and safe job than it is to do a fast job.

Daily Chores

As you begin your shift, each employee should check for chores that have been posted or given to the shift leader. There are regular jobs that need to be done daily such as mowing lawn, fixing poles, etc. Also there are jobs that need to be done several times each day depending on necessity such as bathrooms checks, garbage dumps, gut dumps, bowery cleaning, dumpster checks, etc. Note: You should never be standing around with nothing to do.

Personal Phone Calls and Visitors

C.S.T.F's Telephones are for company use and not personal use unless calling for a ride.

Please do not use your workplace as a playground. Friends, girlfriends, boyfriends, etc. can wait until you finish your shift to see you. If this becomes a problem, management will send visitors home and possibly the employee with them.

Shift Leaders

In order to make sure employees are staying on task and customers are being taken care of, it is necessary to have shift leaders who can be responsible while the owner is not on site. A shift leaders obligation is to make sure customers receive the attention they need, and to oversee that those working on their shift are doing what is expected and that daily and posted chores are taken care of. The shift leaders will have to answer to the owner if there are problems therefore, the employees will be expected to answer to the shift leader. Shift leaders are chosen based on seniority, capability, knowledge, leadership, and dependability.

Company Rules

We all recognize that some rules are necessary in any business for your good and the good of your fellow employees. In order for any organization to function properly, everyone must exercise reasonable conduct.

The following are some violations which will result in immediate termination regardless of the quality of your work. This is not an all-inclusive list, however, and there may be other situations which could lead to immediate dismissal.

1. Theft from company or another employee (not limited to just money).If it is not yours don't take it.
2. Falsifying company records.
3. Failure to record sales.
4. Borrowing or lending company funds, equipment or merchandise.
5. Falsifying your own or another's time in the time book.
6. Possession of illegal drugs or alcohol on company premises.
7. Reporting to work under the influence of alcohol or drugs.
8. Excessive cash shortages.
9. Charging less than an item is worth.
10. Insubordination with shift leaders including failure to carry out directive of the management.

Theft

Unfortunately, stealing and throwing fish back are common at C.S.T.F. All employees must be alert to the possibilities and report any suspicious activity to your shift leader or the owner. Under no circumstances are employees to accuse a person of stealing. To do so and be wrong can mean serious consequences to the business and to the employee. Your shift leader or owner should handle these situations.

Holdups

Holdups have never occurred at C.S.T.F, but they may happen. We do not want any employee to risk injury in protection of company funds or property. Do as you are told by the perpetrator. Try to get as good a description of him as you can. Do not divulge the amount of the loss to anyone other than your manager or the owner.

Serving out Customers

Our customers are the most important people in the world. By far the most important part of your job is to create and maintain good customer relations. If there were no customers, there would be no jobs.

As long as we are open, we are inviting the public to come in and be our guests. And we must all treat them accordingly.

<u>The Ten Commandment of Good Business</u>

1. CUSTOMERS are the most important people in any business.
2. CUSTOMERS are not dependent on us: we are dependent on them.
3. CUSTOMERS are not an interruption of our work; they are the purpose of it.
4. CUSTOMERS do us a favor by calling; we are not doing them a favor by serving.
5. CUSTOMERS are part of our business- not outsiders.
6. CUSTOMERS are not a cold statistic, but are flesh and blood human beings with feelings and emotions like our own.
7. CUSTOMERS are not ones to argue or match wits with.
8. CUSTOMERS are ones who bring us wants; it is our job to fill them.
9. CUSTOMERS are deserving of the most courteous and attentive treatment we can give.
10. CUSTOMERS are the life and blood of this and every business.

Every C.S.T.F employee is a public relations representative whenever he or she has contact with a customer. What that customer thinks of C.S.T.F often depends on the impression he/she gets from you. Are you friendly? Helpful? Courteous? If you are, then we probably have a satisfied customer. Dissatisfied customers seldom return and frequently are capable of turning other customers away. When a store loses a customer, it's usually because of poor customer relations.

Your job performance will depend greatly on how you treat our customers.

Customer Service Tips

1. Greet all customers warmly and sincerely (even if they do not return the friendliness).
2. Offer assistance to every customer who appears to by having difficulty. Don't wait to be asked.
3. Familiarize yourself with the farm. Know the prices and sizes for each pond. Help the customer if they are unable to catch a fish whenever possible. Familiarize yourself with directions and other common customer questions. Excuses like, "I don't know," or, "That's not my department," are not acceptable at C.S.T.F.
4. Be friendly, but don't socialize. Socializing can be very annoying to a waiting customer. And never chit- chat with a fellow employee when a customer is waiting.

Handling Complaints

Customer complaints are really opportunities to ensure a customer's loyalty if handled properly. Remember the **LEARN** formula:

Listen attentively to what the customer has to say.
Empathy Show the customer you understand the nature of the complaint.
Attitude your good attitude will pave the way for you to .....
Respond in a manner that will be satisfying to the customer and to business.
Never argue with a customer.

Remember: While we are in the fish business we are really in the "people" business. Our success is determined by how well we serve our customers, and YOU play a major role in making sure our customers are well satisfied.

Conditions of Employment

The contents of this hand book have been presented as a matter of information only. While the management believes wholeheartedly in the policies and procedures described herein, they are not intended to be nor are they to be considered as conditions of employment. Management reserves the right to modify, revoke, suspend, terminate or change any of all of such policies or procedures, in whole or part, at any time with or without notice. The language used in this handbook is not intended to create, nor is it to be construed to constitute a contract between the company or any one or all of its employees. We want to keep out channels of communication open if you have questions concerning policies or procedures contact the owner.