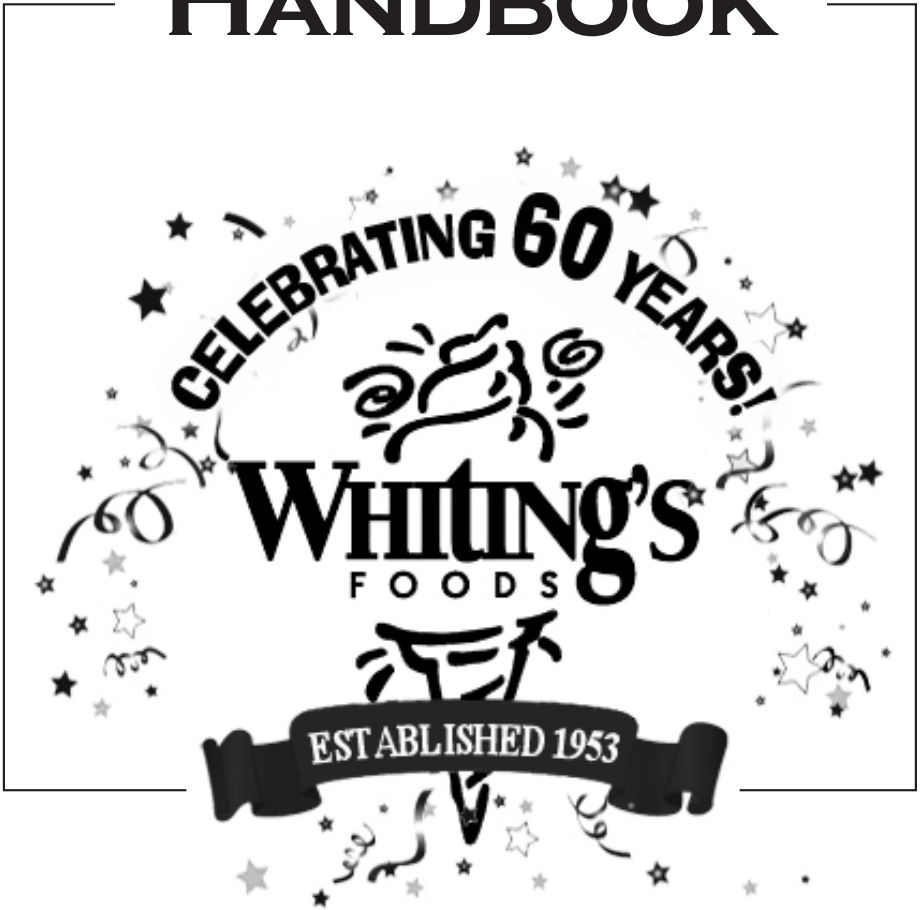


CREW MEMBER HANDBOOK



Welcome To Whiting's Foods

It is with great sincerity that we welcome you to our family here at Whiting's Foods. Our business began in 1953 with three "Frozen Custard" stands and today we operate over twenty different food locations of various sizes. In the nearly 60 years since our beginnings we have changed and grown quite a bit. We are very proud to be the largest supplier of food and beverages on the Boardwalk, and now the exclusive concessionaire at the Santa Cruz Warrior's Arena.

Without question, our greatest pride comes from our Crew! We employ hundreds of people each year. We've learned something from each and every one of them, and we will do the same from you. In return, we offer you an experience to gain valuable job skills, friends, fun and a company that truly cares.

In 1953, we certainly were a "Family Business", founded by our grandfather and father Ted Whiting, Jr. A combination of his eight children made up the majority of our Crew in the early days. We are now at the point where five generations of Whiting's have worked or are currently a part of that original team.

Our original goals could not have turned in to our current successes without the dedication of many others in the Whiting's Foods Family. We are grateful to our Managers, Supervisors, and Crew that uphold the values that originated with this company.

We look forward to meeting you!

Ron Whiting

Ken Whiting

Margie Whiting Sisk

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HOW TO MAKE THE MOST OUT OF YOUR EMPLOYMENT EXPERIENCE

Realize how important you are to the Boardwalk experience:

The pride and reputation of the entire Boardwalk depends on the Crew. As a member of our team, you represent our company to our guests. You are a valuable part of the entertainment package and special memories that keep our guests returning time after time. Your enthusiasm, conduct, appearance, and professionalism will be very important in helping us maintain our reputation as the finest seaside amusement park in the world!

Read your Handbook:

So that you are certain of your responsibilities as a member of the Whiting's Foods team, please read this handbook promptly and carefully.

The purpose of this Crew Member handbook is to familiarize you with Whiting's Foods and the Boardwalk. Its goal is to explain our personnel policies, grooming standards, employee benefits, and other important policies and procedures.

We want you to feel as comfortable as possible from the onset of your employment. Giving you this handbook before your first day allows you to arrive with a multitude of knowledge to ease your training. You will decrease the effectiveness of your training if the handbook is not read at the beginning of your employment and used for reference purposes thereafter. We assume you have read and understood the information. For your convenience, this handbook is also available on our website www.whittingsfoods.com

Ask Questions:

If you have any questions from the handbook or any material you are given, we encourage you to ask right away. Questions can arise throughout your employment and should always be brought to the attention of your Supervisor. An Area Supervisor or Manager is always the best person to approach with your questions or concerns. They can ensure you get the CORRECT answer.

BRING YOUR **A** GAME!

You are going to be spending half of your life at this thing called 'work', so if you want to make work work, bring your **A Game** every day and in every way.

Approach your job the same way you approach those things you are passionate about (soccer, skateboarding, creating music, playing video games, writing poetry, etc.) and soon, you'll feel passionate about your job, too.

There are seven **A**'s to the **A Game**. Master each and every one of them if you want to advance, achieve your ultimate potential, and succeed in a big way.

Here they are:

Attitude - Stay pumped, positive, and enthusiastic – even while doing the crummy jobs.

Attendance - You can't succeed if you don't show up, and just being there isn't enough. So if you arrive just in time, you're actually ten minutes late.

Appearance - Your image is important to you. Your company's image is important to your boss. So play your role like a pro and dress the part when you're on company time.

Ambition - What you know and what you can do essentially determines what you earn and how far you go. When you're thirsty to learn and determined to improve, your future is unlimited.

Accountability - There is no right way to do a wrong thing. Never let anyone or anything sway you from doing what's right.

Acceptance - You can pick your nose, but you can't pick your boss. Wisely accept his or her authority and play the game on their terms. (Someday, when it's your turn to lead, you'll want and need the same from your people.)

Appreciation - It's the customer who ultimately signs your paycheck. To show your gratitude, smile big and go out of your way to give every one of them your absolute best!

THINGS TO KNOW RIGHT AWAY

- **WHITING'S STORE LOCATIONS**
- **YOUR JOB DESCRIPTION**
- **GENERAL INFORMATION**
- **SCHEDULING AND GETTING PAID**
- **CREW MEMBER BENEFITS**
- **GUEST SERVICE**



WWW.

Check out our Website

Whitingsfoods.com

You can:

- Check your schedule,
- Refer a friend to apply for a job
- Check out fun photos
- Use as a handbook reference
- AND SO MUCH MORE!

Be our Friend on Facebook:

- Whitings Foods Crew Page

WHITING'S STORE LOCATIONS

Store Name

Location

Casino Dots	Inside Casino Fun Center
Slush Puppie	In front of Pirate Ship
Pizza Hut	Adjacent to Bumper Cars
Señor Ted's	Next to Pizza Hut 1
Snack King	Across from Pizza Hut 1
Carousel Cones	Next to Carousel
Cart #1	Across from Carousel
Dippin' Dots	Across from Cart #1
Freeze	Adjacent to Haunted Castle
Santa Cruz Sno'	Across from Haunted Castle
Funnel Cake	Adjacent to Santa Cruz Sno'
Dipper	Opposite entrance to Giant Dipper
Twinkies	Near Sky Glider Tower #1
Express	Under Sky Glider Tower #1
Midway Dots	Next to Rock-n-Roll Ride
Fish & Fry	Next to Midway Dots (under skyglider, tower 1)
Cone Shop	Across from Rock-&-Roll
Burgers/Pizza Hut 2/Señor Teds 2	Adjacent to Loggers' Revenge
Super Sundae	Across from Burgers
Dippin' Dots #2	Adjacent to Super Sundae
Bright Spot/Handout	Near Cliffhanger
Kettle Korn	Next to Loggers ticket booth
Dippin' Dots #3	In front of Cave Train

JOB DESCRIPTION

Counter Sales

This is the most important job we've got! You will sell food in a Boardwalk fast food location, while providing consistent, friendly and quality service to guests. You must be able to work varied work schedules. You must wear company issued uniform. You will work around high noise levels. Crew must be willing to conform to company grooming and hygiene requirements. Shifts fall between 8:00 am and 12:30 am 7 days a week, **including holidays**. You must be 14 years of age due to labor laws, and be 18 when beer sales are involved due to Alcoholic Beverage Control Laws. Our crew must be willing to work past 12:30 am (if age permits) when necessary.

Job Tasks

- Interact with guests by receiving order, offering guest service, and satisfaction.
- Operate register, collect money and determine correct change using company cash handling policies
- Sell beer in conformance with the state law and company policies (if over age 18).
- Use suggestive selling techniques with the guests.
- Prepare portions of food correctly and at the highest quality standards.
- Maintain safety and sanitation requirements.
- Keep work area stocked and clean, as well as perform cleaning projects.
- Proper operation and use of store equipment.
- Work independently and/or cooperatively as a team member.

Opportunities for Advancement

After you have the important job experience from Counter Sales, many opportunities await you:

KITCHEN CREW/COOK: This position is primarily scheduled in the kitchens of our locations that apply. Most cook positions do not merit a wage increase.

STORE LEAD: Be scheduled in one store location. You would hold the responsibilities of that store opening and/or closing, operations, cleanliness and training of new Crew.

STORE SERVICING AND MAINTENANCE: This part of our team keeps our stores and machines clean and supplied with plenty of inventory.

CASH CONTROL: This position requires an aptitude for math and problem solving.

OPERATIONS OFFICE SUPERVISOR: This position works out of our office interacting with the Crew on a daily basis regarding scheduling, training, and other daily operations.

AREA SUPERVISOR: This position is an accumulation of experience and skills from all our other promoted positions. You would supervise all or an area of the stores and the Crew for your designated shift.

MANAGER ON DUTY: This highly qualified person oversees our entire operation as well is connected with the whole Boardwalk when a need arises.

**We live by the
Golden Rule...**

**Treat others
as YOU would
like to be
treated.**

GENERAL INFORMATION

Your Personnel File:

We maintain certain information on file in regard to all Crew Members. Please notify the office at 613 Beach Street if there is any change to your personal information, such as change of address, telephone number, marital status, number of withholding exemptions, or the like. Each member of this organization must have a current IRS form W-4 (Employee's Withholding Exemption Certificate) on file with us. If you are under 18 you must also have a current work permit. All crew must have a California Food Handlers Card. Additionally, we must have your current address on hand for mailing of W-2 forms in January of each year.

Work Permits: If you are under the age of 18, you are required to have a current Work Permit on file with us. This is done prior to you starting work. Whiting's Foods will issue you a request for a permit, which is signed by a parent/legal guardian, and then given to the school Counseling Office. Your school will issue you the actual Work Permit, which you must turn in to us BEFORE you may begin working. Work Permits must be renewed throughout your employment. When you receive your notice to renew your permit, please do so immediately. If your permit is not current, you may not be scheduled. During the summer months, Work Permits are issued out of the Santa Cruz City Schools office, and the local high school(s) holding summer school. Failure to acquire and/or renew a work permit can lead to termination.

Identification Cards:

Identification cards, complete with photos are issued to all Boardwalk Crew Members. These cards have many important uses; parking in the Boardwalk lots, receiving a free ride pass, employee food discounts, clocking in and out, and ANY PURPOSE WHERE OFFICIAL IDENTIFICATION OF YOUR CREW MEMBER STATUS IS NEEDED. YOUR ID CARD MAY BE USED FOR ACCESS TO SOME DOORS. The ID card is Boardwalk property and must be returned to us upon termination of employment. If your card is not returned, the cost for lost cards or for replacing ID cards will be deducted from your final pay. Your I.D. card is your name tag and must be worn at all times on a company issued tag.

Parking and Beach Area Traffic

Free parking is provided for all Boardwalk Crew Members. When you start working, obtain a parking sticker from the Boardwalk Employee Services Office at the back of the Haunted Castle Building. This sticker, when presented with your ID card, will allow you to park for free. Crew Members can park in any designated parking lot. During our peak weekends and summer, an employee shuttle is in place called B.E.R.T. (Boardwalk Employee Rapid Transit). A separate detailed booklet will be provided on the parking policy and the B.E.R.T. Shuttle when it is in operation. Please allow yourself extra time as traffic in the beach area can be challenging.

Lockers

Lockers are provided for your use. You will be advised of specific locations. The purpose of the lockers is to protect Crew Members' personal belongings during their work hours. Personal items such as backpacks, **large** purses and skateboards are not allowed in Whiting's Food store locations. You may bring an extra jacket, sweatshirt or **small purse** to your work location. At the end of your shift be sure you have removed your lock so that the locker is available for one of your co-workers to use. There is a place provided for you to store your lock. All lockers are the property of Whiting's Foods. Whiting's Foods maintains the right to inspect the lockers at any time with or without notice. You may bring your own lock from home.

For your own protection, you must keep personal belongings in stores to a minimum and placed only in the designated area. The size and amount of personal belongings in stores can be verified by the model in the office. Whiting's Foods is not responsible for items lost or stolen while at work.

Bicycle Lockers

Bicycle lockers are available for Crew Members and guests and are located at the entrance to the Beach and River Parking Lot. They may be rented in the Boardwalk Employee Services Office to Crew Members for a refundable key deposit, paid in advance. Guests may rent a bicycle locker at a rate of \$1.00 per day. A refundable key deposit is required, regardless of the length of use of the locker.

Crew Search

Whiting's Foods has a unique way of getting its Crew involved in recruiting new Crew Members. It's called Crew Search. Crew Search is simple. You will be given Crew Search "cards." They have a space on them for you to write your name. These are cards for you to give to your friends who are interested in working for Whiting's Foods. The card must be included with their application or brought to interview for you to get the financial reward. You will receive a cash reward once your referral has worked for 40 hours. This is a great way to make extra \$\$\$! See our separate Crew Search flyer explaining the value of the rewards. To make it even easier apply online at: www.whittingsfoods.com

Lost & Found

Please direct all lost and found inquiries to the Boardwalk Guest Services Office near the Haunted Castle ride. If you find a lost item, it must be turned into the Boardwalk Office. You may request any lost item that remains unclaimed for 30 days.

Working with the Press:

As you know, the Boardwalk is an interesting and newsworthy establishment and is an important part of the community. As a result, reporters periodically come here to write stories about the Boardwalk. It is important that we furnish them with accurate facts. Please refer any reporters to the Boardwalk Guest Services office, near the Haunted Castle ride.

Security

The Santa Cruz Seaside Company has its own Security department. There are security officers who are available to anyone on the Boardwalk 24 hours a day. Utilize the security department when you feel it is necessary. Your eyes are part of the security department. Report anything that looks suspicious to you. "If You See Something, Say Something."

Please **PAGE** a Supervisor if you are going to need security.

If a Supervisor is not available, contact the Boardwalk Office by dialing 01 on your telephone. If the Boardwalk Office is closed, you can contact security by dialing 611.

Contact your Supervisor if you feel uncomfortable IN ANY WAY about a guest, or a transaction. They are here to help you. All Boardwalk Employees should adopt the philosophy of SEE SOMETHING, SAY SOMETHING.

Security escorts are also available to take you to your car. To request an escort, ask your Supervisor or call the Boardwalk Operations Office. When the Boardwalk Operations Office is closed, contact Security at 611.

Smoking

The Boardwalk and the beach next to it is a smoke-free environment. To protect Crew Members and guests from exposure to secondhand smoke, smoking is prohibited at all Boardwalk and Whiting's Foods facilities, buildings and within 20 feet of doorways, air intake vents and entrances. Authorized locations are posted in our lobby.

Telephones

There are telephones in each of Whiting's Foods locations. Usage is restricted to our locations. No other Boardwalk location may be called. Telephones are NOT to be used for personal reasons.

There is a telephone located in the lobby of the Whiting's Foods office. This telephone is provided for your use to make outside phone calls for rides, etc. You just need to dial "9" for an outside line. This telephone is available for use during all hours of operation.

Cellular Phones:

CELLULAR PHONES ARE NOT TO BE ON IN YOUR STORE LOCATION.

Cell phones can only be responded to during a designated break period. They should not be visible while in your store. Exceptions can only be made for an emergency. This permission must be granted by a Supervisor.

FIRST AID PROCEDURES

First Aid Department

The First Aid Department is located in the Employee Services Office, near the Haunted Castle. It is staffed by registered nurses and is open during operating hours.

Illness or Injury:

INFORM YOUR SUPERVISOR IMMEDIATELY IF YOU NEED FIRST AID. You will either be sent to First Aid, or if your injury is serious, your Supervisor will make arrangements to have you transported by a security officer. If, for any reason you are unable to return to work, the nurse will inform your Supervisor. Your Area Supervisor must be involved in order to coordinate with the First Aid Office in order for you to be seen.

Current Immunizations:

It is strongly recommended that you have a current Tetanus shot. A shot should be given if five or more years have elapsed since your last one. You, your parents or guardian can obtain information from your family physician.

SCHEDULING AND GETTING PAID

The Santa Cruz Beach Boardwalk is a seasonal business, operating during weekends, holidays, and summer vacation. Most employment is seasonal in nature. You are expected to be available for work during these peak times. Do not accept a position with us unless you have intentions of working on holidays. We encourage your commitment to work through Labor Day weekend in September, and **ULTIMATELY** through weekends in October.

The Operational Schedule is where you will find your scheduled time and location of work. A copy of the schedule is located in the office lobby and online at www.whitingsfoods.com. Our schedule is linked to **www.whentowork.com**. You will be given an access code upon hire by e-mail. You can access your work schedule directly by logging on to whentowork.com or through the whitingsfoods.com website.

The schedule is posted on Fridays for the following Monday through Sunday period.

Any requests for time off must be received at least 10 days in advance.

These requests can be made via WhenToWork or in writing. They will NOT be accepted from e-mail or facebook.

Attendance

Your presence here as a Crew Member is greatly valued. Guidelines have been established to monitor your attendance. We track attendance carefully. It is important that you familiarize yourself with our tracking point system on page 27.

Unexcused absences and other attendance issues may result in disciplinary action, including termination.

If you wish to change your schedule without penalty, you have only one option: Find another Crew Member to work your shift. You may likely need to cover one of the person's other shifts in return. This can be done by asking around or using the TRADEBOARD function on WhenToWork. An Area Supervisor or Operations Office Supervisor must approve this switch.

Rainy Day Policy

Prior to your shift: If we are forced to operate on a limited basis due to inclement weather, you may be relieved from duty for that day. However, don't assume that you will not be needed. We will notify you if your shift has been cancelled or modified. If you are questioning your shift and want to check in, feel free to call before coming to work. We will also post schedule updates on WhenToWork the morning of. **DURING YOUR SHIFT:** If adverse weather conditions begin once you are at work and we are forced to operate on limited basis, you may be relieved from duty for that day.

Starting Time and Estimated Ending Time

The time that is listed on the schedule for your starting time is the time that you should be clocking in, ready to work. Please bear in mind that someone may be getting off at that time, or waiting for you to get there, so they can take their break. Don't be late!

Regarding closing time, The Boardwalk's Manager on Duty decides when we can close. This means that we can only estimate the time that you will be closing. The time that we list is the scheduled closing time, plus one half hour for clean up. ***If you are scheduled to close, this means that you must stay and clean up the store, making it ready to open the next day. An Area Supervisor must be paged to approve your closing before you leave.***

Clocking In

Clocking in occurs at the office. You must be completely in uniform and in compliance with the Grooming Policy. You can also receive important messages at this time. Clock in at the starting time posted on schedule (not before).

Clocking Out

Clocking out occurs on the Boardwalk in your store.

How to Check Your Schedule

You will be listed on the schedule by your **FIRST NAME AND LAST INITIAL**.

It is your responsibility to check your own schedule. Check your schedule carefully in the office lobby or on **whentowork.com**. You may also link to the schedule through **whitingsfoods.com**. Typos can occur. Please bring any errors to the attention of a Supervisor as soon as possible.

Breaks

All breaks will be scheduled by your Store Supervisor or Area Supervisor.

"Rest Periods" are 10-15 minutes in length and you are paid for that time. "Meal Periods" are not paid and are 30 minutes long. Rest Periods and Meal Periods vary by shift length. Our policy conforms to legal wage and hour requirements.

* You must use the registers to clock out and back in from breaks. These actions are to be done **only** from the location you are working in.

* If you work between 5-6 hours, and would like the optional/non-paid 30 minute break, please notify a supervisor at the beginning of your shift. When you clock in each day, the time clock will display a message asking if you would like to waive this non-paid break.

Time Off or Schedule Adjustments

Should time off or a schedule adjustment become necessary, every attempt will be made to meet your needs. **A minimum of 10 days** notice is required for schedule requests. Fill out a “**Request for Schedule Adjustment**” form in the office lobby or do it on **www.whentowork.com**. Certain dates and holidays may be blacked out due to high level scheduling needs. You may be required to turn in your request to our Operations Office Supervisor on duty.

Schedule conflicts or vacations listed on applications, do not count as schedule requests.

If an **emergency** should arise, call us and speak directly with a Supervisor.

Hours of Work for Minors

If you are under the age of 18, the hours that you can work during the day and the number of hours you can work during the week is restricted.

The restrictions are as follows:

	Your Age	Hours during the day that you can work.
During the school year-	14-15	7:00 AM - 7:00 PM
	16-17	5:00 AM - 10:00 PM *5:00 AM - 12:30 AM *No school the next day
Summer (June 1 Thru Labor Day)	14-15	7:00 AM - 9:00 PM
	16-17	5:00 AM - 12:30 AM *5:00 AM - 10:00 PM *School in session the next day

* Please remember that you will not be allowed to work unless we have a current work permit on file for you.



WWW.

WhenToWork.com

- Check your schedule
- Request time off or a schedule adjustment
- Trade shifts with other Crew Members

You can access WhenToWork.com directly or link through the www.whitingsfoods.com website. Soon after you are hired you will receive an access code through e-mail to use throughout your employment.

Your Paycheck

Our time clock is computerized and automatically calculates your hours. The time clock automatically deducts a half hour break when you work 6.5 hours or more. You will be instructed during orientation on how to use the clock.

Payroll deductions are taken out of your paycheck every pay period. These deductions are required by law. Complete details of your earnings are summarized on your payroll check stubs **which you should keep for your records.**

Direct Deposit is an available option. This means your paycheck will automatically be deposited into the account you designate. If you would like this option, request a form from the office staff. Direct Deposit pay stubs are mailed to the address on file.

Our work week is defined as Monday through Sunday. Crew Members who are 18 years of age and over will be paid overtime (time + 1/2) for any hours beyond 40 in a week or over 8 hours in one day. Crew Members who are 16 or 17 years of age are legally restricted to working no more than 48 hours in a week, with anything beyond 40 hours being paid overtime (time + 1/2). They cannot work beyond 8 hours a day. Crew Members under 16 cannot be scheduled overtime.

Pay Days will be twice a month. A listing of all paydays for the year is posted in the office lobby. Your paycheck will be ready for you to pick up approximately five working days from the end of the pay period. Pay periods run from the 1st through the 15th of the month. The next period starts the 16th and ends the last day of the month. Paychecks are available after 10:00 AM on payday and 9-5 M-F, thereafter. Paycheck availability on weekends varies with our operating hours. Pick up your paycheck at the 613 Beach Street office. If you lose your check, we can stop payment on it and reissue a new one for \$25.

PAYROLL DEDUCTIONS

The following required deductions will be made from your paychecks:

- **Social Security (F.I.C.A.)**
- **Federal Medicare Tax**
- **Federal Income Tax (F.I.T.)**
- **California Income Tax**
- **State Disability Insurance (S.D.I.)**

Annual Reviews

A one-on-one meeting is scheduled with a manager once you have worked enough hours in the year for us to evaluate your job performance. Your shift will be labeled “Annual Review”. Please make an effort not to trade this shift.

Resignation

Although Crew Members are not required to advise their Supervisor or the company of their resignation in advance, prior notice is strongly recommended in order to ease the company’s transition and may be a consideration for possible rehire. **CREW MEMBERS ARE THEREFORE ENCOURAGED TO OFFER AT LEAST TWO WEEKS NOTICE.** Resignation notices are located in the office lobby.

Termination

From the beginning of your employment with us, you will be made aware of your expected level of performance. You will receive corrective counseling (see page 26) should this level of performance decrease below what is expected. If performance does not improve or the action is severe from the onset, the corrective action could be unpaid suspension or termination of your employment.

Consistent with our philosophy that you, as a Whiting’s Foods Crew Member, are an important member of our team, we hope that both of us will find mutual satisfaction with your employment. While this almost always occurs, from time to time, there are exceptions. As a result, Whiting’s Foods reserves the right to terminate employment at any time with or without cause of reason when it is viewed to be in the best interest of the company.

If you resign or are terminated all reward and incentive programs are voided.

**Even if you are
no longer with us...**

**Give us any change of address
for January Tax Forms**

DEALS & DISCOUNTS

You'll receive as a Whiting's Foods & Boardwalk Crew Member

Boardwalk Passes

Your identification card is your admission ticket to receiving a Boardwalk ride wristband before or after your shift and on your days off. To obtain a free wristband for yourself, go to the Employee Services Office at the back of Haunted Castle building. You may receive an all-day ride wristband up to one hour before actual closing time. Please, follow these simple rules when visiting the Boardwalk.

1. Do not take the focus of Crew Members on duty away from our guests.
2. Change out of your uniform.
3. Do not loiter around areas set aside for on-duty Crew Members.
(Break areas, stores, department offices, etc.)
4. **Never** give your ride pass/wristband to anyone.

Guest Passes

During the summer season you will have some opportunities to receive 6 complimentary ride passes for friends and family. Updates on this will be in the office lobby. Passes will be available starting on the last payday in May and will continue to be available through the first payday in September. This program is monitored through the Seaside Company. These passes are for your friends and family to use and are not to be sold.

Boardwalk-Wide Discounts

As a Crew Member, you receive a 20% discount at the Santa Cruz Seaside Company-owned shops and other Boardwalk locations. Please present your employee identification card prior to your purchase. Alcohol cannot be discounted. There is a button on the payment screen of the register that applies the discount and factors the new amount due. There are also certain items that are discounted even further than 20% for all Boardwalk employees. These items have buttons directly on the register. They include: Employee Soda (smallest size), Employee Pizza, Employee Nachos, Employee Fries, and Employee Corndog. These items would **not** get the 20% or 50% discount.

Discounts Exclusive to Whiting's Crew Members

Whiting's Foods Crew Members can receive 50% off an order from a Whiting's Foods location (Beer is not discountable.) A button on the payment screen of the register applies the discount and factors the new amount due. **YOUR BOARDWALK ID CARD MUST BE SWIPED AT THE TIME OF SALE TO ACTIVATE THE DISCOUNT.**

In Addition:

- Crew Members in uniform can receive FREE soft drinks (small size).
- The 50% discount can be used on days off, but ID card still needs to be swiped.
- Only items found on the menu can be ordered. No custom creations.
- Eating (and chewing gum for that matter) is not allowed in stores.
- Drinks should not be within the guests sight or in food prep areas.

- Crew Members must stand in line to place an order and not prepare their own food.
- Keep your receipts for the day of purchase because your Supervisor may ask to see it.
- Currently MidWay Dots is only able to offer the option for 20% off the menu price (this is a cash only location).
- If you forget your cash, credit card or debit card, you are out of luck... unless you ask a friend for a loan!
- You are not to extend your discount to other Boardwalk employees. They have their own discount program at our locations.
- The only exemption to these procedures are for ON DUTY Area Supervisors and/or made at the discretion of a Manager.

GUEST SERVICE

Guest Service is about providing exceptional service and keeping customers happy. Use the four points below to create an experience that will be rewarding and pleasing for you and our guests. It is part of the “BOARDWALK PHILOSOPHY™” which you will have an opportunity to learn more about.

Guest service is one of the top priorities for all who work on the Boardwalk. Because of this, a separate “Guest Services” booklet has been given to you.

EVERYDAY YOU MUST...

1. Choose Your Attitude

Make today a great day! Only you are in control of your attitude. The Boardwalk guests, your fellow Crew Members and you yourself will be thankful.

2. Make their Day!

Follow the Golden Rule: treat guests and fellow Crew Members the way you would like to be treated.

3. Be There

when your customers and fellow Crew Members most need you.

- Be polite, helpful and approachable at all times.
- Keep your uniform and personal hygiene clean.
- Make eye contact and smile.
- Use “please”, “thank you”, “Sir” and “Ma-am” when you talk to guests.

4. Have Fun

with your work, without jeopardizing excellent service. You will get out of this job experience what you put into it. Enjoy the people you will meet and skills you will learn.

SUGGESTIVE SELLING

Whiting's Foods relies on you, our Crew Members, to make the biggest impact on the Guest when they are at your store location. One of the ways you can make this impact is by suggestive selling. Guests appreciate suggestive selling because they may not know all of the options or may forget part of their order.

Listen to Guests and make suggestions that would make their food choice more enjoyable. Suggestive selling is achieved by questions we ask Guests when they are at our store locations, making purchases. This is our best opportunity for additional sales. Suggestive selling can increase profits by 25%.

Examples of suggestive selling are as follows:

- When a guest orders a "Pepsi", say, "Is that a LARGE Pepsi, or in a beach bottle?"
- When a guest orders a hamburger and a drink, ask them if they would like fries with their order, or upgrade to a value meal.
- When a guest orders a soft serve ice cream cone, ask them "Would you like it dipped in chocolate?"
- "Is there anything else I can offer you today?"

These are examples of suggestive selling. Remember, this is done by "selling up", or by offering a complimentary item with an order. At many locations, Whiting's Foods has items that can be sold together.

Please note:

You will be signing an Acknowledgment Form at orientation stating that you have read, understand and will abide by the following company policies. Please READ THESE CAREFULLY!

- **STANDARDS OF CONDUCT**
- **POINT SYSTEM**
- **UNIFORM & GROOMING**
- **HARASSMENT**
- **SUBSTANCE ABUSE**
- **SOCIAL NETWORKING**
- **SAFE & SANITARY FOOD HANDLING**
- **EQUAL OPPORTUNITY EMPLOYER**
- **WORKERS COMPENSATION**
- **BEER SELLING POLICY
(SEE SUPPLEMENT)**
- **REGISTER OPERATION GUIDE
(SEE SUPPLEMENT)**

POLICIES AND PROCEDURES

STANDARDS OF CONDUCT

The orderly and efficient operation of each of the Whiting's Foods locations requires that Crew Members maintain discipline and proper personal standards of conduct at all times. Discipline and proper standards of conduct are necessary to protect the health and safety of all Crew Members, to maintain uninterrupted production of duties, and to protect the company goodwill and property. To that end, Whiting's Foods sets forth standards of conduct. Violation of any of the standards of conduct could result in disciplinary action, ranging from verbal and/or written counseling up to and including termination. Please remember that Whiting's Foods will retain the "Employment At Will Policy" regardless of any procedural rules or regulations which may be enacted. Possible infractions include, but are not limited to, the following:

1. Violation of any company policy.
2. Failure to treat our guests with respect and/or failure to comply with the company customer service policy.
3. Lack of attention to job duties or to neglect and to show no job interest.
Examples: Sitting, reading, listening to music
4. Abandoning assigned work station. Walking off the job.
5. Unauthorized use of the company name.
6. Falsifying any reports or records, including personnel, absence, sickness, labor, or cash related reports.
7. Being under the influence of alcohol or drugs, or involved in buying, selling, or having possession of them on company premises.
8. Using profane language or insulting behavior in the presence of guests or other Crew Members.
9. Bringing firearms or weapons of any type onto Company property.

10. Insubordination to supervision or management.
11. Unauthorized use and/or misappropriation of company property, tools, equipment, or the property of other Crew Members or visitors.
12. To willfully vandalize, damage or graffiti any company property.
13. Abuse of safety or health policies.
14. Abuse of break periods.
15. Not abiding by the company food policy.
16. Not abiding by the company locker policy.
17. Habitual tardiness or absenteeism.
18. Failure to dress in company uniform, or to meet company grooming standards.
19. Absence without properly notifying management.
20. Misappropriation of food, merchandise, cash, I.D. card or company uniform is in violation of the Standards of Conduct and will result in LEGAL PROSECUTION.
21. Use of electronic media/social networking sites, on or off duty, to engage in defamation, discrimination, harassment, or related actions involving another Crew Member, the Boardwalk or Whiting's Foods.
22. Noncompliance with the alcoholic beverage control policy.
23. Any violation of municipal, state and federal laws, whether or not committed on Boardwalk Property.
24. Unauthorized use of cell phones or other electronic devices including texting, talking, taking photos or any other use during work.

THE WHITING'S FOODS POINT SYSTEM

This is one of those rare examples when you DO NOT want to accumulate points. Whiting's Foods has a point system to use as a guideline. This system is our way of holding our Crew accountable to policies and procedures in order to keep the work environment for others and the overall experience for our Boardwalk guests a positive one.

While certain policy violations are assigned points, there are some violations that are considered serious enough to require attention outside of this point system.

(EX: Giving away or taking of food, theft, poor guest service, or safety).

The good news is that you can have points removed from your record.

Those will be listed at the end.

Take a look at the following list and ask about any that are unclear:

- No Show 8 Points
- Holiday, Friday-Sunday No Show 13 Points
- Call Off. 5 Points
- Call Off with Approved Coverage 0 points
(Finding an approved replacement)
- Unreasonably Late without call (over 1 hour) 4 points
(Call placed prior to shift, 3 points)
- Late 16-60 minutes without call 3 points
(Call placed prior to shift, 2 points)
- Tardy 1-15 minutes 1 points
- Break / Time Clock / Register Operation Violations 1 point
- Appearance Violation 4 points
(Respectfully fixed, 2 points)
- In-Store Behavior Violations (ex: texting, eating, gum chewing) . . 2 points
- Other: Managers discretion

As said earlier we can also deduct points for positive behavior:

- 100% Mystery Shopper Reports 3 points off
- Filling a shift when the office requests you to work 3 points off
- At the discretion of an MOD or as awarded

Written Warning Level 1 8 Points
 Written Warning Level 2 13 Points
 Employment Review (Final warning, Suspension and/or Termination) . . 16+ Points

There are circumstances where you could be put on FINAL WARNING before reaching 16 points (ex: Food Policy Violation).

* Please NOTE: Point accumulation can be cleared after a period of time as determined by management.

Changing your Shift

If you wish to change your scheduled shift(s) without any penalty (no points tracked), you have only one option. Find another suitable Crew Member to work your shift(s). An Area Supervisor or Office Supervisor must approve this switch. Factors to consider in finding a “suitable” Crew Member are: age (18 or over if beer selling location), and that overtime will not be authorized.

If you are Ill

The definition of ill is as stated in the Food Handler’s Guidelines (fever, vomiting, diarrhea). You are not expected to report to work , however you have some obligations regarding covering your shift.

First, if it’s the same day, call our office immediately to let us know 831-423-1890 #6. At the same time, post your shift on the When2Work trade board for your shift to be covered by another Crew Member. If no replacement is found through When2Work, the shift will go against your allotment of 3 sick days a year. A call must be made to the office to report the illness.

If you are trading your shift at least a day in advance, no call to the office needs to be made if you find a replacement and it gets approved.

After using your 3 sick days (no replacements found) a year, disciplinary means will be taken to include termination.

**PROGRESSIVE/CORRECTIVE
 COUNSELING FORM (PCC)**

Any serious disciplinary situations (those that require other than a verbal reprimand or that may affect the rehire status of a Crew Member) shall be recorded on a Progressive/Corrective Counseling Form (PCC). One copy is retained in the Crew Member’s file. The procedure listed prior may be altered based on the severity of the situation. The offense does not need to be the same type to progress in this system. Any pattern of undesirable behavior can create multiple offenses.

UNIFORM & GROOMING

The grooming policy and standards were developed for all Boardwalk employees. The Boardwalk's professional atmosphere is maintained, in part, by the image that you, the Crew Member, project to our guests. You should therefore use good judgment regarding your dress and appearance.

There is ZERO TOLERANCE for violations in this policy Boardwalk-wide. Violation of this grooming policy will result in disciplinary action, ranging from verbal and/or written counseling up to and including termination.

- There are rules that are mandated by law to be physically CLEAN when working in Foodservice
 - Arrive to work with a clean shirt and in uniform before you clock in. You must remain in uniform on all rest breaks. (These are defined as 10 or 15 minute breaks.)
 - You may purchase a Whiting's Foods sweatshirt. If you wish, you may wear your own, providing it is of solid color and complements your uniform. Long sleeve shirts in a solid color can be worn under the polo shirt on cool days and nights. No logos.
 - The hood of a hooded sweatshirt cannot be worn while working.
 - No signature apparel of any kind, other than company-approved logos, may be worn.
 - Clean, neutral, single color pants or shorts may be worn. They must be denim or sturdy cotton. Baggy oversized pants or shorts are not allowed. Pants and shorts must fit properly at the waist. **No bleached, torn or frayed pants or shorts.** Shorts need to be of the "longer" style. No "short" shorts are allowed. **IF YOU COME TO WORK IN PANTS OR SHORTS THAT DO NOT MEET OUR POLICY, YOU WILL BE ISSUED A PAIR OF SEASIDE COMPANY UNIFORM SHORTS FOR THE DAY AT A CHARGE. SKIRTS ARE NOT ALLOWED.**
 - Shoes must be of the closed toe and heel variety. Thongs, sandals, mules, boots and "Uggs" are not permitted. Tennis shoes are recommended and should be in good condition. Socks must also be worn.
 - Only company-issued or approved visors or hats may be worn while you are in uniform. Baseball-style caps must be worn with the bill facing forward. Hats (as with all clothing) must be a solid color and logo-free.
 - No gang related clothing.
 - No Logos of any kind on belts, or any clothing.
 - You must wear your company issued name tag / ID card at all times. If you forget, lose or break your name tag or ID, request a replacement from your Supervisor.
- There is a charge for rentals and replacements.**

Hairstyles

All Crew Members must choose hair styles which are conservative and are not extreme. Hair color must be a “natural” color or may be dyed a “natural” color (one color only), and no extreme highlights.

Specific to Men:

- Men’s hair must be neatly trimmed on the sides (around the ear) and in the back and may extend downward on the BACK of the head to the middle of the collar. Hair may not be pulled into a ponytail or hid under a cap. Sideburns must be straight, neatly trimmed and may extend to the end of the earlobe.
- Men may not grow or wear full beards. The growing in of goatees is not permitted if scheduled to work. Returning to work after time off with a goatee within the following guidelines is permitted. **Be clean shaven. Shave daily if needed.** If not up to standards, you will be sent to shave before your shift.
- Small neatly trimmed hair patches between the sides of the mouth, the lower lip and the chin and small neatly trimmed goatees in the same area are allowed. Sideburns, mustaches, patches and goatees may not be dyed or striped in.

Specific to Women:

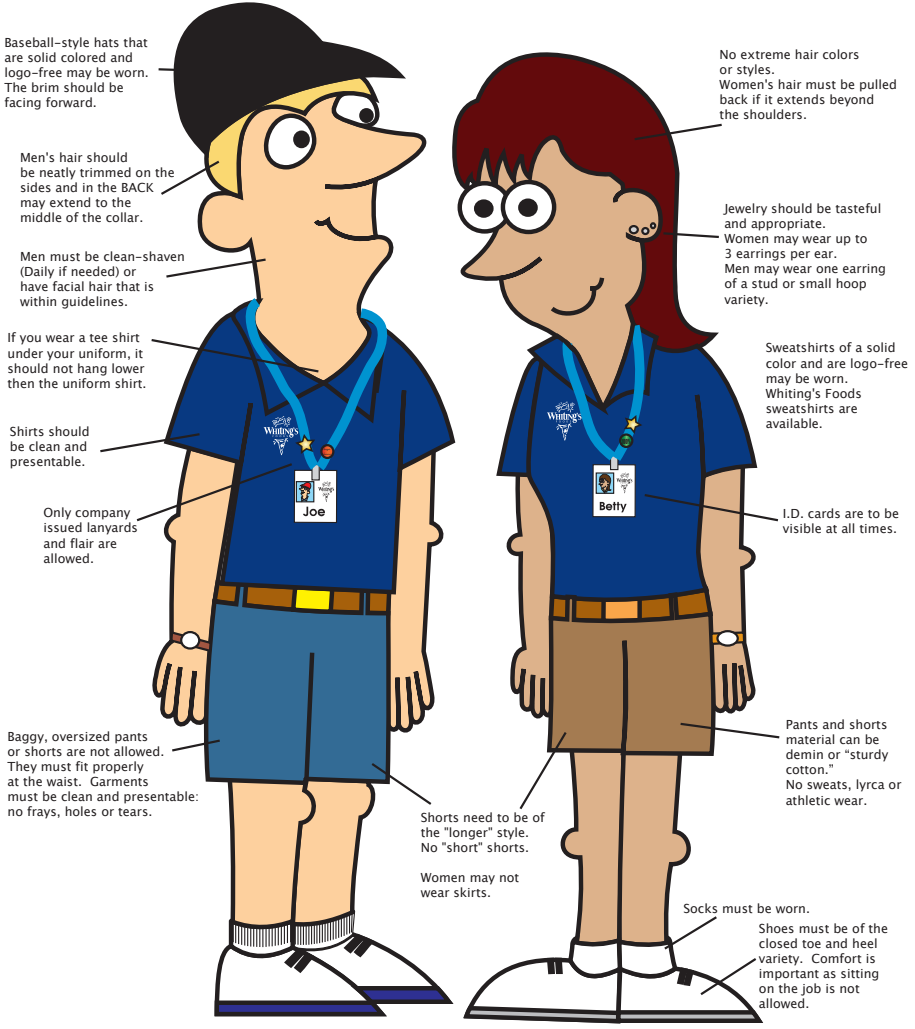
- Women’s hair must be pulled back if it extends beyond the shoulders.
- Women’s hair accessories should be minimal and simplistic.

Jewelry, Accessories, Piercings, Tattoos, Fingernails

Select tasteful, conservative and appropriate jewelry to wear to work.

- No visible body piercing is allowed. INCLUDING TONGUE AND NOSE PIERCING.
- Tattoos are not permitted if visible when wearing a company issued uniform or when wearing business or professional dress.
- You may not cover body piercing or tattoos with bandages or make-up.
- Men may wear one earring which may be either a 1/4 inch stud or a small hoop up to 1/2 inch in diameter.
- Women are permitted to wear three earrings per ear. Earrings may not exceed two inches in length.
- Bracelets cannot be loose or dangle.
- Gauged ears are NOT allowed.
- Sunglasses must be simple and conservative. Select glasses which are not mirrored, to maintain eye contact.
- Fingernails must be short and neatly groomed. Artificial nails are not recommended and would require that gloves be worn constantly.

Does Your Uniform Make The Grade?



NO-HARASSMENT POLICY

All Crew Members at all levels are responsible for maintaining a work environment free of harassment. Harassment is unwelcome or unsolicited conduct that is verbally, physically, or visually expressed. Some examples of harassment include ethnic slurs, racial jokes, sexual remarks, the display of offensive pictures, and other distasteful or persistently annoying conduct that interferes with a crew member's work performance or creates an intimidating work environment.

Whiting's Foods is committed to providing a work environment free of tensions resulting from sexual harassment. Sexual harassment has no place in the work environment, it is inconsistent with good business practice, and is illegal under state and federal law.

Definition: Sexual harassment is a violation of Company policy. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute harassment when:

- submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment;
- submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual;
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Responsibilities: **Any employee who believes that he or she has been subject to sexual harassment should contact the Operations Manager, or any other manager of the company.** A complete investigation will be made in a confidential manner and appropriate action will be taken.

After investigation by the Company, appropriate disciplinary action, up to and including termination, will be instituted against anyone found violating this policy.

SEXUAL HARASSMENT REPORTING GUIDELINES

Report all cases of sexual harassment immediately to your Area Supervisor, the Operations Manager, or any other manager of Whiting's Foods.

1. Every allegation of sexual harassment will be taken seriously and at face value.
2. The investigation will be conducted by the Operations Manager.
3. The investigation will be conducted with as much confidentiality as possible, and will assure fairness to the accused and the accuser.
4. Whiting's Foods will be proactive in efforts to assure the complainant that retaliation will not take place.
5. Investigative interviews will be held with the accuser, the accused and a limited number of witnesses (if any).
6. Every phase of the investigation will be documented.
7. All corrective action that takes place will emphasize prevention of the recurrence. This includes discipline of Crew Members up to and including termination, if it is determined that the company's policy has been violated.
8. The conclusion of the investigation will be communicated promptly to the complaining party.
9. Follow up with the complaining party will occur to ensure that no retaliation or repeat harassment has occurred.

Additional Information:

The Department of Fair Employment and Housing (DFEH), and the Equal Employment Opportunity Commission (EEOC), are the state and federal agencies which deal with harassment complaints which are not resolved through company resources.

SUBSTANCE ABUSE POLICY

Whiting's Foods has been steadfast over the years in maintaining a drug free work environment. We have established standards of conduct that specifically prohibits being under the influence of, using or possessing alcohol or illegal substances on company premises.

Crew Members who work while under the influence of drugs or alcohol present a safety hazard to themselves and their co-workers. Moreover, the presence of drugs and alcohol in the work place limits our ability to provide high quality service to our customers.

Whiting's Foods reserves the right to require Crew Members, while on duty or on company property (including parking lots), to agree to inspections of their persons, vehicles, and/or lockers. We may discipline the Crew Member, up to and including termination.

Whiting's Foods reserves the right to investigate any possible violations of this Substance Abuse Policy. If a Crew Member refuses to participate in such an investigation, which may include medical testing for alcohol or drug use, we may discipline the Crew Member, up to and including termination.

We ask for your cooperation. We believe these procedures are necessary to ensure a safe and secure working environment at Whiting's Foods.

SOCIAL NETWORKING

We recognize that Crew Members may engage in “social networking” while off duty. “Social networking”, for purposes of this policy, means posting information on one’s own, or on someone else’s, Web log, journal or diary on the Internet. “Social Networking” also includes any other form of posting information on the Internet, such as YouTube, Twitter, Facebook, MySpace, LinkedIn, a personal website, on a bulletin board, or in a chat room.

Crew Members who engage in social networking should be mindful that their postings, even if done off premises and while off-duty, could have adverse affect on Whiting’s Foods’s business interests. To reduce the likelihood that your personal blogging will have an adverse affect on Whiting’s Foods and your job stability and performance, we ask that you observe the following guidelines:

- Do not engage in social networking using any of our Company electronic resources.
- Your social networking is subject to all the policies in this Handbook, including but not limited to “Harassment”, “Unlawful behaviors”, “Confidentiality”, and “Employer Property”.
- Do not engage in social networking about our customers, regardless of whether you mention them by name.
- If you have mentioned your employment, make it clear that the views expressed are yours alone and do not reflect the views of Whiting’s Foods.
- Do not use our company logo, proprietary graphics or photographs of Whiting’s Foods premises or products in a degrading manner.
- If you post to the internet while on duty or degrade Whiting’s Foods or the Santa Cruz Beach Boardwalk online you could be terminated immediately.

These guidelines will continually evolve as new technologies and social networking tools emerge. Please review this policy on a regular basis. Failure to comply with this policy may lead to discipline up to and including termination.

Whiting's Foods

Guide to Safe & Sanitary Foods

Welcome to the World of Food Safety

You will be preparing and selling food. Food safety is extremely important and a priority that it occur 100% of the time.

We are aware that you may have received information in obtaining your required FOOD HANDLER's CARDS that is not mentioned in this section. Please let us know of any questions you may have.

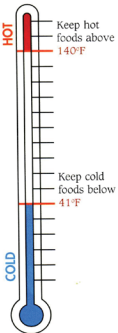
❖ Rule #1

- If you are unsure about the safety of any food item we offer, DO NOT SELL IT, and contact your supervisor immediately. They will be able to determine the product's status and/or answer your questions.

❖ Keep Work Area Clean

- Always have, and use the appropriate cleaning aid. You are responsible to maintain the cleanliness of your work area.
- Towels: Always have a towel available. Rinse out with hot water.
- Mops & Brooms: Different sizes available.
- Cleaning Solutions: Only use the appropriate cleaning solution and NEVER mix chemicals.
- Watch the training videos on the store registers and check the Store Binders for more info.

❖ Temperatures



- Thoroughly cook foods to appropriate temperatures.
- Rapidly **cool** foods from 140°F to 70°F within 2 hours and from 70°F to 41°F or below within 4 hours.
- Rapidly **reheat** foods to 165°F within 2 hours.
- The “**danger zone**” for food where bacteria can readily grow is between 41 - 140 degrees Fahrenheit. Thermometers are available.
 - Keep **hot** food above 140°
 - Keep **cold** food below 41°

Note: ServSafe guidelines will train that the high temperature is 135°. At Whiting's Foods, we have raised that to 140°.

❖ Use Correct Utensils and Scoops

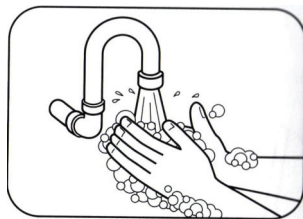
- Never use hands or serving containers when scooping food products. Know the exact utensil to use. Specific information is in store binder.
- For example:
 - Always use ice scoop instead of drink cup.
 - Always use scoop for Dippin Dots and not serving cup.

❖ Rotate Everything

- Develop the habit of rotating all foods and supplies.
- Use FIFO (First In, First Out).
- Pay special attention to any products with dates or perishable items like fresh produce.

❖ Create Good “Food Handling” Habits

- Do **NOT** run your hands through your hair.
- Do **NOT** cough or sneeze around food.
- Do **NOT** wipe hands on clothing.
- **DO** wear food service gloves when:
 - preparing food, and change gloves when switching tasks.
 - you have a cut or sore on your hand (even if you are wearing a bandaid).
- **DO** wash/scrub hands for at least 20 seconds under water as hot as you can stand.
- **DO** keep fingernails at a conservative length and free of polish. (Degree of compliance can vary by position.)
- **DO** limit jewelry for safety and sanitary reasons. (Degree of compliance can vary by position.)
- **HANDS MUST BE WASHED!**
 - Before you start your shift and return from a break.
 - Before working with food, clean equipment or clean utensils.
 - Before and after changing single-use gloves.
 - After coughing, sneezing or using a handkerchief or Kleenex.
 - After using the restroom.
 - After eating, drinking, or smoking.
 - After touching any area of the body such as ears, nose, mouth or hair.
 - Every 30 minutes at the minimum.



3. Scrub hands and arms for at least twenty seconds.

EQUAL OPPORTUNITY EMPLOYER

Whiting's Foods, in compliance with all applicable state and federal laws, does not discriminate in any employment decision based on age, sex, or sexual preference, race, color, ancestry, national origin, religion, physical or mental disability, medical condition, marital status or personal appearance.

Our Managers and Supervisors are responsible for carrying out this policy in regard to recruitment, hiring, promotions, compensation, and all other personnel actions.

Whiting's Foods strives to provide an environment that is not only physically healthy and comfortable, but also free of intimidation, hostility and other factors which may interfere with an individual's work performance. Personally demeaning conduct at the workplace such as unwelcome sexual overture or any other form of unlawful harassment, undermines the integrity and effectiveness of both the individual and the company and **will not be condoned.**

It is the policy of Whiting's Foods to comply with federal and state laws concerning the employment of individuals with a disability. It is our policy not to discriminate against qualified individuals who have a disability with respect to selection and hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment. Further we will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job.

All Crew Members are encouraged to report any incident of harassment to his/her Supervisor immediately. Allegations of harassment will be promptly, confidentially and thoroughly investigated. Appropriate disciplinary action, if warranted, will be taken following an investigation, up to and including immediate discharge.

WORKERS COMPENSATION

Whiting's Foods carries Worker's Compensation Insurance coverage as required by law to protect you if you are injured on the job. This insurance provides medical, surgical, and hospital treatment in addition to payment for loss of earnings that result from work-related illnesses or injuries. Compensation payment begins from the first day of your hospitalization or the fourth day following the injury if you are not hospitalized.

If you are injured at work, you must report it immediately to your Supervisor, regardless of how minor the injury is. You must complete the proper forms within 24 hours of the injury. If the injury requires the attention of a doctor, Whiting's Foods reserves the right to select the doctor within the first thirty days of the injury.

Please Note: Whiting's Foods or its Worker's Compensation insurance carrier shall not be liable for the payment of Worker's Compensation benefits for any injury that arises out of your voluntary participation in any off-duty recreational, social or athletic activity that is not part of your work-related duties.



Contact Us...

Main Number: 831- 423-1890 ext. 6

Boardwalk Switchboard: 831-423-5590
(This should be used when you need to speak to someone immediately but main number is not answered. Ask for Whiting's Foods Supervisor)

Online: www.whittingsfoods.com
"Contact Us" form

(Should not be used for TIME SENSITIVE situations)

For FUTURE schedule matters: whentowork.com

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