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WELCOME

Welcome to the Izaak Walton Inn. We are very pleased that you are part of our team.

This handbook will answer many questions you have, offer you information on the Inn and its history and explain to you our rules and regulations.

THE HISTORIC IZAAK WALTON INN

The Izaak Walton Inn was built by the Great Northern Railroad in 1939 to house and feed railroad crews. It was thought that Essex would be a southern entrance into Glacier National Park, but this entrance never materialized. Essex is still a helper station, which means the diesel engines sit idling in the yard waiting to push loaded freight trains over Marias Pass. Rated “the coziest Inn in the Rockies” by “Cross-Country Skier” magazine, the Izaak Walton Inn is host to x-country skiers from all over the world in the winter, avid rail enthusiasts in the spring and fall, and tourists visiting Glacier National Park in summer. Because of our unique location, we deal specifically with people who are on vacation and looking to escape to a secluded “getaway”. We ask that you read the booklet, “Izaak Walton Inn, A History of the Izaak Walton Inn and Essex Montana” in order to become familiar with our Inn and its history.

The Izaak Walton Inn has 33 rooms. Four rooms are family rooms. Family rooms can accommodate up to six people. All rooms have private baths. The rooms are decorated with train memorabilia. We have four cabooses overlooking the Inn that each sleep four people (except for the Orange Caboose, which sleeps two), and have mini kitchen facilities and private baths. We also have six cabins located near our cabooses, five of the cabins sleep four and one sleeps two. The cabins also have mini kitchens and private baths. Our newest type of accommodation is the GN 441, a converted locomotive, features a King Bed and Queen Sofa Sleeper. The GN441 also has a deck and kitchen.

Our restaurant, the Dining Car, is open from 7:30am to 8pm, serving three meals per day, 365 days a year. The Flagstop Bar, located in the basement, is open evenings during the busy season. During slower seasons the bar hours depend upon business needs. The historic Inn’s atmosphere and ambiance is a combination of the early days and a relaxed home away from home.

Sir Izaak Walton (1593-1683) was an English fisherman. He is given credit for being the father of fly-fishing. He wrote the book *The Complete Angler* (1653). A copy is at the front desk.

GOALS AND PHILOSOPHY

OUR GOALS

Our purpose is to provide high quality accommodations and dining facilities to our guests.

We want you to:

- Treat each and every guest with respect.
- Treat each guest as we would want to be treated.
- Provide each guest a feeling of home.
- Provide each guest with superb service that respects and serves their individual needs.
- Help each guest's experience be one so pleasant they will want to return to our Inn and area.

Our purpose is to help you enjoy your work, learn new skills, enhance your life, expand your career and earn money. We do this by:

- Providing a clean, healthy, safe place to work.
- Providing valuable learning experiences and advancement potentials.
- Paying fair wages based on job requirements and performance.
- Helping each employee become an effective and enthusiastic worker.
- Keeping you informed of business developments which will affect you and notify you of matters of policy, procedures, long range plans and projects, work conditions, compensation and benefits.

PHILOSOPHY & BELIEFS

We realize how important each of you is to our success. Because we sincerely want our employees to share that success, we follow these policies, beliefs and attitudes.

Professional service and good attitude towards guests, fellow employees, and supervisors, with a willingness to go that extra mile to make your job enjoyable and a guests' stay a memorable one makes what we consider the "**Izaak Walton Inn Spirit**". It is the professional responsibility of each of us to do our job to the best of our ability, and make every contact with every guest a pleasant experience for them.

As in all jobs, you will have good days and not so good days—it is important that the guests can not sense the difference. All days should be good ones when working with the public. Prepare yourself mentally each time you come to work. Be ready to serve our guests. Your attitude, appearance and work performance are the criteria guests use to judge us.

In return for the “**Izaak Walton Spirit**”, you will make some wonderful, long-lasting friendships, both with guests and fellow employees. You will also have the satisfaction of knowing that you have completed a job well done, and made a family’s vacation one that they will remember for years to come.

STAFF RELATIONS

- All employees will be treated with dignity and respect.
- We will not tolerate discrimination in any form: sexual harassment or any conduct that is unprofessional, or unbecoming of an employee.
- We pledge to conduct our staff relations in an honest and straightforward manner. Any necessary counseling will be conducted in private.

APPEARANCE

CODE OF CONDUCT & APPEARANCE

The following is a guide to the conduct the Inn expects from you. Employees may be subject to disciplinary action, up to and including dismissal, for unacceptable conduct.

All Employees

- Be to work on time, properly groomed, dressed and prepared for your job. Being on time means clocked in and ready to work at the appointed time, not walking in the door at the scheduled time.
- Communications with fellow employees are very important; pass along important information while on duty, but keep conversation to a minimum and save socializing for free time.
- If off-duty do not talk, socialize or visit with working staff. If you are not assigned to work in the dining room or kitchen and your immediate task does not require you to go to these locations you must never be in the kitchen or dining room.

Teamwork makes everyone’s job easier. When another employee is busy with a pressing problem, and a guest is waiting for help, step in and help the guest if you can. This is just another example of the “**Izaak Walton Spirit**”.

UNIFORMS

Wait staff

Men: IWI provided staff shirt and apron. Employees provide their own black slacks, dark socks and comfortable, non-slip, black shoes in good condition.

Women: IWI provided staff shirt and apron. Employees provide their own black slacks, dark socks and comfortable, non-slip, black shoes in good condition.

House Keeping & Bartending

Women & Men: IWI provided staff shirt. Employees provide their own black slacks or black jeans, dark socks and comfortable, non-slip, black shoes in good condition.

Kitchen

Women & Men: IWI provided apron and shirt. Employees provide their own clean clothes, black slacks or black jeans and comfortable, non-slip, dark leather shoes.

Maintenance

Women & Men: Employee provides their own clean clothes and shoes.

Front Desk

Men: Employees provide their own dress-type shirt with or without a tie and nice, dark or khaki slacks (or black jeans) and shoes. Front Desk Staff may also wear an IWI provided shirt if they prefer. No blue jeans.

Women: Employees provide their own casual 'professional' attire; dark or khaki slacks (or black jeans) and shoes. No blue jeans.

PERSONAL APPEARANCE

- All uniforms must be pressed and clean.
- Pants must be in good condition, with no tears or stains.
- Shirts tucked in neatly.
- Sandals and open-toe shoes are not permitted on any employee at any time.
- Socks should be dark.
- No headbands or bandanas.
- Uniforms cannot be worn on off-duty times
- Avoid excessive perfume and make-up.
- Keep hands and fingernails clean
- No chewing gum while serving the public.
- Long hair must be restrained for ladies. Hair color should be a 'natural' color.
- Hair on men should be trimmed above the collar, and out of eyes. Hair should not fall across the face or over the eyes.
- Men must always be clean shaven regardless of the work assignment or job except that mustaches are permissible if trimmed and close to the face. Long mustaches are not acceptable.
- No visible tattoos.
- No earrings for males. One pair earrings for females; modest style. No extra piercing or earrings.
- Remember, when off-duty, but around the Inn's guest areas, appearance shall be as above.

FIRST IMPRESSIONS

Following are some of the outward signs that create a first impression.

- **Appearance.** If your clothes are neat and pressed, the customer perceives you as a detail person. If your clothes are wrinkled you appear to be sloppy at your job.
- **Grooming.** Grooming is just as important as the clothes you wear. Teeth and body must be cleaned daily to avoid unpleasant odors.
- **Voice.** The tone of your voice also conveys a lot about you. A friendly, soft voice shows genuine interest. A gruff voice says that they are interrupting you.
- **Jewelry.** Be professional and conservative.
- **Hair styles.** Conservative is the approach to take in hairstyles. Work is not the place to experiment with extreme styles and unnatural colors.
- **Make-up and cologne.** Wear in moderation. Remember you are representing a company. Both should be applied in a conservative non-offensive manner.

DRINKING OR EATING ON THE JOB

We recognize that drinking liquid is important when working hard and especially in a warm/hot environment. You will be provided with an IWI bottle to keep you hydrated. You may not carry the IWI bottle around in your hand while you are working as it is unprofessional. You may take the bottle with you and place it in a location where you can go and get a drink when thirsty, yet not be obvious to our guests so you always appear professional.

This IWI bottle can be re-filled only with water at the hotel, downstairs in the laundry room or in the public restrooms in the hotel or annex, NOT in the kitchen. You may bring your own non-alcoholic beverages in the bottle from home to drink while working.

- No alcoholic beverages may be consumed while on your shift.
- **Alcoholic beverages** from the bar or restaurant **may not be charged by an employee.** An employee must pay for their bar drinks at the time they are ordered. Running tabs is not allowed.
- Employees may not use the bar beverage gun to get something to drink.
- It is a violation of Health Code Policy to have open drink containers in the kitchen. While working in the kitchen, your drink must be in your IWI water bottle with its lid on.

RULES, REGULATIONS & POLICIES

PROBATIONARY PERIOD

As a new employee, you will be on probationary status for the first ninety (90) days of continuous employment or 13 weeks of work or 65 full working days. This period permits

your supervisor to evaluate whether or not you are suited for a particular type of work. It also allows you the opportunity to decide if you wish to remain with the Inn. Your employment may be terminated at any time during this period.

SURVEILLANCE NOTICE

Please be aware the premises of the Izaak Walton Inn are or may be monitored with video and or sound surveillance equipment. While the general purpose of the equipment is to ensure the safety of the premises during hours when the Hotel is closed and to gauge the need for more staff when it is busy, it may be used to ensure the safety of employees working either very early or very late or to ensure the contents of the properties are secure.

VISITORS AND PHONE CALLS

Visits by friends and relatives are welcome; however, they should be limited to off-duty hours. Out-going phone calls should be taken care of during off-duty hours as well. Incoming phone messages will be taken for you, in order to return personal calls after your shift. There are three pay phones available for your use.

EMPLOYEE ACCIDENT REPORTING

If you have an accident, or hear or see someone else having one, report it to your supervisor immediately. (If your supervisor is not present, report the accident to the front desk staff member).

TOBACCO POLICY

Regarding our Guests:

There is no smoking in any of our public buildings. Guests sign a statement on their registration card indicating a \$150 fee if they smoke in their guest room.

Regarding our employees:

There is no smoking in any of our Izaak Walton Inn public buildings (Hotel, Annex, Pavilion, Bonfire Pit, etc.). There is no smoking on the grounds or around the buildings, except designated locations. There is no smoking in any of our Izaak Walton Inn private buildings (housing units, garden shed, pavilion storage, sand and tool storage, groomer storage [cathouse], pump house. Use of other tobacco products at work are not permitted (chewing tobacco, snuff).

DRUG & ALCOHOL USE POLICY

Underage alcoholic drinking on site, use of any illegal drug, or use of vulgarities or profanities will never be tolerated. You may not consume alcoholic drinks while on duty at any time. If you report to work under the influence of intoxicating drinks or drugs, you will be discharged.

FIREARMS

The ownership of firearms is permitted under the constitution of the United States and Federal/State law. However, all firearms must be stored off premises. Firearms may not be kept in employee housing or vehicles.

HOTEL PROPERTY

Hotel, restaurant or guest property or supplies may not be removed for personal use. This applies to all items including items that appear used or unwanted.

GENERAL WORK RULES

**VIOLATIONS OF THESE RULES MAY CAUSE DISCIPLINARY ACTION,
INCLUDING SUSPENSION AND DISMISSAL:**

- Frequent tardiness or absenteeism.
- Unauthorized use of IWI property, i.e. telephone, computers or equipment.
- Sloppy or excessively slow performance of routine duties--Disorderly conduct or excessive loudness on Inn premises, in or about housing units or while conducting Inn business elsewhere.
- Leaving work or your assignment without permission and/or without 'signing out'.
- Failure to fully report tips.
- Failure to follow IWI policies.

Discipline procedures for violation of work rules:

- For the first violation, your supervisor will talk with you and tell you what should be done to correct the problem. A memo noting this warning will be placed in your personnel file.
- If the second violation of the same item occurs a written warning will be given to you. A copy will be placed in your personnel file and will be signed by you and your supervisor.
- For the third violation of the same offense, you will be suspended or discharged.

THESE RULE VIOLATIONS ARE CAUSE FOR IMMEDIATE DISMISSAL

- Willful destruction of IWI property.
- Working under the influence of drugs or alcohol.
- Theft or unauthorized use of any IWI's, guests, or employees property, including eating IWI food without writing up a ticket.
- Insubordination -- Failure or refusal to carry out legitimate and responsible orders or instructions from someone in supervisory authority.

- Immoral or indecent conduct.
- Use of profane or abusive language.
- Being absent one or more days without calling a manager or reporting to the Front Desk.
- Purposeful irresponsible or negligent behavior that results or could result in loss or destruction of guest or IWI property or injury to anyone.
- Willful violations of the law, such as serving alcoholic beverages to a minor.

PROPRIETARY INFORMATION

Various items and information like recipes, guest reservation information, personnel information, email and written correspondence, are all the property of the Izaak Walton Inn and may not be used or spoken of to any person outside of work without the permission of the management.

OFF-DUTY EMPLOYEES ON PREMISES

Because of our unique situation, the Inn is your home as well as your work place. You are welcome here during your off-duty hours:

- When not in uniform
- You must not interfere with employees on-duty by stopping to talk, visit or otherwise interact with them.
- Off-duty employees are not allowed in work areas (kitchen, office, etc).
- Off-duty employees may not be seated in the dining room during busy hours and must check at the Front Desk before entering the dining room.
- When at the Inn, please keep in mind you are a representative of the Inn, and dress appropriately.

EMPLOYEE PARKING

Employees should park their vehicles in the parking area across the road from the Inn parking lot in front of the pavilion.

In the winter keys for vehicles are to be left at the front desk so that cars can be moved when clearing the parking lot of snow.

When parking at the dorm, employees should not park on the grass, but in front of the provided railroad ties. The septic tank is on the other side of the ties and cannot be driven on. Railroad ties are also provided as a barrier in front of the septic tank by the cottage and cars should not be driven past them.

YOUR PERFORMANCE

YOU AND YOUR SUPERVISOR

Your relationship with your supervisor is the most important one you will have as an employee. He or she is there to answer questions, provide feedback about how you are doing your job, and to help you perform your duties satisfactorily. Your supervisor is a member of the administrative team at the Inn, and will do everything they can to ensure you have a pleasant work experience. Please consult your department's supervisor if you have questions or problems. A problem that is not brought to your supervisor's attention cannot be fixed.

PERFORMANCE AND EVALUATION

Your supervisor or a general manager will periodically evaluate and review your job performance. The evaluation of your performance is an important factor in determining the advisability and amount of a merit raise. You must exhibit good productivity, high quality of work and a solid work ethic.

WORK SCHEDULE

- Employment is based on staff members working 32-40 hours a week.
- The work schedule may not be modified without approval from your supervisor.
- Failure to work assigned shifts is unfair to fellow staff and will not be tolerated.
- Changes in work schedule will be made by a supervisor at any time to effectively handle the level of our business.
- Please realize that we are in the hospitality business and the guests needs come first.
- All requests for time off will be considered **only after** guest needs have been met **and** it is determined that no other staff member or management shall have to work beyond their normal work schedule. (At the discretion of management, requested days off may be given as extra days off in addition to your normal two days off each week.)
- Requests for days off must be in writing on a company form obtained at the Front Desk.
- Holidays are normal work days and because of our type of business all employees should plan on working on all holidays (New Year's Eve and New Year's Day, Valentine's Day, Presidents Day, Easter, Mother's Day, Father's Day, July 4th, Labor Day, Veteran's Day, Thanksgiving, Christmas and Christmas Eve.

ATTENDANCE AND PUNCTUALITY

Regular attendance and punctuality are essential for everyone at IWI. Because you are needed, it is crucial for you to be at work. Repetitive or frequent absence and/or frequent illness will result in our having to dismiss an employee due to the hardship it places on the rest of the staff and possibility of reduced service to our guests.

We recognize there may be times when you are unable to work because of illness or personal emergency. If this happens:

- Notify your supervisor PERSONALLY by phone or in person as soon as possible before the beginning of your shift, so that arrangements can be made to cover your schedule.

- Keep your supervisor informed of your situation should your absence extend for more than one day.
- A doctor's statement is required to confirm your illness and ability to resume work if you are absent for two or more days or are frequently absent or injured in such a manner that you were unable to perform your duties for even one day. You must contact your supervisor before your return to work and bring a doctors note.

BREAKS AND MEALS

A complimentary meal consisting of a bowl of soup, roll or crackers, and non-alcoholic beverage (coffee, decaf, hot/cold tea, soda, hot chocolate, or lemonade ONLY) is offered to all employees scheduled to work at least a 6 hour continuous shift. **All parts of the meal must be taken at the same time.** Please check out and check back in to eat. This break time is not paid.

If you want to order a different lunch (of any kind) you must pay for it in full. All employees receive a 35% discount on restaurant items, and a 25% discount on Gift Shop items. The Gift Shop discount does not apply to sale merchandise. It is acceptable to bring food from home to go with this complimentary meal. When ordering your food, first checkout. A ticket must be rung in or written out before eating any food, including the IWI complimentary meal.

When going to the Dining Room, you **MUST** use the back stairs to the kitchen to pickup your meal. You must eat your food down in the bar area.

Abuse of this policy may ruin the benefit for everyone. Please be responsible.

No one has a specific time for his or her scheduled break. Dining Room and Kitchen employees, if time permits and your supervisor agree, you may take a break. Maximum time for this break is 15 minutes.

No breaks will be allowed during peak busy times of the day.

There is a refrigerator available for employees in the dry storage area (for your own meals and beverages that you have brought from home. There is a microwave in the bar area for employees to use.

Eating/chewing gum is not allowed when on duty.

If you choose to leave the hotel for a longer lunch break, you will not receive the IWI complimentary meal. You may leave only **if it is acceptable with you supervisor.**

ILLNESS

If you are sick, let us know as soon as possible, before you are scheduled to work. We must find another staff member who can cover your shift(s) for you. **PERSONALLY** advise

us—with a phone call or come to the front desk--don't have someone else call! Remember a doctor's note is required for absences of two days or more.

TARDINESS

You are expected to be at work, properly dressed and ready at your scheduled time.

COMPENSATION & BENEFITS

WAGES AND OVERTIME

Wages are based on a 40-hour week. Overtime is NOT permitted. Exceptions to overtime require approval from a supervisor or manager BEFORE the overtime starts. Your supervisor or a general manager MUST initial your time card in approving any overtime.

INSURANCE

Group health insurance is offered as part of IWI's benefit program. The details are available from the general manager or personnel director. An employee becomes eligible for coverage after 26 weeks (6 months) of actual full time work. Full time work for insurance eligibility requires working six hours or more a day and four days or more a week. The Inn pays half of the medical insurance premium and the employee pays half. The employee's half is deducted from their paycheck.

If you, an employee, decide to add dependents or a spouse to your coverage, the cost of this additional insurance will be paid 50% by the Inn and 50% by you, the employee, and deducted from your paycheck. If insurance is not desired, the employee must sign the form declaring they do not want the insurance.

Dental and Vision insurance is available to employees immediately upon employment. The premium is entirely paid by the employee. The dental plan is available on its own. The vision plan is only available in combination with dental plan.

DISCRETIONARY ANNUAL BONUS

It is the custom of the Inn's owners to share the profits of the Inn at the end of each fiscal year, sometime in November. Such discretionary bonus checks depend on how profitable the Inn was during the past year. The contribution and efforts of each employee to the success of the Inn is weighed to determine each bonus amount.

TIME CARDS

You must fill out your time cards at the beginning and the end of every shift. Use departmental codes when recording hours. If you take a lunch or break during your shift you will record the in and out time on the card also. Sign the time card. Time cards are not to leave the time clock area and will not be processed for payroll without your signature. You

must check in with the front desk personnel upon arrival and when departing from your shift when you are actually ready to work and when you are finishing work.

Codes: H – Housekeeping B – Bar C – Cook
 O – Office M – Maintenance SM – Snow Maintenance
 G – Gift shop SP – Ski Program W – Wait Staff

PAYDAY

Paychecks are available every other Saturday, after 4 PM.

Employee charges incurred during the pay period will be deducted from your check.

If an employee resigns or ends employment in accordance with a contract, the final paycheck will be distributed at the next regularly scheduled pay date. If an employee is terminated the final paycheck will be distributed when the employee vacates employee housing after it has been inspected for cleanliness and damage. It is Inn policy not to make pay advances and not to cash employee checks.

VACATION

Employees are eligible for paid vacation. This benefit is earned after one year from the first day worked.

- At the end of the first year you are eligible for five days annual paid vacation if you have met the following: (1) Worked 257 days between your first day worked and your first anniversary date. (2) Work day consists of a minimum of six hours.

- At the end of the second year you will be eligible for 10 days paid vacation if you have met the following: (1) Previously qualified for five days annual paid vacation. (2) Worked 252 days between next anniversary dates. (3) Work day consists of a minimum of six hours.

- At the end of the third and following years you will be eligible for 10 days paid vacation if you have met the following: (1) Previously qualified for both a five days annual paid vacation and a 10 days annual vacation. (2) Worked 247 days between anniversary dates. (3) Work day consists of a minimum of six hours.

Vacation time will be granted only during off-season time periods (April-May and October-November) and will be scheduled by seniority in the case of overlapping requests. Vacation time must be used within 12 months of the time it becomes available. It may not be carried over.

No portion of the vacation benefit is earned until the entire twelve month period of continuous employment from hire anniversary date to next hire anniversary date has been completed.

Requests for vacation time must be written upon a form from the front desk and approved by the General Manager. Advanced notice is required.

REQUESTING DAYS OFF WITHOUT PAY

From time to time you may need a special day off. This request will only be granted if other staff, not the general managers, can cover your normal scheduled hours. At managers discretion these requested days may be in addition to normal days off.

This request must be made in writing on a form available from the Front Desk. Requests will be granted **only** if it does not interfere with the operation of the business or lower service to our guests and in the order received, and does not make it a hardship for other employees to cover your work. Such requests must be extremely rare.

Employment is based on staff members working 32-40 hours a week; anything to the contrary before a member has earned vacation time places guest services at risk and causes other staff members to work extra and is therefore generally unacceptable unless agreed upon in writing at time of initial employment. Holidays are work days in this business.

Salaried employees that request more than their normal two days off per week will be docked vacation days.

SICK LEAVE

Time taken off because of illness will not be paid. Full time, permanent employees who have been employed for more than one year may be paid for time off caused by illness or injury under our compassionate policy of concern for our staff depending upon the circumstances.

A doctor's statement is required to confirm your illness and ability to resume work if you are absent for two or more days or are frequently absent or injured in such a manner that you were unable to perform your duties for even one day.

STAFF DISCOUNTS & PURCHASES

The majority of the merchandise sold at the Inn Gift Shop is offered at a 25% discount to employees, with the exception of consignment items, sale items, postcards, books and film. Discount purchases must be rung up by another employee.

Staff may charge food items from the restaurant or front counter (35% discount) to be deducted from their paycheck.

EMPLOYEE CHARGES

You may charge meals purchased at 35% discounted price from the Inn. Simply sign the front of your meal ticket with your name and employee number and turn it in at the front

desk. The price of the items purchased will be deducted from your next paycheck. *Alcohol may not be charged at any time.*

TIPS

All employees are required to report 100% of their daily tips to the Front Desk. We accomplish this by having each employee turn in all their tips each day. The funds are counted, recorded and then 50% returned to the employee and 50% placed into the Employee Tip Pool (see next item) which is governed by the employees.

This procedure keeps the Inn in compliance with Federal and State laws as upheld by the US Supreme Court in a ruling June 17, 2002.

TIP FUND

The employees of the Inn share 50% of their tips with each other via an employee managed tip fund. All employees are part of the tip fund. A separate 'Employee Tip Fund Agreement' is signed by each employee in recognition of the rules of the fund and its' operation by the employees. The Employee Tip Fund is governed by all the employees that have been here for 13 consecutive months.

RESIGNATION

Common business practice and courtesy calls for two weeks notice for seasonal personnel. We would appreciate notice in writing, indicating reasons for leaving, as well as a termination date. This gives us time to plan and secure your replacement, and reduces overload on your fellow employees. Permanent employees recognize that eligibility for the Employee Tip Fund is different and require a different length of notice.

While working out your two week notice, it is very important to continue your work in a productive manner. You are expected to pass on the "**Izaak Walton Spirit**" until the moment you depart. When future employers call, they ask whether you were productive during your notice period, we would like to be able to tell them "yes".

EMPLOYEE HOUSING

EMPLOYEE GUESTS

Your guest at the hotel:

During slow periods April, May, October, and November or at a managers discretion, guests of employees are welcome to stay in a hotel EB room (1 or 2 people) for \$45 per night plus tax or an EBS room (3 or 4 people) for \$65 per night plus tax. Daily housekeeping services are not provided. The room rate does not include the continental breakfast. Such reservation requests must be made in writing to management on the appropriate guest room request form available from the Front Desk.

These reservations and deposits may only be made by management.

The room charges must be paid in full before the guest checks-in.

Guests in employee housing:

Employees must submit a notice to management to have an overnight guest in employee housing.

Guest is defined as a person not assigned by management to live in a particular employee housing unit.

All housemates or apartment neighbors must be aware of any guest that will be in employee housing. A notice must be given 24 hours in advance of guest arrival and the housemates signatures must be on the notice when given to management.

Guests must abide by the same housing rules as employees. If an employee allows guests to disturb fellow housemates or destroy housing or housemate property the employee will be held financially responsible and will lose the privilege of having guests in employee housing in the future.

HOUSING

Due to our remote location and lack of housing in the area, the Izaak Walton Inn offers employee housing. Housing is either dormitory style with shared or private bedrooms or in apartments or homes with complete bath and kitchen facilities; at the discretion of the management. No pets and no smoking are allowed. Housing Deposit is \$100 and deducted from your paycheck in two \$50.00 increments. \$50 of the deposit is refundable upon leaving, if *both* the bedroom and shared living area is clean and in good condition with NO damage.

As a courtesy to fellow employees, visitors in housing are not allowed after 10:00 P.M. and before 8 A.M. Housing does not include cleaning supplies, toilet paper, light bulbs, bedding, etc. You need to provide any personal items necessary. The cost of the utilities is split among the residents with these costs deducted from each member's paycheck.

The Inn provides access to a vacuum and property maintenance equipment which can be checked out via the front desk. In the case of married couples: if one spouse resigns from employment, the family may no longer qualify for employee housing. Employee housing must be vacated within 7 days after an employees last scheduled shift.

HOUSEKEEPING

The rule of thumb is to leave it as you would like to find it. Often times only an individuals own room is considered their sole cleaning responsibility. **However in the dormitory or when sharing other housing, the entire housing unit becomes the responsibility of all those living in the unit. All housing, inside and out, should be clean.**

Management reserves the right to inspect all housing, at anytime for cause relating to any violation of these guidelines or the employee handbook. There will be a routine housing

inspection about the first of every month. We encourage employees to be present during an inspection. Inspections are to ensure the upkeep of the housing and Izaak Walton Inn property. It also helps us in the maintenance of the property; but please let us know immediately if something is broken or in need of repair.

Housing inspection also includes the surrounding outside area for cleanliness, lawn mowing, fallen branch removal, etc. If housing does not pass inspection and is not corrected within a few days, IWI may do the work and charge the employees, deducting such charges from each employee's paycheck.

Employees must supply all cleaning and expendable supplies. We supply the living quarters. Furniture is provided for seasonal staff. USA staff supply all linens, cooking utensils, etc. Computer printer paper, printer ink, etc. is an employee responsibility.

HOUSING RULES AND REGULATIONS

- Unnecessary noise and loud talking is not permitted on the decks or grounds.
- All noise must cease between 10 pm and 8 am.
- No tacks, nails or 'stick-ons' shall be put in or on walls, woodwork or cabinets. Small picture hangers with small brad nails may be used on walls.
- No animals are allowed in any building at any time. Visitors with pets must leave the animal outside and clean up after them.
- Employees must pay for plumbing damage caused by careless use of tubs, sinks or toilets. Please report problems immediately. Do not leave water running.
- Garbage must be wrapped or in garbage sacks and tied closed; and then placed in the pickup-garbage truck between 8 a.m. and 2 p.m. Monday thru Friday and also on Saturday and Sunday during busy times of the year. Boxes should be flattened. **It is very important to follow these guidelines to avoid having bears and other animals trying to get food or come into the housing.** Edible garbage may NEVER be left outside a housing unit, not even in a garbage can.
- Management reserves the right to enter housing in an emergency.
- Management or maintenance personnel may enter housing units at any reasonable time for purposes of maintenance, moving furniture or replacement of equipment or fixtures or other such situations.
- Neither IWI nor its management is responsible for loss or damage to a residents personal effects by fire, lightning, water, burglary, robbery or any Act of God in the housing or any IWI property.
- Residents may not change locks without written authorization.
- Furniture and furnishings must be used with reasonable safeguards against damage such as using mattress covers, not leaning back on the dinning room chairs, prudent use of beverage coasters. Do not apply contact paper to furniture, walls or countertops.
- Prevent mildew in the tub surroundings and after showering by carefully wiping down the tiles and grouting and use of the exhaust fan.
- No beer parties, drinking parties or "wild" parties at any time.
- No smoking in or near employee housing or IWI adjacent property.
- Firearms of any type may not be kept in or near employee housing.

SCHOOL HOUSE DORMITORY

If you are living in the Schoolhouse Dormitory:

- Pots, pans and dishes are provided.
- Dish soap, laundry detergent, general cleaning supplies, toilet paper, paper towels, garbage sacks, food, etc. ... are NOT provided.
- Beds, dressers, furniture, stove, oven, refrigerator and freezer are provided.
- Mattress covers, bed linens, towels are not provided, except some items are provided for foreign employees.
- A computer and internet service is provided for all staff use and is located in the Schoolhouse Dormitory per the contract agreement for charges.

APARTMENTS AND HIGHWAY CABOOSE

If you are living in an apartment or caboose:

- Pots, pans and cookware are NOT provided.
- Dish soap, laundry detergent, general cleaning supplies, toilet paper, paper towels, garbage sacks, food, etc. ... are NOT provided.
- Beds, dressers, furniture, stove, oven, refrigerator / freezer are generally provided.
- Mattress covers, bed linens, towels are not provided, except some items are provided for foreign employees.
- A computer and internet service is provided for all staff use and is located in the Schoolhouse Dormitory per the contract agreement for charges.

THANK YOU

We would like to think you won't leave, but we know that many seasonal team members have other commitments. Otherwise we would like to see all of our team develop their careers and fulfill their goals here at the Izaak Walton Inn.

We hope this handbook has helped you better understand the Izaak Walton Inn and how we operate. The specific duties and responsibilities of your job will be explained in more detail by your supervisor.

We have tried to anticipate some of your questions and to present the basic policies of the Inn. Please remember that we have an "open door" policy. If you have a question, concern, or suggestion, our door is always open to you. Communication is the key to a successful team. Catch the "**Izaak Walton Spirit**" and spread it around.