



MISSION MONTHLY

SAFETY IS OUR MISSION!!!

The Mission for September is Knife Safety

Knife and cutting equipment cause the most common type of injury in restaurants. The Food Preparation area of a restaurant offers an opportunity for developing and increasing the skills in culinary art, yet have dangers that need to be devolved and increase as well. The operation of a knife is a dangerous job requiring complete concentration. It is important to follow the Mission Yogurt Knife Use policy.

Prevention

- Use the right knife for the right job.
- Turn in chipped, cracked, or broken knives to your Manager
- Sharpen knives regularly
- Avoid distraction or multi-tasking when using knives.
- Use provided sheathes or protective cases when possible
- Store knives in the appropriate place. Don not leave them soaking in water.
- Consider using cut resistant gloves.
- Provide box cutters for opening boxes.

Proper Techniques

Before any Team Member is allowed to use any cutting equipment Mission Yogurt must ensure they are trained on proper knife usage. This includes:

- Cutting away from the body and not toward,
- When walking through a busy kitchen with a knife in your hand, always keep the blade pointed down and carry it close to your body
- Always hand a knife by holding the non-sharpened side of the knife and extending the handle to a person
- Never attempt to catch a falling knife. Just let it fall to the floor

Maintenance

Perhaps the most common cause of restaurant lacerations is dull and improperly maintained knives. Dull blades not only slip but decrease accuracy and performance. You should have blades sharpened at least once to twice a week depending upon usage. When sharpening knives also inspect the handles and if loose tighten. If the handle cannot be tightened the blade should be properly disposed.

Focus

The operation of a knife is a dangerous job requiring complete concentration. It is important to have a policy in place that instructs employees not to communicate with one another when one is using a knife. While it may sound a bit impractical it will increase efficiency and reduce accidents.



ORANGE AIRPORT ID BADGES

It is the requirement for Orange badge holders to replace their Airport IDs. This is due to a regulatory requirement for the Airport to minimize the number of unrecovered badges and stay below the Transportation Security Administration (TSA) regulated percentage. TSA has given Airport Security 60 days to accomplish the revalidation effort for approximately 3,000 badge holders.

What does this mean for Mission Yogurt? If you have an employee that currently holds an Orange Airport ID badge, they will be required to visit the Airport Security office to return the badge currently in their possession and have a new one issued. This must be accomplished between the dates of Monday, July 27, 2015 and close of business hours Friday, September 25, 2015. Any Orange Airport ID badges not revalidated by close of business September 25th will be terminated. Mission should have all badges replaced by the deadline of **September 12th**.

This revalidation will be conducted at the A-Concourse badging office (above gate A-46) ONLY. Appointments are not required. While the technical process of revalidating the badge should only take a few minutes, there are a significant number of other companies attempting to revalidate within the 60 day window, so please ensure your employees come prepared by bringing the following:

- Their current Orange Airport ID badge
- A valid government issued photo ID (Driver's License, State ID, Passport etc...)
- Valid work authorization if not a US Citizen (I-94, Permanent Resident Card, etc...)
- A completed Fingerprinting and Badging Application signed by a valid Authorized Signatory

Badge holders will keep the same badge number and badge expiration date resulting from this revalidation effort.

For those individuals that are within their normal 30 day badge renewal window will be given the option to do one of the following:

- Conduct their normal annual renewal and any associated recurrent Criminal History Record Check (CHRC) and training video. These badge holders will not need to return until their next badge renewal.
- Conduct the badge revalidation without a recurrent CHRC or training. These badge holders will need to return for badge renewal and training before their badge expiration date.

Airport Security will work to provide reports upon our request that indicate badge holders that have not yet revalidated and are subject to termination after September 25, 2015.



Dear Valued Mission Yogurt Team Member, As our company continues to grow, we wanted to share a very important message with each of you about the opportunities for career growth at Mission Yogurt:

Including our California locations, our team has grown to over 650 from 60 in the last 10 years! This growth is outstanding and has led to many new career opportunities and new positions within the company, as well as policies and procedures to help retain and attract the best and brightest. We wanted to take this opportunity to make sure that all of our team members are informed when it comes to the opportunities and programs available at Mission Yogurt. If you have any questions about growth and development opportunities within Mission Yogurt, please don't hesitate to reach out to anyone in the Executive Leadership Team. We welcome all your questions and value our team members.

"The sure way to miss success is to miss the opportunity."

Sincerely,

Kathleen Schafer

Director of Business Development

Kathleen@missionyogurt.com

1. REVIEWS FOR HOURLY TEAM MEMBERS

- **90 day reviews-** After 90 days of full time employment, team members will receive feedback from your direct supervisor. Depending on your *Job Title, Store Location, and Starting Rate of Pay*, certain positions may be eligible for a 90 day raise based on performance.
- **Annual reviews-** After 1 year of full time employment at Mission Yogurt, team members will receive an annual review from your direct supervisor. Certain positions may be eligible for an annual raise based on performance. **Reviews and/or Raises are never guaranteed nor constitute a contract of employment. For Additional Questions about reviews or raises for hourly team members, please reach out to HR@MISSIONYOGURT.COM.*

2. PROMOTIONS AND CAREER GROWTH

- **Job Openings-** All of our current openings are posted regularly to www.missionyogurt.NET under Prospective Employees. Current Mission Yogurt team members that would like to apply for a new position are encouraged to do so, and submit a resume/application directly to HR@MISSIONYOGURT.COM.
- **Hourly Team Member Positions:** We have attached a full list of job positions by stores and locations to this letter. To see a current list of our current job openings by store location, please visit the www.missionyogurt.net website. If you would like to inquire about compensation for a specific job title and store, please reach out to your Operations Manager or anyone from the Executive Leadership Team directly.
- **Management Positions:** To see a full list of management positions available by store location, please visit the www.missionyogurt.net website. Management compensation varies by location and candidate's level of experience, if you have questions about compensation for salaried management positions, please reach out to anyone from the Executive Leadership Team directly.

3. TEAM MEMBER BENEFITS AND INCENTIVES

- **Referral Bonuses-** Mission Yogurt is proud to offer bonuses to current team members that refer new and talented team members to Mission Yogurt. For full details please reference Talent Knows Talent on the team member website.
- **Insurance-** All Mission Yogurt Team Members are eligible to participate in our group insurance plans. Please reference Benefits on the team member website.
- **Newsletter-** Mission Yogurt sends out a monthly newsletter by the 5th of every month. If you are not receiving this email, please make sure to keep your email address updated and on file, or you may see all newsletters on the team member website.
- **Website-** This is your number one resource to find additional information for all the programs and policies listed above: Please visit: www.missionyogurt.NET password: employee

MISSION YOGURT COMPANY POSITIONS
QUICK SERVE DIA LOCATIONS
Taco Bell, Einsteins, KFC-PHX, Sara Lee, Columbo
Customer Service 1
Customer Service 2
Lead Customer Service
Quick Serve Supervisor
Overnight Customer Service
Assistant Manager
Manager
Senior Manager
General Manager
MID SERVICE DIA LOCATIONS
Que Bueno, Etais
Server
Bartender
Full Service Supervisor
Front of the House Team Member
Back of the House Team Member
Front of the House 2
Back of the House 2
Lead FOH/BOH Team Member
Cook 1
Cook 2
FULL SERVICE LOCATIONS
Root Down DIA, Timberline
Cook 1
Cook 2
Cook 3
Expo
Prep Cook
Lead Cook/Sous Chef
Dishwasher
Host
Lead Host
Bartender
Lead Bartender
Server
Lead Server/Certified Trainer
Full Service Supervisor
Cashier
Food Runner/Back Server
Porter
Assistant Manager
Manager
Senior Manager
General Manager
OTHER DIA AIRPORT POSITIONS
Warehouse/Inventory Clerk
Warehouse/Inventory Clerk 2
Warehouse Lead Team Member
Warehouse Supervisor
Maintenance Technician

MISSION YOGURT COMPANY POSITIONS
QUE BUENO WESTMINSTER
Host
Server
Cocktail
Bartender
Busser
Dishwasher
Prep Cook
Expo
Cook 1
Cook 2
Go-Go
Lead Go-Go
Security
Lead Security
Promo
Full Service Supervisor
Assistant Manager
Manager
Senior Manager
General Manager
SAN DIEGO
Customer Service/Team Member
Lead Customer Service/Team Member
Quick Serve Supervisor
Overnight Customer Service
Assistant Manager
Manager
Senior Manager
General Manager
SAN JOSE JOES, SJ EINSTEINS, RED MANGO, SIP SAVVY
Host
Server
Bartender
Dishwasher
Prep Cook
Line Cook
Customer Service/Team Member
Lead Team Member
General Manager
ADDITIONAL MANAGEMENT AND SUPPORT OPPORTUNITIES
Home Office Department Administrator
Home Office Department Supervisor
Home Office Department Manager
Executive Assistant
Operations Manager
Department Manager
Executive Manager
Director



TERMINATION PROCESS

Paperwork requirements

Upon the separation of employment, there are practical and legal issues to consider for every type of termination. Given the particular circumstances, an employee who is involuntarily terminated may take legal action against the employer. There are a plethora of potential causes of action against Mission Yogurt in involuntary terminations, Mission Yogurt needs to implement these types of termination with the utmost care

Whether the separation is voluntary or involuntary it is critical that a Termination Report and Checklist, found on missionyogurt.net, Managers' tab, be transmitted via Fax or Email to HR@missionyogurt.com within two days, 48 hours after the separation occurs. A copy of the completed form may also be handed directly to Human Resources (HR) as long as it is within the 48 hours. Ensuring the Employees are terminated within 48 hours is vital to Mission Yogurt, yet vital to the staffing of your store. Having terminated employees on your stores roster, distorts the store's budget and staffing needs.

All other documentation, including all discipline documentation, coaching sheets, attendance sheets must be place into the HR Folder within the payroll cycle.

The PAYCHECK SIGN OFF SHEET will be used as the metric to determine how thoroughly each store follows the termination process. This will be added to the bonus structure for Managers.

What is My Responsibility?

When any employee is terminated, complete and submit a Termination Report and Checklist. This needs to be completed within the 48 hour time period after separation happens.

Submit all termination documentation into the HR Folder. This would include the Termination Report and Checklist, and all coaching forms.

Before payday, review the PAYCHECK SIGN OFF SHEET. Any Employee on the signoff sheet that is listed as "No Check, Terminated?" needs their employee status verified. It is required that **you** account for the Employees' status.

Every Employee needs a notation on the PAYCHECK SIGN OFF SHEET about their status, if they do not have a signature indicating that they received a pay check.

**HR NEW HIRE/TEAM MEMBER VERIFICATION
RETURN SCORES 8/24/15**

STORE	% SCORE	GRADE
KFC	100%	A+
COLOMBO	100%	A+
TACO BELL	100%	A+
ETAIS	90%	A-
QUE BUENO WESTMINSTER	72%	C-
EINSTEINS MAIN	50%	F
EINSTEINS C	19%	F
TIMBERLINE	6%	F
QUE BUENO DIA	0%	F
ROOT DOWN	0%	F
SARA LEE	0%	F