

January 6, 2015

# canardinc

experience food design



## Employee Manual

# Mission Statement

To constantly evolve the desirability of our brand by a consistent focus on detail and excellence.

# Canard's Vision

To create an unsurpassed guest experience through a competitive re-imagination of the classic.

January 6, 2015

# Welcome to Canard Inc.

As an employee of Canard, Inc., you're an integral part of our company and our reputation. We appreciate your ability to work as a team and your diligence in providing courteous and helpful service to our guests. Your initiative, motivation and positive attitude are Canard's best assets.

At Canard, we aim to please not only our clients, but always endeavor to treat each employee with professionalism and respect. In turn, we ask that you please read and be familiar with the following employee information and staff guidelines.

*Tamara Patterson*  
Staffing Manager



# Work Ethic & Code of Conduct

As an employee of Canard Inc. you are expected to do adhere to the following guidelines:

## 1. Have a great work ethic!

Having a **great work ethic is crucial** to working at Canard. While we provide great food to our clients, we are also known for providing top notch service and an experience unlike any other. Aim to impress the client, your Captain, the Account Executive (Event Planner) and yourself.

## 2. Keep an eye on the big perspective

Always keep an eye on the big perspective. Clients notice our food, our presentation and the appearance and service of our wait staff. What do our guest see when they are looking at you? Are you talking, grouped together, slouching, leaning, hands in your pockets, chewing gum? Our clients have paid Canard for an exceptional event—don't forget that. Please keep a pleasant disposition at all times!

## 3. Arrive to work on time and avoid cancellation.

Your arrival time is recorded when you check in with your captain. Arrive to work **ON TIME** and avoid being late. Check in immediately upon arrival at any job. **If you arrive late and/or leave before break down, the 5 hour minimum will not apply. All staff are expected to assist in loading and unloading (Break Down and Setup) of equipment and food needed for the event.** It will also reflect poorly on your work habits. Failure to check in and out with your Captain, may result in loss of pay. Always ask a Captain before taking breaks and checking out at the end of an event to avoid loss of pay.

**No Shows** - This is a termination offense. Although you may discuss the circumstances with the staffing Manager or Account Executive, Canard Inc. is under no obligation to accept your explanation or to hire you again.

**Cancellation** - In the event, that you need to cancel please contact Canard as soon as possible. Any cancellations, 1 business day or less requires a call to the emergency line (646-770-6368). Habitual cancellations will result in less work from Canard Inc.

#### **4. Eating, drinking, smoking and cell phones are prohibited.**

Eating, drinking, smoking and using cell phones and pagers is prohibited on the floor or back of house unless and until permitted by a Captain or Chef. Turn phones and pagers off and leave with personal belongings. Cell phone use is allowed only for emergencies and must be discussed with the Captain first. Unauthorized use of a cell phone at an event can result in an early dismissal.

Please note: Captains are permitted to use a cell phone during the event to communicate with Canard Inc.

If you're able to take a smoking break, don't forget breath mints before returning to the floor. Alcohol and drugs are *always* forbidden.

#### **5. Take direction from your Captain & Chef. Respect the Kitchen Staff.**

At each event you will be assigned to a Captain (The Captain is your Supervisor for the event). The Captain will instruct you on your job tasks and responsibilities for the affair. He/she will also rate your service for the event and provide overall event feedback to Canard. Follow the instructions that your Captain provides.



Respect should be given to all staff at Canard. When in the kitchen, please show respect to the Chef and Kitchen staff. The Chef is in charge of the kitchen. Please respect their work space. The kitchen space should not be used as a holding/lounge area and food/Canard product should not be consumed without permission. Please keep conversation to a minimum, while in the Kitchen and do not change your clothes or groom yourself in this area.

#### **6. Treat every guest as a VIP.**

Remember, on a Canard job, *all* guests are VIPs. Show the respect and consideration you would expect as a client. If you are confronted in any way by a guest, venue staff, vendors, etc, please courteously refer them to a Canard captain or rep. Do not engage in any emotional response. Also, to prevent misunderstandings, resist the temptation to talk about the guests, clients or venue on the floor or behind the scenes. Take a moment, step away and talk to your Captain.

#### **7. If you don't know, Ask!**

Do not be afraid to ask questions.

### 8. Try to be as helpful as possible.

There is always room for improvement and a helpful hand. Try to see the big picture at every event. If you see something (and have a question or suggestion), say something.

### 9. Presentation is important.

Canard cares about presentation. The look of our events, food and staff are important. Please always maintain a neat and well groomed appearance. Uniforms should be **clean, wrinkle free, crisp (not faded) and in good repair (no rips, broken zippers, etc).**

## Payroll

All new staff will receive a five hour minimum pay for all jobs that run less than 5 hours. However, if you arrive to an event late or choose to leave prior to event break down, you will be ineligible for the 5 hour minimum.

Staff may be eligible for a rate increase based on performance and good reviews.

Payroll is produced weekly. Your paycheck will reflect work from the previous week from Monday-Sunday and will be mailed on the following Friday. If you would like to pick up your check directly from Canard Inc., you must notify the office manager 2 days in advance. Paychecks can be picked up between the hours of 1-3 PM on Fridays only. To request to pick up your check, please call Bill at 212-947-2480.

## The Booking Process



### Step 1

Canard will send you an email request asking your availability to work on the date requested.

**For Example:**

Hello Kyla,

We have another great opportunity for you! Would you be available to work on Monday, November 3?

If you are available to work on 11/3/2014 , please specify your availability (For example: AM, only before 3pm, PM only, all day, etc.).

Once I receive your response, I will send more details about the event.

Please respond to this e-mail within 24 hours.

Thank you so much and I look forward to working with you in the near future!

Staffing Manager  
Canard Inc.

All offers have an expiration date/time at the bottom of the email. Please pay close attention to the expiration date/time. If we do not hear back from you within the allotted time, we will start to look for other people to fill the role and you may lose an opportunity to work.

**Step 2**

You will need to review the email and respond to Canard Inc. as soon as possible with your availability. Please try to reply within the allotted time given in the email.

**Step 3**

Canard will receive your response and mark you as available or unavailable.

**Step 4**

If you are available, please mark the date in your calendar and do not book any other events/ appointments until you receive the full details from Canard Inc

**Step 5**

Canard will send you full details as soon as possible (this can range from a few minutes to a couple of days, depending on the current Client provided information). Details will include: date of event, event location, staff meet location, call time, event start time, event end time, your role, your Captain and uniform details.



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**For Example:**

Dear Chris,

Thank you for working with Canard on Saturday, November 8.

Your details are as follows:

JKS Events  
Event Location:  
AFG EVENTS  
500 99th St.  
Brooklyn, NY

Staff Meet Location:  
Meet at loading dock on 99th street

Event Planner:  
Kelven Book

Your role is Waiter

Captain : Fromogio King

Your Call time: 4:00 PM  
Event time: 6:00 PM to 8:00 PM

ATTIRE DESCRIPTION:  
Please make sure that your attire is pressed.

SHIRT: Plain collar white dress shirt. MUST BE crisp white. Buttons MUST BE white. Preferably with NO front pocket.

PANTS: Black dress pants. MUST BE pressed. NO five pocket jeans or casual black pants. NO cargo pants.

TIE: Long black skinny tie. MUST BE solid, NO patterns and silk or polyester. No knit.

SHOES: Black lace-up dress shoes. All black and be able to be shined.

BELT: Simple silver buckle black belt. MUST BE flat black with NO visible stitching.

SOCKS: Simple black socks. NO patterns. NO designs.

UNDERSHIRT: White crew neck plain white undershirt with NO pockets.

Please confirm by replying to this email within 24 hours.

Thank You!



### Step 6

Once you receive your details from Canard Inc., please confirm receipt of details by responding with a simple "Confirmed," "Received" or "I will be there."

### Step 7

Arrive to the event on time, check in with Captain and unload the Canard Inc. truck/van.

## Tentative Requests

At times, you will receive work requests marked Tentative. This means that an event has yet to be confirmed. If you are available to work a tentative event, please mark it on your calendar as tentative. Responding to a tentative request, does not lock you in for the day, but lets Canard know that as of the date that you received the request, you are currently available. You will not be expected to work the event for Canard Inc. until we send you an email confirming that the event will actually happen. Canard Inc. respects your time and will try to confirm the date as soon as possible. However, If you receive another opportunity for the day, please contact Canard Inc. and let us know that you are no longer available.

## The Booking secret

Canard Inc. keeps track of all cancellations, parties worked, calls made, emails sent and on the job evaluations. Responding in a timely matter, respecting all staff and exceptional performance at events will increase your opportunity to be hired for more jobs.



# Uniforms & Tools



## Event Setup

What should I wear to the event?

Prior to the start of an event, all staff are expected to assist with setup (**unloading the Canard Inc. truck, transporting the food and setting up tables, chairs, silverware, etc.**). Please wear clean casual attire appropriate for a corporate work environment. Jeans and t-shirts are acceptable (no cut-offs, fringes or ripped jeans). Shorts, Tank tops and undershirts (a.k.a "wife beaters") are unacceptable and should only be worn under a short or long sleeve shirt. Do not wear provocative and/or revealing clothing to a Canard Inc. event. Open toed shoes create a safety issue and are strictly prohibited.

## Hampton's Event Setup

During the summer months, Canard Inc. will hold a small amount of events in the Hampton's, Long Island, New York. Staff is allowed to wear shorts to these events for setup. Hampton's events are the only events that allow for shorts to be worn to the event.



## List of Uniforms

### **The White & Black Uniform**

**Shirt:** White long sleeve collared shirt (no pockets). White buttons on shirt. No buttons on collar.



**Pants:** Black dress slacks . Flat front, no pleats (not tuxedo pants).

**Tie:** Black Skinny tie (2.00 - 2.50 inches wide)

**Shoes:** Black shoes polished and in good repair (shined, no scuffs, well maintained).

**Belt:** Black with plain buckle.

**Socks:** Plain solid black socks.

**Undershirt:** Solid white v-neck undershirt.

**Bra:** White or skin toned bra for women (Please make sure that bra does not show through).



## The Triple Black Uniform

**Shirt:** Black long sleeve collared shirt. No buttons on collar.

**Pants:** Black dress slacks . Flat front, no pleats (not tuxedo pants).

**Tie:** Black Skinny tie.

**Shoes:** Black shoes polished and in good repair (shined, no scuffs, well maintained).

**Belt:** Black with plain buckle.

**Socks:** Plain solid black socks.

**Undershirt:** Solid black v-neck undershirt.

Black or skin toned bra for women (Please make sure that bra does not show through).



## Khaki & White Uniform

**Shirt:** White long sleeve collared shirt. No buttons on collar.

**Pants:** Khaki pants . Flat front, no pleats.

**Tie:** Black Skinny tie (if required).

**Shoes:** Black shoes polished and in good repair (shined, no scuffs, well maintained).

**Belt:** Brown with plain buckle.

**Socks:** Plain solid black socks.

**Undershirt:** Solid white v-neck undershirt.

White or skin toned bra for women (Please make sure that bra does not show through).



## Tuxedo

**Jacket:** Black, single breasted tuxedo jacket.

**Shirt:** White long sleeve collared shirt. No buttons on collar.

**Pants:** Black with satin stripe tuxedo pants.

**Shoes:** Black shoes polished and in good repair (shined, no scuffs, well maintained).

**Tie:** Black bow tie or necktie (Canard will specify).

**Socks:** Plain solid black socks or hose.

**Undershirt:** Solid white v-neck undershirt.

White or skin toned bra for women (Please make sure that bra does not show through).



Uniforms are to be clean, pressed and in good repair. Shirts should be ironed, starched and white, not dingy, stained and ripped. Shoes are to be kept polished and in good repair.

All uniform materials can be purchased at the following locations:  
OK Uniform 253 Church Btw. White and Franklin 2 Blocks South of Canal.

## Tools

**Wine key** - All waiters, bartenders and captains must bring a wine key with them to events.

### **Suggested Items**

- Breath mints
- Safety pins + hairpins

# Appearance

**Staff should always maintain a clean and neat presentation. Canard Inc. is known for its professional and well-dressed staff. Please maintain a pleasant disposition and impeccable appearance during the event.**

## Women

**Hair:** Hair should be clean, combed and pulled back and off of the face.

**Jewelry:** Only 1 ring is allowed to be worn on the finger. Matching posts or stud earrings only. NO dangling earrings (hoops, teardrops, etc.). No bracelets.

**Scent:** Fresh breath and no body odor are required.

**Uniform fit:** Please make sure that your uniform fits (not clinging to body or oversized) well, is clean and wrinkle free. Make sure that underclothes are not able to be seen through the shirt.



## Men

**Hair:** Hair should be clean, well groomed and long hair should be pulled back and off of the face.



**Facial Hair:** On most of our events, our clients will request all staff to have no facial hair. On occasion a trimmed beard or mustache will be allowed. However, please check with the staffing manager prior to an event for clarification.

**Jewelry:** Only 1 ring is allowed to be worn on the finger. No earrings or bracelets.

**Scent:** Fresh breath and no body odor are required.

**Uniform fit:** Please make sure that your uniform fits well (not clinging to body or oversized), is clean and wrinkle free. Make sure that underclothes are not able to be seen through the shirt.

# Roles & Responsibilities

## The Waiter



While working at Canard you may be assigned to work as a Cocktails, Buffet or Dinner Waiter. **You are not allowed to receive tips. Tipping is strictly prohibited and may result in a loss of work.** If a client insist on tipping, please refer them to the Captain at your event. Below are the responsibilities of each position:

### Cocktails Waiter

- Helps unload the Canard truck/van prior to an event.
- Assists in rental equipment check-in.
- Helps set up an event in accordance to the Captain's instructions (this may include setting up tables, chairs and glassware).
- Assists in constructing an area for sanitation.
- Assists the Chef(s) in kitchen.
- Knows the menu and is able to describe what is on their tray.
- Serves food in a timely manner.
- Assists in event break down and makes sure that all items are returned to their proper location.
- Helps load all rental items and equipment back on to the Canard truck/van.

### Buffet Waiter

- Helps unload the Canard truck/van prior to an event.
- Assists in rental equipment check-in.
- Helps set up an event in accordance to the Captain's instructions (this may include setting up tables, chairs, glassware, dish ware, silverware and linens).
- Assists in constructing an area for sanitation.

- Assists the Chef(s) in kitchen.
- Assembles buffet according to specifications provided by the Captain or Account Executive (buffets may include risers, flower arrangements, trays, platters, etc.).
- Knows the menu and is able to describe the food on the buffet.
- Brings food out to the buffet in a timely manner
- Replenishes food as necessary.
- Keeps the buffet area clean and well maintained throughout the entire event.
- Assists in event break down and makes sure that all items are returned to their proper location.
- Helps load all rental items and equipment back on to the Canard truck/van.

### **Dinner Waiter**

- Helps unload the Canard truck/van prior to an event.
- Assists in rental equipment check-in.
- Helps set up an event in accordance to the Captain's instructions (this may include setting up tables, chairs, glassware, dish ware, silverware and linens).
- Assists in constructing an area for sanitation.
- Assists the Chef(s) in kitchen.
- Sets tables according to specifications set by the Captain. A demo place setting with dish ware, glassware and silverware will reside at one table for reference and the number of guest will be written on a piece of paper at each table.
- Knows the menu and is able to describe the food. Is it vegan? Gluten free? Are there nuts or was it prepared with peanut oil? Is there a vegetarian option?
- Listens to the Captain and is especially attentive during serve out.
- Serves over the left shoulder of the guest and clears over the right shoulder.
- Clears no more than 2 plates at a time, unless otherwise instructed.
- When a guest leaves their seat, the waiter will fold their napkin and place it back to the left of their plate.

- Serves dessert, Coffee/Tea.
- Assists in event break down and makes sure that all items are returned to their proper location.
- Helps load all rental items and equipment back on to the Canard truck/van.

## The Bartender

- Helps unload the Canard truck/van prior to an event.
- Assists in rental equipment check-in.
- Helps set up an event in accordance to the Captain's instructions (this may include setting up tables, chairs, glassware, dish ware, silverware and linens).
- Assists in constructing an area for sanitation.
- Assures that the bar area is fully equipped with the tools and products needed to serve guests.
- Mix drinks, cocktails and other bar beverages on request.
- Maintain a clean work area.
- Takes a **mandatory inventory count** of any unused beverages at the end of the event.
- Be proactive in limiting potential problems and inform your Captain of excessive drinking by guests. It is illegal to serve alcohol to anyone under the age of 21. Bartenders have the right to refuse to serve intoxicated or under aged guest. Please refer to the Bartender Training information included in the back of this manual.
- Tipping is prohibited at Canard parties and Bartenders are not allowed to accept tips.
- Assists in event break down and makes sure that all items are returned to their proper location.
- Helps load all rental items and equipment back on to the Canard truck/van.



## The Captain

- Responsible for overseeing an event from beginning to end. If the Canard Inc. Account Executive is not on site, the Captain is in charge of the event.
- Works closely with the Client and Account Executive to ensure that the event is successful.
- Checks-in and assigns responsibilities to each waiter/bartender.
- Attends to guest needs and complaints.
- Evaluates each waiter/bartenders performance at the event.
- Provides a Captain's log and recap of the event for the Canard Account Executive and Staffing Manager.

## Coat Check

- Politely welcome each guest to the event.
- Collect bags, coats, hats and umbrellas.
- Distribute claims tickets.
- Ask guests if they are checking in any electronics. If so, label the claim ticket according to the Captain's suggestion.
- Hang clients belongings in a neat and organized manner.
- Inform your Captain of any unclaimed belongings.
- Tipping is prohibited at Canard parties and you are not allowed to accept tips offered to you at Coat Check.
- Assists in event break down and makes sure that all items are returned to their proper location.
- Helps load all rental items and equipment back on to the Canard truck/van.

# Promotion

## How can I move up at Canard?

Canard Inc. encourages growth and on occasion will offer opportunities for promotion. Captain's are selected based on previous experience and performance at Canard events.

If you are interested in moving into a Captain's position at Canard, please contact the staffing manager. If selected, you will first need to attend a Captain's training seminar and on the job training with a Senior Captain.

Please remember, you are always being evaluated when working a Canard event and if you are truly interested in moving up, your performance and experience will need to reflect this.

## Contacts

Canard Main Number		212-947-2480	
Staffing Manager	Tamara Patterson	212-947-2480 x 11	<a href="mailto:tamara@Canardinc.com">tamara@Canardinc.com</a>
		646-770-6368 (emergency only)	
Office Manager	Bill Manning	212-947-2480 x 20	<a href="mailto:bill@Canardinc.com">bill@Canardinc.com</a>
Operations	Tony Corona	212-947-2480 x 15	<a href="mailto:tony@Canardinc.com">tony@Canardinc.com</a>
Payroll	Anil Pandit	212-947-2480 x 27	<a href="mailto:apandit@Canardinc.com">apandit@Canardinc.com</a>
Fax		212-947-2657	

# Bartender training

**All bartenders must follow the TIPS certification training guidelines below:**

**As a Canard inc. bartender, you have 2 legal responsibilities:**

1. Serve alcohol to people over the age of 21.
2. Do not serve alcohol to people who cannot legally consume it. These include:
  - a. People under the age of 21
  - b. People who are getting alcohol for underage drinkers.
  - c. People who are visibly intoxicated.

**Penalties for serving alcohol to people who cannot legally consume it are:**

1. Monetary fines
2. Arrest
3. Jail Time
4. Financial penalties (loss of job)

In order to protect yourself and Canard Inc. from liability, when serving alcohol you must make what is known as Reasonable Efforts to prevent a person who cannot legally consume alcohol from doing so.

**Reasonable Efforts are:**

1. Checking ID
2. Suggesting Food
3. Suggesting Non-Alcoholic beverage
4. Monitoring the person
5. Refusing Service
6. Asking questions
7. Calling your Captain
8. Calling a cab
9. Calling the police.

While it is impossible to know the Blood Alcohol Content of a guest, it is possible to make a judgment on whether the guest is visibly intoxicated. When determining the intoxication level of a guest, there are 4 behavioral clues to look for.

1. Lowered Inhibitions. These include being overly talkative, having large mood swings, being overconfident, being loud/boisterous, taking undue risks.
2. Impaired Judgement. This includes foul language, off color jokes, and annoying guests.
3. Slowed Reactions. These include Glassy eyes, slurred speech, forgetfulness, and slow movement.
4. Loss of Coordination. Including stumbling/swaying, dropping stuff, trouble sitting or falling asleep.

Other factors play into your ability to determine whether a guest is intoxicated. They are known as Intoxication Rate Factors. Please take these into account when making your determination. They are:

1. Size - Generally the bigger the guest, the less quickly they get intoxicated.
2. Food - Are they eating a lot? This slows down intoxication.
3. Gender - Women generally get intoxicated quicker than men.
4. Rate of drinking - The faster the quicker to intoxication. Remember: 12oz of beer = 5 oz. of wine = 1 oz of liquor.
5. Strength of drink - Drink strength is varied, in descending order, by: carbonated mixers, water mixers, juice mixers.
6. Drugs - Generally drug use, even OTC or prescription drugs, tend to enhance intoxication.

If the reasonable efforts you have used with an intoxicated guest fail, using the intervention model below is the best way to handle the situation.

#### **INTERVENTION MODEL.**

1. Assess your guests legal ability to consume. This includes deciding their level of intoxication. Use the Intoxication Risk Factors to help you decide.
  - a. Observe your guest.
  - b. Engage guest in conversation.
  - c. Note how other guests respond and interact with subject.
  - d. Gather more information.

2. Decide whether to serve or not.
  - a. Check ID
  - b. Are they showing signs of intoxication (Behavioral Clues)
  - c. Any doubts about serving them? Basically, if you have a doubt DO NOT SERVE.
3. Implement.
  - a. Request ID.
  - b. Gather Info.
  - c. Suggest alternatives.
  - d. Refuse service.
  - e. Engage your Captain with your guest.

When interfacing with guest, it is best to use the first person singular "I". This will avoid any judgments on the guest and may also calm the guest down and not further incite them. In addition, speak plainly and directly so that you are not misunderstood and there is no wiggle room. Finally, stick to your guns. Do not waver. You should also get your Captain's attention as soon as possible.

In case of an "incident" with an intoxicated guest, it is best to document the incident in an incident report. The report should contain:

1. Name and/or description of guest.
2. Date and Time and Place
3. Description of Incident
4. Reasonable Efforts used
5. Witnesses
6. Employees and Captain on duty.

**For continued employment with Canard, Inc., please sign and return.**

**EMPLOYMENT & CONFIDENTIALITY AGREEMENT**

I agree that I will not record or photograph, in image or sound, anything that occurs at an event or in the Canard, Inc. preparation areas for an event, without the express written consent of each of the following: (1) Canard, Inc.; (2) the event client; and (3) the person(s) being recorded or photographed, if human subjects are involved.

I understand that, as an employee of Canard, Inc. I may become exposed to “Confidential Information.” Confidential information” includes:

- Planning details for particular events, including menus, budgets, and venues;
- Actual event details including presentation, service, décor, location, and guests;
- The identity of and other information about past, present, future, and prospective clients;
- The identity of and other information about other employees or about guests at events; and
- Information overheard from conversation between or among clients and their guests.

I agree that I will keep such Confidential Information private and that I will not use it or re-disclose it or publish it in any way that may cause business, professional, or other harm to Canard, Inc. or to its clients, or to any other Canard, Inc. employee; not will I use, re-disclose or publish it for my own benefit or for the benefit of anyone else.

I further understand that confidentiality is a specific condition of my employment at Canard, Inc. and that violation of confidentiality can cause damages to reputation and business opportunity that cannot always be exactly calculated. I therefore understand and agree that violation of this Agreement will subject me to forfeiture of my earnings from the event in question, and, potentially, consequential damages and other relief allowed under law, including an injunction against further violation(s).

I understand and agree that my obligation of confidentiality to protect Confidential Information continues even if I am no longer employed by Canard, Inc.

**Dated:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

We are happy to have you join our team and look forward to working with you in the near future.

**Please confirm that you have read this manual and agree to the conditions of employment.**

Name: \_\_\_\_\_

(Printed Name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

January 6, 2015