

Brewster Stone L'oven Casual Pizzeria

Advice to Applicants

Thank you for your interest in working with us. I think you will find our approach to hospitality to be different from that of most other operators in the market and we think this is the secret of our success. Our company has several significant goals:

1. To Earn A Reputation As The Best Employer In The Area

To achieve this goal we will hire the most qualified people we can find. We will support their development both within and outside the organization. We will talk to them, listen to them, learn from them, pay them well, and demand a lot from them. We will enjoy a high retention rate (over 80%). We will have a waiting list of people who want to join the company. We believe that only happy and professional staff can give the level of personal service we demand. We see an investment in people to be a worthy investment in the future of the company.

2, To Operate The Most Successful Operations In the Market

Our operation will be exciting, diverse and profitable. We will consistently deliver on our service guarantee of "a great time every time" and foster high professional standards. We will win the various local polls that are a measure of our position and regard in the market. We will consistently achieve the highest volumes in our market and have a waiting line when our competitors are half full. We will develop a loyal repeat trade. We will find out what our guests want and be sure they are getting it. We will maintain rigid sanitation standards. We will take the lead in addressing the nutritional concerns of our guests. We will continuously re-examine our operation to stay fresh and responsive to our market while being stimulating to our staff.

3. To Be A Model For Open, Participatory Business Our industry cannot get where it needs to go doing business the way we have always done it. The industry needs a new model and we are willing to be that model. We will innovate in the areas of compensation, rewards and recognition. We will involve our staff in policy-making. We will always move in the direction of greater professionalism and more fun! We will be judged on our results.

4. To Maintain A Personal Working Relationship With Our Staff We are not anti-union. However, regardless of what image it tries to project, a union is a profit-making business that can only get money from its own members. A union must justify its position by creating and maintaining a "them and us" relationship between the company and staff. We do not believe such a polarity exists in our organization and we do not think our staff should pay for any such disruptive force. We believe the way to achieve the kind of business environment we want is to create a trusting relationship with our staff. In this atmosphere, both staff and the company can work out difficulties and make decisions together. In this environment, a union is unnecessary and is likely to be destructive to operational flexibility and personal well-being. We cannot imagine a problem that we cannot effectively resolve among ourselves without the need for a self-serving third party.

5. To Have A Good Time We recognize that people go out to eat because they are looking for a good time, not just a good meal. We will build fun and lightness into our company in the interest of our collective mental health and peace of mind.

We are not just another foodservice company and we are not looking for just another job applicant. This letter will give you some ideas of what to expect and how to proceed from here.

1. Do not try to complete this application now. Please take it home, give it some thought and take your time with it. Be sure to fill it out *completely*, even if you enclose a resume. If a question does not apply to you, mark it "NA" so we know you did not avoid the answer. Foodservice is a business of details, and we will only consider people who share our concern about the importance of handling all the small points.
2. We will verify all information you give us on the application. Any false or misleading statements will disqualify you from consideration, no matter how talented you may be. Please understand that we are not as concerned with what you tell us as we are that you give us the truth. Honesty is always the best policy...especially if you hope to become part of our team.
3. We are committed to maintaining a drug-free workplace. This means that we do not tolerate the possession of drugs or alcohol on the premises, nor do we permit our staff to work under the influence of drugs or alcohol.
4. All our operations are completely nonsmoking establishments. This means there are no cigarette breaks and we do not permit the staff to smoke while on duty.
5. If an offer of employment is made to you, we may require that you pass a physical examination. The company will pay all expenses of this examination although we do not pay for the time required to take it.
6. We will verify all your references. In addition to your supervisors, we want to talk with your co-workers and anyone who may have worked for you in your past positions. If we cannot check your references, we cannot consider you for employment, so be sure you list valid names and phone numbers. It does not matter if they still work for your old company or not. In fact, we often get better information from people who have taken other jobs. Please be sure that everyone you list knows to expect a call from us and has your permission to talk with us. It will require some work on your part, but, then, it takes a little extra effort to succeed in this business!
7. Be sure to include the correct telephone number for the registrar's office of your college or university and the records department of your school district so we can verify your education. This may involve a long distance call or two to get the numbers, but we will not consider applications that do not have this information.
8. On the last page of the application, we give you the opportunity to make a personal "sales pitch". We suggest you give it some thought and present a case for yourself. After all, if you don't believe in you, why should we?
9. Read the final statement on the application carefully before you sign it. If you have questions, please ask them before you give us your application. We will not consider unsigned applications.
10. When you have completed the application, return the application to the manager on duty at the restaurant. Be aware that what you do and how you do it are being evaluated throughout the selection process, so dress the part, be on time and show us your best. Remember the saying about first impressions!
11. We will review of your application, and will notify you within five days from the date of receipt of your completed application about the status of your application. We will either call you or send you a letter. If by some chance the five days pass without your hearing from us, call us.
12. We take staff selection very seriously. If you are a candidate, you can expect up several interviews and perhaps written tests. We may ask you to demonstrate your skills and tell us how you would handle some "sticky situations". We will not take a "warm body" just to fill a vacancy quickly. Please be patient. We go to this trouble because our goals and standards are very high. If you are good enough to become part of our staff, you are an outstanding individual. With rare exceptions, if you need a job *today*, you should not count on us to provide it. If you need a job right away, we suggest you find something else that will work while we process your application.
13. Because our staff is actively involved in the operation of our company, do not be surprised to have portions of the selection process conducted by persons other than our managers. We give our staff a voice

in the selection of their coaches and believe that co-workers are excellent judges of the talents of their peers.

14. We are an equal opportunity employer, and we will select only qualified applicants for every position. Period. We will not discourage you from applying for any position you feel qualified for. We will make a selection based on strengths you bring our team and how you fit in our operating style. We are looking for people committed to a professional excellence and superior guest service who will make a positive contribution to our company for as long as we choose to work together.

15. We often bring new people into our company as part-time staff, moving them to full-time (if they want it) or changing their duties when the opportunity for more hours arises and their work performance justifies additional responsibility.

16. We expect you to take an active role in your own success and the success of your co-workers. Toward this end, it will be part of your job responsibilities to help train your co-workers for positions of higher skill and responsibility. Because of this focus, we will evaluate your performance based not only on your own professional development, but also by the advancement of your trainees.

17. We will regularly evaluate your performance so you know where you stand and how you are doing. The purpose of the appraisals is to assist with your personal and professional development. Much of the responsibility for performance appraisal rests with the coaches, but we will ask your co-workers to give us their impressions of your work and ask you to do the same of theirs. Their comments will be a part of your performance appraisal. We will also ask you to evaluate the effectiveness of your coaches, and that will become part of *their* performance appraisal. We do not keep secrets from each other or ignore unproductive behavior.

18. Our success comes from delighting our guests and earning their regular patronage. Everything in our company is focused on achieving this goal. We do not believe in creating any more rules or structure than is necessary to ensure that our guests have a great time every time they dine with us. This means that there are no procedures to hide behind and that success is measures by your results rather than by your activities. There is nothing to “get away with.”

19. If you are not offered a position, we encourage you to apply again later if you are still interested in working with us. Many of our most successful staff members were not selected until their second or third try. You must decide if what we offer is worth your effort to meet our high standards. Whatever your choice, we hope you will visit us as a guest and let us know how we are doing.

Thank you again for your interest and your time. We wish you all the best luck in the future, whatever direction your career may take you.

With best regards,



Application for Employment

ABOUT YOU

Name _____ Nickname _____

Social Security No: ____ - ____ - ____ Home Phone _____ Message Phone _____

Street Address _____ City _____ State ____ Zip _____

Mailing Address _____ City _____ State ____ Zip _____

If you listed a message phone above, how often do you check for messages? _____

Do you have reliable transportation to meet any scheduled shift? _____

Can you read at a 6th grade level? _____ Have you been convicted of a felony? ____ If yes, give details on last page.

Have you ever worked for us before? _____ If so, under what name? _____

Do you have any friends or relatives working for us? _____ Who? _____

Can you provide proof that you are over 18 years old? ____ ...over 21 years old? ____ Are you a smoker? ____

Do you have a valid driver's license? _____ Class _____ State _____ License No. _____

Have you had any accidents or moving violations in the past three years? _____ If yes, please provide details on last page.

Have you ever been bonded? ____ Is there any reason why you could not be bonded? ____ If yes, describe on last page.

Do you have a legal right to work in the U.S.? ____ Can you provide documentation of this? _____

Is there any reason why you could not perform all physical aspects of this job (including the ability to lift up to 50 lbs.)? _____ If yes, please provide details on last page.

Is additional information concerning change of name necessary to check work or education records? _____

If yes, explain.(continue on last page if necessary)

Describe your use of drugs and alcohol: (continue on last page if necessary)

ABOUT THE JOB

For what position are you applying? _____ Salary Requirement: \$ _____ per _____

Would you accept another position? _____ If so, which one? _____

Which do you prefer? ☐ full time work ☐ part time work. If part time, about how many hours per week? _____

Which will you accept? ☐ full time work ☐ part time work

When could you start working for us **full time**? _____ When are you **NOT** available to work for us full time?

When could you start working for us **part time**? _____ When are you **NOT** available to work for us part time? _____

ABOUT YOUR WORK EXPERIENCE

(PLEASE START WITH YOUR MOST RECENT POSITION) Resume Attached? YES NO

COMPANY _____ Mo/Yr Hired _____ Mo/Yr Left _____

Job Title _____ Reason for Leaving _____

No. Supervised: Starting _____ Ending _____ Starting Salary: \$ _____ per _____ Final Salary: \$ _____ per _____

Supervisor's Name _____ Position _____ Phone _____

Superior's Name _____ Position _____ Phone _____

Co-worker's Name _____ Position _____ Phone _____

Co-worker's Name _____ Position _____ Phone _____

Subordinate's Name _____ Position _____ Phone _____

Subordinate's Name _____ Position _____ Phone _____

Major Responsibilities and Accomplishments:

COMPANY _____ Mo/Yr Hired _____ Mo/Yr Left _____

Job Title _____ Reason for Leaving _____

No. Supervised: Starting _____ Ending _____ Starting Salary: \$ _____ per _____ Final Salary: \$ _____ per _____

Supervisor's Name _____ Position _____ Phone _____

Superior's Name _____ Position _____ Phone _____

Co-worker's Name _____ Position _____ Phone _____

Co-worker's Name _____ Position _____ Phone _____

Subordinate's Name _____ Position _____ Phone _____

Subordinate's Name _____ Position _____ Phone _____

Major Responsibilities and Accomplishments:

MORE ABOUT YOUR WORK EXPERIENCE

COMPANY _____ Mo/Yr Hired _____ Mo/Yr Left _____

Job Title _____ Reason for Leaving _____

No. Supervised: Starting _____ Ending _____ Starting Salary: \$ _____ per _____ Final Salary: \$ _____ per _____

Supervisor's Name _____ Position _____ Phone _____

Superior's Name _____ Position _____ Phone _____

Co-worker's Name _____ Position _____ Phone _____

Co-worker's Name _____ Position _____ Phone _____

Subordinate's Name _____ Position _____ Phone _____

Subordinate's Name _____ Position _____ Phone _____

Major Responsibilities and Accomplishments:

ABOUT YOUR EDUCATION

HIGH SCHOOL _____ City _____ State _____ Graduated? _____

No. Yrs. Completed _____ Major _____ Verification Phone (____) _____

COLLEGE _____ City _____ State _____ Degree _____

No. Yrs. Completed _____ Major _____ Verification Phone (____) _____

GRAD SCHOOL _____ City _____ State _____ Degree _____

No. Yrs. Completed _____ Major _____ Verification Phone (____) _____

Extracurricular activities:

Other training programs completed:

Professional memberships and certifications:

OTHER COMMENTS

Our mission is: “ To make sure that everyone who comes in here (and that includes you!) leaves feeling better than when they came in.” How would you help make this a reality?

Why would you be a good choice for this position?

I certify the information above is complete and accurate to the best of my knowledge. I authorize the individuals, companies and agencies concerned to provide this company and its agents with all information necessary to verify the statements I have made in this application and I release them from any liability for so doing. I understand I must receive satisfactory references from previous employers, co-workers and subordinates (if any) before an offer of employment can be made. I understand that incomplete or unsigned applications will not be considered and that false, incomplete or misleading statements are grounds for my immediate discharge. I understand that any offer of employment may be contingent upon my passing a prescribed physical examination, proving my identity and documenting my right to work. I understand these policies cannot be changed except in writing.

Signature _____ Print Name _____

Date _____