

2024 EMPLOYEE HANDBOOK



COLD DRINKS
LEMON DROP
SHOP

CHEESE CORN · CARAMEL CORN · LEMONADE · CARAMEL APPLES · POPCORN · CANDY APPLES



Welcome to the Team!



The logo for Jayvending company features a stylized figure in blue and orange jumping or running, with the text 'Jayvending' in a bold, sans-serif font and 'company' in a smaller font below it.



WELCOME

We are very excited to be welcoming you to the Jay Vending team! What began in 1987 in Maryland as a small cotton candy vending business, has grown to include what you will come to know as Jay Vending at Hershey. Within the park, we operate 6 guest-serving stand locations as well as a variety of carts, prep areas, and a team of vendors. Our operations also include stand and vending operations in both the Giant Center and Hersheypark Stadium.

We understand that there is a lot of information in our handbook. And while it is all important, please pay special attention to these important sections as you prepare for your first day of work.

1. Guidelines and policies
2. Food Safety

We cannot be successful without the hard work and dedication of our entire team!

We look forward to working with you!

Gary, Erin, David, Randy, Crystal, Brenna & Tyler

The Managers



GARY WAGNER



ERIN HEPLER



DAVID DAHARSH



RANDY BEEKLER



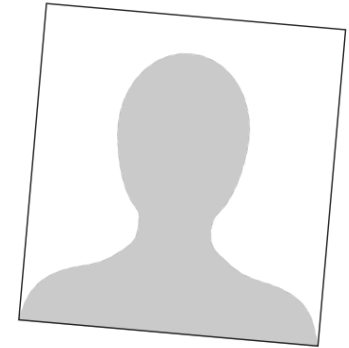
CRYSTAL TROXELL



BRENNA SEITZ



TYLER MASTERS



NOW FEATURING...YOU!

AND 200+ AWESOME TEAM MEMBERS



TABLE OF CONTENTS

Page		Page	
6	Chapter 1: Getting Started <ul style="list-style-type: none"> Find Us Online Contact Information Our Locations Make the most of your Experience About the Job - Concessions Cashier & Prep About the Job - Concessions Vendors Promoted Positions The park and more 	24	Chapter 4: Getting Paid <ul style="list-style-type: none"> Hours for Minors Payroll Deductions Paychecks Paystubs Resignation Termination
15	Chapter 2: General Information <ul style="list-style-type: none"> ID cards and name tags Temporary ID's Tax forms and personal information Work Permits Referrals Personal Property Re-usable Water Bottles Smoking Areas Security Lost and Found Telephones, Cell Phones & Electronics First Aid 	28	Chapter 5: Perks & Discounts <ul style="list-style-type: none"> Complimentary Tickets Food Policy Discounts
19	Chapter 3: Scheduling <ul style="list-style-type: none"> When I Work Setting Availability Rainy Day Policy Breaks Attendance Time off Drop Shifts Calling Off 	31	Chapter 6: Guest Service <ul style="list-style-type: none"> Service with a Smile Suggestive Service
		33	Chapter 7: The Point System <ul style="list-style-type: none"> Point Chart Standards of Conduct
		36	Chapter 8: Uniform & Grooming <ul style="list-style-type: none"> Uniforms New Uniforms Grooming & Appearance
		40	Chapter 9: Policies & Legal Stuff <ul style="list-style-type: none"> Social Media & Confidentiality No Harassment Substance Abuse Equal Opportunity Employer Workers Compensation Safe Food Handling Hand Washing & Sanitizing Product Display Tips First Day Checklist Signature Page

● **Take your notes here!**

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CHAPTER 1

GETTING STARTED



FIND US ONLINE

Check out our Website!

www.jayvendinghershey.com



Jay Vending Company, Hershey PA

- Have your friends apply.
- Check out fun photos.
- Check out the vendor leader board.
- Apply for promoted positions.
- Access to quick links.
- AND SO MUCH MORE....

Find Us & Follow Us...



Facebook

- Public Page: Jay Vending Company
- Private Employee Group "Jay Vending @ Hershey"



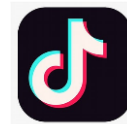
Instagram

- JayVending_Hershey



LinkedIn

- Jay Vending Company



TikTok

- @jayvendinghershey



Join our employee group for exclusive content and giveaways!



CONTACT US

Manager Contacts:

Gary Wagner	717-554-8513 Gary@Jayvending.com
Erin Hepler	717-679-2134 Erin@Jayvending.com
David Daharsh	401- 932-7794 David@Jayvending.com
Randy Beekler	717-514-9608 Randy@Jayvending.com
Crystal Troxell	717-856-1387 Crystal@Jayvending.com
Brenna Seitz	717-460-2995 Brenna@JayVending.com
Tyler Masters	717-517-2209 Tyler@JayVending.com



Who to Contact:

Calling off Work:

Call or Text Erin between the hours of 8:00 am -9:30 pm

Scheduling/Availability Questions:

Contact Gary

Reaching an employee who is at work:

The Lemon Drop Shop – 717-534-8935



OUR LOCATIONS

Stand Locations:

Chocolatetown Treats
The Lemon Drop Shop
The Pretzel House
Top Tier Treats
Kettle Corn – Main & Boardwalk

Carts & Trees:

Pretzel Wagon
Popcorn Wagon
Carrousel Cart
High Tree
Low Tree

Other:

Mobile Vendors
Sno Cone Prep area
Cotton Candy Prep Room
Arena Prep Area





MAKING THE MOST OUT OF YOUR EXPERIENCE



Ask Questions

Questions about your handbook or any of the employment materials you have been provided can be directed to a manager. We understand that questions may arise during your employment also.

Directing these questions to a manager will ensure that you receive the CORRECT answers to your questions.

Everyone Starts Somewhere!

ASK QUESTIONS!

We know you will be receiving a lot of information, but our main goal is for YOU to be successful here!

We value on the job training! If it is your first time in a new location, speak up! We want to make sure you learn the RIGHT way to do things!

All our employees go through on the job trainings, so there are a lot of coworkers who can provide assistance to you!

You are an important member of our team!

As an employee, you are an important part of the guest experience. Your enthusiasm, conduct, appearance, and professionalism will be an important part in keeping the guests returning and upholding our reputation as a company.

You are a valuable part of the 'Hersheypark Happy' experience!



Read your Handbook

Please read your handbook thoroughly. The purpose of it is to familiarize you with our policies, grooming standards, employee benefits and other important information. We want you to feel as comfortable as possible when you start working! It will also help to make your first day much smoother when you have this base of knowledge at the start of our onsite training.



ABOUT THE JOB

CONCESSIONS CASHIER & PREP

As a concessions cashier & prep employee, you will make and sell food at one of our various stands or cart locations, while providing consistent, friendly, and quality service to the guests.

You must be able to work a varied schedule. Team members work shifts that fall between 8:00 am and 12:00 am, 7 days a week (if age permits), **including some holidays.**

Job Tasks:

- Interact with guests by receiving orders, offering guest service and satisfaction.
- Operate register, process credit card payments
- Use Suggestive Selling
- Prepare portions of the order correctly and the highest quality standards.
- Maintain safety and sanitation requirements.
- Keep work area clean and stocked.
- Perform cleaning projects as directed.
- Proper operation and use of equipment.
- Work independently and/or as a cooperative team.





ABOUT THE JOB

CONCESSIONS VENDORS

Vendors will sell food from mobile carts as roaming sales, while providing consistent, friendly, and quality service to the guests.

You must be able to work a varied schedule. Team members work shifts that fall between 9:00 am and 12:00 am 7 days a week (if age permits), **including some holidays.**

Job Tasks:

- Interact with guests by receiving orders, offering guest service and satisfaction.
- Conduct transactions, calculate transaction total, and collect credit card payment.
- Use Suggestive Selling
- Provide the guest order with the highest quality standards.
- Maintain safety and sanitation requirements.
- Keep work area/cart clean and well stocked.
- Perform cleaning projects as directed.
- Proper operation and use of equipment.
- Work independently and as part of a cooperative team.
- Create new sales. Spark an impulse purchase.





PROMOTED POSITIONS

Promoted Positions:

Concessions Prep & Concessions Vendors:

The largest, most important part of our team! We cannot do what we do without our concessions team members! These employees are responsible for providing exceptional customer service to our guests whether it be at one of our stand locations or as a vendor out in the field.

Stand Manager:

This person is scheduled in one of our stand locations. They are responsible for that store opening and/or closing, daily operations, preparing for the day(s) ahead, cleanliness and training of new team members. Communicating stand and staffing needs with the Manager on Duty.

Runner:

This position requires experience with our operation to keep our trees, carts & stands properly stocked and operating at the highest standard possible. This is a very physically demanding position where speed and efficiency are very important.

Manager on Duty:

The manager on duty will oversee the entire operation as well as be in contact with all locations and team members when a need arises.

How Soon Can I Get Promoted???

There is no minimum amount of time you must work here before getting promoted. Likewise, number of years of employment does not guarantee promotion.

We are looking for talented team members who are leaders, can maintain our standards and teach others to do the same, all while displaying excellent customer service.

If you are interested in applying for a promotion, visit the website to learn more about the requirements and fill out a form for consideration. We do have a limited number of these positions available but filling out a form will let us know that you are interested in growing with our team!

In addition to having the opportunity to grow with Jay Vending Company in Hershey, there are sometimes opportunities for our team members to grow with Jay Vending at other accounts also.

www.jayvendinghershey.com



THE PARK AND MORE

As an employee of Jay Vending at Hershey, you will have the opportunity to work at not only the park, but also events in the Giant Center and Hersheypark Stadium.

1. The Hersheypark Stadium

We staff the summer concert series with a large presence of both prep and vendor staff.

Most concerts in the stadium require employees to be at least 16 years old due to event times and child labor laws.



2. The Giant Center

Home to the Hershey Bears hockey team, this venue hosts a wide variety of year-round events.

High School wrestling, cheerleading, big name concerts, hockey games, WWE wrestling and Disney on Ice to name a few.

Most events in the Giant Center require employees to be at least 16 years old due to event times and child labor laws.



GENERAL INFORMATION



PAPERWORK

ID cards & Name Tags:

Your I.D. card and name tag must be always visible during your shift. Once you have completed your online orientation and background clearance (when applicable), ID cards and nametags will be issued to returning employees from the Human Resource office located in the Service Center building (directly across from the Coaster Café). New team members will receive their ID card and name tag from a manager at the start of their first shift. Photos must be provided prior, as detailed in your online orientation.

Your ID card is property of Hershey Entertainment & Resorts and must be returned to us upon termination of employment. If your card is lost, a replacement card can be purchased from the Human Resources Office located in the Service Center building. Please be in uniform and present \$25 in cash to purchase a replacement. ID cards are required for:

- Free Employee Parking
- Admission as a guest pass to the park
- Employee discounts

Temporary ID cards:

Should you forget your card at home, you can stop at the Employee Check-In building (located in the service center parking lot and across from the cafeteria), to have a temporary card issued for the day.

Tax Forms & Personal Info:

We will maintain the following forms in your file throughout your employment. Please notify Erin if there is any change to your personal information, such as change of address, telephone number, marital status, number of withholding exemptions, etc. We must have your current address on file for mailing of W-2 forms in January of each year.

- W-4 Form
- I-9
- If you are under 18, a current work permit.
- If you are over 18, a completed background screening.

Work Permits:

If you are under the age of 18, you are required to have a work permit on file with us. Your school will issue you the form necessary to obtain the actual Work Permit from them. A copy must be on file with us BEFORE you may begin working.

Referrals:

JVC Employees have always been our main source for recruiting new employees.

Please share our awesome employment opportunities with your friends and family and have them use your name as a personal reference when applying!

www.jayvendinghershey.com



GENERAL INFO

Personal property:

Space available for personal items is very limited. Please refrain from bringing large items such as backpacks and large purses into work. Personal items should be stored in designated areas only.

All personal items that are brought onto Hersheypark property are subject to be searched. Please be prepared with bags open when entering the employee gates for a security check.

Re-usable Water Bottles:

The use of a re-usable water bottle is strongly encouraged! Please make sure to eat a healthy meal and bring water with you, to make sure you are well prepared for the hot summer sun. Water bottles and containers should be a cup with a lid and straw style to prevent the need to touch the drinking area with your hands. This can be a contamination concern. Being able to pick up a cup without unscrewing a lid where your mouth also touches is the best option.

Smoking areas:

Designated Smoking areas are located throughout the park for guests and in employee-only areas for staff. Smoking and vaping while on duty and within the park gates is prohibited! Smoking within designated employee smoking areas is permitted during breaks.

- ☐ **Call Security
(717) 534-8988**
- ☐ **If you are calling from a stand location:
Dial x 8988**



Security:

Hersheypark security officers can be found stationed at designated checkpoints as well as roaming. Utilize the security department when you feel it is necessary. Report anything that looks suspicious to you. "If You See Something, Say Something."

Contact your Manager if you feel uncomfortable about a guest or a transaction. We are here to help you!

Lost and Found:

Please direct all lost and found inquiries to the Guest Services location in the CVS family Health building located inside Employee Gate 7.

If you find a lost item, it must be turned into a park security guard or JVC Manager.



GENERAL INFO

Telephones:

Telephones located within stand locations are for internal JVC use only. A phone located at the Lemon Drop Shop can be used to call parents or guardians when necessary. You need to dial "9" for an outside line. This phone is available during all hours of operation.

The Lemon Drop Shop – (717)534-8935

Cell Phones/Electronics:

Cell phones are not to be used while at work.

Our recommendation is to have them OFF but switching them to silent is also acceptable.

Cell phones can only be used during a designated break period. They should not be visible while in stands. Exceptions for emergency may be granted by a Manager. Please be responsible if wearing a smart device and refrain from using features outside of a standard watch. Stand Managers may use a cell phone as it relates to their job task only.

Cell phones are not permitted on countertops or prep areas and surfaces.

First Aid:

First Aid Assistance is available in 2 locations:

1. CVS Family Health – inside gate 7
2. Seaquel Location – behind the wave pool

Should a guest require immediate assistance, employees may contact First Aid for on-location service at x3370. Guests should be directed to one of the three locations for all other first-aid needs.

Employees who are injured on the job should report immediately to a manager. Managers can coordinate care and transportation as necessary through First Aid.

Information regarding workers compensation can be found in Chapter 9.

First Aid x 3370

SCHEDULING



WHEN I WORK

Overview:

We staff a large number of employees throughout the summer months, but we are still a year-round business. The spring and fall months can be extremely busy in the park. During the months of January, February, and March (when the park is closed) we continue staffing evening events in the Giant Center. We encourage you to continue scheduling shifts throughout the calendar year as much as your schedules allow. Our employees should be able to commit to working days, evenings, AND weekends. A set, M-F 9-5 schedule does not exist here.... but the flexibility allows our staff to continue working around school and personal schedules.



Online Scheduling:

Download the app or visit the website.

www.whenwork.com

Join the workplace – Jay Vending Co – Hershey



WhenIWork.com

- Set your availability.
- Check your schedule.
- Drop or Swap Shifts
- Personalize Notifications



SETTING AVAILABILITY

Availability:

Thursday's are schedule days!

Availability is due by 8am

The schedule is created & posted for the upcoming week of Monday - Sunday.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	7	8	9 	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Employees need to set their availability by 8am on Thursdays. The schedule is created and posted that day.

Please keep in mind that our daily operations and deliveries can sometimes delay publishing, but that does not necessarily mean the schedule is not already created. Please refrain from changing availability after 8am.

Employees who do not have availability set will not be scheduled. There is no need to set "unavailable" days. We assume everyone is unavailable unless otherwise noted.

When setting your availability, be sure to select "prefer to work" You can set a time range or select "all day". Those under 18, should keep child labor laws in mind when setting availability or picking up open shifts (see chapter 4).

Please keep in mind that the employees with the most open availability, are more likely to be scheduled. We are filling shifts based on when you are available, but it must work for our operation too. We suggest looking at some past schedules to get an idea of shift times.

Unfilled shifts will be posted as 'Open Shifts' and are available to anyone. Open shifts requiring specific skills will be noted accordingly.



RAINY DAY POLICY

Rainy Day Policy:

Our operation is impacted greatly by the weather. Employees who need to be called off because of weather will be contacted by the Manager on Duty.

Please always dress appropriately for the forecast. Our staff members work a combination of inside and outside locations. Covering for call offs or breaks may put you in a location that you were not originally scheduled for, and we want everyone to be prepared!

Breaks:

All employees who are under the age of 18, are required to take a 30-minute break for all shifts that exceed 5 hours. Employees working a 5hour shift, do not need to take a break. Break times will be coordinated by the manager on duty.

Breaks for employees who are over 18 are optional and not regularly scheduled. If you wish to take a break during your scheduled shift, please speak with the manager on duty.

Attendance:

Each member of our team serves an important role! While some of the busy days can be unpredictable, we must schedule our staff carefully so that we can operate successfully and efficiently without being overstaffed or understaffed and compromise service or quality. Because of this, call offs can have a huge impact!

Please do your part to check your personal schedules before submitting your weekly availability to avoid conflicts. If you need to call off for illness or otherwise, please try to give adequate notice for shift replacements to be found.





TIME OFF/CALLING OFF

Time Off:

Employees are not required to request time off. We do ask that you notify a manager if you are planning to be away for an extended period. A traditional week-long vacation does not require notification. Please just be sure to adjust your availability accordingly.

Drop Shifts:

Employees can use the drop shift option to offer their scheduled shift to other team members. This is not a call off feature!

The shift remains your responsibility, and you are expected to report to work until another staff member picks up the shift.

Please keep in mind, that in some situations, a certain level of experience may be necessary for these requests.

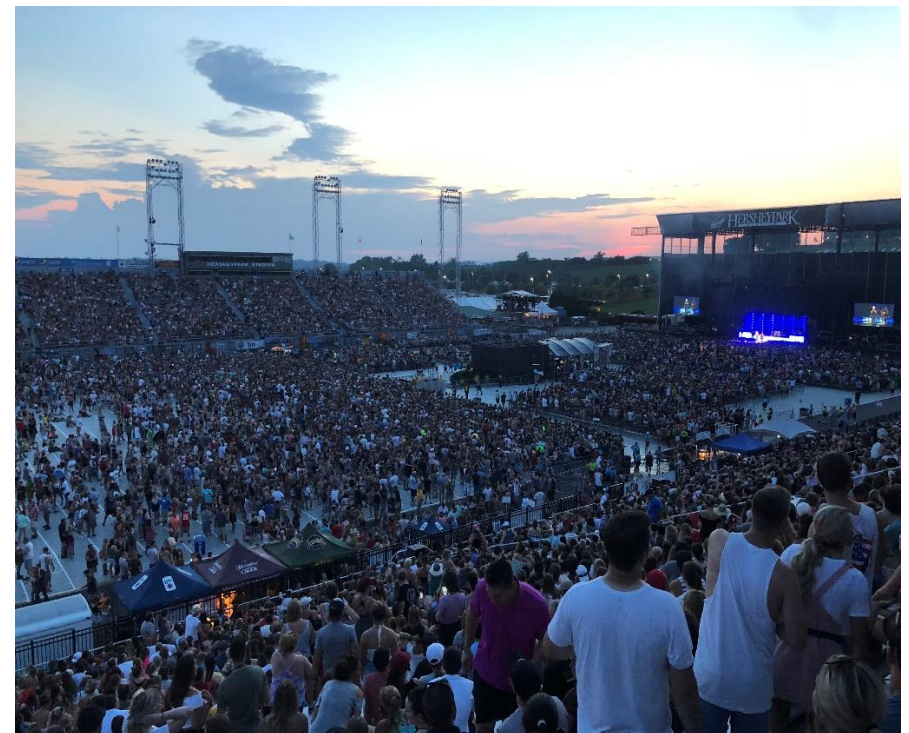
Because we do the schedule just 1 week in advance, we strongly encourage you to check your availability and not rely on the drop-shift request option to alter your schedule.

Employees are permitted to use this request 4x's per month (1 shift per schedule week). An overuse of this feature will result in 2 points per occurrence over the 4x's per month allowed.

Calling Off:

If you need to call off work for any reason, please contact Erin via phone call or text message.

There is not an option to call off through the app!



GETTING PAID



HOURS FOR MINORS

Hours for Minors:

If you are under the age of 18, the hours that you can work during the day and the number of hours per week are restricted. We will be following these guidelines with scheduling, but please be mindful of these restrictions when picking up open shifts.

If you have a question about working a shift, or possibly modifying the hours of an open shift, please contact Gary or Erin before picking up the shift.



Time of the Year	Your Age	Hours that you can work	Daily & Weekly totals that you can work
During the School Year	14-15	8am – 7pm	No more than 3 hours/day (mon-fri) & 18 hours/week
	16-17	8am - closing	No more than 8 hours/day & 28/week (mon-fri) + 8hrs (sat/sun)
Summer (when school is not in session)	14-15	8am – 9pm	No more than 8 hours/day & 40 hours/week
	16-17	8am - closing	No more than 10 hours/day & 44/week



PAYCHECKS

Payroll deductions:

W4 and I9 tax forms are available to print from the employee online orientation. Please contact Erin if you need these forms to be printed out for you.

Pay checks:

Pay roll will be processed through Direct Deposit only. Please be sure to set up a checking or savings account prior to your first day. Paper checks will not be issued. Direct Deposit Authorization forms are available in the documents section of your employee orientation.

Our work week is defined as Monday-Sunday. Pay periods are every 2 weeks. Pay periods and pay days can be found on the website. The last day of the 2 week pay period is a Sunday. Payroll is processed on Mondays and often available by Wednesday. Circumstances such as bank holidays and new deposit accounts may delay access to your deposited check until Thursday or Friday.

Pay stubs:

Pay stubs can be viewed and printed from the corporate site: www.myjayvending.com.

Log in information is the same information used to clock in and out from your shifts. This information will be assigned during your first scheduled shift. Access to the corporate site will be available the day after your first shift.





RESIGNATION

Resignation:

Should you need to resign from your position with Jay Vending Company for any reason, we ask that you provide a 2-week notice. While the 2-week notice is not a requirement, it is a professional courtesy that will keep you in good standing should you ever wish to reapply in the future.

Termination:

Should your employment be terminated for any reason, employee ID cards are the property of Hershey Entertainment and Resorts Company and must be returned upon termination.



EVEN IF YOU ARE NO LONGER AN EMPLOYEE (FOR ANY REASON), KEEP US INFORMED OF CHANGES TO YOUR MAILING ADDRESS FOR TAX FORMS THAT ARE SENT OUT IN JANUARY!

PERKS & DISCOUNTS



COMP TICKETS

Comp tickets:

Complimentary ticket distributions will be assigned to a specific 2 week pay period. Employees must work during the designated pay period to be eligible for tickets.

Tickets must be signed for by the employee and will be distributed only by managers at the Lemon Drop Shop during regularly scheduled hours.

Distribution dates for passes will be posted on the website when they become available for the season.

Complimentary tickets are for the use of family and friends and are not permitted to be sold.





DISCOUNTS & PERKS

As an employee your ID card is your ticket to receiving some great perks! Please follow these steps when using your ID card to access these perks.

1. Employees should be out of uniform.
2. When attending as a guest, employees must remain in guest areas. Employees should not be accessing the inside of stands, distracting, or loitering with on-duty employees.
3. Never give your pass to anyone else

↪ Free Admission to Hersheypark and Zoo America ↪



JVC Food Policy:

Employees of Jay Vending company are permitted to certain complimentary items that may be taken home at the end of a shift. If you are in the park as a guest for the day, these complimentary items may also be received by a manager or stand manager.

Items that are restricted from this complimentary policy, but are available to purchase at a discount include:

1. Hand-Rolled Pretzels
2. Nugget Cups & Buckets
3. Fruit Smoothies

Discounts:

As an Employee, you receive a 15% discount on Food and Beverage locations within Hersheypark.

Merchandise discounts of 20% on non-sale items at all park locations

Chocolate world discounts of 20% on non-sale items

GUEST SERVICE

Service with a Smile:

Guest Service is one of our top priorities. We want to provide an exceptional guest experience to keep our customers happy and coming back for more!

Suggestive Service:

Guests might not be aware of all the options available to them. There is A LOT to take in, and most do not want to spend time studying menus and signs.

Examples of Suggestive Service:

- When a guest orders a "Lemonade", you can say, "Is that a large?"
- If you see a guest with children sharing a bag of popcorn, you can offer them small cups to make their day just a little easier.
- "Is there anything else I can get for you today?"

Know the answer!

- Where is the nearest Cash to Card Machine?
- Where is the nearest Bathroom?
- Where is First Aid?
- What time does the park close?
- Which way to the waterpark?



Everyday....

1. Choose Your Attitude
Make today a great day! You are in control of your attitude.
2. Make their Day Happy!
Treat them the way you would like to be treated. Be Present
 - Be polite and approachable.
 - Make eye contact.
 - Use "please" and "Thank You"
3. Have Fun!
Have fun without jeopardizing excellent service.

THE POINT SYSTEM & CONDUCT



POINTS

Point Chart:

Employees who receive points for any of the things detailed on the chart will receive written documentation for each occurrence. Accumulating 12 points will result in a Termination Review by Management. Points can be cleared for call offs due to illness with a doctor's note. These can be provided to the manager on duty or photos texted to Erin.

No call/No Show	6 points
Conduct/Insubordination	6 points
Call off/lack of shift coverage	4 points
Use of electronic devices (including cell phones)	4 points
Late 20 min or more from start of shift	2 points
Late returning from breaks (10 min or more)	2 points
Improper Uniform	2 points
Off-duty employees in the park in uniform	2 points
Vendors standing in groups/socializing while on the clock	2 points
Use of Drop Shift request (more than the 4x's/month allowed)	2 points



CONDUCT

Standards of Conduct:

Each team member is expected to perform job duties and responsibilities in a manner that reflects the highest ethical and professional standards of performance.

- Failure to treat guests with respect and/or failure to comply with customer service policy.
- Abandoning assigned workstation. Walking off the job.
- Unauthorized use of company name or company property
- Using profane language or insulting behavior in the presence of guests or other team members
- Bringing firearms or weapons of any type onto property
- Insubordination, refusing to perform assigned job tasks or other disrespect to a supervisor or coworker.
- Willfully vandalize, damage, or graffiti any company property.
- Unauthorized or misuse of company property, tools, equipment, or the property of others
- Abuse of health and safety policies.
- Abuse of break periods
- Habitual tardiness or absenteeism
- Noncompliance with the drug and alcohol policy
- Any violation of municipal, state and federal laws, whether or not committed on company property.
- Immoral or indecent conduct
- Unauthorized use of cell phones or other devices including texting, talking, taking photos or any other unauthorized use during work.
- Not abiding by the company food policy
- Failure to comply with company uniform and grooming standards.
- The unauthorized acquisition of food, merchandise, cash, ID card or any other company property (stealing).
- Use of electronic sites (social networking/media), to engage in defamation, discrimination, harassment, or actions involving other team members, Jay Vending company, or Hersheypark.

UNIFORMS, GROOMING & APPEARANCE



UNIFORMS

Why It Is Important

Our uniform and grooming policy was developed to maintain a friendly and inviting atmosphere. Your appearance is not only a reflection of you, but of the entire Jay Vending Team.

Violations of the uniform policy will result in verbal warnings, written point documentation up to and including termination.

- There are rules that are mandated by law to be physically CLEAN when working in Foodservice.
- Be aware that guests and coworkers may be sensitive to fragrance and perfumes – use minimally.
- Arrive to work in a clean, proper uniform before entering the park gates.
- Signature apparel, other than that of Jay Vending company or Hersheypark is prohibited.

Top Half:

- A uniform t-shirt will be issued to all new team members on their first day of work.
- A Jay Vending logo hat will also be issued to each employee.
- Long sleeve shirts (in a solid color) may be worn under the uniform shirt.
- Jay Vending, Hersheypark or solid color sweatshirts may be worn.
- Hats must be Jay Vending, Hersheypark or of a solid color and logo-free.
- Hats must be of a visor or Baseball-style with beanies acceptable in winter weather only.
- Headphones, ear buds and other similar devices cannot be worn inside the park gates.
- Your company issued ID card must be worn in a visible location such as a lanyard or ID belt clip. Belt clips are available at the Lemon Drop Shop.
- Name tags must be worn on the outside layer of clothing on the upper left chest.

Bottom Half:

- You must wear clean: khaki (tan), navy or black pants or shorts.
- You CANNOT wear Denim (this includes dark blue)
- In keeping with our professional image, you CANNOT wear pants or shorts that are oversized or baggy, torn or frayed. Leggings, sweatpant materials and cargo pockets are also not permitted.
- Shorts should be of a longer style and have a minimum 5-inch inseam.
- Shoes must be a closed toe style athletic/tennis shoe for comfort and safety. Non-skid food service shoes are strongly recommended. No flip flops, sandals, flats, or boots can be worn.
- Socks must be worn with sneakers.



NEW UNIFORMS



New Uniforms for 2024!

- Employees will be issued a new uniform t-shirt and Jay Vending Hat for 2024
- Additional hats can be purchased through payroll deductions for \$7.
- Additional shirts can be purchased through payroll deductions for \$8.
- Shirts that become worn out or torn will be eligible for exchange.

- Because stand assignments can be unpredictable due to call offs, weather, break coverage, etc. it is important to always have your hat! Hats are a required food safety measure.

- Hairnets will be available for staff when a hat is forgotten and they do not wish to purchase a replacement.



Hair

Team members should have their hair pulled back and away from their face. Prep staff must wear a hat or hair net. Long hanging ponytails should be wrapped up in a bun-type style. Long bangs that hang below the eyebrow should also be tied back or tucked under hats.

Beards & Facial Hair

Beards and facial hair are permitted but must be well groomed and of a conservative style. A couple days of not shaving is not acceptable facial hair.

Jewelry & Piercings

Jewelry must be limited.

- Earring should not be larger than a quarter.
- No bracelets or dangling jewelry
- Rings should be limited to 1 band per hand.
- Necklaces should be limited to 1 and tucked under your uniform shift.
- No facial piercing or spacers in the ears

Fingernails

- False nails are not permitted.
- Employees with nail polish, must wear gloves.
- Nails should be kept clean and short.

Tattoos

Visible tattoos should be non-offensive in nature. Tattoos that may be viewed as offensive in nature must be covered.



POLICIES & LEGAL STUFF



SOCIAL MEDIA & CONFIDENTIALITY

This policy is in reference to social networking of any kind. Examples include, Twitter, Facebook, Instagram, Snapchat, TikTok, or any other service with user-generated content.

Social Media/Discussion Groups/Blogging

Be Respectful of Jay Vending Company, Hersheypark, Owners, Managers, Co-workers, Customers, and Competitors!

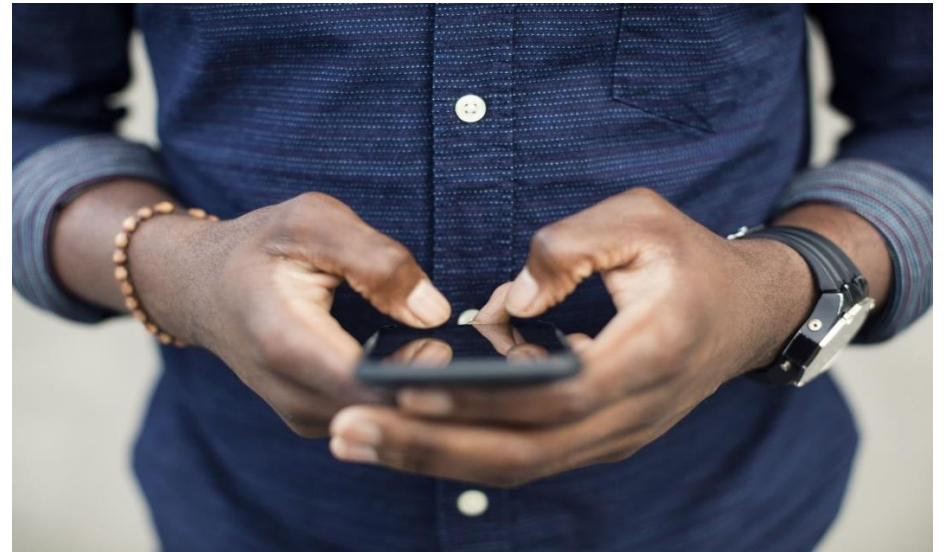
- ❖ An Employee's social media use may only take place during off-duty, personal time and with the use of their own facilities.
- ❖ Employees may not participate in any posting that may tarnish or harm the image, reputation, or goodwill of Jay Vending Company, Hersheypark or its employees.
- ❖ Employees are prohibited from posting any discriminatory, disparaging, defamatory, harassing, or knowingly false comments.
- ❖ Employees are prohibited from posting company information, including the use of logos without prior written consent.

Confidentiality

As a team member, you will encounter confidential information throughout your employment. This information can include recipes, attendance figures, financial information and event details that are not public information.

Discipline

The violation of these policies can result in disciplinary action resulting in points and/or the immediate termination of employment.





LEGAL STUFF

No harassment

Jay Vending Company & Hersheypark have a NO Tolerance policy for sexual harassment in the workplace. All employees have the right to feel comfortable at their place of employment. Employees who feel harassed or have witnessed harassment in the workplace should report the behaviors to a manager or Jay Vending Human Resources at HR@Jayvending.com if they feel the need to make an anonymous report.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical harassment of a sexual nature in the workplace. Harassment can also be negative comments directed at a group or individual.

Substance Abuse

All team members are subject to random drug and alcohol screenings. Any personal belongings which have been brought onto property are subject to inspection. The refusal of consent to search or inspect these items shall be considered grounds for disciplinary action or termination.

Equal Opportunity Employer

Jay Vending Company does not discriminate against any applicant or employee based on race, color, sex, sexual orientation, age (except as defined by applicable labor laws), national origin, ancestry, religion, or veteran status. In compliance with the Americans with Disabilities Act, Jay Vending Company offers reasonable accommodation in the employment process and does not discriminate because of physical disability provided the applicant meet all other requirements for employment.

Workers Compensation

If you are injured on the job, report it immediately to your Manager, regardless of how minor you feel the injury is. Your manager will complete a worker's compensation form to cover the cost of any medical expenses associated with the work-related injury.

Should you visit the on-site first aid location for any reason during your shift, you must also notify your manager. Should they recommend an action be taken regarding your return to work, please provide documentation to your manager as well.



SAFE FOOD HANDLING

➔ **If you find an item that appears out of date or was not properly stored, DO NOT SELL IT, and contact a manager immediately. They will be able to answer your questions and determine if the product is safe.**

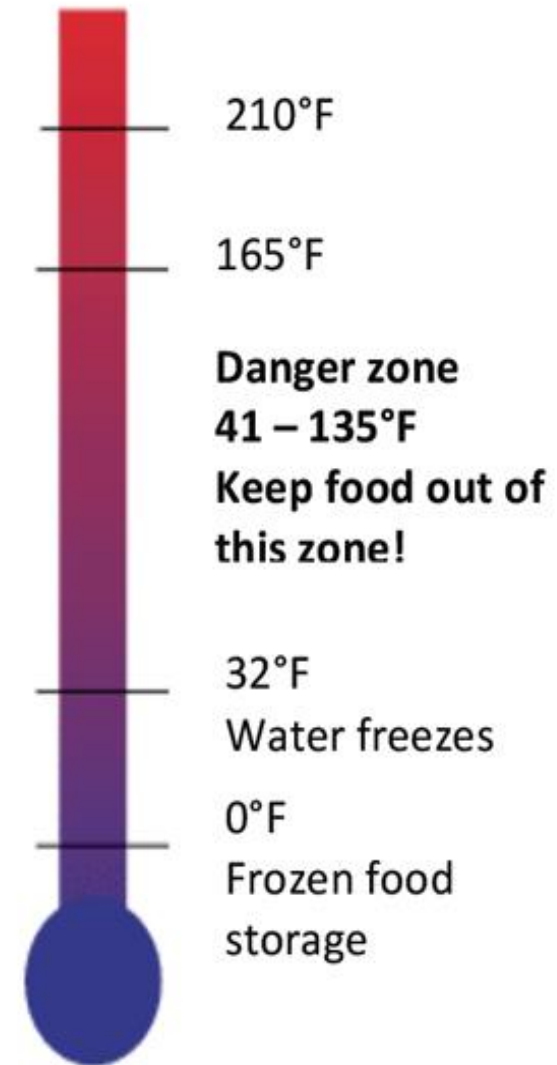
Keep Your Work Area Clean

- Know where to find and how to use appropriate cleaners.
- Always keep a clean towel available for quick cleanups. Rinse out with hot water when needed.
- Wipe up spills immediately.
- Use a clean towel and cleaner to clean sticky counters and spills.
- Mops, brooms, and floor squeegees should be returned to their designated storage area when not in use.
- Keep counters and vendor carts free of straw papers and other trash.

Temperature

While we do not deal with many items that are temperature sensitive, there are a few and it is important to know what is safe!

- Thoroughly cook food to appropriate temperatures.
- Monitor hold times of hot foods.
- Rotate food & Stock – FIFO (First In, First Out)
- Monitor Refrigerator and Freezer Thermometers for proper storage temperatures.
- Keep food out of the “danger zone – this is where bacteria can readily grow between 41-140 degrees Fahrenheit.
- Keep HOT food above 135 degrees.
- Keep COLD food below 41 degrees.





HAND WASHING & SANITIZING

Handwashing:

Proper Handwashing & Sanitizing is very important!

Know when to wash your hands & the proper way to do it!

When to Wash:

- At that start of your shift & when returning from break or bathroom
- Before working with food & when switching tasks
- Between glove changes
- After coughing or sneezing
- After eating or drinking
- After touching any area of the body (face, hair, mouth, ears, nose)
- At least 1x/hour

Proper Handwashing:

- Use HOT water & soap
- Scrub between fingers and the backs of your hands
- Scrub for a minimum of 30 seconds
- Dry with a single-use towel
- Use the towel to turn off the faucet

Products should be issued to guests by the employee. Guests should not be touching products available for sale to reduce the risk of contamination.

Sanitizing:

- Cashiers should sanitize between each cash transaction.
- Vendors should sanitize between each transaction.
- Sanitize guest touch points every 30 minutes.
- Sanitize high contact surfaces (doors, handcarts) every 2 hours.



Product Display:

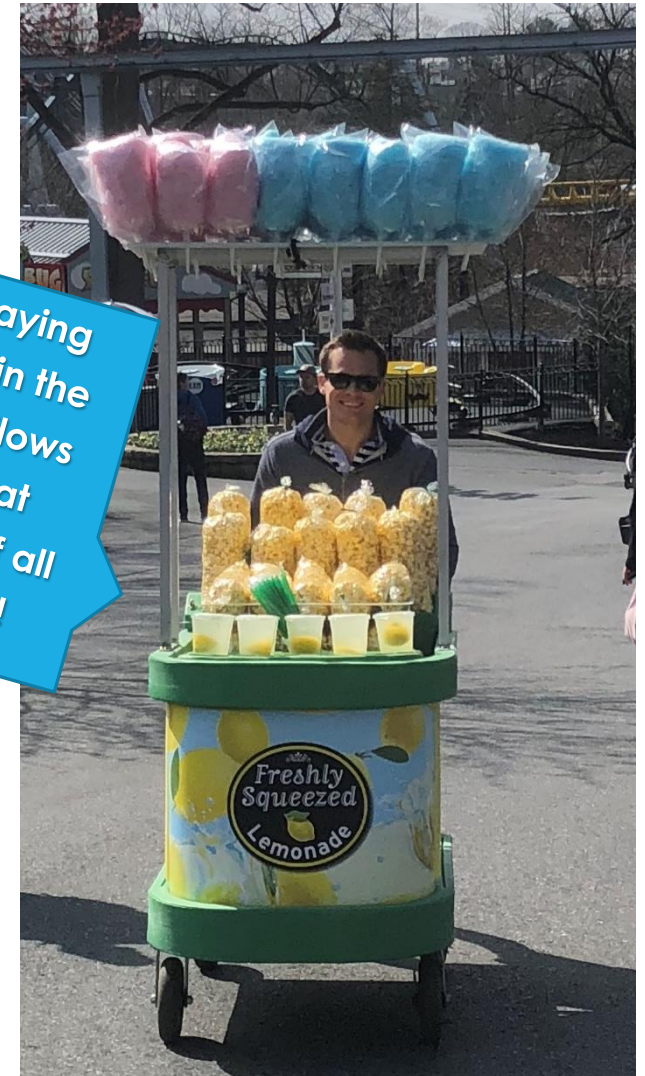
The way we present our products is important! Simple things like keeping your work area free from trash and spills can make the guest experience more enjoyable. It also makes our stands and carts more approachable.

It is important to take time EVERY day to:

- Clean windows and counters before opening.
- Make sure stands are free of trash, spiderwebs or other debris.
- Keep napkin and straw dispensers filled.
- Stock products neatly and rotate for freshness.
- Remove melted cotton candy from trees/carts.
- Maintain a clean stand/cart/workspace throughout the day.



Displaying drinks in the front, allows for great visibility of all products!





Tips:

Our employees work hard, and it is often recognized by guests in the form of tips! We do allow our staff to keep the tips that they receive, however we ask that you do it in a specific way.

- Tip cups of any kind are not permitted!
- Vendors with handheld devices have the opportunity to allow guests the option to add a tip with payment.

We ask that you keep tips separate until you are at the stand in the presence of a manager or stand manager. Placing tips directly into your pockets when they are received could be viewed as theft from a distance. Wait until you are with a manager to safely take your tip.

- Vendor staff receive 96.5% of their tips processed through payroll.



NOW YOU ARE READY!

Checklist:

- Complete your online employee orientation.
- Read your employee handbook & sign the last page (can be submitted online or through canvas).
- Paperwork & Tax forms are completed for your first day.
- Submit your availability for scheduling your first day of work!
 - Bring a water bottle.
 - Wear sneakers & proper uniform (we have your shirt, employee ID & name tag!)
 - Meet a manager at the Coaster Café at the start of your first shift!

If you have any questions about these steps, contact Erin



SIGNATURE PAGE

Jay Vending Company

Employee Handbook

2024

This is to certify that I have received a digital copy of the Jay Vending Company Employee Handbook. I agree to read and comply with all of the rules and policies set forth in the Jay Vending Handbook. I understand that the refusal to do so and/or the accumulation of 12 points can lead to the immediate termination of my employment at the discretion of Jay Vending Company Management.

Your Name (Print): _____

Signature: _____

Date: _____