

SHAKEY'S PIZZA

# Manager Policy Playbook

El Monte, CA • Effective January 1, 2026

FOR MANAGER USE ONLY

Based on the Montel, Inc. Employee Handbook  
& 2026 Revised and New Policies

**How to use this playbook:** Situation-based quick reference organized by what's happening on the floor, not by policy name. Starred items (★) flag 2026 policy changes. Keep this at the manager station.

## SECTION 1 — ALCOHOL BEVERAGE SERVICE (ABC)

★ **2026 UPDATE:** The Alcohol Beverage Service Policy is a 2026 addition. ALL staff who serve alcohol must complete the RBS (Responsible Beverage Service) certified training.

### ABC Laws — What Every Manager Must Know

<b>Age to sell:</b>	Employee must be at least 21 years old to sell/serve alcohol.
<b>Card who?</b>	Anyone who appears under 35 years of age — no exceptions, no gut feelings.
<b>Never serve:</b>	Minors (under 21) OR visibly intoxicated guests — even with a ride home.
<b>Free alcohol:</b>	NEVER give free or discounted alcohol to any guest.
<b>3-drink rule:</b>	Notify management when a guest has consumed 3 alcoholic beverages.
<b>No to-go:</b>	Alcoholic beverages may NOT leave the premises.
<b>Empty tables:</b>	Dispose of any alcohol left in glasses/pitchers on empty tables.

### Carding Checklist — Valid ID Must Have ALL 6

- Issued by a U.S. government agency (federal, state, county, or city)
- Name of the person
- Date of birth — use the restaurant age verification tool, do NOT calculate in your head
- Photograph — verify it matches the person (gender, nose, chin, eyes)
- Physical description — height, weight, hair, eye color matches person
- Currently valid — NOT expired

Acceptable IDs: CA Real ID/DL/ID Card • Out-of-state DL/ID • U.S. Military ID • U.S. & foreign Passports

### Intoxication Signs — Notify Management Immediately

- Slurred or thick-tongued speech
- Glassy, bloodshot eyes or inability to focus
- Strong smell of alcohol on breath
- Flushed, red, or pale facial skin
- Loss of motor skills: stumbling, spilling
- Abusive language, speaking loudly, laughing or crying inappropriately
- Overly friendly/aggressive/argumentative behavior
- Unable to respond coherently
- Blank or staring facial expression

- Annoying or harassing other guests

Note: Guests with disabilities may show some signs. Be sensitive and professional. Always engage management.

### Refusal Protocol — Step by Step

<b>Step 1:</b>	Stop serving alcohol. Notify other staff and management.
<b>Step 2:</b>	Be assertive but discreet. Do NOT say "you're drunk." Keep guest feeling welcome.
<b>Step 3:</b>	If guest orders more, acknowledge order — but notify management, do not serve.
<b>Step 4:</b>	Suggest food or a non-alcoholic beverage.
<b>Step 5:</b>	Management informs guest that service is stopped.
<b>Step 6:</b>	Strongly encourage guest not to drive. Suggest Uber/Lyft/Taxi/friend.
<b>Step 7:</b>	If guest insists on driving, management may call law enforcement with vehicle description and plate number.

■ **PERSONAL LIABILITY: ABC violations can result in individual criminal or civil action against the employee — separate from company fines. Violations may result in termination.**

## SECTION 2 — ATTENDANCE & PUNCTUALITY

★ 2026 UPDATE: Attendance and Punctuality Policy revised for 2026 with specific thresholds defined below.

### Thresholds — What Counts as Excessive

<b>Absences:</b>	5 non-consecutive absences in any 90-day period = excessive.
<b>Late/Early out:</b>	5 occurrences of late arrivals OR leaving early in 90 days = excessive.
<b>No Call/No Show:</b>	Failure to notify management = counted as an absence occurrence.
<b>Job abandonment:</b>	3 consecutive workdays no-show with no notification = voluntary termination.

### Call-Out Requirements

<b>Notice required:</b>	At least 3 hours before scheduled start time. Night before for AM opening shifts.
<b>How to call out:</b>	Employee must call the restaurant and speak to management — not just text.
<b>Reason required?</b>	Yes — reason and expected duration must be given.
<b>If unforeseen:</b>	Notify management as soon as practically possible.
<b>Declined RTO:</b>	If time-off request was denied, employee is expected to show up as scheduled.

■ **PROTECTED ABSENCES DO NOT COUNT:** California Paid Sick Leave (CAL-PSL) absences, jury duty, victim's rights leave, and absences protected by local/state/federal law do NOT count toward attendance thresholds. Never discipline an employee for a protected absence.

### Cell Phones During Shifts

<b>General staff:</b>	Personal devices on silent during work time. No texting, calls, gaming, or posting.
<b>Management:</b>	May use personal devices during work hours to monitor operational systems.
<b>Break time:</b>	Employees may use devices during meal and rest breaks.
<b>Emergency:</b>	Notify MOD first, then employee may access device for safety/emergency purposes.
<b>Emergency def.:</b>	Disaster, extreme peril, or evacuation order (natural disaster or criminal act).

## SECTION 3 — WORK SCHEDULING

Schedule posting, availability deadlines, swap approvals, and California labor rules that affect every scheduling decision a manager makes.

### Schedule Publishing & Availability

<b>Schedule platform:</b>	All scheduling managed through 7Shifts (web or mobile app). Employees must use 7Shifts for all availability and time-off requests — verbal requests are not accepted.
<b>Schedule posted:</b>	Published at least 7 days before the start of the schedule period.
<b>Availability changes:</b>	Must be submitted in 7Shifts no later than 10 days before the start of the schedule period. Changes after this deadline may not be reflected until the following period.
<b>Time-off requests:</b>	Must be submitted in 7Shifts no later than 10 days before the start of the schedule period. Requests inside this window will not be guaranteed consideration.
<b>Acknowledgment window:</b>	Once published, employees have 24 hours to flag conflicts in 7Shifts. No response = acceptance of the schedule as posted.

### Shift Swaps

<b>Approval required:</b>	All swaps must be approved by the GM or a manager designated by the GM.
<b>Not valid until:</b>	A swap is NOT valid until confirmed in 7Shifts by a manager. The originally scheduled employee remains responsible until confirmed.
<b>Role eligibility:</b>	Both employees must be qualified for the role being swapped. A server cannot cover a bar shift or cook position unless trained and approved for that role.
<b>Blackout periods:</b>	Management may designate high-volume periods (holidays, special events) as blackout dates where time-off requests are restricted or require GM-level approval. Communicated via 7Shifts announcement as early as practicable.

## California Overtime Rules

■ **CALIFORNIA DAILY OVERTIME IS DIFFERENT FROM FEDERAL: CA overtime is calculated per day, not just per week. Account for this when building schedules and before asking anyone to stay late.**

Threshold	Pay Rate
Over 8 hrs in a workday	1.5x (time and a half) for all hours beyond 8
Over 12 hrs in a workday	2x (double time) for all hours beyond 12
Over 40 hrs in a workweek	1.5x for all hours beyond 40
7th consecutive day — first 8 hrs	1.5x

7th consecutive day — beyond 8 hrs	2x (double time)
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### Overtime Management Rules

<b>Pre-authorization:</b>	All overtime must be pre-approved by the GM before hours are worked. Unauthorized OT may result in discipline — but the hours must still be paid regardless.
<b>Building schedules:</b>	Do not schedule anyone past 8 hours in a day or into a 7th consecutive workday without GM sign-off.
<b>Meal &amp; rest breaks:</b>	30-min unpaid meal break required for shifts over 5 hours; second meal break required over 10 hours. Paid 10-min rest break every 4 hours. Missed breaks = 1-hour premium pay penalty per occurrence.

## California Reporting Time Pay

**■ YOU CANNOT SEND SOMEONE HOME WITHOUT PAYING THEM: If an employee reports to work as scheduled and is sent home early or told they're not needed, California law requires minimum pay regardless of hours worked. This applies even when business is slow.**

### Reporting Time Pay Rules

<b>Sent home early:</b>	Pay for half the scheduled shift, minimum 2 hours, maximum 4 hours — at regular rate of pay.
<b>Called back same day:</b>	Minimum 2 additional hours pay, even if the second shift is shorter.
<b>Exceptions (no RTP):</b>	Natural disaster/Act of God; public utility failure (gas, electric, water); or work unavailable due to circumstances beyond company control.
<b>Manager takeaway:</b>	Before cutting anyone early or canceling a shift last-minute, confirm with GM. Weigh reporting time pay cost against projected labor savings first.

## Minor Employee Scheduling (Under 18)

**■ IF YOU EMPLOY ANY TEAM MEMBER UNDER 18: California child labor laws set strict limits on hours and times minors may work. Violations carry significant fines. Verify age at hire and flag all minors in 7Shifts.**

Age / School Status	Hour Limits
16-17 • School days	Max 4 hrs/day on school days • Max 8 hrs on non-school days • Max 48 hrs/week when school is not in session
16-17 • Non-school week	Max 8 hrs/day • Max 48 hrs/week
14-15 • School days	Max 3 hrs/day on school days • Max 8 hrs on non-school days • Max 18 hrs/week while school is in session

14-15 • Non-school week	Max 8 hrs/day • Max 40 hrs/week
All minors — time of day	May not work before 7:00 AM or after 10:00 PM on nights before school days (12:30 AM on non-school nights with parental permission)
Work permit (all minors)	Valid California Work Permit (CDE Form B1-1) required on file before first shift. Renewed each school year.

## SECTION 4 — LEAVE TYPES (Manager Decision Guide)

★ 2026 UPDATE: CAL-PSL cap and accrual details updated for 2026. Review limits below carefully.

### California Paid Sick Leave (CAL-PSL) — Key Numbers

<b>Eligible after:</b>	30 days of work within a year — but cannot USE until 90-day mark.
<b>Annual usage cap:</b>	Up to 40 hours (5 days) per year of employment.
<b>Accrual rate:</b>	0.01924 hours accrued for every hour worked (starts day 1).
<b>Carry-over cap:</b>	Max 80 hours (10 days) — no new accrual once cap is reached.
<b>Counts vs. attendance?</b>	NO — CAL-PSL is protected. Never counts as an attendance violation.
<b>Payout at term?</b>	NO — unused CAL-PSL is forfeited at separation. (Reinstated if rehired within 1 year.)
<b>CAL-PSL can cover:</b>	Own illness, covered family illness, jury duty, witness appearance, victim's rights leave.

Covered family members: spouse, registered domestic partner, child (bio/foster/adopted/step/ward), parent (bio/foster/adoptive/step/guardian), grandparent, grandchild, sibling, OR one designated person per 12-month period.

### Jury Duty & Witness Leave

<b>Paid or unpaid?</b>	Unpaid — UNLESS employee chooses to use CAL-PSL.
<b>Exempt employees:</b>	Receive full salary for any week they do jury duty (as long as they work any portion).
<b>Notice:</b>	Notify GM as soon as summons/subpoena received. Provide court verification if requested.
<b>Return to work:</b>	Expected back for remaining shift hours on days of jury service.

### Victim's Rights & Criminal Proceedings Leave

<b>Who qualifies?</b>	Employee or family member of a victim of certain serious crimes.
<b>Purpose:</b>	Attending judicial proceedings or proceedings involving victim's rights.
<b>Paid or unpaid?</b>	Unpaid — employee may elect to use available CAL-PSL.
<b>Notice:</b>	Reasonable advance notice required. Documentation may be required.
<b>If no advance notice:</b>	Employee must provide appropriate documentation within a reasonable time.

## SECTION 5 — RECORDS REQUESTS & HR ADMINISTRATION

### Employee Records — Manager Response Timelines

<b>Personnel records:</b>	30 calendar days from written request (max 35 days by mutual agreement).
<b>Payroll records:</b>	21 calendar days from request (oral or written).
<b>Signed documents:</b>	Any document employee signed "related to obtaining or holding employment" — provide upon written request.
<b>Who can request?</b>	Employee or a designated representative (must have written authorization from employee).
<b>Location:</b>	At restaurant or mutually agreeable location — no loss of pay for employee to inspect.
<b>Copy cost?</b>	Employee charged actual cost of copying.
<b>Law enforcement?</b>	Company will cooperate with authorized law enforcement/agency requests.

### Wages & Payroll

<b>Pay schedule:</b>	Every 14 days — alternate Wednesdays for the prior two-week period.
<b>Holiday paydays:</b>	If payday falls on a bank holiday, employees paid Thursday.
<b>Paycheck pickup:</b>	Only the employee may pick up their check (written authorization required for proxy).
<b>Direct deposit:</b>	May take 2 pay periods to become effective. Monitor first 2 periods.
<b>Errors:</b>	Report immediately to GM — GM coordinates with Payroll for correction.

### Fraternalization Policy — NEW 2026

<b>Management rule:</b>	Managers are PROHIBITED from romantic/personal relationships with any subordinate or other manager.
<b>All employees:</b>	Romantic relationships that create conflict of interest, disruption, or morale concerns are prohibited.
<b>If relationship exists:</b>	Management must eliminate or mitigate any conflict of interest.
<b>At work conduct:</b>	No PDA, no disrupting partner at their station, no inappropriate comments/texts.

## SECTION 6 — SEPARATION & FINAL PAY

★ 2026 UPDATE: Final Pay policy updated for 2026. Review timing rules — violations carry legal penalties.

### Final Pay Timing Rules

<b>Resigned — 72+ hr notice:</b>	Final pay on last day of work.
<b>Resigned — less than 72 hrs:</b>	Final pay within 72 hours of resignation.
<b>Involuntary termination:</b>	Final pay on last day of work — no exceptions.
<b>Company property:</b>	Keys, badges, tools, equipment returned at time final pay is provided.
<b>Unused CAL-PSL:</b>	NOT paid out at separation — forfeited.
<b>Rehired within 1 year:</b>	Lost CAL-PSL balance is reinstated and available for use.

### Termination Checklist

- Calculate correct final pay amount (include all accrued wages, any final hours)
- Confirm resignation notice was or was not 72+ hours to set correct pay timing
- Prepare final pay — coordinate with payroll immediately
- Collect all company property (keys, badges, uniform items, tools)
- Note: Unused CAL-PSL is NOT paid out at separation
- If employee rehired within 1 year — reinstate their lost CAL-PSL balance
- Document everything in personnel file

■ **FINAL PAY IS LEGALLY MANDATED TIMING** — late final pay carries penalties under California Labor Code. Contact ownership immediately if there is any question about timing.

## SECTION 7 — 2026 POLICY CHANGES AT A GLANCE

Policy	What Changed
<b>Alcohol Beverage Service Policy</b>	NEW for 2026. Full ABC compliance section added. RBS training now required for all staff who serve alcohol. Manager personal liability for ABC violations explicitly stated.
<b>Attendance &amp; Punctuality</b>	REVISED. Specific thresholds now defined: 5 absences in 90 days = excessive; 5 late/early departures in 90 days = excessive. 3-hour call-out notice requirement clarified.
<b>California Paid Sick Leave (CAL-PSL)</b>	REVISED. Carry-over cap is 80 hours/10 days. Annual usage cap is 40 hours/5 days. CAL-PSL now explicitly covers jury duty and victim's rights leave. Designated person limit: 1 per 12-month period.

<b>Final Pay</b>	REVISED. Timing rules clarified: 72-hour threshold governs whether pay is due on last day or within 72 hours.
<b>Open-Door Policy</b>	UPDATED. Confidential employee hotline email added: team.hotline@shakeyselmonte.com (monitored by ownership only).
<b>Cell Phones / Listening Devices</b>	NEW policy. Clear rules on personal device use during work time, break time, and emergency conditions. Management may use devices for operational monitoring.
<b>Fraternization Policy</b>	NEW policy. Prohibition on management-to-subordinate romantic relationships. All employees prohibited from relationships that create conflicts of interest.
<b>Personnel Records</b>	UPDATED. Specific timelines now stated: 30 days for personnel records, 21 days for payroll records.

For the complete Employee Handbook, contact John Mc Nulty or Elba. Employees may request a copy of the full 2026 handbook at any time.