



EMPLOYEE HANDBOOK

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PEPE OSAKA'S FISHTACO AND TEQUILA BAR

WELCOME to our team. We have selected you to be part of the Pepe Osaka's team as a crucial component to make the dream of Pepe Osaka's a reality. We believe that your growth is our growth. We want to give you all the tools necessary for you to success. We hope you take pride in being part of this great restaurant, as we do.

Team work is essential to keep us thriving and growing. With hard work and commitment, let's take pride on being part of the Pepe's team. Let's strive to be the best restaurant in Winter Park (after all, we already have best margarita and best sushi). And to be the best, we need to have the best service – attentive, friendly and fast, the best food and drinks – consistent, fresh, on point.

We want to give our customers more than a great meal, but a whole amazing experience.

This Handbook will provide you with all the policies, programs, and benefits available to eligible employees. As well as the expectations we have for our employees. It will also answer a lot of questions, so we suggest that you familiarize yourself with the contents.

We welcome you, ones again to following your growth and achievements with us. We believe that employees help shape the success of Pepe Osaka's through your constrictive suggestions, involvement and care.

Thank you,

Fernan DeLeon and Nanda Usseglio

INTRODUCTION

This handbook is designed to familiarize you with how we do things at Pepe Osaka's and provide you with information about working conditions, employee benefits, and policies that affect your employment.

You will read, understand, and comply with all the provisions of the handbook. The handbook describes many of your responsibilities as an employee and outlines the programs we have developed to benefit our employees.

No employee handbook can anticipate every circumstance or questions about every one of our policies. Further, there may be situations where the need arises for us to revise, add or cancel policies. Therefore, Pepe Osaka's reserves the right to add new policies, and to change or cancel existing policies at any time. We have the right to make these changes unilaterally.

EMPLOYMENT AT WILL

I have entered my employment relationship with the restaurant voluntarily and acknowledge that there is no specified length of employment. Neither this handbook nor any other communication with a partner, manager, general manager or other employee of the restaurant creates any type of employment contract. Accordingly, either the restaurant or I may terminate the employment relationship at will at any time, with or without cause, as long as there is no violation of applicable federal or state law.

EQUAL EMPLOYMENT OPPORTUNITY

Pepe Osaka's is an equal opportunity employer and does not discriminate on the bases of sex, sexual orientation, marital status, age, race, color, religion, national origin, ancestry, or persons with disabilities, who can, with reasonable accommodation, perform the essential job functions.

It is the Company's policy to hire, promote, compensate, and apply all employment policies without regard to the bias of sex, sexual orientation, marital status, age, race, color, religion, national origin, ancestry, or disabilities, which shall be reasonably accommodated in it does not cause undue hardship on the company.

HARRASMENT

Pepe Osaka's has a Zero Tolerance Harassment Policy. We are a playful restaurant and we like to have fun and joke around, but when someone tells you that you are going too far, it is time to stop.

Always be mindful of the Guest's and Coworkers sensibility.

Harassment is ANY unwelcome conduct toward an individual based on his or her age, disability, marital status, national origin, race or color, religion, sex, sexual orientation or gender identity. Harassment is also ANY conduct that creates an intimidating, hostile or offensive work environment that causes work performance to suffer or negatively affects job opportunities.

Harassment is against the law in the United States and many other countries. Examples of harassment that may violate the law and will violate this policy include:

Oral or written communications that contains offensive name-calling, jokes, slurs, negative stereotyping, or threats. This includes comments or jokes that are distasteful or targeted at individuals or groups based on age, disability, marital status, national origin, race or color, religion, sex, sexual orientation or gender identity.

Nonverbal conduct, such as staring, leering and giving inappropriate gifts is also considered harassment.

Physical conduct, such as assault or unwanted touching is also Harassment

Harassment can also be Visual images, such as derogatory or offensive pictures, cartoons, drawings or gestures. Such prohibited images include those in hard copy or electronic form.

Violation of this policy will result in discipline, up to and including immediate termination, Employees who feel they are being discriminated against or harassed should notify their manager, or an owner immediately. Be assured that you can raise concerns and make reports without fear of reprisal

WORKERS' COMPENSATION INSURANCE

The restaurant provides a comprehensive worker's compensation insurance program to all our employees. The program covers injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment. This program provides benefits after a short waiting period or, in the event of hospitalization.

It is critical that you inform your manager immediately about any work-related injury or illness, regardless of how minor it might appear at the time, for proper investigation.

Workers' compensation is intended to cover only work-related injuries and illnesses. Because of this, neither the restaurant nor our insurance carrier will be liable for the payment of workers' compensation benefits for injuries that might occur during employees' voluntary participation in off-duty recreational, social, or athletic activities.

INSURANCE

Full time employees: Five shift a week and 35-40 hours a week, will be provide with health insurance through Reserve National a basic insurance.

After the culmination of the first year, the employee will be cover for 50% of their insurance.

After the culmination of the second year, the employee will be cover for 75% of their insurance.

After the culmination of the third year, the employee will be cover for 100% of their insurance up to \$200 per month.

RETIREMENT PLAN

Full time employees: five shifts a week and/or 35-40, that have been with the company for over a year, are eligible to a Simple IRA.

Simple IRA stands for Saving Incentive Match Plan for Employees and Individual Retirement Account.

Simple IRA allows eligible employees to contribute part of their pretax compensation to the plan. We, as employer will match the employee's contribution up to 3%.

TIME OFF

Please request your time off through Sling App as soon as possible. It is your responsibility to get your shifts cover, offer and approve through the Sling app. If you are a manager, your shift must be cover by another manager or approved by Nanda.

ATTENDANCE AND PUNCTUALITY

Punctuality is an important part of our business. If you are going to be late, let your Manager know.

If for any reason you can't show up for work, let us know at least 5 hours before your shift.

Tardiness/absences that will affect the flow of the night, will not be tolerated. A written warning will be issued. Three warnings will end in termination

WORKING UNDER THE INFLUENCE

Showing up for work intoxicated is unacceptable. You will be sent home immediately and a written warning will be issued.

PARKING

All employees must park behind the building.

THEFT

Theft of any kind is grounds for immediate termination. Theft includes the miss use of products or time.

CELLPHONES

If you need to use the cellphone, please do it in the kitchen or areas where the guest can't see you.

EMPLOYEE MEALS

We love taking care of you. Several restaurants in town do not offer employee food. There are some ground rules that need to be follow:

You get one shift meal (3 tacos at the most or an appetizers), one soda or juice, and one alcoholic drink.

Restrictions:

- No Sushi Rolls, lobster, softshell crab, or steak tataki.
- No top shelf tequila or mezcal sippers or cocktails.
- No red bull.
- No snacks.

Exceptions must be approved by a manager.

Please be mindful of how busy the kitchen is. Food must be ring before your shift or at the end of your shift. Always ask the kitchen if it is a good time to place your order.

Please order all your meal in one order. You are responsible to have your order in before 9pm. We have a very efficient kitchen, we recommend you order your employee meal by 8.30pm. That would help the kitchen clean and leave early.

We want to be kind to the kitchen staff, nights that we sell over \$5000, we might order some pizza or make a family meal.

The use of cellphones while eating it is prohibited.

Front of the house: Please take turns to eat. Communicate and work as a team. It is so much healthier to be mindful while eating. We recommend have someone looking over your costumers while you eat. Ideally, please order your meal before your shift.

ORDER'S MISTAKE

If there is a mistake, the person that made the mistake is responsible to have the mistake as an employee meal or find someone that wants to eat it as their employee meal. It needs to be ring in under the employee tab.

VOID TICKETS

All the voids slips must be put on the right side of the check-out book at the end of the day. Kitchen staff and FOH managers will ask you for the reason
All voids will be entered into our end of the night Log book.

BREAKS

For every 4 hours worked, you get a 15 minutes break. You can either use it as a smoke break or an eating break.

EMPLOYEE DISCOUNTS

If you come to eat with us on your day off, you will get 30% off on your meal. This discount is only for you, it is our way to Thank You!

TIPS

All tips for Bartenders, Kitchen and Crudo will be place in the respective envelope. These envelopes are in the Log Book.

GIFT CERTIFICATES

When you sell a gift certificate, it has to be added to the log with the amount, your name and the reason. Ring it in under your number and take the taxes out with the reason being "gift certificate".

When you get pay with a gift certificate, put it in the right side of your check out. If you get pay with a gift certificate but there is an amount left, write down on the certificate the amount left and sign it. Also keep the receipt, write the Gift Certificate number on it. Present at your check out

GUEST INTERACTION

It is the Front of the House as well as the Back of the House responsibility, as soon as you make eye contact with any guest, no matter what you have going on, **say hello** and tell the guest that someone will be right with them.

REMEMBER the GUEST comes first.

We want to welcome everybody at the door. "We don't want people to come in, eat and leave. **We want to create an entire dining experience.**

Always say Hello and say Goodbye to everybody. It is very important to acknowledge the guest as a person not just a patron.

TO GO ORDERS

Our priority is the people dining in the restaurant. Always ask the kitchen before you put a To Go order in. We can never do a To Go for more than 4 people or 15 tacos.

To Go orders are put under the number 4444. All tips go to the kitchen. Please, do a report at the end of the day.

RESERVATIONS

We don't take reservations. We are on the bases of first come first serve. Guests can call before heading to the restaurant to know what our seating situation is.

PHONE

When answering the restaurant's phone, always start with "Thank you for calling Pepe Osaka's, my name is..... How can I help you?"

Even though we don't take reservations, we want to be kind to our future costumers. Let them know that we have a lounge area, where they can have drinks and appetizers while waiting for their table. Also, tell them that we will sit them as promptly as we can.

INCOMPLETE PARTIES

We do not sit incomplete parties.

DISCOUNTS

NOTE: NO DISCOUNT CAN BE USE WITH ANOTHER DISCOUNT.

- **Happy Hour Discounts:** \$5 Margaritas, \$4 Beers, \$3 6oz Hot Sake, \$5 Sake Bombs, Guacamole and Chili Garlic edamame are half off. Winter Happy Hour: 4.00pm to 5.00pm. Saturday and Sunday: 3.00pm to 5.00pm
Summer Happy Hour: 5.00pm to 6.00pm. Saturday and Sunday: 4.00pm to 6.00pm.

- **Local Rewards:** When guests present you with an original itemized receipt, they get 10% off the subtotal of the old receipt. They can use as many receipts as they want. This receipt must be presented on the left side of your book at the end of the night. Please write on top of each receipt the discount given amount. Staple all your Local Rewards and write your name on the top one.

- **Local's Night:** Every Wednesday, we have local's night. Our locals have to mention Local's Night for us to give them this special:

When you order dinner, get your first margarita for \$1 and the rest for \$5. Guacamole and Chili Garlic Edamame are half off. The offer it is only when ordering dinner.

- **Taco Tuesday:** Sushi taco special

Get a spicy fish of the day for: \$3

Get the vegetarian taco for: \$2

- **Thursday Tacos:** The customer must give us the secret password: "I want the Jueves Tacos". It is a Date Night special, means get an order of tacos and the second order is half off. The discount applies to the cheapest set of tacos.

GRATUITY

Gratuity can be added for groups of 5 and more, we are sure your service is worth a 20% gratuity. Let the guest know verbally and mark it in their check.

IN ADDITION

Know the menu.

Never leave your assign station without letting your manager know.

We work as a team. We help each other and set each other up for success.

Don't forget to wash your hands constantly.

Servers, please bring at least \$50 on change.

We want to keep our restaurant clean and beautiful.

We want you to have fun and friendly but keep it clean and safe.

Standards are also very important to us, before you deliver food or drinks to your table, look at the product and ask yourself if it is a consistent product and consistent pour.

Personal appearance is very important. Always maintain a professional and clean appearance.

Before clocking out for the day, check with your Manager.

ALL ABOUT OUR FOOD

The kitchen works hard to make our costumers food as fast and delicious as possible. FOH please be aware of spacing your food.

APPETIZERS

Always send the appetizer first and put the rest of the food “on hold”, so you get your food at the necessary pace.

FOOD AT THE WINDOW

The food at the window is a priority! The beautiful food put on the window starts dying every second that passes. Please, run that food as soon as your name is call, or ask someone to run it for you.

Please do not stare at the cooks while waiting for your food.

ADD ON

If a table orders more tacos and they are finishing their meal, please ring it in as “add on” The kitchen will know to make those tacos as fast as possible.

HYBRID MENU

The Hybrid menu runs from Monday to Thursday from 5-9pm. Unless management tells you otherwise.

TACOS - How tacos should look:

All our tacos come with a side of rice, beans and a plantain that are seasoned with a Cuban style Mojo. Unless tacos are ordered “a la carte” (that means only the tacos)

The only difference between tacos is the protein, except for:

- Chicken tacos that come with everything plus teriyaki sauce.
- Pork Carnitas that come with everything plus spicy Chili Garlic sauce.

Tacos come with Yum-Yum sauce (a mix of spicy mayo and sweet soy), cabbage, a relish of cilantro and onions, spicy chili garlic pineapple.

Any ingredients can be taken off if needed.

A LA CARTE TACOS

Ringling a la carte tacos is the most common mistake. Please make sure you that you know how to do it.

Each taco rung in “a la carte” must be ring separately. Never add a quantity.

HOW TO RING IN TACOS

Tacos must be rung in starting with the most expensive one. We have created a pyramid to make it easier to remember showing the most expensive ones on top.

STEAK

AHI CEVICHE / MAHI / SALMON

SPICY TUNA / SHRIMP / CHICKEN

PORK / TILAPIA / VEGETARIAN TACOS

The lobster, spider and surf and turf tacos come in orders of two per plate.

VEGETARIAN TACOS

Our beans are vegetarian. We have 3 options for tacos.

- Avocado tacos: the same style as all the tacos. ¼ of avocado on each taco
- Plantain tacos: the same style as all the tacos. 2 plantains in each taco
- Spicy monkey tacos: beer batter plantains, the taco has rice and chopped jalapenos in it.

KIDS

We are a tequila bar. We don't have a kids menu or high chairs, but kids are welcome.

We recommend:

- Chicken tacos
- Pork tacos
- Shrimp tacos
- Tilapia Tacos

For kids, always ask if they are ok with a little spiciness and onions. If they don't want spicy, take out the pineapple and the spicy mayo.

The easy route is to ask for everything on the side, but come on! It is just going to go to waste. Only do the cabbage and sweet soy.

We can also do a side of rice and beans (\$3), ¼ avocado (\$1). If they just want the meat, it will be a plain taco a la carte with no tortilla (same price)

UP CHARGES AND ADDITIONS

Plantains are \$0.75 each

¼ avocado: \$1

Rice, beans or a combo: \$3.00

First Homemade chips and salsa is on the House. Second one we charge \$7.

Side Salsa, Spicy Mayo and Sweet soy: \$0.50 each

1 Tortilla is \$0.75

CALAMARI SALAD

Our calamari salad is made with steamed calamari, seaweed, mirin, rice vinegar, sesame seed oil and chipotle

EDAMAME CON CHILI Y LIMON

Our edamame comes with some lime juice and a very spicy chili-garlic sauce. Please ask your costumers if they want the sauce on or on the side.

SUSHI BURRITO

Sushi Burrito kind of like a sushi roll, but not cut. Has rice, beans, onions, avocado, plantain, Yum Yum sauce, onions and cilantro, protein. Serve with a side of Ponzu, wasabi and ginger.

SPIKED MISO TORTILLA SOUP

Comes with cilantro and onions, tofu, chipotle, sweet soy, miso and broken tortilla chips.

EXTRA UTENSILS

- Enchiladas need a knife
- Steak Bowl needs a spoon
- Sashimi needs chopsticks
- Sushi rolls need chopsticks and soy sauce
- Miso needs spoon

ALLERGIES ARE VERY DANGEROUS, PLEASE READ CAREFULLY!

GLUTEN FREE TACOS

None of our tacos are gluten free, but we can make most of the gluten free except for the Shrimp, Lobster and Soft-Shell Crab that must be battered and fried. We do not grill these products because our grill is the only safe area for people with moderate shellfish allergies.

To make most of our tacos gluten free, we replace the Sweet Soy and Spicy Mayo that contain Soy sauce and add our fresh homemade salsa.

For the Ceviche and Spicy Tuna we eliminate the soy sauce and add more lime juice and salt.

All our Tortillas are 100% corn

Oil is change daily, so the chips are safe for a Gluten Free diet

CELIAC DEASEASE

Same as Gluten free. They can't have plantains because they are fried with other beer batter foods. Make sure to press the *****ALLERGY***** button and type it in specific request.

SHELFISH ALLERGIES

Our Kitchen is small, cross contamination could happen. If allergies are really strong we highly recommend NOT eating here.

The kitchen will be extra careful about it. That is why we don't cook any shellfish on the grill. We don't recommend any fried food, including the fry plantains.

EGG ALLERGIES

Our Sour mix and beer batter contain eggs.

NUT ALLERGIES

We don't carry any nuts. However, a few products have been made in factories that have worked with nuts.

SESAME SEEDS ALLERGIES

We work a lot with sesame seeds and sesame seed oil. The ancho citrus contains sesame seeds, that means: No chips, no fried foods, no teriyaki. Nothing with leche de Tigre: No ceviche, no steak. Make sure if they order a mahi or a salmon that the kitchen will only make it with salt.

HOW TO TREAT GUEST WITH ALLERGIES

It is very important to let them know that we have a very small kitchen. For that reason, we cannot assure that eating at Pepe Osaka's will be a 100% safe. If the allergy is very strong, we do not recommend eating at Pepe's.

The Kitchen will handle the guest's meal extra carefully, but it is the server's responsibility to type the type of allergy as a specific request.

ALL ABOUT THE BAR

The bar area is small, please do not go behind the bar, specially to make your drinks without the bartender's permission.

Only bartenders are authorized to touch the cash drawer and make change from the change box.

Do not stare at your bartender when waiting for your drinks. There is always something to do around the restaurant. Please, always help with glassware.

MUSIC

Music is a crucial part of the experience that we are trying to create. Only Latin tunes can play during open hours.

TV

Pepe's has a Sport's Cantina. The TVs should always be playing sports. For channels with sports, please look by the bar computer.

RESPONSIBLE ALCOHOL SERVICE

A winning attitude and a sense of commitment are important parts of our restaurant operations.

To help you handle situations that may come up in our restaurant, we have established the following policies pertaining to ALCOHOL AWARENESS. As an employee of the restaurant it is required that you fully understand and adhere to these policies each time you serve alcohol.

- We do not serve alcohol to under-aged guests. Request identification for anybody that looks under 40.
- Download Bar & Club Stats ID Scanner. If you are not sure about someone's identification, please scan it with this application.
- We will not serve alcohol to intoxicated guests.
- All managers will do spot checks of I.D.'s throughout every shift.
- When a guest orders two alcoholic drinks, they must show identifications for both individuals who are consuming the drinks.
- All servers and bartenders will report any suspicious alcohol consumption or purchase to the manager on duty immediately.
- If a guest is intoxicated in the premises, call them a taxi or the Lift

Valley taxi: 970-726-4940.

The Lift: 970-726-4263. Free rides starting at 6.00 p.m. Only Winter Park and Fraser.

- Service staff may only consume alcohol in tasting quantities during their shift.
- Exceptions may occur to the previous rule only with the authorization of a manager.
- Giving away free or discounted unauthorized beverage is cause for immediate termination.

BASIC BAR ETIQUETTE

- Please dispose of drink tickets after you have picked up your drinks.
- Please be as clear as possible when modifying margaritas and cocktails.
- For multiple modifications on margaritas and cocktails, please verbally communicate with Bartender.
- Please be mindful of your vocabulary when guests are present.
- If you see something, say something. Communication is the key to any restaurant success.
- Employees sitting at the bar must not distract bartenders or other employees from their work and other guest.
- Employees sitting at the bar, if a guest comes into the bar area while you are sitting there and is looking for a spot to sit, you must give up your place to the guest

MARGARITAS

Our Margaritas have received several awards. We won best margarita in Grand County. They are made with fresh Homemade Sour Mix (Not sweet and sour – that is a Chinese soup). We have several infusions to make it even more interesting. They can be made Azul (with blue curacao), Gold (with Triple sec), or Vampiro (with homemade sangrita*).

CABALLITO AND BANDERA

Most of our tequilas are zipping tequilas instead of shooting tequila. That is why we recommend our patrons to skip the lime and salt (training wheels) and move towards the caballitos and banderas that help cleansing the palate between zips of tequila.

Caballito: Means small horse. Shot of tequila and sangrita.

Bandera: Means flag and tries to represent the Mexican flag. Shot of tequila, sangrita, and lime juice.

MEZCAL AND TEQUILA

All tequilas are mezcals.

Tequila is made specifically from Blue Weber agave while the mezcal can be made from a few different agave plants.

The process is very similar. First you harvest the Piñas, then you put the piñas into ovens. In the case of tequila, the piñas are put into adobe ovens while in mezcal, the piñas are put into pit ovens. The difference is like if you put a chicken into the oven or into a smoker. After the ovens, the piñas are crush and let to ferment, and then distill.

TOP SHELF TEQUILAS AND MEZCALES

All our top shelf tequilas are served in snifters. All our mezcales are served in our copitas. Our copitas are made by a local artist: Jordy Mcname and are \$20 if someone each.

Blanco: Normally are not age

Reposado: It us a process of aging tequila in different types of barrels from 2 months to 11 months

Añejo: The tequila must be aged from one year to three years.

Extra añejo: Aged for over 3 years.

EDUCATIONAL FLIGHT

We are trying to create knowledge in this community about mezcal and tequila. That is why we have an educational flight. The flights can be Horizontal: get 3 tequilas or mezcals from different brands; or Vertical: get 3 tequilas or mezcals from the same brand.

Our educational flight special is: Buy two and get the cheapest one for free. Also, it is served with some sangrita.

PISCO

Pisco is a Peruvian distill of grapes. We carry two varieties from the brand Barsol. In Peru you can find about 8 different varieties. Even though it is a hard liquor, think about it as a wine with their different types of grapes and how different each taste. We have an aromatic grape: Italia, that it is great for sipping, heavy grape aromatics with floral notes. Quebranta is a non-aromatic grape and it is great for cocktailer in general, specially Pisco Sours, that we sell.

COMMON GUEST QUESTION

What is fresh? Everything is fresh. We get a delivery truck every two days.

You are inland? Is your fish fresh? Yes, we can even debate that we get as fresh food as if you were to be in the cost? Why?

Fish boats have to travel about 2 to 4 hours to get back on the coast. When fisher men know that their product is going to get ship far away, the fish is gutted and frozen right in the boat.

GLOSARY:

Leche de Tigre Ponzu: translates to “milk of the tiger” A mix of soy sauce, lime juice and sesame seed oil.

Mojo: Cuban style ajus. A mix of chop garlic, orange juice, lime juice, oregano

Plantain: similar to a banana, but it is a vegetable.

Yum Yum sauce: Mix of Spicy Mayo and Sweet soy

Aguachile: Type of ceviche with blended jalapenos, lime juice and salt

Ceviche: South American dish of marinated fish or seafood. In our case is tuna marinated with soy sauce, lime juice and sesame seed oil.

Tobiko: Flying fish roe (eggs)

Chicharron: Means fried skin, normally made with pork. In our case we do it with salmon. We leave the skin on and fry it making the skin super crispy.

Fun fact: Salmon skin is full of omega 3

Al pastor: Turkish inspired way of cooking meats on a rotating grill serve with pineapple. In our case our mahi is grill and it is serve with pineapple (like all our tacos)

Miso: Miso is a fermented bean soup. In our case we use red bean.

Nori: Seaweed paper

Sangrita: Mix made of tomato juice, orange juice and siracha

Maguro: Japanese for ahi tuna

Sake: Japanese rice wine or Japanese for salmon

Abura: Japanese for Escolar. A very buttery white fish

Unagi: fresh water eel

Sushi: Japanese way of making rice

DISCLAIMER AND ACKNOWLEDGMENT

I hereby acknowledge that I have received, read and understand the Pepe Osaka's Policies Handbook. I understand that it is my continuing responsibility to implement its contents. I also understand that the state of Colorado is an **employment at will state**

and that my employment at Pepe Osaka's is considered "**seasonal employment**" based on peak tourism seasons in the Fraser valley of Grand County. Furthermore I acknowledge and understand that I **CANNOT** and **WILL NOT** apply for unemployment as my employment is on a **seasonal** basis. I agree that the Policies Handbook is not an employment contract for any specific period or duration of employment for continuing or long-term employment.

I have read, understand and agree to all the above.

Signature _____

Print Name _____

Date _____