



WHO DO I CONTACT? – FAQs

What do I do if I cannot work my shift because I have a conflict?

1. Post on the Team Facebook page asking if anyone would be able to cover your shift. Be sure to include the date/time and whether you are FOH or BOH.
2. Look in the Hot Schedules App and check who is not working during your shift. Send messages to people asking if anyone can cover.

- **Please note, you are responsible for finding a cover for your shift. If you do not show up, you will be written up, hours might be decreased, and you could possibly be removed from the schedule.**

What do I do if I cannot work my shift because I am sick?

- Please complete the two steps listed above first. **You are still responsible for finding a cover.** Next, call the restaurant (413) 592-4500 and ask to speak to a leader in your designated area (FOH/BOH). Explain that you have already posted on the page/sent messages asking for a cover. Inform the leader about your illness. Please call back to update if someone has agreed to cover so the leader can approve.
- **You will need a doctor's note clearing you to return to work.**

How do I order a new uniform shirt, pants, belt, nametag, CORE Values Card, etc.?

- Send an e-mail to uniforms.cfachicopee@gmail.com Be very specific about what you want to order. For example, for pants, we need to know the waist, length, and slim fit or regular cut. You will be sent an invoice to your e-mail with instructions on how to pay.

Who do I contact when I need to talk about my availability, schedule, hours, etc.?

- Send an e-mail to Kristin.cfachicopee@gmail.com (Do not contact Kristin about missing the deadline to request a day off)

How do I grow, become a better team member, or develop into a leader?

- Evaluate your own performance. Do you move with a sense of urgency? Do you stay productive at all times? Have you mastered the areas you've trained in? Are you asking the leaders to learn new areas? Are you asking the leaders what you can do to be helpful? Before leaving a shift, is your area stocked and cleaned?
- Visit cfachicopee.com: More Team Member Login Enter Password: CFA03279 Training & Development Choose FOH or BOH Read the booklet
- There are several people to ask about growth. First, speak to the leaders during your shifts about your performance and how you can improve. Next, you can set up a meeting with Kristin for development. Send an e-mail to Kristin.cfachicopee@gmail.com
- Contact Robert to meet about the growth process: cfachicopee@gmail.com

How do I set-up direct deposit for my bi-weekly paycheck? How do I make changes to my direct deposit?

- First, print out a direct deposit form from cfachicopee.com
- Fill out the form and bring it to the office across the street. 450 Memorial Dr. Suite 410 Chicopee, MA If nobody is in the office, you can slip the form under the door.

What do I do if I become injured on the job?

- First, you need to make a leader in the restaurant aware of what happened immediately
- Next, contact Aubrey via e-mail: Aubrey.cfachicopee@gmail.com include all details about the incident