A WARM WELCOME!

From Phil Wenger, Isaac’s Founder

Thank you for choosing to work for a special company...a company that values its employees...a company that loves our customers...a company that cares about the community. Your happiness and well being are important to us. As the Founder of ISAAC’S, I’m lucky to serve as the leader of a great team of managers and employees who have built a different kind of restaurant experience for customers.

When I interact with new employees, I often get asked many questions. Listed below are some of the favorite ones I hear. If you have others, be sure to send me an e-mail so you can get all your questions answered. My e-mail is [pwenger@isaacsdeli.com](mailto:pwenger@isaacsdeli.com).   
By working together, we will feed a lot of people, take care of each other and our customers and have some fun at the same time.

**Who is Isaac anyway and why isn’t the company named "PHIL’S"?**

Isaac Williams was a college friend with both of us attending Eastern Mennonite University. He only worked for the company for three months, in 1983, before heading to Alaska. It was easier to keep the name “Isaac’s” rather than changing to “Phil’s” after he left.

**Why are the sandwiches named after birds?**

Actually, this was the result of some late night brainstorming and a bit of history. As a missionary kid, I grew up in Africa, and my family loved to go "birding." I discovered that bird names could be a lot of fun and with the Pink Flamingo as our logo, we settled on a lot of fun bird and plant names. Can you say Gooney Bird or Pterodactyl without smiling?

**History and more?**

Isaac’s got started in 1983. I was a liberal arts college graduate, without any business background, but quickly discovered that I loved the restaurant business. I never dreamed of being the founder of a company that would plant restaurants all over Central Pennsylvania and then watch them grow! But I love this business and enjoy giving customers a dining experience that exceeds their expectations, and I enjoy working with a team of employees who want to have fun while working—and wanting to create loads of happy customers at the same time!

You will quickly discover that we are different from any other restaurant. We believe that a "people-intensive" business (like Isaac’s) doesn’t have to be an "employee-abusive" business. We will go the extra mile to turn you into a happy employee and, through our employee benefits program, give you a real stake in the company’s success. Please read our Mission Statement, Values, Beliefs, and Vision to fully understand the unique company with which you now work!

**Welcome Aboard!A WORD ABOUT THE EMPLOYEE HANDBOOK**

This Employee Handbook has been prepared to help you better understand your employment relationship with Isaac’s Deli, Inc. It explains Isaac’s Deli, Inc.’s personnel policies and employee benefits, as well as the specific opportunities and responsibilities that exist for you within our organization.

The Handbook summarizes the current benefit plans maintained by Isaac’s Deli, Inc. Every effort has been made to make these explanations as accurate as possible. Isaac’s Deli, Inc. reserves the right to interpret the provisions of any benefit plan or policy, make determinations as to eligibility for benefits and otherwise use its discretion in interpreting and applying the provisions of this document and all other employee benefits. Should a conflict arise between the explanation of a plan or policy in the Handbook and the actual provision of the applicable plan or policy, or if any provision is not covered, the terms of the actual plan, policy, or contract, as the case may be, shall prevail in all such instances. The Handbook and any benefit plan documents and summary plan descriptions provided to you during the course of your employment represent descriptions of the current benefit plans maintained by Isaac’s Deli, Inc.

The policies outlined in the Handbook should be regarded as management guidelines only, which in a developing business will require changing from time to time and Isaac’s Deli, Inc. retains the right to amend, abolish, revise or terminate any of its benefit programs, at its discretion, without the consent of its employees and without prior notice, depending upon the needs of the business.

Because our organization is continually changing, adjustments and additions or deletions will be made to this Handbook when necessary. We will keep you informed when these changes are made.

All employees have been offered employment based on their individual qualifications and their probability for achieving success with Isaac’s Deli, Inc. While Isaac’s Deli, Inc. hopes that your employment will be a long one, nothing in the employment relationship or this handbook is intended to create a contract of employment for any definite period of time. No manager or representative of the Company has the authority to enter into any agreement for the employment of a specified period of time or make any agreement contrary to this section, unless the agreement is in writing and signed by the President of the company.

Your employment with Isaac’s Deli, Inc. is on an at-will basis, which means that you and the other employees of ISAAC’S DELI, Inc. may terminate the employment relationship at any time, with or without prior written notice for any reason. Likewise, Isaac’s Deli, Inc. maintains a similar right.

If you have any questions or concerns about any of the material you have read in this Handbook, you may contact your General Manager or any Senior Manager at the Central Office.

**MISSION, VALUES, BELIEFS AND VISION**

**MISSION**

*"To provide each guest with an extraordinary dining experience with quality food, a fun atmosphere and friendly service. To respect each employee as an individual and encourage personal growth. To be active partners with the communities where our employees work and live."*

**VALUES**

1. Excellence as the standard of performance in customer service and food.
2. Leadership and professionalism as an example to our employees and industry.
3. A work environment that is fun, fosters innovation, enhances growth, maximizes individual development and recognizes that employees are our greatest asset.
4. Effective communication through a participatory style of management that treasures honesty, trust and teamwork.
5. Commitment to superior service to our customers and communities.

**BELIEFS**

1. We believe that excellence is the standard by which our performance in customer service and food is measured. We believe in being passionately committed to this standard and will use our resources and technologies in order to attain it.
2. We believe in leaders who are strong motivators and team players, who challenge employees and each other to grow through mutual respect and integrity, and set examples as future leaders in our industry and in life.
3. We believe that employees are our greatest asset and deserve a workplace that is fun, fosters innovation, enhances growth and maximizes individual development. We believe that all employees are worthy of being treated with respect and dignity and must be provided with superior training to develop their full potential.
4. We believe in effective communication through a participatory style of management that treasures honesty, trust and teamwork. We believe that there is a responsibility to share the financial bounty of our work with all employees who make a committed contribution to our financial success.
5. We believe in a commitment to our customers to provide excellent service and a unique food and dining experience to achieve total customer satisfaction. We believe in giving back to our communities through investments of our financial resources and personal involvement in community activities.

**COMPANY VISION**

Isaac’s Restaurant & Deli will grow aggressively, both internally and externally, adding new units and improving existing restaurant operations. Our customer-focused dining experience, employee-driven efforts and community building will radiate as we plant restaurants within the region of South Central Pennsylvania.