



Induction Manual

Table of Content

Introduction	page 3
<ul style="list-style-type: none"> • The Company 3 • Who We Are 3 • Weekly Business 4 	
Induction and Training	page 5
<ul style="list-style-type: none"> • Objectives 5 • Orientation 5 • Training 5 • Core Values 7 • Understanding our Business 7 	
Employment & Polices	page 9
<ul style="list-style-type: none"> • Equal Opportunities 9 • Roster – Work Schedule 9 • Reporting your Lateness 9 • Punctuality 9 • Absenteeism 9 • Appraisals 9 • Employee Meals and Drinks 9 • Smoking & Drug Use 10 • Sexual Harassment 10 • Disciplinary Rules 10 • Disciplinary Procedures 10 • Resignations & Terminations 11 • Signing In & Out on Daily Time-Sheets 11 • Gratuities & Tipping out 12 • Your Contract 12 • Sickness & Sick Pay 12 • Public Holidays 12 • Holidays 12 	
Restaurant & Practices	page 13
<ul style="list-style-type: none"> • Management / Employee Relations 13 • Meetings 13 • Communication 13 • Staff Uniform and Equipment 13 • Personal Belongings 13 • Lost & Found 14 • Stock Control 14 • Personal Phone Calls & Mobile Phones 14 • Waxy's Telephone System 14 • Correct use of email, the internet & computers 14 	
Health & Safety Procedures	page 15

The Company

Waxy's is part of the o'reilly's irish pub group which was set up its first bar in 1994, in the city of Amsterdam. Since then we have grown to have 8 bars in 3 different countries.

- 2 - Amsterdam
- 2 - Brussels
- 2 - Frankfurt
- 1 - Heidelberg
- 1 - Dusseldorf

We are a family run company with family values of truth, trust and loyalty, and this is reflected in the warm team spirit within the company. We are very proud of our product, staff and service and these values will become clear during your induction period. The company strives to "...exceed expectations."

Who we are

"...young, dynamic, progressive, sports mad and up for the Craic..."

Our culture is based on showing respect and treating other like we would like to be treated our selves and doing so in a friendly, positive and professional manner. We strive to exceed set expectations through a joint effort, which means never harming co-workers, customers or the environment in any way. Waxy's staff should be respectful of their position; other employees / customers / the business and equipment.

Waxy's is founded around the following values:

- Doing the job to the very best of one's ability;
- Considering the overall process;
- Simple thinking;
- Thinking beyond lists or specific duties of job expectations;
- Delivering a high standard of service & products;
- Establishing a genuinely enjoyable work environment.

We define success in Waxys as "creating a great place to work, where customers feel there is no better place to eat, drink and be entertained."

Sense of Irishness – the "I factor"!

A true sense of Irishness is the key ingredient to the ongoing success of our company.

This is achieved through the attitude of our service team at every stage of the customer experience. They should be treated like guests in your own home, which means:

- A warm welcome on arrival;
- Friendly efficient service throughout their visit;
- A fond farewell on departure.

It is this Irish service attitude coupled with the company's dedication to quality of food, décor, sports coverage & an array of special events, that sets Waxy's apart from the competition.

It is your responsibility to embrace this "Irish Way" even if you don't come from the Emerald Isle yourself.



Some brief explanations of the "Irish Way":

- Chatting to the customer and spending time informing them of the local interests;
- Taking time to talk and have the "Craic" with regular customers;
- Always being attentive and listening;
- Always making eye contact with a new customer coming into the building giving them a smile, even if you are busy;
- If there is an "out of the ordinary" request from a customer always asking if it is possible, do not just say no straight away;
- Making people feel special. They are spending their money on our premises so they should be made to feel special, this in turn will have the customer return again and again;
- Always asking if everything was okay. If there is a complaint, listening to it calmly;
- Positive energy at all times with your colleagues, managers and customers;
- A smile can warm the heart of many a grumpy customer!!!

Weekly Business

A WEEK AT Waxy's'	
Weeknights	<ul style="list-style-type: none"> • Mon – Pub Quiz. • Tuesday / Wednesday – Champions league. • Thursday – Open Mic • Atmosphere: should always suit the customer;
Friday and Saturday	<ul style="list-style-type: none"> • People come in mass at the weekend; • Saturday: theme is usually football, drinking and a lot of food; • Saturday is a fast paced day. The music is bouncy.
Friday and Saturday Night	<ul style="list-style-type: none"> • Friday night: regular customers celebrate start of the weekend • Plus, new visitors; • DJ; • Atmosphere: electric, concentrated on drink and a party atmosphere.
Sunday	<ul style="list-style-type: none"> • <i>Atmosphere like you were on the emerald isle;</i> • <i>We offer the best hangover breakfast in town;</i> • Irish music all day, GAA sport, Irish papers, Sunday roast; • A day for rest, as most customers have partied the night before; • Atmosphere: cozy and comfortable; • Service: fast and friendly; • Evening: wind down time.

INDUCTION AND TRAINING

Objectives

The purpose of this stage is to allow the trainee to get a feel for the layout of the pub and understand the rules and guidelines that are used in *Waxy's*.

In addition to this manual, you will be able to access our website (waxys.de/jobs/staff) Login: waxys
PW:staff to see the following documents:

- Table plan;
- Job Description;
- Personal training plan;
- Food and drink bibles.

The job description covers your major areas of responsibility and a detailed list of what you will be doing in the relevant job title. They are a basic guide on the breadth of our expectations for you and give you a starting point for reviewing performance and results.

Food and drink bible – Are the standard operating procedures for presentation and content, along with a brief introduction to each product.

Induction and Orientation

Prior to the commencement of your employment, you will need to provide us with the necessary documents so we can register you with the company. You will then spend an hour with your personal trainer, who will guide you through the training process and take you through the lay out of the building. You will be expected to have a working knowledge of our product (which you can get from the food and drink bible and reviewing our website for current events and sports).

Training

To help you be successful in your job you will receive detailed training. Your trainer will guide you through your first two weeks, whilst using your induction manual / job specific training handbooks to assist you (Personal Training Plan PTP). You will be assessed on a daily basis and your progression will be monitored by the use of your personnel training plan.

Main objectives for Induction

1. Understanding and practice of job description;
2. Understanding and good practice of health and safety procedures;
3. Adherence of company dress code;
4. Friendly interaction with guests, staff and friends;
5. Obtain a high level of understanding of operational procedures;
6. High level of professionalism in and out of work when being a representative of *Waxy's*.

1. Job description

It is the duty of all new starters to become aware and follow the points in the job description. The information in the description will give you a clear understanding of your key.

2. Health & Safety

Waxy's takes all Health & Safety issues seriously. In this Induction Pack we have selected what we consider the most urgent health & safety issues, which you will be required to learn and practice. In this we have included;

1. Fire Procedures;
2. Manual Handling;
3. Working Practices;

We aim for all employees to be aware of the fire and emergency procedure, along with knowing the safe practices at work. At the back of this manual you will find health and safety rules and regulations. It is your responsibility to become aware of these procedures and you will be quizzed on them during your induction.

3. Uniform Standards

You are now a representative of *Waxy's*, so every time you are in work you must maintain a high level of uniform standard, as explained in the induction handbook.

4. Friendliness

Being friendly at work is the only way to get on with your colleagues and guests. It is no secret that the staff members that are the friendliest make the most tips and enjoy their job the most. It does not cost anything to be friendly and it can gain you a great deal of enjoyment. People are a lot more forgiving to friendly people when they make mistakes, a smile can melt the heart of even the grumpiest of people.

5. Operational Standards

It is very important to become aware of all the operational standards within your new job. This handbook will give you a good grounding for all this information. Pay attention to procedures you may be familiar with, because we might do things slightly different at a future date.

6. Professionalism

You need to maintain a high level of professionalism during work at all times. Do not get involved in petty arguments with colleagues or guests. Stay above any harmful gossip and do not take sides against other members of staff. We have a really excellent social life at *Waxy's* and you must maintain a high level of professionalism outside of work. We are well known in the community and any actions caused by silly behavior outside of work will reflect badly on our reputation.

Core values

Waxy's core values are at the heart of the company's success. We nurture and encourage the following values:

FRIENDLY

Kind, Helpful, Understanding

Friendliness is perhaps the single most important value within the company. It is essential that we are friendly to each other at all times. It is a must that we are friendly to the guest, even if we're busy or if the guest is being rude! Always keep a friendly manner and the guest and your team mates will enjoy being around you.

POSITIVE

Confidence, Thinks to Future, Sure

At the heart of every good idea and every successful company is positivity. It is impossible to do your job well without a positive attitude. Positivity has an infectious effect on all those around you and encourages fun and enjoyment at work, for both the guest and the team member.

PROFESSIONAL

Respectful, Consistent, Delivers Company Standards

A professional is a good role model for others including, their behavior, attitude and relationships. Good Time Keepers - always in before time, uses time well. Dresses appropriately for the role; the professional speaks in a way which is appropriate to each different audience without being patronizing or putting people down.

TRUTH

Frank, Accurate, Sincere

Truth is more than being trustworthy. It is all about being honest with your fellow workers and the guest. If you say you are going to do something then follow it through. Truth is talking through any problems and coming to a solution.

TRUST

Dependable, Integrity, Reliable

In order to create a winning attitude and atmosphere at work you need to trust in the system and your fellow workers. Trust that the core values of the company are workable and deliverable.

LOYALTY

Team Player, Faithful, Committed

Being loyal to the company and the team is the only way to carry out your work within Waxy's.

Understanding our Business

"...Sports bar that throws a party..."

Bundesliga

The Bundesliga is the name given to the top league in German football. It is composed of 2 divisions; 1. Bundesliga and 2. Bundesliga. These are the equivalent of the Premiership and The Championship in England / Wales. The main Bundesliga teams are Bayern Munich, Borussia Dortmund, FC Schalke 04, and SV Werder Bremen. You can find out more about German football at: www.en.wikipedia.org/wiki/bundesliga

Champions League & Europa Cup (formerly known as the UEFA Cup)

The Champions League is a European football club competition. Teams compete from most European countries. The tournament consists of several stages. The first games are generally held at the end of September and the competition runs until May, of the following year. Games are shown on Tuesday and Wednesday nights, generally at 20.45 p.m. We can show up to five separate games, simultaneously. It is company policy, that we do not take reservations for any major sporting event. You can find out more about the Champions League at: www.en.wikipedia.org/wiki/UEFA_Champions_League

The UEFA Cup is the 2nd most important international competition for European football clubs. It follows the same lines as the Champions League. Games are generally held on Thursday nights. For more information about the UEFA cup see www.uefa.com/Competitions/UefaCup

Six Nations

The Six Nations is an annual international Rugby Union competition involving England, Ireland, Scotland, Wales, France and Italy. It is held between February and March. Games are played on Saturday and Sunday. Waxy's has a large ex-pat customer base from the UK and Ireland thus, these games tend to be popular. All games are shown on our HD screens. Six Nations information can be found at: www.rbs6nations.com

Gaelic Games

Gaelic Football and Hurling are the national games of Ireland. Gaelic football teams consist of 15 players. The game is played with a round leather football. If the ball goes over the crossbar of the goal a point is scored, if it goes into the goal (below the crossbar) a goal is scored which equals three points. Hurling is a game played with a stick called a Hurley and a ball called a Sliotar. Hurling teams also have 15 players and the same scoring rules apply. All counties in Ireland have a Gaelic Football team and a Hurling team. All Gaelic sports are amateur. Teams compete for the coveted title of All Ireland Champions. The All Ireland Championship in both Gaelic Football and Hurling takes place throughout the summer months. Learn more about Gaelic sports at: www.gaa.ie.

Other sports

Other popular sporting events are; Super Bowl (*American Football*), Ryder Cup (*Golf*), Ice Hockey (*German and American Leagues*), Wimbledon (*Tennis*), Cricket and many more....

Waxy's prides itself on its sports coverage so even if we do not advertise a game or event always ask your supervisor to check if it's being shown.

Karaoke & Disco

Waxy's offers Karaoke and a Disco every Friday and Saturday night. Karaoke starts after the kitchen is closed (around 11 p.m.) and goes on until everyone is all sung out, then we head into a great after show party that goes on until the early hours of the morning. We have a host for Karaoke who introduces the songs and calls people to the stage. People can request songs on the computer located beside the stage. This request is then fed directly to the DJ. During busy periods there can be a bit of a wait for your song to be called. We do take table bookings for Karaoke and we welcome stag and hen parties.

Messe

The word Messe literally means fair or exhibition. A Messe is a large revenue generator within any city. It attracts people nationally and internationally. It is our wish to attract repeat and new guests through the Messe and we do this by maintaining our high level of service and product.

The Messe attracts all varieties of guests and this range of guest makes the Messe a very interesting and enjoyable time to work; not to mention it can be the busiest time of the year in some of the cities. For example, the Frankfurt Messe is the second biggest in the world and attracts hundreds of thousands of guests every year, and this in return brings a great deal of business and revenue to Waxy's.

EMPLOYMENT POLICIES AND PROCEDURES

Equal Opportunities

We ensure that all employees are treated fairly and equally, irrespective of race, creed, gender, marital status, sexual orientation, physical disability and ethnic origin.

Roster – Work Schedule

We operate our rosters on a weekly basis (Monday to Sunday). All work schedules are dealt with through an app called Bizimply. When you start with us you will be sent a link and information to follow so that you can receive your work schedule or other issues regarding work times on your mobile phone. There will be times when we may need to call people in at short notice for roster changes; however this will be kept to an absolute minimum.

The Manager is the only person authorized to make changes to the roster.

As a new employee you will be also added to the Whatsapp group. Any requested roster changes must be done in writing over this group.

Reporting your Lateness

If you are going to be late or miss work, you are expected to call and talk to your Supervisor at least two hours before scheduled to start work.

If you are running late you must phone and let your superior know. If he or she is not available, you must leave a contact number where you can be reached – it is your responsibility that you can be contacted on that number. If the superior is present when you ring and you do not speak to them that is considered the same as not making contact.

Punctuality

It is your responsibility to be at work on time – to support your fellow workers and the operation of the business. Most of what we do is time-critical. If there is any delay in service or preparation for service the consequence can carry through an entire shift. Problems with public transport and non-functioning alarm clocks are not acceptable reasons for absence or lateness.

On time means you are ready for work early. You should be completely ready for work, in uniform, groomed and fresh **15 minutes before the start of your rostered shift.**

Absenteeism

Any employee who does not call or report to work will be issued with a written warning.

Any employee who fails to return to work at the expiration of a personal leave of absence will be deemed to have abandoned their job, unless Waxy's is notified of a sufficient reason, satisfactory to management, for not returning to work at the end of the leave of absence.

Regular absences such as repeatedly calling in sick on Friday night or just after a weekend will be dually noted. If this becomes a noticeable problem you will be asked for an explanation and may be given a written warning.

Appraisals

This gives the staff the opportunity to discuss their performance and future career and training developments with the company.

During your initial training/trial period we continually review your training needs. Once you have completed your training we complete an appraisal.

All employees receive written and verbal performance evaluations at least once a year. The evaluation process is intended to let you know how well you're performing and help you be more effective and productive. The evaluation also gives you the opportunity to share your thoughts about your performance and future goals with your Asst. Manager/Manager.

Employee Meals and Drinks

An employee is entitled to a 50% discount on any food item.

At the end of a shift a member of staff is entitled to one alcoholic drink, which can either be a draught beer or a glass of wine. During the shift they are entitled to soft drinks (excluding red bull or juices) and any non-alcoholic hot drink. Only one staff drink per person, you cannot accumulate other staff drinks from other staff member

Smoking & Drug Use

This is a non-smoking workplace while on shift. You may only smoke discreetly while on a break. We do not provide extra cigarette breaks beyond the normal breaks provided to all staff. Due to the recent changes in law concerning smoking in public areas, we now have a section of the pub allocated for smokers. If you have any difficulty working in this area please inform the Manager. This is a drug-free workplace. We do not tolerate the possession of or use of any drugs in the workplace, and you may not work under the influence of drugs or alcohol.

It is unacceptable to come to Waxy's drunk or be on the premises drunk when you are not on shift. Mixing business with pleasure is NOT something we encourage at Waxy's and it is up to all staff members to be aware of this.

Sexual Harassment

Waxy's does not condone actions, words, jokes or comments that a reasonable person would regard as sexually harassing or coercive as well as physical contact. All complaints or reports of this nature will be taken seriously and appropriate action will be taken. Waxy's have a complaint & grievance policy in place.

Disciplinary Rules

Every member of staff will be dealt with in a fair and equitable manner. Training and guidance will be provided to help you reach and sustain the required level of performance and behavior. Unsatisfactory work performance and sickness absence, whilst not disciplinary offenses, will be handled under the same terms as discipline.

Disciplinary Procedures

We will follow the stages listed below unless the length of service is short or the severity of the offense justifies us omitting certain stages. You will be notified of this, if it occurs.

Stage 1 First written Warning	You will be issued a written warning (<i>with you receiving a copy</i>) by your Asst. Manager / Manager explaining where you have gone wrong and then told how you can improve. This will stay on your staff file for a period of one year. Here are examples of reasons for first written warnings: Lateness, poor work performance, poor personal appearance, failure to report absence.
Stage 2 Second written warning	If the offense is repeated or a more serious offense is involved you will be issued a second written warning (<i>with you receiving a copy</i>). This will also stay on your staff file for a period of one year. Here are examples of reasons for 2nd written warnings: A repeat of any of the above within the time frame of the warning, rudeness to colleagues, insubordination, time wasting and failure to complete set tasks.
Stage 3 Final written warning	It will be made clear that once a final written warning has been given and no improvement has been made, dismissal is eminent. You will once again receive a copy of this and it can remain on your personal file for a period of 1-18 months. Here are examples of reasons for final written warning: Failure to meet the non-recurrence or improvement period set by a previous written warning, use of obscene or insulting language, gross insubordination, deliberate disregard of safety rules and regulations, rudeness colleagues. A First and Final warning can be given if the offence committed falls under 'Gross Misconduct'. This results in stages 1 and 2 being omitted.

If it is required at any stage the following actions may be taken:

- **Suspension from duty with pay:** If there is an allegation of serious misconduct then you will be suspended immediately with pay until the matter has been investigated.
- **Investigation:** This occurs if the facts are unclear. It is carried out by a manager that is not involved in the disciplinary. You can also ask them to carry out an investigation on your behalf.
- **Dismissal:** For Gross Misconduct
 There are certain breaches of the disciplinary rules that are so serious that they constitute gross misconduct; an immediate dismissal (*without notice*);
 The following are examples of conduct that might lead to immediate dismissal. This is not an exhausted list:
 - Dishonesty or stealing;
 - Extreme violation of safety regulations;

- Intimidation or insubordination;
- Harassment and / or victimization;
- Refusal to carry out duties;
- Unauthorized absenteeism / continual lateness after due warning;
- Drinking intoxicating liquor while on duty / reporting for duty while under the influence of alcohol;
- The use or distribution of illegal drugs on company property;
- Fighting or causing a fight;
- Destruction of company, employee or customer property;
- Disclosure of confidential information.

Resignations & Terminations

During the first six months of employment you are required to give us 14 days' notice before your employment can cease, if you have a follow-up contract you are required to give 4 weeks' notice and if you have a permanent contract you are required to give us 3 month notice. This is important so that we have time to hire someone to take your place. Giving notice is a professional courtesy and assures that you are eligible for re-hire and will not have a "left without resignation notice" on your employment record. You are responsible for returning all items of company property on or before their leaving date.

Signing In & Out on Daily Time-Sheets

You can sign in and out on Bizimply Ipad which is located in the staff changing area. You do not need to sign on or off for a 15 minute break. These time records will be used to keep your hours account, and if you do not do it correctly, your hours account may be missing hours / inaccurate.

All problems regarding hours must be discussed by the 22nd of the month, after that they will no longer be able to be amended; if any extra hours owed to you that have not been discussed by this time, because of a shift not being recorded, it will be added to your hours account in the following month.

Tampering, altering, or falsifying time records or recording time is not allowed and may result in disciplinary action, up to and including termination of your employment

The pay month runs from 1st of the month to the last day of the month. Your wages will be transferred directly into your bank account at the latest by the 10th of the following month.

Your pay-rate will then increase overtime, as you pass trainings and assessments and once the documents that prove this have been scanned to your file e.g. PTP (*Personal Training Plan*), Whisky Training, SATP (*Supervisor Aptitude Training Plan*) etc.

Gratuities & Tipping out

Your supervisor divides your tips into the following:

- The kitchen and the bar are given a percentage of the service persons gratuities.
- If you are working with a food runner they also receive a percentage.
- The remainder is for the service person.
- Your supervisor will inform you of the exact split.

Your Contract

It is company policy, that all Waxy's employees are initially issued with a six month contract. One month before this contract is due to expire; your manager will hold a meeting with you, in order to discuss how you have been getting on. At this point either you will be issued with a follow-up contract or you will be informed we will not be renewing your contract.

It is our policy to issue a 6 month contract, followed by a 6 month contract and only then a 1 year contract.

This will again be the case near the end of the twelve month contract and a permanent contract will be issued this time.

This same process will be used one month before the follow-up contract is due to expire, except this time you will be issued with a twelve month contract.

Please note this is the standard procedure, however we have the right to issue more than two six month contracts if we are still unsure of your future at Waxy's.

Sickness & Sick Pay

It is expected from every member of staff to inform the manager as soon as possible if they are sick or not in a position to attend work. You will only be paid for sickness after presenting a valid sick note to us.

Public Holidays

Due to the nature of the restaurant business you may be required to work holidays. It is currently our policy to close the Restaurant for business only on 25th to 27th of December. Depending on sporting fixtures these dates may change.

Holidays

Holidays are provided by Waxy's to enable employees to leave their work environment for recreation and must be taken within the year in which they are earned.

All contracted employees are eligible for four weeks paid holiday. You begin accruing holiday days from the moment you start working with the company, but can only begin to collect holiday pay after working for Waxy's for 6 consecutive months. You are only entitled to take the amount of holidays you have accrued during the year

Holiday request forms are available from your Manager or the HR Administrator and are to be submitted to your Manager, who will either grant or not grant your requested holiday. Employees are asked to submit holiday requests at least one month prior to their scheduled vacation date, unless the request is due to an unexpected situation. Efforts will be made to grant vacation time as requested, but business needs may require an employee to adjust the time of their holiday.

PUB POLICIES & PRACTICES

Management / Employee Relations

Our managers are committed and trained to provide you with the tools and positive working environment for you to do your job to the best of your ability, with minimal distractions. You will be treated with respect and professionalism by all of our management personnel. We will try our best to recognize and reward your hard work, as well as acknowledge your accomplishments.

We want you to know that "management is never too busy to be informed of work-related problems, complaints or disputes from any employee." If you have such a problem, you should promptly talk to

your Manager. You will also have a staff representative that will listen to any problems you may have. These problems can be addressed at the next staff meeting. Every necessary action will be taken to resolve a problem or settle a dispute in a fair and equitable manner.

Meetings

Staff meetings are held on a regular basis for your benefit as well as for the pub. Meetings are held for a variety of reasons and can include menu changes, offerings, upcoming promotions and events, training, policies, etc. Attendance to these meetings is mandatory and unpaid. Only management-approved absences will be accepted. Most meetings offer employees the opportunity to provide valuable input for feedback and provide suggestions to enhance our working environment and the operation of the restaurant.

Communication

It is important for every employee to have a good sense of “what’s going on” in the restaurant. It is management’s responsibility to keep everyone informed of ongoing changes and news affecting the restaurant and the staff. Such communication takes place primarily in pre-shift meetings, general meetings and by posting notices and information on the Staff Notice Board, plus using the WhatsApp groups.

Staff Uniform and Equipment

Personal appearance is important and you must be freshly showered and groomed every time you come to work. It is for this reason that our grooming policy is as follows:

- You must wear the appropriate uniform or clothing for the position you hold;
- The uniform must be clean and ironed at the start of every shift;
- Hair must be tidy, brushed and tied back (*if more than collar length*);
- You must have short and clean fingernails.

The uniforms and staff keys provided are company property. You will be provided with sufficient uniforms to cover your shifts. A deposit will be taken at the time of giving out the uniform, which will be returned to you on return of the uniform. The company may deduct the value of any uniform or staff keys provided, if the uniform / key is not returned or in good condition (*fair wear and tear excepted*) from your final wage payment; you are also responsible for the laundry of the uniforms.

Personal Belongings

It is up to everybody to keep the staff changing rooms & toilets clean and tidy. We would ask you to **not smoke** or eat in these areas.

You will be assigned a locker. You are expected to purchase your own lock. Large amounts of money, valuables and items such as IPODS, laptops etc should not be stored in your locker. Any such item is the sole responsibility of the individual.

Waxy's **DOES NOT ACCEPT RESPONSIBILITY** for loss or damage to any personal property.

Lost & Found

All items found must be given to the Manager or Supervisor on duty, and immediately written in the Bar Diary. They will be stored in the office, by the supervisor’s computer.

The Manager or on duty Supervisor must handle phone inquiries or customers calling in about lost items, whilst on duty. When articles are returned, the Manager or Supervisor will sign them off. Any lost property will be kept for four weeks and after that donated to charity. Refer to supervisor if busy.

Stock Control

Any wastage, no matter how small must be reported to the supervisor / manager on duty. You are not allowed to give away any free stock to customers, friends of staff unless authorized by your supervisor / manager on duty. **It does not matter what happens i.e., broken bottle of vodka, it HAS to be reported to the supervisor on shift and recorded.**

Personal Phone Calls & Mobile Phones

Personal mobile phones may not be used during work hours and must be switched off while you are at work. Text messaging during work is considered the same as a phone call.

Waxy's Telephone System

All calls should be answered politely using the words:

Waxy's irish pub _____ speaking, how can I help you?

Information you should know if you answer the phone	When taking a message, you need to write down
<ul style="list-style-type: none"> • Opening hours and times of service; • Telephone number, fax number and email address; • Information about the pub, restaurant, entertainment, function facilities, sports; • How and where to record a function or group booking and how to follow up a request for more information; • No management mobile numbers are to be distributed, only in case of emergency. 	<ul style="list-style-type: none"> • Who rang; • The time; • What it was in connection with; • A contact phone number.

Make sure that you write down the message in block letters so that it can be easily read later.

Correct use of email, the internet & computers

Internet access and email is available for business purposes only and may not be accessed for any private use. This includes subscribing to private email services such as; *hotmail*. The use of the office computer is forbidden unless authorized by the manager.

HEALTH & SAFETY PROCEDURES

The health and well-being of customers and staff is our first priority, and we expect all staff to take every step possible to maintain food safety and work in a hygienic manner.

Our hygiene and safety guidelines are simple and must be followed by staff at all times.

Hygiene Rules	Safety Rules
---------------	--------------



- | | |
|---|--|
| <ul style="list-style-type: none">• Wear clean clothes every day;• If you wear an apron, it must also be clean every day;• Long hair must be tied back;• Do not wear rings, except for a wedding ring which is allowed;• You may not wear too much makeup, nail varnish or perfume - to avoid contaminating the food or drink;• Do not touch food you are serving with your hands;• Do not use the same hand to touch money and then food;• Wash your hands after a smoking break or going to the toilet;• Tell the supervisor or manager if you have an illness or skin problem;• All cuts must be properly bandaged;• Cover your nose and mouth when you sneeze or cough, and wash your hands afterwards. | <ul style="list-style-type: none">• Report all injuries immediately;• Safety guards on equipment must not be altered in any way;• Staff must always wear protective clothing and gloves when working with sharp, hot, cold corrosive items or materials;• Report protective clothing and gloves if they are worn, torn or broken;• Be careful with candles, so not to cause any fires;• Defective equipment must be turned off and not used. Do not try to fix it yourself. Report to the Supervisor / Manager on duty;• Lift objects carefully with bent knees, a straight back and holding the object close to your body;• Keep your work area clean and free of hazards;• Clean up spills on the floor immediately;• Open toe shoes or sandals must not be worn by any staff member, at any time during working hours;• Flammable liquids must be stored away from heat sources;• Do not joke or surprise anyone who is using a machine. |
|---|--|