HOUSE RULES

- **Arriving at work:**

- Arrive 10 mins prior to the start of your shift time.

- ALL personal belongings, INCLUDING PHONES, jumpers, coats, bags to be left in the cupboard, a phone found on a staff member will results in a written warning. (Please ensure your family, closest friends have The Standard's number to contact you in case of an emergency.)

- Remember to sign in at the start of your shift

- Ensure you are clean and your clothes ironed, you are wearing a plain t-shirt and plain trousers or jeans, and your appearance is smart. (hair must be tied back to comply with health and safety, fingernails clean, etc.)

- If opening go through the check list, this is a minimum of what is required once this is completed check that there is nothing else to do e.g cellar is tidy, cupboard tidy, laundry away, bin area clean, garden ready, room reservations checked …. All to be done **before** you have a coffee

- Check what job section you are working any handover tables

- Check specials – Speak to the kitchen if you need help understanding the dish

- Check what reservations are coming in during your shift

- Check to see what rooms will be checking in or out, depending when your shift is.

During the day:

- Ensure you are completing tasks to your best ability and fulfilling your job role.

- If you are working on the floor make sure you never leave a section empty handed – if you are delivering a drink to a table then as you leave make sure you take any empties or dirty plates with you – it saves a lot of time when it comes to clear the table when the guests leave AND make for a much better dining/drinking experience!

- Check your open tables to make sure that they are being looked after and also check that tables are cashed off when they leave.

End of the Day:

- Ensure all sections are clean and reset for the next day (see closing procedures) these are a **minimum** of what is required, if you finish your area before someone else, then ask around for who needs help, you are part of a team.

- Remember to sign out!