


|   |   |                        |
|---|---|------------------------|
|  | <b>RESOURCE LIBRARY</b><br><b>HOTEL OPERATIONS - HOUSEKEEPING</b><br><b>Working Hours</b> | <i>CODE:</i> 03.05.037 |
|   |   | <i>EDITION:</i> 1      |
|   |   | <i>PAGE</i> 1 OF 1     |

**Policy & Procedure:**

- Working hours means the time during which a team member is at the disposal of the Company.
- Being a service industry we operate on a 24-hour basis and you may be required to work on straight shifts or split shifts.
- The working hours which are specified for a particular job must be observed.
- All team members must report punctually, fully dressed in the respective uniform at the time specified by the schedule.
- **LATENESS WILL NOT BE TOLERATED, PUNCTUALITY IS ESSENTIAL.**
- No one should stop work before the normal finishing time, unless instructed to by the Executive Housekeeper.
- The timings for meal breaks should not be exceeded and no extra breaks should be taken.
- Working hours will be advised by your Supervisor or Executive Housekeeper, and will be displayed by means of a weekly schedule.
- Every team member shall work 8 hours per day exclusive of 1 hour meal period, making a total of 9 hours a day.
- The working schedule will be made on a weekly basis and any special requests for time off should be given in writing prior to the completion of the schedule, by Tuesdays.
- There will be no fixed day off and this will vary according to the requirements of the business.