



**RESOURCE LIBRARY - RESTAURANTS
Employee Handbook**

Code: 03.11.020

Edition: 1

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1. **Employee's Entrance and Exit**

1.1 All employees must use the employee's entrance and exit upon entering or leaving the hotel

2. **Hotel Identification Card**

2.1 All employees will be issued with Hotel Identification Cards

2.2 These cards must be made available for inspection by hotel security personnel upon entering or leaving the premises or by any authorised personnel at any time while you remain within the premises

2.3 Loss of an identification card must be reported to the Personnel Department immediately. A replacement cost of will be charged

2.4 An employee must return the identification card to the Personnel department upon termination of service.

3. **Attendance Card**

3.1 All employees are required to record their daily attendance by the use of Time Cards and or other methods and these are essential for salary calculation

3.2 An employee entering or leaving the Hotel must register the time by punching his time card

3.3 Employees who clock the time card of any other person will be liable to disciplinary action

3.4 Alterations in the time card can only be made by the employee's Department Head or Supervisor

4. **Packages and Parcel Search**

4.1 Any personal parcel or package that is brought into the Hotel premises must be surrendered to the Timekeeper/ Security Officer for safekeeping.

4.2 The Security Officer/Personnel has the right at all times to open and inspect the contents of such parcels

4.3 You may be subjected to personal search while in the premises by the Hotel's representatives

4.4 The employee will collect his/her parcel on the cessation of work for that day

4.5 A valid pass from your Department Head will be issued to you if and when you are required to bring in or remove any article from the hotel.

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The Best and Safest policy is:

NEVER BRING ANY PERSONAL PACKAGES INTO THE HOTEL

5. **Working Hours**

- 5.1 Working hours means the time during which an employee is at the disposal of the Company and is not free to conduct his/her own time and movement. Being a service industry we operate on a 24-hour basis and you may be required to work on straight shift or split shift.
- 5.2 You must observe the working hours which are specified for your job. All employees must report punctually, fully dressed in their respective uniforms at the time fixed in his/her Department. No one must stop work before the normal finishing time or leave their place of work until relieved.
- 5.3 You must not exceed the time limit granted for meal breaks or other such breaks approved for work.

LATENESS WILL NOT BE TOLERATED, PUNCTUALITY WILL BE AN ASSET!

5.4 Working hours:

You will be advised by your Supervisor or Department Head as to your working hours. Do not hesitate to ask your Supervisor or Department Head as they are there to help you.

- 5.5 Every employee shall work 8 hours per day exclusive of 1 hour meal period or a total of 48 hours per week, exclusive rest time.

Due to this, all employees of the Kiroseiz Three Corners Resort will work daily 9 hours inclusive of two meal periods of 30 minutes each.

6. **Uniforms**

- 6.1 Uniformed employees are reminded that your uniforms identify you as an employee of the Kiroseiz Three Corners Resort. Ensure that your uniform is clean and well pressed. Care for them as you would for your own clothing. Uniforms are to be worn only while on duty. Uniforms remain the property of the Company and are returnable on cessation of your employment with the company. Uniforms are not to be taken out of the hotel premises.

7. **Name Badge and Company Logo Pin**

- 7.1 Every employee is required to wear a name badge and a logo pin. The badges should be worn on the left hand side of the uniform. An employee who loses or misplaces his/her name badge should report it to the Personnel Department. A replacement fee of will be charged. Upon

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resignation or termination of service, both badges must be returned to the Personnel Department.

8. **Personal Appearance**

8.1 Be neat and presentable at all times. Personal hygiene is very important. No objects, badges, gadgets, etc. should be worn on the uniforms other than those approved by the Management

8.2 Male Employees:

Never wear extreme dresses on duty. Those with uniforms should have them neatly pressed and shoes lean and shining. Hair should neither cover the forehead nor be worn long in the back. Remember that you should be clean shaven at all times. Sample hairstyles are posted in your back-of-the-house area and should be adhered to.

8.3 Female Employees:

Be well dressed. If in uniform, have it neatly pressed. No jewellery other than a wedding ring is allowed. Do not be extreme in the use of make-up, personal attire and perfume. All staff is to tie-up long hair into a bun using a black ribbon/hairpin. Sample hairstyles are posted in your back-of-the-house area and should be adhered to.

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YOU REFLECT THE IMAGE OF THE HOTEL

9. **Personal Niceties**

- (a) Smile : Be courteous and respectful. Radiate friendliness and enthusiasm. Never allow the smile to leave you
- (b) Helping Hand : Always be willing to give a helping hand to those in need but remember not to be “over” imposing. Never let it be heard “it’s not my job”
- (c) Greetings : Do not be over familiar with guests. Address guests as Sir, Madam, Mr. and Mrs. etc. All executive personnel are to be referred to as Mr. Mrs. Miss. followed by their surname.
- (d) Honesty : Be Honest in all your dealings. This is of paramount importance
- (e) Mannerism and Speech : Be polite and well mannered. Never use abusive language. It is unbecoming and distasteful

10. **Leave of Absence**

- 10.1 All applications for leave of absence must be submitted on the prescribed forms through your Department head for due approval. Leave can only start upon receipt of approval.
- 10.2 Absenteeism due to sickness must be notified to your Department Head immediately. In all cases of sickness, only medical certificates issued by our Company doctor or from other medical institutions verified by our Company’s doctor will be recognised
- 10.3 Failure to notify absence may result in disciplinary action and forfeiture of salary for the whole period. If you are absent from work for more than six consecutive days without reasonable cause or excuse then your employment will be terminated.

DO NOT RING AT THE LAST MOMENT TO INFORM ABOUT YOUR ABSENCE

11. **Resignation and Termination of Service**

- 11.1 Either party to a contract of service may, at any time give to the other party notice of his intention to terminate such contract of service.
- 11.2 The length of such notice shall be the same for both the employer and the employee and shall be determined by any provision made for such notice in the individual appointment letter.

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12. **Washroom**

12.1 Bathrooms and toilets are provided near the locker rooms. All employees are required to keep these places clean and tidy at all times. Do not litter the locker and washrooms.

12.2 Do not use the washrooms, towels and other items intended for guests.

13. **Use of Elevators**

13.1 Service lifts are to be used by employees at all times. Employees are prohibited from using guest lifts a all times, unless special duties require them to do so.

14. **Public Areas**

14.1 No employee is allowed at any part of the hotel premises used by the guest or on guest rooms floors at any item unless authorised to be there in the course of their duties.

15. **Lost Property**

15.1 Any money or property found in the Hotel premises must be handed to the Executive Housekeeper's office immediately and such articles will be recorded in the lost and found book

15.2 Employees should not keep any articles or money which do not belong to them as this is a serious misconduct and may be subject to disciplinary action. All unclaimed items will be returned to the finders.

16. **Bulletin Boards**

16.1 Bulletin Boards are located in the staff dining room. All employees are encouraged to read all information exhibited on the boards, so as to keep in touch with the activities within the hotel. Amendments or additions to the Rules and Regulations are posted on the bulletin boards.

16.2 No employee is allowed to post any notice on the bulletin board unless authorised to do so by the Management

16.3 Any unauthorised notice shall be removed and the employee concerned will be subjected to disciplinary action.

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17. **Telephone Calls**

17.1 During working hours employees may not use the telephones in the hotel for making outgoing private calls. However, in case of emergency you may contact the Supervisor for assistance. Incoming calls will not be put through unless they are of an urgent nature. Messages will be taken by the Personnel Department and you will be notified immediately.

17.2 A staff telephone is provided for use during break times

18. **Personal Visits**

18.1 Employees are not allowed visits by relatives or friends at any time except in an emergency.

18.2 These visitors are required to wait at the staff entrance while the Security Department notifies the employee concerned

18.3 The employee must obtain permission from his/her Department head or Supervisor to leave his/her place of work to attend to his/her visitors. Visitors are not allowed in the Hotel premises except with the prior consent of the Personnel Department.

19. **Secrecy of Prohibition of Meetings**

19.1 Employees are not permitted without approval of the General Manager to communicate, publish or causing the publication of any document, paper, book, photograph, letter which is in any way connected with the Kiroseiz Three Corners Resort. Any speech, interview, broadcast on any matter which is connected with and of concern to Kiroseiz Three Corners Resort cannot be made without the explicit approval of the General manager. Any meeting or planned meeting within and on hotel premises is not permitted without the prior sanction of the General Manager.

20. **Disciplinary Action**

Any contradiction of the Hotel's Rules and Regulations and general norms will result in disciplinary action or dismissal.

Examples of this are, but not limited to:

1. Sleeping while on duty.
2. Rudeness to guest and fellow employees
3. Smoking while on duty. Staff may only smoke in the staff dining room or the locker room, but must dispose their cigarettes and wash their hands before returning to work
4. Eating and drinking while on duty



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5. Dishonesty or theft including illegal possession of the property of guest or fellow employees property.
6. Drinking alcoholic beverages in the hotel while on duty
7. Reporting for work in a state of intoxication or under the influence of narcotics
8. Violation of any safety rules or practices
9. Causing deliberate harm to property of the hotel, guests or other third person
10. Gambling or betting within hotel premises
11. Any act of disobedience to a reasonable instruction from Department head, Supervisor or Management.
12. Fighting, threatening, intimidation, compelling or interference with fellow employees
13. Soliciting or collection of contribution for any purpose whatsoever at any time in the hotel premises except when authorised by the Management to do so. Vending is also prohibited.
14. Leaving your work area while on duty without permission from the Department Head or Supervisor
15. Possession within the hotel premises of firearms, explosives, drugs, illegal items or publications banned by the government.
16. Committing immoral conduct, acts of indecency, touting or soliciting for purposes of prostitution
17. Making private business transactions in the hotel or using your position for personal benefits which may be to the disadvantage of the hotel
18. Distribution of any written or printed matter of any description within the Hotel premises unless authorised by the Management
19. Planning or holding any meeting within and in the hotel premises unless prior approval is obtained from the Management