



Orientation Checklist

An excerpt from the "Trade Secrets Employee Recruitment and Hiring Protocols & Forms"

DISCLAIMER

Compliance with local, state, and federal regulations and labor law is a serious responsibility. Please remember that these laws vary and are subject to change. You must have someone knowledgeable in this field review your final products. The accuracy of the information presented is not guaranteed, nor is any responsibility assumed or implied by Bill Main & Associates for any damage or loss resulting from inaccuracies or omissions.

The philosophy behind our handbooks is not a legal perspective, but a psychological one, based on the principles of organizational development. We like to think of our employees and managers as professionals. To that end, we expect of them what we expect of ourselves—accountability, quality, consistency, fairness.

These training protocols were not written as a "final product" for you, but rather a starting point from which you can develop your own unique job descriptions and training manuals.

All rights reserved. Printed in the United States of America. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of the publisher.

ORIENTATION CHECKLIST

Why We Have Orientations:

- To introduce you to our establishment
- To get you off on the right foot so you can fit in and work well here
- To explain our policies and goals
- To answer all your questions
- To explain what happens next - how you'll be trained

What We're All About:

What we expect from you:

- "A day's work for a day's pay"
- Your commitment to good service and fine food quality
- Concern for your fellow employees and cooperation with our "team"

What you can expect from us:

- Proper training, so you know how to do your job
- Good working conditions
- Reasonable compensation for your efforts
- Recognition and reward for a job well done
- Respect and constant communication from management

"Who's In Charge Here?" ... Our Organization's Structure:

- Nick Dunn is the Bar and Dining Department Head, and Co-Owner
- Bill Gillespie is the Director of Marketing, and Co-Owner
- Bill Main is the Chief Financial Officer, and Co-Owner
- Lisa Speed is Administrative Liaison between Owners/Management and the Staff
- Carol Richards is the Assistant Controller (Accounting)
- Lynn Harter is the Assistant Controller (Accounting)
- Valerie Kenway is the Director of Banquets, Catering and Special Events
- Andy Cavan is the Kitchen Manager
- April Smith is the Co-Dining Manager
- Anna King is the Co-Dining Manager
- Jean Kelly is the Dining Shift Supervisor
- Gustavo "Gus" Plata is the Kitchen Night Shift Supervisor
- Chris Cotruvo is the Kitchen Day Shift Supervisor

The Answers To Your Questions

Payroll Policies:

- Your first payday will be ____/____/____, and include pay from today until ____/____/____.
- Payday is every other Friday at 5:00 PM in the bar. Please don't ask for your paycheck early.
- If you have questions regarding your pay, see the Business Office.
- All tipped employees must report their tips.
- If you lose a paycheck, see accounting immediately to request "stop payment" (there will be a bank fee), and have a new check issued.

Work Schedules:

- Our hours of operation are from 11:30 until 3:00 for lunch; dinner is served from 5:30 until 10:30 (4:00 until 9:30 on Sunday), and the cafe remains open, serving food from 11:30 until closing. We serve Sunday brunch from 10:30 until 3:00. Please check with your supervisor for winter hours.
- Your schedule will generally be: _____.
- This week's schedule and next week's schedule are posted at the same time, to the right of the time clock.
- All schedule changes must be in writing, signed by both affected employees, and approved by a supervisor prior to the scheduled shift.
- We would hope that all employees would fill their shifts, even if they are sick. However, if you call in sick with no replacement, please do so at least 2 hours prior to your scheduled time in so that management can find a replacement.

Breaks and Meals:

- Employee meals are served 40 minutes before the beginning of the lunch period, and 40 minutes before the beginning of the dinner period. Only supervisors may write on the employee meal sheet; cooks will only prepare employee meals that have been listed on the employee meal sheet.
- Kitchen employees and Sunday night dinner service employees must clock out to eat their meal.
- Service employees wishing to eat must be at the restaurant 1/2 hour prior to their scheduled time to eat their meal.

Miscellaneous Who, What and Where:

- Employees may enjoy up to two cocktails in our bar after their shift. They may not be in uniform, nor may they sit at the bar.
- Please see the Business Office for information regarding our Problem Solving Procedures (appeals).
- We strive to ensure that each employee will receive a quick review 30 days after they begin work in a new position, and every six months after hire. A review is not a guarantee of a rate increase.
- Friends are not to wait in the restaurant for you to get off work.
- There are to be no personal phone calls in or out while you are working.
- You must have reliable transportation to work—transportation problems are not an excuse for being late.

Employee Lockers

First Aid Kit

Prep Area

Accounting Office

OPS Office

Schedule Board

Time Clock

Dining Room #1

Dry Storage

Employee Mailboxes

The Cooks Line

Walk-ins

Management

The Loft

Dining Room #2

Communication Box

Dining Room #3

Employee Signature: _____

Date: ____/____/____

Supervisor Signature: _____

Date: ____/____/____

Notes:

BY THE WAY, WE'RE GLAD YOU'RE HERE!