

Welcome to the



Employee Induction Handbook

How This Book Works

SECTION ONE – INFORMATION ABOUT YOUR CAFÉ OR RESTAURANT

This contains all the important information you need to know before you start work. At the end of this section you will need to sign the acknowledgment form and ensure your induction checklist is completed by your trainer and returned to your manager.

SECTION TWO – LEARNING MANUAL

This section contains your three month learning and development plan. It covers what learning and development activities you need to complete on your first day, within the first two weeks and within your first three months.

Objective

To provide customers with the dining experience that we all would like and deserve. Our dedication to provenance, traceability at seasonality is the driving force behind We strive to create a workplace environment that is clean, calm and creative

Our focus in creating an incredible dining experience is built around our desire to have the best:

- Food
- Coffee
- Service
- Environment

We believe all elements are equally important to the success of our family run business, and have hired you with the belief that you the attributes to deliver these goals. The attributes are:

- Passion
- Team work
- Enjoy and have fun with your experience

Terms and Conditions of Employment

Induction and Probationary Periods: All new employees will be provided with an induction of the policies of the organisation which include a site tour, safety responsibilities and service procedures and protocol. If employees have a successful trial they are employed for a two week trial period. The result of a successful trial period is employment under a three month probationary period. There will also be an appraisal conducted after 4 weeks of the probationary period. If after, or during this period the The Bloom Room Cafe determines your performance to be unsatisfactory it has the right to terminate employment immediately.

Training Checklist: All new staff are required to complete the training checklist within the first month of employment. At the conclusion of this month an appraisal with your supervisor and manager will be conducted.

Appraisals and Reviews: A three month review is scheduled to confirm the end of the probationary period. A six month and then annual formal appraisal will be held with your supervisor or one of the owners. Informal appraisals shall be carried out at regular intervals, weekly when possible. This is an opportunity for both parties to voice any concerns on a one on one basis. The aim of the appraisal is to ensure:

- Progression and growth of employee within the work place
- Healthy employee morale
- Consistency of service and standard

First Impressions – How we communicate

First Impressions are vital with the hospitality industry. Our customers make a judgment of our business and us as employees constantly. These judgments can be referred to as Moments of Truth. Each Moment of Truth whether it be walking in the entrance, receiving their breakfast in the restaurant or when they pay their bill all contributes to their perception of the café/restaurant and our ability to deliver on our promises.

Below are some basic expectations we have of every team member when it comes to interactions with our guests. While we will be doing many training sessions as a team on customer service, it is important from your first day that you are able to provide a high level of service to every guest to the best of your ability.

The Five Ten Rule

The five ten rule is a basic tool which is easy for everyone to remember throughout your day. It goes like this.

Every time you are within ten meters of a customer or a fellow team member- you smile, make eye contact and acknowledge the guest.

Once you are within five meters – you greet the customer (or team member) with a good morning/ afternoon/ evening. If we all remember this rule every day- we are well on our way to offering the best customer service in Redland!

The way we communicate:

Did you know that the words we use equals only 7% of the way we communicate to our guests? Interesting to note how much body language and tone of voice affects the message our customers and colleagues here.

However it is important to remember to be careful with the words we use... Remember we are in a professional environment and as such we must watch our language and 'slang'. Try-

"You're welcome" instead of "no worries or no problem"

“Thank you” instead of “cheers or thanks” **How**

we greet our customers on the telephone: If

the phone call is an external call;

Thank you for calling (restaurant name) this ishow may I help you.

Stand tall, walk tall...

We are always on show when in the restaurant so remember to walk with purpose, but don't run! Watch your posture and body language to ensure it is positive when talking with any customer or fellow team member.

First Impressions – Personal Presentation Standards

Why do we have presentation standards.

Marketing for a restaurant is more than stating the menu and the function facilities. All that we advertise creates expectations and customers come to us with preconceived ideas of how the restaurant will look, including the staff. We must honour their expectations. The Venzin Groups standards for personal presentation have been developed for all employees as being appropriate to our customers' expectations. You are required to follow these standards at all times as part of your employment.

We require all our staff to be clean for all shifts (if you sweat, use deodorant as this is a very physical job), clean clothes and proper shoes appropriate for high levels of walking.

Hair

Must be neat and clean at all times. Long hair should be tied up. F&B Servers with long hair must have their hair off their face. Hair accessories should match with the uniform provided. No extreme hairstyles will be permitted.

Footwear

F&B Females and Males – no wedges or heels, must be closed in heel and toe, non slip sole

Make up

If you choose to wear Makeup; it should be used to enhance your features. Light, subtle tones - neutral, earthly colours are to be used.

Jewellery

All jewellery should be kept to a minimum. Earrings must be small studs. No facial studs will be permitted under any circumstances.

Facial Hair

Employees are required to shave prior to commencing work. Existing beards and moustaches should be neat and trimmed.

Other

No large visible tattoos or shower daily, use deodorant, brush teeth at least daily. All nails to be clean and short. Clear nail polish. Uniforms must be clean, in good repair, ironed and worn correctly.

Overpowering perfumes/colognes/deodorants should not be used.

Important information for your employment

Car Parking

Car parking is available for staff free of charge in shopping centre parking.

Staff Meals

50% discount for staff lunch break. Discount will not be applied to individual cakes or Acai items. No discount for before or after a shift.

Staff drinks

If you require a drink during work please bring your own water bottle and refill it thorough out the day. Soft drinks are \$1 and must be purchased through the POS system. Coffee and tea are available all day at no charge excluding Matcha, Chai, Bubble Tea or Specialty Drink . All drinks should be consumed of the customers view.

Staff Belongings

Staff can use the shelf next to the cake cabinet. Be mindful that this is a common area and will be left unlocked so storing valuables is at your own risk. Do not use your phones (including text messaging) for personal reasons while working.

Please request to use your phone if it is important. Phones should be left out of sight and turned on silent mode.

Do not keep your belongings in the work office

Smoking

If you require a cigarette this is to be done on your lunch break, it is important that when you return to the café that you have washed your hands and rinsed your mouth, we do not want anyone working in the café smelling of smoke. Do not smoke in uniform and do not smoke near the premises.

Drugs & Alcohol Policy

The Bloom Room Cafe is deemed a drug free environment. All employees are required to attend work and perform their duties free from the influence of drugs and alcohol. Prescription medication is acceptable, however employees must provide evidence if required. If staff come to work under the influence of drugs or alcohol the punishment is immediate dismissal.

Right of Search

The restaurant reserves the right as and when required to search lockers and employee's belongings whilst entering or leaving the premises.

Email & Internet

Our establishments do not offer their customers wireless access. Unless authorised by management or supervisors staff are not permitted to use the computer. If access is granted it is expected that employees use the internet appropriately. It is not acceptable to use the computer for any of the following purposes:

- Personal gain and profit
- Access or download pornographic material
- Gambling
- Infringement with another person's intellectual property rights, such as copyright
- To transmit any material in violation of any laws or damaging to a person or company's reputation
- Abuse of these guidelines could result in disciplinary action or dismissal

Toilets

If you need to get changed please use the disabled toilet. Do not wear your apron when going to the toilet. You must always wash your hands with hot water and soap before returning to work

Rosters

Your roster will be posted at least seven days in advance. Any changes within the seven days must be by mutual agreement.

When you commence working you can request particular days and we will endeavour to provide you with these shifts, however this is not always possible. It is essential you regularly check the roster for any changes. If you have difficulties or request changes to the roster you need to speak with your manager.

If you require a day off when you are rostered on, casual staff are required to replace or switch their shifts with other staff. You must then attempt to contact other staffs that are available to fill the shift. You are also to inform your manager of this change.

Phones

All mobile phones must be kept in your bags unless you have permission to carry one with you while on duty.

Formal disciplinary processes will result if employees are in possession of their phones.

Please also ask your manager or supervisor if you are unsure.

Show me the money...

Pays are processed weekly & every Monday

Wages can usually be accessed from bank accounts by Tuesday afternoons through to Wednesday morning

Timesheets

Timesheets must be filled out and signed by your supervisor at the completion of every shift. You must ensure your timesheet is complete and correct at the end of every pay period.

Incorrect timesheets may result in disciplinary action and is considered a serious misconduct issue.

Staff Leave (annual and personal)

This applies to all staff on a full time or part time salaries.

Annual leave and personal leave are accrued based on the amount of hours that you work.

Request for annual leave:

If you would like to take annual leave you are required to request it from your manager. At least one week notice is required for more than 2 days off.

You are required to ask for permission for leave. It may be that your time requested off coincides with other staff who may have already requested that time off and we may ask you to consider alternative dates.

PROCESS:

You can either email or write a letter asking for annual leave. This doesn't need to be a formal letter (hand written notes are fine) we just need a record of the request. We will usually respond immediately, however in some cases we may need 24 hours to decide.

Once leave has been approved you are then required to work with your manager to assist in covering those shifts with other staff.

Request for personal leave:

Personal leave, otherwise known as sick leave and can be taken when you are sick or injured or when you need to care for an immediate family or household member who is sick, injured or has an unexpected emergency.

We need to be informed with a phone call. Text messages are not acceptable. If you need 2 days or more off we require a doctor's certificate. If your personal leave day falls on the day after your RDO we also require a certificate. If you leave work during a shift management can request a Doctors certificate.

Sick days: Please advise as soon as possible if you are unable to work. Be conscious that you work in a large team and viruses spread quickly in this environment. We don't want you working if you are sick. Staff are required to provide a Doctor's certificate if there illness exceeds 2 working days.

Termination of Employment and Disciplinary Procedures: A disciplinary procedure is set in place for all employees. In cases where management believed there has been a gross misconduct your employment can be terminated immediately.

Examples of serious misconduct that may lead to your instant dismissal, but are not limited to include:

- Reporting for work under the influence of drugs or alcohol
- Theft and/or misappropriation
- Fraud
- Sexual or other harassment
- Leaving the site during a rostered shift without prior approval of management
- Neglect and/or refusal of duty

- Sharing or discussing company related matters on any form of social media
- Any form of deformation

In the case of other disciplinary and performance issues we follow a three warning policy.

First: Informal chat and a verbal warning

Second: Written warning

Third: Final written warning and termination of employment

Except in the case of probationary employees where employment can be terminated at any stage by the employer, either party may terminate employment at any given time by giving the other party two weeks written notice.

Front of house operating procedures

Our goal is to be the best café in Brisbane. We endeavor to provide an experience where our three core principals of coffee, food and service are delivered to every customer that walks through the door at the highest standard. This can only be achieved and maintained with people like you who share our values and desire to do the very best job possible. Please treat all customers equally respectfully.

As floor staff you will set the stage and have a direct impact on every customer's experience. You will determine whether every customer feels welcomed, appreciated and cared for.

It is essential that you maintain an energetic, friendly and caring attitude at all times. The guidelines listed on the following pages have been established to help you in your effort to provide these qualities to our customers. Along with the hands on training you will receive, this manual will provide answers to questions you may have regarding your tasks, responsibilities and operating procedures for the The Bloom Room Cafe. Role of Front of House Supervisors: The role of the supervisor is to assist in hiring of new staff. This involves: trials, hiring, induction, appraisals and ongoing training. Supervisors are your point of reference for any issues that arise, and a voice of authority for any disputes. They are there to assist you at all times.

Be Ready....

If your shift starts at 7.30 be ready by 7.30. Arrive earlier if you want breakfast. Be ready to work. 10 minutes early is advised as a minimum.

When you arrive: (if not opening)

- Assess the situation – eg. Should I get on the floor ASAP? Should I clean up back bar? Is there a coffee to be run, juice to be made, food to be run?
- COMMUNICATE with the staff that are already working. E.g. WHAT needs to be done?
- Check the specials (ask the kitchen or the manager questions if you don't understand the specials)
- Be pro-active e.g. clean back-bar, re-stock waiter's station, polish cutlery.

Sections: You will be allocated a section each day, it may be a section of the floor, behind the register, take away counter or on the door. Aim to know your section well. With time you will become proficient at working every section. Stick to your section at all times. If you cross over you must communicate what has occurred with the section waiter. Never actively seek to take orders from someone else's section, however if a customer asks you to take their order from another section this is ok. You must then either set up the cutlery or communicate to the section waiter to set cutlery.

Floor section: When approaching a table your objective is to make your customers feel welcomed and confident in knowing you're there to take care of them. You may develop your own style and manner in accomplishing this but be mindful of the following:

- Focus on the customer
- Learn and use customer names
- Be relaxed but alert and efficient. Always be in control of the situation
- Be observant, not scripted
- Know everything on the menu, make suggestions when appropriate
- Ask specific questions and show you're concerned about the answer. If something isn't right do what you can to make it right.
- Consolidate and use your time wisely

Register: This can be a demanding role especially during busy periods. It is also the last point of contact with the customer, so make the last impression a good one.

- Handle transactions smoothly and confidently
- Enquire/ confirm their enjoyable experience at Pawpaw/Picnic or Mons
- Ensure transactions are correct

When at the register you will also need to assist take away enquiries, you may of course be assisted by floor staff when possible. Be quick and efficient. Most people

who want take away generally have time constraints. These customers can often be regulars.

At the door:

This is the customer's first point of contact, it's a small window of opportunity. Be impressionable!

5. a) Sequence of Service

1. Greet all customers at the door with a smile and say hello. Even if you are busy, or doing something else, you must at least acknowledge the customer. If you are busy, tell them that someone will be with them shortly to seat them.
2. Seat the customer. During busy periods and weekends we have dedicated staff responsible for the meeting and seating of staff. It is very important that section waiters consistently update the door staff on table availability in their section. When there is no door staff on it is the floor team's responsibility to seat customers. It is important that as floor staff you are always aware of available tables in all sections of the café so that you can be efficient when greeting and seating customers.

When seating:

- Give customers a few seating options only
 - Seat quickly and confidently
 - Be smart about where you seat them
 - Avoid seating small groups on large tables. If you do, inform them that at some point you may need to move them to a smaller table or add other customers to the existing table
 - Try not to split chairs on large communal tables (utilise all seating)
 - Seat customers with prams at appropriate tables (avoid high traffic areas)
 - Seat elderly customers on tables with chairs with backs
3. After seating the customer provide them with water, glasses. The door person will issue this request of section staff so that customers can sit at a table that has already been set. Often the door person will do this as well but it is not ideal as they need to be free to greet and engage customers.
 4. Explain the menu to the customers and take time to inform them of the daily specials and wine list

5. Offer the customer a drink – coffee, tea, fresh juice, wine etc., then enter the order into the POS system
6. Give the customer time with the menu (approx. 5-10min). When taking an order show interest and look the customer in the eyes, stand, don't lean. When you take their food order always record on note pad then enter order into the POS system. Check that you have entered the order correctly. Keep the record of your orders on the note pad.
7. Set the table cutlery. You usually have approx. 10 minutes to do this, however during quieter times you may need to do this very quickly. You don't need to always set cutlery immediately. It is often a more efficient to other jobs for other tables, eg. Clear tables, take coffee orders, ask customers how their meals are going. USE YOUR TIME SMARTLY.
8. Run Food and drinks. This should be done as a priority at any stage of service and not restricted to running for your section only. On weekends we have drink and food runners however you should always look to help when possible
9. Offer the customer a second coffee. This can be done at any stage when clearing a table or you notice an empty cup. Clear any empty coffee cups from the table before the food arrives to allow more space.
10. Clear the customers tables at the completion of their meal not after they pay or leave. When clearing, encourage the customers to try some of our cakes and slices. You should also enquire as to how their experience has been. We want the customer's feedback.
11. Offer more drinks and cakes. Our cake display is located at the front counter.
12. When the customer has finished you can offer to bring them their bill or they can pay at the register.
13. Clean the table and chairs immediately after the customer leaves. Look under the table for crumbs.
14. Inform the maître d' that you have a table ready.

When a customer changes tables: If a customer changes tables it is your responsibility to amend the change within the POS system and physically on the docket: drink and food. It is important that you also communicate the change with the section waiter. Be mindful & proactive; never assume something has been done for you.

Waiters Station: It is your responsibility that the waiter's station is always stocked. The waiter's station should be full of cutlery, glasses, water bottles and napkins. If you have time, always check the stations.

Receiving Deliveries: If you are the first point of contact for any delivery you must follow this procedure:

- Check that the delivery address is correct
- Check that the delivery docket matches what is in the parcel. You will need to open up some orders to check exactly what is in the box.
 - Chefs or KPs should check all food deliveries and quality should be checked and approved before signing off on delivery.
- Once you have received the order ensure that it is placed in an appropriate area and the appropriate person has been informed of its delivery. Most deliveries will have a name for the person who has ordered. It's your responsibility that this person is informed.
- If you are unsure if the delivery is correct, then ask your supervisor for assistance.
- Check for an invoice. Again this must be checked with the physical order then initialled and placed in the ' INVOICES' tray.

Staff Talk: Avoid conversations other than work related when on the floor. Come to work to provide an amazing experience to the customers not to have a discussion amongst other staff. If you have time to talk (non-work related) to other staff there is a good chance that a customer is being neglected. Keep your focus on the customers all the time. Remember to be positive when talking about other café experiences. If you have a bad experience share it in private, not within an ear shot of the customers. We don't want a reputation as a café who openly criticises other cafes, or other industry related experiences.

Customer complaints: We endeavor to make the customer feel that they have left with a positive experience. You need to deal with complaints quickly, and with very little fuss. We have hired you based on your capacity to make good judgments in these scenarios. Offer to fix the problem straight away and make sure the customers leaves happy. If we have not met expectations of the customer you should discuss the issue with a supervisor. We are more than happy to offer complimentary coffees or meals if the situation determines this outcome. If a customer is giving you a difficult time that you feel you are not dealing with quickly, do not get too

emotionally involved, explain that incident to a supervisor and ask them for assistance.

It is essential that you read through the opening and closing procedure notes in the induction booklet.

Extra Notes and jobs for quieter times (remember the customer is still our number 1 priority so you must keep an eye on the floor and stop what you are doing if a customer needs assistance):

- Polishing cutlery (one staff member at a time during service)
- Polish wine glasses (one staff member at a time during service)
- Clean the dishes on back bar
- Re-stock the cakes and slices
- Clean toilets throughout the day – especially weekends. A quick trip with a garbage bag is usually enough to tidy up during service
- Check the waiters station & re-stock if necessary
- Change the water in the vases when it becomes slimy/smelly and remove any dead flowers
- Make an effort to talk to customers
- Walk around the floor – we are a busy café, there is always a customer that requires attention.

6. Coffee

Coffee is an integral part of the cafe experience. Coffee means something so different to all of us, which is what makes it such a special thing. From how that first sip makes us feel, to how it is enjoyed, to who it is enjoyed with to the type of beans, to the history behind the beans and of course the taste. It is important that you take time to learn about the coffees we serve here so that you can pass on this knowledge to our customers.

Take your time to read the coffee manual and learn about our machine, coffee supplier & bean roast

The Kitchen & Our Food

You have been provided with a menu and allergen glossary for your assistance.

Service:

It is essential that you communicate all changes and specific customer needs to the chefs. Be clear and precise with your communication, the chefs are very busy and need quick clear instructions or questions. During busy periods and weekends we don't make any changes to the menu. This is done to ensure food comes out as quick as possible. We are flexible with dietary requirements and allergens, you should read the allergen checklist to advise the customers correctly as to what they can and can't eat. If someone asks you about a food item, if you don't know, don't guess, take the time to ask the chefs.

If a customer alters their order after you have entered into the system, you **MUST** delete the unwanted item and then add the new item, send this job through to the kitchen. Then you must re-print the whole order again. Make sure your drink orders are not repeated as they will also re-print. Inform the kitchen immediately of the table name and that change has occurred.

When the food is ready the chefs will ring the bell. Make your best effort to pick it up quickly. Double check the table number and the docket before spiking the docket and running the food. We have designated food runners during busy times and on weekends.

If food is moved on a plate when you pick it up, ask the chef to amend, never touch the food or try and fix the dish yourself.

The kitchen is a very busy place, and communication between the chefs is vital, so make an effort to keep talking to a minimum when you are there. Don't hang around in the kitchen when you don't need to be there.

Dishes: We expect a high level of professionalism from you when you deliver food to a table and clear a table. Make the effort to clear a table and stack your plates in a tidy manner. Take the extra time to always stack dishes in the kitchen appropriately, particularly during busy times when dishes pile quickly. Never stack too high or different sized plates on one another as this could cause the plates to fall over. Make sure your plates are wiped clear of any waste, cutlery and ramekins are placed into correct buckets.

The Serious Business of running a restaurant...

Creating a fun and enjoyable work environment for all our staff is our first priority, so please understand that the following incidents of misconduct will not be tolerated under any circumstances and dismissal or disciplinary action may result.

This list is not exhaustive. The Manager will be involved at each step of the disciplinary process to ensure that an employee is not treated in a harsh, unreasonable or unjust manner.

Abandonment of Employment

All employees must be aware that failure to turn up to two consecutive (rostered) shifts may be deemed as being abandonment of employment and result in termination.

Absence from assigned job or work area without authorisation.

Being unfit for work due to alcohol or drug abuse.

Damaging, destroying, wasting or defacing company property.

Disclosure of confidential business information.

Dishonesty.

Drinking alcoholic beverages or using illegal drugs whilst on duty.

Failure to hand in customer lost property.

Falsifying timesheets, wage records, documents or company records. Harassment of any form to either a guest or staff member

Insubordination.

Lack of personal cleanliness, hygiene or below standard grooming.

Offering complimentary or discounted F&B to guests or staff without prior authorisation from Management.

Poor performance, carelessness or low productivity.

Possessing lethal weapons or attempting to bring them on company premises

Repeated tardiness or absenteeism.

Smoking on the premises.

Unauthorised removal of company property from the premises.

Unauthorised use of company telephones for personal reasons.

Unauthorised use or possession of mobile phone while on duty.

Violating fire and safety regulations.

Vulgarity, disrespectful conduct, failure to treat guests, management or fellow employees with courtesy.

Occupational Health & Safety

Hand hygiene Washing your hands



1. Hands are only washed in the basin provided.



2. Use soap to work up a lather.



3. Wash palms, fingers, thumbs, nails and wrists (use a nail brush if necessary).



4. Rinse off soap by washing hands under running hot water.



5. Dry with paper towel.

Staff must wash their hands **before**:



- Starting or re-commencing food handling (for example, starting a shift, returning from a break)



- Handling food



- Wearing disposable gloves



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Staff must wash their hands **after**:



- Attending the toilet
- Handling raw ingredients
- Eating or drinking



- Habits that may cause contamination, such as licking fingers, biting nails, smoking, touching pimples or sores
- Coughing, sneezing, using a handkerchief or disposable tissue



- Disposing of or handling waste
- Handling animals
- Handling anything else other than the food (for example, money, cleaning cloths, cleaning equipment)
- Handling any food that may potentially contaminate other food products.

Good personal hygiene, such as thoroughly washing and drying hands when handling food. Avoid cross-contamination, such as keeping raw foods and ready-to-eat foods separate, and using separate, clean utensils, containers and equipment. Cook foods thoroughly; make sure foods such as meats and poultry are cooked until their core temperature reaches 75°C. Avoid the Temperature Danger Zone; keep

chilled foods cold at 5°C or colder, and hot food hot at 60°C or hotter. Avoid spoiled foods, foods past their use-by dates, or food in damaged containers or packaging.

When in doubt, throw it out.

Food Safety:

It is the responsibility of all employees to ensure the health and hygiene standards are maintained and protocols adhered to:

- Temperatures between 5° - 60°C are referred to as the Danger Zone. Bacteria grows and multiplies rapidly between these temperatures and results in food poisoning
- At temperatures between 20° - 45°C bacteria grow at their best
- Temperatures between 0°- 4°C (fridge temperature) bacteria can still grow, although very slowly
- Below -18°C (freezer temperature) bacteria do not grow or multiply. They are dormant.
- It is only at a temperature above 70°C that bacteria dies
-

Temperature Records are kept for:

- All fridge temperatures are recorded
- Freezer temperatures are recorded
- During food preparation and service, food should be probed to make sure it has reached the required temperature.

Safety guards must be kept in place at all times when applicable. It is in the interest of every employee to help educate new employees in our safety practices. It is also every ones responsibility to ensure that all equipment is cared for, and any damage is reported immediately.

Handling Food:

Everyone has bacteria on their bodies. Even healthy people can spread bacteria onto food by touching it with their hands. Thoroughly wash and dry hands before handling food and between handling raw food and cooked or ready-to-eat food. Use clean, sanitised utensils (tongs, spoons, spatulas) to handle cooked or ready-to-eat food. Gloves Disposable gloves can be used. The same precautions should be taken when handling raw food and cooked or ready-to-eat foods. Wash and dry hands thoroughly before putting on gloves, and always use fresh gloves. Change gloves: • at least once every hour • if they become contaminated • if they tear • when switching between handling raw and ready-to-eat foods • when changing tasks • after taking rubbish out, and • after sweeping, mopping and cleaning.

Packing and serving prepared food:

Store food in clean, non-toxic, food storage containers which are strong enough for the job. Wash and sanitise containers before using them. Do not re-use containers that are only meant to be used once. When serving food, make sure that all cutlery and crockery is clean and undamaged.

Illness:

You must not work when you are suffering from illnesses which are likely to be transmitted through food. These include gastroenteritis (often called 'gastro'), including viral gastroenteritis (Norovirus), hepatitis A and hepatitis E. You must advise your supervisor if you are feeling unwell.

Lifting and Bending:

Back injuries are amongst the most common work related injuries. You are responsible for maintaining your back in good working order and using good practices to avoid work related injuries. You should follow the steps below to avoid back injuries.

To Lift:

- Plan your lift – if it is too heavy, get help
- Place your feet apart. One foot is beside the load, the other behind it
- Bend your knees, not your back
- Hold the load firmly with both hands
- Raise your head and pull your chin in. This helps to keep your back straight
- Straighten your legs to lift the load. Keep your elbows close to your body
- When you put the load down, bend your knees not your back.

Never stand on crates or boxes when lifting.

Never carry more than one full milk crate

First Aid: There is a first aid kit located in the dry store.

Cleaning: Although the café is cleaned thoroughly by staff and cleaners at the completion of each day, attention must be paid during service to the cleanliness of the café. Random toilet inspections should take place, and cleaned in required during service by all FOH staff. Always use gloves when cleaning and wash hand after.

Water: When it rains the floor in the café gets very wet. It is essential that a wet floor sign is placed near the café entrance whenever there is water on the floor. If you

notice a water spill on the café floor you must clean it immediately or alert your supervisor.

Robbery: If you are in the situation where you are involved in a robbery or armed robbery do not try and resist or be a hero. Do as the robber says, give them what they want and don't do anything silly. Your safety and wellbeing is more important than money.

Health and Safety Frequently Asked Questions

What happens if I have an Accident while at work?

We are committed to providing you with a safe working environment. However, accidents do happen, if you have an accident while you are at work, you must report this incident to your supervisor so that the Assistant Manager on duty can be notified. Once this occurs, you will be asked to fill out an Incident Report Form. This form is enclosed in this handbook. Filling out this form correctly is very important. In the event that you require workers compensation, this form will help make the processes faster.

Fire Evacuation

In the event of a fire, you will be directed to evacuate via the public address system.

Direct any guests towards the nearest fire exit and follow the exit signs out to the assembly point.

If you are working in the restaurant or kitchen there may be other tasks you need to complete before evacuating, so please become familiar with your specific role in an evacuation on your first day.

The Assistant Manager is responsible for directing all staff and guests until the arrival of the fire brigade.

The most important things to remember is to stay calm and ensure personal safety and the safety of those around you by evacuating and assisting others to evacuate as quickly as possible.

Discovering a Fire

Immediately let your duty manager know.

Ensure there is no immediate danger to guests or staff within the area that may need your assistance.

Go to the nearest telephone, dial 000 and inform the telephone operator of your

name and location of fire.

Unless you have had specific training, then you should not attempt to put out the fire. No staff member is employed to fight fires! However if you have received training in operating a fire extinguisher or fire blanket, then you may attempt to put out a small fire. A small fire is generally regarded as the size of a waste paper bin.

Unless your safety is threatened, stay in the immediate area to provide direction and assistance to the fire fighting team.

INCIDENT REPORT AND INVESTIGATION FORM

Date incident occurred: _____ Time: _____ AM / PM Report Number : _____
Exact Location: _____
Department : _____ Occupation : _____
Reported to: _____ Time: _____ Date: _____

Duties worker engaged in at the time of injury: _____

PERSONAL INJURY

Name _____ Address: _____
Occupation: _____ Witness by: _____ Address of Witness: _____
Phone: _____

INJURY DETAILS

NATURE OF INJURY:

Note: Multiple Injuries, show major injury with asterisk.

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Cuts & Abrasions | <input type="checkbox"/> Lacerations |
| <input type="checkbox"/> Burns & Scalds | <input type="checkbox"/> Foreign Body |
| <input type="checkbox"/> Sprains/Strains | <input type="checkbox"/> Puncture |
| <input type="checkbox"/> Fractures | <input type="checkbox"/> Infection |
| <input type="checkbox"/> Amputations | <input type="checkbox"/> Bruising |
| <input type="checkbox"/> Concussion | <input type="checkbox"/> Open Wound |
| <input type="checkbox"/> Occupational Disease | <input type="checkbox"/> Internal |
| <input type="checkbox"/> Dermatitis | <input type="checkbox"/> Dislocation |

BODY PART INJURED:

- | | |
|--|--|
| <input type="checkbox"/> HEAD | |
| <input type="checkbox"/> EYE | |
| <input type="checkbox"/> TRUNK | |
| <input type="checkbox"/> ARM (left/right) | |
| <input type="checkbox"/> HAND (left/right) | |
| <input type="checkbox"/> LEG (left/right) | |
| <input type="checkbox"/> FOOT (left/right) | |

Other: _____ Treatment Rendered: _____

- | | | | | |
|--------------------------|---|---|--|---|
| <input type="checkbox"/> | <input type="checkbox"/> treated by first aid
unfit for work | <input type="checkbox"/> sent to own doctor | <input type="checkbox"/> sent to hospital | <input type="checkbox"/> return to work |
| | <input type="checkbox"/> sent to co. doctor | | <input type="checkbox"/> restricted duties | |

By Whom: _____ Date: _____

DESCRIPTION OF INCIDENT: Clearly state how the incident occurred and include procedure, plant, personnel and process involved. Attach photograph and sketch

Signature of person making entry: _____

Position title: _____ Date: _____

MANAGER TO DETERMINE EXTENT OF INVESTIGATION BASED ON RISK ASSESSMENT; ie

- Low Moderate High Extreme

Manager's Signature: _____ Date: _____

PROPERTY DAMAGE (if applicable)

Description of Damage: _____

And last but not least.... What's The Bloom Room Café all about?

Our Values: Our values are important to us, as they are a set of guidelines of behaviour, which are expectations consistent throughout the group. Our values are a vital part of our company culture. These values are;

Performance: We set high standards for ourselves every day, both as individuals and in our teams, so that we can give our best and maximize our performance.

Spirit of Conquest: We take risks and combine boldness, initiative and team spirit in order to grow and expand

Innovation: We know how to look ahead, anticipate and act differently, in order to develop new solutions that drive progress.

Respect: We recognize and value both men and women around the world in all their diversity.

Trust: We build relationships and create a climate of trust amongst us all. We encourage personal initiative and positive risk taking by creating conditions favourable to building self worth, by delegating and by acknowledging that people can make mistakes.

Thank you & Welcome

Thank you for taking the time to familiarise yourself with this important information about The Bloom Room Café. Communication is the key to any successful relationship, so we will continue to keep you updated, trained and informed on any new initiatives and procedures around our family business.

In regards to our values in the previous page, on a personal note, I believe we can build and create a fun, rewarding and successful team if we begin with the values of Respect and Performance. I encourage you to reflect upon these values in your every day work and personal life, as without a commitment to these two values then we cannot achieve our personal and professional goals.

Never hesitate to contact your managers or myself if we can be of any assistance in making your work experience here more enjoyable.

Don't forget to return the following page to your manager along with all other forms marked 'copy' and then within your first week- return your 'first week questionnaire' and your Induction Checklist.

Welcome once again!

The Bloom Room Café – Urara / Yuu Yamashita

Acknowledgment of receipt

I,..... employed by
The Bloom Room Café in the position of..... acknowledge
receipt of the Employee Handbook issued to me and I have thoroughly read and
understood its contents.

I sign below in agreement to observe and abide by all policies, procedures and
regulations as specified and I will accept responsibilities, obligations and
consequences as laid down in this Handbook and further up dates as they become
known to me via the variety of tools for communication around the business.

Signature:

Date: