

New Hire Orientation

This is an excerpt of an Instructor Manual created for use during New Hire Orientations to provide background on the company and explain the restaurant's Policies and Procedures related to employees.

The document has been altered to protect the actual client's identity.

New Hire Orientation

Class Information

Overview The Class Information section provides an explanation or identifies a reference for every topic covered during the New Hire Orientation. Read and use this information to gain the required knowledge for conducting the New Hire Orientation.

1. Introduction **Your Background**

Use this time to introduce yourself as the class instructor. Discuss your background with The Chinese Restaurant or in the restaurant industry.

Personnel at The Chinese Restaurant

Identify the following leaders in The Chinese Restaurant Organization. Explain their role in the success of The Chinese Restaurant (or provide an opportunity for them to introduce themselves).

| | |
|---------------------------|--|
| Vice President Operations | |
| Director of Operations | |
| Area Supervisor | |
| Brand Standard Supervisor | |
| General Manager | |
| Assistant Manager | |
| Lead Cook | |
| First Cook | |
| Shift Leader | |
| | |
| | |

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2. History of The Chinese Restaurant



Jack and Sam opened their first full service restaurant in California in the late 80s. Since opening, The Chinese Restaurant has created success by:

- Adapting traditional Chinese food to American taste.
- Using wines and oil to create lighter healthier and more flavorful Chinese food.
- Using the highest quality chicken, shrimp, and beef for all dishes.
- Cooking only fresh food to order (no steam tables or holding bins).
- Designing restaurants with the upscale, modern, American feel
- Using an open and visible kitchen (exhibition style).
- Accepting only friendly service and high quality food.
- Focusing on quick serve and take out business.
- Controlling quality and consistency by using the Company's centralized commissary and warehouse as main source for products.
- Focusing on guest satisfaction, team building, and product excellence to lead the industry.

3. What is The Chinese Restaurant?

The Chinese Restaurant concept has always focused on serving fresh, high quality food, cooked to order and served in a friendly, exciting, and clean environment.

All products used or sold in our restaurants are ordered from the Company's centralized commissary and warehouse. This centralized distribution helps us control product quality and consistency.

Mission

To Be Exceptional with the Essentials

- *Guest Excellence*
 - *Great Tasting Food*
 - *Dazzlingly Clean Restaurants*
 - *Margin Improvements*
-

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- 4. Our Vision** *To be Exceptional with the Essentials*
Our credo is: Each guest, each and every time; no excuses, no exceptions!

- 5. What it takes**
1. Integrity- Be honest; hold yourself accountable for your actions
 2. Zeal to serve- Going beyond the basics, desire to help others
 3. Excellence- an attitude or feeling to strive for perfection, to do the best that you can do and to improve upon it daily
 4. Teamwork- everyone working towards a common goal, mutual respect for everyone’s abilities
 5. Truthful communication- be specific with information, set clear expectations

- 6. Did You Receive?** Ask if team members have received the following items. Be prepared to explain all items. Distribute any missing item.

| Item | Description |
|---|---|
| Job Description | Describes employee responsibilities and requirements for each job. |
| Menu Description | Describes and lists ingredients for each menu item. Assists team members in understanding The Chinese Restaurant product offerings. |
| Handbook | Employee Handbook outlines employee benefits/laws, responsibilities, and Company information. |
| OSHA Training | The Chinese Restaurant is committed to a safe work environment and partners with the Occupational Safety and Health Administration (OSHA) to ensure each employee is trained and understands their responsibilities in maintaining a safe and healthy work environment. The OSHA Training provided by The Chinese Restaurant outlines the practices for a safe environment. |
| Food Handling Card <i>(if applicable)</i> | Issued after completing food safety training and testing. |
| | |

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7. Dress Code Uniform

The Chinese Restaurant is designed with an open kitchen environment. The open kitchen concept creates a “stage” for the team members. This allows the Guests to view the talents of our team members. Because the Guest sees the entire order preparation process, The Chinese Restaurant requires every employee to wear a uniform (described below) while on the clock. As an employee of The Chinese Restaurant, you are our representative to the Guest. Uniforms help Guests easily identify team members who can help them.

Uniforms are also designed for maximum safety while working. The following uniform standards apply to every employee while:

- Working in the restaurant.
- Catering on location.
- Completing Marketing assignments (delivering door hangers, etc.).

| Uniform Standard | Provided by: |
|---|--|
| <i>All Team members</i> | |
| Name Tag (FOH Team members only) | The Chinese Restaurant |
| <i>Back of House Team members</i> | |
| Black T-shirt Shirt (full time) | <ul style="list-style-type: none"> • 3 shirts for full-time team members –shirts tucked into pants • 1 hat |
| Black T-shirt Shirt (part time) | <ul style="list-style-type: none"> • 2 shirts for part-time team members –shirts tucked into pants • 1 hat |
| Pants | <ul style="list-style-type: none"> • Black pants (no jeans or corduroys) |
| Apron | <ul style="list-style-type: none"> • Full apron provided by the restaurant |
| Oil/slip Resistance Shoes | Employee. <i>Wal-Mart provides a special selection of non-slip shoes work and steel-toe shoes. Team members can purchase these shoes and submit their receipt to the store Manager for a maximum reimbursement of \$20.00 each year.</i> |
| <i>Front of House Team members</i> | |
| Black T-Shirt | <ul style="list-style-type: none"> • 3 shirts for full-time team members –shirt tucked into pants • 2 shirts for part-time team members • 1 hat or visor • 1 half apron |
| Pants | <ul style="list-style-type: none"> • Khaki or Black pants (no jeans or corduroys) |

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7. Dress Code, continued

Grooming

Communicate the following grooming standards to team members:

- Hair must be confined (a bun or up under a hat). If hair is in a pony tail and it hangs at shoulder length or longer, confine it further in a braid etc.)
- Male hair must not hang over the ears.
- Males must be clean shaven. Goatees are allowed as long as they are kept neat and trimmed. Side burns may not exceed mid-ear length.
- Hair color must be a natural color (not the color of the rainbow)

8. Regulations

Breaks

- Every employee is permitted (as far as practical) a rest period during each work period. The authorized rest period is based on the total hours worked daily. For every four hours of work time, every employee is allotted one ten-minute rest time. (example, 2 breaks in an 8-hour shift, 1 break in a 4-hour shift)
- Team members who work less than 3.5 hours are not allotted a rest period.

Meals

- Team members who work more than 6 hours during a shift receive a minimum of 30 minutes meal-time without pay.
- Team members who work less than 6 hours during a shift are not entitled to a 30-minute meal-time and can eat before or after signing in or during the allotted 10-minute rest period.
- Team members are eligible to enjoy items from the employee menu during each work shift. Team members can eat on scheduled breaks or order for take-out before clocking out.
 - 6 hours or less entitled to a lunch employee meal (50% discount) excluding shrimp and white chicken dishes.
 - 6 hours or more entitled to a lunch employee meal (free) excluding shrimp and white chicken dishes.

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8. Regulations, continued

Conduct Off-Duty

Team members must adhere to the following guidelines when off duty:

- Team members are not permitted in the BOH or check-out areas
- When entering the restaurant during business hours, team members must comply with the dress code and rules of conduct in front of our Guests
- Team members must enter and leave through the front door only

Team members are always welcome to enjoy our restaurant as a Guest. We simply ask that they comply with the standards of behavior and dress that we ask of our Guests. Also, the rules of conduct for on-duty team members apply to off-duty team members while on the premises. The employee's presence reflects on the restaurant and other team members who work for the Company.

9. Work Schedules

Schedule Postings

Works schedules are posted by Thursday of each week. See *Operations Manual* for Holidays.

Shift Switching

Permissible only with authorization from the Manager.

Overtime

Based on state laws overtime can be paid (time and a half) for every hour over 8 hours worked during a day or every hour over 40 hours worked during a week.

Calling Off

You are required to call at least 3 hours ahead of time if you know you are going to miss a shift. When possible, try to cover your own shift before making the phone call to your Manager.

Tardiness

Other team members, as well as your Manager and our Guests are depending on your prompt attendance to work. The Chinese Restaurant does not tolerate tardiness. However, if you know you are going to be late, phone in and let the Manager know as quickly as possible so arrangements can be made to cover that time. Continued tardiness can result in termination of employment with The Chinese Restaurant.

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10. Evaluation and Wages

Wages

Hiring wages are based on current experience in the restaurant industry. However, The Chinese Restaurant recognizes excellent performance through increased salary. Over time, you can increase your earnings by demonstrating professionalism in the following areas:

Experience

Starting wages depend on your experience in the restaurant industry (particularly the Chinese food industry).

Attitude

A positive, “can-do” attitude with the desire to learn new skills and help team members accomplish the tasks required to complete a shift. (See Building Teams, Operations Manual).

Performance

Consistent, professional performance in your station. Always performing to the Quality standards.

Evaluations

Conducting evaluations provides a means of identifying areas of success and improvement for team members. All team members are provided the opportunity to complete an employee evaluation with their supervisor. Merit increases are reliant on above-average evaluations.

Monthly for Kitchen Staff

Because of the intensity and pace in the Kitchen, BOH staff receives a monthly evaluation to make sure skills and performance are at The Chinese Restaurant standards all times.

Quarterly for Front Staff

FOH staff receives a quarterly evaluation to help identify areas of success and improvement.

11. Pay Periods

Checks are available to all team members bi-weekly on Tuesday. Be respectful of peak business hours when picking up paychecks. Best times 2-4 pm.

12. Parking

Park in an area not normally used by Guests (outer or back lot of the building). Make sure you park in a lighted area for safety. In some locations you can be fined for parking in customer only designated spaces.

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13. Smoking Smoking by team members is prohibited in the restaurant and food preparation areas. (Communicate the team members’ designated smoking area at the restaurant). Remove all cigarette butts and debris from this area before returning to work from a “smoke-break.”

Note: Smokers do not receive extra breaks because they smoke.

14. Phone Use Family members can call the restaurant main phone only in the event of an emergency.

15. POS Time Keeping Team members use the Point of Sale system to clock in and out. (Conduct a training session for this procedure).

Make sure team members know to immediately report any discrepancies in time to the Manager on Duty.

Team members are charged for the replacement of lost or stolen cards.

16. Referral Bonus See *Operations Manual, Building Teams* for Referral Bonus Program. Totals below are the most current.

- Did anyone refer you?
- Kitchen referral
 - After 90 Days (\$200)
 - Work experience at hiring (Additional \$200 after one year)
 - No experience at hiring (Additional \$100 after one year)
 - Must be sent in within one week of hire date
- FOH referral
 - After 90 Days (\$50)
 - After 1 year (\$100)
 - Must be sent in within one week of hire date

17. Manager Referral See *Operations Manual, Building Teams* for Manager Referral Program. Totals below are the most current.

- First day of employment - \$500
- Must be sent in within one week of hire date

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18. OSHA Communicate (perhaps through a restaurant tour) the listed Safety Measures in the restaurant. Explain each as you guide the team members through the safety tour.

See *Operations Manual, Building Profits for OSHA/Safety* Information.

19. Harassment The Chinese Restaurant supports a no tolerance policy for harassment based on race, sex, religion, disabilities, or gender preference. No tolerance means the offender will automatically be investigated and possibly disciplined or terminated for any harassment allegations brought against him/her.

See *Operations Manual, Building Profits for Harassment* information.

20. Employment Regulations Study each employment law as listed in the *Operations Manual*, under the *Building Teams section (Employment Regulations)*.

Explain each employment law to new team members.

21. Benefits

Benefits

Study each benefit as listed in the *Operations Manual* under the *Building Teams section (Pay and Benefits)*.

Service

Study service topics as listed in the *Operations Manual* under the *Building Sales section*.

Security

Study security topics as listed in the *Operations Manual* under the *Building Profits section*.
