

31TH HOTEL DINING DEPARTMENT STAFF HANDBOOK

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I. Message from the Management

Welcome to the 31th Hotel Dining Department!

As the Management, it brings me great pleasure to extend a warm welcome to you as a valued member of our dining team. Our department is committed to providing exceptional employee benefits, including comprehensive insurance coverage to ensure your well-being.

*This handbook serves as your guide to navigating your role within our organization. By adhering to the guidelines and instructions outlined herein, you contribute to the seamless operation of our dining department and, most importantly, **your safety**.*

*Important points in the handbook will be ****bolded****, and content marked in **red is **crucial for your safety, so remember it carefully****.*

Thank you for being an integral part of the 31th Hotel family. Your dedication and commitment are vital to our continued success.

Best regards,

The Management

II. Dress Code & Protocol

Uniform

1. Uniform Requirement:

*All dining department staff members are required to wear **black** uniforms during working hours.*

2. Daily Uniform Provision:

New uniforms are provided daily and can be collected from the designated employee locker room.

3. Uniform Disposal:

Please ensure the proper disposal of your uniform after work hours. Discard the uniform before entering the staff dormitory to prevent any potential contamination.

4. Reporting Non-Compliance:

*Report any individuals in the dining area not adhering to the black uniform policy. **They are not staff anymore***

Identification

All employees must carry their Employee Identification card on the right chest during all working hours.

Protocol

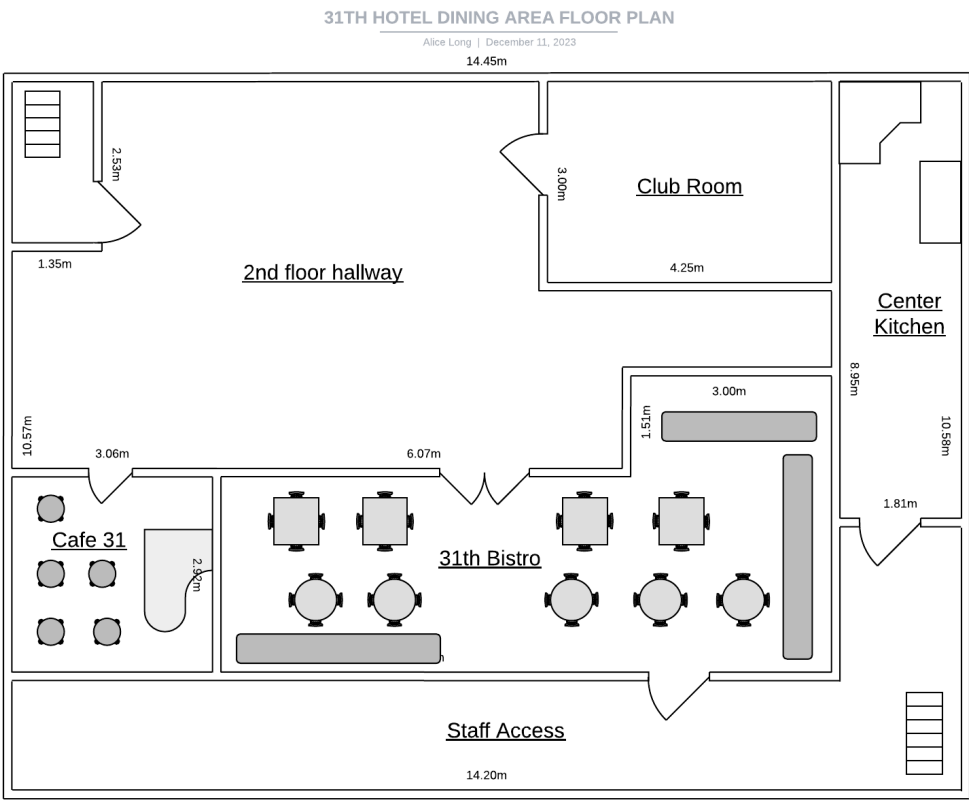
*In order to maintain a high level of professionalism when interacting with customers, employees are encouraged to exhibit a **composed demeanor and avoid displaying excessive emotion.***

III. 31th Bistro Staff

Major Responsibilities

1. Deliver the fresh daily food to 31th Bistro. Dispose of any ingredients that are not fresh.
2. Freshly orange juice is a specialty of 31 Bistro. **Ensure that every customer visiting the bistro consumes a glass of orange juice daily.** Remember, normal customers appreciate freshly orange juice. If you encounter a customer who refuses or expresses disgust towards the orange juice, immediately notify the house-keeping department. **Do not allow that customer to leave before the house-keeping department arrives.** They will know how to proceed, and their actions should not be questioned.
3. The routes in the dining area can be intricate; please memorize the following map. Avoid approaching the clubbing area, as it is not your designated area of responsibility. Their food is supplied directly from their internal kitchen.
4. Discussing anything unrelated to your job is prohibited during working hours. Strive to minimize thoughts unrelated to work, as this helps you stay focused and composed, minimizing possible pollution.
5. **Remember, there are no bars here.** If you encounter an area that seems like a bar, ignore it and leave immediately. If a guest inquires about bars, guide them to the clubbing area. The staff there will know how to assist them.
6. The operating hours of 31th Bistro are from 6:00 AM to 9:00 PM. Please promptly start encouraging guests to leave by 9:00 PM and ensure that they do not take restaurant food with them. Do not touch the remaining food, as it will decompose on its own. **If anyone attempts to enter the restaurant after 9:00 PM, notify the maintenance departments.**

Dining Area Floor Plan



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