



MEDDY'S AFRICANA BUKA OPERATIONS & POLICY MANUAL

Consistency Across All Branches

Version 1.0

Prepared By: Management

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CHAPTER 1

INTRODUCTION AND PURPOSE

1.1 Introduction

This manual serves as the official guide for all employees of **Meddy's Buka**. It outlines the policies, rules, and procedures that govern daily operations across all branches. The purpose of this document is to ensure consistency, discipline, and professionalism in the delivery of our services.

1.2 Vision Statement

To establish Meddy's Buka as a trusted neighborhood restaurant brand, recognized for consistency, quality, and excellent customer service.

1.3 Mission Statement

To provide freshly prepared and affordable meals in a clean, safe, and welcoming environment, while maintaining operational excellence across all locations.

1.4 Core Values

- **Integrity:** Conduct business honestly and transparently.
- **Professionalism:** Maintain respect, discipline, and responsibility at all times.
- **Quality:** Deliver meals and services that meet defined company standards.
- **Consistency:** Ensure uniformity of operations and service across all branches.
- **Teamwork:** Collaborate across departments to achieve company goals.
- **Safety & Hygiene:** Adhere to all food safety and cleanliness standards.

1.5 Purpose of this Manual

This manual is intended to:

- Provide clear guidelines for staff conduct and responsibilities.
- Standardize operations for all departments and branches.
- Define procedures for attendance, discipline, and workplace behavior.
- Ensure compliance with health, safety, and food handling regulations.
- Serve as a reference document for training and decision-making.

1.6 Importance of Compliance

All employees are required to read, understand, and comply with the contents of this manual.

Failure to adhere to the policies and procedures outlined herein may result in disciplinary action as per company regulations.

1.7 Review and Updates

This manual is a living document and will be reviewed periodically to reflect changes in company policy, operations, and industry standards. Any updates will be communicated promptly to all staff.

CHAPTER 2

ORGANIZATIONAL STRUCTURE

2.1 Purpose of the Structure

Meddy's Buka maintains a well-defined organizational structure to ensure smooth operations, accountability, and effective communication across all levels. This structure supports teamwork, proper supervision, and timely decision-making.

2.2 Management Structure

The company's chain of command ensures proper supervision and accountability at every level:

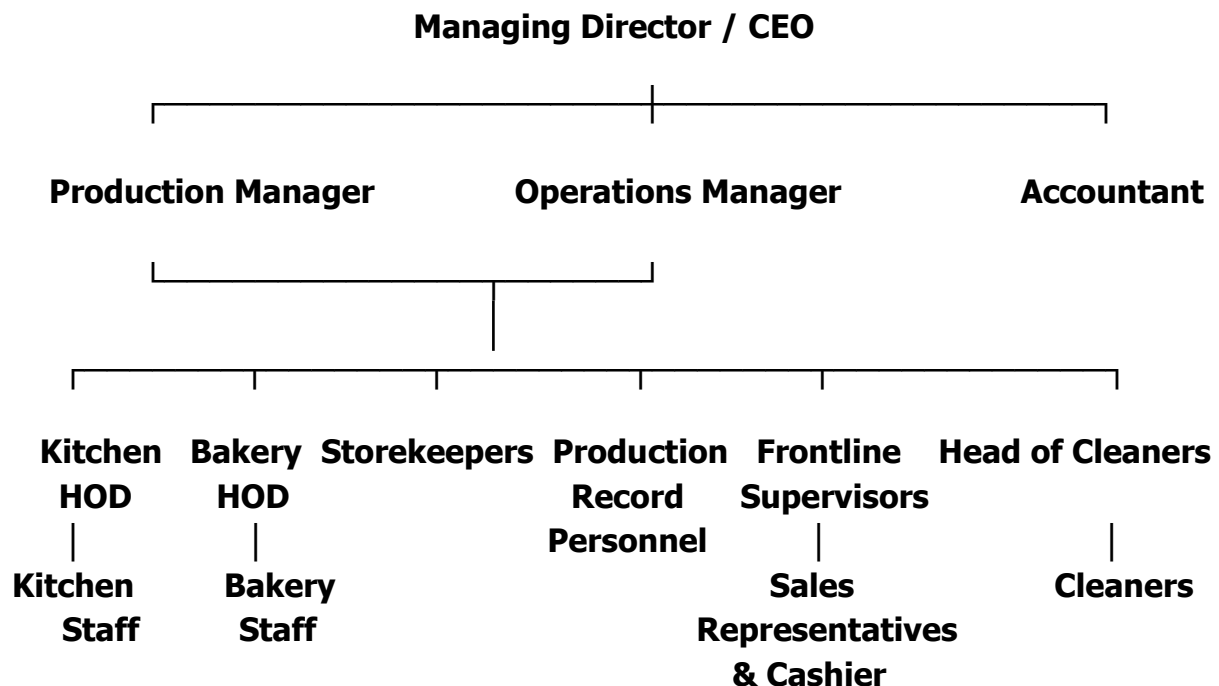
- **Managing Director / CEO**
Provides overall leadership, makes strategic decisions, and oversees the entire company's operations.
- **Management Staff**
 - **Operations Manager** – Oversees both front-of-house and back-of-house activities, ensuring smooth day-to-day operations, proper staffing, and excellent customer experience.
 - **Production Manager** – Supervises food production processes, ensures consistency, quality, and kitchen hygiene, and coordinates with other departments.
 - **Accountant** – Manages the financial records, payroll, and ensures accountability for all revenues and expenses.

2.3 Departments and Units

Meddy's Buka Limited is organized into the following key departments and units:

1. **Kitchen Department** – Responsible for meal preparation and maintaining food quality.
2. **Bakery Department** – Handles the production of bread, pastries, and other baked goods.
3. **Grills Department** – Focused on grilled food items and maintaining taste consistency.
4. **Frontline Department** – Includes:
 - **Frontliners / Sales Representatives** – Directly interact with customers, take orders, and ensure a positive customer experience.
 - **Cashiers** – Manage payments and issue receipts.
 - **Frontline Supervisors & Head Supervisor** – Supervise all frontline staff, resolve customer complaints, and ensure excellent service.
5. **Storekeepers** – Manage inventory, receive supplies, track stock usage, and report shortages.
6. **Production Record Personnel** – Maintain daily production logs, track output, and generate reports for management.

7. **Janitors / Cleaners** – Ensure cleanliness across the restaurant, following strict hygiene and safety standards.



2.4 Collaboration and Coordination

Effective collaboration between departments is critical for seamless restaurant operations. The Operations and Production Managers, in partnership with the HODs, work closely to:

- Align production with customer demand.
- Ensure quality control feedback is acted upon promptly.
- Maintain proper inventory levels and avoid shortages.
- Provide management with timely performance reports.

2.5 Scalability and Growth

This structure is designed to remain flexible as Meddy's Buka Limited expands. New roles, departments, or branches can easily be integrated under the existing framework, with clear reporting lines to management and consistent adherence to company standards.

CHAPTER 3

ROLES AND RESPONSIBILITIES

Clear definition of roles and responsibilities is critical to the smooth running of Meddy's Buka Limited. Each staff member is expected to fully understand their duties, deliver them with excellence, and remain accountable for their performance.

3.1 Managing Director / CEO

- Provide strategic direction for the company.
- Approve major financial and operational decisions.
- Foster company culture and set performance expectations.
- Represent the company in external engagements and partnerships.

3.2 Operations Manager

- Manage the overall functioning of the restaurant (front-of-house and back-of-house).
- Hire, train, schedule, and supervise staff across all departments.
- Conduct performance reviews and handle employee relations.
- Ensure food service and cleanliness meet company and health standards.
- Oversee inventory control and monitor material usage.
- Report breakdowns of machinery/tools and ensure timely repairs.
- Collaborate with management and HODs to improve efficiency.
- Take inventory of drinks and vendor supplies, checking expiration dates and quality.
- Provide performance-based assessment of staff in collaboration with management.

3.3 Production Manager

- Ensure timely and consistent preparation of all dishes according to company standards.
- Monitor kitchen hygiene, food safety practices, and cleanliness.
- Supervise kitchen staff, delegate tasks, and ensure proper shift coverage.
- Provide daily operational reports, including challenges and suggestions for improvements.
- Work with the operations manager to coordinate smooth kitchen and service workflows.
- Maintain and monitor kitchen tools and equipment, ensuring they are functional and safe.

3.4 Accountant

- Maintain accurate financial records and prepare periodic reports.
- Process staff salaries and benefits.

- Track expenses, sales revenue, and profitability.
- Ensure financial accountability and compliance with company policies.

3.5 Storekeepers

- Receive, record, and organize all incoming supplies.
- Track stock usage and update inventory records.
- Report shortages or damages promptly to management.
- Maintain proper storage conditions for perishable and non-perishable items.

3.6 Production Record Personnel

- Record daily production output from all departments.
- Maintain detailed production logs for auditing and analysis.
- Generate daily, weekly, and monthly production reports for management.

3.7 Heads of Departments (HODs)

- Supervise staff within their department.
- Ensure departmental performance meets company standards.
- Report daily progress, challenges, and needs to the Production or Operations Manager.

3.8 Frontline Supervisors

- Train, mentor, and supervise frontline staff and cashiers.
- Ensure excellent customer service and resolve complaints professionally.
- Oversee table assignments, reservations, and service flow.
- Ensure compliance with health and service standards.
- Monitor sales, cash handling, and assist with inventory reporting.
- Adhere to the prescribed dress code for each day of the week.

3.9 Frontliners / Sales Representatives

- Greet and attend to customers politely and promptly.
- Take accurate orders and relay them to the kitchen.
- Maintain personal hygiene and follow company dress code.
- Support upselling of products to increase revenue.

3.10 Cashiers

- Handle payments accurately and issue receipts.
- Balance cash drawers at the end of shifts.
- Report discrepancies immediately to the frontline supervisor.

3.11 Kitchen Staff

- Prepare meals according to set recipes and portion sizes.
- Maintain cleanliness and personal hygiene.
- Report equipment faults or shortages promptly.

3.12 Bakery Staff

- Produce bread, pastries, and other baked goods consistently and on time.
- Maintain proper hygiene and follow recipes and production schedules.

3.13 Grill Staff

- Prepare grilled foods to meet taste and presentation standards.
- Maintain cleanliness and hygiene at the grill station.

3.14 Janitors / Cleaners

- Keep all restaurant areas clean and hygienic at all times.
- Dispose of waste responsibly and regularly.
- Follow the cleaning schedule as directed by management.

CHAPTER 4

WORK ETHICS AND CODE OF CONDUCT

The work ethics and code of conduct at **Meddy's Buka Limited** are designed to ensure professionalism, discipline, and a positive work environment. Every staff member, regardless of position, is expected to adhere to the following guidelines:

4.1 Professionalism and Leadership

- All staff must demonstrate professionalism in their appearance, speech, and conduct.
- Punctuality is mandatory; staff must report to duty on time as per their shift schedules.
- Management and supervisors must lead by example, motivating and guiding their teams.
- Treat colleagues, customers, and vendors with respect at all times.

4.2 Ethical Behavior

- Favoritism is prohibited. All staff must be treated fairly.
- Harassment, discrimination, bullying, or any form of abuse will not be tolerated.
- All financial transactions must be transparent and honest.
- Confidential business information, recipes, and records must not be disclosed.

4.3 Customer Service Excellence

- Guests must receive excellent service, including polite communication and prompt delivery of food.
- Complaints must be handled professionally and escalated to supervisors if necessary.
- Maintain a welcoming, clean, and organized environment at all times.

4.4 Teamwork and Communication

- Foster open and respectful communication within and between departments.
- Share information clearly and provide constructive feedback when necessary.
- Support colleagues in resolving conflicts quickly and professionally.

4.5 Compliance with Policies and Laws

- Follow all local health, safety, and labor regulations.
- Enforce food handling protocols, proper storage, and hygiene practices.
- Ensure that all staff members receive their legally entitled breaks and fair treatment.

4.6 Financial Responsibility

- Handle cash, inventory, and company property with integrity.

- Prevent and report any fraudulent activities, theft, or unauthorized discounts.
- Reduce waste and control costs to support company profitability.

4.7 Confidentiality

- Protect sensitive information, including customer details, sales figures, and recipes.
- Staff found sharing confidential data without authorization will face disciplinary action, up to and including termination.

4.8 Health and Safety Compliance

- Maintain compliance with health and safety standards as enforced by management and local regulators.
- Report hazards immediately to prevent workplace accidents.
- Participate in training for emergency procedures (e.g., fire drills, first aid).

4.9 Attendance, Punctuality & Shift Signing

- Staff must sign in and out for every shift.
- Lateness beyond 30 minutes of the shift start time will attract fines (₱500–₱1000 depending on position).
- Signing in or out for another staff member is strictly prohibited and will result in **immediate termination**.
- Failure to sign in/out for three consecutive days without management approval will lead to dismissal.

4.10 Dress Code & Personal Hygiene

- All staff must wear the designated uniforms, including shoes and hair covers, as instructed by management.
- Supervisors must adhere to their designated color-coded dress schedule.
- Personal grooming and hygiene must be maintained at all times (e.g., trimmed nails, clean hair covers, fresh uniforms).

4.11 Prohibited Behaviors

The following actions are strictly prohibited and will result in disciplinary measures:

Offence / Misconduct	First Offence	Second Offence	Third Offence
Disrespect/abusive language towards staff, customers, vendors	Warning + ₦3000 fine	Warning + ₦3000 fine	Termination
Theft, fraud, unauthorized discounts	Immediate termination	—	—
Allowing unsanitary food handling or ignoring health codes	2-week suspension without pay	—	—
Negligence in duty, repeated absenteeism, or poor performance	Warning	Suspension without pay	Termination
Sexual harassment or discrimination	Investigation → suspension or termination (based on outcome)	—	—
Consumption of alcohol/drugs during work hours	Immediate suspension or termination	—	—
Sharing confidential business information	Termination (possible legal action)	—	—
Competing with company business interests	Termination + legal action if financial harm is proven	—	—
Ignoring fire safety or emergencies	Warning	Suspension	Termination

4.12 Disciplinary Measures

- Disciplinary actions will be documented and signed by both management and the employee.
- Management reserves the right to suspend, demote, or terminate any employee whose actions severely affect the company's reputation, operations, or profitability.
- Repeat offenders will be subject to escalated penalties as listed above.

CHAPTER 5

DEPARTMENT-SPECIFIC REGULATIONS & EXPECTATIONS

This chapter provides specific operational guidelines for each department and personnel category. These regulations ensure consistency, quality service, and adherence to company policies.

5.1 Kitchen Department

5.1.1 Cleanliness & Food Safety

- Kitchen staff must maintain 100% hygiene at all times, i.e. hair covers, aprons, and clean shoes are mandatory.
- Work surfaces, utensils, and equipment must be cleaned and sanitized before, during, and after use.
- Food must be handled according to safety standards (e.g., proper handwashing, avoiding cross-contamination).
- All raw and cooked food items must be stored at appropriate temperatures.

5.1.2 Food Preparation Guidelines

- Follow standard recipes to ensure consistency in taste and portion size.
- Record quantities of raw materials received and processed daily.
- Immediately report shortages, poor-quality ingredients, or expired stock to the Production Manager.

5.1.3 Storage & Wastage Management

- Store perishable items in refrigerators/freezers promptly after delivery.
- Label all storage containers with product name and date.
- Record and report all wastage (burnt, spoiled, or unsold items) for accountability.

5.2 Bakery Department

5.2.1 Daily Production Schedule

- All bread and pastries must be ready for dispatch by **8:00 AM** daily.
- Production schedules must be planned in advance based on sales forecasts and stock levels.

5.2.2 Quality & Freshness Standards

- Products must meet company taste, texture, and appearance standards.
- Substandard or burnt products must be discarded and documented.

5.2.3 Cleaning Procedures

- Bakery equipment (ovens, mixers, trays) must be cleaned after each production cycle.

- Deep-cleaning should be done **weekly** and supervised by the Bakery Supervisor.

5.3 Grills Department

5.3.1 Proper Cooking & Handling of Meats

- All meats must be marinated, stored, and grilled following food safety regulations.
- Use food thermometers when necessary to confirm meats are fully cooked.
- Avoid cross-contamination by using separate utensils for raw and cooked products.

5.3.2 Customer Service Time Standards

- Shawarma and grilled items must be served within 10 minutes of order placement (unless stated otherwise).
- Maintain steady production during peak hours to avoid delays.

5.4 Frontline (Sales Representatives)

5.4.1 Customer Interaction Etiquette

- Always greet customers politely and maintain a **friendly, professional tone**.
- Never argue or engage in confrontations with customers.
- Ensure food is served neatly and presented attractively.

5.4.2 Cash & POS Handling Rules

- Cashiers are responsible for accurate handling of cash and POS transactions.
- Any shortage or excess must be reported immediately to the Frontline Supervisor.
- No sales representative is allowed to collect cash directly without authorization.

5.4.3 Order & Queue Management

- Maintain orderly queues and avoid service delays.
- Double-check orders before dispatch to ensure accuracy.

5.5 Frontline Supervisors

5.5.1 Monitoring Staff Performance

- Ensure sales reps maintain proper hygiene, portion control, and professionalism.
- Conduct random checks on service areas, stocks, and cleanliness.

5.5.2 Conflict Resolution & Escalation

- Address minor customer complaints immediately.
- Escalate unresolved issues to the Operations Manager or MD promptly.

5.6 Cleaners

5.6.1 Cleaning Schedules & Standards

- Restrooms, dining areas, and service areas must be cleaned hourly or as required.
- Maintain a visible cleaning checklist signed after each cleaning session.

5.6.2 Waste Disposal Rules

- Waste bins must be emptied regularly to prevent overflow.
- Segregate wet waste from dry waste and dispose of appropriately.

5.7 Management (Production & Operations Managers)

5.7.1 Inventory Management

- Monitor daily usage of raw materials and maintain stock accuracy.
- Work with storekeepers to ensure **First In, First Out (FIFO)** method is followed.

5.7.2 Stock-Out & Re-Order Process

- Track items approaching depletion and raise requisitions for replenishment.
- Communicate with suppliers/vendors to avoid stock-outs.

5.7.3 Reporting to the Managing Director

- Submit **daily operations reports** including production data, challenges, and solutions.
- Highlight staff performance, major incidents, and customer feedback.

CHAPTER 6

EMPLOYEE CONDUCT, ATTENDANCE & DISCIPLINARY POLICY

This chapter sets the behavioral and attendance expectations for all staff and defines penalties for violations. It is designed to maintain professionalism, accountability, and fairness across the organization.

6.1 General Code of Conduct

1. Professional Behavior

- All employees must treat colleagues, supervisors, customers, and vendors with respect.
- No abusive language, harassment, or discrimination will be tolerated.

2. Team Cooperation

- Management staff must support one another in achieving daily goals.
- Staff should communicate openly and resolve conflicts professionally.

3. Confidentiality

- Do not share company secrets, recipes, customer data, or financial details without authorization.
- Violation of confidentiality may result in termination and legal action.

4. Ethical Responsibility

- Avoid favoritism and ensure fair treatment of all staff.
- Be honest and transparent in all financial transactions.

6.2 Attendance & Timekeeping

6.2.1 Signing In & Out

- All employees must sign in before beginning their shift and sign out immediately after.
- **Signing in/out for another staff member is strictly prohibited** and will result in **immediate termination**.

6.2.2 Shift Times

- **Morning Shift:** Starts at **6:00 AM** (grace period until 6:30 AM).
- **Afternoon Shift:** Starts at **3:00 PM** (grace period until 3:30 PM).

6.2.3 Lateness & Absenteeism

- Late sign-in after the grace period will incur fines:
 - **₦1,000** for management and supervisors.
 - **₦500** for all other staff.
- Failure to sign out will attract a **₦500 fine**.
- Absence without notification will result in deduction of a day's wage.
- **3 consecutive days of absence without reporting** will result in **termination**.

6.2.4 Chronic Lateness

- **10 instances of lateness in a single month** (without approved reason) will lead to dismissal.

6.3 Offences & Penalties

S/N	Offence/Misconduct	Penalty
1	Disrespect, abusive language, harassment toward colleagues, customers, or vendors	1st Offence: Warning + ₦3,000 fine 2nd Offence (same month): Warning + ₦3,000 fine 3rd Offence: Termination
2	Theft, fraud, unauthorized discounts, fund mismanagement	Immediate termination; legal action may follow
3	Allowing unsanitary food handling, expired ingredients, or ignoring health codes	2-week suspension without pay
4	Negligence, repeated tardiness, absenteeism, poor performance	1st Offence: Warning 2nd Offence: Suspension without pay 3rd Offence: Termination
5	Engaging in or allowing sexual harassment or discrimination	Investigation → Suspension or Termination
6	Consuming or being under influence of alcohol/drugs during work	Immediate suspension or termination
7	Sharing company secrets or confidential data	Termination + possible legal action
8	Side businesses competing with the restaurant or harming its interests	Termination + legal action if financial harm is caused
9	Ignoring fire safety or kitchen hazard protocols	1st Offence: Warning 2nd Offence: Suspension 3rd Offence: Termination

6.4 Reporting & Disciplinary Procedure

- All misconduct must be reported to a supervisor or manager immediately.
- Investigations will be carried out before any penalty is enforced.
- Disciplinary actions will be documented and signed by both management and the employee.
- Repeat offenders will face escalated disciplinary measures.

6.5 Management Responsibilities in Enforcement

- Managers and supervisors are responsible for:
 - Monitoring compliance with these policies.
 - Issuing warnings and documenting offences.
 - Reporting serious violations to the Managing Director for further action.

CHAPTER 7

TRAINING, PERFORMANCE REVIEWS & STAFF DEVELOPMENT

This chapter outlines Meddy's Buka's commitment to equipping staff with the knowledge, skills, and opportunities they need to grow within the organization.

7.1 Training & Onboarding

7.1.1 New Staff Orientation

- All new employees must undergo a **mandatory onboarding program** before resuming full duties.
- Orientation will cover:
 - Company culture, mission, and values.
 - Food safety and hygiene standards.
 - Customer service expectations.
 - Signing in/out and attendance procedures.
 - Department-specific training (kitchen, bakery, frontline, cleaning, etc.).

7.1.2 Continuous Training

- Periodic workshops will be conducted on:
 - Food safety & quality control.
 - Customer service excellence.
 - Equipment handling & safety.
 - Time management and productivity.
- Refresher training may be **mandatory** for staff who commit repeated errors or fail inspections.

7.2 Performance Reviews

7.2.1 Evaluation Schedule

- **Quarterly Performance Reviews** will be conducted for all staff.
- **Annual Performance Appraisals** will be conducted to determine promotions, salary increments, and recognition awards.

7.2.2 Evaluation Criteria

Performance will be assessed based on:

1. **Punctuality & Attendance** – Consistent adherence to shift schedules.
2. **Work Quality** – Accuracy, consistency, and compliance with company standards.
3. **Teamwork & Attitude** – Willingness to collaborate and maintain a positive workplace culture.
4. **Customer Service** – Professionalism, politeness, and ability to handle complaints.

5. **Initiative & Innovation** – Contribution of ideas to improve operations and reduce costs.

7.2.3 Rewards for High Performers

- Recognition in staff meetings.
- Eligibility for **Staff of the Month** awards.
- Priority consideration for promotions and leadership roles.
- Performance-based bonuses where applicable.

7.3 Career Development

7.3.1 Internal Promotion Policy

- Meddy's Buka encourages **promoting from within** where possible.
- High-performing staff may be considered for higher positions before external hiring.

7.3.2 Skills Development Support

- Staff may be sponsored or encouraged to attend relevant training or certification programs.
- Mentorship from senior staff will be provided for employees showing strong leadership potential.

7.4 Disciplinary Integration

- Performance reviews will be used not only to reward excellence but also to address underperformance.
- Staff who consistently underperform will be given:
 - **Step 1:** Counseling and targeted training.
 - **Step 2:** Written warning and closer monitoring.
 - **Step 3:** Suspension or termination if no improvement is made.

7.5 Management Responsibilities

- Supervisors and managers must provide **constructive feedback** during reviews.
- Performance expectations must be clearly communicated.
- Managers are to mentor staff and help them grow professionally while upholding the company's standards.

CHAPTER 8

HEALTH, SAFETY & EMERGENCY PROCEDURES

This chapter provides clear guidelines to protect employees, customers, and property while ensuring compliance with local health and safety laws.

8.1 General Health & Safety Principles

- **Safety First:** The well-being of employees and customers takes priority over speed of service.
- **Compliance:** All staff must follow **local health, fire, and labor regulations** at all times.
- **Clean & Organized Workspace:** Work areas must be free of hazards, spills, and unnecessary clutter.
- **Personal Hygiene:** Employees must:
 - Wear clean uniforms, hair nets/caps, and gloves where necessary.
 - Wash hands frequently, especially after using the restroom, handling raw food, or touching waste.
 - Report illnesses such as flu, fever, or infections before resuming work.

8.2 Fire Safety & Emergency Preparedness

8.2.1 Fire Prevention

- Keep flammable materials away from heat sources.
- Switch off gas burners and electrical appliances when not in use.
- Regularly inspect gas lines, fire extinguishers, and electrical equipment.

8.2.2 Emergency Equipment

- Fire extinguishers, fire blankets, and first aid kits must be **readily accessible** and checked monthly.
- Emergency exits must remain **clear and unlocked** during business hours.

8.2.3 Fire & Emergency Drills

- Quarterly fire drills will be conducted to train staff on safe evacuation procedures.
- Staff must know:
 - Location of emergency exits.
 - Fire extinguisher use (basic PASS method: Pull, Aim, Squeeze, Sweep).
 - Assembly point outside the building.

8.3 First Aid & Medical Emergencies

- A **designated first aid officer** must be present during every shift.
- In case of injury:

1. Administer first aid (if trained).
 2. Inform the supervisor or manager immediately.
 3. Document the incident in the **Accident Report Book**.
- Severe cases must be referred to a hospital without delay.

8.4 Kitchen & Food Safety

- Follow **FIFO (First In, First Out)** for food storage to avoid spoilage.
- Keep raw and cooked food **separate** to prevent cross-contamination.
- Store perishables at correct temperatures.
- Regularly sanitize countertops, cutting boards, utensils, and equipment.
- Do not leave cooked food at unsafe temperatures (danger zone: 5°C – 60°C).

8.5 Accident & Incident Reporting

- Every accident, injury, or near-miss must be **reported immediately** to the supervisor.
- The report must include:
 - Date, time, and location of incident.
 - Names of persons involved.
 - Description of what happened.
 - Actions taken to prevent recurrence.

8.6 Security & Theft Prevention

- Bags and personal belongings of staff may be inspected by management where necessary.
- Staff must report suspicious behavior, theft, or security risks to management immediately.

8.7 Responsibility & Accountability

- **Managers and supervisors** are responsible for ensuring safety compliance daily.
- **All employees** are expected to:
 - Take personal responsibility for their safety.
 - Follow procedures and report unsafe practices.
 - Participate in safety training sessions.

CHAPTER 9

SANCTIONS & DISCIPLINARY MEASURES

This chapter outlines the disciplinary structure for Meddy's Buka Limited. The goal is to maintain order, ensure fairness, and protect the company's reputation while giving employees the opportunity to improve their performance and behavior.

9.1 General Principles

- **Fairness:** All sanctions are applied consistently, without favoritism.
- **Documentation:** All disciplinary actions must be documented and signed by both management and the employee.
- **Escalation:** Sanctions typically progress from verbal warning → written warning → suspension → termination, unless the offense is severe enough to warrant immediate dismissal.

9.2 Categories of Offenses

9.2.1 Minor Offenses

(Usually addressed with verbal or written warnings)

- Lateness (less than 3 times per month).
- Failure to wear full uniform.
- Minor disobedience to instructions.
- Negligence that does not result in significant loss or damage.

Sanctions:

- 1st Offense → Verbal warning
- 2nd Offense → Written warning
- 3rd Offense → Fine (₦500) or short suspension (1 day)

9.2.2 Major Offenses

(Handled with written warnings, fines, or suspensions)

- Repeated lateness (3+ times per month).
- Leaving duty post without permission.
- Disrespecting supervisors, managers, or colleagues.
- Failure to follow hygiene or food safety rules.
- Mishandling company property.
- Poor record keeping or incomplete reports (Storekeepers, Production Record Personnel).

Sanctions:

- 1st Offense → Written warning + Fine (₦1000)
- 2nd Offense → Suspension without pay (3 days)
- 3rd Offense → Termination

9.2.3 Critical Offenses

(Result in immediate suspension or termination)

- Theft or attempted theft.
- Fraud (e.g., falsifying records, POS manipulation).
- Fighting or physical assault in the workplace.
- Gross insubordination.
- Substance abuse (alcohol or drugs) on duty.
- Severe negligence causing financial or reputational damage.
- Signing in/out on behalf of another staff member.

Sanctions:

- **Immediate Suspension:** Pending investigation
- **Termination:** If investigation confirms guilt
- **Legal Action:** May be taken in cases involving theft or fraud

9.3 Department-Specific Disciplinary Focus

- **Kitchen & Bakery Staff:**
 - Poor hygiene → Suspension pending retraining
 - Failure to meet production schedule → Written warning
- **Frontline Staff:**
 - Rudeness to customers → Fine + retraining
 - Wrong billing or cash shortage → Deducted from salary + warning
- **Supervisors & Managers:**
 - Failure to report incidents → Suspension
 - Mismanagement of stock → Written warning + possible surcharge

9.4 Disciplinary Records

- All sanctions must be logged in the employee's personnel file.
- Records may influence promotions, bonuses, or contract renewal decisions.

9.5 Appeals

- Employees have the right to appeal any disciplinary decision by writing to the Managing Director within 48 hours of receiving the sanction.
- Appeals will be reviewed by a management panel for fairness and transparency.

CHAPTER 10

CUSTOMER SERVICE EXCELLENCE

Customer service is the heartbeat of Meddy's Buka Limited. Every staff member, from the kitchen to the frontline, plays a role in shaping the customer experience. This chapter provides practical guidelines to ensure every guest leaves satisfied and eager to return.

10.1 Customer Interaction Guidelines

- **Warm Greetings:** Always greet customers with a smile and a friendly tone.
- **Professional Appearance:** Ensure uniforms are neat and complete at all times.
- **Active Listening:** Pay attention to customer requests without interrupting.
- **Polite Communication:** Use "please", "thank you", and respectful language consistently.
- **Positive Attitude:** Remain cheerful even during busy or stressful periods.

10.2 Handling Complaints & Difficult Customers

- **Stay Calm:** Never argue or raise your voice.
- **Listen Carefully:** Allow the customer to fully express their concerns.
- **Acknowledge the Issue:** Show empathy and understanding, even if the complaint seems minor.
- **Take Action Quickly:**
 - For small issues, resolve on the spot if possible.
 - For larger issues, escalate to the supervisor or manager immediately.
- **Follow Up:** Check back with the customer after resolution to ensure satisfaction.
- **Document Major Complaints:** Supervisors should log complaints and solutions for management review.

10.3 Maintaining a Welcoming Environment

- **Cleanliness:** Dining area, tables, and counters must be spotless at all times.
- **Ambiance:** Maintain proper lighting, music (if applicable), and a pleasant smell.
- **Team Behavior:** Avoid loud talking, gossiping, or using phones while in customer view.
- **Accessibility:** Ensure customers have clear paths to counters, tables, and restrooms.

10.4 Ensuring Prompt & Accurate Service

- **Order Accuracy:** Double-check each order before serving.
- **Timeliness:**

- Quick service for dine-in and takeaway orders.
 - Monitor wait times and keep customers informed if there are delays.
- **Coordination:** Frontline staff should maintain smooth communication with kitchen and bar teams.
- **Upselling:** Suggest complementary items politely, without pressuring the customer.

10.5 Training & Continuous Improvement

- Regular customer service training sessions for staff.
- Monthly review of customer feedback to identify improvement areas.
- Recognition and rewards for staff who consistently deliver excellent service.

CHAPTER 11

CONFIDENTIALITY AND SECURITY

The success and reputation of Meddy's Buka Limited depend on the protection of its assets, information, and operations. Every staff member is responsible for upholding strict confidentiality and ensuring that company property and data are handled with care.

11.1 Protection of Company Assets

- All equipment, tools, utensils, furniture, and other resources belong to Meddy's Buka Limited and must be used responsibly and only for company-related activities.
- Misuse or careless handling of company assets will lead to disciplinary action, including suspension or deduction from salary for damages caused.
- Any damage, malfunction, or loss of company property must be reported immediately to the department head or operations manager.

11.2 Handling of Company Property

- **Uniforms & Badges:** Staff must keep uniforms clean and wear them only during duty hours. Loss of uniforms or badges may attract a replacement fee.
- **Keys & Access Cards:** Only authorized personnel may possess keys to storage rooms, cash registers, or restricted areas. Keys must not be duplicated, shared, or taken off company premises without permission.
- **Kitchen & Bakery Tools:** All tools must be cleaned, counted, and returned to their proper storage after use.

11.3 Data Protection & Record-Keeping

- **Confidentiality:** Staff must not disclose company information such as recipes, supplier details, sales figures, or internal procedures to outsiders without management approval.
- **Customer Privacy:** Customer data, including phone numbers or payment information, must be kept secure and not used for personal purposes.
- **Documentation:** All records (e.g., stock sheets, sign-in/out sheets, sales reports) must be filled accurately and submitted on time.

11.4 Prohibited Acts

The following actions are strictly forbidden and will result in immediate suspension, investigation, and possible termination:

- Theft of company money, stock, or equipment.
- Giving unauthorized discounts or free meals to friends, family, or customers.
- Signing in or out on behalf of another staff member.
- Falsifying sales records, stock records, or financial documentation.

- Sharing company secrets, recipes, or internal processes with competitors.
- Tampering with CCTV systems, cash registers, or other security equipment.

11.5 Disciplinary Measures

- **First Offense:** Written warning and possible fine.
- **Second Offense:** Suspension without pay (duration determined by management).
- **Third Offense:** Termination of employment and possible legal action.

CHAPTER 12

PERFORMANCE MONITORING AND EVALUATION

The success of Meddy's Buka Limited depends on the consistent delivery of quality service and products. To achieve this, employee performance and operational efficiency must be continuously monitored and improved. This chapter outlines the process for evaluating performance, reporting findings, and ensuring continuous growth across all departments.

12.1 Performance Review Process

- **Regular Reviews:**

Performance reviews will be conducted **quarterly** for all staff to assess individual contributions, attitude to work, adherence to policies, and overall effectiveness.

- **Evaluation Criteria:**

- Punctuality and attendance records.
- Work quality and consistency.
- Customer service and teamwork.
- Adherence to company rules, hygiene, and safety standards.
- Initiative, problem-solving, and ability to work under pressure.

- **Feedback & Goal Setting:**

After each review, staff will receive constructive feedback and be given clear, measurable goals for improvement.

12.2 Quality Control Reporting

- **Daily Checks:**

The Quality Control Unit shall inspect food quality, presentation, and service procedures daily and submit a report to the Production Manager and Operations Manager.

- **Weekly Analysis:**

A weekly summary of quality issues, customer complaints, and areas of improvement will be compiled and reviewed by management.

- **Corrective Action:**

Any lapses discovered will be addressed immediately through retraining, adjustments in process, or disciplinary action if necessary.

12.3 Continuous Improvement & Training

- **On-the-Job Training:**

Staff will receive regular training to stay up to date with best practices, hygiene standards, and customer service techniques.

- **Cross-Department Training:**
Where possible, employees will be cross-trained in other roles to ensure operational flexibility.
- **Encouragement of Innovation:**
Staff are encouraged to suggest new ideas or improvements. Valuable suggestions may be rewarded at the discretion of management.
- **Performance-Based Rewards:**
Bonuses, commendations, or promotions may be given to employees who demonstrate exceptional performance and commitment.

ACKNOWLEDGMENT FORM

Every employee of **Meddy's Africana Buka Limited** is required to read, understand, and comply with the policies, procedures, and regulations outlined in this document. The acknowledgment form serves as a formal record that each employee is aware of their responsibilities and agrees to abide by the standards of the company.

I hereby acknowledge that I have received, read, and fully understood the contents of the **Meddy's Buka Limited Company Policy and Employee Handbook**.

I understand that:

- It is my responsibility to comply with all the policies, rules, and procedures contained in this document.
- Any violation of these policies may result in disciplinary action, which could include verbal or written warnings, suspension, fines, or termination of employment.
- The company reserves the right to revise, amend, or update these policies as necessary, and it is my responsibility to stay informed of any changes communicated by management.

By signing below, I confirm my commitment to uphold the standards of Meddy's Buka Limited and perform my duties with integrity, professionalism, and respect for the company, my colleagues, and our customers.

13.1 Signature & Date Section

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor/Manager Name: _____

Supervisor/Manager Signature: _____

Date: _____

13.2 Management Approval

Managing Director/CEO Name: _____

Signature: _____

Date: _____