

Shawarma Restaurant Policies & Documentation Manual

1. Introduction

This document defines the official policies, procedures, and operational standards of the Shawarma Restaurant. Its purpose is to ensure consistency, food safety, customer satisfaction, and compliance with legal and health regulations.

2. Vision & Mission

Vision: To be a leading shawarma restaurant recognized for quality, hygiene, and exceptional customer experience.

Mission: To serve fresh, flavorful, and safe food while maintaining professional service standards and ethical business practices.

3. Organizational Structure

The restaurant operates under a clear organizational structure including Management, Kitchen Staff, Service Staff, Cashiers, and Cleaning Personnel. Each role has defined responsibilities and reporting lines.

4. Food Safety & Hygiene Policy

- All staff must follow strict personal hygiene rules.
- Hands must be washed before food handling and after any contamination risk.
- Raw and cooked foods must be stored separately.
- Daily temperature checks for refrigerators and freezers are mandatory.
- Expired or spoiled ingredients must be discarded immediately.

5. Shawarma Preparation Standards

- Meat must be sourced from approved suppliers only.
- Meat must be marinated according to approved recipes.
- Cooking temperatures must meet food safety standards.
- Knives and cutting boards must be sanitized regularly.
- Prepared food must not be reused beyond approved holding times.

6. Cleanliness & Sanitation Policy

- Kitchen and service areas must be cleaned before and after shifts.
- Floors, counters, and equipment must be sanitized daily.
- Waste must be disposed of properly and regularly.
- Pest control measures must be in place at all times.

7. Employee Conduct Policy

- Employees must wear clean uniforms and personal protective equipment.
- Professional behavior with customers and colleagues is mandatory.
- Smoking, eating, or phone use in food prep areas is prohibited.
- Attendance and punctuality are strictly enforced.

8. Customer Service Policy

- Customers must be greeted politely and served promptly.
- Orders must be prepared accurately.
- Complaints must be handled respectfully and escalated if necessary.
- Refunds or replacements follow management approval.

9. Health & Safety Policy

- Emergency exits must be clearly marked and accessible.
- Fire extinguishers must be available and maintained.
- Staff must be trained on emergency and first-aid procedures.
- Accidents must be reported immediately to management.

10. Inventory & Supply Management

- Inventory levels must be monitored daily.
- First-In-First-Out (FIFO) method must be applied.
- Stock shortages or discrepancies must be reported immediately.
- Unauthorized purchasing is prohibited.

11. Cash Handling & POS Policy

- All sales must be processed through the POS system.
- Cash drawers are assigned per shift.
- Daily cash reconciliation is mandatory.
- Any cash variance must be reported to management.

12. Legal & Compliance Policy

- The restaurant complies with all local food safety laws and labor regulations.
- Business licenses and permits must be valid and displayed.
- Employee records and contracts must be maintained securely.

13. Confidentiality Policy

All business information, recipes, customer data, and financial records are confidential and must not be disclosed without authorization.

14. Policy Enforcement

Failure to comply with these policies may result in disciplinary action, including warnings, suspension, or termination.

15. Document Control

This document is reviewed periodically by management and updated as needed to reflect operational or regulatory changes.