Brew Beans Employee Handbook

# Welcome Message

Welcome to Brew Beans! We’re excited to have you on board as part of our growing coffee community. This handbook is designed to help you understand our values, expectations, and the role you play in delivering a memorable experience to every customer.

# 1. Our Mission, Vision & Values

Mission: To provide a cozy and welcoming environment with high-quality coffee, quick bites, and a great vibe for remote workers, students, and coffee lovers.

Vision: To be the go-to neighborhood coffee shop for quality, comfort, and creativity.

Core Values:

* Quality First
* Community
* Sustainability
* Creativity
* Integrity
* Trust
* Respectful Service

# 2. Code of Conduct

* Treat all customers and team members with respect and courtesy.
* Maintain cleanliness and hygiene at all times.
* Be punctual and professional in appearance and behavior.
* Follow all safety and food handling protocols.
* Use mobile phones only during breaks unless required for work.

# 3. Roles & Responsibilities

Baristas:

* Prepare and serve coffee and beverages.
* Maintain cleanliness of the coffee station.
* Engage with customers and explain menu options.

Kitchen Staff:

* Prepare food items as per recipes and hygiene standards.
* Maintain kitchen cleanliness and inventory.

Cashier:

* Handle billing and transactions.
* Maintain accurate cash and digital payment records.

Cleaning Staff:

* Ensure the café is clean and sanitized.
* Refill supplies like tissues, soap, and sanitizers.

# 4. Work Hours & Breaks

* Standard shifts: 8 hours/day with 1-hour break.
* Rotational shifts may apply.
* Weekly off will be scheduled in rotation.

# 5. Dress Code

* Uniform (if provided) must be worn during working hours.
* Hair must be tied back (for kitchen/barista staff).
* Closed-toe shoes are mandatory.

# 6. Compensation & Benefits

* Salary will be paid on the 1st of every month.
* Staff discounts on food and beverages.
* Performance-based incentives and recognition.

# 7. Training & Development

* All new employees will undergo a 3-day orientation.
* Ongoing training on coffee brewing, customer service, and hygiene practices.

# 8. Health & Safety

* Follow FSSAI and hygiene protocols.
* Report any injuries or unsafe conditions immediately.
* Use gloves, masks, and sanitizers as required.

# 9. Sustainability Practices

* Encourage customers to bring their own cups.
* Minimize food waste and use eco-friendly packaging.
* Turn off unused equipment to save energy.

# 10. Policies

Leave Policy: 1 day off per week + 1 paid leave per month.

Late Policy: Repeated tardiness may lead to deductions or warnings.

Disciplinary Policy: Misconduct may result in verbal/written warnings or termination.

# 11. Workplace Ethics & Anti-Harassment Policy

* Zero tolerance for any form of harassment, including sexual harassment.
* All employees must treat each other with dignity and respect.
* Report any inappropriate behavior to the manager or HR immediately.
* Confidentiality will be maintained during investigations.

# 12. Grievance Redressal Policy

* Employees can raise concerns to their supervisor or HR.
* All grievances will be addressed promptly and fairly.
* Anonymous reporting channels may be available.

# 13. Equal Opportunity Policy

* Brew Beans is an equal opportunity employer.
* We do not discriminate based on gender, caste, religion, age, or disability.
* All hiring and promotions are based on merit and performance.

# 14. Digital Conduct Policy

* Use company devices and internet responsibly.
* Do not share internal information on social media.
* Respect customer privacy and data protection.

# 15. Termination Policy

* Employment may be terminated due to misconduct, poor performance, or policy violations.
* Notice period of 15 days is required unless otherwise stated.
* Final settlement will be processed within 7 working days of exit.
* All company property must be returned before the final settlement.
* Exit interviews may be conducted to gather feedback.

# 16. Confidentiality & Non-Disclosure Policy

* Employees must not disclose any confidential information related to recipes, pricing, suppliers, or customer data.
* This obligation continues even after the end of employment.
* Violation of this policy may lead to legal action.

# Acknowledgment & Signature

I acknowledge that I have read and understood the Brew Beans Employee Handbook and agree to abide by the policies and expectations outlined.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_