



Executive Information

Important Information and Guidelines as an Executive

INTRODUCTION:

Greetings, Executives! This protocol will formally address behaviors exhibited by Executives which are deemed to be prohibited along with other important information. Kohaú is an establishment that wants to maintain a drama-free and professional atmosphere. If the negligent behaviors discussed within this document persists, the perpetrators will face further consequences.

All Executives must follow these basic protocols listed below. Failure to follow these expectations will result in a consequence ranging anywhere from a reminder to a blacklist. If something is not stated here, it does not mean you cannot be punished for it.

BEHAVIOR EXPECTATIONS:

- **Professionalism and Maturity:** Executives must remain mature in the premises of **Kohaú and alliances**. All of our Executives must use grammar while visiting affiliates and attending their events. Grammar is not required at our restaurant or public chats but is required at training sessions. In all places, you must be professional and refrain from acting immaturely. This includes, but is not limited to, talking about controversial topics, starting drama, stating excessive/immature jokes, etc. All conversations which could be deemed unprofessional for the public should be taken to the staff chat specified for off-topic discussions. **People who cause drama and enter movements against us will be terminated.** In addition, your actions outside of Kohaú can impact your standing in Kohaú. If we find out you did something that poorly reflects on us or could put us at risk, you will be removed from the team.
- **Respect:** All staff must remain respectful to every member of Kohaú, regardless of any circumstances. This includes peers, co-workers, higher-ups, customers, affiliates, and anyone associated with Kohaú. If you are caught being prejudiced against any member of the Kohaú community,

whether it be for race, sexuality, gender, heritage, culture, rank, or anything relating to those topics, it will be a punishable offense.

- **Trash Talking:** Trash talking or negative comments about anyone or any group are both prohibited in Kohaú. If it concerns a staff member or an affiliated group, it is also prohibited in DMs.
 - **Insensitivity:** Making insensitive comments or jokes isn't tolerated. You may not know whether or not the person receiving them perceives it as a joke. Avoid making potentially offensive comments as they will not be taken lightly. Additionally, there are certain boundaries for disrespectful jokes. Whether or not you are messing around with a friend, these types of jokes may be alarming for other staff members witnessing them, so please remember to keep it minimal or move it to DMs. If someone informs you to stop because they are uncomfortable, then please stop.
 - **Inclusivity:** We strive to promote an inclusive environment in our staff team. Purposely excluding or ignoring someone isn't tolerated. This can include while conversing in staff-hangout.
 - **Toxicity and Arguing:** Toxic behavior and excessive arguing is not tolerated in our premises. It isn't worth arguing over something miniscule; either take it to direct messages or message a member of the Staffing Department if you feel like you have an issue with a fellow staff member.
 - **Profanity:** Profanity is against Roblox Terms of Service and is never allowed in our games. However, mild profanity is allowed in our Discord server, as long as it isn't directed against someone. Slurs are not tolerated, even if you can reclaim them. If you're reporting someone in staff-comportment who has a username with a slur, do not repeat the username. Simply send a screenshot of the name.
 - **Inappropriate or Graphic Content:** We do not tolerate content that is inappropriate, obscene, graphic, or anything similar of the sorts that can disturb someone. This includes graphic death threats and feet pictures.
 - **Group Chats:** Kohaú-related group chats are not allowed. You may have a group chat with your fellow colleagues, but it must not be solely related to Kohaú (for example: the name, using it to talk about other staff members, etc). You also may not constantly flaunt or refer to your group chat in our staff channels, as it creates a feeling of exclusion. Please note that if we become aware of a Kohaú-related group chat, we will immediately ask for it to be shut down and closed.
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ACTIVITY EXPECTATIONS:

- **Requirements:** All Executives must meet the standard requirements of the activity. The current requirements are **2 training sessions** and **120 minutes** of activity at the restaurant **per week** for all Executives. The punishment order is a warning 1, warning 2, then termination. Exceeding the maximum amount of warnings will result in your position being terminated at Kohaú. **You are the one to be doing your requirements.** Do not give another person access to your account to do them.
 - Do not assume you know the reason why your friends got a consequence. That is none of your business and you don't know the full story.
 - If you feel a consequence was unfairly given to you, please contact ownership.
 - People at higher ranks are held to a higher standard. We may issue terminations if you're not pulling your weight or communicating with us.
 - Consequences are voted on by the Staffing Department as a whole. Don't take out your anger on the person who issues the consequence as they're not the only one to make the decision.
 - **Do not post your minutes and sessions in chats or in-game. This is to ensure others don't feel pressure to work more than they can.**
 - We **don't** encourage spending unhealthy amounts of time in-game. Prioritize your health and education. If we see you're going past your limits, we may have to reach out.
- **AFK/Idle Activity:** Everyone should earn their activity minutes fairly. Please understand that dishonest activity will result in serious consequences. If you see anyone cheating, don't be hesitant to report it.
 - You can only go AFK for a total of 3 minutes and up to 3 minutes at once every 30 minutes.
 - If an emergency arises, leave the game or tell a member of the Staffing Department to subtract minutes that you did not deservedly earn.
- **Restaurant Activity:** In addition to the rules above, when you are supervising at the restaurant, you are held to a higher standard than customers and chefs. Though you can still enjoy the game, you must remain productive as you accumulate your activity minutes at the restaurant. This means that you should:
 - Not be purposefully choosing smaller servers to supervise, in order to avoid a more demanding shift.

- Not be joining servers with plenty of Executives when other servers lack moderator attention. **For example, if there are already 5 MRs/HRs in a server, you must switch to another server.** However, if one of the Executives is a Social Outreach building/Recruitment member, they are not included towards the limit. The only exception to this is when there are shifts, minigames, promotions, or official events occurring in one server. However, please don't go above **8-10 Executives** in that case.
- Do your fair share of supervision. Don't crowd with other Executives. If there are multiple Executives in the server, ensure that you spread out among the areas, move around frequently, and have a reasonable amount of chat messages.
- Supervise in proper and reasonable areas. There is no need to supervise for a long time in the kitchen, as trollers usually cannot go in there. There is also no need to supervise outside or in the water.
- It is recommended that you stand in spots where people can easily access you to ask questions or get help.
- Do not just stand around. You should be looking at the chat, teleporting to situations when people are getting warnings, etc.
- You are still allowed to cook and dine as an Executive, though you should prioritize monitoring the chat while doing so.
- **You are expected to type at least 75% of the username of the person you're doing commands on.** To be safe, we recommend you type their full username. This will avoid accidentally applying the commands to other users. Also, **NEVER** say "others" or "all" following a command as it impacts every player.
- Do not abbreviated reasons when running commands.
- During shifts, you must be getting served by chefs. They can be any chef rank. If a chef refuses service to you, DM a member of the Recruitment Department (members can be found in [this](#) document).
- **Inactivity Notices:** Inactivity notices should only be made when necessary, such as when you cannot complete the requirements of that week. The only reasons crucial to you not reaching your requirements will be accepted. All notices should be sent to a member of the Staffing Department for approval.
 - Inactivity notices should be exactly either **one or two weeks long**. Any longer, up to four weeks maximum, must receive corporate approval.
 - **New notices should not be submitted until 6 weeks have passed from a previous notice.**

- Inactivity notices should be filed at the start of the week and not at the end of the week of which you plan to take time off. The deadline for submitting a notice including the current week is Wednesday at 11:59 PM EST.
 - If your rank entails additional responsibilities above the 120 minutes and 2 training session requirements (such as supervision requirements), please inform Staffing if you'd like to be excused from them. Otherwise, you are still expected to complete those requirements. You can still complete those requirements while on IN.
 - Inactivity notices are **NOT** an excuse to focus on other groups. Generally, if you're taking an inactivity notice at Kohaú, we'd expect you to do the same at other groups you work at. We shouldn't see you frequently playing other games as that signals you aren't too busy to complete your requirements.
 - You are still allowed to play Kohaú during IN, but it may be a waste of a notice.
 - Examples include: Vacation, work internship, exams, family death, mental health, etc.
 - **Emergency Excuses:** If you have a proper reason and need to be excused for an emergency, you may request it with a member of the Staffing Department. Please keep in mind excuses can only be used every 3 months, as this is strictly for situations that were unanticipated and demonstrate a reasonably urgent need for relief from weekly requirements. Emergency excuses can be used at any time before the weekly requirement deadline (Saturdays at 11:59 PM EST). If you plan on requesting time off and have enough time in advance to do so, an inactivity notice would actually be the better option instead of using up your excuse. If your excuse gets declined and it's urgent, please contact ownership.
 - Examples include: A family death in the middle of the week, power outage, completely broken device, etc.
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STAFF EXPECTATIONS:

- **Admin Abuse:** Using abusive and disruptive commands is strictly prohibited and is considered admin abuse. Staff should only be using commands for moderation purposes. If you are caught admin abusing on a major scale, you'll be terminated and added to our blacklist. The blacklist is irrevocable and cannot be appealed. Commands such as but not limited to !fly, !kill,

!speed, !flame, and wrongful use of !kick, !name, and !ban are considered admin abuse. Misusing commands and accidental abuse (for example, accidentally saying "all") may result in a different punishment but should still be avoided. If you accidentally admin abuse, you should speak up immediately and inform a member of the Staffing Department for a better chance of a lighter punishment. Please note that commands are not given to you to play around; they are given for you to moderate and solve issues.

- **Clothing:** All clothing worn by Executives must be professional. No large packages or hats should be worn. The official training uniforms (standard, holiday themed, or modified and approved) should be utilized at training sessions at all times. 3D clothing is allowed but a good part of the official uniform should still be visible.
- **Training Sessions:** All Executives must follow proper training session protocols. This includes:
 - **Not modifying the training script.** Information may not be removed, changed or merged, besides inserting your name wherever the brackets occur. However, adding information is allowed and does not require permission.
 - Following host instructions, such as answering PTS requests.
 - Using grammar and being professional when the training is in session.
 - Staying for the duration of the training session unless dismissed early by the host.
- **Affiliate Visits:** Executives have the privilege to represent Kohaú when visiting our affiliates. However, to do this, you must attend an officially scheduled visit or [schedule a visit](#) with a Social Outreach or Public Relations Department member. When visiting an affiliate on behalf of our group, you must wear an official uniform and remain professional. Making an "official" visit without permission is not allowed. But, if you wish to visit an affiliated establishment on your own terms, and not on behalf of Kohaú, that is allowed. However, professionalism and respect will still be required as an employee of Kohaú.
- **Leaking:** We have a zero-tolerance for leaking staff chats and Executive document links. If you're unsure if something is confidential, ask a Staffing member. However, most basic information about being an Executive is not too big of a concern if non-Executives know.
- **Hinting:** Hinting or requesting a promotion is forbidden. Hinting decreases your chances of a promotion and will only give you a penalty. If you are caught hinting by any member of our team, you will be immediately subject

to a consequence. Additionally, if you see someone hinting, you are to immediately get evidence and inform a member of the Staffing Department.

- **Resigning:** If you need to resign from your position for any reason, you must message an individual that is part of our Staffing Department. Please note that when you are a new staff member, you are not allowed to resign before one month of non-trial employment has passed. Failure to follow these guidelines will lead to you being blacklisted from Kohaú. It is also important to know that resignations are irreversible.
 - You are **NOT** allowed to fake resign to cause attention. If you say you're resigning in a chat, we'll take it as you are.
- **Compromised, Temporarily Disabled, or Terminated Account:** If your Roblox or Discord account is compromised, banned, or terminated, you are obligated to inform us.
 - When your account is compromised or temporarily banned, you are to make an alternate account so that your new account can be ranked for the time being. Your original account will be ranked down from permissions until the issue is resolved. If you think your account may have been compromised, act fast and avoid the risk by informing a member of the Staffing Department. Read this [guide](#) to learn how to avoid being hacked.
 - When your account is terminated (permanently disabled/banned), you are to make a new account and have it ranked. New or alternate accounts may not have safe chat.
- **Switching Accounts:** Switching your rank to another Roblox account is not permitted for reasons other than a compromised, banned, or terminated account. We will, however, permit Discord account switches.
- **Executive Promotions:** Executives promotions are given by hard-work, dedication, and most importantly activity. These are the [key factors](#) of wanting to get promoted to the next rank you are striving for. Meeting your requirements every week, assisting with the group wall, player reports, and mod calls, and always going above the standards are some of the many ways you can achieve this. Please note that breaking guidelines and receiving disciplinary action can affect your chances of a promotion. Those who cause drama or are overly competitive will not be considered for a promotion.
- **DM Etiquette:** Please follow the rules and tips below when messaging a Board of Executives+.
 - If you would like to contact a BOE+, simply send a DM. There's no need to ping for permission first, as we will always happily accept your

message. If DMs are off, you can politely ping and request to accept your friend request.

- Avoid pinging in channels immediately after DMing; give us a chance to view your message, as it will be addressed as soon as possible.
- Keep in mind that we can get busy sometimes! Please allow up to 30 minutes for a response before messaging someone else. An exception to this is if it's an emergency (needing an emergency excuse, major executive report, switching accounts, account compromised, etc).
- Get straight to the point. While we appreciate you being considerate in asking first, it is best to ask your question right away so it can be resolved and not cause further delay.
- For PR related inquiries (not Staffing), please contact a BOE first before asking an ED+.

OTHER EXPECTATIONS:

- **Practicality:** As an Executive, you must be able to be capable of handling any problem placed in front of you. Judgement must be used correctly and you must have a good sense to find quick and clever ways to overcome difficulties instead of instinctively asking a higher rank to deal with the situation for you. You must know what is blatantly right and wrong. When dealing with situations, do not carry it out by causing more drama. You all are representing Kohaú as Executives of the group, and therefore we expect a great deal from all of you.
 - **Common Sense:** Executives are required to use common sense when working at Kohaú. Just because the guidelines do not specifically state that a certain behavior is a punishable offense does not mean that it is not. We reserve the right to pursue disciplinary action for rules otherwise not stated in this document. In addition, if you see another Executive (even if they're your friend) breaking the rules, we expect you to speak up. We have in the past, and could potentially now, give consequences for people knowingly seeing another staff break the rules.
 - **Our Right:** We reserve the right to terminate you for any reason, even without issuing warnings. This includes offenses such as misbehavior, actions outside the group, lack of activity, drama, speaking negatively about us, etc.
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INFORMATION:

This section outlines important information related to your duties at Kohaú. If you have any questions or need clarity, please message a member of the Staffing Department.

Checking Minutes and Sessions:

- You can check your minutes and sessions using the **/viewminutes** command on Discord. Our bot, Dango, will send your activity for that week.
- Please keep in mind that it may take up to 24 hours for your sessions to be updated after you attend one.
- If Dango doesn't log your minutes, gather evidence of your activity and ask other Executives to vouch for you. DM a member of Staffing with evidence in order to be granted the minutes.
- If you accidentally go AFK or leave your device on, please inform a Staffing member and ask them to take those minutes away.

Session Spot Claiming:

- At around xx:30, the session host will post a claim message in the [Training Sessions](#) thread, allowing Executives to claim.
- Those with less than 5 sessions will be able to claim from xx:30, while everyone else would be able to claim at xx:45.
- Individuals who need to complete their weekly session requirement or internship task (shadow session or training examination) will be prioritized for training spots until xx:45.
- When claiming, please specify whether you have to complete your requirements (reqs), do an internship task, are under 5 (u5) sessions, or over 5 (5+) sessions.
- Spots will be distributed in an order of priority which is pinned [here](#).
- If you are selected to be a trainer, your name will be added to the host's session claiming message and a host will react to your message with the server number you'll train in.
- You are expected to join by :50. To do that, join the restaurant, open the phone UI, click the "Train" app, and find your hosts' server. If you're going to be late, you must notify the host. If you need to unclaim, tell the host immediately.

Answering Forum:

- After responding to a player in the forum, you will log your assistance in the [Assistance Logging thread](#) found under staff-comportment.
- Please delete any posts that are off-topic or drama. You may delete ALL posts that are not by Social Outreach or Recruitment in “Minigames” and “Shifts”.
- Please delete player report posts after you handle them.
- There is a **five minute cooldown** after answering a request.
- **Things that should be logged include:** Responding to a player report, answering LRs’ questions, and if the reported player has left when you joined the server to assist, and deleting a post.
- **Things that should not be logged include:** Compliments and thanks to LRs, already logged activity notices, and telling an LR that an MR is going to handle the report.
- **Do not give lazy replies. Actually be helpful and give detailed responses.**
- Multiple users can claim answering the same post as long as you give different helpful information. Don’t just repeat what someone else says. Only add on if you think there’s more helpful things to say.
- Be sure to follow the correct format pinned [here](#).

Mod Calls:

- Executives are able to handle mod calls which will appear in the [mod-calls channel](#).
- When a report comes in, make a thread on the message to handle the report. This is done by clicking the three dots on a message then the ‘create thread’ option.
- When or after handling the report, the thread must be named to the offender’s username. **If their name has a slur/hate speech, please do not put their username** and instead name it “Bypassed User”.
- After handling the report, edit the thread name and add a checkmark emoji in front of the offender’s username to show that the report has been handled.
- There is a **cooldown of 10 minutes** after handling before you are able to handle another report. If it has been **3 minutes** since the report was sent and no one else has claimed it, you may bypass the cooldown and claim it. **You may not claim two mod calls in a row. Bypassing the cooldown will result in a consequence.**
- You may not claim a mod call that has been unclaimed for over 20 minutes.
- You cannot claim a mod call while you’re attending a training or doing other player reports.

- **You should only handle reports that you are able to handle.** This means that MRs (Hibachi Assistants-Assistant Managers) should not be handling reports that require a ban.

Player Report:

- Executives are tasked with handling player reports that are submitted under the [player-report channel](#). The channel is made public.
- Reply to the player stating you're handling the report and join the game.
- Once you have handled a report, you will log your assistance in the [Assistance Logging thread](#) found under staff-comportment. You should include proof that you handled their report. Be sure to follow the correct format pinned [here](#). Inform the player in #chefs that their report has been handled.
- Like with mod calls, **please only respond to reports that you are able to handle.** This means MRs should not be handling reports that are ban-worthy.

Demotion Requests:

- If a chef is deserving of a demotion, based on the [punishment protocol](#), you can submit a demotion request in this [thread](#).
- You should include their username, what they did, and proof of their actions. A Board of Executives+ will demote when they are available. You may ping an online BOE and ask if they can demote.

Posting Memories:

As an Executive, you can post in the memories channel images of shifts at the restaurant, events, or alliance visits. Please follow the basic format mentioned [here](#).

Common Terms:

These are some common terms you may hear as an Executive and may want to be familiar with.

- nvh (non verbal harassment)
- pban (permanent ban)
- ref (refresh)
- res (reset)
- dc (discord)
- demo (demotion)
- ops (opinions/thoughts)
- ss (screenshot)
- comp (staff-comportment)

- so (social outreach)
 - rec (recruitment)
 - in (inactivity notice)
 - MR (Hibachi Assistant-Assistant Manager)
 - HR (Manager-Executive Director)
 - Corporate (Vice President+)
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CONCLUSION:

Each Executive here at Kohaú is valued and appreciated. Your continuous contribution has brought our group to where it stands today. Kohaú requires all of the Executives to follow the guidelines and standards which are outlined in this document. Any further questions/concerns should immediately be directed to a Corporate or Staffing Department member.

*Signed,
Kohaú Staffing Department*

 [Back to Document Portal](#)