

Green House Café – Employee Handbook (Summary)

1. Working Hours:

- Morning Shift: 7:00 AM – 2:00 PM
- Evening Shift: 2:00 PM – 9:30 PM
- Staff must report 15 minutes before shift start.

2. Dress Code:

- Uniform provided must be worn daily.
- Aprons and name tags are mandatory.

3. Customer Service:

- Always greet customers with a smile.
- Maintain cleanliness and professionalism.
- Handle feedback respectfully.

4. Break Policy:

- 30-minute break per 6-hour shift.
- Free staff meal provided during breaks.

5. Emergency Contacts:

- In case of emergencies, contact the manager or Mr. Nilantha Rathnayake immediately.

6. Leave Requests:

- Submit leave forms at least 3 days in advance.
- Emergency leave must be communicated by phone.

Thank you for being part of the Green House family!