

Employee Handbook

Introduction

All employees of Billy's Burgers are considered part of an extended family. Billy's Burgers loves you all, and hopes you will help to bring success to our loving, caring family. For this reason, we have prepared an Employee Handbook with lots of helpful tips and procedures to ensure that we can move on to bigger and better things with Billy's Burgers.

Attendance

- Employees are required to report to their shift supervisor no later than 15 minutes prior to the scheduled commencement of the shift.
- Where duty clocks have been installed you are required to clock in and out at the start and end of each shift, and for meal breaks.
- If you cannot make a shift you are required to arrange a replacement for yourself and contact your shift supervisor advising of the change as soon as possible.

Clocking In Procedure

1. Obtain your timecard immediately upon arrival.
2. Place the card in the clock BEFORE the allotted start time of your shift.
3. Remove the card AFTER the allotted start time of your break.
4. Place the card in the clock BEFORE the allotted finish time of your break.
5. Remove the card AFTER the allotted end time of your shift.

Timesheets

- All timesheets must be completed AFTER the end of your final shift for the week.
- Timesheets must be presented to your supervisor as soon as they have been completed.

Dealing With The Public

- Always look customers in the eye. Do not stare at the ground or sideways when talking to customers.
- Do not ridicule, or deride a customer no matter how odd the customer may behave or appear.
- Avoid mumbling, especially when providing the customer with information.
- Always provide a courteous manner and display a smile when dealing with customers.

Dealing With Customer Complaints

- If a customer or other member of the public complains DO NOT argue with them.
- If a customer or other member of the public complains first empathise with them and then offer to fix the problem.
- If you cannot fix the problem call your supervisor immediately.
- Report all complaints, even those that you have successfully resolved, to your supervisor so that measures can be put in place to prevent future problems.

The Billy's Burgers Uniform

- Billy's Burgers will provide you with your uniform.
- You are entitled to a new uniform every three months of continuous service with Billy's Burgers.
- Your Billy's Burgers uniform must be worn at all times when working with or in view of the general public.
- You are responsible for the upkeep of the uniform, which should be washed and ironed at least weekly.
- You are entitled to a weekly laundry allowance which can be claimed by completing form BB_L12A and submitting it, together with all receipts, to your supervisor.

Personal Hygiene

- All employees are required to shower or have a bath before coming to work.
- It is desirable that you use a deodorant regularly.
- You may also use a light perfume or after-shave providing it is not too overwhelming and strong.
- Brush your teeth prior to leaving for work to prevent bad odours and other dental problems.
- All employees must be clean-shaven for their shifts. However, beards are acceptable providing that they are kept short and trimmed.

Eating and Drinking

- All employees are entitled to a Billy's Burger's Bulky Burger Meal per 8 hour shift.
- This meal should be eaten in the employee meal area.
- Under no circumstances should food or drink be consumed while on duty, at the cashiers, or in the food preparation area of Billy's Burgers.

Smoking

- Smoking is not allowed in a Billy's Burgers store at any time.
- Employees wishing to smoke must do so only during shift breaks and outside of the store. Employees are not permitted to smoke whilst wearing a Billy's Burgers uniform.

Conclusion

All employees of Billy's Burgers are considered part of the extended family. How Billy's Burgers appears to its customers, what image it portrays to the wider community, and ultimately how much the family prospers depends upon you.