

HOUSE RULES

Arriving at work:

- Arrive 10 mins prior to the start of your shift time.
- Ensure your apron is clean and ironed, you are wearing a plain black t-shirt and plain trousers or jeans, and your appearance is smart. (hair tied back etc etc)
- Remember to CLOCK IN using the ipad. This is VERY important. If you do not clock in then the shift is not registered and you will not be paid for it.
- ALL personal belongings, INCLUDING PHONES, jumpers, coats, bags to be left downstairs, a phone found on a staff member will result in a written warning. (Please ensure your family, closest friends have the Whitehouse number to contact you in case of an emergency.)

During the day:

- Ensure you are completing tasks to your best ability and fulfilling your job role.
- Breaks - you are entitled to 1 30minute break if you work a 6 hour shift. During this shift we will feed you. (please note that this is not a legal requirement but we do, so please don't take advantage of our generosity)
- You are welcome to coffee and tea within reason - soft drinks are not included.
- Clean up after yourself if you sit down to eat lunch.
- If you see a job that needs doing, toilet refresh, laundry to be put on or folded, clearing cardboard at the bottom stairs, general tidying and rubbish. Clear up after yourself!

End of the Day:

- Ensure all sections are clean and reset for the next day, if you finish your area before someone else, then ask around for who needs help, you are part of a team.
- End of day leftovers - only food that is going to be thrown away is free for staff to take. If there is something you'd like which isn't being thrown away then you are welcome to buy anything on the counter or menu @ 50%
- Opening hours are 8.30am - 4pm. Closedown to start at 4, not walking out the door then.
- Remember to CLOCK OUT using the ipad.

JOB ROLES

COFFEE

Your job is to

- Make coffee, juices and other drinks to consistent high standard, as quickly and efficiently as possible.
- Communicate clearly with floor staff when coffees are ready to run, if no-one available, take yourself.
- Ensure coffee area set up in the morning and closed down properly at night time.
- Be responsible for Ordering milk, coffee, juice ingredients,
- Leave your area pristine with a changeover note for the next barista.
- Write your order list up on both whiteboards, back kitchen and main kitchen.
- Complete fridge temperature sheets, complete daily and weekly cleaning jobs.
- Familiarise yourself what is available on the counter daily to communicate to customers.

DOOR

Your job is to

- Be the on shift floor supervisor, your job is to greet, seat and make guests feel comfortable and welcome.
- Be the go to person for all floor staff, you are all seeing, all hearing and all knowing.
- know which tables are clear, which tables are dirty and which tables need attention.
- Communicate with the kitchen, coffee, counter and runner to ensure the smooth running of the service.
- Familiarise yourself with what is available on the counter to tell customers.
- Familiarise yourself with what rooms are staying to ensure they are seated and clearly explained the breakfast offer
- Help to complete daily and weekly cleaning jobs including open and close procedures

COUNTER

Your job is to

- Be responsible for serving at the counter with a cheery outlook and positive attitude.
- Arrive and familiarise yourself with what is on the counter, ensure everything is labelled correctly and neatly.
- Understand the products and be able to tell the customers about them.
- Leave the counter area as you expect to find it in the morning. It will be clean, organised and topped up.
- Be responsible for keeping the counter tidy and organised throughout the day.
- Be responsible for taking room payments. It is very important that this is done correctly, before you start your shift, you will look at what rooms are departing and make sure you have the information to hand for checkout.
- Keep an eye on tables in the white room. You may need to help clear. And take orders.
- Help to complete daily and weekly cleaning jobs
- You are responsible for cashing up at the end of the day.

ICE CREAM

Your job is to

- Set up area in the morning.
- Take orders and make ice creams to spec - as trained to do.
- Take payments
- Ensure prep list is sent to kitchen for toppings and orders placed on order board
- Clean and sanitise area as you go along and at the end of the day.
- Place all toppings in fridges overnight.

FLOOR

Your job is to

- Be responsible for the section assigned to you when you start your shift.
- Familiarise yourself with what is in the counter as this changes daily.
- Take orders, run food, run drinks and clear tables.
- Familiarise yourself with what rooms are staying to ensure they are seated and clearly explained the breakfast offer
- Know which tables are clear, which tables are dirty and which tables need attention.
- Communicate constantly with whoever is working on the door to let them know if you have tables free.
- Help to complete daily and weekly cleaning jobs including open and close of business each day.