AQUA House Rules

As part of your own conduct and agreement with Aqua we have these house rules in place to ensure a safe, fair and fun place to work. Please ensure they are understood adhered to always. Any persistent deviation from them could result in steps for a formal disciplinary.

Your team – respect and support

Time keeping – ALL of you are expected to be on the floor/kitchen 5-10 minutes before your shift. This is so we can run through the PSB/plan and prep for the day before service and for your managers to give clear communication on the day ahead. Your start time is when you are then fully ready to start greeting/serving your guests. If you are running late please phone the restaurant in advance and speak to the duty manager/supervisor.

Absence/sickness – ALL of you are expected to call the restaurant before your shift starts with as much notice as possible. If you are starting at 8am, then please call the manager on duty mobile phone. A text is not acceptable.

Staff room – It is everyone's responsibility to keep the staff changing room areas clean and tidy.

1. Please can you all ensure your uniform is taken home every day and washed ready for your next shift. INCLUDING CHEF'S SHOES!
2. No personal belongings to remain on site after the weekend otherwise they will be disposed of.
3. Please regally empty the waste bin.
4. Please use the bins provided for dirty dishcloths. Collected every Monday and Thursday morning.
5. No money, valuables or food/drink to be left overnight.

Don't leave anything for your colleagues to do when you can do it, take action. Always have your next 3 jobs in mind to achieve greatness!

Presentation - the wow factor

The pass should always be clear of debris, personal items, drinks, anything dirty and kept tidy and organised. This is the duty of EVERYONE. The guests can see everything so always think like them.

Uniform/Whites - All of you have sufficient uniform/whites to be clean, tidy and presentable. Please ensure you are looking your best at all times. Hair tied back neatly, minimal jewellery, a fresh appearance and clean hands!

Own the restaurant, take pride in your section – I want everyone to start considering the space they work within. Treat every aspect your area a way to make a fantastic impression with our guests, if there are the crumbs on the floor to the chairs, sweep

it, if there are marks on the wall/mirrors wipe them, if in the kitchen there is a hazard on the floor pick it up and move it out the way. If you are using the bar area, keep it clean and tidy. It's a massive asset to our restaurant and dirty coffee cups, glasses should be cleared away immediately.

Keep practicing your skills

Its imperative we maintain the standards we have now gained a great reputation for in AQUA. The only way we will keep this high standard is by practicing every day the 10 steps, the openness to help and be attentive with our guests, showing your colleagues ways to improve on things they maybe struggling with etc.
Some include:

1. Plate carrying – high standards here, multiple plate clearance by scrapping to the lower place. Balancing on arms and stacking. Holding plates and holding with both hands is not correct! Never stack plates on tables!
2. Pass/ticket management – you should use the timing system on each table, taking accountability for knowing that your order is now due and checking with the kitchen. If there is a pass manager please follow up with them. Be proactive!
3. Re laying tables – as soon as a guest leaves, the table is cleared, wiped and re laid. If you cannot do this ask a FR who can.
4. Clearing excess glassware from tables, clean or dirty. Removing all used cutlery when clearing plates.
5. Helping each other in the kitchen, a dangerous environment. Everyone needs to take care and keep it organised.
6. Have fun with your guests, be confident in the menus, the wines and yourselves. Our guests want to know you so be chatty for brief moments, as them how their day has been what they are up to. Get to know your customers!

During quieter times: Help in the kitchen where required and learn new skills. Happy to support anyone wanting to learn how to make a pizza for your staff meal!

Till management, payment process and cashing up (FOH only)

Bills being corrected after it has been presented to the customer is not acceptable and embarrassing. You should know before showing the guest their bill if it is correct or not. Please follow the simple steps below for complete bill and payment efficiency:

1. Use the add cheese plus add desert for classico if they had a starter.
2. Check all the details on the bill before given to the guest. Especially charges for 2/3 course meals on set menu dishes, agreements to comp items etc.
3. When presenting to the table always say thank you very much, here is your bill for whenever you are ready. No need to interrupt any conversations
4. Return within 2-3 minutes (no more) with the card machine, be ready and chat to them about their meal, and what they are doing after.

5. When retuned take the receipt and card and return to the guest wishing them a pleasant day or something in relation to previous conversations.
6. Enter the payment details EXCATLY as they were taken, so if multiple card payments enter separately under the correct card type. Please be accurate with this. Cash/Gift voucher as applicable.
7. Gift voucher MUST have the paid receipt stapled to it and given to the manager when cashed out.
8. Wish them a very fond farewell, always acknowledge yours guests when they arrive but even more so when the leave, you know them now and they will want to say goodbye to you.

Outside Spaces

All outside spaces and bin areas must be kept clean and tidy at all times. When emptying rubbish then it must be placed directly into the bins provided. Always breakdown boxes and material then can be made smaller to make better use of all bins.

Smoking, you must use the provided cigarette ash bins. This must be checked regualraly and emptied on a daily basis to avoid a fire hazard. All fire exits must be kept clear and free from trips and hazards at all times.

Restaurant upkeep - Equipment and furniture faults

Any problems with the restaurant furniture, equipment, electrics, plumbing etc should be reported to the duty manager and documented. Please document this on daily planners and action faults ASAP.

Any questions on the above please see the management

Thank you.