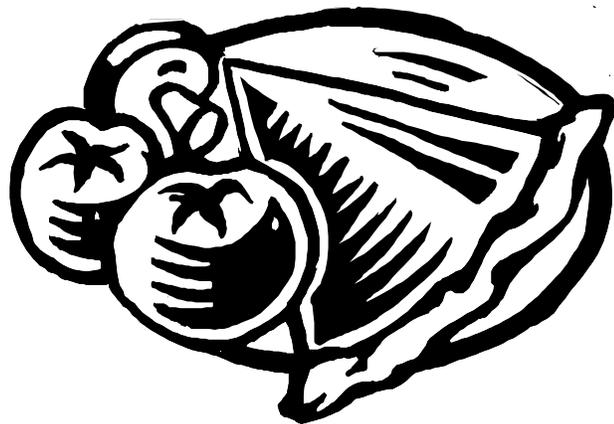


Tony's Neighbourhood Deli & Café

Employee's Guide



Prepared for Tony's Neighbourhood Deli and Café
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Revised: XXXXXXXXXX

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Introduction

Welcome to Tony's! We hope you enjoy working with us.

We've prepared this pamphlet to answer some of the questions you may have about Tony's and your new job. If you have any other questions, don't hesitate to ask the manager or your fellow employees.

We're all very proud of Tony's Deli, and our pride shows in everything we do - our service and our products. As a new employee, you'll be helping us make this the friendliest deli with the greatest sandwiches and the best catering in Vancouver - maybe in the world!

David Karr and Erle Dardick
Owners, Tony's Neighbourhood Deli & Café

Is Tony a real person?

Yes, he is, but the building itself wasn't always a deli. It has been around since the early 1900's, and was used as a bank branch and a YMCA. In 1972, Tony Barducci started a small corner store in this building. David Karr, one of the owners of Tony's, used to come into the store as a kid. In 1994, David and his partner Erle Dardick bought the store, renovated it, and the result is what you see today - a great little deli right in the heart of Little Italy. Our specialty is pannini sandwiches. We have 150 varieties, and the list is growing all the time!

What sort of business does Tony's do?

Tony's offers two main services: the deli/café, and catering. We get a lot of people who come into the deli to get a sandwich or a coffee and end up hiring us to cater their special event. Others have come in on the recommendation of a friend who was impressed with our food and service. That's why it's important to remember to treat every customer well; you never know where it might lead!

Is there any information you need from me before I start working?

Check with the office. Here's most of what we need from you:

- Your Social Insurance number
- A TD1 form, if you haven't filled one out already - ask at the office
- Your address
- Your telephone number
- Your signature on the form authorizing us to deduct \$12 from your first paycheque as a deposit for your Tony's Deli T-shirt
- A copy of your résumé
- A photocopy of a piece of identification with your picture on it (driver's license, etc.)

How should I dress on the job?

There's two parts of the Tony's "uniform" you must wear:

- **A Tony's T-shirt.** The shirt is owned by us; a \$12 deposit is taken off your first paycheque for it, which you'll get back when you return the shirt. If you need a replacement for your shirt, talk to the manager.
- **An apron.** They're available in the staff change area or the back of the deli. Make sure you get a clean one!

Other than that, casual dress is fine, but make sure it's neat and tidy. Always make sure your Tony's T-shirt is clean - we'd rather see you wear a clean white T-shirt than a dirty Tony's shirt!

Long hair should be tied up out of the way; men should be clean-shaven or have neatly trimmed facial hair. Don't wear open-toed shoes or sandals. Pants, jeans, shorts or a skirt are all okay, just as long as they're clean and in good condition. Try to avoid excessive jewelry.

What about cleanliness?

Because we work with fresh, uncooked food a lot, it's very important to keep your hands and work area clean. **Always wash your hands before handling food and after using the washroom.** Get into the habit of washing - there's always time to do it, no matter how busy, and it doesn't take long. Also, please **use plastic gloves** when handling food - besides being cleaner, it's a visible sign to the customer that we're concerned about the quality of the food we serve.

When will I be working?

Tony's current hours are:

Monday to Friday: 7:30 am to 6:30 pm

Saturday: 8:30 am to 6:30 pm

Sunday: 10:00 am to 5:30 pm

Work shifts are four, six, or eight hours long, depending on what position you're working. The schedules are made up usually four or five days ahead of time. If you need time off, be sure to let us know at least 10 days in advance so we have enough time to find someone to cover you. Try to be a little early for your shift. If you're late, you may get a written warning.

Once you're finished your shift, sign your time sheet and have the manager initial it.

The phone's ringing. How should I answer it?

Answer by saying, "Tony's Deli" or "Tony's Deli, (*your name*) speaking". Be polite. If the caller wants to leave a message, make sure you write everything down. It's also a good idea to repeat the message back to the caller to see if you understood them correctly.

How should I deal with customer complaints?

You've heard the phrase, "the customer is always right". Well, sometimes that's not true, but customers should always *feel* that they are right. Don't get into an argument with a customer. Any complaints should be referred to the manager.

Oops. I've messed up an order, and I broke a plate! What do I do now?

Hopefully, have a better day. Breakage is not a problem and you won't be held responsible for it, as long as it doesn't happen a lot; every day, for instance. If you make a mistake on an order, tell the manager so the error can be properly recorded as waste.

When and where should I take my breaks?

You get a 15 minute break for every four hours of work, and a 30 minute paid meal break for every shift longer than five hours. Your manager will let you know when to take your break; if it's busy (say, between 11:30 am and 2:00 pm, our busiest time), you won't get one right away, but don't worry, you *will* get one!

As for where to take your break, use common sense. Try not to occupy a large table if you're by yourself: leave as much room for customers as possible. If you're having a cigarette outside, please wear something over top of your Tony's T-shirt and remove your apron: it protects them from potential cigarette burns.

Besides, it's an image thing. Some people might be turned off of Tony's if they see our employees smoking; odd, but true. By the way, break time is the best time to make personal calls; just make sure they're brief.

I can't work my shift. What do I do?

It depends on the reason you can't work. If you're ill and can't come in, please phone Tony's right away so we can plan for your absence. If you're up to it, contact one of your fellow employees to cover for you.

If you need to swap shifts, it is your responsibility to arrange for one of your co-workers to swap with you. Once you've found a replacement, write a note describing the change, sign it, have your replacement sign it, and hand it in to the office at the back of the deli.

When do I get paid?

Everybody's favorite question! Our pay periods end on the 15th of the month and the last day of the month. The paycheques are issued on the 6th and the 21st. For example, if you worked on September 6th through the 9th, your pay would be calculated on September 15th, and you would get paid for that work on September 21st.

You can pick up your cheque after 2 pm on the day cheques are issued. In case the 6th or the 21st is a day when Tony's will be closed, the manager will let you know when you can pick up your cheque.

Will I ever get a raise?

It's possible! The first four weeks after you're hired is a training period. Once that's up, the manager will sit down with you and review your performance. If it's up to the standards we've set for all Tony's Deli employees, you'll be eligible for a 5% pay raise, effective on the pay period following the review. If there's room for improvement, you'll be told what needs to be done, and then you'll have another review two weeks later. After that, performance reviews happen every three months.

Here's what you can expect to get paid:

During training	\$7.00/hr.
After one month	\$7.35/hr.
After three months	\$7.72/hr.
After six months	\$8.10/hr.
After 12 months	\$8.51/hr.
After 18 months	\$8.93/hr.
After 24 months	\$9.38/hr.

In addition, employees who are given the responsibility of opening and closing the deli will be given a raise of \$0.50 per hour.

What about tips?

Our customers are not obliged to leave tips, but we do have a small container for tips near the cash register. The manager will help divide up the tips at the end of the day, after the shift is over. Please, never count your tips during your shift.

My friend's coming to meet me at the deli. Can she wait for me inside?

Absolutely, but please use common sense. If the deli's very full, and you have several friends waiting for you, you might suggest they meet you elsewhere after your shift. Of course, if they're there to have lunch or a snack, they're customers, and we want to treat them like customers. Just make sure they're not keeping you from doing your work.

What do I do in case of emergency?

The first thing to do is to be ready before an accident happens. Take the time to find out where the first aid kits and fire extinguishers are located in the deli. If you can't find them, ask.

If a small emergency happens, such as an injury or illness, be sure to let the manager know. If the person is mobile and needs medical attention, you may want to take them to the Care Point Medical Centre (1623 Commercial Drive, six blocks south of Tony's). For a big emergency, call 911, the same as you would anywhere else.

If you've been injured on the job, make sure you tell the manager so a report can be issued to the Worker's Compensation Board.

Are there any staff discounts?

There certainly are! While you're at work, you can have free coffee or tea, and a free ungrilled "Primo" sandwich. You can take the sandwich home with you if you decide not to eat it on your break, but you can't come back after your shift is over to get a sandwich you didn't have while at work.

You're also entitled to a 20% discount on any Tony's merchandise anytime. Be sure to let the cashier know you're buying something on your staff discount when you purchase it.

In either case, please let the manager or another staff member serve you when you're using your staff discount so we can keep proper records.

Oh no, I got fired! What did I do wrong?

Hopefully, this is a question you'll never have to ask. Before we have to let someone go, we've already issued two written warnings. Some things that will earn you one of these warnings:

- Continued violation of policies (doing things you've been asked not to do)
- Insubordination (refusal to do the job you're asked to do)
- Frequent tardiness or absenteeism
- Being uncooperative with other employees
- Showing a lack of respect for customers

In addition, these things can result in immediate termination:

- Drunkenness or drug use while on the job
- Abuse of a customer or employee
- Theft (including food)

What about sexual harassment?

At Tony's, we're equal opportunity employers. We're also very serious about having a workplace where all our employees feel safe and comfortable. We don't tolerate any form of sexual harassment, or any other forms of abuse. If you feel you've been harassed or abused on the job, or see it happening to someone else, please let the office know right away so that we can deal with the problem.

I want to quit. What do I do?

Sorry to see you go. You need to submit your resignation in writing to the office; try to do this one or two weeks before you want to leave. Your final cheque will be ready for you to pick up on the next payday.

I've got some other questions...

And we'll be happy to answer them. David Karr and Erle Dardick, the owners, are happy to answer any questions, but they're also very busy from time to time and may not be available. Your manager should be able to answer most of your questions.

Use the space below and the back of this page to write down your questions, and the answers you get to them. Then keep this guide in a handy place so you can refer to it.

That's about it - once again, welcome, and we hope you enjoy working at Tony's!

Notes:
