



**KITCHEN and FLOOR TEAM directly speak to:**

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**Welcome to the Whitehouse Team! We want to create a welcoming space for customers and guests to treat as their own. A place for meeting, working and relaxing - think of it as a club that everybody can belong to. We are totally customer service led and we have a passion for delicious, interesting food and drink, everything made with love and care. We want you to also have that passion in everything you do in making and delivering a quality guest experience. So just a few bits before you start.....**

## **KNOWLEDGE**

**Food** - Everything that we sell here at Whitehouse is made in-house from fresh produce and ingredients, local where possible. From the Bread to the Hot Chocolate to the Chai syrup, to the soups and cakes. We run a seasonal menu, alongside a counter, filled with cakes, salads and sandwiches which will change daily.

**Rooms** - We have 6 rooms, 5 of which are family rooms with sofa beds which can hold up to 4 people. Sofa beds are either for 1 adult or two children under 10 years old. Pets are allowed in rooms HOWEVER we must advise guests that they cannot be left unattended in a room. They are bookable through us directly by phone or on our website [www.whitehouserye.co.uk](http://www.whitehouserye.co.uk)

**Events** - The venue is open for private hire in the evenings, Please pass customers to Claudia directly to discuss further. We will also be having pop-up restaurant events both with Rosie cooking and guest chefs making an appearance. Our website will have a list of upcoming events. [www.whitehouserye.co.uk](http://www.whitehouserye.co.uk)

**Coffee** - we only use Small Batch Coffee Roasters, an independent roasters based in Brighton.

**Pride** - We want you to have pride in every single thing you do. This means that every single staff member is essential to the customers experience. whether its making the bread, serving a juice, making a coffee or clearing a table.

**Hospitality**- Welcome every customer in the same, professional and kind manner. Every customer is as important as the first. Its lovely having repeat regular customers, that become friends, but don't forget that the one off visitor is just as important.

**Professional**- Understand your role and what is expected of you. If you don't know, there is always a solution, ask!! We are here putting on a show, the customer must never be aware of what goes on behind the scenes. It must seem like a seamless operation.

**Consistency** - Every product that is sold on premises will have the same care taken in making it as the first time you were shown how to do it. Repeat business relies on the consistency of the food, drinks and customer service.

**Teamwork** - No position is more important than the next. We are all vital in the success and daily running of this business. BE KIND, if you see someone struggling and you have time to help.

**Smoking** - Only during breaks and not permitted directly outside the building

**Phones** - All phones to be kept downstairs in locker room, no phones whatsoever to be used in the kitchen or front of house.

**Belongings** - To be kept in the staff room downstairs

**Punctuality** - Please arrive 10 minutes before your shift starts

**Uniform** - uniform is important because it differentiates the customers from the staff and shows professional unity.

#### **Front of House staff:**

Jeans - not stonewashed and not ripped

Black top of your choice (plain with no slogans or logos)

clean comfortable plimsoles - dunlop, converse or similar

Hair tied back, minimal Jewellery, nice make up, natural looking nails at a manageable length

Everyone will be working with food, this is why jewellery and nails are very important to be kept minimal. Other individualism is encouraged!

#### **Kitchen staff:**

chefs pants, black t shirts, black apron, hair tied back

come into work in different clothes and get changed at work. change again before you leave.

All staff are expected to keep a high level of personal hygiene.

**Discretion & Behaviour** - We're here to make people happy and to give them a great experience in a comfortable and relaxed environment. Gossip is not our bag, leave your woes at the door. If you're stressed, take a deep breath and start again. If you can't deal with a situation don't stress - speak to your supervisor and they can step in a help - thats what they are there to do!

#### **Social Media**

Read your contract, this issue is explained in full. Any issues to that come to light involving our business regarding social media, our brand and our staff will not be taken lightly.

We are dog friendly. Just on leads please!

**Complaints-** So someone's not happy, firstly just remember whatever the problem is, it's the customer's right to tell us if they are not satisfied - don't take it personally. Your attitude in dealing with a complaint is far more important than what brought on the complaint in the first place. So, what to do if someone complains?

**Issue with Food or Drink product -**

1. Remove the dish - take it above their eye-line.
2. Listen - do not be defensive, understand and empathise and try your best to put the problem right by..
3. Offering them one of 3 things
  - Replacement - do they want it remade?
  - Alternative? - do they want something different?
  - Take it off the bill.

**Issue with customer service -**

First off apologies, take responsibility (whatever it is!) ask a supervisor to step in if necessary to deal with the situation.

What it costs the business for something to be handled in the correct way and replaced, is nothing in comparison to the cost of a bad reputation.

You have to be genuinely the nicest person you can be whilst sorting out an issue. You must make the customer understand that your only aim is for the problem to be resolved.

All complaints must be noted by the supervisor in the daily WhatsApp record

**Food Safety & Hygiene** - We are responsible for the wellbeing of every person that eats/drinks in our establishment. With that in mind it is imperative that we follow proper procedures when dealing with food/drink storage, preparation and delivery.

**Cleaning-** Sanitise all tables/surfaces throughout the day - be careful not to spray chemicals near food. Do not leave sanitiser sprays and cloths in front of house. Never use dirty cloths! Put it in the wash, get out a clean one....

it is important to keep everything clean and well maintained. The surfaces, counter and all equipment to be cleaned daily and then deep cleaned once weekly. This will take extra time but it is important to the business as a whole. Cleanliness is the most important aspect of safe food.

**Deliveries** - all deliveries to be taken to back area and unpacked as soon as they arrive. all invoices to be placed in invoice folder and order list checked against invoice and signed. packaging to be broken down and cleared away and put in correct place as soon as possible

**Food preparation** - Use correct colour coded chopping boards for juice prep and food.

**Allergens** - really important you don't just pretend you know. please ask, There will be an allergens chart that you can refer to BUT If there is any doubt that you are not 100% sure about what is in something then speak to the kitchen/head barista is literally a matter of life and death.

**Pests, be vigilant** - if you see any evidence of pests, let us know. To make this a non issue - it is vital all rubbish, food and perishables are put away at night.

**maintenance** - If you think equipment might not be working properly, check it straight away and let someone know. do not wait for it to break down properly. - make a note in the food plan diary if something has broken or gone wrong. Do not serve food on chipped or cracked crockery and glasses.

**Checking fridge temperatures** - to be done twice daily, by the first people into work and the last people to leave.

**Reheating food.** - it is very important when re heating food that you are heating it to a safe level. this may take a little longer than you expect but it is so important.

**Hand washing** - you will all be handling food - it is very important that you are washing your hands regularly and thoroughly. - if you are on the till and don't have time to wash your hands. put gloves on before handing food.

**Cleaning of fridges** - it is really important that all fridges are cleaned thoroughly on a regular basis. washed and disinfected. at least once weekly,

**Use of chemicals** - make sure you are using the correct chemical for the correct job. if you are not sure, then please ask.

**Clearing plates.** ensure all food waste is removed from plates before washing. - food waste to be put into separate bin

**stock control** - please be vigilant about stock, if something is running low. tell someone who can do something about it. its best to say it than to not tell anyone. if you use the last of something, write it down.

**Most importantly** - This should be fun, if its not then there's an issue. Speak to us and we will do everything we can to sort it!