

## Creating a Restaurant Employee Handbook

- Determine staff priorities
- Determine rules to enforce
- Review labor laws
- Consult lawyer
- Write a warm welcome letter
- Outline mission, vision, values, and history
- Define types of employment and attendance
- Write a disclaimer
- Define behavioral expectations
- Define age requirements
- Identify conflict protocol
- Outline violations and infringements to employment
- Define disciplinary actions
- Write equal employment and non-discrimination policy
- Write harassment policy
- Write technology, phone and social media policy
- Write policies for payroll, work hours, and scheduling
- Write role-specific policies:**
  - Back-of-house policy
  - Front-of-house policy
  - General HR Policies
- Describe employee benefits
- Draft acknowledgement form
- Get feedback from lawyer

## How to Begin Staffing Your Restaurant

- Discuss staffing needs with restaurant consultant
- Make a list of front-of-house staff
- Make a list of back-of-house staff
- Review local labor laws
- Establish fair tipping policies and salary standards
- Develop rewards and incentives program

- Design onboarding program
- Read job descriptions for each position needed
- Ask network for referrals
- Check job seeking sites
- Post job postings to restaurant website
- Consult with headhunters
- Advertise staffing needs on social media
- Invest in staff scheduling technology
- Develop interview questions
- Interview staff
- Hire staff
- Onboard staff
- Train staff on POS
- Negotiate away from potential operating costs
- Review all clauses
- Add favorable clauses
- Review the termination clause

## Skills and Resources for New Restaurant Owners

- Refine soft skills
- Acquire and refine hard skills
- Subscribe to restaurant management blogs
- Read restaurant management books
- Learn restaurant terminology

## Job Descriptions & Responsibilities

- Read restaurant job descriptions
- Map out restaurant staffing relationships

**Notes:**

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