



## New Starter Welcome Guide (Aquaint UK Hospitality)

Welcome to **[Your Company]**! We're thrilled to have you join our team. This guide will walk you through what to expect as a new starter in our hospitality team and how to use our Aquaint app for daily tasks and communication. It's designed to be mobile-friendly, so you can read it easily on your phone via the Aquaint app.

### Welcome to the Team

**Our Mission & Values:** *[Your Manager will insert the company's mission statement and core values here].* We believe in upholding these values every day – from providing excellent customer service to supporting each other as a team.

**Professional Behaviour:** We expect all team members to act with integrity, friendliness, and respect. You are the face of our business, so always maintain a positive attitude with customers and colleagues. Remember that front-of-house staff are the “*face of any hospitality establishment,*” ensuring every guest has a smooth, enjoyable experience.

**Personal Hygiene:** Good hygiene is essential in hospitality. Start each shift clean and in full, washed uniform (including any required hair nets or PPE). Wash your hands frequently, especially when handling food or after cleaning, to uphold food safety standards. By law, food handlers must follow strict hygiene practices to keep food and customers safe.

**Punctuality:** Always arrive on time (or early) for your shifts. Being punctual shows respect for your team – and it ensures we can open on schedule and serve customers without delays. If an emergency will make you late, notify your supervisor as soon as possible.



**Communication:** Keep communication clear and professional. Listen to instructions, ask questions if you're unsure, and let your team know if any issues arise. We use Aquaint to document our work, so that everyone stays informed in a work-friendly, GDPR-compliant way. Check the app regularly for updates or tasks and respond promptly when needed.

## Legal Basics for Hospitality

As a hospitality employee in the UK, you have certain legal responsibilities. Here's a summary of the key areas:

- **Food Safety & Hygiene:** You are legally required to handle food safely. Follow all training about preventing contamination (e.g. separating raw and cooked foods, proper cleaning) and temperature control. Keep the kitchen and service areas sanitary and adhere to daily cleaning checklists. If you're unsure about a procedure, ask – everyone must **co-operate with food safety policies and training**. Failing to maintain hygiene can risk customer health and breach the Food Safety Act.
- **Allergens:** UK law requires that we provide accurate allergen information to customers for every dish. There are 14 major allergens (like peanuts, gluten, milk, etc.) that must be declared if they're in a recipe. Learn which menu items contain common allergens by heart or know how to quickly check Aquaint's allergen info section. Always double-check whether a customer has any allergies – never guess. Prevent cross-contamination in preparation (e.g. use separate utensils for allergens). **All staff must be trained on allergen awareness**, so if you haven't yet, you'll receive training soon. This is vital for customer safety (and it's the law).
- **Health & Safety:** We all must take reasonable care of our own health and safety and that of others. Follow the company's health and safety rules and use any protective equipment provided (like cut-resistant gloves, nonslip shoes, etc.). **Do not misuse or bypass safety measures** – for example, never block fire exits and always use guards on equipment. Report any hazards (like a spill or broken equipment) immediately to a



supervisor so we can address it. If you injure yourself at work or notice a potential safety risk, inform management and log it in Aquaint's incident report feature. We conduct regular safety checks, and as a team member you might be asked to help ensure everything is in order (from safe food storage to correct chemical use).

- **Fire Safety:** Be aware of our site's fire safety procedures. On your first day, you'll be shown the fire exits, alarm points, and assembly area. **Know the alarm signal** and evacuate customers safely if it sounds. Keep exit routes clear of obstructions at all times. Only use a fire extinguisher if you're trained and it's safe to do so – otherwise, your job is to raise the alarm and help get everyone out calmly. Fire safety training is a legal requirement for staff, and new team members are typically briefed at induction. If you haven't had a fire briefing, ask your supervisor. Remember: never risk your life for property – people first, then property.
- **Licensing (Alcohol Sales):** If your role involves serving alcohol (e.g. bar staff or waitstaff serving drinks), you **must follow UK licensing laws**. It is a criminal offence to sell alcohol to anyone under 18 – always check photo ID (Passport or UK driving licence, or approved 18+ card) if a customer looks under 25 (our venue operates a "Challenge 25" policy). No ID, no sale. It's also illegal to serve alcohol to someone who is clearly intoxicated – if a guest is too drunk, get a supervisor involved to handle it safely. As staff, you have a duty to monitor alcohol service and keep customers safe. Additionally, observe any specific licensing hours and rules our venue has (your manager will brief you if any apply, like last call times or drink limits for certain events). Breaking licensing laws can result in heavy fines or loss of our licence, so take this seriously. When in doubt, pause and ask your supervisor.

## Using the Aquaint App

Aquaint is our all-in-one workplace app for our venue. It will be your go-to tool for daily checklists, logging compliance tasks, viewing important info like



allergens, and keeping up with announcements. Here's a quick how-to for the main features you'll use:

- **Logging In:** Download the **Aquaint** app on your smartphone (iOS or Android) and log in with the credentials you set. The app is designed to be mobile-friendly and intuitive, so you can use it during your shift as needed without hassle.
- **Checklists:** Aquaint provides digital checklists for routine tasks (no more paper tick sheets!). For example, you might have an “Opening Checklist” at the start of the day or a “Close Down Checklist” at end of shift. Tap a checklist to open it, then tick off items as you complete them. The app will save your progress and managers can see when it's done. These checklists help ensure we don't miss any steps – from cleaning tasks to setting up areas. Aquaint makes it easy to **“keep track of regular tasks like opening up in the morning or conducting stock checks”** via checklists, helping us stay consistent every day.
- **Creating Tasks:** To create your own tasks, such as Handover Notes, click on the **+ button** and then **Create Task**. When you finish a task, mark it complete in the app. This updates the team that it's been done. If you notice something that needs doing (like a spill that needs mopping or a stock refill) and it's not on your list, you can also log it as a task or inform your supervisor. Aquaint helps **keep everyone updated in real time with task status and alerts**, so we all know what's been done and what's pending.
- **Temperature Logs:** To log compliance tasks such as Fridge Temps, click the **+ button** then **Add Log**. This is where you'll see all the required and best practice forms you'll need to record (depending on your role). You can save these as drafts by clicking on the **< button**, saving your progress on your device only. This is useful when recording cook/cool or hot hold temperatures.
- **Documents & Policies:** Important documents are stored in Aquaint for easy access. In the **Documents** or section in the left side bar, you'll find files like this New Starter Guide, our detailed Food Safety Policy, the

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Employee Handbook, recipes or menu info, etc. These are read-only resources for you. Whenever you need to reference a procedure or look up a policy, just open the app and find the document instead of flipping through paper manuals. The app ensures that **detailed guides and training info are at your fingertips**, even for site-specific processes, which helps you get up to speed faster. Take some time in your first week to read through the key documents there (especially anything assigned for you to sign in the **Requests** tab). The app might also track whether you've opened or acknowledged certain documents (for compliance training purposes).

- **Allergens Lookup:** Aquaint gives **instant allergen insights** for our menu. There's an **Allergens** section in the left side bar where you can quickly search any dish and see which allergens it contains. If a customer asks "Does that salad contain nuts?" you can open the app, go to **Allergens**, and find the salad to confirm what allergens are present – without having to run to the kitchen. This feature allows users to inform guests about suitable dishes instantly, eliminating kitchen trips. Ensure you familiarise yourself with this section – it could be lifesaving for someone with allergies. Always double-check here or with the chef if you're not 100% sure about allergen info. (Note: This tool should be kept up to date by our kitchen team – if you ever notice a discrepancy between the app and what you've been told about a recipe change, alert a manager.)
- **Announcements & Communications:** Instead of using noticeboards or mass texts, we post announcements in Aquaint. The **Announcements** section will have any broad messages from management – e.g. a note about a new menu launch, changes in opening hours, staff meeting schedules, or congratulating the team on last week's performance. Aquaint announcements are a *GDPR-friendly way of broadcasting messages* to the team.
- **Compliance Logs:** Aquaint also includes digital forms for things like incident reporting and refusals. If you need to fill out an incident report (for example, a customer had a slip but is okay, or you cut your finger slightly), click the **+** button then **Add Log** and go to the **Compliance Logs**



section. There you can enter details of what happened. This satisfies our legal record-keeping and alerts management instantly. The app's incident management features ensure nothing gets lost. Similarly, if a piece of equipment is broken, use the **Create Task** function to assign a maintenance task in the app, rather than just telling someone verbally (though do that too if it's urgent). Aquaint will pass the info to the right people and create a trackable record.

**Quick Tips:** Always **keep your app notifications on** – Aquaint can send push notifications for new tasks or urgent announcements (like a change in tonight's schedule). If you encounter any technical issues with the app (e.g. login problems or a checklist not loading), let your supervisor know; we have support to help with tech issues. Aquaint is there to make your job easier – it centralises information and tasks so you can spend less time on paperwork and more time with customers. Embrace it, and don't hesitate to explore its features.

Now, let's go over some specific pointers for your role. We've prepared guides for each major role in our venue. Find the section that matches your position (and feel free to read the others too, so you know what your teammates are up to!).

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## Front of House (FOH) – Service Team

### Role Overview:

FOH staff are the friendly faces greeting our guests and ensuring they have a great experience from start to finish. As a FOH team member (e.g. waiter/waitress or host/hostess), you'll be **managing the dining area, taking orders, serving food and drinks**, and generally being attentive to customers' needs. Your primary goal is to create a welcoming atmosphere and smooth service so that every guest leaves happy. This means anticipating customer needs, handling requests or issues with a smile, and working closely with your teammates in the kitchen and bar. A great FOH member thinks on their feet

and solves problems calmly even during a rush. You'll be on your feet a lot and interacting with people all day – it's a fun, fast-paced role!

**First-Day Priorities:** On your first day front-of-house, focus on getting to know the basics:

- **Meet the Team:** Get introduced to fellow servers, bartenders, the chef, etc. They'll help you learn the ropes. Don't be afraid to ask questions.
- **Site Orientation:** Learn the table numbers and layout of the restaurant/pub, the location of menus, cutlery, the POS (till) system, and where to find things like the sauces, highchairs, or bill folders. Knowing your way around is key for quick service.
- **Menu Overview:** Start familiarising yourself with our menu items and drinks. You don't need it memorised on Day 1 but get a general idea of what we offer. Pay extra attention to dishes with common allergens or special requests (vegan, gluten-free options), since customers often ask about those.
- **Shadowing a Shift:** You'll likely shadow an experienced team member. Watch how they greet tables, input orders into the system, and coordinate with the kitchen. Try taking a few orders or carrying plates under supervision to practice.
- **Aquaint Basics:** Ensure you can log into Aquaint and see the FOH daily checklist. On day one, tasks might include folding napkins, checking bathroom cleanliness, or stocking condiments – these could be on the checklist. Complete what you can and check them off in the app.
- **Understand Service Standards:** Your manager or buddy will explain any service sequences we follow (e.g. greeting guests within 1 minute, checking back after mains are served, etc.). Make mental notes; these standards ensure consistent high-quality service.

**Key Responsibilities:** As FOH, your regular duties will include:

- **Greeting and Seating Guests:** A warm welcome sets the tone. You'll escort guests to their table, give them menus, and possibly take initial drink orders.

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During busy times, manage the waitlist or reservations and keep things moving efficiently.

- **Taking Orders:** You'll take food and drink orders, usually on a handheld device or at a POS terminal. Listen carefully, ask clarifying questions (like steak cooking preference or if they have any allergies), repeat the order back to the table to ensure nothing has been missed and enter orders accurately. Good communication with the kitchen is vital – **promptly relay any special requests or dietary restrictions** so the kitchen can accommodate.
- **Serving Food and Drinks:** Once orders are ready, you'll serve them to the correct guests. Do a quality check – ensure plates match the order, sides/sauces are included, drinks are correct. Serve professionally (carry plates safely, avoid reaching across guests excessively) and **present dishes with a brief description** if appropriate (“The sirloin steak with peppercorn sauce, enjoy!”).
- **Table Maintenance:** Throughout service, keep an eye on your tables. Clear empty plates and glasses, refill water, and respond quickly if a guest needs something. Wipe spills or crumbs as needed to keep the area neat. No.1 rule – never clear plates until the whole table is finished with a course, unless asked to. Reset tables promptly after guests leave, so it's ready for the next seating.
- **Customer Service & Upselling:** Be friendly and attentive. Answer any questions about the menu – if you don't know, go find out (or check Aquaint's documents for a menu guide). Make suggestions for starters, sides, desserts, or drinks (upselling where it feels natural, like “Would you like to see our dessert menu?”). Our aim is *5-star customer service* – that means treating each guest like a VIP. If anyone has a complaint or issue, apologise sincerely and get a manager if needed. We empower you to fix small issues on the spot (e.g. replace a drink if it was not what they expected).
- **Handling Payments:** When guests are finished, you'll prepare their bill, present it, and process payments. Handle cash and card transactions

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accurately – double-check notes and give correct change or ensure the card machine processes the sale and the receipt prints. Never hesitate to ask for ID with credit cards if the card says “Check ID” on back. For card tips, follow the system prompts; for cash tips, follow our venue’s policy (your manager will brief you).

- **Collaboration:** Work closely with the bar and kitchen. This includes running food from the kitchen when ready (even if it’s not for your table, help each other out), and running drinks from the bar. Communicate any delays or issues – e.g. if a table’s food is taking long, inform them and perhaps offer bread or apologise, and update the manager. Teamwork is critical; FOH, bar, and BOH should function like a well-oiled machine to give the guest a seamless experience.
- **Closing Tasks:** At shift end (or periodically), you’ll do side work: clean and reset tables, polish cutlery or glassware, restock server stations (napkins, condiments, etc.), and ensure the dining area and bathrooms are clean. Checklists in Aquaint will list many of these tasks for end-of-day. Complete all your closing duties before clocking out, so the next shift starts fresh.

**Typical Shifts:** FOH shifts usually revolve around service times:

- **Morning/Open:** If you work a morning shift or opening shift, you might start around 10–11am (for a lunch-opening venue) or earlier if we do breakfast. Opening tasks include setting up the dining room (placing utensils, wiping tables, checking reservation notes, prepping the coffee/tea station), and ensuring everything is ready for the first customers. You might also brew coffee, slice garnishes (like fruit for drinks), or attend a brief team meeting to go over the day’s specials.
- **Mid or Split Shifts:** Some days you may work a split (lunch and dinner with a break in between). The midday lull (if any) can be used for tasks like folding napkins or restocking. If it’s steady all day, you’ll tag-team breaks with colleagues.
- **Evening/Close:** Dinner shifts often start mid-afternoon and end with closing duties at night. A closing FOH shift might finish by cleaning the section, making sure all bills are closed, chairs up or down as per floor

cleaning routine, and doors are locked (managers usually handle cashing up the register). Expect evening shifts to be busy, especially on weekends. We rotate shifts so everyone does a mix of opens, mids, and closes as much as possible.

- **Peak Times:** Weekends and holidays are our busiest, so all hands on deck. Shifts can be longer on those days. Be prepared for a fast pace – lots of customers, possibly a waitlist for tables, and the need for tight teamwork. Stay hydrated and take your breaks when you can. Management will schedule enough staff to cover, but your multitasking skills will shine on busy nights!

### **Must-Know Policies for FOH:**

- **Allergen Service:** As FOH, you *must* follow our allergen protocol. This means if a guest informs you of an allergy, immediately note it and communicate it clearly on the order (use the system’s allergy alert function) and tell the chef verbally. Always confirm back to the guest which allergens the dish contains by checking our allergen matrix on Aquaint or the printed allergen folder if available. When serving an allergy meal, confirm with the guest: “This is the gluten-free pasta – made with no wheat.” Never guess ingredients. It’s better to double-check with the kitchen if you’re unsure. This carefulness can prevent serious health incidents.
- **Licensing & Age Checks:** If you serve alcohol at the table, you are responsible for age verification just like bar staff. Always ID guests who look under 25 when they order alcohol (even wine bottle at the table). If they don’t have valid ID, politely inform them you cannot serve alcohol. Also, do not serve any guest who appears heavily intoxicated – get a supervisor involved if you’re unsure how to refuse. This is to comply with the Licensing Act (no underage or drunk service).
- **Service Charge/Tips:** (If applicable in your venue) Know how we handle service charge or tips. If a customer asks, be transparent – e.g. “Service charge is optional and goes to our team” or “We pool tips among staff.” If unsure, ask your manager for the correct info so you can answer confidently.

- **Health & Safety:** Be aware of hazards in the dining area – like a spilled drink on the floor (clean it or get someone to), or chairs/bags that could trip someone. Report any accidents via Aquaint incident report or to your manager immediately. For example, if a customer has a minor fall or a staff member gets a cut, it should be logged. Also know the basics of first aid locations (where the first aid kit is). If a fire alarm rings, FOH helps guide customers out calmly to the assembly point.
- **Complaint Handling:** If a customer is unhappy, listen and apologise sincerely. Many issues you can resolve: cold food? – apologise and get it remade; long wait? – apologise and update them, maybe offer a free drink if manager approves. Follow the **customer recovery** guidelines in our policy (there might be a document in Aquaint with steps for common complaints). Always inform a supervisor of any serious complaint or if a guest is asking for something beyond your authority (like a full refund). Our aim is to satisfy the guest if possible or at least show we care and tried.
- **Cash Handling & Fraud:** Be mindful when handling payments. For cash, keep large bills secured until you can drop them in the safe or alert a manager if you accumulate a lot. For card, ensure the card machine stays in sight of the customer (standard practice) and follow prompts. If the machine says declined, politely ask for another form of payment. Watch out for any suspicious bills or potential scams (like someone attempting to confuse you during change). When in doubt, involve a manager.

**Aquaint Checklists & Tasks (FOH):** In the Aquaint app, you'll see FOH-specific content:

- **Daily FOH Checklists:** These cover things like opening side-work (e.g. “Check condiments and refill as needed,” “Put out reserved signs as per bookings,” “Check that the card machine paper roll is full”) and closing tasks (“Wipe down all tables and chairs,” “Set tables for breakfast service,” “Ensure floor is vacuumed/mopped,” “Windows closed and lights off”). Use these as your guide – check them off as you complete each item. It ensures consistency and nothing is forgotten, even on hectic days.

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- **Cleaning Schedules:** There may be scheduled tasks like weekly deep-clean of coffee machine or monthly inventory count. These might appear in Aquaint as tasks assigned to FOH or a supervisor. Keep an eye out for any tasks due on your shift.
- **Documents to Read:** Aquaint will have our **Customer Service SOPs**, **Grooming Standards**, and other relevant docs for FOH. Make sure to read any that your manager assigns to you (the app might show an acknowledgment checkbox for important documents). Also, the daily menu specials or 86'd (out-of-stock) items might be posted as an announcement each day – check those so you don't accidentally offer a dish we ran out of.
- **Reports/Forms:** Use Aquaint to report incidents (like a customer accident or complaint) so that we have a record. If, say, a guest had a fall but is okay, still fill out the incident form in the app after informing the manager. For maintenance issues on the floor (wobbly table, broken chair), log a maintenance request via the app so it gets fixed.

**Reporting Issues (FOH):** If you encounter any issues during your shift:

- For **customer-related issues** (upset customer, fight, etc.), get a supervisor's help immediately. Ensure safety first (diffuse arguments calmly, etc.). Afterwards, document it in Aquaint if needed (e.g. an incident report for a customer injury or ejection).
- For **facilities issues** (spill that needs a wet floor sign, AC not working, power outage, etc.), notify management. Use Aquaint's create task to log it (e.g. "Air conditioning malfunction in dining room at 3PM") so we track resolution.
- For **staff issues** (harassment, feeling unwell, scheduling problem), speak to your supervisor or manager privately. Aquaint has a note feature where you can send a direct message if needed, but in-person is usually best for sensitive matters.
- Always remember: **if it's urgent and affects safety or service now, find a manager or use the panic button if available; if it's not urgent, log it in Aquaint so it doesn't slip through the cracks.**

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## Back of House (BOH) – Kitchen Team

### Role Overview:

Back-of-house staff work behind the scenes to keep the kitchen running smoothly. BOH can include roles like **line chefs, sous chefs, dishwashers (kitchen porters)**, and general kitchen assistants. Your day revolves around preparing food, keeping the kitchen clean and organised, and ensuring every dish leaving the kitchen meets our quality and safety standards. BOH staff often have less direct customer contact (you're busy cooking or cleaning), but your work is just as crucial – you literally feed our business! Expect a fast-paced environment where teamwork and communication with FOH are key. You might be juggling multiple tasks: chopping vegetables, watching pans on the stove, and cleaning as you go, all while following safety rules. It's hard work but very rewarding, especially when customers rave about the food.

*(If you are a Chef or Kitchen Porter, see the more detailed sections below for those specific roles. This BOH section covers general kitchen/back-end duties for support staff or those not covered elsewhere.)*

### First-Day Priorities:

- **Kitchen Tour:** Get familiar with the kitchen layout – fridge and freezer locations, dry storage, where to find pots, pans, and utensils, the cleaning area, first aid kit, fire extinguishers (especially important in kitchens). Know the designated stations (grill, fryer, salad prep, etc.) even if you won't work all of them.
- **Meet the Team:** You'll be introduced to the Head Chef/Kitchen Manager and fellow cooks or porters. They'll show you who to go to for questions. Kitchen teams are tight knit; don't worry, they'll guide you.
- **Basic Safety Briefing:** Learn the immediate safety practices: which colour chopping boards for which foods (to avoid cross-contamination), how to handle knives safely, what hot surfaces to be cautious of, and how to operate any equipment you'll use (e.g. the slicer or dishwasher). Also, be

## acquaint

shown the location of sanitiser solution for surfaces and how to properly use it.

- **Task Introduction:** Depending on your position, you might start with simple but important tasks: e.g. if you're a prep cook, your first task might be peeling and chopping vegetables with guidance on the expected cut sizes; if you're a kitchen porter (KP), maybe start by learning how to set up the dishwashing station or how to take out bins correctly. Listen carefully and don't rush – accuracy and safety come first.
- **Aquaint for BOH:** Ensure you can access Aquaint on a kitchen tablet or your phone (with clean hands!). The BOH team uses it for checklists like the daily cleaning schedule and temperature logs. On day one, check if there's a "Kitchen Opening Checklist" and walk through it with a colleague. Also see where the **temperature log** is in the app – you might need to record fridge or food temps from day one.
- **Learn Menu/Prep Basics:** If you'll be involved in cooking or prepping, start learning the menu and recipes. You may be given a recipe book or Aquaint might have a **Recipes document** – glance through to understand what ingredients are in our key dishes (and which allergens to watch for). On day one you won't memorise it all, but knowing general components helps (e.g. knowing that the curry has nuts so you must take extra precaution cleaning that pan).
- **Clean-As-You-Go:** From the outset, know that in our kitchen, cleanliness is non-negotiable. As you work, you'll be expected to keep your station tidy. You'll likely be asked to do a thorough hand wash and then assist in some cleaning tasks on day one, just to drill this in. Pay attention to how to correctly sanitise a surface and how to dispose of waste (what's recycled, what's food waste, etc.).

### **Key Responsibilities (General BOH):**

- **Food Preparation:** A core part of BOH is prepping ingredients. This can range from chopping produce, marinating meats, portioning sauces, to assembling prep recipes (like making a batch of soup or cutting pastry). Follow the recipes or instructions given by the chef. **Accuracy** matters – cut

things to the right size, measure ingredients properly, and keep batches labelled (with date labels) for food safety (FIFO – first in, first out). If you're unsure about a prep task, ask rather than guess. Quality of prep affects the final dish.

- **Cooking/Line Work:** If you're assigned to a cooking station, you'll cook menu items to order. This means timing multiple dishes at once. For example, grilling steaks to the requested temperature, or dropping fries in the fryer at the right moment. Always maintain **food safety temperatures** – cook poultry and pork thoroughly, reheat soups to boiling, etc. Use a thermometer as needed. The head chef or station lead will guide you initially. Plate presentation is also key: follow the plating guide for each dish (pictures might be in Aquaint docs or shown to you). Before sending a plate out, double-check it matches the order (correct sides, allergens separated as needed, no stray hairs or spills on the plate edge).
- **Maintaining Cleanliness:** BOH must stay clean throughout service. This means regularly wiping down your cutting boards and counters, especially after handling raw meat (sanitise to avoid cross-contamination). Wash utensils and boards when switching between raw and cooked tasks. Keep floors clear of spills (oil or water on the floor is a slip hazard – mop immediately and use a caution sign). Waste bins should not overflow; empty them when 3/4 full or at specified times. Follow the cleaning schedule: e.g. "sanitise all prep surfaces every 2 hours" or "clean slicer after each use." A **clean kitchen is not just about looks – it's required by food safety law.**
- **Washing Dishes/Equipment:** If you have a kitchen porter role, or in general when needed, you'll be washing lots of dishes, cookware, and utensils. Use the commercial dishwasher properly (scrape and pre-rinse items before loading, don't overload racks). Hand-wash large pots if they don't fit, using the proper detergent. After washing, let items air-dry or dry with clean cloths as per our policy. Keep an eye on the dish area – don't let dirty dishes pile up too high, as it's both unsightly and unsanitary. **BoH team helps each other** – during a lull, cooks might help by bringing their used pans to the

sink; likewise, if you're a porter and see the chefs swamped, you might jump in to do a quick task like fetching ingredients or garnishing a plate.

- **Temperature Logs:** We must log certain temperatures for compliance (on Aquaint). Typically, this includes recording fridge and freezer temperatures once or twice a day, checking that hot food in the bain-marie or hot hold stays above 63°C, and logging cooked food temperatures or cooling times for certain dishes. You might be assigned to take these readings with a thermometer. Aquaint will have a log form for input – e.g. “Fridge #1 temp at 10:00 = 4°C”. Do it diligently; these logs may be inspected by Food Safety officers. If any temp is out of safe range, alert a manager immediately (e.g. fridge warm at 10°C is a big issue).
- **Inventory & Stocking:** BOH staff help manage inventory. This could mean unpacking deliveries, storing them correctly, and rotating stock. For example, when the produce delivery arrives, you might help check it off against the order list, then move items to storage (put newer stock behind older stock on shelves – FIFO). Note any missing or subpar items so the chef can follow up with suppliers. Throughout the week, you might inform the chef if you notice key ingredients running low (“We’re down to our last two bottles of soy sauce”). During daily/weekly/monthly stock-takes, you might assist by counting specific items.
- **Following Recipes & Quality Control:** Whether prepping or cooking, stick to the recipe specifications for consistency. That means adding the correct ingredients in the right amounts, cooking for the right time, and portioning correctly. If something seems off (e.g. a sauce looks too thin or a steak seems spoiled due to odour), pause and check with the chef. We’d rather remake or adjust than serve something subpar. Quality control is everyone’s job: check expiry dates, don’t use any product past its use-by, and taste what you cook when appropriate (taste test sauces, soups for seasoning).
- **Safety and PPE:** Always use appropriate Personal Protective Equipment as provided – cut gloves when chopping if required, apron, oven mitts for hot items, etc. Be careful with knives (keep them sharp but handle with respect, store them safely when not in use). For any machinery (slicers, mixers),

never operate without training and always use guards. If you see a co-worker doing something unsafe, kindly intervene or remind them of the correct procedure – safety is everyone’s responsibility. All accidents or near-misses should be reported (via Aquaint incident form) so we can prevent future ones.

### **Typical Shifts (BOH):**

- **Morning Prep Shift:** Some BOH start early to prep for the day, especially if we open for lunch. A morning shift might start at 7 or 8 AM (depending on the venue) to get sauces simmering, bread baked, vegetables chopped, etc., for service. Morning crew might also cook staff meal if that’s our practice. By opening time, most prep should be done.
- **Service Shifts:** If you work the line for lunch or dinner, your shift will overlap those service hours (e.g. 11 AM–4 PM for lunch, or 4 PM–close for dinner). Service time is hectic – this is when you’re cooking and plating continuously, with KP’s non-stop restocking and dishwashing. Before service, you set up your station (ingredients stocked, oil hot, etc.). After the rush, there’s cleanup and reset.
- **Split Shifts:** Common in kitchens – you might do lunch service, then have a break in the afternoon, then return for dinner service. For example, 10 AM–2 PM, break, then 5 PM–10 PM. Use the break to rest (and maybe check Aquaint for any midday announcements).
- **Closing Shift:** BOH closing involves a lot of cleaning. Once last orders are out, you’ll shut down equipment (turn off fryers, ovens), safely cool any leftovers or tag them for discard as per policy, wrap/label and store ingredients, and begin deep cleaning. This can include scrubbing grills, changing fryer oil (if scheduled), sweeping and mopping floors, wiping down all surfaces, disinfecting all food areas, taking out waste, checking stock/ordering in for the next day, and setting traps (if any pest control measures like closing drains or putting away flour in sealed bins). Closing might be rotated among the team so everyone shares the load on different days.

- **Weekends/Holidays:** Expect long hours or extra prep on busy days. We often prep double or triple batches for weekends. Sometimes we have shifts dedicated just to prep if we have events (like someone might come in early to prep banquet dishes for a function). Be flexible – the head chef will schedule shifts based on reservations and expected covers. Holidays (Christmas, etc.) might have special menus; more prep is needed and often an “all hands” approach in the kitchen.

### **Must-Know Policies (BOH):**

- **Food Hygiene Rules:** Strictly follow our food safety management system (like Safer Food Better Business or HACCP plan). This includes the basics: keep raw and cooked foods separate; use the correct coloured chopping boards (e.g. red for raw meat, green for veg, etc. as per our kitchen’s code); always wash hands when changing tasks or after handling raw items; sanitise surfaces and knives between tasks; keep food out of the “danger zone” temperatures; chill leftovers rapidly if we save them. You likely completed a Level 2 Food Hygiene course or will soon – apply that knowledge every day. We have zero tolerance for lapses like not washing hands or cross-contamination.
- **Allergen Controls:** Allergens are a huge focus. Know which ingredients in our kitchen correspond to the 14 major allergens. We label ingredients and prep areas for allergens (for example, if we have a gluten-free fryer vs. a regular fryer, know the difference). If preparing a dish for an allergy order, **clean your station and tools first**, use fresh gloves, and ensure absolutely no contact with the allergen. We might have an allergen kit (separate utensils, etc.) – use it. Also, properly label any prep items – for instance, if you make a batch of soup that contains celery (an allergen), the label should list it so FOH and others know. The law requires we manage allergens meticulously, and it’s part of your job to ensure allergenic ingredients are handled safely.
- **Knife Safety:** Use the right knife for the task and keep it sharp (dull knives cause more slips). When walking behind someone with a knife or hot pan, always say “Behind you, hot/knife!” to warn them. Never leave knives in a sink under water (someone could reach in and get cut). Store knives in their

block or rack, not loose. If you drop a knife, **never try to catch it** – step back and let it fall.

- **Equipment Use:** Only trained staff should use certain equipment. If you haven't been shown how to use the meat slicer, don't touch it until trained. Always use guards and follow machine procedures (e.g. switch off and unplug before cleaning equipment). For ovens and stoves, be aware of hot spots and use oven mitts. If something malfunctions (thermostat not holding temperature, etc.), tell the chef and log it for maintenance.
- **Chemical Safety (COSHH):** We use cleaning chemicals that can be hazardous if misused. On your first day you'll be shown which chemicals are for kitchen use (surface sanitiser, heavy-duty degreaser, dishwashing fluid, etc.). Wear gloves if indicated. Never mix chemicals (like bleach and ammonia cleaners together – creates toxic gas!). Use them only as directed (proper dilution for sanitiser, etc.). We keep Safety Data Sheets on site (and possibly in Aquaint docs) if you're curious. If any chemical gets on your skin or in eyes, rinse immediately and inform a supervisor.
- **Fire Safety (Kitchen):** Kitchens have specific fire risks (open flames, hot oil). Know where the fire blanket and extinguishers are (especially the class F wet chemical extinguisher for oil fires, and CO2 for electrical fires). Never throw water on a grease fire – use the fire blanket or extinguisher, or if small, cover the pan with a lid and turn off heat. If a fire is beyond a small contained one, hit the alarm and evacuate. Keep hood vents on and clean (grease buildup can ignite). Also, keep flammable items (cloths, paper) away from open flames.
- **Temperature Danger Zone:** Remember, per food safety, keep hot food above 63°C and cold food below 5°C. Don't leave perishable food sitting out longer than necessary. When cooling cooked food to refrigerate, do it quickly (from 63°C to 5°C within 90 minutes). Use shallow containers or ice baths if needed. These practices prevent bacterial growth.
- **Breaks and Eating:** Follow our policy for eating during shift – usually, no eating in the kitchen (unless tasting). Take your meal break in the staff area. Wash your hands before returning to work. And never eat or drink (other

than water) while actively preparing food; it's both unprofessional and a contamination risk.

- **Dress Code/PPE:** Wear your full uniform: chef jacket or kitchen polo, apron, non-slip shoes, chef hat or hairnet (hair must be covered), and no jewellery (except a plain wedding ring if allowed) to avoid contamination or hazards. If you have a beard, you may be asked to wear a beard net when prepping food. This attire isn't just our rule – it's part of hygiene regulations to prevent physical contaminants in food.
- **Report Illness:** Extremely important – if you have symptoms of a foodborne illness (especially vomiting or diarrhoea), you must inform us and NOT come to work. We can't risk contamination. Typically, you should be symptom-free for 48 hours before working with food again. This is per health guidelines. Also report if you ever test positive for something like Salmonella or have infected wounds – we'll adjust duties or have you off work until safe.

### **Aquaint Checklists & Tasks (BOH):**

- **Kitchen Opening Checklist:** Aquaint likely has a checklist each morning for the kitchen. It might include items like: "Fridge/Freezer temperatures recorded" (with a prompt to enter them), "All surfaces sanitised before prep begins," "Check knives are sharpened," "Stock check completed (meat/fish/veg counts for the day)." Make sure to go through it with the team – it ensures we're ready for service.
- **Line Checklists:** Before each service (lunch/dinner), there might be a "Line check" task list: e.g. "All sauces in station are topped up," "Garnishes prepped," "Plates warmed," etc. This helps verify readiness. Complete these checks in Aquaint so managers can see the kitchen is set.
- **Cleaning Checklist:** Each day and week, Aquaint will list cleaning tasks. Daily might be: clean grill, sanitise slicer, sweep and mop, change sanitiser buckets every 4 hours, etc. Weekly might include: deep-clean fryer, clean extractor fans, etc. The app will prompt you to mark these done and even might require a photo upload as proof for audits. Follow the schedule – cleanliness tasks are as critical as cooking tasks.

- **Temperature Log Forms:** As mentioned, Aquaint has forms where you input fridge, freezer, and hot hold temperatures at set times. It also has a cooking temp log (e.g. check one random dish per batch to ensure it's cooked through). Fill these in diligently – they're time-stamped in the app for compliance tracking.
- **Incident Reports:** If there's any accident (knife cut, minor burn, etc.), after addressing it (first aid), log it in Aquaint. The incident report form will capture what, when, where, and what was done. Same for any food safety incident (like you caught a potential contamination in time) – log it so we have a record.
- **Recipe and Prep Documents:** Aquaint likely houses our recipe book or prep sheets. If you need to check an ingredient or portion, you can quickly open that document rather than digging through paper files. Use the search function in Aquaint's document section (e.g. search "Bolognese recipe") to find what you need. Keep these resources in mind especially as you learn – they're your reference.
- **Training Tasks:** You might see tasks in Aquaint that are training-related, like "Complete Allergen Training Module" or "Read Knife Safety Tips document." These are for your development – complete them by the due date. They often have a checkbox or quiz to confirm completion. This ensures you're up to date on knowledge.

### **Reporting Issues (BOH):**

- If **equipment breaks** (oven won't heat, fridge alarm beeping indicating high temp, dishwasher leaks, etc.), alert the Head Chef or manager immediately. Then log a maintenance issue via Aquaint. Include details and a photo if useful. Aquaint helps track the repair progress and ensures management arranges a fix. Meanwhile, follow any backup plan (e.g. move food to another fridge).
- If you **run low on an ingredient** unexpectedly (maybe a delivery didn't arrive or we had more sales than forecast), tell the Chef early. They might run out to buy more or 86 the item on the menu.

- For **safety incidents**, as mentioned, report all injuries or near-misses. Even small cuts should be noted (we care about your safety and want to prevent reoccurrences).
- If you **spot a pest** (hopefully not, but if you see signs of pests like droppings or insects), inform a manager and record it. We have pest control checks, but staff noticing something between visits is crucial. Aquaint may have a checklist item like “Pest signs check = none” to fill; if you find something, don’t just report it and escalate.
- **Interpersonal issues** in the kitchen (tensions or harassment) should also be addressed – talk to the Head Chef or manager.

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## **Kitchen Porter (KP) – Back of House Support**

### **Role Overview:**

As a **Kitchen Porter**, you are the backbone of the kitchen’s operations. KPs (also known as kitchen assistants or kitchen hands) keep the kitchen **clean, safe, and organised** so that the chefs and cooks can do their jobs efficiently. You’ll be doing a bit of everything: washing dishes and utensils, cleaning surfaces and floors, taking out rubbish, and sometimes basic food prep like peeling potatoes or unpacking deliveries. It’s a physical job – you’ll be on your feet, often working in a hot environment, and handling heavy items (like big pots or crates of vegetables). Your hard work directly contributes to the hygiene and smooth running of the restaurant. A good KP is highly valued: you help prevent bottlenecks at the sink, ensure the kitchen never runs out of clean plates or pans, and maintain a hygienic environment which is essential for food safety.

### **First-Day Priorities:**

- **Orientation:** Get a tour of the kitchen focusing on areas you’ll handle dishwashing area (sink, dishwasher machine, drying racks), cleaning supply closet (where mops, detergents, etc. are kept), waste disposal area,

and where clean equipment is stored after washing. Learn the layout so you know where everything goes.

- **Equipment Training:** You'll be shown how to operate the industrial dishwasher (if we have one). Pay attention to how to load racks properly, what can and can't go in the machine (sharp knives usually shouldn't, certain plastics might melt), and how to start/stop it safely. Also learn how to safely use the sink with the disposal unit (if any) and the proper way to handle knives or sharp objects when washing (likely separately and carefully). If there's a **glasswasher** (separate for bar glasses), you might see that too.
- **Cleaning Chemicals:** A supervisor or experienced KP will show you which cleaning products to use for different tasks – e.g., dish soap for manual washing, sanitiser solution for surfaces, degreaser for stubborn stove areas, floor cleaner for mopping. Learn the correct dilution and any safety gear (gloves, apron) needed for each. Also, note where the Material Safety Data Sheets (MSDS) are kept in case needed.
- **Basic Task Rundown:** Expect to jump in quickly – your mentor might have you start by washing a batch of dishes to get the hang of it. They'll also show how to handle and store cleaned items (e.g. avoid touching the eating surface of plates with fingers, stack things in the right place). You might also be tasked to help with peeling or carrying a stockpot. Take it step by step and ask if unsure how to do something safely.
- **Aquaint Checklist Intro:** Check Aquaint for the **Kitchen Cleaning Checklist**. On day one, maybe you can complete a couple of items under guidance. For example, if "Clean floors after lunch" is on the list, you might do that and tick it off. Aquaint might also list routine tasks like "Check soap and paper towels at handwash station" which could fall to you.
- **Understand Expectations:** A manager will likely explain what "a good job" looks like for a KP: e.g. plates not just washed but also **sanitised** and dried, floors not only mopped but also not slippery (use wet floor signs and proper technique), waste taken out before overflowing, etc. Quality matters, even in cleaning.

## Key Responsibilities:

- **Washing Dishes & Utensils:** This is a big part of your role. Collect used pots, pans, plates, cutlery, etc., and wash them promptly. Use the dishwasher for most items: scrape off food bits first, load items so water can reach them (don't stack too tightly), and run the cycle. For fragile items or large cookware, hand-wash in the sink with hot water and detergent. Rinse and then either air-dry or use clean towels as per our procedure. **Ensure items are truly clean (no grease film or bits stuck) and sanitised** – the dishwasher's high temp or sanitiser solution should handle germs. Place clean items back in their storage spots in the kitchen so chefs can find them easily (pots on rack, plates to the pass, cutlery polished and in drawers, etc.). Keep an eye out during service – chefs might urgently need a certain pan; quick washing and returning is crucial.
- **Cleaning Kitchen Areas:** As a KP, you'll continuously clean to maintain hygiene. This includes:
  - **Surfaces:** Wipe down prep surfaces and stovetops periodically, especially after major prep is done. Use the appropriate surface sanitiser (food-safe). Also wipe any spills on fronts of appliances or counters.
  - **Floors:** Sweep frequently to remove food debris that falls, and mop as needed (usually at least once mid-shift if it gets messy, and thoroughly at the end of the day). Use the correct floor cleaner and hot water. Put out a "Wet Floor" caution sign when mopping during service to prevent slips.
  - **Equipment:** You may be asked to help clean ovens, fryers, or other equipment on a schedule. For example, end-of-day the fryers might need filtering or cleaning – you'll be shown how (careful, oil is hot!). Or cleaning the oven racks, vent filters, etc. These can be heavy/dirtier tasks, often done when the kitchen is closed or not busy.
- **Waste & Recycling:** Empty bins before they overflow. Likely there are separate bins (general waste, food waste, recycling for cardboard/plastics). Tie up full bags, replace bin liners. Take the rubbish out

to the dumpster area safely – use gloves and maybe an apron for this. Break down cardboard boxes for recycling. **Follow any recycling guidelines** we have (certain bins for glass, etc.).

- **Bathrooms (if applicable):** In some small operations, KPs might also check staff or customer toilets. Usually FOH handles customer toilets, but if you're asked to assist, ensure you know what cleaning is expected (toilet, sink, restock soap/toilet paper, etc.). Use different gloves and cleaners than kitchen ones (never cross-use bathroom cleaning tools in kitchen).
- **Basic Food Prep Assistance:** You might help with simple food prep tasks when the washing load is light. For instance: peeling potatoes, onions, or carrots; washing salad greens; portioning ingredients (like packing 200g bags of grated cheese). When doing prep, follow the same hygiene rules as cooks: wash hands, use gloves if required, use correct board/knife. And do it exactly as shown so the quality is right. This help is valuable to the chefs – it frees them up for cooking.
- **Unloading Deliveries:** KPs often help receive deliveries of food and supplies. This involves carrying boxes or crates into the kitchen or storage. Check for any obvious issues (e.g. a box is damaged or something is leaking – flag it to a manager). Help put items away in the right place: fridge, freezer, pantry, chemical storage, etc., as directed. Stock rotation is key: when storing new goods, put them behind older stock (so older gets used first). Delivery days can be heavy lifting, so use proper technique (lift with legs, not back, ask for help with very heavy items). If we have a trolley, use it for big loads.
- **Stocking and Refilling:** Throughout your shift, ensure that the kitchen and serving areas are stocked with essentials. This could mean refilling the cooks' ingredient containers (like flour, salt, etc.) from bulk storage, restocking the line with plates and utensils, or making sure the hand wash station has soap and paper towels. If you notice something running low (ingredients, sanitiser, detergent, etc.), inform the chef or manager so we can reorder.

- **End-of-Day Deep Clean:** KPs usually lead the charge on thorough cleaning after service. At closing, you'll:
  - Clear and wash all remaining dishes.
  - **Soak and scrub** things like stove tops, grill trays, baking sheets, etc., which accumulate grime.
  - Possibly help dismantle and clean equipment (like extracting the fryer baskets, cleaning inside the microwave, etc.).
  - Sweep and mop the entire kitchen floor area, including under counters and equipment edges (we might have wheels on some units to move them).
  - Take out all waste and ensure bins are clean (sometimes washing them out). – Wipe down walls if there are splashes, and stainless steel surfaces (use a stainless cleaner or hot soapy water).
  - Set up for next day: e.g., put clean towels out, soak any dirty chef jackets/aprons for laundry if that's your task, etc. All of this ensures we start the next day with a pristine kitchen. It's hard work at day's end, but it's crucial. The manager or chef usually inspects the kitchen after closing clean-down, so aim to meet their standards.

### **Typical Shifts:**

- **Split Across Service:** Many KPs work shifts that cover lunch and dinner rushes with a break in between (because those are times when a lot of cleaning and dishwashing is needed). For example, you might work 11am-3pm (lunch cleanup) and then 6pm-10pm (dinner cleanup).
- **Full Day Shifts:** In busy places, you might be full day with a couple of breaks, especially on weekends. You'd be there through prep, service, and close.
- **Evenings Only:** Some places bring in an extra KP help just for the dinner and closing, when there are maximal dishes and the big cleanup.

**When You Arrive:** First thing, you might check if anything was left from earlier (morning prep mess or lunch dishes). Then you'll prep your station (make sure dishwasher is on and has soap, clean sinks with fresh water and soap, set up drying racks, etc.).

**During Service:** It can be steady – waves of dirty plates after customers finish courses. You might coordinate with FOH for when most of the dishes come in. Some times will be hectic (e.g., after a big table finishes mains, you get a lot at once). Pace yourself and try not to let the backlog get too high. Chefs might also call for urgent items (“I’m out of clean frying pans!”) – try to prioritise those.

**Break Times:** When it’s quiet (maybe between lunch and dinner), you get a breather. Take that chance to also do any extra cleaning tasks (like cleaning fridge handles, emptying small bins) so nighttime isn’t overwhelming.

**Busy Nights:** On a full house, expect non-stop action at the sink until closing duties. It’s normal to feel pressure, but keep calm and work methodically – safety first, then speed.

**End of Shift:** Once cleaning is done and inspected, you’re good to go. Some KPs finish earlier if they start early (like a morning KP might leave after lunch cleaning is done). Communicate with the team on duty changes (e.g. when morning KP leaves and hands over to evening KP, let each other know any important info: “Dishwasher ran out of rinse aid – I refilled at 4pm,” etc.).

### **Must-Know Policies (KP):**

- **Food Safety & Hygiene:** Even if you aren’t cooking, you must know hygiene basics. For example, never touch ready-to-eat food with bare hands; wear gloves or use tongs (you might handle bread or garnishes occasionally). Always wash hands after handling waste, dirty dishes, or chemicals and **before** touching any clean kitchenware or food items. If you help with any food prep, treat it with the same care a chef would.
- **Cross-Contamination:** Be mindful that your actions can either prevent or cause cross-contamination. Use separate cleaning cloths for different tasks (we might colour-code them: e.g., red cloths for floors, blue for

counters, etc.). Don't wipe a food prep surface with a dirty floor rag. Keep raw meat utensils separate and wash them in hot soapy water immediately after use. Sanitise sinks after washing anything particularly raw (like chicken cutting board). This prevents spreading bacteria around.

- **Chemical Handling:** You've been introduced to cleaning chemicals – always use as instructed. **Do not mix** chemicals (mixing bleach and ammonia cleaners, for instance, creates toxic fumes). Use ventilation (fan on or door open) if using something that produces strong fumes. Store chemicals in the designated area, away from any food storage. Keep them in their labelled containers (don't put floor cleaner in a soda bottle, etc.). If a spill of a chemical occurs, dilute and clean it up immediately wearing gloves and inform the head chef and chefs working in the area.
- **PPE & Uniform:** Wear your apron and gloves when doing dishes or using chemicals to protect from hot water and chemicals. You may also have waterproof boots or shoe covers to keep from slipping – ensure your footwear is closed-toe and non-slip. Remove your apron and wash your hands before switching from dirty tasks to any food handling tasks. At end of day, your uniform might be dirty/wet – follow procedure to either leave it for laundry or take it home to wash, but do not wear a dirty apron into food prep the next day.
- **Waste Disposal:** Know the schedule for waste – we might not keep full bags in the kitchen overnight to avoid pests. Always secure bins with lids. When taking waste out, follow any local rules (e.g., lock the dumpster after use). If you find the dumpster area messy, inform management – keeping that clean is also important.
- **Energy and Water Use:** Try not to waste resources – only run the dishwasher when it's reasonably full (but don't overload), to save water and energy. Turn off water taps fully when done. If you notice any leak (sink or pipe), report it.
- **No Eating in Kitchen:** As a KP handling dirty stuff, it's especially important not to snack or eat around the cleaning area. If you need a drink of water, use a sealed container and keep it in a safe corner away from food areas.

Take your meal breaks in designated break areas, not in the kitchen. This prevents contamination, frees up the kitchen space for your colleagues and looks professional.

- **Manual Handling:** Use proper lifting techniques to avoid injury. Bend at knees, not your back, when lifting heavy pots or waste bags. For very heavy items (like a 20L stockpot of soup), ask someone to help you lift or transfer contents in smaller batches. If you have to move something hot and heavy (like a full pan of hot oil), ask for help and let it cool if possible. We care about your safety – don't risk injury by trying to be a hero alone.
- **Emergencies:** If you ever see a dangerous situation (like a fire starting in a bin, or someone slipping badly), act immediately – yell out if needed (“Fire in the bin!”) and follow emergency procedures. KPs should also know where the first aid kit is, since you might be first to respond if someone cuts themselves. Basic first aid: wear gloves, apply pressure to cuts, etc., until help arrives. And report all incidents.
- **Respecting Roles:** Sometimes KPs can feel underappreciated but know that the team does rely on you heavily. In return, you should expect respect from colleagues. If anyone treats you unfairly or you feel overwhelmed with tasks, speak up to the supervisor. We strive for a supportive team environment where everyone helps each other regardless of role. A common phrase in the industry is that the KP is the most important person in the kitchen.

### **Aquaint Checklists & Tasks (KP):**

- **Daily Cleaning Checklist:** Aquaint will have an extensive cleaning checklist that largely falls to you (though all kitchen staff should chip in). It will list tasks like “Sweep and mop kitchen,” “Sanitise all work surfaces,” “Clean inside microwave,” “Replace sanitiser solution every 2 hours,” etc. Use this as your roadmap. You might get a notification when something is due. Check them off as you do them – this also signals to managers that the kitchen hygiene is being maintained. During busy times, if you can't do something exactly at the scheduled time, communicate and do it as soon as possible.

- **End-of-Day Checklist:** There could be a special closing checklist for KPs: “All dishes washed and stored,” “All waste removed,” “All equipment off and cleaned,” “Floors swept and mopped,” etc. Before you leave, go through it and ensure each item is done, then tick it off. Management might review these digitally.
- **Temperature/Equipment Checks:** While chefs usually log fridge temps, sometimes KPs do it early morning or late at night. If you open or close, you might have a task like “Record fridge temps” in Aquaint. Do it accurately. Also, you might have checks like “Check soap and paper towels stocked” for handwash stations – Aquaint might list those for you daily.
- **Maintenance Reports:** If you encounter issues (dishwasher not heating, broken glass on the floor, etc.), you can log these in Aquaint. For example, an “Issue report” task: you could fill “Dishwasher detergent dispenser not working”. Or simply tell a manager and they might log it. But know you have the ability to note issues in the app so they aren’t forgotten.
- **Training Modules:** There might be some mini training to acknowledge in Aquaint, like a PDF on “Cleaning best practices” or a short course on manual handling. Complete these when assigned – they’re for your benefit.
- **Handover Notes:** If you’re a day KP and another KP comes in for evening, you could create a task in Aquaint. The app’s communication features can be used for these little handovers so nothing is missed.

### **Reporting Issues (KP):**

- If you **break something** (it happens – a plate slips, or a machine part snaps), inform the chef/manager. Log it if it’s significant (Aquaint incident report). Don’t just hide broken pieces; we need to replace items and ensure no one gets hurt from shards, etc. Clean up safely (use broom for glass, etc., label “broken” on any equipment taken out of use).
- If you **notice a food safety issue** (like seeing a chef use the same cutting board for raw chicken and then veggies without cleaning – rare with trained staff, but if you do see something off), politely mention it if

comfortable or tell the supervisor. We're all responsible for keeping standards.

- If **overwhelmed**: sometimes piles of dishes can be too much for one person, especially if short-staffed. Let the team know early – often another staff can jump in for 10 minutes to help you catch up. Don't suffer in silence; we'd rather take a cook off the line for a few minutes to help than let the kitchen grind to a halt due to no clean pans.
- For **supply needs**: if detergent is low or mop heads need replacing, use Aquaint to request supplies or tell a manager so they order more. The app might have a supply inventory checklist where you tick what's running low.
- **Pest sightings or signs**: Immediately inform management if you see any pests (e.g. droppings, cockroach, etc.). Log it as an incident in Aquaint so it's documented and pest control can be called. It's not your fault, but it must be addressed quickly.
- **Personal issues**: If you sustain an injury (e.g. cut, or slip and strain something), report it and log it. Don't downplay it. We need it on record and you might need medical attention. Aquaint incident reporting will guide you on details to include (time, place, witnesses). Also, if you feel you're being treated poorly by anyone, talk to the supervisor or manager – we maintain a respectful workplace for all.

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## **Chef / Line Cook – Culinary Team**

### **Role Overview:**

As a **Chef** (which could be a Head Chef, Sous Chef, Chef de Partie, Commis Chef, or Cook depending on our team structure), you are responsible for preparing our dishes to the highest quality. You turn raw ingredients into the delicious meals our customers enjoy. This role involves **cooking food to order**, **coordinating with the rest of the kitchen team**, maintaining food safety, and often helping to design specials or menus. You'll likely have a specific station (e.g. grill, sauté, fryer, oven, cold salads/desserts) during service. Outside of

service times, you do prep and ensure your station is ready. Chefs must balance speed and quality, working under pressure especially during rushes. You'll also be a leader in the kitchen, even if not a manager – junior staff (prep cooks, KPs) will look to you for guidance. The expectation is that you know the recipes and standards by heart and can consistently produce them, while keeping the kitchen organised and safe. Creativity can be part of the job too, especially if contributing to specials or improvements.

### **First-Day Priorities:**

- **Meet the Brigade:** Get introduced to the kitchen hierarchy. Know who is Head Chef or Kitchen Manager (in charge of the whole kitchen), who is Sous Chef (second-in-command), and the other station chefs. This helps you know whom to take cues from. If you're a station chef, meet anyone assisting you (commis or KP).
- **Station Orientation:** Be shown your primary station and what's at it. For example, if you're on the **Grill station**, get familiar with the grill operation, oven next to it, where steaks are kept, where seasoning and tools are. If on **Pastry/Salads**, see the fridge layout, where the plating dishes are kept, etc. Organising your station is key for efficiency.
- **Menu & Recipe Review:** You might have gotten recipes or menu specs beforehand. Day one, you'll likely go through them with the Head or Sous Chef. They'll highlight signature dishes, plating styles (maybe a quick demo of how each finished plate should look, possibly via images or an experienced chef showing you). Understand portion sizes and garnishes for each dish. If something is unclear, ask – it's better to clarify now than improvise later.
- **Shadow and Assist:** You'll probably start by assisting rather than running a station solo on day one. Watch how a more experienced cook handles multiple orders. Help with prep tasks they assign (chop, fetch ingredients, marinade something) to show your skills and learn our specific ways. The first service you might just support: e.g., plate garnish, watch timing, or cook a few simpler items under supervision.

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- **Kitchen Rules & Routines:** Every kitchen has its rhythm. Learn our communication style (like do we shout “Yes, Chef” for acknowledgments? Likely yes). Find out how orders come in (ticket printer or screen system) and how the expo/chef calls them out. Also, note standard times: maybe at 4pm daily there’s a quick team brief, or at 3pm a tea break, etc. See where the “**mise en place**” list is (often Aquaint tasks) – which details what prep needs doing that day.
- **Food Safety Orientation:** As a chef, you probably know food safety well, but get specifics of our setup: where are probe thermometers kept? How do we sanitise probes between uses (probe wipes)? What’s our policy on dating labels (we likely use stickers with dates on all prepped items)? Ensure you know how to correctly fill in the fridge/freezer temperature logs if that falls to you (and where Aquaint is used for logging). If you haven’t seen our HACCP binder or digital plan, skim it or ask about any critical control points you should be aware of (like specific cooling procedures for certain sauces, etc.).
- **Aquaint Quick Tour (Chef perspective):** Confirm you can use Aquaint to: view checklists (like the **Prep checklist**, **Line check**, and **Close checklist** for your station), fill in the temperature logs, and read any recipe documents stored there. You may also use it to log any incidents or maintenance requests (like broken equipment). On day one, you might not touch the app much during service, but knowing where to find info is great (e.g., if you forget an ingredient, you can quickly pull up the recipe doc on the app during a lull).

### **Key Responsibilities:**

- **Cooking and Plating:** Your primary job is to cook dishes according to our recipes and standards. During service, you’ll handle multiple tickets (orders) at once, timing each component so that the table’s meals all go out together, hot and beautifully presented. Whether you’re grilling steaks to the right doneness, simmering sauces, frying fish, or assembling salads, do it with consistency. Use timers or visual cues as needed (e.g. know that a medium-rare steak feels like a certain firmness). Presentation is critical: plate each dish as per the design (certain plate, sauce drizzle, garnish

placement). A keen eye for detail ensures every plate leaving the kitchen looks appealing and meets our brand's quality. If you see something's off (a steak overcooked, a portion too small/big, a broken sauce), fix it or remake if necessary – better to get it right than send a subpar dish.

- **Maintaining Food Quality:** Monitor the freshness of ingredients as you use them. If something looks or smells off, do not use it – inform the Sous or Head Chef. Adhere to use-by dates on prepped items (Aquaint or labels will tell you when that batch of soup expires, for example). Taste your sauces, soups, etc., throughout the shift to ensure the seasoning is on point. Consistency is key: the same dish should taste the same no matter who cooks it, so stick to the recipe. If a dish has a specific presentation or ingredient combo, don't improvise without approval (e.g., don't swap an ingredient because you ran out without checking for allergy/consistency implications – ask the chef what to do).
- **Station Prep and Mise en Place:** Chefs are responsible for their station's mise en place (all the pre-cut, pre-measured, pre-cooked components needed for service). Each day, you'll prep according to the expected volume (with guidance from Head Chef on how much). For example, if you run the pasta station, you might prep sauces, chop herbs, portion pasta, etc. Keep your mise en place organised in containers, labelled and dated. Replenish as needed – better to have a bit extra prepped (that can be used next day if still fresh) than to run out mid-service. However, avoid excessive waste by prepping smartly using past sales as a guide. Also, maintain cleanliness as you prep – often chefs have less time for deep cleaning until after service, but a good practice is to “clean as you go” to avoid a chaotic station.
- **Station Maintenance:** Your station is your responsibility. This means:
  - **Cleanliness:** Wipe down surfaces regularly, especially after handling raw meat or fish (avoid cross-contamination). Keep cutting boards and tools clean. After service, do a thorough clean: scrub grills or pans, wipe any spills inside ovens, etc. A chef's station should never attract pests or fail a health inspection. Part of your duty is to ensure

compliance (cover food when not in use, keep raw and cooked separate, etc.).

- **Equipment:** Take care of the equipment at your station. Don't use metal utensils on non-stick pans (to avoid scratching), ensure oil levels in fryers are safe, and inform if oil needs changing. If you have a problem (burner not lighting properly, etc.), tag it and report it. Perform minor upkeep if trained (like tightening a loose oven handle, replacing a light bulb in the heat lamp). Treat thermometers gently and calibrate them if needed. Basically, respect the tools so they last and perform well.
- **Teamwork & Communication:** The kitchen runs on communication. Call out "Yes, Chef!" or "Order heard!" when a ticket is read to acknowledge it. Communicate with other stations – e.g., if you need 3 steaks mid-well and the grill is another chef, tell them "3 mid-well for Table 5 working" so they can prioritise. Also coordinate timing: "I need 2 minutes on fish for Table 7!" so the others sync up. If you hit a snag (oven temp dropped, you burned an item, etc.), alert the Head Chef immediately so they know there's a delay or a remake – it's far better they hear it and can manage the pass or inform FOH. **Help each other** – if your station is slow and another is slammed, jump in if you can ("I'll plate those salads for you"). In smaller kitchens, roles blur and everyone does a bit of everything. Support the KPs and juniors – e.g., bring your dirty pans to the sink in a lull or help a commis finish a prep task if they're slow.
- **Menu Knowledge & Specials:** You should know every item on the menu in detail – ingredients, cooking method, plating, and allergen content. This allows you to cook it correctly and answer if FOH checks something ("Chef, does the sauce have nuts? – Yes it contains peanut oil"). If we have daily specials or changes, make sure you get a briefing. Contribute your ideas if asked – often chefs have input on new dishes or improvements. But ensure any changes are approved; don't arbitrarily change a recipe, as it might affect allergen info or consistency.
- **Training and Mentoring:** More experienced chefs are expected to guide the less experienced. If you have a commis chef or intern, show them how

to do tasks properly (even if it's faster to do it yourself). Teach them knife skills, organisation, and cleanliness. Also, enforce standards kindly: if you see someone cutting corners on hygiene or quality, correct them – e.g., “Remember to sanitise that cutting board after the raw chicken, mate,” or “Let's slice those veg a bit thinner like this, so they cook evenly.” Leading by example is powerful; keep calm under pressure so juniors learn to do the same.

- **Inventory & Ordering:** If you're a senior chef or responsible for a section, you may need to assist with inventory counts or suggest order quantities. For instance, after service you might note “We used a lot of salmon, only 2 portions left – let's order more for tomorrow.” Keep the Head Chef informed of stock levels at your station. Mark items on the order sheet or Aquaint if we track stock there. Also handle deliveries if needed (checking quality of produce, ensuring fish smells fresh, etc., and storing them quickly).
- **Cost Control:** While cooking, be mindful of waste and portion sizes. Use the correct amounts as per the recipe. Wasting ingredients (like trimming too much off cuts, throwing away usable food) affects our costs. If you notice overproduction or frequent waste of an item, mention it – maybe we need to adjust prep quantities. Also ensure proper storage of leftovers to use later if safe (e.g., yesterday's unsold soup can be today's staff meal, if still good, rather than binning it). These small actions help the business's bottom line while also aligning with sustainability.
- **Station Cleaning:** Ensure your station is cleaned down fully with scourgers, soapy water, disinfectant etc. Mop floors turn off all appliances when closing up.

### **Typical Shifts:**

- **Split Shifts:** Common for chefs – covering lunch and dinner with a break in between. For example, start at 10 AM (prep, lunch service until ~3 PM), break 3-5 PM, then dinner service 5-10 PM, then cleanup. That's a long day, but breaks are given. On busy days, breaks might be shorter or on rotation.

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- **Straight Shifts:** Some places might have an AM and PM team. E.g., morning chef does prep and lunch then leaves, evening chef comes in for dinner. It depends on staffing.
- **Prep vs Service Time:** Mornings or early shift usually heavy on prep: making sauces, butchering meats, pre-cooking items (parboiling potatoes, etc.), and baking if needed. As it nears opening, switch gears to service setup (heat up soups, get station ready). Service time is go-go-go. After service, slower period (like 3-5 pm often dead) for cleaning, extra prep for dinner, maybe experimenting or training. Dinner service picks up again. After dinner rush, cleaning and closing tasks.
- **Peak Times:** Weekend evenings can be extremely busy – you might handle many tickets at once. Expect to push hard during those peaks and have everything prepped plus backups ready. Adrenaline will be high; follow the Head Chef's lead on pacing. After a peak, there's usually a deep breath moment – take stock of what's left, quickly re-prepare anything critical for second wave, and keep going.
- **Late Close:** If you're on close, you may stay after service to finish cleaning your station, ensure leftovers are cooled and stored, do a stock check, etc. Sometimes the head/sous will hold a quick after-shift chat (what went well, what to improve).
- **Schedules:** Chefs often have variable schedules including weekends and holidays (our busiest times). We might rotate who gets a Sunday off or which day is your weekend if any (e.g., Monday might be your off day). Be prepared for long hours on special events (banquets, holidays), possibly with extra prep days leading up.

### **Must-Know Policies (Chef):**

- **Food Safety & HACCP:** You likely have advanced training. Adhere strictly to all critical control points. Cook foods to safe internal temperatures (e.g. chicken 75°C or higher), use your thermometer and log it for large batches. Avoid cross-contamination religiously – use sanitised tools and fresh gloves when switching from raw to cooked. Chill foods rapidly if they need storage (e.g. cool a large pot of soup in smaller containers in an ice bath

rather than just sticking the huge pot in the fridge). Keep raw meats at bottom of fridge, covered, to prevent dripping on other foods. All these practices are part of our HACCP plan – follow them exactly. If a potential contamination happens (like you realise you used a spoon on a nut-containing sauce then in a non-nut dish), stop and address: discard affected food, clean everything, and inform the manager to assess any risk.

- **Allergen Management:** One of your highest responsibilities. Know all ingredients – even sauces and garnishes – and which allergens they contain. We often label storage containers with allergen info. If an “allergy order” comes (FOH should mark it clearly), take it very seriously: either handle it yourself or directly supervise its making. Clean the area, use separate clean utensils, and ensure zero cross-contact (even steam or oil splashes can carry allergens). Label the finished plate for FOH if needed (“gluten-free pasta”) so they don’t mix it up. Our menu likely has a chart; when changing any recipe, update that chart. By law we must inform guests accurately, so you must provide FOH correct info. If you’re ever unsure, say “I’ll double-check” rather than guessing.
- **Personal Hygiene:** Set the example. Arrive in a clean uniform (or use provided uniform). No watches/jewellery except a plain band. Keep nails short and no polish. If you have a cut, cover it with blue plaster and maybe a finger cot. Change aprons if they get too dirty during the day. Never cough or sneeze over food (step away and wash hands after). Even if busy, wash hands regularly – after touching raw meat, after using phone, after handling waste, etc. Tie hair back and under your hat. Don’t wipe sweat with your hands; keep a clean towel for yourself if needed (and wash that towel often).
- **Fire & Kitchen Safety:** Kitchens are high-risk for fires and burns. Follow protocols: never leave a pan of oil unattended on heat (a common cause of fires). If an oil fire happens, use the fire blanket or Class F extinguisher – never water. If a fire is big, pull the alarm and evacuate. Know where burn kit is for minor burns (cool water first, always). Keep aisles clear (no boxes on the floor that could trip someone carrying hot food). Handle knives carefully – if you drop one, warn people and pick it up safely. For hot pans,

assume all metal handles are hot (use cloths) and warn when moving around (“Hot pan behind!”). Use dry towels for hot items (wet towel causes steam burn).

- **Alcohol/Drugs Policy:** Many kitchens are cracking down on the old culture of drinking on the job. Our policy likely forbids consuming alcohol during shift (even if FOH might taste wine; kitchen usually not). After shift, moderation if at all on site. Absolutely no illegal drugs – if you’re on prescription that can cause drowsiness, inform management for safety. We need you alert and safe, handling knives and heat. If you suspect a colleague is under the influence at work, alert management for everyone’s safety.
- **Recipe Adherence:** For consistency and cost control, follow recipes. If you think a recipe could be improved (taste or speed wise), propose it to the Head Chef outside of rush. Don’t unilaterally change it. When it comes to measurements, use scales or standard scoops for portions (don’t eyeball if it can be avoided) to ensure each portion is correct and costs are kept in check.
- **Stock and Ordering:** If you’re responsible for any ordering, follow our approved suppliers and par levels. Don’t over-order perishable goods; it wastes money and food. Check deliveries carefully – temperature of chilled deliveries, quality of produce (no slimy lettuce, etc.), packed date on meats, use-by dates. Refuse or flag anything that isn’t up to standard. Store items promptly at correct temperatures. Also, **no unauthorised food:** don’t bring in wild mushrooms you foraged or a home ingredient not vetted – it could pose risk or contain allergens unknown.
- **Documentation:** Fill out all required logs (cleaning schedules, temperature records, etc.) honestly and on time. If something isn’t done, don’t fudge it – report why (e.g., “missed 3pm fridge temp – was in middle of rush, checked at 4pm instead, temp was X”). We need accurate records for safety audits. Also, if a health inspector arrives, know where to find these logs (Aquaint is used for that).

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- **Customer Interaction:** Usually chefs are behind the scenes, but occasionally you might interact (chef's table, or if a guest has a question that FOH relays). Always be professional – we don't say rude things where customers might hear. If you step out (like to say hello to a regular or present a special dish), be tidy and courteous. You represent the quality of the kitchen.

### **Aquaint Checklists & Tools (Chef):**

- **Mise en Place / Prep List:** The Head Chef might use Aquaint to assign daily prep tasks. You could see a list like "Prep List - Thursday" with items: "5kg potatoes peeled and diced," "Make 2L béchamel," "Marinate chicken x20 portions," etc. You might tick off or update quantities in the app as you complete them. This helps track that everything is done before service.
- **Daily Opening Checklist (Kitchen):** Like BOH, but as a chef you might be responsible for some items on it: e.g. "Thermometers calibrated," "Taste test sauces from yesterday," "Ensure sanitiser buckets prepared," "Check that the KP has the dish station ready." Use the app's checklist to verify these and tick them off.
- **Line Check Form:** Often before a service, chefs do a line check: confirming all stations have what they need. Aquaint might have a quick checklist: "Steaks stock count," "Soup hot in bain-marie," "Salad fridge at temp," etc. Fill it accordingly; this can serve as both a guide and a record that line was set properly at X time. It's useful if later something goes wrong (e.g., inspector comes – we have proof we checked temps earlier).
- **Recipe Database:** The app likely contains the standard recipes (ingredients, method, plating photo). If you need a refresher or to train a junior, open it up. It ensures you follow the official version. The search function can quickly find a dish by name.
- **Temperature Logs:** As the chef, you might double-check that fridge/freezer readings are logged (maybe KP or manager logs them, but you should glance). More directly, you will log **cooking and holding temps**. Aquaint might prompt: "Record one cooked item temp per batch." So, you might probe the thickest part of a batch of soup and log "Soup (carrot) cooked to

85°C at 11:00”. Also, hot holding logs (like buffet items if we ever hold them) and cooling logs if we chill something (like logging that chili cooled from 60°C to 5°C in 90 min). These forms need to be filled to comply with safety practices.

- **Cleaning Schedule:** There will be tasks on Aquaint for cleaning that are for chefs, not just KPs. For example, “Weekly: clean oven interior – Chef on duty” or “After closing: sanitise meat slicer.” Don’t ignore these because you’re busy – work them into the schedule or delegate if possible, but someone must do them. Mark them done in Aquaint once completed. If you can’t (maybe ran out of time), alert a manager so it’s rescheduled, and note it.
- **Incident Reports:** Use Aquaint to report incidents. E.g., if a minor **food safety incident** occurred (you caught that milk was left out too long and had to discard it), log it as a note – this helps us improve systems. Or if a staff got hurt in kitchen, ensure the incident report is filed. As a chef, part of your role is leadership in these matters – Aquaint provides structured forms so nothing is forgotten (who, what, when, actions taken).
- **Announcements:** Check announcements relevant to kitchen. This could be management sharing customer feedback (like “Customer last night said steak was overdone, please be careful on temps”) or new policies (“New allergen law update – read attached”). Stay up to date via the app.
- **Messaging:** You might coordinate with FOH via Aquaint’s messaging (for instance, FOH could announce or comment “Team, 4 vegetarians just walked in, be ready” if they seat a big table). Keep an eye if such internal comms are used. Also, you can message the team if you need something (“Anyone seen the spare blender blade?”). Use it professionally and not for sensitive issues (for those, talk in person).
- **Inventory/Orders Module:** Some systems allow updating stock levels in-app. If Aquaint has that, after service you might input how many steaks or fish fillets are left, so the manager knows what to order. Or log wasted items (like “2kg chicken discarded due to spoilage”) which is important for stock and costing records.

### **Reporting Issues (Chef):**

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- If a **dish consistently has issues** (e.g., comes out too salty following the recipe), flag this to the Head Chef. Document it if needed – maybe propose an adjustment, with reason. Acquaint might allow a note that you can attach to a recipe or a shift report.
- If **equipment fails** mid-service (oven down, fryer broke), notify the manager immediately and adapt (move to another station or adjust menu – perhaps 86 items that rely on that equipment). After service or asap, use Acquaint to log a maintenance issue so a technician is called. In the meantime, follow contingency (like using a spare tabletop fryer or adjusting cooking method). Always keep food safety – e.g., if the fridge fails, you have limited time to move food to another chiller or ice, and that should be logged (“Fridge #2 failed, food moved to #1, temperature did not exceed safe limit”).
- If **short on stock** unexpectedly (the fish delivery didn’t come), inform FOH so they stop selling it and mark it in Acquaint announcements (“86 salmon tonight”).
- **Customer complaints:** If a dish is sent back (e.g., they said it’s undercooked or not hot), fix it promptly. After service, discuss what happened – was it a recipe issue, a one-time mistake, or a communication gap? Log serious issues if needed (like a minor food poisoning allegation, though let manager handle those).
- **Staffing issues:** If kitchen staffing is insufficient (someone called in sick and you’re overwhelmed), tell management. Don’t just accept dangerous overload – they might call in a backup or simplify the menu for the night. Use Acquaint scheduling or message to request backup if available.
- **Safety incidents:** For any accident (burn, cut, etc.), ensure care and then reporting. If you or someone is injured badly, stop work, get first aid and possibly cover that station temporarily. We must document it. Also, near-misses (like almost slipping on oil but caught yourself) should be noted and the hazard corrected (clean that oil, improve matting).
- **Harassment or Conflict:** Kitchens can be high-stress and sometimes tempers flare. If you experience or witness any harassment (e.g. bullying,

discrimination) beyond normal firm instructions, report to the GM or HR through proper channels. We maintain a professional environment – passion is fine, abuse is not.

- **Personal Development:** If you feel you need training (like a course or certification), mention it. We want you to grow and be confident in all aspects of your role.

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## **Bar Staff (Bartender) – Beverage Service**

### **Role Overview:**

As a **Bar Staff/Bartender**, you're in charge of our customers' drink experience. You will **mix cocktails, pour beers, serve wines and soft drinks, handle bar payments, and engage with customers** at the bar. The bar is often a social focal point, so you'll be chatting with guests, making recommendations, and keeping the atmosphere lively yet professional. You also have critical responsibilities: checking IDs for age, ensuring no one is overserved (monitoring intoxication), and keeping the bar area safe and clean. Bar work involves busy rushes (like just after work hours or during events) and quieter times where you can prep garnishes or clean. You need good memory for recipes, a responsible attitude towards alcohol service, and speed/efficiency. You'll also coordinate with FOH servers (for drink orders they take at tables) and sometimes with the kitchen (for bar snacks or food orders if we serve at the bar). It's a role that mixes customer service with technical skill in drink-making.

### **First-Day Priorities:**

- **Bar Setup Tour:** Get familiar with the bar layout – know where all the bottles are (spirits typically arranged by type or alphabetically, wines maybe in a fridge or rack, beers on taps and fridges for bottled/canned beer). Learn the location of glassware (pint glasses, wine glasses, cocktail glasses), mixers, garnish station, ice machine, blender, etc. Know where the cellar is and how to change the gas and kegs. Understanding the physical layout is key to moving quickly later.

- **Introduction to Key Drinks:** You'll likely be shown how to pour a perfect pint (if unfamiliar with a particular beer or system, e.g., how to pull a pint of Guinness vs a lager – there's technique), and how to make a couple of the most popular cocktails on our menu. Don't worry about memorising all recipes Day 1, but start with the basics: e.g., our house gin & tonic serve (garnish, glass type), our best-selling cocktail (how to build or shake it), etc. Note any special garnishes or presentations we do and how to use the coffee machine if we have one.
- **POS System & Ordering:** Learn how drinks are entered into the till/POS. There might be specific buttons for "Large Wine 250ml" vs "Small 125ml," or modifiers for cocktails (extra shot, etc.). Practice inputting a few orders under supervision and printing a bill. Also understand how bar orders come in from servers – likely via tickets or an order display when servers enter drink orders from tables. Make sure you know how to read those and prepare accordingly.
- **ID Check Policy:** The manager will brief you on our **Challenge 25** or ID policy: basically, always ask ID for anyone who looks under 25. Know what IDs are acceptable (passport or driving licence). If in doubt, refuse service politely. Role-play a scenario maybe, so you're comfortable saying, "Sorry, I need to see some ID before I can serve you."
- **Responsible Service:** They will also outline how to handle if someone is drunk – you must not serve them more alcohol. On Day 1, you might not encounter it, but at least know signs: slurred speech, staggering, excessively loud, etc. And then the approach: get a supervisor to assist with refusing service or offering water/food instead. We have a duty of care and legal obligation not to overserve.
- **Aquaint Features for Bar:** See if Aquaint has a **Bar opening/closing checklist**. For example, an opening list might include: "Count and verify float (cash) at bar till," "Check CO2 for draft beers," "Cut fresh fruit garnishes (lemons, limes, etc.)," "Polish glassware." Closing might include: "Do stock count of certain items," "Clean beer lines if scheduled," "Lock beer fridge," etc. Get an overview of what those tasks are, maybe do one or two with supervision.

- **Shadow Service:** On your first shift, likely you'll shadow a senior bartender. Watch how they interact with guests ("Hello! What can I get you?" etc.), how they multitask (maybe pouring two beers while a cocktail glass is chilling, etc.), and how they keep the bar top clean. You'll soon jump in to pour easy drinks or fetch bottles. Try a few tasks hands-on: pour a soda from the gun, add ice correctly, make a simple mixed drink. They might have you practice a popular cocktail to build muscle memory.
- **Safety Basics:** Behind the bar, safety includes handling glass (if one breaks, clean immediately thoroughly to avoid shards in ice or garnishes), using a knife for garnishes safely, not overloading tray of glasses, etc. Also note where fire extinguishers are (there might be a CO2 extinguisher near bar for electrical fires like a blender or cooler, and possibly a wet chemical if small fryer for bar snacks).
- **Cash Handling:** You'll be taught how to cash up or at least how to handle payments. Likely on your first day, a supervisor will do closing cash count with you observing. But practice how to take card payments (contactless vs PIN, handling the machine), and how to process cash and give change correctly. Also ask about if we hold tabs and how (some systems keep a card behind the bar or digitally hold an open check). Knowing the procedure prevents mistakes like unpaid tabs.

### **Key Responsibilities:**

- **Making Beverages:** This is the core – preparing all drink orders accurately and efficiently:
  - **Draft Beer/Cider:** Pour pints and half-pints correctly. Each brand might have an optimal pour method (angle the glass, let settle, top up, etc.). Avoid excess head (foam) or spillage (which wastes product). Regularly check keg levels and change kegs when they blow – follow correct keg-changing procedure (to avoid foam explosions and ensure connections are tight). Also monitor quality – if beer looks flat or off, there might be an issue (CO2 low or line dirty). You will be expected to clean the lines once a week.

- **Spirits and Mixed Drinks:** Measure spirits using the legal measures (e.g., 25ml optics or jiggers). Don't free-pour unless we have measured pour spouts and even then in the UK, legal measures are enforced. Build mixed drinks in the right glass with correct garnish (e.g., gin & tonic with lime wedge, tall glass with ice). Remember to ask mixer preferences if not specified (tonic, diet coke, etc., as needed).
- **Cocktails:** Follow recipes for cocktails precisely to ensure consistent taste. Use the proper techniques (shaking, stirring, muddling) and glassware. A spec sheet or menu is usually available; you can also often find them on Aquaint or a manual. Presentation is important: some cocktails need a specific garnish or even flame/decoration – do them as trained. If you're unsure about a request for a cocktail not on our menu, either politely say we can't do that, or check with a senior if we have the ingredients and know the recipe. It's better to confirm than to guess a recipe incorrectly.
- **Hot Drinks (if bar handles coffee/tea):** Sometimes bartenders also make coffees, especially in pubs. If so, learn the basics of using the coffee machine, steaming milk, etc. Serve tea properly (pot, cup, milk on side). These might not be primary but must be done well too.
- **Customer Service at Bar:** Bars are social spaces. Greet customers promptly when they approach. Even if you're busy, a quick "Be with you in a moment!" goes a long way. Engage in friendly chat if appropriate (many regulars love a bit of banter with the bartender but always keep it appropriate). Know the products to make recommendations: e.g., be familiar with our beer selection and basic flavour profiles, know a few wines to suggest, and understand the cocktail list to recommend a popular one. Also handle questions: often customers ask "What do you have on tap?" or "What wine is sweet?" – be ready to answer. Maintain a **5-star customer service attitude**: smile, please/thank you, and make every guest feel welcome. For table service in bar area, if any, communicate with servers or help deliver drinks as needed.

- **Maintaining Cleanliness and Order:** A clean bar is inviting and safe. Constantly do small cleaning tasks:
  - Wipe the bar counter regularly, especially after making a sticky cocktail or if a drink spills.
  - Keep bottles and tools organised; put things back in their place after use so you're not scrambling.
  - Wash or swap out used shakers and strainers after each use (so flavours don't mix and they stay hygienic).
  - Remove empty glasses from the bar top, dispose of contents in sink and garnish catcher then bin and either wash them or put in a bus tub for KP to wash. Don't let dirty glasses pile up visibly.
  - Keep the floor dry (spilled drinks or melted ice can cause slips) – there's usually a rubber mat but still be cautious.
  - Follow **clean-as-you-go** for garnishes: if you cut lemons, clean the cutting board and knife right after, store the lemon slices covered, date labelled and tell the team where the backup lemons are so they stay fresh and hygienic.
  - End of night: do a thorough clean (more on that in closing tasks).
- **Stock Management & Restocking:** Bar staff need to ensure the bar is always stocked during service:
  - Regularly check ice levels and refill from the ice machine (never let it run out mid-rush).
  - Replenish garnishes (slice more fruit if running low, etc. but avoid slicing way too much that will waste).
  - Restock fridges with backup bottles of beer, wine, soft drinks when you have a moment (especially before a busy wave, quickly top them up so you're not running to storage mid-service).
  - Monitor keg levels; when one is nearly empty, have a replacement keg ready to swap during a lull. – Ensure you have enough clean

glassware; if not, prioritise washing glasses or signal a KP to help if available.

- Keep track of high-selling items; if something is 86'd (out of stock) like a certain beer, update the POS or put a note so others know and offer alternatives.
- **Cash Handling & Transactions:** You often handle payments directly. Be accurate:
  - For each order, input correctly to avoid cash discrepancies and to maintain inventory tracking.
  - If someone orders multiple rounds and wants to keep a tab, know how to do that in the system (open a check under their name or card).
  - Make sure to give correct change. Count it out to the customer if cash. For card, ensure the transaction says approved. Handle receipts (some customers need a receipt, especially if business expensing – always offer it or place it on bar).
  - Keep your cash drawer organised. During lulls, if there's a lot of cash, you might be asked to do a "cash drop" for security (putting some notes in a safe). Follow those procedures or get a manager if till float is getting too low or you need more £20 notes for example.
  - At closing, you might tally the register. Be meticulous. If any discrepancy, report it. Do not take or borrow cash from the till (obviously).
- **ID and Alcohol Law Compliance:** As mentioned, always ID under-25s (or whatever our policy states). And absolutely refuse service if no valid ID. If a group is getting drinks and one looks underage and has no ID, by law you cannot allow an adult to buy alcohol for them either. This can be tricky but stand firm – "I'm sorry, I can't serve you alcohol as you're not of age / have no ID." Most people understand; if not, get a manager.

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- Keep an eye on patrons' consumption. If someone has had several strong drinks quickly, check in on them. We want them to have fun but safely.
- It's illegal to serve someone who is clearly intoxicated. Use tact: often best to involve a manager or security if present. Offer water, suggest a pause. We might have internal code words for cuts (like telling a colleague "no more for that customer").
- Do not ever tamper with drinks – obvious, but must say. If a customer leaves a drink unattended and someone else messes with it, that's something to watch too (safety of customers – if you suspect a drink was spiked or contaminated, discard it and inform the person).
- Follow rules on serving measures. E.g., in UK, shots are typically 25ml or 35ml depending on license; ensure you know which we use and use the measuring tools. Free pouring to "look generous" can break the law and cost us money in lost stock.

### **Bar Opening & Closing Routines:**

- **Opening (if you're first bar shift):** Count the float (starting cash) and note it. Do a quick inventory of the bar (anything missing? report if so). Cut garnishes fresh (lemons, limes, oranges, etc.), prepare any syrups or purees needed, check coffee machine or other equipment is on and ready. Ensure all surfaces are clean from the night before, and glassware is polished. Unlock spirits cabinets or fridges as needed. Maybe put out bar mats and set up tools (shaker, jigger, bar spoon, etc.).
- **Closing:** Clean thoroughly: wipe down all bottles if sticky, clean the bar top, wash all remaining glasses, and run glasswasher one last time then clean it. Melt and discard leftover ice (don't leave it to melt in the bin as that can breed bacteria; empty and wipe the ice well). Cover or put away garnishes (or toss if they won't be good next day, as per our policy). Take out bar waste (like lemon peels, etc., which can smell by next day). Sweep and mop behind the bar. Tally your register and secure cash as directed. Turn off appliances (except fridges!). Make sure beer taps are properly off – sometimes lines need cleaning (schedule might

say clean lines twice a week, which might be a duty at closing – follow the process if it's your night for it). Ensure lines are wrapped in clingfilm or have caps put on to prevent bacteria or flies going up the open line. Lock up spirits (some bars lock expensive spirits or the beer taps if accessible). We likely have a checklist for closing to ensure nothing is missed (like “Check CO2 is off if required,” “Put stools up on bar” if we do that for floor cleaning, etc.).

- **Collaboration with FOH:** You're part of the wider team. When waitstaff bring drink orders, try to prioritise making those in the sequence of table service as well as bar customers. Communicate if there's a delay (“Tell Table 12 their cocktails will be up in 2 minutes, just finishing shaking them”). If FOH is busy, sometimes bar staff might run drinks to tables close by, or conversely, FOH might come behind bar to grab easy drinks like water – coordinate smoothly. Also, share info: if you notice a customer looking unwell or acting off at the bar, alert their server or manager.

### **Typical Shifts:**

- **Daytime vs Evening:** If we open for lunch, day shifts might be slower, focusing on restocking, prepping garnishes, maybe making batches of cocktail mixes (like jug of sangria or syrup) and serving a trickle of orders. Evening shifts (especially weekends) are the busiest – you might have a constant line at the bar.
- **Peak Hours:** Usually just after work (5–7pm) for happy hour and then later at night (8–10 or 11pm) depending on if we have late-night crowd. Identify the lulls (maybe around 4pm or 9pm if between waves) to catch up on cleaning or restocking.
- **Solo vs Team:** Sometimes you'll work alone at quieter times, other nights you'll have a barback or a second bartender. When multiple on duty, divide tasks – one can handle mostly cocktail shaking while another pulls beers and handles bills, for example, to maximise efficiency. Communicate who does what.

- **Weekends:** Expect to be on your feet for long periods. Possibly live music or events could make it even busier. Keep earplugs handy if it's loud or at least be aware to protect hearing. Also, more crowd management might be needed on packed nights – know when to call security or manager if someone is too rowdy.
- **Cut-off times:** Be aware of last call procedures (in UK, if we stop serving at say 11:30pm by license, last call might be 11:15, lights up at 11:30). Don't serve past allowed times – it's a serious licence breach. You may have to politely ask customers to leave if they are not going – try saying something like: “can I book your group a taxi?”. After closing time, no one (including staff) should consume alcohol on site unless license or manager permits in a special scenario.
- **Breaks:** Bar often doesn't have scheduled break at peak times but ensure to hydrate and take short bathroom breaks when you can. If a colleague can cover you for 5 minutes, take that chance to rest your hands, stretch your back and get some fresh air– bar work can be physically taxing (lifting crates, repetitive motions shaking cocktails).

### **Must-Know Policies (Bar):**

- **Licensing Laws:** You must follow the laws and our license conditions exactly:
- **No underage service:** Already covered – strict ID policy.
- **No service to intoxicated persons:** Legal requirement – we can be fined or lose license if we do. Also note, it's illegal for other customers to buy for a drunk person too, so if you cut someone off, you can't then let their friend get them a drink either.
- **Service Hours:** Only serve alcohol within the permitted hours. Also, if our license says outside area closes earlier, ensure no drinks outside after that time.
- **Takeaway alcohol:** If a guest wants to take an unfinished wine bottle home (with cork in) or takeaway beer, know if that's allowed under our license. Many places permit sealed wine but not open containers to go. Also, some

local laws: e.g., in UK no drinking outside the premises in public beyond licensed area – so advise customers accordingly.

- **Drugs and Illegal Activity:** If you suspect drug use or other illegal stuff in the bar (someone snorting something, etc.), get security or manager. We have duty to maintain a safe environment.
- **Allergen Information for Drinks:** This is sometimes overlooked, but some drinks can have allergens (e.g., certain cocktails have egg white, nut liqueurs like amaretto (almond), dairy in Irish cream or heavy cream in some cocktails). Know these and be ready to inform or find out. For example, if someone says they have a nut allergy, ensure you omit nut garnishes and maybe avoid cocktails with nut ingredients. Use clean shakers if making an allergen-free cocktail that normally had an allergen. Cross-contamination is lower risk in drinks but still real (e.g. using same shaker that had amaretto for next drink). Aquaint has an allergen list for beverages too – check if so. Also, if we serve food at the bar, be aware in case customers ask you questions (often they do if sitting at bar). Know where to find that info or whom to ask. If having a snack or break with food, wash your hands thoroughly before serving another customer or touching any equipment.
- **Health & Safety:** Most is common sense but important: no glass in ice bins (if a glass breaks anywhere near ice, assume ice is contaminated with shards – melt and dump it all, clean bin, refill fresh). Similarly, if glass breaks on floor, thoroughly sweep and mop; use a flashlight to find tiny shards. Broken glass must go into separate broken glass bin (usually a cardboard or special container) – not in regular waste where it could injure someone. Don't let cords (like for blender) be trip hazards. If you cut fruit, knife safety applies (use a cutting board, not in your hand).
- **Fire:** Bars have electrical equipment (coolers, blenders, maybe coffee machine). If something electrical faults (smells like burning), unplug it and report. There might be a lot of flammable alcohol – keep flames (like if we do flame a cocktail or have candles) away from bottles. Know where fire

extinguisher is if something ignites (like an alcohol fire – CO2 or dry chem for small ones).

- **Ergonomics:** Lift heavy kegs or crates properly (bend knees). Don't carry too-tall stacks of glassware – rather do more trips. Wet hands can cause glasses to slip – dry them. If slicing garnishes, concentrate and keep boards as dry as possible to avoid cuts.
- **Service and Behaviour:** No drinking on the job unless given a small tasting for training purposes by manager. No pocketing cash or giving out free drinks – only managers authorise comps. Keep personal phone away unless emergency; focus on customers. Also, be mindful of language/jokes – maintain a friendly but respectful tone (some bar banter can become too informal; gage the crowd).
- **Dress Code:** Usually we require neat appearance (maybe a uniform or just all black). For safety, likely no open-toe shoes behind bar. Tie hair back if long. Minimal jewellery that could fall into drinks. Possibly a branded apron.
- **Handling Intoxicated Patrons:** We touched on refusal of service. Also follow any procedure if someone needs to be removed (call security or manager, don't do it solo unless trained and safe). We want customers safe: call taxis for those who need, offer water and a seat if someone feels ill (and get help). Document incidents where needed (like if a fight breaks out or someone harassed you or others, report it).
- **Promotions and IDs:** If we run promotions (like 2-for-1 cocktails), ensure to apply fairly. If we check IDs for age, also know about **Challenge 25** signage and how to record any refusal (log in Aquaint to show due diligence – “Refused sale: 5/10/2025 10pm, male approx. 17 no ID, attempted to buy beer.”).
- **Money Security:** You might handle significant cash. Never leave the register open or unattended. If someone attempts a distraction theft or confusing scam (like asking to change large bills multiple times), be cautious – these are common bar scams. When in doubt, politely decline complicated money exchanges and call a manager. Always lock up end of night properly.

## **Aquaint Checklists & Tools (Bar):**

- **Opening Checklist:** In Aquaint, bar opening tasks might include: stocking garnishes, tasting beer lines (pour a small sample to ensure no off taste after cleaning), counting key stock (perhaps count top shelf spirits or wine by the glass stock to track usage). Tick them off as you do them.
- **Closing Checklist:** Likely lots of cleaning tasks: clean beer taps (wipe and cover with clean cloth or cap), backwash coffee machine, soak pour spouts in sanitiser, etc. and administrative ones: “Reconcile cash = done” or “Lock spirits store.” Use Aquaint to ensure each step is done and not forgotten in tiredness at 1 AM.
- **Line Cleaning Schedule:** Beer lines typically cleaned every week or two (some do weekly, some every 2 weeks) – Aquaint may remind “Beer line cleaning due today.” Follow the procedure (usually involving flushing lines with cleaning fluid then water). It’s often done in mornings. If it’s your duty, make sure to do it and log it. Clean lines keep beer quality high.
- **Inventory Checks:** We might use Aquaint to do regular stock counts. For example, each night or week, count high-value stock like spirits, or do full bar inventory monthly. The app might have a list you fill in (like how many bottles of gin left). Accuracy matters to catch theft or usage rates. If integrated, it might even flag when to reorder. Use it properly – it can save headaches by ensuring we don’t run dry on popular items.
- **Incident Reports:** If an incident occurs (fight, injury, refusal of service), log it. Aquaint can record details which is great for our protection (like if someone we refused later claims discrimination, we have logs showing they had no ID or were too intoxicated). Also note any fake IDs encountered (management might forward that to authorities, etc.).
- **Training Docs:** There could be reference docs in Aquaint: e.g., a **Cocktail Specs**, or **Wine Tasting Notes**, or the **Bar Brand Standards**. Use these to study and improve knowledge. Also, maybe a short course on “Responsible alcohol service” in app to complete.

- **Announcements:** Check if managers post daily updates – e.g., “New beer on tap from today – a local IPA, here’s its tasting notes” or “We’re out of Mojito mint leaves, don’t sell Mojitos tonight.” Aquaint announcements will keep you updated. Also, after events, sometimes feedback is shared (“Great job Friday team, record sales!” etc.).
- **Communication:** If you need help or run out of something, you might ping a message on Aquaint (to a group like “Managers” or “All Staff”). For example, “We ran out of Prosecco at 9pm – need urgent restock from cellar.”
- **Task Scheduling:** The manager might assign bar staff tasks via Aquaint, like “Monthly deep clean of bar fridges – due by next Monday.” Be aware and complete those tasks, marking them done in app.

### **Reporting Issues (Bar):**

- If a **customer is problematic** (harassment, attempting theft, etc.), involve manager/security and fill out an incident report in Aquaint. Document thoroughly, including names/descriptions if possible. This can be vital if there’s any follow-up (police or banning a customer).
- If you **break a bottle or equipment**, report it. A broken expensive bottle of spirits might require an entry in wastage log (for stock and cost tracking). Equipment issues (blender not working, cooler too warm) – log a maintenance issue in Aquaint so it gets fixed. Meanwhile, adapt (use another blender or serve drinks that don’t need it).
- **Stock Discrepancies:** If you notice theft or a big discrepancy (like a whole case of wine missing), inform management immediately. We might have cameras, etc., but timely reporting can prevent further loss.
- If you **are overwhelmed** because a surprise rush came and you’re alone, message or call for backup. Perhaps a floor server or manager can jump in to help at bar if needed. Don’t let service collapse – asking for help is better than slow service and angry customers.
- **Personal safety/comfort:** If someone is sexually harassing you or making you uncomfortable, discreetly inform a manager or colleague. They can

step in or remove that person. Log serious incidents. We want a safe workplace.

- **Ideas/Feedback:** If you have suggestions (like “A lot of people ask for non-alcoholic beer, maybe we should stock one?”), share with managers. Your frontline insight is valuable. Also, if you think a certain process isn’t working (like the brand of jigger is hard to use), bring it up – maybe there’s solution (different tool).
- **Allergic Reactions or Emergencies:** If ever a customer has an allergic reaction to a drink (rare, but e.g. someone didn’t realise a cocktail had egg white and they’re allergic), that’s an emergency – call first aider/ambulance. Afterwards, report in detail on Aquaint.
- **Maintenance of bar area:** If you spot a needed repair (wobbly bar stool, flickering light, drip under sink), log it so it gets fixed. Small things can become big if ignored (e.g., water drip can lead to mould or floor damage).

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## Supervisor / Shift Leader – Team Lead

### Role Overview:

As a **Supervisor or Shift Leader**, you are the key link between management and the staff during your shift. You oversee the operation (either whole venue or a specific area, depending on size) to ensure service runs smoothly, standards are met, and any problems are addressed in real-time. For new starters, you are a go-to person – you’ll be guiding them and answering questions. Your duties are broad: from opening/closing procedures, coordinating staff positions/breaks, handling customer complaints, ensuring health & safety compliance, doing briefings, to reporting on the shift’s outcomes. You also still jump in operationally: you might run food, make drinks in a pinch, or cover a section if needed. Essentially, **you lead by example, solve issues, and keep the team motivated and on task.**

A supervisor must be knowledgeable about all roles (you should be able to step into any position short-term), and about all policies (since you enforce

them). You also likely handle some admin: cashing up, incident logs, etc., and act as the manager-on-duty if higher management isn't present. It's a role that requires responsibility, good communication, and quick decision-making.

### **First-Day Priorities (as a Supervisor):**

*(This section is slightly different, as presumably you're not a brand-new employee but maybe newly promoted or hired with experience. But in any case, we'll cover what you should focus on initially.)*

- **Management Handover:** Typically, you'll get a briefing from the outgoing manager or at the start of your shift from the GM. They'll update you on important info for that day: reservations, VIP guests, any issues (like "dishwasher is acting up, be aware," or "short one staff in kitchen today so adjust pacing"), and any targets or focus (like "upsell the new special," or "we expect a health inspector sometime this week"). Listening to this is crucial to plan your shift.
- **Team Introduction & Briefing:** Meet your team at lineup/pre-shift brief. As a new supervisor, introduce yourself if you haven't worked with them before, or just greet and set a positive tone. Quickly review the plan: assign stations (who's on bar, who's covering which tables, etc.), highlight the specials or 86'd items, reminders on service standards or promotions running. Also cover any of that management info if relevant ("We're one chef down so bear with the kitchen on longer ticket times, keep guests informed."). Being clear at the start helps everyone.
- **Facility Walkthrough:** Do a walkthrough of front and back of house before service: ensure everything is in order. Check cleanliness (dining area set, no trip hazards, bar stocked, bathrooms clean with supplies, exits unblocked). In kitchen, glance that stations are prepped etc. This is like a mini-inspection to catch anything before guests do. If something's off, delegate a fix (e.g., "Tables 3-5 are wobbling, wedge them or change them out," or "We need more paper towels in bathroom – please refill").
- **Aquaint Overview (Supervisor angle):** Ensure you have access to the management features on Aquaint. Likely on your phone, you can see an overview of tasks and checks. Familiarise with how to approve completed

tasks or how to assign new ones on the fly. Also know how to send an announcement to all staff via the app if needed (for example, if mid-shift you decide “Alright, we’re 86 on lamb,” you might post that on Aquaint for everyone instantly).

- **Key Security Info:** Get keys, passwords, alarm codes from the manager as needed (if opening or closing). Know where the **cash safe** is and the combination if you need it. Understand how to arm/disarm security system, and who to contact in emergency (owner, security company, etc.). On a first day in charge, these are vital for independence.
- **First Task Focus:** If you’re opening, run that opening checklist via Aquaint step by step, initial things as you verify/do them. If you’re dropping into an ongoing shift (like taking over mid-day), quickly gage the situation: any tables waiting too long? Any staff looking lost? Not stocked or reset? Tell them to reset as they never know when a next rush will come. Get them to prepare for the unexpected always. Immediately address pressing needs to stabilise service. Often as a new supervisor, it’s wise to quietly observe each area for a short time to see how things are going, then intervene where needed e.g. sending staff on a break who have been in from start.

### **Key Responsibilities:**

- **Overseeing Service Operations:** You monitor the flow of service and adjust as needed. This means:
  - Keeping an eye on table turn times and ensuring no section or staff is overwhelmed. If one server is swamped and another has few tables, you re-distribute tasks or ask some staff to assist others.
  - Ensuring the kitchen isn’t overloaded: coordinate with FOH to maybe stagger orders if possible (fire mains only when apps are called away). If the kitchen falls behind, you step in to communicate with guests (maybe send a free nibble or apologise).
  - Handling reservations and walk-ins: decide where to seat people to maximise covers while not overloading kitchen or a server. Shift

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things if someone stays too long at a table needed for the next booking (diplomatically, maybe offer them a drink at the bar).

- Maintaining ambiance: adjust music volume, lighting as appropriate; ensure AC or heating comfortable; floor is tidy, etc. Small details but they define guest experience.
- Leading by example: You might help run food, bus tables, make drinks during peak – showing the team you're working as hard as them. But simultaneously, you keep the “big picture” in view.
- **Staff Supervision & Support:** You are the first point of contact for staff questions or problems on shift:
- **Guidance:** Answer the new staff's queries (they will come: “Where do I find more napkins?” “How do I void a wrong order?”). Be patient and use these as teaching moments.
- **Task Allocation:** When there's downtime, assign side duties (cleaning, stocking) so everyone stays productive. Conversely, during busy times, ensure each staff knows their priority tasks and perhaps hold off any non-urgent duties (like don't have someone polish glasses when there are uncleared tables).
- **Break Management:** Ensure everyone gets their entitled breaks without leaving the operation understaffed. Plan who goes when and cover their area or assign a buddy to cover. Keep breaks timely (no one takes overly long).
- **Conflict Resolution:** If any conflicts among staff arise (e.g., server and chef arguing about a ticket), step in to mediate calmly. Address the issue out of customers' earshot, find a solution (apology, correct the mistake, etc.) and remind them of teamwork. Similarly, if staff are slacking or forgetting duties, politely remind or redirect them. You might have to enforce discipline in a mild way during shift (“I notice some tables haven't been checked in a while, let's stay attentive”).
- **Training & Upskilling:** You assist with training new people – maybe you'll do a quick tutorial for them on something if time allows (“Let me show you how

to change the keg properly”). You might also run brief refreshers in line-up (like quiz servers on menu items, or show bar staff a new cocktail garnish).

- **Customer Experience & Complaint Handling:** As supervisor, when a guest asks “Can I speak to the manager?”, that’s you if no higher manager is around:
  - **Roaming & Checking:** Visit tables (especially VIPs or large groups) to ask if all is well or at least keep an eye from a distance. A visible supervisor makes guests feel cared for. If you sense an unhappy guest (frowning at plate, etc.), proactively approach: “Hello, I’m [Name], the supervisor – I just wanted to check that everything is to your liking.” This can catch issues early.
  - **Handling Complaints:** Listen attentively to the customer’s issue. Apologise sincerely and thank them for bringing it up. Then, take action – whether it’s replacing a dish, providing a complimentary item if appropriate, or simply assuring you’ll address their concern. For example, if steak was overcooked: apologise, expedite a new one, maybe offer a free drink for the wait. Follow through and ensure the fix is done. *Never argue with a guest*; even if they’re somewhat in the wrong (like they ate 90% of dish then complained), stay gracious and try to find a fair solution. Know what authority you have for comps or freebies (some places allow supervisor to comp up to a certain value).
  - **Service Recovery:** You’ll have strategies to turn a bad experience around. Could be as simple as a heartfelt apology and swift correction, or a small gesture (dessert on the house). Document it later in a log or Aquaint if needed (especially if it involves cost or an allergic reaction etc.).
  - **Special Requests:** Handle unusual requests – like rearranging tables for a big group, or a customer’s request to modify a dish extensively. Coordinate with kitchen and see if feasible, make the guest happy if possible. If someone has accessibility needs or a birthday surprise etc., make it happen within reason.

- **Enforcing Rules with Guests:** Sometimes you must enforce house rules (dress code, last call, no outside food, etc.). Do this politely but firmly. For instance, if a guest is smoking in a non-smoking area: “I’m sorry, but I must ask you to put that out as we’re a non-smoking venue. Thank you for understanding.” If they argue, stand firm but calm. Know when to escalate to asking someone to leave (for serious issues, likely with security or another manager’s help).

### **Administrative Duties:**

- **Opening/Closing Procedures:** You complete these as per checklists. Opening might include unlocking areas, checking deliveries received, reviewing staff for the day and bookings. Closing includes **cash closing** – counting registers, reconciling credit card slips, preparing deposit if needed. Fill out the shift report (sales, covers, any incidents, notes for next shift). Secure the building (doors/windows locked, alarms set).
- **Cash Management:** If someone needs change or a new till, you provide it. Watch for any register discrepancies during shift (spot-check if needed). Keep an eye out for cash handling issues (like a server pocketing cash – hopefully not, but you are vigilant). At shift end, balance all tills. If there’s a variance, double-check math and receipts. If still off, record it and inform management.
- **Staff Timekeeping:** Ensure staff clock in/out properly. Approve any minor schedule swaps or breaks in Aquaint if it tracks that. If someone calls in sick, note it and inform management, and try to find a cover.
- **Inventory/Ordering:** You might do interim counts or note items that need ordering. For example, noticing we’re low on cleaning supplies or a type of spirit – note it in the order book or Aquaint tasks. If at night something 86’d, ensure it’s communicated for reorder.
- **Compliance Checks:** Conduct routine checks like temperature logs (ensure they were done; if not, do them), safety checks (make sure no hazards). Many companies have a **Duty Manager Checklist** to tick each shift (like “All exits clear? Yes. Fire doors closed? Yes. Toilets checked clean? Yes.”). Complete that faithfully, it covers legal basics.

- **Reporting Upwards:** After your shift, likely you'll send a manager's log via Aquaint or email. Include key info: sales, any complaints (and resolution), any accidents, any call-outs or staffing issues, maintenance issues encountered, positive highlights, etc. This keeps higher management informed and creates a record.
- **Enforcing Policies & Standards:** You ensure that staff follow rules:
  - **Service Standards:** If the company has specific steps of service, you coach staff to follow them (like greet within X minutes, etc.). Gently correct deviations (“Remember our policy is to bring the card machine to the table for payment, please do that for next time”).
  - **Health & Safety Rules:** Make sure food handlers wear hats/aprons, servers handle glassware properly, everyone uses step ladders for high reach not chairs, etc. If you spot unsafe actions, intervene. Also ensure any accidents are handled and reported.
  - **Licensing & Age Check:** You enforce these too. If you see a new bartender not ID a young patron, you step in and ensure it's done. Conduct random ID checks yourself if needed to be compliant.
  - **Personal Conduct:** If an employee is on phone or gossiping instead of working, you remind them of work focus. If someone is rude to a guest, you apologise to the guest and handle it with the employee aside after. For serious issues (drunken staff, theft, harassment), remove the employee from duty and escalate to management/HR – that goes beyond a typical shift fix.
  - **No-Show or Late Staff:** If someone's late, try contacting them. Redistribute duties until/if they arrive. Report lateness properly as per policy. If a no-show, call in backup if possible or adjust the floor plan. Communicate with guests if service will be slower due to short staff (without throwing the person under bus; just manage expectations).
- **Emergency Situations:** As supervisor, you're responsible for initial response:

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- **First Aid:** If a customer or staff is injured or ill, ensure first aid is given (call trained first aider, which might be you). For serious cases, call emergency services. Crowds – manage them (clear area, keep calm).
- **Fire/Evacuation:** If alarm goes off or you detect fire, lead evacuation as per our plan. Account for staff and customers at assembly point. Coordinate with fire department. Acquaint might have our emergency protocol doc – you should have read it already.
- **Power/Water Outage:** If power goes out, use emergency lighting if available, inform guests calmly, check on people in potentially dangerous spots (kitchen), contact utility or owner as per procedure. It might mean closing early; coordinate decisions with upper management if reachable.
- **Security Issues:** If there's a fight or intruder, ensure safety of guests and staff first, involve security or police as needed. Do not put yourself in harm's way beyond your training; but you should orchestrate calling for help and mitigating (like separating parties, etc. if safe).
- **After any emergency,** document it in Acquaint (incident report) and notify upper management immediately once situation is under control.

### Typical Shifts:

- **Opening Supervisor:** Arrive first, maybe with a chef, to open up. You go through open checklist, get team ready, handle morning deliveries or calls. You lead lunchtime service.
- **Mid or Swing:** Sometimes a supervisor comes mid-day to overlap peaks (like GM opens, mid supervisor helps through dinner, then closes).
- **Closing Supervisor:** You oversee dinner to closing tasks, handle the final cash-up, lock up. It can be a late finish, ensure you follow security steps and not leave alone if policy says 2 people etc.
- **Busy nights:** On big events or weekends, you might basically act as floor manager – constantly on move, checking each area, solving little fires.

Expect to hardly stop moving or have time to eat until after rush. Use a headset or radio if provided to stay in contact with team.

- **Quiet times:** Use quieter shifts to catch up on training (yours or staff's), organising (maybe doing a deep clean or reordering stock room), and prepping for upcoming events (like planning staff schedule or checking reservation notes).
- **Meetings:** You might attend weekly supervisor meetings or briefings by management to align on goals. Then implement those on your shifts (like pushing a certain upsell item).

### **Must-Know Policies (Supervisor):**

- **Employment & HR:** You should be familiar with basic HR policies as you help enforce them. For example, know the process if an employee is sick (who to notify, require a doctor note after X days?), know break entitlements by law and contract, understand anti-discrimination/harassment policies (and be ready to act if something arises). Also, confidentiality: as a supervisor, you might have access to info (like another staff's performance issues, or upcoming changes) – handle that professionally, don't gossip.
- **Health & Safety Officer duties:** Possibly you are tasked as a Health & Safety rep on shift – ensure accident book entries are done, do a quick risk assessment every shift (no blocked exits, wet floors marked, etc.). Also know procedure for reporting serious incidents (to RIDDOR in UK if needed – though that's usually management, but you should inform them).
- **Food Hygiene Managerial oversight:** Ensure daily checks are done – often managers taste food, check fridge temps, question chefs about any issues. You might verify that opening kitchen checks in Aquaint are done honestly. If something is missed, act – don't just tick; fix it (e.g., fridge was 10°C, chef didn't notice, you escalate to move food and call engineer).
- **Licensing Responsibilities:** Often a supervisor is or will become a Personal Licence Holder (allowing you to authorise alcohol sales). Even if not yet, you must enforce licensing: ensure no sales after hours, check any conditions (like max capacity, noise limits). If police or licensing officers visit, handle it,

show them requested documents (perhaps via Aquaint) and inform them that all staff on site know about the legislation regarding alcohol sales and are cooperating.

- **Financial Controls:** Follow cash handling rules strictly. No loans from register, no voids without proper procedure (some places require a supervisor code for voids – don't share it loosely). Sign off on comps/discounts with reasoning. Keep receipts for any payouts or expense. You might prepare bank deposits – double sign if required. All these protect you and the company from losses or allegations.
- **Incident/Accident Reporting:** Non-negotiable – any incidents, fill out the report on Aquaint. Even small things, if noteworthy (like “customer slipped but no injury – floor was dry, suspect they tripped”). This documentation protects us legally and helps identify hazards.
- **Emergency Drills:** Know your role if a fire drill or real alarm – likely to sweep an area to ensure all out, then meet with other wardens.
- **Disciplinary Authority:** Understand what authority you have. Can you send someone home if they break rules? Typically, yes if it's serious (like drunk at work – you'd remove them). But for less urgent issues, you gather info and pass to management for formal action. Do not overstep to “fire” someone on the spot unless it's extreme gross misconduct and no manager above is reachable – usually that's not done on the spot by a supervisor alone. Instead, document and handover to GM.
- **Customer Data/Privacy:** If you handle reservations, you might see customer data. Use it only for intended purposes. E.g., if you have a celeb or VIP, treat their booking discreetly. If someone asks for another guest's info (like a phone number left on reservation), don't give it – privacy first.
- **Aquaint Usage as Supervisor:** You might have special access. Use it appropriately:
  - Don't mark tasks done if they're not, just to look good – accuracy over appearances.

- Check staff completion of things (and remind or reassign as needed).
- Possibly, review the analytics or reports Aquaint gives – performance reports and compliance scores.
- Train staff who struggle with the app – part of your role is ensuring everyone uses these tools effectively.

### **Aquaint Tools (Supervisor):**

- **Dashboard & Alerts:** Aquaint shows if something's overdue. Use that to prioritise. For instance, "Fire Exit checklist not completed today" – have someone do it ASAP.
- **Task Assignment:** You can assign tasks to specific employees or roles via the app. Use this to delegate: e.g., if you notice mid-shift the washroom needs cleaning, assign the task to a runner or FOH on app (and maybe verbally too). It then appears on their feed and you can see when they complete it.
- **Announcements:** If something changes mid-service (power outage in part of venue, or system down so cash-only), send an announcement to all staff through Aquaint so even those on break or in the back know.
- **Digital Checklists:** Before signing off that things are done, verify physically. Aquaint can log who checked it, so do due diligence (like don't just mark "Closing done" without walking through once). It's your name on it.
- **Handover Notes:** Write a concise shift report / handover for the next manager. Include critical info and things to follow up. This continuity is vital, e.g., "Friday PM: one waiter short, quite busy but managed. One customer (Mr. Lee at table 8) complained about overcharge, resolved – details on comp tab. Dishwasher leaking a bit – maintenance scheduled. Staff X had headache, sent home 1 hour early (covered by Y). End of night count £10 short on Till2 – will monitor tomorrow." This sort of log helps the Saturday supervisor or GM know what's up.

- **Staff Performance Tracking:** The app might let you log notes on staff (like “John did great handling VIP table” or “Jane needs refresher on wine knowledge”). These can feed into appraisals. Use that thoughtfully – it’s not to nitpick but to help develop and recognise.
- **Training & Docs:** As a leader, ensure you’ve read all the company SOP docs on Aquaint. Use them as reference if unsure (“What’s the procedure for a credit card tip payout?” – check the SOP file). Also check updates from corporate or management posted there.
- **Approvals:** Some tasks might need supervisor approval on Aquaint (like closing a day’s checklist or confirming a maintenance task done). Do those promptly once you verify.

### **Reporting Issues (Supervisor):**

- **To Management:** If anything significant occurs on your shift, inform the higher-ups. Some things you can handle and just log, others need immediate escalation (like a serious customer injury, a major power loss forcing closure, staff gross misconduct). Know whom to call: GM, owner, maintenance, police, etc., as situation dictates.
- **To Team:** If there’s an issue affecting staff, communicate appropriately. For example, if AC failed and it’s hot, tell them you’re working on it and ensure they stay hydrated. If a colleague was sent home, redistribute duties and explain quickly (“Jack went home sick, we’ll cover his tables as a team”).
- **Workplace Improvements:** As you spot recurring issues, suggest solutions to management. Aquaint might have a suggestion forum as mentioned. Your perspective is valuable for continuous improvement (like “We get many complaints about music volume – maybe invest in better zoning control”).
- **Self-Care:** Report if you’re overworked or need support. Supervisors often take a lot on – if you’re burning out, speak up to your manager so adjustments can be made (like getting a second supervisor on big nights).

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- **Compliance Issues:** If you find something like a safety hazard that's not easily fixed (say a broken tile causing trips), report it in Aquaint. Then mark area or workaround until fixed.
  - **Follow-up:** After raising an issue, follow up next shift if it's addressed. If not, raise it again or escalate. Part of leadership is persistence in problem-solving.
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