

	<b>RESOURCE LIBRARY - KITCHEN</b> <b>Kitchen Management</b>	<i>CODE:</i> 03.15.018
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## GRIEVANCE PROCEDURE

### Purpose :

As a department policy, the Food & Beverage Kitchen Department encourages an “Open-Door “ policy on handling personnel complaints.

To establish a guideline for personnel to voice their concerns so as to avoid any forms of miscommunication.

### Procedure :

A personnel complaint is defined as any form of grievance, dissatisfaction, personal problem, etc that may affect the employee ability to perform their duties.

In the first instance, the employee should seek advice from their immediate supervisor and address the problem.

Unless the personnel complaint can be solved at an outlet level, the Chef de Cuisine should bring it to the attention of his/ her respective Executive Sous Chef and Executive Chef.

The Human Resources Department will be duty informed by the Chef’s office if necessary and their assistance will be sought for any personnel complaint which cannot be solved at a department level. The procedure for dealing with disputes and grievances will then be as follows :

- Where possible all disputes or grievances will be set down in writing and presented to the relevant supervisor/manager without delay. Verbal notification of disputes will not be precluded.
- The relevant supervisor/ manager will discuss the issue promptly and in any event respond in writing to the employee within 48 hours of receipt of the notification of dispute or grievance.
- If the matter continues to be unresolved, the issue will be reviewed by the next level of management within 24 hours.

It is encouraged that all personnel follow this guideline of communication although an open door policy is encouraged.

### Persons Responsible :

Executive Chef  
Executive Sous Chef  
Executive Pastry Chef  
Senior Sous Chef  
All kitchen employees

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## STAFF PERSONAL CALLS

### **Purpose :**

To limit the number of personal calls into the kitchens which have the effect of interrupting the entire operation.

### **Procedure :**

Staff personal calls are strictly not permitted in the kitchen during operation hours.

The outlet employee (back or front of house) or Chef 's Office employee who receives a personal call will politely inform the caller that no staff that no staff personal calls are permitted during operation hours.

Unless it is an emergency, the staff receiving the call will note down the caller's name and contact number and subsequently inform the staff concerned. The staff member should then ask to be excused from the operation on his /her break and return the call using the telephones location at in the staff dining restaurant.

### **Persons Responsible :**

Outlet Staff – Front & Back of house  
 Chef's Office Staff

**Please note that no portable phones are permitted in the kitchen without permission from the Executive Chef.**