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## 饭店员工守则

1. 饭店将员工视为最宝贵的资源和财富。
2. 饭店每天24小时营业, 上轮班的员工休息日根据部门需要安排。
3. 员工上班应提前五分钟, 下班延后五分钟刷卡。刷卡必须由本人亲自完成, 请他人代打卡者和代他人打卡者, 将给予书面警告。
4. 因饭店工作需要, 经与员工协商, 可安排员工适当加班。
5. 年假必须在当年年假到来之前一次或分两次休完, 过期作废。
6. 员工在我饭店工作满一年后, 男员工满25周岁, 女员工满23周岁, 符合晚婚条件的, 经本人申请由档案存放机构开具介绍信领取结婚证书, 可凭结婚证复印件享受三天婚假及七天奖励晚婚假。婚假应于结婚登记之日起半年内一次休完, 逾期无效。
7. 事假不以小时计算, 不足半天按半天计算, 不足一天按一天计算。
8. 员工婚前检查凭计划生育部门批准给公假一天。
9. 根据饭店的行业特点, 一线女员工怀孕五个月, 应在二线安排适当的工作, 工作至七个月。如安排有困难, 可申请妊娠假; 二线女员工怀孕七个月后可申请妊娠假。
10. 需要给未满一周岁的婴儿哺乳的女员工, 每天可享受一个小时的哺乳时间。多胎生育的, 每多一个婴儿, 每天哺乳时间增加一个小时。
11. 女员工婚后第一次实行计划生育手术(需有生育指标及医院诊断证明), 将给予15天的计划生育假。之后再次怀孕实行手术者, 按病假处理。
12. 饭店设有员工餐厅, 为员工免费提供工作日正、副两餐膳食, 员工的亲属和朋友未经批准不得在员工餐厅用餐。
13. 全体员工应履行自己的职责, 确保令客人无比愉快, 以实现饭店的前景目标。
14. 谦虚使我们始终把客人放在首位, 在为客人服务时, 要自信而不骄矜。千方百计满足客人的需求, 令客人喜出望外。
15. 员工应该爱护饭店提供的工作服。男员工标准着装应为西服套装及领带。女员工着装应体现出潇洒大方和职业化, 裙子长度不可短于十厘米, 不可穿着无袖上衣。袜子按不同岗位要求穿着, 男为黑色, 女为肉色。
16. 如客人主动给予小费, 无论金额大小皆应愉快接受, 并向客人致谢。
17. 如发现行迹可疑或有不法行为的人或事, 应该及时报告保安部。
18. 如遇火情, 立刻引导客人从最近和最安全的出口撤离。撤离时, 记住将身后所有的门关闭, 并确信你周围(如卫生间)已无你的同事。
19. 男员工均要每天洗澡、刷牙, 隔天洗头发, 身体无异味(可用清新剂爽身除味), 指甲要短而洁。
20. 女员工头发长过脖颈必须用深色(黑、黑蓝、深棕)简洁头饰扎起, 刘海不过眉, 两边头发不可遮盖面部, 发胶与摩丝的使用要适量。
21. 男员工均可戴一枚戒指(厨房员工不可戴戒指), 手表应为保守型。男员工不准佩戴耳环、鼻环; 女员工只可戴耳钉。
22. 男员工经常修面以保持面部清洁, 不准蓄须(八字须、络腮胡、鬓角、羊须)。
23. 女员工化妆应明亮、自然, 唇膏、睫毛膏、眼影、腮红要用自然色, 只可使用自然色的指甲油。
24. 女员工鞋跟在1-1.5英寸之间, 只准穿着肉色长筒袜, 不准穿多彩或图纹长筒袜、紧身袜。领口不可过低, 穿着不可过于薄、透。

## Hotel Staff Rules

1. The staff should be regarded as the most precious resources and treasure of the restaurant.
2. The restaurant will be 24 hours in business everyday and the staff in shifts have days off based on departments.
3. The staff should be on duty 5 minutes in advance, but 5 minutes late to clock out. It is not allow to help others or ask someone else to clock in and out, if any, a written warning.
4. Some overtime can be arranged as required based on discussion with the staff.
5. The staff should take annual leave in one or two times before the due date. If exceeding the time limit, the staff would no longer enjoy this leave.
6. After one year's working in our restaurant, the staff reaching the age of late marriage (male: 25, female: 23) can apply for marriage certificate with reference letter issued by relevant filing organ and enjoy 3 days for wedding leave and 7 days for late marriage with a copy of marriage certificate. The leave should be taken within six months since the marriage registration date, otherwise out of effect.
7. Private affair leave will not be counted in hours, but in half day (including shorter than half a day) and a day (including shorter than a day).
8. One day public leave for medical examination before marriage as approved by the birth control department.
9. Due to the nature of this line, female staff in the front line in pregnancy for 5 months should be arranged to appropriate position in the second-line till the 7th month. If any difficulty in arrangement, pregnancy leave is allowed; Female staff in the second-line can apply for pregnancy leave after pregnant for 7 months.
10. Female staff with a baby under one year of age in lactation can enjoy one hour's feeding break everyday. Each feeding break of female staff and workers who have borne more than one child in a single birth shall be extended by one hour for each additional baby borne.
11. Female staff will enjoy 15-day leave for first birth control operation (bearing index and hospital diagnosis certification required). Otherwise, regarded as sick leave.
12. The Staff can enjoy two free meals in staff restaurant, but family members and friends of the staff are not allowed to have meals in the restaurant.
13. All staff should fulfil your responsibility to ensure the satisfaction of the guests and to realize the perspective of the restaurant.
14. Condescension pushes us to regard the guests in the first priority and keep confident but not arrogant when serving them. Try all means to meet the needs of the guests to make them happy.
15. The Staff should cherish the work clothes of our restaurant. Male staff should wear Western-style suits with necktie; female staff are not allowed to wear skirts shorter than 10 cm and clothes without sleeves, but professionally and gracefully. Socks should be varied by positions, black for male, fleshcolor for female.
16. Accept with pleasure and thanks for the fee by the guests, regardless of the amount.
17. Immediately report to public security department if find any suspicious or malfeasant people or affairs.
18. If fire occurs, immediately lead the guests escape from the nearest and safest exit. Remember to close all the doors behind and ensure that no colleagues around (e.g. toilet).
19. All staff should take bath and brush teeth everyday, with hair washed every two days to ensure no peculiar smell (perfume can be used). Keep short and clear nails.
20. Female staff with hair longer than the neck should tie up the hair with simple headwear in dark color (black, dark blue and dark brown), with bang above the eyebrow; hair on the temples should not cover the face; fixature and mousse should be used appropriately.
21. No staff is allowed to wear more than one finger ring (no staff in the kitchen is allowed to wear any) and striking watch, but a conservative one. Male staff are not allowed to wear ear rings and nose rings; female staff are only allowed to wear ear nails.
22. Male staff should always shave to keep clean, beard is not allowed (moustache, whiskers, sideburns, goatee, etc.)
23. Female staff are required in bright and natural makeup, with lipstick, eye black, kohl, rouge and nail polish in natural color.
24. Female staff should wear shoes with heel between 1 to 1.5 inches, long socks in fleshcolor only, no colored or textured, no close-fitting; The neckline should not be too low. The clothes should not be too thin and transparent.



























