

HIDEAWAY PIZZA[®]

All recipes and procedures are confidential and are property of Hideaway Pizza, H2I Inc.

Every Day Procedures / Performance Agreements

- Practice proper hand washing technique, scrub hands thoroughly for at least 20 seconds.
- Practice good personal hygiene:
 - You should have clean hair and clothes
 - brush your teeth (no bad breath)
 - shower frequently
 - shave before your shift
 - no body odor
- If working in the BOH, wear a Hideaway ball cap.
- We have single use gloves & certain positions are required to wear throughout the shift, but if you prefer you can always wear gloves in the BOH.
- BOH – you should always wear a kitchen apron, if it becomes filthy, get a clean one.
- No jewelry on your hands, wrist, or arms while working in the kitchen. Always follow the dress code policy.
- When you go into the bathroom always pick up any trash on the floor and wipe up any standing water on the counters. If we are out of soap, TP, or paper towels either re-stock the item or alert someone who can. Always take off your apron before entering the bathroom, and wash your hands every time.
- Organize, clean, and sanitize your area often: know the proper cleaning solutions to use.
- Keep the floor swept and free from clutter. Clean spills immediately and use the wet floor signs.
- The ability to communicate clearly with a friendly tone with all kitchen and FOH staff members is very important. Try to always have a friendly positive attitude.
- Good eye-hand coordination is a must. You must have the ability to work fast with a sense of urgency, without sacrificing quality. Pay attention to details.
- Always use the checklist for opening and closing procedures.
- Don't be lazy. If you are caught up and stocked up, look for other areas where you can lend a hand. Ask a lead server or manager if you are not sure.
- During slow periods, like mid-day, always keep your eye on the door. If someone walks in, always acknowledge the guest. If you are in the kitchen, alert floor staff if they have yet to notice the Guest.

- BOH – do not be afraid to answer the phone. We want to answer the phone before the 3rd ring. Say “This is The Hideaway at (your location) this is (your name) how many I help you?” Take the order or ask them if they would please hold and get someone else to help them quickly.
- Be a good listener and follow directions. There are times we all get some constructive criticism. Don’t take it personally. Just stay calm and do your best.
- Please respect your managers and co-workers. Be a team player. Lead by example.
- Please leave your personal problems outside of work.
- No drinks in the work area; drinks in designated areas only.
- Be careful not to get too loud, our kitchens/waitstations are open and the sound carries easily into the dining rooms.
- No headphones allowed at any time.
- We are judged by our guests by how well we work together. If we put out the best food and service, it is because of our great teamwork!
- Show up to work, **on time**, for every scheduled shift. Be ready to work. This means dressed in clean “uniform” clothes. Follow the dress code.
- Remember that a request for time off is only a **request**.
- Have fun. We all do, that’s why we love our job.
- Absolutely no Horse play.
- If you leave the Hideaway, please give notice of at least two weeks.
- Respect the business. The Hideaway has a proven recipe for success that has worked for over 60+ years. As one great Hideaway manager once said, “Take care of the business and the business will take care of you!”
- Make the Hideaway special, make it a place where our work, words, and relationships mean something. Help Carry On this great tradition.