

## Porthole Policies and Guidelines

### FOH

- **Shift times/Tardiness**
  - Being on time for your shift is imperative. If you are scheduled at 2:00 pm that means you are dressed and ready to cover your section for 2:00. That doesn't mean you walk in the door at 2:00 pm and have to get changed, use the bathroom, eat ... etc ..
  - This also means that if your scheduled out time is 2:00 pm, that does not mean you stop taking tables at 1:45. You stop taking tables when the host stops seating you and that will often mean you are here longer than your out time. The primary concern is the customer. You need to serve your tables until they are done.
  - Bar out times are a little different. When your relieving bartender is onsite and ready to work it is okay to cash out customers and explain to them that the next bartender will be taking care of them.
- **Parking**
  - We have provided employee parking conveniently down the street at fisherman's wharf. If you park on custom house wharf and get a ticket or get towed we will not be to blame. DO NOT PARK ON THE WHARF. Very few , if any, restaurants in Portland offer parking. We are doing our best to provide you with convenient and safe parking.
- **Employee meals**
  - Employee meals are to be eaten before your shift or when the manager on duty approves. It is not okay to put meals in when the kitchen is busy. You must ask and get approval from the manager on duty or your meal will not be discounted. If this becomes an issue you will lose your employee discount. David will be putting together an employee meal menu.
  - Employee meals are not to be eaten at table 1 or at the bar. They should be eaten in the back and your section needs to be covered while you eat.
- **Schedule**
  - Schedule changes must be approved by James or Brad. Nothing else is acceptable.
- **Dress code**
  - No tank tops or open toe shoes.
  - Porthole Attire only
  - Jeans, shorts or legging are acceptable
  - No ripped jeans
- **Cell Phone Policy**
  - Cell phones are not to be used for personal use on the floor. We do not want to see them AT ALL.

- If you have an emergency and need to use your cell phone please just let the manager know so they can cover your section.
- **Breaks/Smoking**
  - The only time it is acceptable to take a break is when your section is covered and the manager on duty approves it. Taking a break without approval is unacceptable.
  - Smoke breaks should not happen in groups.
- **Station assignments**
  - You will be assigned a station according to the level of service that you can provide. If service suffers you will be given a smaller station. If you show that you can handle more tables, you will be given more tables.
- **Quality Service**
  - What does Quality service mean to you?
  - A guest should be greeted within 5 minutes
  - Guests should never be looking around asking other servers for food/drinks because they haven't seen their server in a while.
  - Guests should be checked in on to make sure they are happy with their meals/drinks.
  - Most importantly a guest should feel welcome. They should feel like we appreciate their business. We want guests to want to return because they had such a great experience.
  - The server is the person who represents the porthole to the guests. It is very important that you are pleasant, helpful, and patient with them.
- **Shift Drinks**
  - Shift drinks are to be paid for everytime. This is not our personal bar. If drinks are not being paid for then we will be taking away shift drinks all together.
- **Working Impaired**
  - Working impaired is not acceptable. Whether it is alcohol, drugs, or marijuana. This is not acceptable and is grounds for immediate termination.
- **Conduct**
- **Call Out Policy**
  - Calling out needs to be communicated to the Manager on duty. Calling the bar or the opening bartender is NOT ACCEPTABLE.
- **Employee Theft**
  - Employee theft is as simple as taking something you have not paid for. Whether it's food/alcohol. This is theft and will not be tolerated. The same goes for giving drinks away. This is theft. Unless a manager approves giving a drink away.... This is theft. Theft is grounds for immediate termination.
- **Sanitation**
  - Sanitation is extremely important. Do not go behind the line in the kitchen EVER. You as a server/bartender should never be touching food. This is unsanitary. The kitchen staff are the only people who should be preparing food even if it is for yourself.

**Discipline:**

**1. Verbal Warning:**

- a. A verbal warning will be given to you and still must be signed by the employee. This is documented to flag management if the employee is a constant offender.

**2. Written Warning:**

- a. A written warning is issued when an employee offends more severe policies. This is a three strike rule which will end in immediate termination.

**3. Termination:**

- a. When an employee breaks a policy that is severe or is a constant offender of other policies, this is grounds for immediate termination.

## **BOH**

- **Tardiness**

- Show up to work on time. On time means dressed and at your station when you are scheduled.
- Come to work with a passion.
- Come to work with a clean uniform, showered, and well groomed.

- **Consequences**

- Verbal warning with a discussion
- Sent home
- Written warning
- Termination
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- **Phones**

- No phones in the kitchen, no earbuds in the kitchen. No music in the kitchen.
- If you must make a call or take a call please do so outside or in dry storage. Keep it as brief as possible.

- **Consequences**

- Verbal warning with a discussion
- Sent home
- Written warning
- Termination

- **Smoking**

- Once you are punched in, smoking will be limited to twice in an 8 hour shift.
- Dispose of smoking materials properly.
- Wash hands when returning from smoking.

- **Consequences**

- Verbal warning with a discussion
- No more smoking
- Termination

- **Cleanliness**

- Clean up after yourself.
- At shifts end cover and store all food correctly and where it belongs.
- Take out all trash and put clean trash bags back in its can.
- Restock all dishes to all stations.
- Completely break down the dish area and return all items to the proper destination.
- Clean all equipment every shift.
- Clean up after yourself.
- Work clean.
- Practice safe sanitation . No cross contamination.
- Heat and cool food correctly.

- **Consequences**

- Verbal warning with discussion
- Written warning
- Sent home for the rest of the day
- Termination

### **Kitchen Closing Procedure**

- Change all pans out in stations and refill.
- Change out pans in the steam table.
- Remove all items on shelves, clean and stock shelves.
- Clean all kitchen equipment.
- Shut off all kitchen equipment.
- Shut off heat lamps.
- Clean all of the refrigerators.
- Pull and stock freezers and stations for the next day.
- Chill lobster and breakdown.
- Sweep hose and mop all floors.
- Return all brooms and mop nuggets to the broom closet.
- Dump mop bucket and remove mop heads.
- Take out all trash including broken glass.
- Remove all dirty kitchen towels and put in the bin outside.
- Place all aprons in the dirty apron bin.
- Remove all dirty glassware, plates, trash, dirty cleaning water.
- Clean and sweep around all floor drains.
- Pick up all piles of trash.
- Put away all equipment, glassware, plateware, and silverware from around the dishwasher.
- Put trash bags in all trash cans.
- Set up line for breakfast.
- Store all good properly .
- Store all Chemicals properly.