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**Employee Handbook**

**A template for restaurants**

**Thank you for downloading the
Toast Restaurant Employee Handbook Template!**

 A restaurant employee handbook provides your staff with the
rules, guidelines, and clarity they need to do their jobs efficiently.
This makes it easier for you to lead and for your staff to succeed.

No two restaurants are run the exact same way. That’s why you should
take your time in developing this handbook to be as clear and specific as possible. Make sure all new hires thoroughly read and sign this handbook, no matter how much experience they bring to your restaurant.

**Instructions for Your
Restaurant Employee Handbook**

Start with the cover page [below]. Insert your company logo as well as your name, address, phone number, and email address.

Then, continue to the employee handbook itself. As you’re filling out each section, there are prompts and directions *in blue italics* below each section header. Your writing starts in the regular text below the prompts. Simply delete “[Start Here].” and begin writing.

Finally, when you’re ready to show off your handbook, simply delete everything in italics, as well as this first page and the last page. To print, click File > Print.

**Ready? Let’s get started!**

DISCLAIMER: All of the information contained on this Handbook (the “Content”) is provided for informational purposes only and not for the purpose of providing legal, accounting, tax, career or other professional advice. Employers may be required by local, state, or federal law to include certain policies in their employee handbooks, and should consult an attorney to ensure compliance with applicable laws. The Content is provided “as-is” without any warranty of any kind express or implied, including without limitation any warranty as to the accuracy, quality, timeliness, or completeness of the Content, or fitness for a particular purpose; Toast assumes no liability for your use of, or reference to the Content. By accessing this Content, you acknowledge and agree that: (a) there may be delays in updating, omissions, or inaccuracies in the Content, (b) the Content should not be relied upon or used as a substitute for consultation with professional legal advisors, (c) you should not perform any act or make any omission on the basis of any Content without first seeking appropriate legal or professional advice on the particular facts or circumstances at issue and (d) you are solely responsible for your compliance with all applicable laws. If you do not agree with these terms you may not access or use the site or Content.

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**Official Employee Handbook**

Owner’s Name

Address

555-555-5555

email@domain.com

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Below are all the sections of this template. Add or remove subsections
as needed. We strongly suggest adding page numbers as well!

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Introduction

Company Overview

Use this opportunity to welcome your new hires and get them excited about working for you! Give a brief overview on the history of the company. You may want to write this section from your point of view or as a welcome letter. If this is a franchised location, explain what makes working at this location so. It’s best to start things off on a positive, welcoming note; you’ll have plenty of time for the more official policies!

[Start Here]

Handbook Overview

Give a quick overview of the contents in this handbook. There’s no need to be repetitive of the Table of Contents, but hit some of the key points that you’ll want to serve as the major takeaways. Aim to get across the two or three main takeaways about behavior, punctuality, and anything else you deem important. Additionally, because you do want every new hire to read this handbook, send one last reminder to please read this handbook in its entirety and come to you with any questions.

[Start Here]

Disclaimer

Your handbook is not a legal contract. Make that clear in this section and that employment is at-will. You should consult with an attorney when writing this section as well as applicable local, state, and federal law. Don’t forget to remind readers to come to you with any questions about this handbook and its contents.

[Start Here]

Section 1

[Restaurant Name]
Mission Statement & Core Values

Following up on your company overview, state your [restaurant’s core values](http://bit.ly/2pprEfA) and [mission statement](http://bit.ly/2pprEfA). Explain why you decided on these and how you expect all employees in your restaurant to embody these core values when they work.

[Start Here]

Section 2

Presentation & Workplace Behavior

This section is one of the most important. Here, you’ll explain everything from required attire to suggested behavior, fireable offenses, and discrimination policy.

In this section, reinforce the core values of your restaurant and that every action your employees take - be it in the back of the house or in the front of the house, while working - should reflect those core values. These individuals will serve as the face of your restaurant to everyone who walks through your door. Once again, remind new hires to approach you with any and all questions that arise in this section as there will be little room for misunderstanding in the future.

[Start Here]

Conduct & behavior

Here is where your restaurant’s conduct code should be explained. How should staff behave at work? If you operate a casual family grill, chances are your servers can be a bit more relaxed and informal than in one of the city’s finest dining establishments. Use this section to remind readers that they are representing your brand and should carry themselves with while working at your restaurant.

[Start Here]

Attire

Do you require a uniform or a [dress code](http://bit.ly/2qZmhna)? Will you be providing this attire or will employees be asked to purchase this on their own? Are there different uniform requirements for dinner versus lunch? Private events versus normal shifts? Answer all of these questions clearly. Additionally, if there are different uniform requirements for those in different positions, make these clear as well. Further, you can remind employees to use good judgment regarding their clothing and to maintain a clean and neat appearance in the workplace to accurately represent your restaurant’s image to guests.

[Start Here]

Staff conflict policy

Conflict in the workplace happens, no matter what. Would you prefer employees attempt to resolve problems themselves first, or should they go to their managers with any issues immediately? Answer this question while reminding them that no conflict should impact the guest experience unless it’s an emergency. Remind employees of their rights under applicable local, state, and federal law, and consult an attorney for guidance.

[Start Here]

Guest conflict policy

You can’t control an unruly guest, but you can control how you respond. What’s your policy for how employees interact with guests when there is a disagreement or conflict? What should employees do if the conflict escalates? When should they go to a manager for help? This is a touchy subject, so make sure you’re clear here by providing relevant examples!

[Start Here]

ANTI-Harassment & ANTI-Discrimination PolicIES

Explain that harassment or discrimination of any kind will not be tolerated. If this gets out of hand, your staff members may not be the only ones who suffer; these issues can quickly escalate to a legal problem that could impact your business. Consult an attorney when writing these policies as well as applicable local, state, and federal law. State and/or local laws may recognize protected classes beyond those protected under federal law. Outline a complaint procedure for employees who believe they have been subject to discrimination or harassment.

[Start Here]

Alcohol Consumption Policy

If your restaurant has a bar or hosts staff parties, use this section to remind employees to behave responsibly in the presence of alcohol. Let them know any rule violation at these events will reflect on them professionally. Even if your restaurant does not have a bar, reinforce that employees should show up to work in the proper state of mind and sober.

[Start Here]

Cell Phone Policy

Some restaurants take a more informal approach to cell phone rules. Other restaurants have a strict no-phone policy and require cell phones to be kept in the back room at all times. Whatever your policy is, make it clear in this section.

[Start Here]

Strike Policy & Fireable Offenses

Explain your restaurant’s strike/warning policy and distinguish which actions result in instant termination/suspension instead of a warning. Details and examples are very important in this section, and it would be wise to clarify that strikes and fireable offenses are not limited to what you have listed in this handbook.

[Start Here]

End of Employment

Explain your requests when it comes to employees resigning or quitting. Do you ask for a two-week notice? Will they need to return anything to the business? Also, use this opportunity to remind employees that their employment at your restaurant is at-will and may be ended by them or you at any time either party chooses. Consult an attorney for guidance when drafting this policy as well as applicable local, state, and federal law.

[Start Here]

Section 3

Procedures and Emergencies

Here is the instructional section of your handbook. Employees will read about the proper way to set a table and how to react when someone is choking. When giving these instructions, be as detailed as possible. Because there are legal implications, particularly for the health and safety sections, consult an attorney and reference applicable local, state, or federal law.

Pre-shift meetings

If you host pre-shift meetings, explain how they will be conducted and when staff should show up for these meetings.

[Start Here]

Health procedures

How should staff handle allergy warnings? What about a policy for when someone is choking or is having a medical emergency? In case of emergency, 9-1-1 is the number to call.

[Start Here]

setting the table

What goes on the right? The left? Here would be a fitting time to include an image or a photo for employees to reference.

[Start Here]

opening & closing

Include [checklists](http://bit.ly/2r5Af37) explaining who is responsible for which tasks during opening and closing. Emphasize the areas of security, such as locking up and securing valuables.

[Start Here]

Kitchen safety & sanitization

Remind back-of-house workers to follow all guidelines and regulations that ensure safety in the kitchen. This should cover the steps taken to keep employees safe from harm and customers safe from improperly handled food. Hand washing, glove wearing, food cleaning, and dishwashing should all be reviewed. Review legal requirements, including applicable local law, and consult an attorney for guidance.

[Start Here]

Alcohol serving policy

Ensure all IDs are checked before serving alcohol. Also, what employees are able to handle alcohol in any capacity? Review applicable federal law, and be sure to check local and state laws for specific requirements. Consult an attorney for guidance drafting this policy.

[Start Here]

Scheduling

Which software should employees use for scheduling, if any? When will they be given their schedule for the week? Do you have an on-call policy? Review applicable local, state, and federal law and consult an attorney for guidance.

[Start Here]

requesting time off

How soon do employees need to request time off? Do you allow employees to switch shifts?

[Start Here]

missing a shift

Do you allow or require absences for weather, sickness, family emergencies, etc.? When someone misses a shift, will it count against their record? Should they call management and alert them or are they responsible for finding coverage on their own? Review applicable local, state, and federal law and consult an attorney for guidance.

[Start Here]

comping/voiding checks

Are employees allowed to comp/void tabs on their own, or do they need approval? If they can do this themselves, how do they go about this on the point of sale system?

[Start Here]

theft/robbery policy

In the event of a robbery, give employees guidance to protect their safety. In case of emergency, 911 is the number to call.

[Start Here]

asking for help

Remind employees to ask for help when needed, especially for menu-specific issues, health/allergy concerns, or even proper pouring methods. To not ask for help could impact the guest’s experience in a negative way.

[Start Here]

Section 4

Pay & Benefits

The moment most people have been waiting for! While specific wages may be disclosed elsewhere, use this section to highlight the other benefits employees will receive working in your restaurant. Review applicable local, state, and federal law and consult an attorney for guidance

Pay

Mention the policy on declaring/pooling tips, when staff will be paid, and how they will receive their paychecks (direct deposit, check, etc.).

[Start Here]

Overtime

Cover your restaurant’s overtime policy and policy and provide notice to your employees of their legal rights.

[Start Here]

Breaks

How often do employees receive breaks, how long do those last, and where should they take these breaks?

[Start Here]

Employee Meals

What is the meal break policy, and can employees eat food from the restaurant? If so, is it available for free, is there a discount, or will they be asked to pay full price? Finally, if there is a discount, does that apply when they are not working?

[Start Here]

holidays & vacations

Which days of the year is your business closed? Are these paid holidays? Do your employees receive paid time off? If so, is it accrued? Does it roll over yearly?

[Start Here]

family/sick Leave

Explain your policy for maternal/paternal leave, family emergencies, serious illnesses, or any other occurrence that may result in an extended absence.

[Start Here]

Insurance

If you offer insurance, explain your policy here.

[Start Here]

Feedback and Suggestions­

Being able to speak openly to management, make suggestions, and leave feedback are perks not every place of work encourages. If you do encourage this, reassure new hires that their ideas, concerns, and recommendations are always welcome.

[Start Here]

Section 5

Ant-Harassment Policy & Complaint Procedure

The restaurant industry has been under a microscope following the surge of sexual harassment accusations. Because of this, we suggest using this section to reinforce your restaurant’s policy on harassment, how someone can go about reporting harassment or an assault, and how the complaint will be handled. Given the extreme sensitivity of this section and its legal implications, you should review applicable local, state, and federal law and consult an attorney for guidance.

List of Actions Constituting Harassment

List out any behavior or actions that would be construed as harassment. Be sure to use the phrase “including but not limited to” in the introduction to this section so that readers know fireable offenses are not just listed in this section and best judgment should always be exercised.

[Start Here]

Reporting Harassment

Anyone who has been harassed or feels they were subjected to abuse of any kind should have an outlet to report the behavior. List out the best way for an employee to seek the help they need and ensure they are heard.

[Start Here]

Actions Following a Harassment Report

Limit ambiguity by outlining what will happen after a complaint is filed. What exactly will management do following a harassment claim? This is the time to let a new hire know their voice and story will always be heard and respected.

[Start Here]

Section 6

Conclusion

Wrap up your handbook by reminding employees to always act professionally, represent your brand well, and to be excited about coming to work every day!

[Start Here]

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| --- | --- |
| Employee Signature  |  |
| Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Employer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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**Getting the Most From
Your Restaurant Employees**

We hope this template helps you create an awesome employee

handbook for your restaurant. Our goal is for your restaurant to
run as efficiently and profitably as possible, and a well-informed
staff is one of the best ways to accomplish this.

That’s why we’d like to offer you a free demo of Toast POS

and restaurant management system. Its ease of use and rich reporting
functionality make it simple for new hires to start taking orders immediately.
Beneficial for both employees and owners, Toast’s interface has helped
some restaurants increase tips by 3X and boost sales by 20%.

Whether you’re creating this handbook for a new restaurant
or an existing one, Toast is ready to partner with you and
help you maximize the success of your business.

Talk to one of our product specialists and learn how
Toast can help your restaurant achieve success.

[Sign up for your demo today and we’ll be in touch!](http://bit.ly/2q8q40p)

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