



Cast Members Handbook

Benji

Introduction

Welcome Dreamer!

Welcome to the vibrant and dynamic family of Benji's Sushi and Grill, where we believe that hospitality and experience are the heart and soul of our dining establishment. As a member of our team, you play a crucial role in creating unforgettable moments for our guests, making them feel not just satisfied but truly delighted.

At Benji's, we understand that a dining experience goes beyond the delicious flavors on the plate; it's about the warmth in our service, the ambiance we create, and the genuine connections we build with each guest. We take pride in our commitment to delivering exceptional hospitality that goes above and beyond expectations.

Our culture is rooted in teamwork, respect, and a passion for human reactions. We believe in fostering a positive and inclusive work environment where every team member is valued and has the opportunity to thrive. We encourage creativity, innovation, and a relentless pursuit of perfection in every aspect of our service.

As ambassadors of Benji's Sushi and Grill, your dedication and enthusiasm contribute to the overall experience that sets us apart. Together, we will create moments that linger in the memories of our guests, making them choose Benji's not just for the exquisite creativeness behind each bowl but for the unparalleled hospitality they receive.

Thank you for joining us on this exciting journey. Let's embrace the spirit of hospitality, elevate the dining experience, and make Benji's Sushi and Grill a place where every guest feels like a cherished part of our extended family.

Mission Statement

At Benji's Sushi and Grill, our mission transcends the mere act of serving delectable noodle bowls. We aspire to be more than a dining establishment; we are a culinary haven that embraces the values of education, hospitality, and inspiration.

Education:

We are committed to fostering a culture of continuous learning. Benji's Sushi and Grill is not just a restaurant; it's a hospitality institute where every team member is provided with the tools, knowledge, and opportunities to grow both professionally and personally. We believe in empowering our team to become experts in their craft, elevating their skills to new heights.

Hospitality Institute:

Our commitment to hospitality goes beyond exceptional service; it's about creating an environment that nurtures genuine connections and leaves a lasting impact on our guests. Benji's is a place where hospitality is an art form, and every interaction is an opportunity to create an unforgettable experience and reaction. We strive to be a benchmark in the hospitality industry, setting standards that others aspire to achieve. (3 Star Michelin restaurant =)

Inspiring the Dreamer:

Benji's Sushi and Grill is a canvas for dreamers. We believe in the power of inspiration to fuel creativity and innovation. Through our culinary creations, warm service, and inviting ambiance, we seek to inspire not only our guests but also our team members to dream big. Whether you aspire to be a master sushi chef or pursue a career in hospitality leadership, Benji's is the launchpad for turning dreams into reality.

Our mission is to transcend the ordinary, providing a culinary journey that delights the palate, nourishes the mind, and sparks the imagination.

Dream like you can not fail

Vision and Values

To be the epitome of dining excellence and hospitality innovation, where every dining experience transcends expectations, leaving an indelible mark on the hearts of our guests and setting the standard for Northern California

Core Values

Passion for crafting experiences:

We are driven by an unwavering passion for the art of human reactions. Our commitment to excellence is reflected in every interaction, setting a standard that defines Benji's Sushi and Grill.

Warmth in Hospitality:

Hospitality is not just a service; it's a genuine connection that stems from warmth and sincerity. We treat every guest as an esteemed member of our extended family, ensuring their experience is not just delightful but memorable.

Continuous Learning and Growth:

We believe in the power of education and continuous improvement. Benji's Sushi and Grill is a place where team members are encouraged to learn, grow, and excel in their respective roles. We invest in our people, nurturing a culture of lifelong learning.

Innovation and Creativity:

At Benji's, we celebrate creativity and embrace innovation in every aspect of our operations. From the kitchen to the service floor, we encourage our team to not only think outside the box, but to think inside a completely different box, pushing the boundaries of what is possible in the experience and hospitality realms.

Inclusivity and Diversity:

Our strength lies in our diversity. Benji's Sushi and Grill is a place where individuals from all walks of life come together to create a harmonious and inclusive community. We value and respect the unique perspectives each team member brings to the table.

Inspiring Dreams:

We believe in the transformative power of inspiration. Benji's is not just a place to enjoy a festive meal; it's a canvas for dreamers. We strive to inspire our team and guests alike to dream big, pursue their passions, and turn aspirations into reality.

Environmental Stewardship:

As custodians of the planet earth, we are committed to sustainable practices. Benji's Sushi and Grill strives to minimize its environmental impact by sourcing responsibly, reducing waste, and embracing eco-friendly initiatives.

Community Engagement:

Benji's is more than a restaurant; it's a community hub. We actively engage with and contribute to the communities we serve, fostering meaningful connections and making a positive impact beyond our doors.

Commitment to Excellence:

Excellence is not a goal; it's our standard. From the quality of ingredients to the precision in service, Benji's Sushi and Grill is committed to delivering an unparalleled experience that exceeds expectations.

Joy in Every Bite:

Ultimately, we strive to bring joy to every bite. Whether it's a meticulously crafted sushi roll or a warm interaction with our team, the joy we impart is the essence of Benji's Sushi and Grill.

Code of Conduct

At Benji's Sushi and Grill, our success is built upon a foundation of mutual respect, open-mindedness, and a commitment to fostering a positive and inclusive work environment. As a member of our team, you play a crucial role in upholding the values that define our culture. Our Code of Conduct is a guide to ensure that every interaction, both within the team and with our guests, reflects the principles of respect and radical open-mindedness.

1. Respect for All:

We treat every team member, guest, and stakeholder with dignity and courtesy. Discrimination, harassment, or any form of disrespectful behavior is strictly prohibited. Embrace the diversity that enriches our team and creates a welcoming atmosphere for everyone.

2. Open Communication:

We encourage open and honest communication. Express your ideas, opinions, and concerns with respect for others. Actively listen to your colleagues, fostering an environment where every voice is heard and valued.

3. Radical Open-Mindedness:

Approach conversations with a spirit of radical open-mindedness. Embrace differing opinions and perspectives as opportunities for growth. Challenge your own assumptions and be receptive to alternative points of view.

4. Conflict Resolution:

In the event of conflicts, seek resolution through constructive dialogue. Address issues promptly, respectfully, and professionally. Use disagreements as learning opportunities, striving for solutions that benefit the team and our guests.

5. Team Collaboration:

Collaboration is the heartbeat of our success. Work collaboratively with your team members, recognizing that each role is integral to our shared goals. Support one another, share knowledge, and celebrate collective achievements.

6. Customer-Centric Attitude:

Our guests are at the center of everything we do. Approach every interaction with a customer-centric mindset, providing exceptional service and creating positive, memorable experiences.

7. Confidentiality and Trust:

Respect the confidentiality of information within the workplace. Build trust by maintaining the privacy of both colleagues and guests. Uphold the integrity of our team and the trust our guests place in us.

8. Professionalism:

Conduct yourself professionally at all times. Uphold a high standard of personal and work ethics. Demonstrate reliability, integrity, and a commitment to excellence in every task.

9. Continuous Learning:

Foster a culture of continuous learning and improvement. Embrace new ideas, technologies, and methodologies. Invest in your professional development and contribute to the collective growth of our team.

10. Environmental Responsibility:

Be mindful of our environmental impact. Contribute to sustainable practices, minimize waste, and actively participate in initiatives aimed at reducing our ecological footprint.

By adhering to this Code of Conduct, you contribute to the vibrant and respectful culture that sets Benji's Sushi and Grill apart. Together, let's create an environment where everyone feels valued, heard, and inspired to excel.

Professionalism

At Benji's Sushi and Grill, professionalism is the cornerstone of our success. We hold ourselves to the highest standards both within and outside the workplace. This Professionalism Code serves as a guide for every team member to uphold the values and behaviors that define our commitment to excellence.

1. Personal Presentation:

Present yourself in a manner that reflects the professional image of Benji's Sushi and Grill. Adhere to the prescribed dress code and maintain personal hygiene to ensure a clean and polished appearance.

2. Punctuality:

Value and respect time by arriving punctually for all shifts, meetings, and appointments. Notify your supervisor in advance if unforeseen circumstances prevent you from being on time.

3. Integrity and Ethics:

Uphold the highest standards of integrity and ethical conduct both within and outside of the workplace. Adhere to all applicable laws and regulations, and avoid engaging in activities that could compromise the reputation of Benji's Sushi and Grill.

4. Communication Etiquette:

Communicate professionally in all interactions, whether verbal or written. Be mindful of tone, language, and body language to ensure clear and respectful communication with colleagues, guests, and the public.

5. Team Collaboration:

Foster a collaborative environment by working effectively with colleagues. Respect the contributions of others, share knowledge, and contribute positively to team dynamics.

6. Confidentiality:

Safeguard confidential information related to the restaurant, its employees, and guests. Refrain from discussing sensitive matters outside of the workplace to maintain trust and privacy.

7. Customer Service Excellence:

Exemplify a commitment to exceptional customer service at all times. Treat guests with courtesy, attentiveness, and respect, aiming to exceed their expectations with every interaction.

8. Continuous Professional Development:

Take initiative in your professional development. Stay informed about industry trends, participate in training opportunities, and continually seek ways to enhance your skills and knowledge.

9. Conflict Resolution:

Handle conflicts professionally and constructively. Address disagreements through open communication and seek resolution in a manner that preserves positive working relationships.

10. Social Media and Public Representations:

Exercise discretion when representing Benji's Sushi and Grill on social media or in public forums. Your actions and statements outside of work can impact the reputation of the restaurant. Be mindful of how you are perceived as a representative of our brand.

By embracing and adhering to this Professionalism Code, you contribute to the culture of excellence that defines Benji's Sushi and Grill. Your commitment to professionalism is instrumental in ensuring the success and reputation of our establishment.

Dress Code

At Benji's Sushi and Grill, we believe that our appearance is an essential part of the dining experience. Our dress code reflects a commitment to the rich cultural heritage of Japan, creating an atmosphere that seamlessly blends tradition with contemporary flair. Team members are expected to adhere to the following dress code guidelines:

1. Maekake Aprons:

- All kitchen staff, including chefs and kitchen assistants, are required to wear traditional Japanese maekake aprons. These aprons, characterized by their sturdy fabric and distinctive designs, symbolize the craftsmanship and attention to detail that define our culinary creations.

2. Footwear:

- Team members are required to wear clean, closed-toe shoes. Black, comfortable shoes, we have recommendations should you need them. Kitchen staff should wear appropriate, non-slip footwear for safety.

4. Grooming Standards:

- Maintain a neat and tidy appearance. Men: Long hair should be tied back, and facial hair should be groomed. Women: Adornments, such as hair accessories or pins, should be subtle and in line with the overall aesthetic. Girls will have their hair styled in space buns, a cheat sheet on how to properly look will be available. Chopsticks will also be worn in hair.

5. Accessories:

- Minimal and tasteful accessories are encouraged. Avoid excessive jewelry or accessories that may interfere with work duties. Adhering to California food and safety codes and requirements.

6. Cultural Sensitivity:

- Show respect for Japanese culture by embracing the traditional attire with cultural sensitivity. Ensure that uniforms are worn with pride and in a manner that honors the cultural significance behind each piece.

7. Uniform Maintenance:

- Keep uniforms clean, well-maintained, and in good condition. Report any damages or issues promptly to the designated supervisor for resolution.

8. Chef Headgear: (optional)

- Chefs may wear traditional Japanese chef headgear, such as a Hachimaki (headband), during kitchen duties. This adds a distinctive touch to the culinary presentation.

9. Adaptation to Positions:

- While all team members adhere to the overall theme, specific attire may be adapted based on roles. Kitchen staff may have additional protective gear as needed.

10. Pride in Representation:

- Embrace the dress code with pride, recognizing the role it plays in creating an authentic and immersive dining experience for our guests. Your attire is a reflection of the dedication and respect we have for the art of Japanese culture.

About Our Culture

1. Regular Team Building Events:

- We organize regular team-building events to strengthen bonds among team members. These events range from collaborative cooking sessions, where staff members can showcase their culinary creativity, to off-site activities designed to promote teamwork and problem-solving skills.

2. Inclusive Participation:

- Team building is not just an initiative; it's a collective effort. All team members, from kitchen staff to servers, actively participate in these events. This inclusive approach ensures that everyone has the opportunity to contribute their unique strengths and perspectives, fostering a sense of belonging.

3. Culinary Challenges:

- Given our culinary focus, team building often involves engaging culinary challenges. These challenges encourage teamwork, creativity, and effective communication in a fun and dynamic setting, reinforcing the collaborative spirit that defines Benji's.

4. Celebrating Achievements:

- Team building events also serve as a platform to celebrate achievements and milestones. Whether it's recognizing outstanding performance, birthdays, or work anniversaries, these gatherings provide an opportunity to acknowledge and appreciate the contributions of each team member.

5. Encouraging Open Communication:

- Through team-building activities, we create an environment that encourages open communication. Team members share experiences, insights, and ideas, fostering a culture of collaboration that extends beyond the confines of the workplace.

6. Building a Positive Work Culture:

- Participation in team-building events is integral to building and maintaining a positive work culture. By fostering a sense of unity and shared purpose, these events contribute to a workplace where every team member feels valued, motivated, and invested in the success of Benji's Sushi and Grill.

Employment Classification

1. Full-Time Employees:

- Full-time employees are those who work a standard, predetermined number of hours per week. They enjoy the full range of benefits offered by Benji's, including health insurance (adhering to all state and federal requirements), paid time off, and participation in training and development programs.

2. Part-Time Employees:

- Part-time employees work fewer hours than full-time employees, with schedules tailored to accommodate their availability. Part-time team members may receive certain benefits based on the number of hours worked, such as pro-rated paid time off.

3. Temporary or Seasonal Employees:

- Temporary or seasonal employees are hired for a specific period or to meet seasonal demands. They may be part-time or full-time during their temporary tenure and receive specific benefits applicable to their status.

4. Management and Leadership Roles:

- Individuals in management and leadership roles play a crucial part in guiding our team to success. This classification includes positions such as supervisors, managers, and executives, each with unique responsibilities and benefits tailored to their leadership contributions.

5. Hourly and Salaried Employees:

- Employees may be classified as hourly or salaried, depending on the nature of their roles. Hourly employees are compensated on an hourly basis, while salaried employees receive a fixed salary. Both classifications are entitled to appropriate benefits and adhere to labor laws and regulations.

6. Interns and Trainees:

- Interns and trainees may be engaged for learning opportunities within specific departments. While not classified as regular employees, they contribute to our vibrant team, gaining valuable experience and exposure to the hospitality industry.

7. Contract Workers:

- Contract workers are engaged for specific projects or services and operate on a contractual basis. They may not receive the same benefits as regular employees but contribute their expertise to specific initiatives.

8. Probationary Employees:

- New hires may enter a probationary period during which their performance and fit within the organization are assessed. Upon successful completion of the probationary period, employees may transition to regular status.

Work Hours and Breaks

In California, labor laws dictate specific regulations regarding work hours and breaks to ensure the well-being of employees. Below is a summary of key points related to work hours and breaks in accordance with California labor laws:

1. Regular Work Hours:

- The standard work week consists of 40 hours, and any time worked beyond this is generally considered overtime.
- Overtime pay is mandated for hours worked beyond eight in a day or 40 in a week.

2. Meal Breaks:

- Employees are entitled to a meal break of at least 30 minutes if they work more than five hours in a day.
- If the total workday does not exceed six hours, the meal break may be waived by mutual consent of the employer and employee.
- If the total workday does not exceed 12 hours, a second meal break of at least 30 minutes is required.
- Meal breaks should be taken off-duty and uninterrupted.

3. Rest Breaks:

- Employees are entitled to a paid rest break of at least 10 minutes for every four hours worked.
- Rest breaks should be taken in the middle of each work period if feasible.
- Additional rest breaks may be provided based on the total hours worked.

4. Alternative Workweek Schedules:

- Employers may implement alternative workweek schedules, such as four 10-hour days.
- Alternative workweek schedules require a two-thirds employee vote for approval.

5. Overtime Pay:

- Overtime pay is mandated for hours worked beyond eight in a day, over 40 in a week, and for the first eight hours on the seventh consecutive day of work.
- Double time is required for hours worked beyond 12 in a day and for hours worked beyond eight on the seventh consecutive day of work.

6. Reporting Time Pay:

- If an employee reports to work but is not provided with the expected amount of work, they may be entitled to reporting time pay.

7. Split Shift Premium:

- If an employee works a split shift (non-consecutive work hours with an extended break between shifts), they may be entitled to a split shift premium.

8. On-Call and Waiting Time:

- Time spent on-call or waiting to be engaged is generally considered compensable work hours.

9. Recordkeeping:

- Employers are required to maintain accurate records of hours worked, including meal and rest breaks.

Workplace Safety

Ensuring a safe and healthy workspace is a top priority at Benji's Sushi and Grill. Our commitment to workplace safety extends to all employees, creating an environment where everyone can perform their duties with confidence and well-being. Here is a summary of the workspace safety guidelines implemented at our restaurant:

1. Food Safety and Hygiene:

- Strict adherence to food safety regulations to prevent contamination and ensure the highest standards of hygiene.
- Regular training sessions for kitchen staff on proper food handling, storage, and sanitation procedures.

2. Kitchen Safety:

- Implementation of safety protocols to prevent accidents in the kitchen, including proper use of kitchen equipment, knife safety, and awareness of potential hazards.
- Availability of personal protective equipment (PPE) such as aprons and non-slip footwear to ensure the safety of kitchen staff.

3. Emergency Procedures:

- Clearly defined emergency procedures for incidents such as fire, medical emergencies, or natural disasters.
- Regular drills to ensure all team members are familiar with evacuation routes and emergency response protocols.

4. Workplace Ergonomics:

- Ergonomic design of workstations to minimize strain and reduce the risk of musculoskeletal injuries.
- Encouragement of proper lifting techniques and the provision of ergonomic tools and equipment.

5. Health and Wellness:

- Provision of hand sanitizers and hygiene stations throughout the workplace.
- Encouragement of regular breaks to prevent fatigue and promote overall well-being.

6. First Aid and Medical Assistance:

- Availability of well-equipped first aid kits in easily accessible locations.
- Trained staff members designated as first aid responders, with clear communication of their roles and responsibilities.

7. Maintenance and Housekeeping:

- Regular maintenance checks to identify and address any potential safety hazards promptly.
- Housekeeping protocols to ensure cleanliness and organization, reducing the risk of slips, trips, and falls.

8. Fire Safety:

- Installation and regular testing of fire detection and suppression systems.
- Training sessions for all employees on fire safety procedures, including the use of fire extinguishers.

9. Electrical Safety:

- Regular inspection and maintenance of electrical systems to prevent electrical hazards.
- Employee education on proper use of electrical equipment and reporting any issues promptly.

10. Communication and Training:

- Regular safety training sessions for all employees to reinforce safety protocols and address any updates.

Open lines of communication to encourage employees to report safety concerns or suggestions for improvement.

Food Safety

Food safety is a top priority at Benji's Sushi and Grill, and we uphold stringent requirements to ensure the highest standards of hygiene and quality in our culinary operations. Here is a summary of our food safety requirements and the food handling certification process for our restaurant:

Food Safety Requirements:

HACCP Implementation:

- Implementation of Hazard Analysis and Critical Control Points (HACCP) principles to identify and control potential hazards in our food handling processes.

Proper Storage Practices:

- Strict adherence to proper storage practices for perishable and non-perishable food items to prevent contamination and spoilage.

Temperature Control:

- Regular monitoring and maintenance of proper temperature controls during food storage, preparation, and service to prevent bacterial growth and ensure food safety.

Hygiene and Personal Protective Equipment (PPE):

- Enforcement of strict hygiene practices among all staff, including regular handwashing and the use of appropriate personal protective equipment (PPE) such as aprons and gloves.

Cleaning and Sanitization:

- Rigorous cleaning and sanitization protocols for all kitchen surfaces, utensils, and equipment to maintain a hygienic workspace and prevent cross-contamination.

Allergen Management:

- Thorough training of staff to recognize and handle common food allergens, with clear communication to customers about allergen information.

Supplier Standards:

- Verification of food suppliers to ensure they meet stringent quality and safety standards for the ingredients used in our dishes.

Employee Training:

- Comprehensive training programs for all employees regarding food safety practices, emphasizing the importance of compliance with established protocols.

Food Handling Certificates:

ServSafe Certification:

- All employees involved in food handling, including kitchen staff and servers, are required to obtain ServSafe certification, a nationally recognized food safety training program.

California Food Handler Card:

- Compliance with California state regulations requiring all food handlers to obtain a valid Food Handler Card through an accredited training program.

Regular Training Updates:

- Continuous education and training sessions to ensure that employees stay informed about the latest food safety regulations and best practices.

Documentation and Record Keeping:

- Maintenance of up-to-date records documenting the certification status of each employee involved in food handling.

Periodic Audits and Assessments:

- Regular internal and external audits to assess and reinforce adherence to food safety standards, with corrective actions implemented as needed.

Benefits and Perks

At Benji's Sushi and Grill, we prioritize the well-being and satisfaction of our team members. Our comprehensive employee benefits package goes beyond the workplace, offering a range of perks to enhance work-life balance, health, and overall job satisfaction.

1. Team Outings:

- Regular team outings and bonding activities to strengthen camaraderie and foster a positive work environment.
- Opportunities for team members to connect outside the workplace, building lasting relationships.

2. Gym Memberships:

- Access to discounted or subsidized gym memberships to promote physical well-being and support a healthy lifestyle.
- Encouragement for employees to prioritize their fitness goals and overall health.

3. Discounts:

- Employee discounts on meals at Benji's Sushi and Grill, allowing team members to enjoy the culinary delights we offer at a special rate.
- Partnering with local businesses to provide additional discounts and perks to our employees.

4. Bonuses:

- Performance-based bonuses to recognize and reward exceptional contributions from team members.
- Incentive programs designed to motivate and acknowledge hard work and dedication.

5. Annual Banquets:

- Annual banquets and recognition ceremonies to celebrate milestones, achievements, and the collective success of the team.
- A festive occasion for team members to come together, enjoy good food, and be honored for their dedication.

6. Health and Wellness Programs:

- Comprehensive health insurance coverage to support the well-being of employees and their families.
- Wellness programs, including seminars and workshops, to promote physical and mental health awareness.

7. Professional Development:

- Opportunities for continuous learning and professional growth, including access to training sessions, workshops, and educational resources.
- Support for employees seeking to further their skills and advance in their careers.

8. Flexible Scheduling:

- Flexible work schedules to accommodate personal commitments and promote a healthy work-life balance.
- Consideration for alternative work arrangements to meet individual needs.

9. Recognition Programs:

- Employee recognition programs to acknowledge outstanding achievements and contributions.
- Regular appreciation events and shout-outs to highlight the exceptional efforts of team members.

10. Retirement Planning:

- Retirement benefits, including employer-sponsored retirement plans and investment options.
- Financial planning assistance to help employees prepare for their long-term financial goals.

Leave Policies

At Benji's Sushi and Grill, we understand the importance of providing our team members with flexibility and support during various life circumstances. Our leave policy is designed to accommodate different needs while ensuring fair and consistent treatment for all employees.

1. Paid Time Off (PTO):

- Employees are entitled to accrue Paid Time Off (PTO) based on their length of service and employment status.
- PTO can be used for personal reasons, vacations, illness, or any other situation requiring time away from work.

2. Sick Leave:

- Provision of paid sick leave to ensure that employees can take time off for their own health or to care for a sick family member.
- Accrual of sick leave is aligned with applicable labor laws and may vary based on local regulations.

3. Bereavement Leave:

- Compassionate leave for employees who experience the loss of a close family member or loved one.
- The duration of bereavement leave is specified in the policy, allowing employees the necessary time to grieve and attend to family matters.

4. Family and Medical Leave Act (FMLA):

- Compliance with the Family and Medical Leave Act (FMLA) for eligible employees, providing up to 12 weeks of unpaid leave for specific qualifying reasons.
- Job protection during the FMLA period to ensure that employees can address family or health-related matters without fear of job loss.

5. Maternity and Paternity Leave:

- Maternity and paternity leave options to support employees during the birth or adoption of a child.
- Flexible arrangements and consideration for additional time off to accommodate the needs of new parents.

6. Personal Leave:

- Unpaid personal leave options for situations not covered by other leave categories.
- Approval of personal leave requests based on the operational needs of the business and fair consideration of employee circumstances.

7. Military Leave:

- **Compliance with applicable military leave laws, providing job-protected leave for eligible employees serving in the military.**
- **Support and assistance for employees transitioning between military service and civilian employment.**

8. Leave Request Procedure:

- **Clear guidelines and procedures for requesting leave, including advance notice requirements and communication channels.**
- **Accessible leave request forms and communication tools to streamline the process for both employees and management.**

9. Communication and Confidentiality:

- **Open communication channels to discuss leave requests and address any concerns or questions.**
- **Commitment to maintaining the confidentiality of leave-related information to respect the privacy of employees.**

Employee Conduct and Discipline

Maintaining a positive and professional work environment is crucial at Benji's Sushi and Grill. Our Employee Conduct and Discipline policy outlines the standards of behavior we expect from our team members and the procedures in place to address any deviations. Here is a summary of our approach:

1. Code of Conduct:

- Clear and comprehensive Code of Conduct outlining expected behaviors, ethical standards, and professional conduct for all employees.
- Emphasis on respect, integrity, teamwork, and adherence to company values.

2. Performance Expectations:

- Clearly communicated performance expectations, including job responsibilities, punctuality, and quality of work.
- Regular performance evaluations to provide feedback, recognize achievements, and address areas for improvement.

3. Progressive Discipline:

- Implementation of a progressive discipline approach, starting with verbal counseling, followed by written warnings, and progressing to more severe measures if necessary.
- Consistent and fair application of discipline, taking into account the nature and severity of the misconduct.

4. Confidentiality:

- Commitment to maintaining the confidentiality of disciplinary matters to protect the privacy of employees involved.
- Open communication with employees about the importance of confidentiality and the need to address issues discreetly.

5. Employee Counseling:

- Provision of counseling sessions to address performance issues or behavioral concerns.
- Constructive feedback and guidance aimed at helping employees understand expectations and improve their performance.

6. Documentation:

- Thorough documentation of all disciplinary actions, including written warnings, performance improvement plans, and any related communication.

- Documentation serves as a record of the progressive discipline process and may be used in future reviews or actions.

7. Fair and Consistent Application:

- Commitment to fair and consistent application of disciplinary measures, regardless of position or tenure.
- Avoidance of bias or discrimination in addressing employee conduct issues.

8. Termination:

- Consideration of termination as a last resort, reserved for severe or repeated violations that jeopardize the workplace environment.
- Compliance with applicable employment laws and regulations regarding termination procedures.

9. Appeals Process:

- Establishment of an appeals process to allow employees the opportunity to present their side of the situation and appeal disciplinary actions if deemed necessary.
- Fair consideration of appeals and adjustments to disciplinary actions when appropriate.

10. Training and Communication:

- Ongoing training and communication to ensure employees are aware of the conduct expectations and the consequences of violations.
- Transparent communication about the disciplinary process and the importance of maintaining a positive and respectful workplace.

Social Media and Technology Usage

In the digital age, responsible and respectful use of social media and technology is essential for maintaining the reputation and integrity of Benji's Sushi and Grill. Our guidelines aim to strike a balance between leveraging technology for professional purposes and ensuring the privacy and security of both employees and the business.

1. Professionalism in Social Media:

- Encouragement of positive and professional representation of Benji's Sushi and Grill on social media platforms.
- Caution against sharing confidential or proprietary information about the business, colleagues, or guests.

2. Personal Social Media Use:

- Respect for personal boundaries when using social media, avoiding the disclosure of sensitive personal information that could compromise security.
- Separation of personal and professional social media accounts to maintain a clear distinction between private and work-related content.

3. Brand Loyalty and Endorsements:

- Acknowledgment that employees are representatives of Benji's Sushi and Grill online and offline.
- Caution against endorsing or promoting competing businesses or engaging in activities that could undermine the reputation of the restaurant.

4. Technology Use During Work Hours:

- Responsible use of technology during work hours, with an emphasis on prioritizing job responsibilities.
- Limitation of personal device usage to designated break times to ensure uninterrupted workflow.

5. Data Security and Privacy:

- Strict adherence to data security and privacy standards, avoiding the sharing of sensitive information about the business, colleagues, or guests without proper authorization.
- Awareness of phishing threats and scams, with employees encouraged to report any suspicious online activity.

6. Respect for Copyright and Intellectual Property:

- Adherence to copyright laws and respect for intellectual property when sharing content on social media.

- Proper attribution and permission for sharing third-party content, and avoidance of unauthorized use of Benji's Sushi and Grill branding.

7. Technology Etiquette:

- Polite and respectful communication in electronic messages and emails, maintaining a professional tone.
- Prompt response to work-related emails and messages during business hours, ensuring effective communication within the team.

8. Social Media Policies in Hiring:

- Clear communication during the hiring process regarding the consideration of social media profiles in the decision-making process.
- Adherence to applicable employment laws and regulations concerning the use of social media in hiring.

9. Reporting Social Media Issues:

- Establishment of clear channels for reporting and addressing social media issues or concerns.
- Confidential and respectful handling of reported incidents to promote a safe and supportive work environment.

10. Continuous Education:

- Regular training and updates on social media and technology usage guidelines to keep employees informed about evolving best practices and potential risks.

Conclusion

Acknowledgment of Receipt:

Employee Signature:_____

Employee Print Name:_____

Date:_____

Employer Signature:_____

Link to Food Handler Certificate Site:

