Employee Handbook

1. Dear #,
The Excellcia Lodge is pleased to present you with our Staff Handbook.

As a new member of our team we would like you to know all about us. To acquaint you with the Excellcia Lodge, information on our organisation, employee benefit programs, hotel rules and general working arrangements are contained in the pages of this book.

Please study them carefully and if you require any clarification, your Supervisor or the Human Resource personnel will be only too happy to answer any questions you may have.

Welcome to Excellcia Lodge, we are delighted that you have joined our team and we hope you have a long and happy association with us.

2. GENERAL MANAGER’S MESSAGE

Dear Fellow Employee
A warm and sincere welcome to Excellcia Lodge. You are joining a team of some 300 other fellow employees and between us, we aim to have one Australia’s finest Hotels.

To do so, each of us has an important role to play. We must continually strive to provide our customers with a warm, friendly, courteous and efficient service at all times. Our success will be assured by your enthusiastic support of our programs and your ready response to the needs of our guests and fellow employees.

Welcome aboard, we are indeed very proud to have you with us at Excellcia Lodge.
Sincerely

Christine Saskia
General Manager
3. **Jambeck Chain of Hotels**

**Excellcia Lodge**

The Excellcia Lodge, originally a family owned hotel, is the most recent addition to the Jambeck Chain of Hotels. The family operated successfully for a number of years and established a reputation for quality service.

Today we target the corporate market that visits the city’s central business district. With our function rooms, restaurants, facilities and 250 executive rooms Excellcia is the place to be.

4. **Organisational Chart**

![Organisational Chart](image)

5. **Employment Agreement**

Each employee of the hotel signs an employment agreement. This agreement contains your name, your signature, the date of signing the agreement and the date the HR department received your agreement. It certifies that you have read the Employees Handbook and agree to abide by the conditions of employment outlined therein.
Probationary Period

All employees will initially be on a probationary period or trial period of three months. This period may be extended for a further one to three months if deemed necessary by your department head. Upon completion of the probationary period your supervisor will assess with you your job performance, as a basis for your on-going employment with the Excellcia Lodge.

Medical Examination

Your appointment will be subject to passing a medical examination by the hotel’s appointed medical Doctor if required.

Employment Records

Your employment records must be kept up-to-date at all times. You are required to complete a staff information sheet and advising Human Resource personnel of any changes.

Hotel Identification Card

Identification cards will be issued to all employees. These cards must be carried by you while on duty and should be made available for inspection by security officers when entering or leaving the hotel or upon request. Loss or theft of an identification card must be reported to the Human Resource personnel.

Name Badge

A name badge will be issued to all employees. This is to be worn on the top left hand side of your uniform. Badges with a faded hotel logo will be replaced with a new one at no charge.
Termination of Employment

Should the occasion arise when you must leave the company, it is customary for either party to give a minimum of two days notice. This also applies during probationary periods. Please surrender all company’s issues including uniforms and locker keys to the Human Resource personnel. Staff will not be allowed to frequent the hotel or its premises, for at least six months after termination.

Payment of Wages

Your salary is a confidential matter and should not be discussed with anyone other than the HR department or your department head. Wages will be paid each Wednesday directly into your bank account. Advise the Pay Department of the banking details.

Working Hours / Weekly Days Off

Since we operate 24 hours per day over 7 days per week it may be necessary to change your rostered hours of duty from time to time. Always make sure you know your starting and finishing times. The actual working hours are 8 per day hours with a half hour meal break. You are entitled to 2 rostered days off per week. Your department head will schedule the rostered days off. The department head must first approve exchange of days off by employees or the same will be considered as absent without pay. Late and early penalties are paid in accordance with enterprise bargaining agreements.

Overtime

There may be occasions when you will be required to work overtime. Authority for working overtime must always come from your department head prior to such overtime being worked. Any such work performed shall be paid at overtime rates as specified by the enterprise bargaining agreement.
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Annual Leave

Employees who have completed one full year (12 months) of service will be entitled to 20 days of paid annual leave. Applications must be submitted to the department head and the human resource personnel for approval a minimum of two weeks prior to going on such leave.

Public Holidays

Due to the nature of our business some staff are required to work on Public Holidays. When Public Holidays are approaching check with your department head to find out whether you are required to work on that day/days before making plans. The following days are observed by the hotel:

- New Year’s Day
- Australia Day
- Good Friday
- Easter Monday
- Anzac Day
- Queen’s Birthday
- Labour Day
- Show Day
- Christmas Day
- Boxing Day

Sick Leave

Each employee is entitled to 10 days sick leave each year, which if not taken accumulates from year to year, up to a maximum of a hundred days. If you are unable to report for work you are required to advise your department head at least two hours prior to the commencement of your shift. All sick leave must be supported by a medical certificate for absences of two days or more.
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**Bereavement Leave**

A full-time employee shall be entitled to 2 days leave without loss of pay on each occasion. On production of satisfactory evidence of the death of the employee’s spouse, parents, siblings or children.

**Parental Leave**

Provided that an employee has 12 months continuous service they may take one year leave without pay for the purpose of child rearing with a guarantee of re-employment in their former position.

**Locker Room**

Uniformed employees will be provided with a locker for their uniforms and personal belongings. It is the responsibility of the employees to keep the locker allocated clean and tidy. Hotel properties, inflammable materials, weapons of any kind, foodstuffs or banned publications are not allowed to be stored in lockers. The hotel is not responsible for any loss of items left in your locker.

**The Staff Lounge and Dining Room**

The dining room is an operation to provide meals for employees’ convenience as per posted times. Your department head or supervisor will advise you as to your meal times and breaks and you should not use the dining room other than these times.

**Personal Hygiene**

1. Cleanliness is of major importance to any hotel so keep yourself clean and maintain a good standard of hygiene. Take a bath daily, it may be offensive to guests and colleagues if you do not smell pleasant.
2. Use body deodorant.
3. Brush teeth to avoid bad mouth odour.
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4. Wash your hands often when you are on duty and after using bathroom facilities.

Grooming

1. Your hair should be clean, brushed and neat. If hair is long it should be tied up and back away from your shoulders and face.
2. Male employees are required to shave every day.
3. Use light cosmetics.
4. Avoid using lotions or perfumes with a strong fragrance.
5. Acceptable jewellery is a wedding ring, one pair of stud earrings and a watch only.
6. Nails should be short, clean and well manicured. Clear or light nail vanish only is permitted for female employees.

If you have been provided with a uniform wear it with pride and you should take care of your uniforms at all times. The hotel will launder your uniform and you are not permitted to take your uniform from the hotel’s premises. Your department head will advise which shoes should be worn with your uniform. Black stockings or black socks as applicable are part of your uniform.

House Rules

There are important reasons for the following House Rules and Regulations. The reasons are:

1. Your safety and protection.
2. The success of Excellcia Lodge is to strengthen security and to make working conditions as pleasant as possible for all employees. Please cooperate fully with the following rules at all times.

Telephones

Personal phone calls are channelled to the Human Resource department who will take a message only in an emergency.
Smoking

For health and safety reasons, smoking is not permitted in work areas. When smoking in authorised areas, do please be considerate of your fellow workers who may be non-smokers.

Chewing Gum

Please do not chew gum whilst on duty except in the staff locker room or staff lounge.

Disciplinary Action

1. Verbal Warnings – served for minor offences.
2. Written Warning – served for repeated minor offences.
3. Final Warning – after two written warnings.
4. Suspension – when final warning is given (until the situation is resolved up to a maximum of one week).
5. Instant dismissal.

Safety

The management is responsible for ensuring safe working environment for the employees. Maintaining these safety precautions can only be effective with your assistance. Safety can not be over emphasized for it is everyone’s responsibility. The reason is to protect you, your fellow employees and our guests.

The hotel will enforce the rules on Fire Protection and each employee is to observe and conform to these rules. When a fire breaks out you are expected to follow the hotel’s procedure. The Workplace, Health and Safety Officer will do a separate induction for new employees covering safety, fire and security.
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Courteous

★ Speak to people – there is nothing as nice as a cheerful word of greeting.
★ Smile at people – it takes 72 muscles to frown, only 14 to smile.
★ Call people by name – the sweetest music to anyone’s ears is the sound of his own name.
★ Be friendly and helpful – if you would have friends, be friendly.
★ Be cordial – speak and perform as if everything you do is a genuine pleasure.
★ Be genuinely interested in people – you can like everybody if you try.
★ Be generous with praise – cautious with criticism.
★ Be considerate with the feelings of others – it will be appreciated.
★ Be thoughtful of the opinions of others – there are three sides to every controversy – yours, the other persons and the right one.
★ Be alert to give service – what counts most in life is what we do for others.