

WILTEL LTD

DO'S:

- ARRIVE PRESENTABLE AND SMART
- BE RESPECTFUL, POLITE AND FRIENDLY TO CUSTOMERS, MANAGERS AND STAFF
- RANDOM CHECKS IN THE TOILET
- HELP BAR STAFF WHEN POSSIBLE I.E GLASS COLLECTING
- SEND ROTA TO THE MANAGER ON WHATS APP GROUP CHAT
- IMMEDIATELY INFORM MANAGER OF ANY STAFF ABSENCE ON THE WHATS APP GROUP CHAT
- GOOD INTERACTIONS AND COMMUNICATION WITH CUSTOMERS AND STAFF
- MAKE SURE THE ENTIRE PREMISE IS CHECKED DURING ARRIVAL AND BEFORE LEAVING THE PREMISES I.E FIRE ESCAPES, TOILETS, AND A VISUAL CHECK AROUND THE BUILDING
- PLEASE SEND REPORTS TO MANAGERS OF ANY INCIDENTS
- FILL IN ANY PAPERWORK I.E. GUEST REPORT NUMBER SHEET REQUIRED AT ANY OF THE PREMISES
- WE PROVIDE HOT DRINKS I.E TEA AND COFFEE AND CORDIALS (ORANGE, LIME, AND BLACKCURRANT)
- COMMUNICATE WITH THE MANAGER BEFORE FINISHING WORK
- WORK IN A PROFESSIONAL MANNER
- BE STRICT WITH THE ID'S AND CHALLENGE 25

DON'TS:

- SMOKING AND VAPING IN THE SIGHT OF CUSTOMERS
- USE MOBILE PHONES FOR PERSONAL USE
- FREE ADMISSIONS IN THE WHEELHOUSE NIGHTCLUB ARE ONLY FOR THE MEMBERS OF STAFF FOR WILTEL LTD NOT GUESTS
- DON'T ALLOW CUSTOMERS TO VAPE INDOORS IN ANY OF THE PREMISES
- DON'T RUSH CUSTOMERS TO LEAVE THE VENUE UNLESS MANAGER ASKS FOR SUPPORT (ONLY APPLIES TO BODEGA, QUAYSIDE AND CELLAR BAR)
- DON'T SHOUT, SWEAR OR MAKE THREATS AND PROVOKE CUSTOMERS
- DON'T JUDGE CUSTOMERS BY THEIR SEX ORIENTATION, RELIGION, NATIONALITY OR RACE
-