

THE FOLLOWING RELATES SPECIFICALLY TO THE WHITE HOUSE HOTEL

EMPLOYMENT AT THE WHITE HOUSE HOTEL

Having attended an interview, if your application is successful, you will be sent two copies of our Contract of Employment. Please read this carefully and if you have any queries let us know. Then, please sign and return ONE copy to the hotel along with tax forms, which will be included. The other copy of the contract is for your records only.

YOUR ARRIVAL ON HERM

When you get to Guernsey, phone us if you need advice about boats, you will be met by Jonathan Watson or a member of his staff and shown to your room.

HYGIENE AND PERSONAL APPEARANCE

At all times when on duty you must be smartly presented. Uniforms must be kept clean and well-pressed, shoes polished and hair neat and tidy (tied back if long). We expect the usual rules of personal hygiene to be strictly adhered to. Jewelry should be kept to a minimum.

TRAINING POLICY

Whilst you are at the White House, you will receive on and off job training. We believe that training of staff at all levels is vital in maintaining standards and improving the service we give our customers.

The ultimate responsibility for training lies with the hotel management but each individual has a responsibility to train. Please ask if you want more training or if you are unsure about anything.

HOURS OF WORK

Hours can vary in each department according to the pressure of business. Your basic pays covers all hours worked. Occasionally extra work is available in other departments. Any queries regarding hours worked and pay should in the first instance be taken up with your head of department and subsequently Jonathan Watson. Lieu days accrued from working bank holidays must be taken on the direction of the Head of Department, occasionally in advance, as pressure of work permits. Holiday entitlement (one and a half days per fully completed calendar month worked), terminating bonus and an equal share of gratuities will all be paid at the end of the season. Gratuities in 2005 worked out at nearly £750 per person for Hotel staff only.

TIMEKEEPING

Please ensure that you are always punctual. Being late for work is unfair on your colleagues and seriously affects the efficient running of the hotel.

ABSENCE

All staff are asked to cooperate with management to enable complete and accurate records of absence. All absences from duty as a result of illness must be notified as soon as possible. If you cannot attend work, you must notify your Head of Department or the Duty Manager as soon as you realize that you are going to be absent from duty.

GRIEVANCE PROCEDURE

Speak first of all with your Head of Department and if you still have a problem please inform Jonathan Watson.