

F&B CODE OF CONDUCT

DO ✓

DON'T ✗

RESPECTFUL COMMUNICATION

“LET’S REVIEW THIS TOGETHER SO WE CAN IMPROVE FOR NEXT TIME”

INCLUDE EVERYONE

BRIEF EVERYONE ON NECESSARY INFORMATION FOR SEAMLESS SERVICE

SUPPORT YOUR TEAM

“TABLE 6 WANTS THE DESSERT MENU- JUST A HEADS UP”

GIVE CONSTRUCTIVE FEEDBACK

“NEXT TIME, TRY SERVING FROM THE LEFT, IT WILL FEEL SMOOTHER”

VERBALLY ABUSE

“YOU’RE USELESS: CAN’T YOU DO ANYTHING RIGHT?”

PUBLICLY EMBARRASS

“THIS IS WHY SERVICE IS SLOW, YOU DON’T KNOW WHAT YOU’RE DOING?”

UNDERMINE

GIVING INCORRECT INSTRUCTIONS THEN CRITIZING THE OUTCOME

GOSSIP/SPEAK NEGATIVELY

‘DON’T TRUST HER, SHE ALWAYS MESSES THINGS UP’

