



**BLAKEMERE
VILLAGE
SOCIAL**

Blakemere Village Social
Staff Training I




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WELCOME TO THE TEAM

THE CONCEPT

Blakemere Village Social was constructed during the November lock-down with COVID-19 procedures and requirements incorporated into the design.

OPERATION:

Customers are able to order directly from their table on our web-app, making the process completely contactless.

On arrival, customers are given a menu with a QR code which when scanned will take them straight to the order page. We also have NFC cards on tables which will open the menu when the customer's phone is hovered over the card.

Customers will place and pay for their order online, our team will then prepare and deliver their order to the customer's table.

There is also the option to take a customer's order using the table service option on staff iPads.

Cash and card payments (outside) the app can also be accepted.



TECHNOLOGY

Each of the main catering outlets are equipped with a touch screen monitor to receive orders and a MacBook to receive bar orders. Tipi staff have iPads to allow them to track orders and seat customers.



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INTRODUCTION

OUTLINE
KEY PEOPLE
ROLES

OUTLINE

Blakemere Village Social (BVS) is located directly opposite the restaurant, complete with:

Blakemere's Bar: a newly build bar*

Blakemere's Little Fryer (serving fish & chips etc)*

Blakemere's Little Eatalian (wood-fired pizzas)*

Blakemere's Ice Cream Parlour*

Desi Treats (pancakes, waffles, doughnuts)

*Customers will order and pay via our app (although, we may operate a table service via staff iPads during quieter periods).

Other (non-Blakemere owned) vendors will only take in-person orders.



KEY PEOPLE

Senior Management:

Debbie & Tim – Owners

Owners, ultimately responsible for the running of the catering at Blakemere Village, and Blakemere Village as a whole.

07586 471973 / Eat@visitblakemere.co.uk

Joe – Operations & HR

Responsible for operations (managing the logistical elements of BVS & the restaurant); HR, payroll & recruitment and addressing any technical issues.

07720 809457 / Joe@blakemerevillagesocial.com

Philly & Aga – Managers

Ultimately responsible for the operation of the restaurant and BVS when on shift (usually based in the restaurant).

Note: Team Leaders take responsibility for the day-to-day running of BVS.

Leadership:

Team Leaders – Vicky S & Vicky N

Manage and lead the Blakemere Village Social team when on shift.

Supervisors – Alex & Maisy

Support & assist the Team Leaders & Management.

Supervise a team when on-shift.



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ROLES I

Team Leader

Most senior member of staff located at BVS - responsible for overseeing BVS when on shift, role includes but is not limited to, being:

- Responsible for the operation of BVS (including the food vendors)
- Responsible for ensuring service is quick and efficient
- Responsible for assigning staff roles (check notes on RotaCould)
- Responsible for dealing with customer complaints and issues on shift
- Cashing-up the till at the end of the shift (may be completed by Debbie/Joe)
- Responsible for ensuring BVS is secured and locked at the end of the shift
- The senior point of contact for complaints received before being referred to Debbie/Joe

Supervisor

(1-2 per shift)

Role includes but is not limited to:

- Supporting the on-duty Team Leader
- Lead Bar team and/or FOH team during the shift
- Assigning duties within their section
- Leading the team in the absence of a Team Leader
- First point of contact for complaints received before escalating to Team Leader

Bartender/Cocktail Maker

(1-2 per shift)

Role includes but is not limited to:

- Completing customer orders
- Cleaning glasses
- General cleaning tasks
- Opening & closing procedures (incl. ensuring that bar is locked at the end of service)



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ROLES II

Waiter/Waitress

(up to 4 per shift)

Role includes but is not limited to:

- Seating customers upon arrival (Host - training to follow)
- Explaining how BVS operates to customers (training to follow)
- Taking customer orders using the iPads (training to follow)
- Clearing/cleaning tables
- Collecting orders from the bar/food outlets and delivering to tables
- Provide efficient and first-class service to customers

Catering Assistants

(1-2 per shift in each outlet)

Role includes but is not limited to:

- Responsible for the operation of the food vendor they are assigned to
- Preparation before service
- Completing customer orders (those made via the app and in person)
- General cleaning tasks (such as emptying bins)
- Make Management aware when stock is running low
- Cleaning down at the end of the shift

Runner/Delivery Driver

(1-2 per shift)

Role includes but is not limited to:

- Delivering customer orders to tables
- Cleaning down tables
- Collecting glasses
- Replenishing stock where required (bar & vendors)
- Collecting additional stock from the restaurant where required
- Monitor incoming orders
- Collect any food orders from relevant vendor
- Deliver food from BVS to the Wee Howff (tables 100+), Blakemere Touring Park & Blakemere Holiday Park
- Remember: the golf buggy is your responsibility, make sure it is parked appropriately and keys removed when left unattended.



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STAFF SYSTEMS

ROTAS
SHIFTS
LEAVE

ROTA CLOUD

We use an app based HR system to manage employees, you will shortly receive an email with further information.

RotaCloud is used to:

- View rotas

- Check your shift role

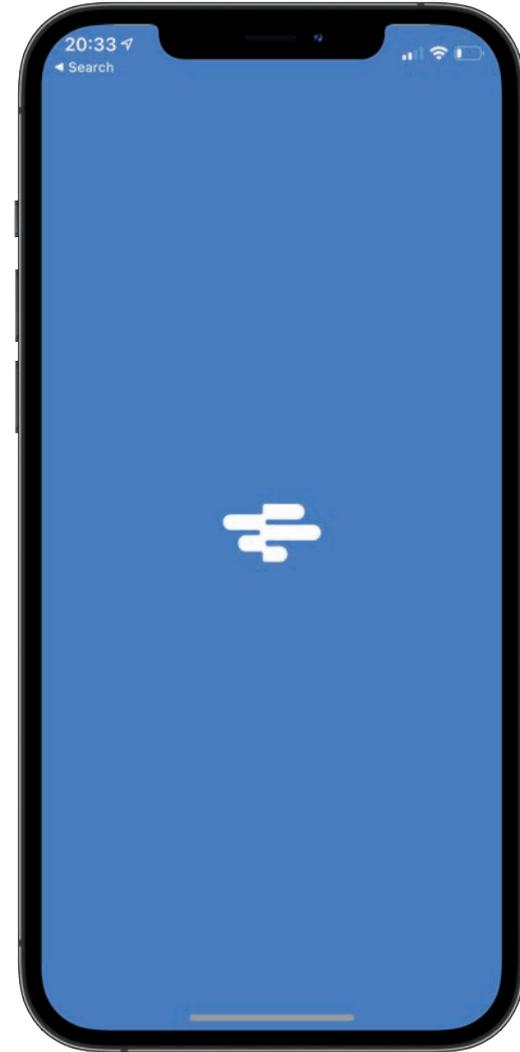
- Clock-in and clock-out of your shift & breaks

- Manage and view leave requests

- Swap shifts with other employees

You will also receive push notifications when rotas are published, to remind you to clock-in/out and when holiday requests are responded to.

You may also receive the occasional notice via RotaCloud & e-mail. However, day-to-day information will be communicated via the WhatsApp group.



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ROTAS

The 'Shifts' tab will show you the rota for each day, this can be toggled between 'All shifts, 'My Shifts' and 'Open Shifts'

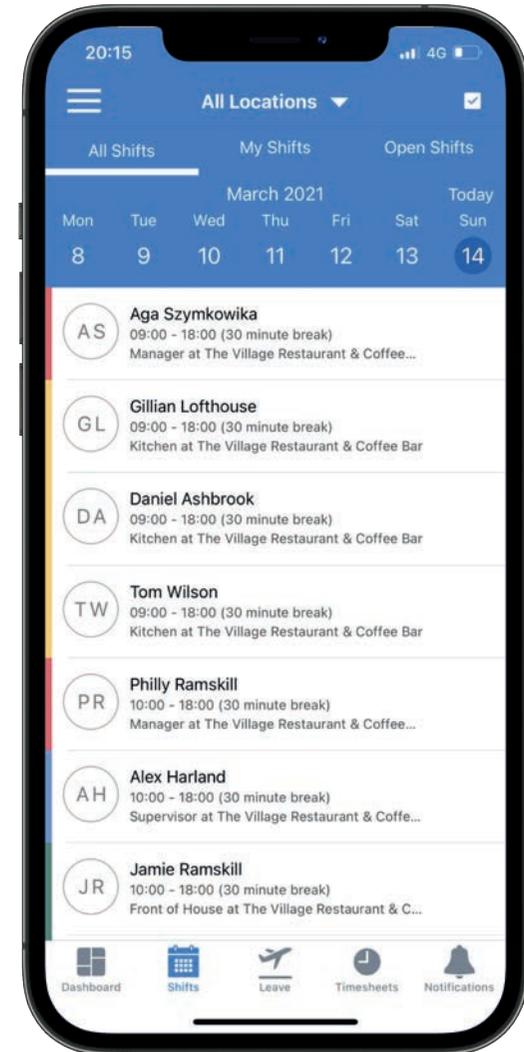
All Shifts - as shown on the screen this will show you a detailed breakdown of the people on shift.

My Shifts - this will show you all of your current future shifts - this will also detail your anticipated role.

Open Shifts - these are shifts that are available, you will be notified when there are published and you will have the ability to claim them.

You can also filter the rota by location at the top, this will allow you to view who is working where on that specific day (restaurant, BVS or at an event).

It is worth noting that the role you have been assigned on the rota, (e.g. Bar/waitress) is subject to change.



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SHIFTS

You will need to clock in & clock out of your shift and clock in/out of any breaks.

This can be completed either from your phone or from one of the staff iPads by using your own 4 digit pin, this can be changed to something more memorable in the settings section on your app.

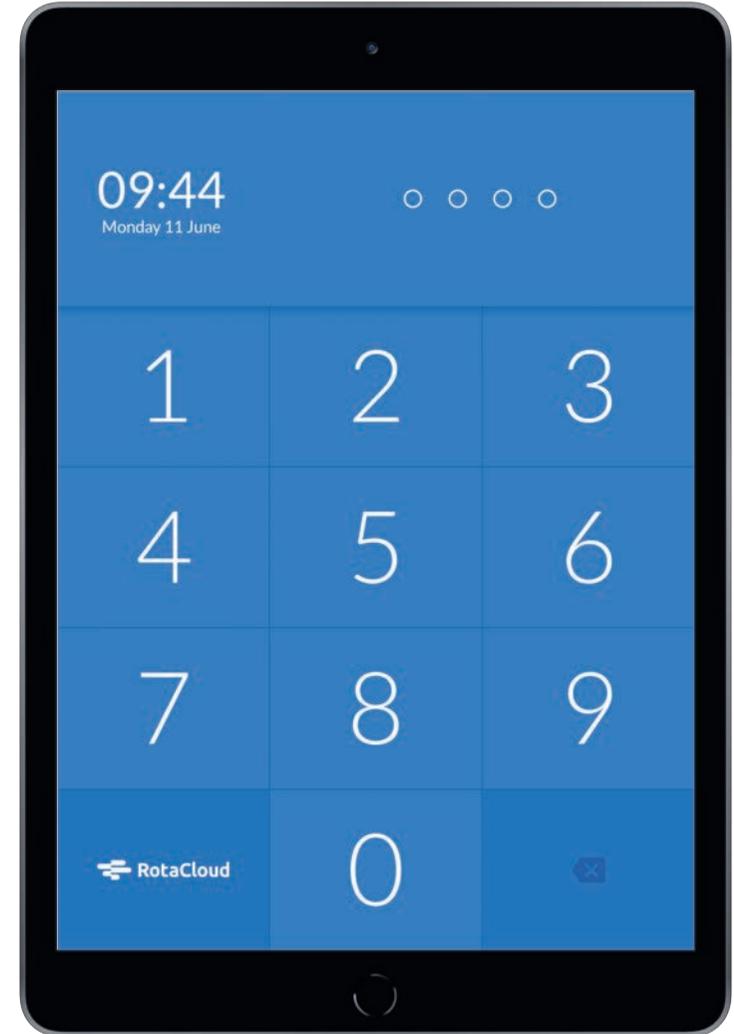
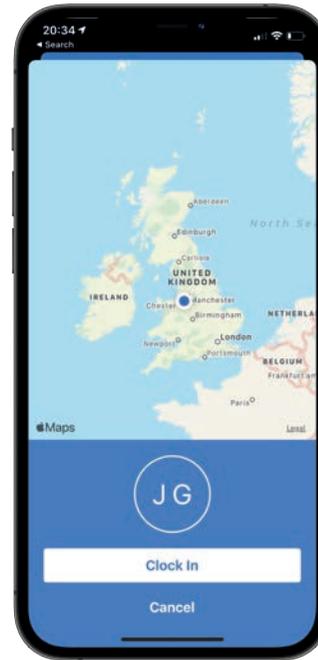
In the event that you do not have a shift on the rota to clock in to, you will be able to select the 'clock in without shift' button.

RotaCloud will only allow you to clock in/out if you are within a specific range of BVS. If for whatever reason you forget to clock in/out or there are technical problems, you will need to complete a form.

Where possible, the shift will be amended and added on to the pay week that is originally occurred in; however, this is not always possible and thus will be paid in the next appropriate pay week.

The pay cycle occurs weekly, you will be paid from Monday to Sunday on the following Tuesday, usually at around midday.

The point of contact for issues with pay is Joe - contact details can be found on page 2.



LEAVE

RotaCloud will allow you to view your holiday entitlement and request holidays.

We recommend submitting a holiday request at least two-weeks in advance of the leave date where possible.

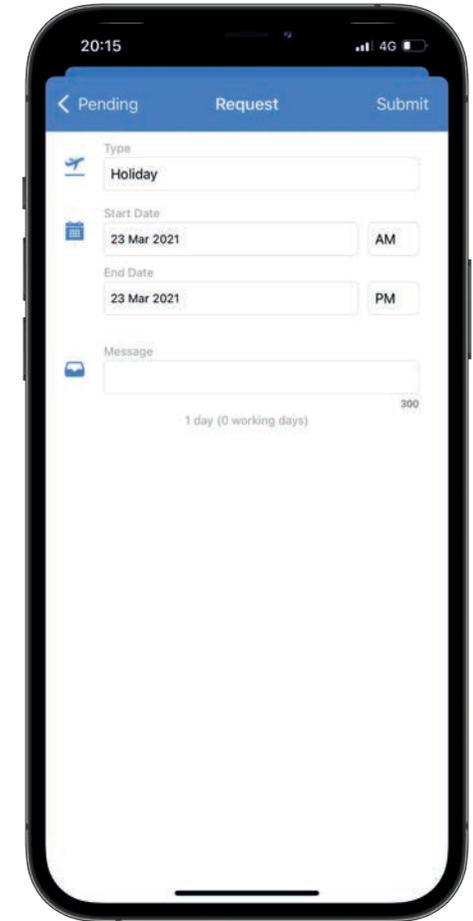
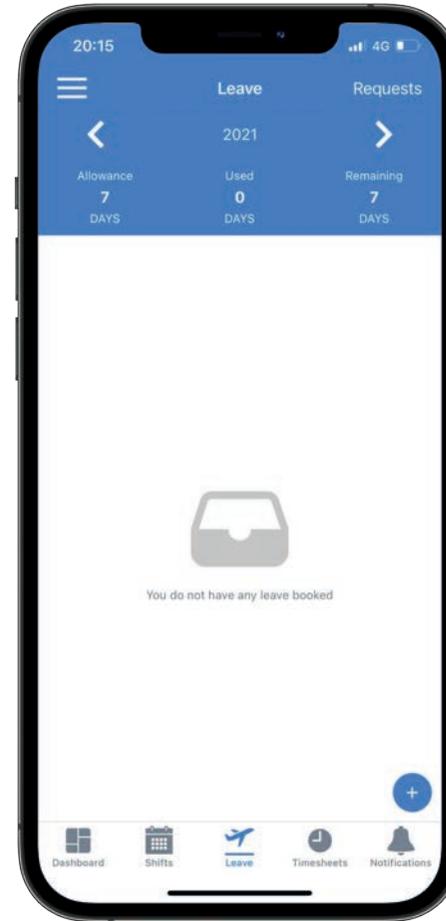
Where we can, we will try our best to cater for holidays/leave; however, certain key event dates will be embargoed and limits placed on the number of staff permitted time of at any one time.

The first image (first right) shows the leave tab, at the top this will show you your entitlement, how many days you have used and days remaining. It will also show you and leave you have booked.

The second image is the booking leave tab, where you can select the dates and reason for requesting leave.

It is important to note:

- Leave is calculated on a pro-rata basis; thus, in line with your hours, your entitlement may fluctuate throughout the year
- Any leave taken over and above your entitlement will be deducted from you wages at the end of the pay year.
- You are not (usually) permitted to carry-over leave to another pay year
- The pay year runs from 31st March to 1st April



EXPECTATIONS

DAILY PROCEDURES
CONDUCT
WE EXPECT

PROCEDURES

Starting your shift:

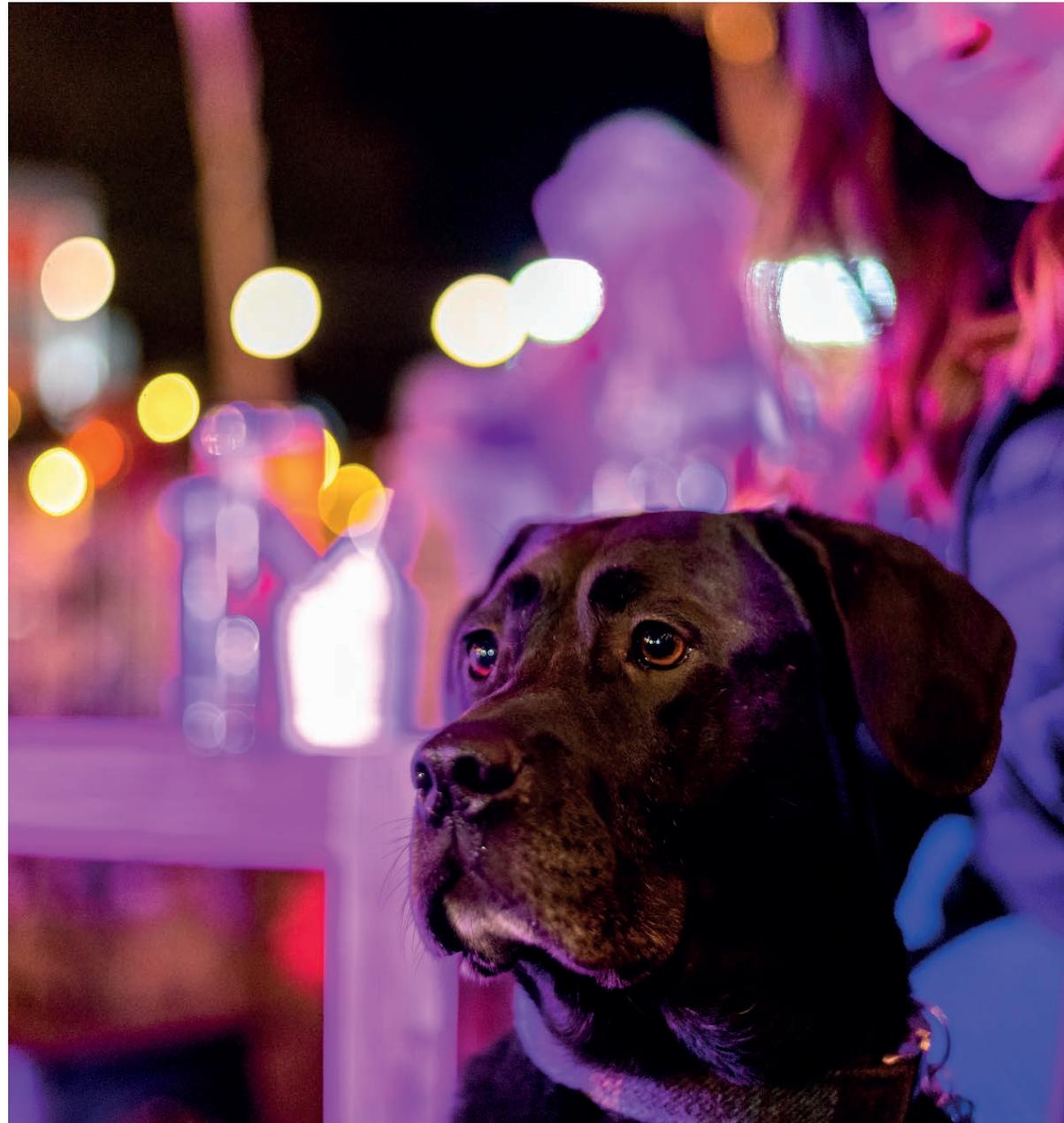
- Clock-in (using RotaCloud)
- Store all coats/jumpers and bags in the restaurant office
- Check whether you are working at BVS (restaurant daily duties sheet)
- If you are, collect your uniform (e.g., BVS branded fleece and/or BVS branded coat) - if required
- Head over to BVS to start your shift, checking with the on-duty Team Leader what your role will be, this may also be in the notes for the shift on RotaCloud
- Breaks will be assigned by the Team Leader
- You may float between BVS and the restaurant throughout your shift (depending on where you are needed), please remember to always wear your restaurant shirt under your BVS uniform.

Your break:

- A Team Leader/Supervisor will direct you when to go on your break
- You must clock-out for your break on RotaCloud ('Start break') and clock back in when you return ('End break')

End of your shift:

- When you are dismissed by a Team Leader/Supervisor make sure you clock-out via RotaCloud
- Return and fleeces/coats/aprons to the restaurant office before you leave



CONDUCT

Uniform:

Front of House: Light grey polo shirt, black trousers/jeans, apron & black shoes

Blakemere's Little Eatalian: Red polo shirt, black trousers/jeans, apron & black shoes

Blakemere's Little Fryer: Blue polo shirt, black trousers/jeans, apron & black shoes

- You will be provided with a branded polo shirt and apron
- On colder days, there are branded black fleeces, hoodies and coats stored in the office (these are not to be taken home)

Appearance:

- All uniforms should be well-kept, washed and ironed
- Shoulder length or longer hair must be tied back
- Non-natural hair colours are prohibited
- Facial piercings are prohibited, one set of stud earrings is acceptable along with watches and a wedding and/or engagement ring
- Tattoos should not be visible to customers

Customer Service:

- Ensure you remain welcoming, polite and professional at all times.
- Greet customers with a smile and communicate clearly.
- Use your initiative e.g., if you see a customer looking confused, approach and ask whether they need any assistance
- Make sure you are up to date with general knowledge about BVS' operation (menus, drinks, opening times, upcoming events, offers etc.)
- If a customer is abusive, swears or is physically aggressive/inappropriate report this to a Team Leader, Supervisor, or Debbie/Joe as soon as possible. **We do not tolerate this sort of behaviour towards our staff.**



WE EXPECT

Our expectations:

- Staff should be well presented at all times and ready for service
- Staff in catering outlets should not leave their station unattended at any time (unless to empty bins etc), all stock required during service should be collected by the runner
- Only the Team Leader(s) are permitted to use their phone whilst on shift (or Supervisors, in the absence of a Team Leader)
- When you are on your break, go to the office in the restaurant (as usual), do not take breaks/eat food in front of customers
- When referring to BVS (in conversation to customers etc.) always use the full name (Blakemere Village Social)
- Familiarise yourself with general information about BVS (check website/FB etc)



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