

## Module 1 Activity: Madison Park Restaurant Employee Handbook

To answer the following questions, you will use the Madison Park Restaurant Employee Handbook. This is a sample handbook with content recommended by the PA Association of Restaurants and Lodging.

### Scavenger Hunt

*Instructions: Answer the questions and write down the page number where you found the information in the handbook.*

1. No employees under the age of \_\_\_\_\_ years can take orders for or serve alcoholic beverages. Page # \_\_\_\_\_
2. True or False. An employee at the restaurant can operate any equipment at any time, with or without training.  
*Circle one: True or False* Page # \_\_\_\_\_
3. New employees work for \_\_\_\_\_ days in what the restaurant owners call an "Orientation Period." This is the time when the restaurant observes a new employee to see if they are a good fit for the company. Page # \_\_\_\_\_
4. The four things restaurant staff should do if a customer complains about the service or food are: Page # \_\_\_\_\_
  - 1.
  - 2.
  - 3.
  - 4.

5. If an employee is having trouble with their supervisor, what does the handbook say they should do? Page # \_\_\_\_\_
6. Find the list of things an employee might do that are against the restaurant's rules about conduct and can result in disciplinary action, including immediate termination without a written warning. Review all 28 items in the list. Write down three things that can get an employee fired that really surprised you. Page # \_\_\_\_\_
- 1.
  - 2.
  - 3.

## For Discussion

*Instructions: Discuss the following with your Career Counselor.*

1. The restaurant's social media policy is very specific about what employees can and cannot do with social media, even their personal accounts. An employee has the right to use social media (**circle one: while on-duty or when off-duty**); however, if you post something that impacts the business and other employees, there are consequences at work.

Describe three types of posts from the list on pages 21 to 23 that will get an employee in trouble with the company. Can you think of some examples of these kinds of posts?

2. After reading pages 30 and 31, describe some of the rules about how employees should dress for the job? What kinds of clothes must be worn? What are some specific rules about an employee's appearance, the condition of their clothing, etc.?

If you were an employee, is there anything you would have a problem doing to meet the employer's requirements? How can the YES program help?