

# DELI ESPRESSO



## STAFF

# INDUCTION

# DELI ESPRESSO



**DELI ESPRESSO,  
4 LANSDOWNE TERRACE  
GOSFORTH  
NEWCASTLE UPON TYNE  
NE3 1HN**

## **INTRODUCTION**

Welcome to Deli Espresso. We hope you have an enjoyable and rewarding career with us ahead of you! This manual is intended to help you understand more about us, our procedures, policies and how to ensure your safety and the safety of your colleagues whilst at work.

Deli Espresso was formed in early 2011 and began with a single outlet in Salters Road, Gosforth. We then expanded to Gosforth Business Park as part of a strategy of growth. We hope to continue our expansion over the coming years and we hope your career will grow with us along the way.

The vision of the company is to be recognised as the premium operator of health and lifestyle café style outlets in a quality relaxing environment. We hope to achieve this by investing in the best refurbishments within great locations with the highest calibre of staff.

## **MEET THE TEAM**

We hope you will find the Management Team both helpful and approachable to give you all the advice and guidance to make your career with us as enjoyable and successful as possible.

The Management Structure within the unit is:

General Manager.....

Supervisor.....

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The Directors are:

Ashley Newton

## OUR OFFICE AND TRADING UNITS

Head Office

Deli Espresso NE Ltd  
4 LANSDOWNE TERRACE  
GOSFORTH  
NEWCASTLE UPON TYNE  
NE3 1HN

Trading Address

Deli Espresso @ Home Group  
2 Gosforth Park Way  
Gosforth Business Park  
Newcastle upon Tyne  
NE12 8ET

Head Office

Xander (North East) Ltd  
4 LANSDOWNE TERRACE  
GOSFORTH  
NEWCASTLE UPON TYNE  
NE3 1HN

Trading Address

Deli Espresso  
3A Salters Road  
Gosforth  
Newcastle upon Tyne  
NE3 1DH

## TOUR OF THE PREMISES

As part of your induction you will be given a tour of the premises to ensure you are fully aware of all areas of the facility. Feel free to ask any questions if you are unsure of anything. Please pay particular attention to all Fire Exits and Fire Fighting Equipment. You will also be shown the kitchen, toilets, smoking areas and back of house.

## YOUR CONTRACT OF EMPLOYMENT

If you have not already done so you will now be required to read and sign your contract of employment. Feel free to retain a copy of this for future reference. The contract of employment has been prepared in conjunction with the Staff Handbook. It is essential that you take the time to read and understand all the company policies within the Handbook as it covers in details all the policies and procedures relating to

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your employment with us. There is a copy of the Handbook at all of our branches as well as on our website ([www.deliespresso.net/staffarea](http://www.deliespresso.net/staffarea) Password is deliespresso1) and it is available to you at all times should you wish to clarify anything. Feel free to discuss any policies you wish either at the time of your induction or at any time during your employment with us.

## HEALTH AND SAFETY AT WORK

The Health and Safety of all management, staff, contractors and anyone else who is on the premises from time to time is of paramount importance to Deli Espresso. Please read and ensure you fully understand the following documents:

- The Health and Safety Policy
- The Health and Safety Risk Assessment
- The Fire Risk Assessment

The importance of these documents cannot be overstated and it is vital that you read and understand them. Please ask any questions you wish regarding the above.

## THE TRAINING MANUAL

During your induction you will be supplied with a copy of the Training Manual. This covers all aspects of your role with us from how pour a drink to how to operate the dish washers and other equipment! This manual has been designed to comprehensively cover all the roles and responsibilities you may be required to undertake so it is imperative that you take the time to read it and fully understand it. Feel free to ask any questions either during your induction or at any time during your employment with us and we will be happy to explain things further.

## EMERGENCY PROCEDURES

- **In case of fire-** Do not attempt to fight the fire yourself simply exit the venue as quickly as possible. Make others aware of the situation but you are not responsible for the full evacuation of the venue. Fire extinguishers are kept around the venue in case your exit is blocked; do not attempt to use any other products to stop the fire. Leave through the nearest exit and proceed to the Emergency Assembly Point.

# DELI ESPRESSO



- **If another staff member or customer becomes seriously ill-** Management should be first aid trained and should assess the situation. If necessary close and clear the venue and call for emergency services. Clear any vomit/blood using gloves from the first aid box. All materials used in this activity should be disposed of. Endeavour to find a replacement staff member in the case of the former seeking help. If there is half an hour or more before closing try to reopen the venue if possible.
- **If customers cause a problem and/or are drunk and refuse to leave-** Try to find the Manager to try and remove the person. If this still does not lead to the removal of the offending customers call the police. Do not attempt to physically remove them as you put yourself at risk and may be prosecuted for assault.
- **If customers are abusive, rude or offensive towards Staff,** you must immediately inform the Manager. Such behaviour is not acceptable and you should always be in a position to identify it and respond accordingly.

## SUMMARY

We realise there is a lot of information to take in. However, it is imperative that you are fully aware and fully understand all of the policies and procedures contained within this document and the various other documents referred to throughout your induction. If you are not 100% sure that you understand all of the policies you have read then please take more time to go through them before commencing work. If you are unsure then ask, ask and ask again.

**Welcome aboard!**

# DELI ESPRESSO



**EMPLOYEE NAME**.....

**DATE OF INDUCTION**.....

**CARRIED OUT BY**.....

I confirm that I have read and understood the Staff Induction and all other documents referred to within it.

**SIGNED**.....

**SIGNATURE OF INDUCTOR**.....