

INDUCTION & ORIENTATION MANUAL

1. HISTORY
2. OUR VISSION & MISSION
3. BOARD OF DIRECTORS
4. MANAGEMENT TEAM
5. HOTEL INFORMATION
 - 5.1 General Information
 - 5.1.1 Accommodation
 - 5.1.2 Restaurants
 - 5.1.3 Health & Fitness
 - 5.1.4 Bars/Pubs/Clubs/Discos
 - 5.1.5 SPA
 - 5.1.6 Business & Meeting Room Facilities
6. BENEFITS
 - 6.1 Uniforms
 - 6.2 Off & Annual Leave
 - 6.3 Maternity Leave
 - 6.4 Sick Leave
 - 6.5 Provident Fund
7. HOTEL RULES & REGULATIONS
8. STAFF APPEARANCE
 - 8.1 Hair
 - 8.2 Make up
 - 8.3 Jewelry
 - 8.4 Fingernails
 - 8.5 Personal Hygiene
 - 8.6 Shoes
 - 8.7 Personal Items
9. HEALTH & SAFETY
 - 9.1 First-Aid
 - 9.2 First-Aid Boxes
 - 9.3 Health & Safety Hotel Policy
 - 9.4 Health & Safety at work
 - 9.5 Fire & Security
 - 9.5.1 General Procedure
 - 9.6 Self-Protection In Case of an Earthquake
 - 9.6.1 Before an Earthquake
 - 9.6.2 During an Earthquake
 - 9.6.3 After an Earthquake
 - 9.7 Health & Safety Policy (ISO & HACCP)
10. DEPARTMENTAL MATTERS

- 10.1 Employee Log-book
- 10.2 Job Description
- 10.3 Job Specification
- 10.4 Departmental Manual
- 11. OTHER
- 11.1 Protect the Environment issues
- 11.2 Handling Complaints
- 11.3 Internal Notice Boards