HÔTEL
RAVESIS



"Ravesis Corner" was built in 1914, when the Ravesi brothers opened a popular grocery market with a series of spacious apartments above. In 1989 it began its hospitality life, with a restaurant upstairs and hotel rooms above, to be followed by the addition of the ground floor public bar.

We pride ourselves on our easy going and fun working environment while providing quick and efficient service to our guests. We host some of the best musicians and DJ's Sydney has to offer and our weekend vibes are known as one of the best experiences in the Eastern Suburbs.

House Rules

Do not be put off by the title, it is just a few points you need to know to keep the business safe from fines and to ensure our best productivity in a fun working environment.

1. **LOCK OUT:** Lock-out is midnight Mon-Sat and 11pm Sunday. If you leave the venue after this time, you cannot come back in. (Even though we would love to, but it is the law!)

2. **POKIE ROOM:** You cannot play our Pokies. Firstly, we do not want you getting a gambling problem/financial difficulties and the Patrons can get pretty upset if a team member was to win a Jackpot. It is all kinds of messy, so it is a firm no! No smoking in there either, we have a 12-person capacity limit (1 per machine) and that is reserved for our guests.

3. **SMOKING:** If you are a smoker do not worry, we do allow ciggie breaks/smokos. Just ask a manager if you are feeling the crave but please do not when it is rammed, we will almost always say yes if it has been 2 hours since your last, the time is right, and you have been bossing your shift!

4. **EATING ON SHIFT:** Please do not eat on shift, especially leftovers from guests, it is gross, you do not know what they have done to or if they washed their hands etc. You will get a break so you can eat. If you are hungry let a manager know and we will try to get you a break sooner.

5. **BREAK TIME:** Breaks are 30 minutes standard per 6 hours worked. If it is a long shift, you are also entitled to a 20-minute paid break as well. Unfortunately, we do not have a discount for our menu, but the Kitchen Team frequently try to put out a Staff Only Special. Outside food cannot be eaten in the venue and must be taken downstairs to the Staff Area. If the venue is quiet the duty manager may let you eat in venue if ordering from our menu but please remove your apron.

6. **UNIFORM:**
   - Plain white T-shirt/ no patterns/ short or long sleeve allowed.
   - Blue or Black Jeans or shorts/ no rips/ no board shorts or patterns. No bum cheeks on show.
   - Trainers or shoes/ neutral colours/ closed toe.
   - Aprons provided and cleaned in house.
   - Long hair must be tied up tightly not loose.

7. **WASTEAGE, VOIDS AND MEASURES:**

Hey, it happens we just ask no matter what, waste gets recorded.
If you accidentally hit cash when paying a card transaction print the receipt straight away and write anywhere on the docket VOID and spike it on the back-bar. Your manager will take care of the rest at the end of the night.
Please no free pouring use the measures provided, this helps not only with stock control and waste but ensures a consistently high quality of product served across the venue.
It is also your job to provide Responsible Service of Alcohol (RSA). If you believe someone is intoxicated, drinking at a fast rate, or showing signs they are approaching intoxication we must act accordingly. Do not serve them, check with your manager as to what the next steps should be.

8. **MOBILE PHONES:** Please keep your mobile phones down in the Staff Area in your bags. If you don't feel they are safe there just ask a manager to put it in the office for you.

9. **STAFFIES:** Yes, after every shift you get a schooner of beer/glass of house wine/soft drink on us for all your hard work. Just be sure to write it on the Staffies sheet located near the corridor in Street Bar. Ask anyone if you are not sure where to find this.

10. **ATTENTIVE SERVICE:** Focus on the guests, they are the reason we are working. Make sure that you show each guest an appropriate level of attention. Always greet a customer with a smile asking them how they are "hey, how are you?"

11. **PUNCTUALITY & SICK/LATE POLICY:** always get to work on time, arrive early enough to be behind the bar ready to serve at the time your shift starts. If you are running late or feeling unwell, please contact the venue on 02 9365 4422 and ask to speak to a manager. If calling in sick we would like it to be at least 3hrs before your scheduled start time.

12. **LEAVE / UNAVAILABILITY:** Requested on Deputy App.

Leave: This is when you want time off for anything like a friend's birthday, a gig, to watch the footie. Anything you like. We ask for at least 2 weeks' notice, but we know plans pop up last minute. Just remember it is a request & we will always accept if we can but if we cannot please know it is not personal.

Unavailability: This is for re-occurring days you cannot work for example you have Uni Mon-Thurs you can put unavailability for that, so we will not roster you on those days. Unavailability is not for wanting a night off, for that you request leave.

13. **ACCOMODATION/RECEPTION/BOTTLE-SHOP:**

Accom: We have the most beautiful boutique rooms anyone could wish to stay in. If you would ever like to see them, ask a manager when it is quiet, and they will show you a vacant room or two if they have the time. Please note **Staff are not permitted to go in Hotel Rooms** if asked by guests. We want to maintain a professional image and if you are caught doing this it will lead to disciplinary action.

Reception: Our reception team are second to none thanks to the amazing work of our Accom Manager Rachel and Reception Manager Bella. Courteous, obliging, and knowledgeable about our venue, our products and the local area. They really hold the backbone of Hotel Ravesis. Please help them when needed, their day is often a lot more hectic than it appears, they are just that good they make it look easy.

RSA/RCG: You all must have your RSA to work with us. It is your responsibility to provide responsible service of alcohol if you are unsure if someone is intoxicated you must ask a manager to assess the situation. If you do not have an RCG certificate you cannot enter the pokies at any point, even to collect glasses.

Bottle Shop: Our bottle shop is located next to reception. We have a wide range of wines, beers, and spirits from around the world at an amazingly reasonable prize. As a member of the team you are entitled to a 10% discount on all

takeaway products in the Bottle-Shop. Please note anything purchased in the Bottle-Shop must be consumed off premises.

14. **BAR TABS:** When starting a tab always take an ID and a credit card to keep on file. These do not get given back to the guest until the Bar Tab is paid.

Many Thanks,

The Management Team