



## **CONTACTING THE MANAGEMENT**

**YOUR FIRST POINT OF CONTACT IS ALWAYS YOUR MANAGER ON SITE**

**When do you contact your Manager?**

- 1. When off you must keep us up to date on what's happening. It's not our place to be calling you.**

**NO EXCEPTIONS**

- 2. If you have an emergency at the site. Remember it has to be an emergency. Remember to ask your fellow colleague first in case they can help you. Remember your Manager might have a life so if you call her at 10pm to say that you till has frozen then she isn't going to be happy. As everyone knows that you just have to reset the till and card machine. Or how do you pay a supplier? Ask your colleague first.**

**If you have used your initiative to try and resolve an issue and are still unable to do so, then that is time to phone me, regardless of the hour of the day or the day of the week.**

All of the above guidelines contribute towards ensuring a happy environment for staff and customers alike.

Any member of staff wishing to comment or add to these guidelines (constructively), please do not hesitate to contact your manager.

**DO NOT GIVE OUT ANYONES MOBILE NUMBERS TO ANYONE OUTSIDE OF THE BUSINESS OR ANY REPS UNLESS AUTHORISED TO DO SO!!!!**