

With extensive experience in human resources and hospitality, along with SHRM-CP and CPHR certifications, I offer trusted, professional guidance tailored specifically for Florida restaurants. Fully insured and committed to excellence, this handbook framework is designed to help you build a legally compliant, respectful, and high-performing workplace that safeguards your business, supports your employees, and enhances your brand reputation.

## **1. Welcome & Our Culture**

- 1.1** Welcome Letter from Ownership
  - 1.2** Our Mission, Vision & Core Values
  - 1.3** Brand Voice & Guest Philosophy
  - 1.4** Our Commitment to Diversity, Equity & Inclusion
  - 1.5** Workplace Culture & Professional Conduct
  - 1.6** Open Door Policy & Respectful Communication
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## **2. Employment Relationship & Legal Compliance**

- 2.1** At-Will Employment Statement (Florida Law)
  - 2.2** Equal Opportunity & Non-Discrimination Policy
  - 2.3** Anti-Harassment, Anti-Bullying & Anti-Racism Policy
  - 2.4** Reporting Harassment & Complaint Procedures
  - 2.5** Non-Retaliation & Whistleblower Protections
  - 2.6** Background Checks & Reference Verification
  - 2.7** I-9 & Employment Eligibility Verification
  - 2.8** Child Labor Laws & Minor Employment Guidelines
  - 2.9** Accommodations for Disabilities (ADA Compliance)
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### **3. Scheduling, Attendance & Timekeeping**

#### **3.1 Work Hours & Shift Scheduling**

#### **3.2 Flexible Scheduling & Time-Off Requests**

#### **3.3 Clocking In & Out – Personal Accountability**

#### **3.4 No-Call / No-Show Policy**

#### **3.5 Breaks, Meal Periods & Rest Guidelines (Adults & Minors)**

#### **3.6 Inclement Weather & Emergency Closure Policy**

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### **4. Compensation, Tips & Payroll**

#### **4.1 Pay Structure (Tipped & Non-Tipped Roles)**

#### **4.2 Tip Pooling, BOH Distribution & Tip Reporting (IRS Compliance)**

#### **4.3 Overtime Rules & Wage Compliance (FLSA & Florida Law)**

#### **4.4 Final Paychecks, Deductions & Recordkeeping**

#### **4.5 Wage Discussions & Pay Transparency Rights**

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### **5. Appearance, Uniform & Personal Conduct**

#### **5.1 Uniform Policy – Provision, Purchase & Care**

#### **5.2 Grooming Standards & Dress Code**

#### **5.3 Tattoo, Piercing & Personal Presentation Guidelines**

#### **5.4 Personal Hygiene & PPE (If Applicable)**

#### **5.5 Personal Phone Use & Technology Policy**

#### **5.6 Social Media, Photography & Brand Representation**

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### **6. Meals, Perks & Benefits**

#### **6.1 Employee Meal Discounts & Dining Rules**

#### **6.2 Additional Perks: Training, Development & Growth**

#### **6.3 Benefits Overview (If Applicable)**

#### **6.4 Mental Health, Wellness & Burnout Prevention**

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## **7. Alcohol Service & Guest Responsibility**

**7.1** Legal Requirements for Serving Alcohol in Florida

**7.2** Responsible Vendor Program (RVP) & Training

**7.3** Refusal of Service, Fake IDs & Underage Guests

**7.4** Handling Intoxicated Guests & Driving Risks

**7.5** Incident Reporting & Guest Safety Documentation

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## **8. Health, Safety & Sanitation Standards**

**8.1** OSHA Compliance & Workplace Safety

**8.2** Food Safety, Sanitation & ServSafe Requirements

**8.3** Allergen Protocols & Cross-Contamination Prevention

**8.4** Equipment Use, Spill Prevention & Reporting Hazards

**8.5** First Aid, Injury Response & Emergency Action Plan

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## **9. Discipline, Termination & Development**

**9.1** Progressive Discipline Policy

**9.2** Grounds for Immediate Termination

**9.3** Resignations, Exit Procedures & Final Pay

**9.4** Internal Promotions & Succession Planning

**9.5** Performance Reviews, Raises & Feedback Process

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## **10. Confidentiality, Privacy & Conduct**

**10.1** Guest Privacy & Confidentiality Expectations

**10.2** Staff Confidentiality & Sensitive Information

**10.3** Off-the-Clock Conduct & Reputation Management

**10.4** Conflict Resolution, Complaints & Investigations

**10.5** Confidential Reporting Channels

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## **11. Acknowledgment & Consent**

**11.1** Handbook Acknowledgment & Agreement

**11.2** Consent to Policies (Timekeeping, Safety, Conduct)

**11.3** Final Signature Page