

ALOWISHUS DELICIOUS ACCEPTABLE USE OF PHONES:

The phone system is intended for Company and business use only. Personal use of the telephone system is prohibited/limited to 1 personal call per day, (to contact someone to pick you up at the end of your shift should you need to). Personal use of the telephone system for interstate or international calls is strictly prohibited.

To ensure effective telephone communications, you should speak in a courteous and professional way. Endeavour to answer the telephone by the third ring, SMILE before you pick up the hand set and always use the approved greeting *Thank you for calling Alowishus, this is, how may I help?*

When taking calls for an employee who is not present, please advise the caller that the employee is not able to take the call and record the message on the message pads provided. The message should be promptly passed on to the employee concerned.

There is **zero tolerance** for use of your personal mobile phone during work hours. Your mobile phone must be put away with your personal belongings in the Staff Lockers upstairs. It is acceptable to use during allocated break and meal times. You may also use the free WIFI during this time for personal use. See ASK for current password.

Staff who are required to have their phone with them to perform their work must ensure that they do not use their phones in a customer service area or in front of customers, as customers will be unaware they are being used for work and could perceive it as bad customer service. Please ensure you have the phone switched to silent also, and it is not acceptable to take private calls or answer private text messages during your shift. If you are required to have your phone with you for work you will have already been notified by management.

At the first breach of this policy you will be given a verbal warning. At the second breach you will be issued with a written warning. At the third breach you will be given a written letter of dismissal and not required to perform any more shifts at Alowishus Delicious.

Please insert your name and sign below to acknowledge that you have read and understand the above Phone Policy that is in place at Alowishus Delicious.

I (full name) Have read and understood the above Acceptable Use of Phones Policy and am aware of the warning and dismissal procedures in place should I breach this policy.

(Signature).....