

LOVE AT FIRST BITE



Catering

Policies / Procedures / Processes

Team relevance	All employees
Policy definition	Cell phone usage
Responsibility	Operations Manager
Date updated	4/3/2017
Policy	<p>Purpose</p> <p>The purpose of this policy is twofold:</p> <ol style="list-style-type: none">1. to promote a safe and productive work environment and increase public safety2. To ensure our clients know that they, and their guests, are our number one priority when on-site at an event. Not surprisingly, if a client see's a staff member on the phone, they often determine that they are not receiving your 100% focus and that their event and guests could be better serviced. This can result in a client choosing an alternate catering company for their next event. <p>This policy applies to both incoming and outgoing cellular calls.</p> <p>Scope</p> <p>This policy applies to all employees.</p> <p>Policy and Procedure</p> <ol style="list-style-type: none">1. Cell phones shall be turned off or set to silent or vibrate mode during client events, meetings, conferences and in other locations where incoming calls may disrupt normal workflow.2. Employees should make personal cell phone calls during break or lunch times to the maximum extent possible.3. Frequent or lengthy phone calls during shift hours are not acceptable as they may adversely affect your productivity and disturb others.4. Use common sense when making or receiving personal cell phone calls during shift hours. For example, speak quietly and reserve personal or intimate details for non-work hours. If in the office, please step outside to make or receive any cell phone calls to minimize disruption to your coworkers.

	<ol style="list-style-type: none">5. Personal cell phone use, even when permitted, must never include language that is obscene, discriminatory, offensive, prejudicial or defamatory in any way (such as jokes, slurs and/or inappropriate remarks regarding a person's race, ethnicity, sex, sexual orientation, religion, color, age or disability).6. The use of cameras on cell phones to take photo's of people during work time is prohibited to protect the privacy of Love at First Bite Catering as well as fellow employees.7. Photo's of event setups or catering food items for promotional purposes are acceptable. Please do not text these photo's to fellow coworkers out of their normal business hours. Either email the photos or text them during that individual's normal business hours.8. Do not text coworkers outside of their normal business hours unless it is an emergency or you consider the communication to be vital.9. Cell phone usage (or similar device) both hands-on and hands-off while driving either a personal or company vehicle is prohibited while you are clocked in and working. This is inclusive of but not limited to placing calls, text messaging, surfing the internet, receiving or responding to email, checking for phone messages, or sourcing directions. It is recommended that you turn cell phones off or set them on "silent" or "vibrate" before starting the car. If you receive a call or text, pull over to a safe place in order to respond.
Notes	