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## Hospitality Tips that Cost Nothing

INTERESOURCE GROUP  
(IRELAND) LIMITED

### 1 Check your Records

Make sure you are already compliant. Check to ensure that you have all of the records properly archived, dated and signed.

### 2 Be 'Equality Aware'

Make sure that those members of your team that are responsible for recruitment, pay and job design are familiar with national equality legislation.

### 3 Statement of Employment Particulars

They're not implicit. You should issue all of the employment terms in a single document to employees within 2 months of starting work. This document is known as "principal statement".

### 4 Payment of Wages & Deductions

You cannot deduct wages unless deductions are agreed, such as contributions, taxes and subscriptions. If for example there is a till shortage, any deduction from wages must have been made known in advance.

### 5 Baby Talk

Expectant mothers have employment rights, a right to attend medical appointments, the right to maternity leave, right to ante and post natal time-off and a right to return to work.

### 6 Sick pay

There is no obligation to pay an employee who is out due to sickness. There is an obligation to stipulate this in the terms and conditions. However, it should be explained in a staff handbook.

### 7 Bullying & Harassment

There is a duty of care to an employee for the employer to investigate all claims of alleged bullying and harassment. If an employee leaves for this reason after raising such a grievance, you may have a case of constructive dismissal.

### 8 Native English Speakers

This stipulation in recruitment really needs to be a requirement before you employ somebody in the hospitality sector. Otherwise you may be in breach of equality legislation. Be wise before you decide on this competency.

### 9 Disciplinary Procedures

Know the principles governing how you handle conflict. Employees are protected from arbitrary decisions made by employers. Follow the rules in accordance with national legislation.

### 10 Grievance Management

Employees too can have issues with conditions and terms of their employment. Make sure you have a policy and procedure to deal with employee issues too.

# STEP