

Johnson Hospitality Group

Staff Expectations

1. Professional Appearance

Expectation: We show up looking like we belong at a premium event every time.

- Clean, pressed uniform (no wrinkles, stains, lint, or hair)
- Proper attire per role (all black, chef coat, apron, etc.)
- Closed, non-slip shoes
- Hair net or restrained when needed
- No excessive jewelry, strong scents, or visible distractions

Non-Negotiable: If you are not in proper uniform, you will not work the shift.

2. Phone Policy

Expectation: Your phone does not exist when you are on the floor.

- Phones kept off the floor or in designated area
- No texting, scrolling, or calling during service
- Emergency use only with manager approval
- If guests see you on your phone, you're already wrong

3. Engagement & Awareness (Anticipate, Don't React)

Expectation: You are actively aware of guests, team, and environment at all times.

- Constant scanning of the room (empty drinks, dirty plates, guest needs)
- Move with purpose (no standing idle)
- Step in to help without being asked
- Maintain urgency without panic

Gold Standard Mindset: "If you have time to lean, you have time to serve."

4. Professionalism & Attitude – Energy Matters

Expectation: You bring calm, positive, solution-oriented energy. No exceptions.

- No complaining, eye rolling, or negative talk ever
- Respectful communication with team and guests
- Take direction immediately—no pushback in front of others
- Problems = Solutions (not excuses)

Remember: Guests feel your attitude before they notice your service.

5. Execution & Accountability (Do It Right, Every Time)

Expectation: You follow systems and complete tasks fully.

- Know your roles before service starts
- Follow SOPs (setup, service, breakdown)
- Complete checklists fully (not halfway)
- Own mistakes immediately and fix them
- Employees must check in with the shift manager before clocking out or leaving the property.
- Do not leave until released by management.
- "I didn't know" is unacceptable after training