

Salty Dog Values

Vision

A unique Hotel, Restaurant & Bar brimming with character delivering leading ethical, profitable, local experiences delivered with professional, personable service.

Mission

At the heart of the hospitality industry in North Down providing unique, quirky experiences for locals and visitors (dog owners or not) alike, across accommodation, all day dining and drinks service. With a focus on local produce served by accommodating, knowledgeable and friendly staff. With the aim of re-investing profit in developing and supporting staff, local artists, the local community and the local environment by creating opportunities that would otherwise not exist.

Values

R.E.S.P.E.C.T

**Treat people the way you want to be treated.
Talk to people the way you want to be talked to. Respect is earned, not given.**

R – Responsibility:

We take responsibility for our actions, both personally and professionally

E – Excellence

We set high standards for the quality of our work. We achieve excellence through listening, learning, and exercising continuous improvement.

S – Service

We anticipate needs, exceed expectations, and build on our experiences. Our service levels create a “WOW” factor.

P – Persistence

We work hard. We tackle challenges with a sense of urgency and tenacity

E – Enthusiasm

We maintain an atmosphere of enthusiasm for our work, colleagues and guests

C – Collaboration

We work collaboratively to exceed guest expectations, with colleagues and other local organisations. Teamwork is the cornerstone of all our service objectives

T – Trust

We are truthful with our guests, the community and one and another. We behave in ways that generate trust and build confidence

We RESPECT Ourselves

- Appearance
- Health
- Desire to Learn/Improve Skills

We RESPECT our Environment

- Reduce, Reuse, Recycle
- Rubbish
- Plastic reduction

We RESPECT Each Other

- Teach
- Learn
- Authority
- Prep

We RESPECT our Customers

- Dietary Requirements
- Privacy
- Honesty

We RESPECT our Ingredients, supplies and equipment

- Delivery
- Prep
- Storage
- Cleaning
- Maintenance

We understand that the staff team are key to delivering all the above and therefore we commit to the following Charter for team members at the Salty Dog and expect team members to do the same.

Building a Positive and Encouraging Environment

GIVING EQUAL RESPECT TO EVERYONE

ENCOURAGING COLLABORATION & CREATIVITY

CREATING A SAFE OPEN ENVIRONMENT

Prioritise Work Life Balance

BEING CONSIDERATE & RECOGNISING NEEDS

PROMOTING WELL-BEING

RESPECTING STAFF'S PERSONAL TIME & SPACE

Nurturing Camaraderie and Team Spirit

BEING ONE TEAM

MEETING & COMMUNICATING WITH THE TEAM

DEALING WITH ISSUES & CONFLICT

Give Back to the Hospitality Community

SHARING KNOWLEDGE & SKILLS

NURTURING STAFF OF THE FUTURE

Promoting Learning & Development

MENTORING & TRAINING

FACILITATING INDIVIDUAL PROGRESSION

ENCOURAGING EXPERIENCE

Salty Dog Values

Kitchen Charter

Building a Positive and Encouraging Environment

GIVING EQUAL RESPECT TO EVERYONE

Greet everyone, shake hands, speak to everyone on the team. Say Thank you and acknowledge a job well done. Be mindful of the way we speak to others. Have zero tolerance for discrimination or bullying

ENCOURAGING COLLABORATION & CREATIVITY

Be approachable and open to ideas. Encourage Questions. Give everyone the opportunity to input

CREATING A SAFE OPEN ENVIRONMENT

Give regular positive feedback. Ensure negative feedback is constructive and provides a learning opportunity. Make sure everyone understands they can ask for help and no one is afraid to make mistakes

Nurturing Camaraderie and Team Spirit

BEING ONE TEAM

Build a positive relationship with front of house. Acknowledge achievements as a team

MEETING & COMMUNICATING WITH THE TEAM

Have regular team meetings where everyone can input Carry out briefings pre & post service Organise off-site team-building activities

DEALING WITH ISSUES & CONFLICT

Manage issues as they arise but at appropriate times, don't let issues fester. Deal with incidents discreetly, don't unnecessarily embarrass a chef in front of other staff. Chat with the team after a tough service; don't bring a bad feeling home

Promoting Learning & Development

MENTORING & TRAINING

Be a mentor & encourage mentoring at all levels. Rotate roles in the kitchen and organise in-house staff training. Involve team in menu planning and dish development. Share knowledge, recipes and resources

FACILITATING INDIVIDUAL PROGRESSION

Carry out staff appraisals Recognise individual learning styles & needs, and help each chef discover their strengths. Invest in professional development & training to help chefs progress. Recognise when someone needs to move on and help facilitate this

ENCOURAGING EXPERIENCE

Organise for staff to dine in other restaurants. Assist in arranging stages & chef swaps. Encourage chefs to travel at home & abroad

Prioritise Work Life Balance

BEING CONSIDERATE & RECOGNISING NEEDS

Rostering that is fair & considerate: as far in advance as possible, two days off together. Listen to people's needs - Be flexible and open to alternative hours. Consider ways to improve quality of life for staff: 4-day week

PROMOTING WELL-BEING

Ensure staff take their breaks, holidays and don't work excessive hours. Provide a place to eat and encourage nutritious meals. Encourage health & wellness activities and mental health awareness

RESPECTING STAFF'S PERSONAL TIME & SPACE

When someone is off, they're off. Organise handovers so everyone is up to speed. Compensate staff for time spent on training

Give Back to the Chef Community

SHARING KNOWLEDGE & SKILLS

Help organise or deliver workshops, masterclasses, industry talks. Offer, take part in, or send staff on stages & chef swaps. Advise and support fellow chefs

NURTURING THE CHEFS OF THE FUTURE

Take on work placements or stages & provide structured learning opportunities. Promote a love for food & cookery from a young age: workshops in schools. Promote the career in a positive way and be a good role model