

# Business Plan

# Phnom Tong Daeng Golden Heart Hotel

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*Eco-vriendelijk Hotel, Restaurant en Duurzaam Toerisme*

## Employee Hand Book

Employee Hand Book  
PTD Golden Heart Hotel

This employee hand book contains all the relevant information required for a good employer and employee relation.

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## Introduction

### Purpose of the Employee Handbook

The PTD Golden Heart Hotel Employee Handbook provides general information , procedures and guidelines about the PTD Golden Heart Hotel policies for its employees. This handbook will help you understand the privileges and obligations of your employment. It's also a guideline for both employer and employee about how to cooperate and deal with each other.

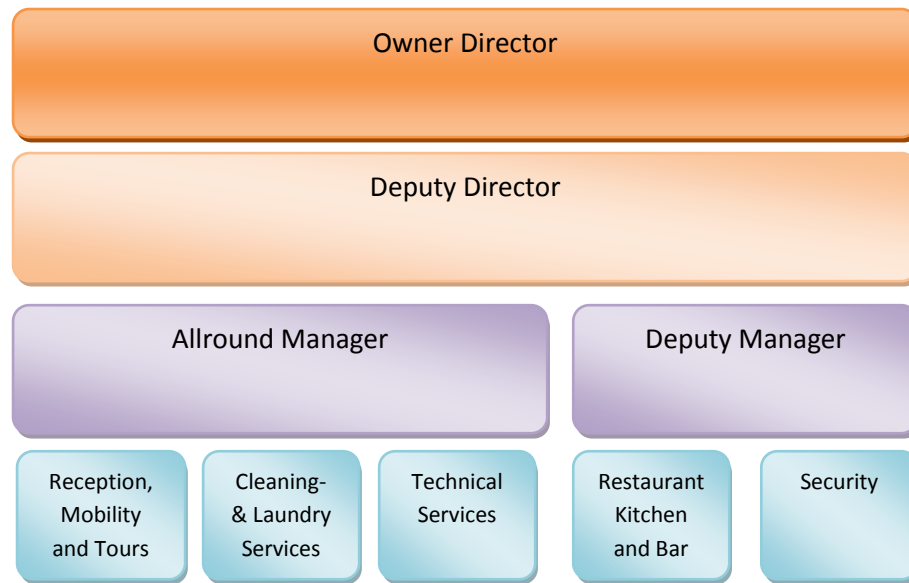
Additionally, with the exception of the voluntary at-will employment policy, these guidelines are subject to modification, amendment or revocation by the PTD Golden Heart Hotel at any time, without advance notice.

### House Rules

The PTD Golden Heart Hotel has a few rules to follow. See here a list of expectations:

- ♦ Treat each other (including the guests) with respect and don't discriminate
- ♦ Don't steal from the guests, the guesthouse and your colleagues
- ♦ Help your colleagues if this is necessary
- ♦ Be on time and contact your manager if you're delayed
- ♦ In case of sickness/absence you have to contact the manager
- ♦ Be enthusiastic and motivated during your shift
- ♦ If there are problems, discuss them with your manager
- ♦ Cooperate in evaluation- and performance interviews
- ♦ Work in accordance with the terms and conditions of their employment contract and all relevant regulations, policies and guidelines of the PTD Golden Heart Hotel
- ♦ Take responsibility for ensuring guests safety to the best of their ability
- ♦ Behave in a polite, friendly, responsible and professional manner at all times
- ♦ Not ask or accept extra fees other than those detailed in the PTD Golden Heart Hotel of solicit donations from visitors. Employees are able to receive tips or incentives for visitors if offered voluntarily
- ♦ Dress in the full uniform provided by the employer when working. The uniform must be clean, tidy and well presented
- ♦ Not smoke or be intoxicated with alcohol or other illegal drugs while working
- ♦ Make sure that they have good personal hygiene when guiding tourists
- ♦ Not carry guns or weapons while working

## Organization chart



Peterhans Koperberg is the owner of the PTD Golden Heart Hotel and will make all important decisions. Peterhans will give guidance to the Deputy Director and the Allround Manager but he is not operational. Peterhans receives and has access to all results, checks the monthly salaries, leadership styles and staff satisfaction.

The Deputy Director is responsible for all departments and leads the (deputy) Manager of these departments. In case of problems, you need to contact the Allround Manager. This could be any kind of problem (work or personal life). The Allround Manager checks the schedules and signs the daily timesheets of the employees.

The managers lead and are the contact person for their employees.

## **Hours of Work, attendance and punctuality**

### **Hours of Work**

The normal work week for the PTD Golden Heart Hotel consists of seven, 24 hour days. The employee's manager shall determine the hours of employment that best suits the needs of the work to be done by the individual employee.

### **Reception**

The first shift is from 6:00 a.m. till 3:30 p.m. and the second shift is from 2:00 p.m. till 11:30 p.m. After 11:30 p.m. there will be a receptionist for the night shift but (s)he only has to be awake and available in case guests arrive or in case of emergencies.

### **Restaurant/bar and Kitchen**

The shifts for the restaurant and kitchen employees start from 6:00 a.m. till 2:30 p.m. The second shift is from 2:00 p.m. till 10:00 p.m. Then the restaurant closes. The bar will be open till 0:00 p.m.

### **Cleaning Services**

The cleaning services employees start at 7:00 a.m. till 3:30 p.m. The morning shift will mainly be responsible for cleaning the rooms but also for the public areas.

### **Security**

The shift for the night guard is from 10:00 p.m. till 6:00 a.m.

### **Technical Service**

Technical Service starts from 6.00 a.m. till 2.00 p.m. The second shift starting from 2.00 p.m. till 10.00 p.m.

### **Mobility**

The guesthouse hires a few tuktuk drivers for the short rides and for the big tours. If guests need a tuktuk transfer, the reception calls.

### **Break**

Each employee gets 30 minutes of unpaid lunchtime. There is no standard time set, if you feel like you can be missed and your colleagues aren't too busy without you, you can take the break. Discuss this with your supervisor.

### **Attendance and Punctuality**

Attendance is the key factor in your job performance. Punctuality and regular attendance are expected of all employees. Multiple absences (with or without an excuse), laziness or leaving early is unacceptable.

## Extra hours (overtime)

Working hours that will count as overtime, start after 40 hours in one week. These extra hours will be paid back in free time or in salary based on the hourly wage.

Working extra hours is only allowed with permission of the supervisor. This will be documented when signed by the supervisor.

## Holidays

In Cambodia there are 26 public holidays, see the schedule below:

January	1	New Year's Day
	7	Victory Day
February	25	Meak Bochea Day
March	8	International Women's Day
April	13	Khmer New Year's Day
	14	Khmer New Year's Day
	15	Khmer New Year's Day
May	1	Labour Day
	5	Visak Bochea Day (Buddha's Birthday)
	9	Royal Ploughing Day Ceremony
	13	King Norodom Sihamoni's Birthday
	14	King Norodom Sihamoni's Birthday
	15	King Norodom Sihamoni's Birthday
June	1	International and Cambodian Children's Day
	18	Former Queen's Birthday
September	24	Constitution Day
October	14	Pchum Ben Day
	15	Pchum Ben Day
	16	Pchum Ben Day
	29	Coronation Day
	31	Former King Sihanouk's Birthday
November	9	Independence Day
	27	Water Festival
	28	Water Festival
	29	Water Festival
December	10	International Human Rights Day

If you have to work on a public holiday, the hours will count for 150%. It's not possible to compensate such a day with another regular working day.

## Leave

Leave is unpaid. Each employee is able to take 14 days of unlimited leave. It's possible to save your days for the next year(s) so you're able to take a longer holiday.

## **Pregnancy and birth**

Leave for pregnancy and birth is for the duration of 3 months. During these months, the salary will be 50% of the regular salary they receive. You are free to choose how you would like to organize your leave around the birth. After the 3 months, there will be no payment of salary anymore.

## **Unauthorized absence, sickness and disability**

### **Unauthorized absence**

Two warnings are given in case of unauthorized absence. The third time will result in ending the contract of employment.

If you don't follow the rules or make a mistake, the supervisor give an official warning and discuss the situation, it will also be documented and signed by both parties. These documents will be saved in personnel files.

Depending on the impact of the mistake, the penalty will be determined (withholding of wages, reprimand, dismissal, working on leave days)

An employee who is absent from work for three consecutive days without notification to his or her supervisor or Allround Manager, will be considered to have voluntarily terminated his or her employment. The employee's final paycheck will be mailed to the last mailing address on file with the PTD Golden Heart Hotel

If you're feeling better and decide to go to work the next day, you have to contact your manager.

There will be a registration of all the absence and if necessary, this topic will also be discussed in evaluation- and performance interviews.

### **Sickness**

If you are absent for any reason or plan to arrive late or leave early, you must notify your manager as soon as possible. In case of an emergency, you must also notify your manager as soon as possible.

For all absences during longer than one day, you must contact your manager before the start of each scheduled workday. When you report your absence, you have to indicate the nature of the problem causing your absence and the date you expect to return to work.

### **Disability**

In case of disability, the employee receives 50% of his/her regular salary during the first six months. After these six months the contract of employment will be ended.

### **Insurances**

The PTD Golden Heart Hotel takes responsibility for the costs of the hospital and doctor appointments. Hospitalization will be partly compensated.

## **Evaluation- and performance interviews & Training**

### **Identifying the training needs**

Because the employees consist of students and tutors, there is a constant learning process. The PTD Golden Heart Hotel will identify the training needs in order to create good employees. There is also the possibility to learn more about the other department so you can get more work experience. Employees can also take initiative to take part in a course.

### **Courses**

Taking part in a course is obligated for all employees. The courses will take place before or after a shift and the guesthouse will pay for it.

Next to the regular courses, there are also specialized trainings being offered which employees can get certificated after finishing.

First all employees start with a fixed-term contract of 2 years and if they achieve their qualifications within a specified time and they have a good work performance, they will receive a contract for an indefinite period of time.

### **Evaluation- and performance interviews**

Every three months there will be evaluation- and performance interviews. In this interview, both employer and employee get a chance to evaluate the last months. Your performance, effort and overall behaviour will be discussed and you may also receive feedback concerning your performance during the performance cycle.

## **Safety Rules**

Everybody has to take their own responsibility for a safe environment for its guests and employees.

There are a few rules to follow:

- ♦ All accidents, injuries, hazardous practices, or conditions will be reported to supervisors immediately
- ♦ Listen to instructions. If you do not understand them, ask before starting to work
- ♦ Good housekeeping and fire rules will be observed and maintained at all times
- ♦ Keep materials and equipment out of aisles, passageways and off stairways
- ♦ Do not block doorways
- ♦ No smoking in NO SMOKING zones
- ♦ Keep floors dry. Avoid spilling liquids, especially oils. Clean up all spills immediately
- ♦ All broken bottles, glass, trash and scrap, should be placed in proper waste containers
- ♦ Place oily materials in covered approved metal containers
- ♦ Keep work areas clean
- ♦ Knowledge of the guesthouse emergency plan



## **Payment of salaries**

The payment of the salaries will be monthly. All employees who have a contract, need to have a bank account.

For every shift, you need to sign in and out so the working hours can be checked daily and there will be no mistakes at the end of the month.

After every payment, you will receive a payslip for your own administration and so you can have a final check. If something is wrong with the salary, this will be compensated in the next month.