

# SOP: Staff Scheduling, Uniform Requirements, and Roles Assignment

This SOP details the procedures for **staff scheduling, uniform requirements, and roles assignment**. It ensures efficient workforce management by outlining processes for creating staff schedules, defining dress code standards, and clearly assigning roles and responsibilities. The objective is to enhance operational productivity, maintain professional appearance, and clarify expectations to support seamless daily operations.

## 1. Staff Scheduling

### 1.1. Purpose

To ensure adequate staffing levels and coverage for all shifts and operations.

### 1.2. Procedure

- Schedule Creation**
  - Supervisor/Manager gathers availability from all staff by the 20th of each month.
  - Draft weekly/monthly schedules, considering business volume, holidays, and special events.
  - Ensure compliance with labor laws, company policies, and contracted hours.
- Schedule Distribution**
  - Post the finalized schedule at least 7 days prior to the period start (physically and/or digitally).
  - Communicate changes as soon as possible and update the official schedule.
- Shift Changes**
  - All requests for shift swaps must be submitted in writing and approved by management.
  - Emergency absences must be reported immediately according to absence reporting protocol.

## 2. Uniform Requirements

### 2.1. Dress Code Standards

- All staff must adhere to the official uniform as detailed in the Uniform Matrix below.
- Uniforms must be clean, neat, and worn properly at all times while on duty.
- Name tags and other required accessories must be worn and clearly visible.
- No unauthorized modifications are permitted (e.g., pins, stickers, non-issued hats).

### 2.2. Uniform Matrix

Role	Uniform Components	Shoes	Accessories
Front Desk	Company polo shirt, black slacks	Black dress shoes	Name tag
Housekeeping	Uniform tunic, navy trousers	Black non-slip shoes	Name tag, gloves as needed
Management	Business attire with company blazer	Formal dress shoes	Name tag

## 3. Roles Assignment

### 3.1. Role Definition and Assignment

- Management will maintain up-to-date job descriptions for all positions.
- Upon hiring, staff will receive a written roles and responsibility document.
- Any changes to assigned roles must be communicated in writing and acknowledged by the staff member.

### 3.2. Daily Assignment Procedure

- Daily briefings are held at the start of each shift to clarify duties and any reassignment.
- Managers ensure all critical roles are covered before start of operations.

3. Cross-training is encouraged to allow flexible coverage of key responsibilities.

## **4. Review and Compliance**

1. Supervisors are responsible for monitoring adherence to schedules, uniform standards, and role assignments.
2. Non-compliance incidents are documented and addressed per the company's disciplinary procedure.
3. This SOP will be reviewed annually and updated as necessary.

## **5. References**

- Employee Handbook
- Local labor laws and regulations
- Health & Safety Manual