Starbucks Employee Manual

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hiring a new employee is one of the most important and time consuming tasks a manager can undertake firing an employee is an emotionally draining and difficult action no matter the length of service or level of responsibility this book shows you how to hire the right people for the job and fire those that do not work out and avoid litigation

covering every aspect of employment from the job interview to post employment benefits this invaluable resource focuses on employee rights guaranteed by law and explains how workers can be protected in language praised for its clarity and accessiblity this updated edition provides a strong foundation of legal knowledge and advice on wages and hours health and safety harassment invasion of privacy discipline enemployment compensation and more 448 pp radio publicity author tour

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this manual helps medium and large law firms increase productivity by providing a model manual for law office policies and procedures the book an updated and expanded version of the previous fourth edition is divided into seventeen sections covering such topics as law office organization management and administration support personnel office polices personnel policies and benefits office security and emergency procedures financial management file systems technology and communications systems the book contains numerous sample forms and documents as well as extensive bibliographies a cd containing the entire text of the manual is included allowing customization of the manual for particular user needs

designed for all employers throughout the country a non technical guide to laws and regulations applicable to handbooks and personnel policies from publisher s website

every company needs an employee handbook but not every company has one lawyers charge thousands of dollars for a handbook other do it yourself products don t offer the updated legal information and careful guidance necessary to do a good job create your own employee handbook bridges the gap with detailed explanations information on current state and federal laws and more than a hundred sample policies you can tailor to your own workplace

in many hospitality establishments one manager or supervisor is the entire human resources department making all the hiring and training decisions often without having a formal human resources background filling this knowledge gap hospitality employee management and supervision provides both busy professionals and students with a one stop comprehensive guide to human resources in the hospitality industry rather than taking a theoretical approach this text provides a hands on practical and applications based approach the coverage is divided into four sections legal considerations employee selection employee orientation and training and communication and motivation each chapter in this lively and engaging text features quotations various practitioners in the hospitality industry highlight the chapter s focus chapter objectives and summaries lay out key concepts and then at the end of each chapter review them hrm in action features highlight real world hrm experiences that relate to the content presented in each chapter tales from the field

hospitality employees provide accounts of the various challenges they face in the industry ethical dilemmas scenarios from the hospitality industry which emphasize the role ethics plays in every aspect of the hospitality industry practice quizzes and chapter review questions reinforce student comprehension of key concepts hands on hrm mini cases based on real world situations with discussion questions chapter key terms bolded within the chapter and then listed at the end of each chapter with definitions

cd rom contains samples of all aia contract documents

this innovative guide brings together practical solutions to the documentation challenges faced by today s organizations from company policies and desk instructions to baldrige and the iso 9000 requirements it applies a customer and quality based systems approach to streamlining and managing your documentation system this second edition is an organized toolbox of powerful methodology and metrics that shows companies how to steer clear of cumbersome and obsolete documentation and gives numerous examples of the tremendous opportunities and pitfalls presented by technology such as the internet and web based documentation management software the society for technical communication stc awarded this book the touchstone 2001 award

more than half of all businesses in the u s don t make it to their fifth birthday and nearly 70 percent are gone by year ten how do businesses get into trouble a hundred different ways poor cash flow undercapitalization lax financial controls poor worker productivity boneheaded mistakes inefficient processes failure to adapt loss of enthusiasm the list goes on and on the fact is many businesses that face life threatening challenges or are just stuck in the doldrums can turn their fortunes around and jonathan lack is the expert who can show you how lack is a turnaround specialist the guy called in to reinvigorate a stalled company or revamp the poor practices that reduce sales and decimate profits once he s done the company is again on the road to growth and profitability plan to turn your company around in 90 days is a pragmatic step by step guide to helping your company not only survive but begin to grow again among other things this book will teach you how to improve your company s cash flow how to better manage your payroll and employee productivity and how to get better results from your marketing and sales efforts turn your company around in 90 days will help you develop a framework to create a strategic plan that will move your company in the right direction and breathe new life into tired or worn out operations and products plan to turn your company around in 90 days will immediately help your firm in the following areas how to get to cash flow positive and then grow how to manage technology better how to manage your payroll and employee productivity how to improve marketing and increase sales how to restore profitability how to manage your board of directors and investors if you re at all fearful that your company may not last the next couple of years this book is for you what you ll learn how to manage and preserve cash how to reduce your expenses how to increase your margins how to increase employee productivity and improve operations how to assess the strength of your products and services how to increase sales and marketing efficiency how to create a strategic plan to turn your company around how to restore enthusiasm and become a desirable employer again who this book is for this book is written for ceos cfos coos and cmos of large companies midcaps and small businesses it s also for angel investors board directors private equity firms and venture capitalists it is intended to give readers the confidence that by developing a basic plan they can turn their company around and give it new life table of contents how to manage cash flow better how to manage accounts payable better how to manage accounts receivable better how to manage employee productivity better how to manage technology facilities and manufacturing better how to manage process flows better how to better understand your customers competitors and key trends how to develop a more effective marketing strategy how to develop a more effective sales strategy how to manage investors and the board of directors better how to hire and manage your turnaround consultant how to manage yourself and your staff better sample consulting proposal

the only book of its kind front office management for the veterinary team focuses on the day to day duties of the veterinary team it offers a complete guide to scheduling appointments billing and accounting communicating effectively and compassionately with clients managing medical records budgeting marketing your practice managing inventory using outside diagnostic laboratory services and much more written by heather prendergast rvt cvpm this manual simplifies essential tasks with step by step instructions exercises on the evolve website offer additional practice with front office tasks interactive working forms give you experience completing sample checks deposit slips patient history forms and incident reports the latest information on electronic banking and tax forms ensures that you adhere to the most current financial guidelines what would you do not do boxes provide scenarios to expose you to real life situations that occur in veterinary practice and guide you through to an appropriate resolution review questions test your understanding of concepts presented in each chapter practice point boxes highlight practical information to remember while on the job veterinary practice and the law boxes provide essential information about laws that you must know in order to run an ethical practice and to protect the practice key terms and learning objectives guide you through study of the most important content

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