



THE SOUND OF BRANDAN

HOTEL
BRANDAN

★★★★★



THE SOUND OF BRANDAN IS...

.. A RESTAURANT FILLED WITH GUESTS, HAVING A
GOOD TIME

.. SUITCASES, SURFING THROUGH THE LOBBY

.. "JA TAKK!" IN THE KITCHEN

.. THE LAUGHTER IN THE BREAKROOM

.. THE CHATTER IN LANDMARK CAFÉ

.. A CLEAN AND READY ROOM

.. THE PARTIES IN MEKSIKO

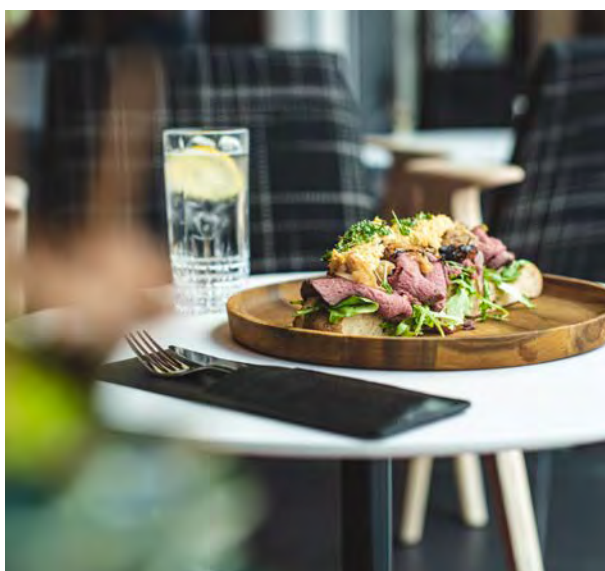
TOGETHER WE ARE - THE SOUND OF BRANDAN





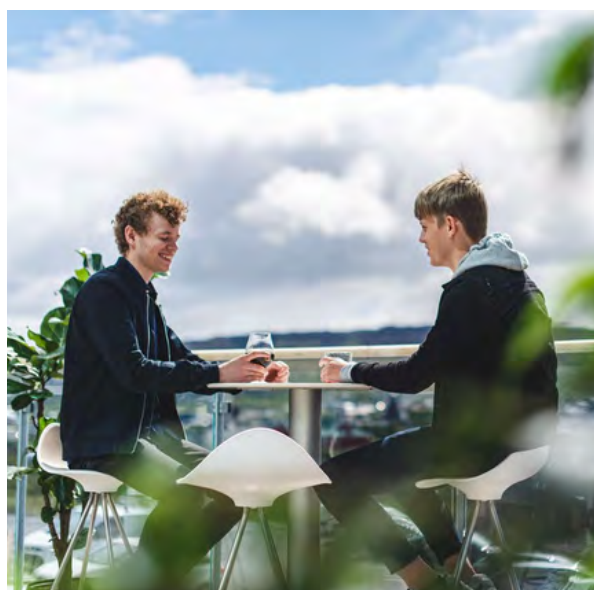
TABLE OF CONTENTS

Our history	3
Mission, vision and value	4
Green key	5
Our facilities	6



On the floor	7
A complete experience	8
Hospitality	9
Obstacles	11
Job satisfaction	12

Tips for pubquiz	13
Welcome to the team	14





OUR STORY

HOTEL BRANDAN OPENED IN 2020, AND IS A GREEN 4* SUPERIOR HOTEL

The name originates from the Irish monk and adventurer, Saint Brendan, who was the first named person to settle in the Faroe Islands

The location is perfect. Just a few minutes walking distance from the city center, SMS and various sport facilities..

The conditions at the hotel are excellent. There are 124 rooms, 4 conference rooms, sauna, gym, hot tubs, 100 parking spaces and 4 charging stations for electric cars.



MISSION

We take care of the environment - so that you can enjoy it.

At Hotel Brandan we always deliver a first class service where the guest get a feeling of a green Faroe Islands. The nature and the faroese identity is our trademark.

VISION

We want to continuously provide a distinct, green and Faroese service.

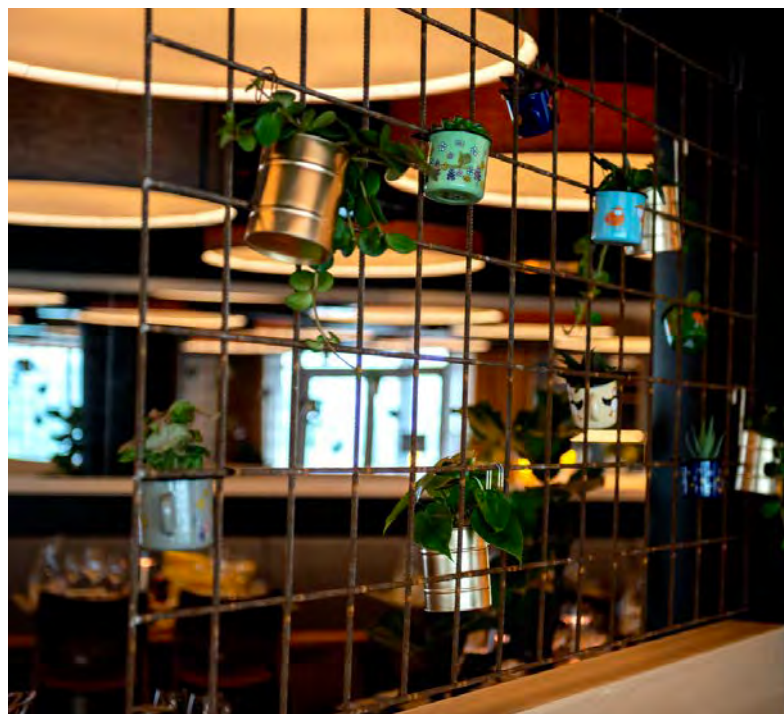
VALUES

Green solutions – we take responsibility for our environment.

Hospitality - we strive to be the best hosts for our guests.

Service - we want to provide a personal and professional service.

Job satisfaction - we take care of each other, because together we can grow stronger, when ½ we are satisfied in our jobs.





GREEN KEY HOTEL IN TÓRSHAVN

At Brandan we take care of the environment and we do everything to preserve it. Green solutions are, among others, no disposable packaging and no plastic. Our soaps are eco-labeled, we use district heating and we also require that our suppliers are aiming for green solutions.

By thinking about the environment in all our doings, we have obtained the Green Key label.

It would be highly appreciated if you would help us spread the Green Key word.

You can do so by informing our guests about our organic products, cardboard straws, and that our wines have been transported by trains and ferries.

OUR FACILITIES



4-stjörnað superior
ráðstevnuhotel



Matstova



Kafé



Venjingarhøli



Íroknað morgunmat



Green Key



3 min. frá miðbýnum



2 min. frá SMS



Skjóttgangandi
internet



Hitapottar



Hitarúm



Ókeypis parkering



ON THE FLOOR

WHILE AT WORK

You will experience sore feet the first couple of days.
- we recommend a good pair of shoes and a foot bath, mmmh!

You are going to be asked a lot of questions about stuff you don't know. Don't worry, you will manage with our help.

You are going to get co-workers that you look forward to work with again.

You are most likely going to work very fast and under pressure.

You will experience that almost every day offers a new, exciting challenge.





THIS IS HOW THE GUEST WILL RECEIVE A COMPLETE EXPERIENCE

BE THE BEST VERSION OF YOURSELF

CHECKLIST FOR THE GOOD HOST:

When guests are checking in, tell them about our facilities.

- Hot tubs, Landmark Lounge, Húsagarður restaurant. Ask them if you can help them book a table.

Speak positively about our facilities.

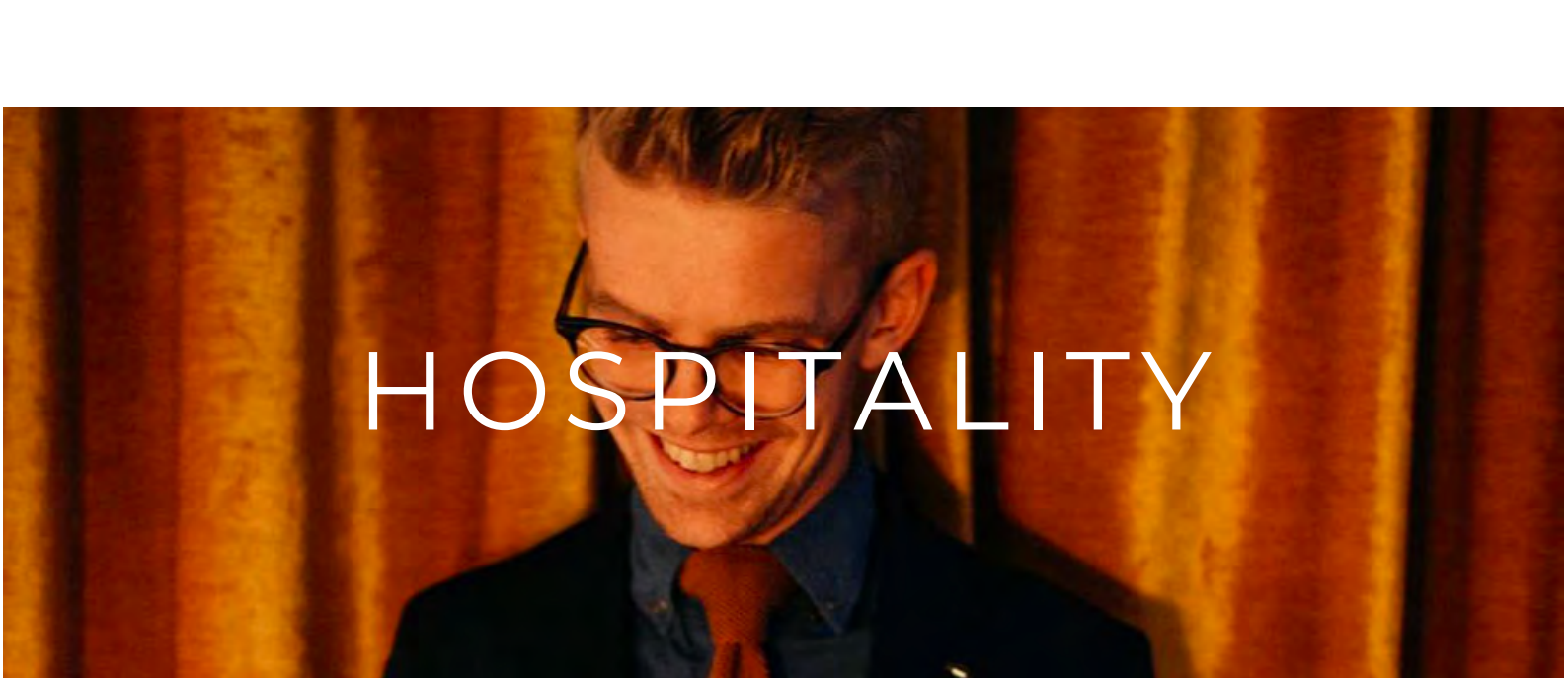
Ask the guest if they want anything with their drink in the bar.

- The guest loves the attention and we generate more sales.

If the guest wants to book a table when it is fully booked, offer them another night. Or one of our other restaurants.

Wherever you meet one of our guests at the hotel, you always give them a smile. Ask if you can help them with directions, or recommendations.





HOSPITALITY

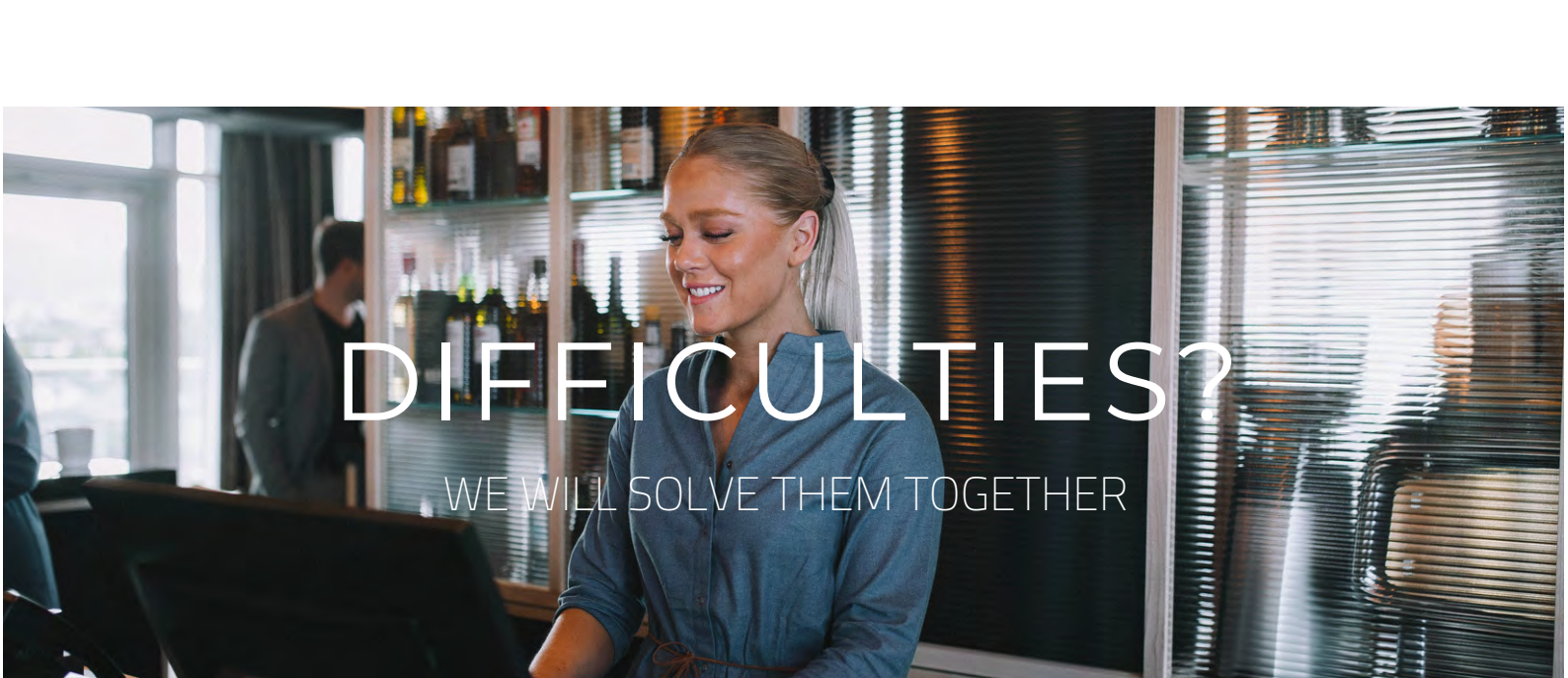
WE WANT OUR GUESTS TO
ALWAYS FEEL WELCOMED BY THE DISTINCTIVE
FAROESE HOSPITALITY.

Our guests should always feel **welcome**, no matter who they are.

We love tending to the guests needs and we always try to make the relationship as **personal** as can be. We talk, **listen** and laugh with our guests. We function as the loyal friend, the helping hand and the funny mate. Feel the **vibe**, seize the moment. Tell a funny story. Show them your **personality**.

You are representing the hotel and the best way to do so is by **smiling**, maintaining eye contact and greeting the guests.





DIFFICULTIES?

WE WILL SOLVE THEM TOGETHER

DISSATISFIED GUESTS

When we are talking to a guest who doesn't feel he got his needs met, it is our responsibility to resolve it together with the guest. We will list **three** points to keep in mind when solving an issue.

LISTEN - ACKNOWLEDGE AND FIND A SOLUTION

It is at the utmost importance that the guest feels **heard**, and that we **acknowledge** the issue. We always try to find a solution that will satisfy the guest.

AN EXAMPLE

ON HOW TO SOLVE AN ISSUE NOT RELATED TO YOUR FIELD

You are serving breakfast and one of the guests is letting you know that there was no hot water in the shower this morning. Here you have a golden opportunity to resolve the issue without being a plumber. You can pass on the message to the reception, so that they either can move the guest or have the janitor take a look at the shower. If the guest is feeling a bit chilly from the shower, you can offer them a warm **café latte** with their breakfast.



ADVICE FOR AN 'OFF' DAY

We are all just humans and once in a while we have an 'off' day. Here are some tips on how to turn a frown to a smile, so you can **be the best version of you**.

Talk to your colleagues, they most definitely have an anecdote or two :)

Have yourself a glass of water and start **looking forward** to the staff food.

Talk to the guests, tell them about some fun things to do around here.



UNIFORMS

We have staff uniforms for everyone. If the colour doesn't catch your eyes, we are sure you look good no matter what.

SOCIAL MEDIA

We love it when you are tagging us in your posts and stories on social media - when you are off work. ;)

SMOKING

If you are smoking, you are smoking in the loading area.

Psst.. *Eau de ashtray* is not the best scent. Put on a jacket and wash your hands. Oh! And you smoke while on break.





Let's celebrate and have a good time!

JOB SATISFACTION

DIGNIFIED COMMUNICATION
INCREASES SATISFACTION

It is amazing to work with so many people, who manage to create a unique experience for our guests.

At Brandan you'll find chefs, waiters, bartenders, dishwashers, receptionists, housekeeping, janitors etc.

That is why it is at the utmost importance to keep the level of **communication** in a civilized manner, especially through busy times.

OPENNESS - LET US KNOW

The best way to resolve an issue, is if it's addressed immediately.

WE WISH FOR YOU TO GROW WHILE WORKING WITH US

If you want to grow within the hospitality industry, this is a golden opportunity. Here are many different fields and responsibility is quickly given to the ones who strive.

STAFF BENEFITS

Make sure you know the benefits, they come in handy ;) Talk to your supervisor.



TIPS FOR PUBQUIZ

DID YOU NOW THAT ...

... every room is named after a **faroeese cairn**?

A picture of the cairn is found in every room. Also it's location.

... in the welcome folder in the room you can scan the QR code and it will give you directions to the cairn. It is also possible to book a private **tour** to the cairns location together with Pól Sundskarð.

... 30% of our wines are **organic**?



... the tabletop in the winecellar is 70 years old driftwood originally from **Cuba**?

... on the floor by the bar, you can stand on a (Land)mark and take a selfie with the beautiful painting by **Edvard Fuglø** in the background.

... Húsagarður is named after the farm that used to be right on the spot where the hotel is.

Pictures of the farm can be found in various places around the hotel.





WELCOME TO OUR TEAM

NOW WHEN YOU KNOW WHAT THE SOUND OF BRANDAN IS;
WE WILL GO ON TO RULES AND REGULATIONS.
IT MIGHT SOUND BORING, BUT WE PROMISE YOU THAT IT IS
RELEVANT.



TERMS OF EMPLOYMENT

BEFORE YOU START WORKING WITH US

Before your first day, you will receive a link to our employee platform for you to fill out. On your first day, you will be greeted by one of your colleagues who will make sure that you get a great start.

You clock in/out from work on the app Planday. On Planday you will find your shifts, how many hours you have been working, messages from your manager, supervisor and co-workers. You can switch shifts, request days off etc.

You clock in when your shift starts and you clock out when your shift is over.

During your shift, 30 minutes will be deducted as break/staff food.

If you need to run a non work related errand, you clock out and back in when you are back.

If you are working in more than one field, remember to clock in/out the right place.

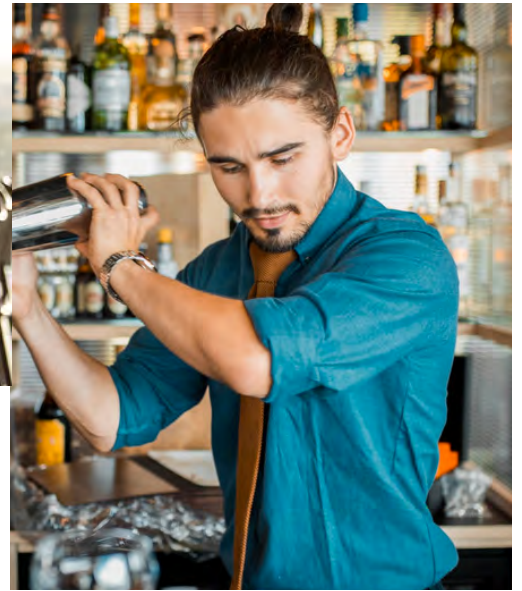


WHEN THE SHIFT STARTS

It is at the utmost importance that our staff are considerate of hygiene at the hotel. Also personal hygiene.

- Staff is well rested and obliging.
- Staff is dressed in a clean uniform and clean shoes.
- Jewellery, make-up, and nail polish should be neutral colours. Hair and beard is well groomed.
- Staff with long hair while working with food will either wear a hairnet or wear their hair up. If you are working in the kitchen or restaurant, be considerate of your jewelry.





STAFF UNIFORMS

WAITERS

- Females: Shirt, trousers and blazer
- Males: Darkblue trousers, shirt, tie and blazer

You are required to bring your own black shoes and black socks/nylon stockings.

RECEPTION

- Females: Shirt, trousers and blazer
- Males: Darkblue trousers, shirt, tie and blazer

You are required to bring your own black shoes and black socks/nylon stockings.

CHEFS

You will get clean chef jackets every day. You hand them over to laundry after your shift. Ask your supervisor where. Brandan will take care of the laundry. You shall bring your own t-shirt and safety shoes, and you may bring your own knives.

HOUSEKEEPING

You will get a vest and t-shirt from Brandan.

You are required to bring your own black shoes and black socks/nylon stockings.



SALARY, INSURANCE & TERMINATION

SALARY, PENSION AND TERMS OF EMPLOYMENT

Terms of employment and salary is according to existing agreements within the field. As an employee at Hotel Brandan, you are paid according to Gistingarhússáttmálin. Salary will be paid out at the end of every month.

The employer will transfer the money to your pension account simultaneous. More information on existing agreements can be found on www.industry.fo

If you have any questions regarding employment, you can contact your supervisor og the HR-department.

Everything handed out by the hotel such as keys, name tag, staff card etc. That you have received should be handed in at the end of employment.

INSURANCE

As an employee you are insured in the event of work related injury. Some labor unions have a life-insurance policy. This means that an amount will be deducted from your members fee that goes towards the life and accident insurance. More information can be found on your labor union website.

MEAL BREAKS

Every employee is entitled to a 30 minutes meal break for every 8 hours of work. The meal break is without pay.

Staff food is available during these times:

10:15 – 10:30 Left-overs from breakfast

14:15 – 14:45 Monday through Friday – the kitchen will prepare a light lunch

16:30 – 17:30 Staff food which the kitchen will prepare

As an employee it is your responsibility that everyone in your field will get some food. Plan your shift accordingly, so no department is empty in order for the guests to receive the best service.



SHIFT PLANNING AND VACATION

SHIFT PLANNING AND SHIFT TRADING

You start your shift according to the schedule. That means you are in your uniform and ready to take on the first task when your shift begins. You are welcome to trade shifts on Planday. Your supervisor/manager will accept/reject the request accordingly.

HOLIDAY

You are entitled to vacation according to the existing agreement and holiday act. The vacation year is from 01.05 – 30.04 and you are entitled to 5 weeks vacation. The vacation is planned together with your manager/supervisor.

- 1 vacation week is 5 days (Monday through Friday). In total you save up 25 days a year.
- You send a request through planday.

Your manager/supervisor will accept/reject accordingly.

PAID VACATION, FIXED SALARY

The first year with fixed salary, holiday is not paid. You save up 2,08 days pr. month of paid vacation which can be used in your second year of employment. The first year, your holiday is without pay. Talk to your manager/supervisor regarding vacation. In addition, you will get a special vacation pay-out which is 1.5% of your salary, in the beginning of May every year.

VACATION WITHOUT PAY, HOURLY-PAID

As an hourly-paid employee you will not receive any pay during your vacation. Instead you will receive vacation payment which is 12% of your salary. The vacation payment is paid out in the beginning of May every year.





THE POLICY OF BRANDAN



INHOUSE POLICIES

CONFIDENTIALITY

As an employee, you are bound by confidentiality relating to all hotel affairs. (guests and staff)

- We never give out room numbers to unauthorized persons
- Private affairs, such as address and phone numbers related to the staff are never given to unauthorized persons.

Confidentiality applies even though you are no longer working for the hotel.

COMPUTERS/INTERNET

The WiFi password is available in the reception. The computers at the hotel are only for professional use.

STAFF CARD

To be eligible for a STAFF CARD you are required to work a minimum of 30 hours per week. Ask your manager/supervisor for a STAFF CARD.

NARCOTICS AND ALCOHOL

It is not allowed to show up for a shift under the influence of narcotics or alcohol.

Failure to comply may lead to dismissal.

If you have a narcotics or drinking related problem, Hotel Brandan wishes to help you rather than punish you. Talk to your manager/supervisor about what can be done.

BULLYING

Bullying is not accepted. If you experience any bullying, the management will take action immediately. Talk to your manager/supervisor.

LOST AND FOUND

All items found around the hotel should be handed to the reception immediately.



THE POLICY OF BRANDAN



SAFETY POLICY

SAFETY

We are responsible for the safety of many people. Therefore it is required that you familiarize yourself with the safety regulations.

- Where is the safety equipment
- How is it used
- Where are the emergency exits

It is the janitors responsibility to go through the safety with you, such as fire and escape round, showing you how to use the equipment and tell you who to contact in the unlikely event of an emergency. At the same time you will be told what your duties are if necessary. In addition, there will be held various safety-training courses.

All rooms are equipped with fire alarms. In every room you will find an overview of emergency exits etc.

The fire equipment will be reviewed annually.

Video surveillance and back-up of local area network.

For our safety, guests and staff, video surveillance has been installed in various places around the hotel. All data is downloaded once every 24 hours. If necessary these can be granted access to and any irregularities investigated.





THE POLICY OF BRANDAN



ENVIROMENTAL POLICIES

WE LOOK AFTER THE ENVIRONMENT AND THESE MEASURES HAVE BEEN TAKEN, AMONG OTHERS

- Batteries will be handed to the reception who then will discard them accordingly
- Bottles will be handed in to the provider and cardboard/paper will be handed over to the authorities
- Soaps and equipment are eco-friendly
- If the guest is staying more than one day, towels will be replaced upon request
- Paper cups are made from recycled material
- Energy saving lightbulbs are used when possible
- Most carpets at Hotel Brandan are made from recycled plastic
- Our straws are made from cardboard
- Very little use of plastic cups and the ones we use are biodynamic
- If you have any ideas on how to become more eco-friendly, please let your manager/supervisor know



GUIDELINES REGARDING SICKNESS

Should you the night before your shift, feel ill and is not sure whether you are able to do your shift, try to get someone to cover for you. When you have found someone, let your manager/supervisor know.

Call your manager/supervisor and let them know you are sick. An SMS is not acceptable, as it is not sure the person sees the message. If you can not get ahold of your manager/supervisor, call the reception.

If you are away from work for more than 3 days, an official statement from your doctor has to be handed to your manager/supervisor.

Should you be away for a longer period of time, your manager/supervisor will contact you, first of all to see how you are doing, but also if they can be at any assistance and to check when you will be able to return to work. If your work tasks need to be altered, let your manager/supervisor or the HR-department know.

If you are hourly paid or an intern, you are not eligible to paid sick-leave, but you can contact www.av.fo and see what your possibilities are.

SICK CHILD

You are allowed to be at home with a sick child for the first two days if the child is under the age of 14, and maximum 10 days a year. Should special circumstances apply, please contact your manager/supervisor. Hourly paid are not eligible to paid sick leave but you can apply for lost income coverage for the first two days at www.av.fo

MATERNITY LEAVE

You are entitled to paid maternity leave from the government. You need to fill out the form on www.av.fo.

The deadline for application is 1 year after the child is born.

Applications are considered when the maternity leave starts, so it is recommended that you do this as soon as possible. Check out www.barsil.fo



HOTEL BRANDAN

I am also online



@hotelbrandan
@húsagarður