



Shift Responsibilities

For Cloud 9 Hookah Lounge, a D/B/A C9 JR LLC

General

- ✓ Always take payment first - remember this is a sales job.
- ✓ Sell the following: hookahs, platinum flavors, Kool-Aid, ice tips, refills, double hose, and drinks.
- ✓ Dispose of coals in water, then in the trash can after they have cooled off.
- ✓ Always ensure the hookah has a ball bearing and is screwed in properly.

Customer Service

- ✓ Greet and seat customers accordingly.
- ✓ Check customers' coals every 15 minutes, do not just ask them.
- ✓ Do not put too much coal in the hookah.
- ✓ Always ask customers if they want a refill after 45 minutes. Try it for them and suggest a refill.
- ✓ Offer the double hose option for \$5 more.
- ✓ Provide instructions to customers before and after the sale. Inform customers: "*Do not blow. Water will come up, and I don't refund.*"
- ✓ Use a maximum of 2 coals unless the customer asks for more. Do not burn any coals until the first order goes out, then maintain the coals. **Check the coals every 15 minutes.**
- ✓ Ask customers to let you know when they leave so you can pick up the hookah.

Broken Equipment

- ✓ Instruct customers: "*Do not pick up the hookah from the metal top half. Only from the glass if you need to move it yourself. But come grab me.*"
- ✓ If a customer breaks a hookah, **charge them \$75.** Advise customers: "***If you want to move the hookah, please ask me to move it. If you break the hookah, it's \$75.***"

- ✓ If a ceramic head is broken, **charge \$10**.

Closing Duties

- ✓ **Put up all the equipment, every night before leaving.**
- ✓ Replace the water in jars with clean water.
- ✓ Do not dump coals on the ground. Put them in a holder, let them cool, and throw them in the trash the next day.
- ✓ Clean the metal tube rods with a rod scrubber.
- ✓ Clean the glass jars with a brush 1-2 times a month to prevent mold and illness.
- ✓ Do not lose the plastic seals on the hose entry.
- ✓ Clean the area, pick up tips and plastics from the floor.
- ✓ Rinse hoses with water and ensure they have a zip tie at the end.
- ✓ Clean hookah heads and do not leave shisha residue inside.
- ✓ Clean the metal plates.

Lounge Duties

- ✓ Always be doing something, such as organizing inventory or cleaning surfaces.
- ✓ Clean up the lounge frequently, including wrappers, tips, and mopping under couches if needed.
- ✓ Sell hookahs, platinum flavors, Kool-Aid, ice tips, refills, double hose, and drinks.
- ✓ Up-sell, sell, sell, sell - do not just take orders.
- ✓ **No refunds.** Offer a new hookah head refill instead.
- ✓ Hold and control the door at closing time each night. Require payment at closing time and pre-payment after closing time if you happen to be there already. **Staying after closing time will not ensure payment of hourly wage as part of your pay cycle**, except any tips that are given.
- ✓ Do not overfill the hookah head with shisha.

- ✓ Cut and fold foil for the hookahs.
- ✓ Check the toilet paper levels.
- ✓ Clean the prep table.
- ✓ Recycle unused tips.
- ✓ Take out the trash at least to the trash can outside back door each night. Take trash in trash bin outside back door to large bin at the end of the alley when trash is overflowing from our trash can or at least every week.
- ✓ Clean up spills as needed.
- ✓ Turn off the burner when not in use.
- ✓ Always be in the front area.
- ✓ Staff can drink 2 soft drinks per 4 hour or more shift for free each evening.
- ✓ Let management know if you cannot make a shift so it can be covered.
- ✓ Close out credit cards at the end of each shift.

Immediate Cause of Separation

Cloud 9 Hookah Lounge management expects the highest moral and ethical activity from our servers. Any of these activities are a cause for immediate expulsion from duties at the lounge.

- ❖ No selling of any drugs or alcohol.
- ❖ No discounts or "*hook ups*" with hookah prices for friends. Management may provide comp'ed items for customers or approve a server to do so, but servers do not have the ability to do so on their own.
- ❖ Never take cash home. Leave it in the cash box at the end of the night and report the totals to the management each night.
- ❖ No drinking alcoholic beverages on the job.

This document covers the essential shift responsibilities for staff at the Cloud 9 Hookah Lounge, focusing on customer service, sales, and operational tasks, while excluding any bar-related duties.