

burger king employee handbook

burger king employee handbook serves as an essential guide for employees working at Burger King, providing crucial information on company policies, workplace expectations, and operational procedures. This handbook is designed to ensure that all team members, from entry-level staff to management, understand their roles and responsibilities clearly. It covers a wide range of topics including employee conduct, safety protocols, attendance policies, and benefits, promoting a productive and respectful work environment. By adhering to the guidelines outlined in the Burger King employee handbook, employees can contribute to the brand's commitment to quality service and customer satisfaction. This article will explore the key components of the Burger King employee handbook, offering insights into its structure and practical application. The following sections will discuss the handbook's overview, workplace policies, performance standards, safety measures, and employee development opportunities.

- Overview of the Burger King Employee Handbook
- Workplace Policies and Procedures
- Performance Expectations and Conduct
- Health and Safety Guidelines
- Employee Benefits and Development

Overview of the Burger King Employee Handbook

The Burger King employee handbook functions as a comprehensive manual that outlines the company's standards and expectations for all employees. It is a vital resource that facilitates consistent communication of policies across all Burger King locations. The handbook typically includes an introduction to the company's mission, values, and culture, helping employees align with Burger King's brand identity. Additionally, it explains the scope of employment, including employment-at-will statements and equal opportunity employment policies that protect workers' rights. Understanding the handbook allows employees to navigate their roles effectively while adhering to corporate guidelines.

Purpose and Scope

The primary purpose of the Burger King employee handbook is to establish clear, standardized rules and procedures to ensure smooth daily operations. It serves as a reference tool for employees when questions arise regarding workplace practices, conduct, or benefits. The scope of the handbook covers all employees regardless of position, providing equitable treatment and clear expectations throughout the organization. This consistency helps maintain a disciplined and efficient work environment, reducing

misunderstandings and conflicts.

Company Mission and Values

Burger King's mission emphasizes delivering high-quality food and excellent customer service. The employee handbook reflects these core values by encouraging teamwork, respect, and integrity among staff members. Employees are reminded of their role in upholding the brand's reputation by following operational standards and engaging positively with customers and colleagues. The handbook's inclusion of company values reinforces a culture of accountability and pride in work.

Workplace Policies and Procedures

Workplace policies form the backbone of the Burger King employee handbook, detailing the rules that govern employee behavior and operational conduct. These policies are designed to create a safe, respectful, and efficient working environment. The handbook addresses topics such as attendance, dress code, harassment prevention, and use of company property. By adhering to these policies, employees contribute to a professional atmosphere that supports both individual success and overall business objectives.

Attendance and Punctuality

Consistent attendance and punctuality are critical in the fast-paced environment of Burger King restaurants. The handbook outlines expectations for reporting absences, requesting time off, and consequences for tardiness or unexcused absences. It encourages employees to communicate proactively with supervisors regarding scheduling issues to minimize disruptions. Maintaining reliable attendance supports team coordination and customer service excellence.

Dress Code and Personal Appearance

Proper dress and grooming standards are established to ensure employees present a clean, professional image that aligns with Burger King's brand. The employee handbook specifies uniform requirements, hygiene practices, and restrictions on jewelry or accessories. Compliance with the dress code helps maintain a consistent and safe working environment, fostering customer confidence and employee pride.

Anti-Harassment and Equal Opportunity

Burger King is committed to providing a workplace free from discrimination and harassment. The employee handbook includes detailed policies prohibiting harassment based on race, gender, religion, or other protected characteristics. It outlines procedures for reporting incidents and the steps the company will take to investigate and resolve complaints. These policies promote respect and inclusivity, contributing to a positive

workplace culture.

Performance Expectations and Conduct

Performance standards and behavioral expectations are clearly defined in the Burger King employee handbook to guide employees in delivering quality work and maintaining professionalism. These guidelines help employees understand job responsibilities, customer service protocols, and teamwork principles. The handbook also addresses disciplinary actions for non-compliance, emphasizing the importance of accountability and continuous improvement.

Job Responsibilities and Standards

Each position within Burger King has specific duties and performance criteria outlined in the handbook. Employees are expected to follow operational procedures, meet productivity goals, and maintain cleanliness and safety standards. Clear articulation of these responsibilities ensures consistency in service delivery and operational efficiency.

Customer Service Excellence

Delivering exceptional customer service is a cornerstone of Burger King's business model. The handbook provides guidelines on customer interaction, complaint handling, and maintaining a positive attitude. Employees are trained to prioritize customer satisfaction by being courteous, attentive, and responsive, which enhances brand loyalty and repeat business.

Disciplinary Procedures

The Burger King employee handbook details the disciplinary process for addressing violations of company policies or performance issues. This may include verbal warnings, written warnings, suspension, or termination depending on the severity of the infraction. The progressive discipline approach encourages corrective action while maintaining fairness and consistency.

Health and Safety Guidelines

Ensuring the health and safety of employees and customers is a fundamental component of the Burger King employee handbook. The document outlines procedures to prevent workplace accidents, manage food safety, and respond to emergencies. Compliance with these guidelines protects both staff and patrons, supports legal requirements, and fosters a safe working environment.

Workplace Safety Protocols

The handbook specifies safety measures such as proper equipment use, hazard reporting, and adherence to sanitation standards. Employees are instructed to follow these protocols to minimize risks and maintain a secure workplace. Regular training and reinforcement of safety practices are emphasized to reduce accidents and injuries.

Food Handling and Sanitation

Food safety is paramount in Burger King operations. The employee handbook provides detailed instructions on food preparation, storage, and hygiene to prevent contamination. Employees must comply with local health regulations and company standards to ensure the quality and safety of all products served.

Emergency Procedures

In the event of emergencies such as fires, medical incidents, or natural disasters, the handbook outlines clear response steps. Employees are trained to act promptly and efficiently, including evacuation processes, first aid measures, and communication protocols. Preparedness helps minimize harm and ensures business continuity.

Employee Benefits and Development

The Burger King employee handbook also covers the various benefits and opportunities available to employees, supporting their well-being and professional growth. Understanding these provisions helps motivate staff and fosters long-term commitment to the company. The handbook highlights programs related to compensation, health benefits, and career advancement.

Compensation and Work Hours

Details regarding wages, overtime, and work schedules are presented in the handbook to ensure transparency and fairness. Employees are informed about pay periods, timekeeping procedures, and eligibility for overtime pay. Clear communication about compensation helps maintain trust and employee satisfaction.

Health and Wellness Benefits

Burger King offers various benefits such as health insurance, paid time off, and employee assistance programs. The handbook explains eligibility criteria, enrollment processes, and the scope of coverage. These benefits contribute to employees' physical and mental well-being.

Training and Career Development

Professional development is encouraged through training programs and advancement opportunities outlined in the employee handbook. Employees can access resources to improve skills, gain certifications, and pursue leadership roles within the company. This focus on growth supports employee retention and enhances operational excellence.

- Clear understanding of company policies
- Defined employee roles and responsibilities
- Emphasis on workplace safety and food sanitation
- Guidelines for professional conduct and customer service
- Access to benefits and career development resources

Frequently Asked Questions

Where can I find the Burger King employee handbook?

The Burger King employee handbook is typically available through the employee portal or provided during onboarding by your store manager.

What important policies are covered in the Burger King employee handbook?

The handbook covers policies on attendance, dress code, workplace behavior, food safety, customer service, and employee benefits.

Does the Burger King employee handbook include COVID-19 guidelines?

Yes, recent versions of the handbook include updated COVID-19 safety protocols such as mask-wearing, sanitation procedures, and health screenings.

Are there specific uniform requirements mentioned in the Burger King employee handbook?

Yes, the handbook outlines the required uniform, grooming standards, and any restrictions on jewelry and accessories to maintain brand consistency.

What is the policy on breaks and meal times in the Burger King employee handbook?

The handbook specifies employees are entitled to scheduled breaks and meal periods in accordance with labor laws and store policies.

How does the Burger King employee handbook address harassment and discrimination?

It includes a zero-tolerance policy for harassment and discrimination, providing procedures for reporting incidents and the consequences of violations.

Does the Burger King employee handbook explain procedures for requesting time off?

Yes, it details the process for submitting time-off requests, including advance notice requirements and approval procedures.

Are there guidelines for food safety and hygiene in the Burger King employee handbook?

Absolutely, the handbook emphasizes strict food safety standards, proper handwashing techniques, and hygiene practices to ensure customer safety.

How often is the Burger King employee handbook updated?

The handbook is typically reviewed and updated annually or as needed to comply with new laws and company policies.

Additional Resources

1. The Burger King Employee Handbook: Essential Policies and Procedures

This comprehensive guide covers all the fundamental policies and procedures that Burger King employees need to know. It includes information on workplace safety, customer service standards, and operational protocols. The handbook aims to ensure consistency and quality across all Burger King locations.

2. Mastering Burger King Operations: A Manager's Guide

Designed for supervisors and managers, this book delves into effective team leadership, scheduling, and inventory management within Burger King restaurants. It provides strategies to improve employee performance and customer satisfaction. The guide also addresses problem-solving techniques and conflict resolution.

3. Customer Service Excellence at Burger King

Focused on delivering top-notch customer service, this book teaches Burger King

employees how to handle customer interactions professionally and efficiently. It emphasizes communication skills, complaint handling, and creating a welcoming environment. The goal is to enhance the overall dining experience for guests.

4. Food Safety and Sanitation for Burger King Employees

This title outlines critical food safety practices and sanitation standards required in Burger King kitchens. It explains proper food handling, storage, and cleaning procedures to prevent contamination and ensure health compliance. Employees will learn how to maintain a safe and hygienic workplace.

5. Training New Employees at Burger King

A practical resource for trainers, this book provides step-by-step methods for onboarding new hires effectively. It includes training checklists, role-play scenarios, and tips for reinforcing company culture. The book aims to shorten the learning curve and boost employee retention.

6. The Burger King Employee Code of Conduct

This publication details the ethical standards and behavioral expectations for Burger King employees. Topics include workplace professionalism, dress code, attendance, and teamwork. It serves as a reminder of the values that uphold Burger King's brand reputation.

7. Time Management and Productivity in Fast Food Workplaces

Employees at Burger King often work in fast-paced environments, and this book offers techniques to manage time efficiently. It covers task prioritization, multitasking, and stress reduction strategies. The advice helps workers stay organized and maintain high productivity during shifts.

8. Effective Communication Skills for Burger King Teams

This guide emphasizes the importance of clear and respectful communication among Burger King staff members. It addresses verbal and non-verbal communication, active listening, and giving constructive feedback. Improved communication leads to smoother operations and a positive work atmosphere.

9. Leadership Development in Quick Service Restaurants

Targeted at aspiring leaders within Burger King, this book explores leadership styles, motivation, and team-building techniques. It encourages employees to take initiative and develop skills that contribute to career advancement. The book also highlights how strong leadership impacts restaurant success.

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Outline:

Introduction: Welcome to the Burger King Family!

Chapter 1: Company Policies and Procedures: Understanding the Rules

- Attendance and Punctuality
- Dress Code and Personal Appearance
- Workplace Safety and Security
- Employee Conduct and Ethics
- Anti-Harassment and Discrimination Policy

Chapter 2: Job Roles and Responsibilities: Your Specific Duties

- Cashier Duties
- Food Preparation and Handling
- Customer Service Standards
- Restaurant Maintenance and Cleanliness
- Teamwork and Communication

Chapter 3: Training and Development: Growing with Burger King

- Onboarding and Initial Training
- Ongoing Training Opportunities
- Performance Reviews and Feedback
- Career Advancement Opportunities

Chapter 4: Compensation and Benefits: Understanding Your Pay and Perks

- Wage and Salary Information
- Overtime Pay and Regulations
- Benefits Packages (Health Insurance, Paid Time Off, etc.)

Chapter 5: Legal Compliance and Regulations: Knowing the Laws

- Food Safety and Hygiene Regulations
- Wage and Hour Laws
- Health and Safety Regulations

Conclusion: Your Journey at Burger King

Burger King Employee Handbook: Your Guide to Success

Introduction: Welcome to the Burger King Family!

Welcome to the Burger King team! This handbook serves as your comprehensive guide to working at Burger King, outlining company policies, procedures, and expectations. Understanding and adhering to the information contained within this handbook is crucial to your success and to maintaining a

positive and productive work environment for everyone. This document covers everything from daily tasks and company policies to opportunities for growth and development within the Burger King family. We are committed to providing you with the resources and support you need to thrive in your role.

Chapter 1: Company Policies and Procedures: Understanding the Rules

This chapter outlines the fundamental rules and regulations that govern your employment at Burger King. Adherence to these policies is mandatory and contributes to a safe, respectful, and efficient workplace.

1.1 Attendance and Punctuality: Punctuality is essential. Consistent tardiness or absenteeism without proper notification will result in disciplinary action. Employees are expected to adhere to their scheduled shifts and notify their manager immediately in case of unforeseen absences. Consistent punctuality demonstrates professionalism and respect for your colleagues and customers.

1.2 Dress Code and Personal Appearance: Maintain a clean and professional appearance at all times. The dress code includes [insert specific details from your company's dress code, e.g., uniform requirements, restrictions on jewelry, etc.]. Personal hygiene is equally important; maintaining cleanliness ensures a safe and healthy working environment for everyone.

1.3 Workplace Safety and Security: Your safety and well-being are our top priority. Familiarize yourself with all safety procedures and emergency protocols outlined in this handbook and during your training. Report any safety hazards or concerns to your manager immediately. This includes proper use of equipment, following food safety guidelines, and adhering to security protocols.

1.4 Employee Conduct and Ethics: Maintain a respectful and professional demeanor at all times, interacting respectfully with colleagues, supervisors, and customers alike. Dishonesty, theft, and any form of misconduct will not be tolerated and may result in immediate termination. Professionalism extends to both your interactions and your work ethic, including maintaining a clean work area and completing tasks efficiently.

1.5 Anti-Harassment and Discrimination Policy: Burger King maintains a zero-tolerance policy for harassment and discrimination of any kind. This includes verbal, physical, or visual harassment based on race, religion, gender, sexual orientation, or any other protected characteristic. Report any incidents immediately to your manager or HR department. This policy is critical to ensuring a safe and inclusive work environment for all employees.

Chapter 2: Job Roles and Responsibilities: Your Specific Duties

This chapter details the specific responsibilities associated with your position at Burger King. Your manager will provide further training and guidance on your specific tasks.

2.1 Cashier Duties: Cashier responsibilities include accurately processing customer orders, handling payments, balancing the cash drawer, and providing excellent customer service. This role demands speed, accuracy, and a friendly demeanor.

2.2 Food Preparation and Handling: Food preparation involves following established recipes and procedures to ensure consistent quality and food safety. Proper food handling is critical; adherence to hygiene standards is paramount to prevent contamination and ensure customer safety. This includes proper handwashing, use of gloves, and maintaining cleanliness in the food preparation area.

2.3 Customer Service Standards: Customer service is at the heart of the Burger King experience. Maintain a friendly and helpful attitude, addressing customer needs promptly and efficiently. Resolve customer issues with professionalism and courtesy, striving to exceed customer expectations.

2.4 Restaurant Maintenance and Cleanliness: Maintaining a clean and organized restaurant is crucial for both customer satisfaction and food safety. Your responsibilities may include cleaning tables, counters, floors, and other areas of the restaurant, as well as ensuring the overall tidiness of the establishment.

2.5 Teamwork and Communication: Effective teamwork is essential for success at Burger King. Collaborate effectively with your colleagues, communicating clearly and respectfully to ensure smooth operations and a positive work environment.

Chapter 3: Training and Development: Growing with Burger King

Burger King is committed to investing in its employees' growth and development.

3.1 Onboarding and Initial Training: Upon commencing employment, you will undergo a comprehensive onboarding process including training on all aspects of your role, company policies, and safety procedures. This initial training ensures you are fully prepared to perform your duties effectively and safely.

3.2 Ongoing Training Opportunities: Burger King offers various ongoing training opportunities to enhance your skills and knowledge. These opportunities may include specialized training programs, workshops, or online courses, designed to help you advance your career.

3.3 Performance Reviews and Feedback: Regular performance reviews provide valuable feedback on your performance and identify areas for improvement. These reviews are an opportunity to discuss your progress, set goals, and receive guidance on your career path.

3.4 Career Advancement Opportunities: Burger King offers numerous career advancement opportunities for its employees. Hard work, dedication, and commitment can lead to promotions and increased responsibilities within the company.

Chapter 4: Compensation and Benefits: Understanding Your Pay and Perks

This chapter details your compensation and benefits package.

4.1 Wage and Salary Information: Your wage or salary will be outlined in your employment agreement. This includes information regarding your hourly rate, pay frequency, and any applicable deductions.

4.2 Overtime Pay and Regulations: Burger King adheres to all applicable overtime regulations. You will receive overtime pay for hours worked beyond your scheduled shift, as outlined by relevant labor laws.

4.3 Benefits Packages (Health Insurance, Paid Time Off, etc.): Burger King may offer a range of employee benefits, including health insurance, paid time off, and other perks. Details of your benefits package will be provided separately.

Chapter 5: Legal Compliance and Regulations: Knowing the Laws

Burger King operates in compliance with all relevant laws and regulations.

5.1 Food Safety and Hygiene Regulations: Burger King strictly adheres to all food safety and hygiene regulations. Your role in maintaining these standards is crucial for ensuring customer safety and protecting public health.

5.2 Wage and Hour Laws: Burger King complies with all applicable wage and hour laws, ensuring fair compensation and adherence to working hour regulations.

5.3 Health and Safety Regulations: Burger King prioritizes employee health and safety, implementing various measures to maintain a safe and healthy work environment.

Conclusion: Your Journey at Burger King

Your success at Burger King is important to us. This handbook provides a framework for your journey with us, outlining policies, responsibilities, and opportunities for growth. By adhering to the guidelines outlined in this document and actively participating in your training, you can contribute to a successful and rewarding career at Burger King.

FAQs

1. What should I do if I have a workplace injury? Report the injury to your manager immediately and seek medical attention.
2. What is Burger King's policy on employee breaks? Break times will be outlined in your schedule and are in accordance with legal requirements.
3. How do I request time off? Follow the procedure outlined by your manager for requesting time off.
4. What are the consequences of violating company policy? Violations can result in disciplinary action, up to and including termination of employment.
5. How can I get involved in career development opportunities? Speak with your manager about career advancement options and available training programs.
6. Where can I find the complete details of my benefits package? Refer to your employee benefits handbook or contact HR.
7. What is the process for submitting a complaint about harassment or discrimination? Report incidents to your manager or the HR department immediately.
8. How often will I receive performance reviews? The frequency of performance reviews will be determined by your manager.
9. What should I do if I have a question that isn't answered in this handbook? Ask your manager or consult the HR department.

Related Articles:

1. Burger King's Food Safety Procedures: A detailed guide to Burger King's food safety protocols.
2. Understanding Your Burger King Uniform Policy: Clarification on uniform rules and guidelines.
3. Burger King's Customer Service Best Practices: Tips and techniques for exceptional customer service.
4. Navigating Your Burger King Performance Review: A guide to preparing for and understanding performance evaluations.
5. Burger King's Employee Discount Program: Details of discounts for employees.
6. Career Progression at Burger King: Paths for advancement within the company.
7. Burger King's Health and Safety Regulations: In-depth explanation of safety protocols.
8. Burger King's Anti-Harassment and Discrimination Training: Information on training programs.
9. Burger King's Time Off and Leave Policies: Detailed explanation of vacation, sick leave, etc.

burger king employee handbook: Praeger Handbook on Understanding and Preventing Workplace Discrimination Michele A. Paludi, Eros R. DeSouza, Carmen A. Paludi Jr., 2010-11-02
This comprehensive, two-volume handbook compiles the current case law, management practices, and social science research on workplace discrimination, including federal- and state-protected categories. Despite guidelines for investigating complaints of discrimination and establishing preventative measures, statistics indicate that employers may not be properly implementing

antidiscrimination laws in their organizations. The Praeger Handbook on Understanding and Preventing Workplace Discrimination was written to provide companies with the necessary toolkits to prevent all types of discrimination in the workplace-and to deal with them if and when they occur. This two-volume handbook offers employers a comprehensive approach to understanding, preventing, and dealing with hostile work environments through an integrated model that encompasses legal responsibilities, management theories and practice, and social science research. Volume one provides an overview of workplace discrimination through an examination of federally protected categories, such as age, disability, equal compensation, national origin, pregnancy, race/color, religion, sex, and sexual harassment. Volume two offers strategies related to reasonable care in terms of preventing workplace discrimination through policies, procedures, and training programs.

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Food Man is a story of our times.

burger king employee handbook: Handbook of Attitudes, Volume 2: Applications Dolores Albarracin, Blair T. Johnson, 2018-10-10 Attitudes are evaluations of people, places, things, and ideas. They help us to navigate through a complex world. They provide guidance for decisions about which products to buy, how to travel to work, or where to go on vacation. They color our perceptions of others. Carefully crafted interventions can change attitudes and behavior. Yet attitudes, beliefs, and behavior are often formed and changed in casual social exchanges. The mere perception that other people—say, rich people— favor something may be sufficient to make another person favor it. People's own actions also influence their attitudes, such that they adjust to be more supportive of the actions. People's belief systems even change to align with and support their preferences, which at its extreme is a form of denial for which people lack awareness. These two volumes of The Handbook of Attitudes provide authoritative, critical surveys of theory and research about attitudes, beliefs, persuasion, and behavior from key authors in these areas. This second volume covers applications to measurement, behavior prediction, and interventions in the areas of cancer, HIV, substance use, diet, and exercise, as well as in politics, intergroup relations, aggression, migrations, advertising, accounting, education, and the environment.

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burger king employee handbook: Legal and Ethical Aspects of International Business Eric L. Richards, Scott J. Shackelford, 2015-01-28 Effective managers must accurately assess the legal and ethical ramifications of complex business transactions. This requires familiarity with the basic principles of international law, and an understanding of the importance of culturally diverse ethical

traditions in all of their business relationships. Legal and Ethical Aspects of International Business is your authoritative guide to the law and ethics of business leadership in the global market. It provides the vehicle for today's and tomorrow's managers to successfully navigate the legal and ethical environment of business around the world. Classroom-tested and business-world vetted, Legal and Ethical Aspects of International Business provides: Overviews and opening questions at the outset of each chapter that forecast central concepts and learning objectives A variety of cases that will peak student interest and fuel class discussion Careful editing of cases that preserves the legal and ethical issues confronting global business managers, without miring the reader in jargon and extraneous details Questions and Problem Cases at the end of each chapter that provide opportunities to test knowledge and apply theory to practice In Focus and Global Note inserts that explore hot topics like privacy, cyber security, and sustainability International and comparative perspectives, as the authors look at how substantive issues are addressed by different legal systems around the world Visual aids, such as flowcharts, integrated throughout the book, that illustrate and reinforce key concepts Ethics in Action inserts that demonstrate the role of ethics in global business transactions

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burger king employee handbook: *Friends with Benefits* Darren Barefoot, Julie Szabo, 2010 The rules of marketing have changed. With viral YouTube videos racking up millions of views, popular bloggers reaching more readers than their traditional media counterparts, and Facebook mavens influencing thousands of their friends, marketing professionals simply cannot ignore the web's new communication channels. But this new brand of marketing can be intimidating to those unfamiliar with the new tools, the evolving culture, and the unwritten rules surrounding them. Friends with Benefits is a tactical guide, filled with tricks, tips, and real-world case studies that show marketers how to reach out to the new online influencers to increase their companies' online visibility and bring more visitors to their websites. Readers learn how to create viral campaigns, craft a compelling social media pitch, and market effectively inside intimidating social media channels, where honesty and connections are far more important than the size of their marketing budget. The power of social media is huge: 65 million Americans read blogs every day; Facebook has over 150 million users; and the most popular YouTube videos receive over 10 million views, often in less than a week. Nearly 80 percent of consumers trust recommendations from family, friends, and influential persons over any kind of advertising or marketing. Businesses need to reach these influencers.

burger king employee handbook: *Clay's Handbook of Environmental Health* Stephen Battersby, 2016-07-01 Clay's Handbook of Environmental Health, since its first publication in 1933, has provided a definitive guide for the environmental health practitioner, or reference for the consultant or student. This 21th edition continues as a first point of reference, reviewing the core principles, techniques and competencies, and then outlining the specialist subjects. It has been refocused on the current curriculum of the UK's Chartered Institute of Environmental Health but should also readily suit the generalist or specialist working outside the UK.

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author draws on literature from around the world and his own experience of over 20 years of treating and preventing back pain and neck pain in presenting information in this book. Several case studies prove that back injuries can be prevented, which can save hundreds of thousands of dollars and countless hours of lost work. This book will prove essential for helping trainers, safety specialists, ergonomists, industrial hygienists, and other industry personnel to implement the best cure for back pain-prevention!

burger king employee handbook: Handbook of Services Marketing and Management

Teresa Swartz, Dawn Iacobucci, 2000 This is a comprehensive, practical and theoretical guide to the latest thinking in the foundations of services. The authors present contributions from the world's leading experts on services marketing and management.'

burger king employee handbook: Handbook of Hospitality Human Resources

Management Dana V Tesone, 2008-09-10 Handbook of Hospitality Human Resources Management is an authoritative resource comprising an edited collection of papers, which review and discuss this crucial aspect of hospitality, whilst illustrating how theories and concepts can be applied to the hospitality industry. Written by internationally recognized practitioners and academics, this book provides thorough reviews and discussions. The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners.

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