



Appendix C

Hotel Employee Handbook

Every organization that employs service personnel should have an employee orientation manual or *handbook* so that common questions asked by employees may be answered as soon as possible. The various rules, regulations, and procedures that are specified should apply to all members of a hotel staff.

This appendix presents a generic **employee handbook** typical of those used in many hotels. On the last page of the handbook, the employee is provided with the name of his or her supervisor and/or manager, the name of the

job, the starting rate of pay, when he or she is to receive a first check, and working hours. The employee signs a receipt for this information, which is kept in the personnel file of the new employee.

The reader is cautioned not to adopt this handbook in whole, or in part, without consulting current federal and state labor laws. It is also recommended that all company policies regarding the treatment of employees be reviewed by a practicing labor attorney before being implemented.

WELCOME ABOARD!

Congratulations, and welcome to one of the fastest-growing companies and the most exciting of all industries—the hospitality industry.

We appreciate your desire to join us, and we wish you every success with your new career—a career loaded with opportunity to say to your fellow man or woman, “Welcome! May I be of service? I’m glad you’re here and I am concerned about you while you are our guest.” If you have that feeling toward people in general, then you will have it toward our guests, and you will soon learn that what you are about to do in your new job can bring happiness and self-satisfaction—regardless of whether your job has you performing directly in front of the public or in support of those who do.

The hospitality industry probably has a greater variety of jobs than any other industry you can think of, but I can assure you that no one job is any more important than another. What you will be doing is just as important as what I do every day. (We just do different things, that’s all!) And that applies to every job and every person equally. Few, if any, of us started

anywhere except “at the bottom”—so you will find your supervisors and managers understanding of your need to be properly trained, and ready to help you if and when you need their help. We were all beginners ourselves at one time; we know you will have many questions about your job, company policies, the do’s and don’ts, promotional opportunities, and your own opportunities to grow. Don’t be afraid to ask questions, because to you the answers to those questions will be important. And don’t be afraid of making a mistake. It is from our mistakes that we learn our best lessons.

A well-informed employee who knows what is expected of him or her and who knows the rules and recognizes his or her contribution to the overall effort is usually an employee who is content with his or her job and looks forward to coming to work every day.

It is our hope that this booklet will help you learn more about us, helping you to keep informed and to know what you can expect from us.

AGAIN, WELCOME ABOARD!

General Manager

Employment Policies

It is our policy to implement affirmatively equal opportunity for all qualified employees and applicants for employment without regard to race, creed, color, sex, national origin, or religion.

The hiring objective of the company is to obtain individuals qualified and/or trainable for any position by virtue of job-related standards of education, training, experience, and personal qualifications, who can carry on our work competently, who have capacity for growth, and who will become a living part of our organization. We will use every reasonable means available to select the best employee for the position to be filled.

New Employees

Every newly hired employee must complete a set of employment papers in the Human Resources Department prior to beginning work. Your address, telephone number, and information about family status must be on record. Any changes in this information must be reported immediately, as it is very important for us to have it in the event of an emergency and in connection with Social Security and withholding taxes.

Please notify the Human Resources Department in the event of any change in the following:

- Address or telephone number
- Marriage, divorce, or legal separation
- Birth or death in immediate family
- Legal change of name

Your personnel records are maintained in a secured place and locked when not in use. Only certain authorized personnel have access to these records. They are confidential and as such will not be used outside the company for any purpose, including Christmas card mailing lists or city directories or for any other purposes.

After completing your employment papers, a copy of our Employee's Handbook will be given to you. This handbook is for your benefit, to inform you of what is expected of you and to help you perform satisfactorily on the job. It is to your advantage to read it carefully and keep it as a reference.

Employment Status

The following list of employment statuses, with definitions, represents the four categories of employees in our company.

1. Full-Time Employee

An employee who may be expected to be and is normally scheduled to work a minimum of thirty

(30) hours per week. Such persons will be classified as full-time. An employee classified as full-time may on occasion be scheduled to work less than thirty (30) hours a week. This does not change the employee's status from full-time unless the average hours worked per week, over a six- (6-) week period of time, fall below 30 hours. If this occurs for a period of six weeks, the employee's status may be changed from full-time to part-time.

2. Part-Time Employee

An employee who is expected to be and is regularly scheduled to work twenty-nine (29) hours a week or less. Such an employee would be classified as part-time. Part-time employees may on occasion be scheduled more than twenty-nine (29) hours. If scheduling of more than twenty-nine (29) hours a week occurs more than three weeks in a row, employees will be given the opportunity to have their status changed to full-time.

3. Temporary Employee

An employee who is hired to work for a specified period of time. In the case of a temporary employee, the termination of employment may be predetermined at the time of employment. The number of hours worked per week is insignificant to the definition of temporary employee.

4. Pool Employee

An employee who is on call on an as-needed basis. The number of hours worked is irrelevant to the definition of pool employee.

Probationary Period

Every new employee and current employee transferred or promoted into a new position will be placed on a ninety- (90-) day probationary period. During this time, both the employee and the company will pass through a "breaking-in period." You will want to know how the company operates and what our methods are, and we will want to know if you can report to work regularly, follow instructions, and get along with guests, managers, and fellow employees. Therefore, your performance and suitability for the job will be carefully evaluated during these first 90 days.

Guarantee of Fair Treatment

As an employee of this company, you as an individual have the right to appeal any decision or voice any complaint you may have concerning your treatment or working conditions to your immediate supervisor. Should you fail to receive what you consider to be a fair response, you have the right to appeal through channels to the president of the company.

Bulletin Boards

We have mounted several bulletin boards throughout the hotel. These boards are intended to keep you informed on important announcements concerning company policy, procedures, organization, and changes. By making it a habit to regularly check these boards, you will be kept well informed and up to date.

Employee Referrals

If you desire to recommend a qualified friend or relative for employment, we will be glad to interview that person.

We will consider any of your relatives for employment; however, they will not be employed in the same department where you work because of conflict-of-interest situations such as transportation, scheduling, etc.

Job Security

One of our objectives is to provide job security and steady work to our employees insofar as careful planning and sound management can afford. You have the assurance that we will do everything possible to provide continued employment for you as long as you perform your job satisfactorily and follow our policies and rules.

Job Abolishment

From time to time as we grow, changes will occur. New jobs may be created, and some jobs may be abolished. Any employee who is filling a job that is to be abolished will be given two weeks' notice of job termination or two weeks' pay in lieu thereof. In addition, every attempt will be made to relocate the employee in a new job, provided the employee is qualified.

Wage and Payroll Information

Pay Rates

It is company policy to pay the highest wages possible consistent with good business practices and in comparison with companies in the same business.

Pay rates for each position are determined by degree of difficulty and responsibility. Pay rates are reviewed annually to ensure our competitiveness within the industry and local area.

Pay Scales

Employees will be shown the pay scale for the job they are performing. The pay scale will show the *start*

rate, job rate (3-month rate), one-year rate, raise increment, and maximum rate.

Time Clocks and Time Cards

Every employee is provided with a weekly time card. You are required to punch in when you report to work and punch out when you leave. Since time cards are the basis for computing your pay, it is your responsibility to make sure that the time reported on your cards is accurate. You must punch your own time card and only your card. You are paid for your *scheduled time*, so make sure you obtain your supervisor's signature on your time card when you begin work early or work late.

Work Schedules

Your work schedule will be prepared and posted in advance of each workweek. Since our hotel is a seven-day operation, we cannot always account for last-minute changes or unforeseeable circumstances. Therefore, a regular shift or regular day off cannot always be granted, as last-minute changes in schedules will sometimes occur.

Paydays

Your paycheck will be issued every other Friday and distributed after 3:00 P.M. twenty-six (26) times a year. Our legal workweek begins each Saturday and ends the following Friday. In order to process time cards, complete payrolls, and issue checks, the pay period closes seven days prior to your Friday payday.

Employees are not permitted to borrow on their earnings in advance of payday. Certain emergency situations may be exceptions with prior approval of the General Manager.

Payroll Deductions

Certain deductions that we are required by law to deduct will be made from your pay. The major portion of deductions is generally for taxes such as federal income tax, state income tax, and Social Security taxes. If you are a tipped employee and receive tips amounting to more than \$20.00 per month, you must report the amount you receive to the HR Department each week. A tip report has been stamped on the back of your time card for your convenience. Your check cannot be issued until you have completed this information so that the appropriate tax deductions can be made.

Other deductions are allowed if you request; however, we reserve the right of deciding what other

deductions will be allowed. All deductions made on your pay will be itemized on your paycheck stub.

At the end of the year you will be furnished a statement of your earnings and the amount of taxes withheld so that you can furnish this information to the government when you file your own tax report.

Employee Conduct

Every well-run company must have rules and regulations governing the conduct of its employees in order to achieve the company's objectives. You should read this section carefully so that you have an understanding of the rules by which you and every other employee must abide.

The following is a list of important work rules. Your supervisor may have certain departmental rules to add to these.

- Attendance Prompt attendance on the job is an important part of your performance record. Failure to be on the job not only disturbs the smooth operations of your department, but also affects the jobs of your co-workers.
- Alcohol and Drugs Employees will not report to work under the influence of alcohol or drugs.
- Absence Absence without good and sufficient cause cannot be tolerated. When you are sick and unable to work, notify your supervisor immediately.
 If illness is given as a cause of absence, we have the right to require a written statement from your doctor. When you return to work after serious illness, injury, surgical operation, maternity leave, or other physical condition(s), you must submit a doctor's release to work prior to your return in order to safeguard your health.
 An employee who is absent for three consecutive workdays without notifying his or her supervisor will be considered to have voluntarily resigned and will be automatically terminated.
- Breaks Employees are entitled to a 15-minute break for every four hours worked.
- Deadly weapons Employees cannot carry a firearm or any other deadly weapon on company premises or in company vehicles at any time for any reason.

- Following instructions All employees are expected to follow the instructions of their supervisors. Refusal or failure to do so is considered insubordination. You are also expected to perform your work or job assignments in a satisfactorily and effective manner.
- Fraternization Employees will not fraternize with any hotel guest on or off duty. In simple terms, you should not use your job as an opportunity to build personal relationships with guests.
- Hotel facilities The lounge and pool areas and guest areas are for the guests of our hotel only. Employees will not be allowed to use these facilities, but may obtain special permission to eat in the dining room for a special occasion with prior approval of the General Manager.
- Leaving work during working hours Employees are not allowed to leave the company premises during working hours.
 If an emergency situation necessitates your leaving, obtain the permission of your supervisor prior to your leaving. Meal periods are not considered working hours.
- Lost-and-found All articles found should be turned in to your supervisor for your own protection. When articles are properly identified, they will be returned to their owners.
- Name tags All employees will be issued a name tag, which is to be worn during each working shift.
- Meals All employees are entitled to one meal period (one-half hour) for each shift of work, with a minimum of a four-hour shift. All employees working a shift of nine or more hours are entitled to two meal periods. Employees' meal periods will be taken in the employees' cafeteria.
- Nonsolicitation rule For your protection and to avoid disruption of work, outside solicitors will not be permitted to solicit employees on the company's premises. The solicitation of employees by other employees will not be permitted during working hours. The distribution or circulation of leaflets, pamphlets, literature, or other materials among employees during working time or in working areas of the company is not permitted.

Off-duty employees	Upon completion of the work shift, employees are to clock out, depart the property, and not return in an off-duty status without prior approval from their supervisor.
Packages	We reserve the right to check all packages being taken off the property, personal or otherwise. No company property will be removed from the hotel without written authorization of your supervisor.
Parking	All employees are to park in the northern gravel lot adjacent to the hotel.
Personal behavior	Employees are expected to (1) get along with managers, supervisors, and fellow employees and guests; (2) not discuss personal or unauthorized company matters in public areas where a guest could overhear these conversations and either be offended or made to feel ill at ease; and (3) not engage in actions on or off the property that could bring discredit to the company or its employees.
Restrooms	Employees are to use the restroom facilities upstairs next to our employee cafeteria.
Standards of appearance	Every employee is expected to maintain a high standard of personal cleanliness and appearance.
Standards of cleanliness	We provide comfortable and clean working conditions in an effort to provide safe areas and promote productivity. We take pride in the general neat appearance of our facilities and equipment. In order to maintain good housekeeping, you must keep your work area neat, clean, and free of articles not being used. This includes keeping equipment in the proper place, disposing of waste in proper containers, and storing materials and equipment and supplies in an orderly manner and in their designated place.
Smoking	Uniformed employees will not smoke in public areas. No employee will be allowed to smoke in the kitchen because of health regulations.
Telephone usage	Employees will be called to the telephone only in emergency situations. Employees are to use the pay tele-

phone located in the housekeeping department when they need to make an outgoing call.

Uniforms Uniforms will be furnished by the company where required and must be worn for each scheduled shift.

Working areas Employees are expected to refrain from being in areas in which their job does not require them to be.

Discipline

In order to deliver a consistently fair application of company rules and equitable treatment to all employees, a system of violation notices, called *written warnings*, will be administered to offer constructive criticism and provide an opportunity for you to improve or correct a problem, or to help you perform your job better.

A written warning will be issued for any violation of a company rule or regulation or for substandard work. Should you receive a written warning, it will be issued in writing and signed by you and your manager. Your signature on the warning indicates only that you have been informed of the violation or problem and that you understand what your supervisor is telling you in the warning. It does not necessarily mean that you agree with what is being said.

During an employee’s probationary period, an employee may be terminated for any justifiable reason including a reduction in force or unsatisfactory progress in his or her position.

After the probationary period, an employee may be discharged if he or she has been given three (3) written warnings for the same or different offenses in the last twelve (12) months (except for those reasons listed under “Termination for Just Cause”).

Terminations

Our employment procedures are aimed at hiring people who will become reliable and satisfied employees. Nevertheless, employees may resign or be dismissed for various reasons. Some of these terminations will be within our control; others will be beyond it.

Voluntary Terminations

Any employee who decides to terminate his or her employment is expected to give a proper notice of at least one week and preferably two weeks. Supervisory personnel should give a notice of one month or more.

When an employee resigns, continuous service is ended. If, at some point in the future, a previous em-

ployee is hired, he or she starts as a new employee. Employees who terminate without proper notice will not be considered for reemployment.

Company Terminations

If it becomes necessary to dismiss an employee (barring reduction in force), this will be a result of the employee's own actions. An employee who has completed his or her probationary period shall not be discharged without first having been given three (3) written warnings. This protects an employee from losing his or her job unfairly and provides him or her an opportunity to improve performance or correct the problem.

Termination for Just Cause

In addition, an employee may be terminated immediately for certain specific offenses. The following violations may justify discharge without warning or advance notice:

- Willful damage to company property or misappropriation thereof
- Theft of company, employee, or guest property or unauthorized removal of any of these, including lost-and-found items
- Consuming alcohol or drugs on employer premises during working hours, or possession of alcohol or drugs during working hours without authorization
- Willful falsification of company records (i.e., employment applications, payroll, financial, etc.)
- Conduct that could endanger the safety of the employee, co-workers, or a guest
- Incarceration in jail following conviction of a misdemeanor or felony by a court of competent jurisdiction
- Refusing to obey an order of a supervisor and/or insubordinate conduct toward a guest, supervisor, or manager
- Immoral or indecent conduct, soliciting persons for immoral reasons, or the aiding and/or abetting of the same
- Being absent for three consecutive scheduled workdays without notification to the supervisor
- Unauthorized entry into a guestroom
- Unauthorized removal of guest property from the guestroom or the hotel

Health and Safety

We are interested in your safety and well-being. We can all do much to prevent accidents and injuries by working safely and carefully on our jobs. Always re-

main alert and report any working condition that you feel may cause an accident or injury.

Any accident occurring at work, no matter how small it may seem, must be reported to your supervisor. If necessary, an injured employee will be sent to an available doctor.

Employee Benefits

Paid Holidays

There are six (6) paid holidays annually: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

After thirty (30) days of employment, all full-time employees will receive eight (8) hours of holiday pay at their regular hourly rate for each holiday. Temporary and pool-status employees will not be eligible for holiday pay.

Because the hotel never closes, you may be asked to work any of these six holidays. If you do work on any one of these holidays, you will receive pay for the hours you work plus your eight hours holiday pay.

If you are scheduled to work the day before the holiday, the holiday, or the day after the holiday, then you must work your schedule in order to receive your holiday pay.

Paid Vacations

After the completion of one year of service, full-time employees will have earned the right to take a paid vacation: one full week of vacation time with pay, assuming an average of forty (40) hours per week were worked. After two (2) years of service, you will receive two full weeks of vacation each year. Thereafter, you will receive two full weeks of vacation each year. The amount of vacation pay to be received is determined by the average number of hours worked per week for that year.

Vacations cannot be saved up—you must take your vacation time each year. Every employee should take advantage of vacation time for rest and relaxation. Cash payment rather than time off will not be authorized.

If you are a part-time employee and your employment status is changed to full-time, then you will have earned one full week of vacation time with pay after one year of full-time service.

Meal Provision

Meals are provided for your convenience in the employees' cafeteria. Employees may have one meal after four (4) hours of work, and a second meal if working more than nine (9) hours.

Leave of Absence

After you have completed six months of employment, you may, in the event of illness, maternity, or military duty, be granted a leave of absence without pay, at the discretion of the company.

With the exception of military and maternity leaves, an employee may take a minimum of thirty (30) days and a maximum of ninety (90) days for leave of absence.

Vacations and holidays will not accrue or be paid during a leave of absence. Length of service will be retained at the time of the leave but will not accrue during the leave. The company cannot hold your job open for the duration of the leave. However, upon return from leave the employee will be given the first open position of like classification and pay for which he or she is qualified, if the original job is not open.

Military Service Leave

It is a policy of the company to re-employ personnel after any required military service. Personnel entering military service will be placed on military leave of absence. Upon honorable discharge and being physically able, and within ninety (90) days of date of discharge, the employee will be reinstated in the same position and at the same rate of pay, if vacancies permit; otherwise, the employee will be given the option to accept another job for which there is a vacancy or to be placed on a preferred waiting list for the next vacancy.

Military Training Leave

If you are serving an obligated period of duty with the National Guard or a reserve unit, you will be granted military leave for not more than two (2) weeks for the purpose of attending summer camp and or training. When you are absent from work because of required

National Guard or reserve training, you will be paid the difference between your military pay and your company pay for not more than two weeks in any one calendar year. If a paid company holiday falls during the training time, you will receive an extra day's pay.

Maternity Leave

The hotel will grant leave of absence without pay to any expecting employee. Pregnant employees may, however, work as long as they like, with the written approval of a doctor.

Funeral Leave

In the event of a death in your immediate family, three (3) days off with pay is permitted. Immediate family includes husband, wife, children, father, mother, brother, or sister.

Unemployment Compensation

Under the State Unemployment Act, you are insured against unemployment. The company pays the entire cost of this insurance.

If you become unemployed through no fault of your own, you are eligible for unemployment compensation for a limited period under provisions and law of the State. This law is administered by the State Unemployment Compensation Commission. You must apply for this compensation from the Commission.

Workmen's Compensation

Under state laws in the United States, you are covered by Workmen's Compensation for injuries sustained in the course of your work. Be sure to report any such injury promptly to your department head. The cost of this insurance is paid entirely by the company.

For Your Information

Your employment status _____ Full-time _____ Part-time
_____ Pool _____ Temporary

Your position title _____

Your supervisor's name _____

Your manager's name _____

Your executive's name _____

Your starting date _____

Your starting pay rate _____

Your first payday _____

I acknowledge receipt of and will read the Hotel Employee Handbook, which outlines my benefits and obligations as an employee of the company.

Date _____ Signed _____

All employment papers completed on _____

Company orientation lecture completed on _____, at which time employee was briefed on rules, regulations, benefits, policies, and procedures.

Date _____ Signed _____

Director of Human Resources