

Subject: Departmental Orientation

P-300.13

- A. Policy. It is the policy of the club to provide a Departmental Orientation for all new hires to reinforce key matters of employment.
- B. Discussion. Department heads are responsible for ensuring that all new employees receive a Departmental Orientation.
1. This orientation should be given to a new employee on their first day of employment, but must be given not later than the end of their first week of employment.
 2. Each item in the following paragraph corresponds to an item on the Departmental Orientation Checklist, [CRI Form 106], which must be completed and forwarded to the Personnel Administrator for filing in the employee's personnel file.
 3. Some of the material covered in the Departmental Orientation has already been covered in the Club Orientation, but is considered important enough to be repeated here.
- C. Departmental Orientation
1. Supervisor/Department Head's name. Provide the new employee with the name of his or her direct supervisor and/or department head.
 2. Discuss introductory period and review
 - a. It is the policy of the club that new employees are considered to be in an introductory status for the first 90 days of their employment. This period permits the supervisor to evaluate whether or not the new hire is suited for our particular type of work and fits into our operation.
 - b. Full and Part Time employees will receive an introductory period performance review before the end of their introductory period. At the completion of the introductory period, supervisors have three options:
 - (1) Discharge the employee if his performance is unsatisfactory and will probably not improve. This must be done before the 90-day introductory period is completed.
 - (2) Extend the introductory period for a period up to 60 days if his performance does not meet our standards but probably would with additional training.
 - (3) Provide a satisfactory review. At this time the Full Time employee becomes eligible for benefits.

3. Issue and discuss job description
 - a. It is the policy of the club that all positions will have written job descriptions outlining major job responsibilities and duties.
 - b. Go over the new employee's job description with him or her. Give the new employee an opportunity to ask questions about the position and its duties and responsibilities.
4. Explain departmental daily hours. Make sure the new employee understands the department's hours of operation and when he or she is expected to be at work.
5. Explain work schedule, when prepared, when and where posted.
 - a. It is the policy of the club that department heads post work schedules in a designated, conspicuous place within each department not later than 72 hours before the beginning of the schedule period.
 - b. Tell new employee when and where schedules will be posted.
6. Explain Employment Status. It is the policy of the club that, following the completion of the introductory period, new hires will come under one of three employment statuses. These are full time, part time, and seasonal.
 - a. Full time employees are hired to work not less than 35 hours a week on a continuous basis and employment is anticipated to last 11 months or more.
 - b. Part time employees are hired to work less than 35 hours a week on a continuous basis and employment is anticipated to last 11 months or more.
 - c. Seasonal employees are those whose employment is expected to last less than 11 months regardless of the number of hours worked per week.
7. Discuss importance of timely attendance and notification if calling off from work. It is the policy of the club that employees are expected to be present, in uniform or proper dress, and ready for work at their scheduled work time.
 - a. Habitual tardiness will not be tolerated. It is unfair to supervisors, fellow workers, and our members and guests.
 - b. Transportation to and from work is the responsibility of each employee. Persons who may be providing transportation for employees are not allowed to wait in member or work areas of the club.
 - c. Employees are responsible for promptly notifying supervisors of expected tardiness or absence. Employees may not leave word on voice mail or with the receptionist or other employees unless their supervisor or department head is off the property or otherwise unavailable.

- d. In this case, the employee is expected to call back and speak with his supervisor later. Except in the case of emergencies, having family members or friends place the call is inappropriate.
 - e. Therefore, all notification calls must be made personally by the employees unless he is seriously ill or otherwise incapacitated.
8. Verify receipt of time badge from Personnel Administrator. Discuss time clock terminal location. Show how to use time badge.
9. Explain work week, pay cycle, and pay days.
- a. The workweek extends from 12:01 a.m. Friday to midnight Thursday.
 - b. Employees are paid bi-weekly, that is, every two weeks.
 - c. The club pays all its employees on Friday after noon for the week ending the previous Thursday. Paychecks may be dispersed in one of three ways:
 - (1) Direct deposit to the employee's bank, if previously arranged by the employee.
 - (2) Mailed to the employee's home address of record.
 - (3) Given to the employee's department head to be distributed to the employee only.
 - d. Employees may receive their paychecks from their department heads after 2 p.m.
 - e. If a paycheck is not picked up within three days, it will be returned to the Accounting Office.
10. Discuss rate of pay and overtime. Tell the new employee his or her hourly rate of pay. Explain that all overtime must be approved in advance by a supervisor. For all overtime hours (more than 40 in a workweek) worked, the employee will be paid time and one half for each hour.
11. Explain holidays and holiday pay (Full Time only).
- a. It is the policy of the club to provide six paid holidays per year for Full Time employees:
 - (1) New Year's Day
 - (2) Memorial Day
 - (3) 4th of July
 - (4) Labor Day

- (5) Thanksgiving Day
- (6) December 25th
- b. Should an eligible employee be asked to work on one of these six holidays, the employee will receive pay for hours worked, up to 8 hours, plus the holiday pay of eight hours straight time.
- c. If an employee is not scheduled to work on a holiday, he or she will be paid eight hours of holiday pay.
- d. Employees on leaves of absence are not entitled to holiday pay.
- e. Those employees on vacation during a holiday will receive their choice of an extra day of vacation or pay for the holiday.
12. Explain vacations, scheduling vacations, and vacation pay (Full Time only).
- a. It is the policy of the club that Full Time employees will earn vacation at rates dependent upon the length of continuous service.
- | <u>Years of Service</u> | <u>Vacation Time</u> |
|-------------------------|----------------------|
| Over 1 less than 5 | 2 Weeks (10 days) |
| Over 5 less than 10 | 3 Weeks (15 days) |
| Over 10 | 4 Weeks (20 days) |
- b. Vacation time may be used for vacation, illness, medical or dental appointments, religious observance, or other reasons, but must be approved in advance after the employee's timely request.
- c. After an employee's introductory period is completed, the eligible employee will accrue vacation time equal to ½ day for each month worked (following 90-day introductory period) up to 1 year of service. The employee may only begin to use vacation after 6 months of continuous employment following the original hire.
- d. Employees must schedule their vacation time with their department heads. Department heads need to take the staffing needs of their department into account before approving any vacation.
13. Explain personal time off without pay. It is the policy of the club that employees may take time off for personal reasons after obtaining their department head's advance approval.

14. Explain sick/emergency days and discussed misuse of such days (Full Time only).
- a. It is the policy of the club that Full Time employees are provided up to three (3) days of sick/emergency pay after one year of service following the original hire date.
 - b. Misuse of sick/emergency days, that is, using days when not actually sick or without an emergency is a serious matter of misconduct and will result in appropriate disciplinary action.
15. Discuss accidents and emergencies
- a. It is the policy of the club that an employee injured on the job must report the injury as soon as possible to his supervisor.
 - b. Supervisors will complete an Employee Accident Report within 48 hours of the report of the accident and submit the completed form to the Personnel Administrator.
 - c. Failure to report any injury could jeopardize an employee's workers' compensation benefits.
16. Explain meal policy in detail
17. Explain departmental breaks and break areas. Tell the new employee your policy on departmental breaks and where he or she may take a break.
18. Explain departmental meetings. It is the policy of the club that departmental meetings are mandatory for employees.
- a. Periodically meetings are called for training or to discuss work-related matters.
 - b. Such meetings are held "on the clock" and are mandatory.
 - c. Employees who come in on their scheduled day off to attend meetings, will be paid a minimum of one hour or the length of the meeting, whichever is greater.
19. Discuss removing items from the premises. It is the policy of the club that no items whatsoever be removed from the premises. This includes all food & beverage items including employee meals, leftovers of any sort, supplies, materials, etc.
20. Discuss uniform, nametags, appearance, and grooming.
- a. Each department has its own requirements for uniforms. Explain these in detail to the new employee.
 - b. Each employee is issued a nametag when they in-process. These nametags will be worn on employee shirts or blouses over the employee's left chest or other location identified by the department head.

- c. It is the policy of the club that personal appearance and grooming practices are maintained according to club standards. The department head will review those standards with each employee during this orientation. If desired by the department head or supervisor an employee may be asked to acknowledge those standards by signing an Appearance and Grooming Standards Acknowledgment, [CRI Form 128].
21. Discuss visitors and personal phone calls while working. It is the policy of the club that receiving visitors or personal phone calls by employees should be kept to a minimum. Visits by friends or relatives while on duty should be limited to scheduled break times whenever possible. The same applies to personal phone calls made or received. Employees will also turn off personal cellular phones while working.
22. Explain employee parking locations. Show the new employee where he or she is expected to park. Ensure he or she understands the parking spaces closest to club facilities are reserved for member and guest use.
23. Discuss Disciplinary System.
- a. The club subscribes to the “Hot Stove” approach to discipline. We tell employees what is expected of them and what the consequences are of ignoring rules, requirements, policies, and procedures. If they then touch the hot stove, they get burned.
 - b. The rationale behind this philosophy is that we want to deal with employees as adults who are responsible for their own actions and we want to avoid inconsistency in applying rules, regulations, policies, and procedures.
 - c. The club strives to be fair and consistent in the application of rules, regulations, policies, and procedures.
 - d. The club’s disciplinary process is designed to be both constructive and progressive. By this we mean that all disciplinary actions are aimed at correcting erroneous or inappropriate behavior, and successive disciplinary actions will be progressively more severe.
24. Inform to take problems, complaints, requests, suggestions to supervisor. Make sure the new employee understands that his or her supervisor is the person to go to with questions or problems.
25. Departmental introductions. Introduce new employee to other employees in the department.
26. Departmental tour. Give the new employee a complete tour of the departmental work areas. Make sure to point out member areas, break areas, designated smoking areas, employee rest rooms, and any other areas of interest or concern to your employees.
- D. Questions and Details
- 1. New employees should be encouraged to ask questions. Our purpose is to help them understand work requirements and benefits.

2. For further details on any of the orientation topics, department head's should refer to specific Personnel Policies.