

Employee Handbook



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INTERNATIONAL

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ACKNOWLEDGEMENT & DISCLAIMERS

Upon receipt of your Employee Handbook, please read the following, sign and date in the indicated spaces below and return this page to your supervisor or Personnel Administrator.

- I have received the Employee Handbook and understand the importance of the information it contains.
- I acknowledge that it is my responsibility to read, understand, and abide by the information and policies contained in this handbook.
- I also understand that if I have any questions regarding material in this handbook, I should seek clarification from my supervisor.
- I have read, reviewed and understand the club's policy on Workplace Harassment. I further acknowledge that it is my responsibility if I feel I have been subjected to verbal or physical harassment to immediately notify my supervisor, or alternatively, to notify the General Manager or the Personnel Administrator to allow an investigation to proceed. I understand that my legal rights depend on my promptly notifying my supervisor, General Manager, or Personnel Administrator of any type of harassment, and to fully cooperate in any investigation.
- I have read and understand the club's Drug and Alcohol Policy, and that in addition to this acknowledgement, I will be asked to sign an additional document entitled "Alcohol/Drug Testing Authorization Form for Employees." I understand and agree that pursuant to the Alcohol and Drug Policy, I may be subject to testing and that any future employment may be contingent upon successful completion of any alcohol and /or drug screens.
- I have read and understand the club's Electronic Communication System Policy, and understand I have no expectation of privacy regarding any information on the club's phone, radio or computer systems.

DISCLAIMERS

- I understand that the information provided me in this handbook should not be considered, and does not imply in any way, an employment contract between myself and the club.
- **I FURTHER UNDERSTAND THAT THE EMPLOYMENT RELATIONSHIP BETWEEN THE CLUB AND ME IS "AT WILL" AND MAY BE TERMINATED BY MYSELF OR THE CLUB AT ANY TIME AND FOR ANY REASON.**
- I understand that no one, except the President of the club, can enter into any employment agreement with an employee, and that any such agreement must be in writing.
- I understand that the information contained in the Employee Handbook is subject to change at any time, unilaterally by the club at its sole discretion.

Date _____, 20 _____

Signature _____

Print Name _____

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I – WELCOME

Welcome to our club – the premier club in our community. We are proud of our many accomplishments and our standing in the community – successes that could not have been achieved without the professionalism, hard work, teamwork and commitment to service of our many dedicated employees.

You will now be joining us in our endeavors, and we welcome you to the team. Recognizing that our success has been built upon our culture of service, it is important that all new team members understand the basic principles and rules by which we operate.

To that end we have prepared this Employee Handbook. While it cannot possibly contain all the information and details which you will be expected to know, it is a starting point in your education and a handy reference for your questions. This handbook is intended to be read, studied and followed. The information is both visionary and mundane, offering the ideal of what we aspire to and the details of how we function. Your understanding of this information is essential to your success and ours. Please ask questions if there is anything that is not clear to you.

So again, we welcome you to the team and look forward to our association. We trust that the relationship will be mutually rewarding and enjoyable.

II - MISSION, VISION, GUIDING PRINCIPLES, OPERATING STANDARDS

MISSION – What we do!

Understand and exceed the expectations of the members and guests we serve.

VISION – How we expect to do it!

Through innovative programming, member-focused service, and principled leadership, the club is dedicated to establishing a premier private club experience for our members and guests.

GUIDING PRINCIPLES – Principles that guide the conduct of our business!

- Proactive leadership with service-based philosophy.
- Forward-thinking, professional expertise.
- Proven management and operating systems.
- Sound planning and effective implementation.
- Innovative programs, continually reviewed.
- Detailed benchmarks, constantly analyzed.
- A commitment to staff development through formal, ongoing training.

OPERATING STANDARDS – Standards that form the basis for our operations!

- Our vision and goals are articulated.
- We are uncompromising in our commitment to excellence, quality, and service.
- Authority and responsibility are assigned and accountability assured.
- We embrace innovation, initiative, and change while rejecting the status quo.
- Standards are defined, operations are detailed in written policy and procedure, and we seek continual improvement of products, services, programs, and operating systems.
- Member/guest problems are resolved politely and promptly.
- Constant communications and feedback enhances operations and service, while problems and complaints are viewed as opportunities to improve.
- We benchmark revenues and sales mixes to evaluate members' response to products, services, and programs, and we benchmark expenses, inventories, and processes to ensure efficiency and cost effectiveness.
- We ensure clean, safe, well-maintained facilities and equipment while safeguarding club assets.
- We acknowledge each operation as a team of dedicated individuals working toward common goals and we recognize the ultimate value of people in everything we do.

III – OPERATING PHILOSOPHY

SERVICE ETHIC

Service is our only product. We aim to provide the highest possible level of service to our members and guests. To do this, we must:

- Anticipate their desires and needs.
- Set standards of excellence that challenge us every day.
- Understand that when a member or guest perceives a problem, the problem is ours. The burden is ours to solve the problem and change the perception.
- Make everything about our operations as easy, simple, and clear as possible for our members and guests. Communicate clearly and in a timely manner any changes in operations, policies, or programming.
- Be formal and professional in all our dealings with members and guests. Always use names and titles, such as Mr., Mrs., Dr., when speaking to members and guests. Never use a first name. If we don't know a person's name, we use "Ma'am and Sir." These common courtesies demonstrate our respect for those who pay our wages.
- Demonstrate a sense of enthusiasm about our jobs. A sense of teamwork and a true willingness to help and serve will naturally contribute to this enthusiasm.
- Seek comments, criticism, and feedback about our efforts. Graciously accept criticism and complaints without becoming defensive. Apologize without hesitation. Take corrective action as necessary.

COMMITMENT TO EMPLOYEES

We pledge to conduct employee relations in an honest and straightforward way. Therefore, we will work hard to ensure that:

- All employees are treated with dignity and respect.
- All employees are important to our team effort. We do not tolerate discrimination or harassment in any form.
- Rules, regulations, and policies are applied uniformly and fairly.
- Every employee is properly trained.
- We communicate goals, plans, projects, work conditions, and performance expectations.
- We provide positive feedback and recognition, as well as accepting our responsibility to correct and enhance performance as necessary.

TEAMWORK

Because we are a team committed to a common effort, we:

- Treat co-workers with courtesy and respect.
- Are considerate of co-workers. Cooperation and understanding make everyone's job easier and more enjoyable.
- Recognize accomplishment and thank co-workers for their efforts.
- Understand that every employee contributes regardless of position.
- Offer assistance and ask for help whenever necessary – this is, after all, the hallmark of a team.

IV – LAWS GOVERNING THE WORKPLACE

EMPLOYMENT AT WILL

In keeping with State law, all employment with the club is considered to be Employment at Will.

This means that during the course of an individual's employment, he or she is free to leave the club at any time for any reason and the club reserves a similar right to terminate the employment relationship at will, at any time, with or without cause or advance notice.

EQUAL OPPORTUNITY (EEO)

The club is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status. This policy covers all aspects of the employment relationship, including hiring, training, promotion, job assignments, compensation, discipline, termination and application of all of club policies, procedures and benefits.

LEGAL STATUS TO WORK

The Immigration Reform and Control Act of 1986 makes it illegal to hire persons not authorized to work in the United States. This act also requires prospective employees to present documents proving your identity and authorization to work.

These requirements can be met by presenting any of a number of types of authorized documents, including a driver's license or state-issued identification card which includes a photograph and a certified birth certificate or original Social Security card.

Although these documents should be submitted as soon as possible, they must be supplied within three days after you begin work. Failure to furnish the necessary documents could result in termination of your employment.

YOUTH EMPLOYMENT

Prospective employees 16 years of age and under must submit a valid work permit prior to being hired. The club adheres to all Federal and State laws involving the hiring of minors.

EMPLOYMENT CLASSIFICATIONS

The Fair Labor Standards Act (FLSA) classifies employees based upon their eligibility for overtime payment:

- Exempt – An employee who is exempt from the provisions of the FLSA and is not entitled to overtime payments. Typically these employees are in managerial, supervisory, professional and administrative positions.
- Non-Exempt – An employee who is subject to the minimum wage and overtime provisions of the FLSA and is typically paid on an hourly basis.

OVERTIME

In accordance with the FLSA, any non-exempt employee who works more than 40 hours in a given workweek is entitled to be paid time and one half for each hour worked over 40.

Given the impact of overtime payments on the financial performance of the club, employees may not work overtime unless specifically authorized by their supervisors.

HARASSMENT

It is the club's goal to maintain a pleasant and productive work environment for all its employees. Therefore, all forms of harassment related to an employee's race, color, religion, age, sex, marital status, national origin, disability, or veteran status constitute violations of this handbook and will be subject to disciplinary action.

In furtherance of this policy, the club will not permit the use of racial, religious, age related, sexual or ethnic epithets, innuendoes, slurs or jokes within its facilities. In addition, all forms of verbal and physical harassment based on the above categories are prohibited.

As for sexual harassment, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature are considered instances of sexual harassment when:

- Such behavior has the purpose or effect of unreasonably interfering with an employee's work performance or creates an intimidating, hostile or offensive work environment;
- An employee's submission to or rejection of such conduct is used as the basis of employment decisions which effect the employee; or submission to such conduct is implied or stated to be a term or condition of the employee's employment.

It is important to remember that behavior which one individual considers innocent or harmless may be regarded as sexual harassment by another. Sexual harassment includes but is not limited to:

- Repeated offensive sexual flirtations, advances or propositions;
- Unwelcome physical contact of a sexual nature;
- Continual or repeated verbal abuse of a sexual nature;
- Graphic verbal commentaries about an individual's body;
- Sexually degrading words used to describe an individual;
- The display in the workplace of sexually suggestive objects and photographs;
- Offensive comments, jokes, innuendoes or other sexually-oriented statements.

In addition to being a violation of club policy, harassment is against the law, and the club will not tolerate harassment of its employees by anyone – including supervisors, other employees, members or individuals conducting business with our club.

Supervisors are prohibited from threatening or insinuating, either explicitly or implicitly, that an employee's refusal to submit to sexual advances or other forms of harassment will adversely affect the employee's employment, evaluation, wages, advancement, duties, shifts or any other condition of employment or career development. Supervisors have no authority whatsoever (whether real or apparent, express or implied) to use their position to commit, permit by others or fail to report harassment. Further, the club will not permit retaliation against persons who report harassment in good faith.

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