

*Meadow Lakes*

*Golf Club*

*Personnel Policy Manual*

*January 2019*

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# WELCOME!

Meadow Lakes Golf Club is a semi-private golf club, so it permits outside guest play while also accommodating, members and special members. The Bar and Grill is also open to members and general public. The owner and leadership team, ask that you both enjoy and support this beautiful facility.

Meadow Lakes Golf Club (MLGC) is pleased to welcome you into our employ, and look forward to a positive and productive workplace and working relationship with you. The General Manager considers our employees, members and leadership as a collective team with a common purpose: to make Meadow Lakes the very best it can be. We value the skills and perspectives you bring to this effort. Welcome aboard!

## I. INTRODUCTION

Meadow Lakes Golf Club was established in 1985 This beautiful course is the golf home and social hub for our members, and we seek to ever expand our family through events, membership drives, public access, and our professional and friendly interaction with all who connect with us here at Meadow Lakes. Your role in this process is critical, as guests often are greeted initially by our employees. Our goal is to provide the highest quality golfing, dining, hospitality and event services possible to both our members and our guests.

Our professional staff must be devoted to maintaining goodwill and spreading hospitality to all of Meadow Lakes Golf Club's members and guests. In the golf business and in life most problems arise by way of lack of communication or understanding. It is our goal to provide you a complete understanding of what is expected of you, and likewise what you can expect from your employer. We pledge to you, as a team member, that we will always be available to you to discuss any issue that you feel is necessary. In addition, we will do our best to help you along your journey to the destination of your choice. However, there is one word that will ultimately decide whether your goals come to fruition, Volition. Volition is the power to choose...the most powerful thing we as humans possess.

- ◆ You can choose to be positive or negative
- ◆ You can choose to be proactive or reactive
- ◆ You can choose to be constructive or destructive
- ◆ You can choose to be a self-starter or one that requires jump starting
- ◆ You can choose to be in the game or on the sideline
- ◆ **You can choose. What a beautiful gift!**

The following information is a specific guide for your journeys at Meadow Lakes Golf Club. You are expected to read, understand, and in some cases rehearse the following information. This is standard operating procedure...we challenge each individual as part of Meadow Lakes Golf Clubs team to work according to these guidelines...it is ultimately up to you to except the challenge.

***"Success is peace of mind which is a direct result of self-satisfaction in knowing you did your best to become the best you are capable of becoming." ~ John Wooden~***

## **A. Mission Statement:**

***The mission of Meadow Lakes Golf Club is to be Premier golf course in North Georgia by providing the highest quality golfing experience to our members and guests, to grow the game of golf in our community, and serve as a favorite gathering place for members, their families, and friends.***

## **B. Purpose:**

The purpose of this manual is to provide information of general interest, outline expectations and set practices and policy for MLGC employees. It was developed to be a reference guide for current employees, as well as a source of information for new employees.

## **C. Scope:**

While the intent of the MLGC is for this manual to be comprehensive enough to cover most situations, some issues may arise that are not clearly addressed within the document. In those cases, or for further information or clarification, please feel free to consult your immediate supervisor. If needed, that individual will seek clarification from the Board of Directors. It is the responsibility of MLGC employees to comply with the policies and procedures outlined in this manual. It is the responsibility of the management team to ensure that these policies and procedures are implemented.

The hiring, firing, wage schedules, benefits and other compensation, job descriptions, pay raises, promotions and changes in titles and duties of all staff are set by and subject to approval by the General Manager. Any revision to this policy manual is likewise official only after approval by the General Manager. The policies and procedures set forth in this document in no way should be considered contractually binding.

# **II. HIRING**

## **Introduction and At-will Status**

This employee handbook does not constitute a contract for employment between MLGC and its employees. Employees of MLGC are considered "at-will", and therefore, either the employee or MLGC may terminate the employment relationship at any time with or without cause or notice. No person other than the General Manager has authority to enter into any agreement for employment for any specified period of time and any such agreement must be in writing. MLGC reserves the right to modify the provisions of this handbook at any time.

## **A. Workplace Culture**

Meadow Lakes Golf Club wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person.

Because of their oversight and supporting role, the General Manager, managers and supervisors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

It is the responsibility of all staff to:

- Foster cooperation and communication among each other and across divisions
- Treat each other and the members in a fair manner, with dignity and respect
- Promote harmony and teamwork in all work, member and guest relationships
- Encourage and consider opinions of other employees, and invite their participation in decisions that affect their work and their careers
- Encourage growth and development of employees by helping them achieve their performance goals at Meadow Lakes
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment
- Assist with their supervisor and managers in the development and evaluation of performance standards that accurately reflect a high level of performance in their jobs
- Adhere to the code of conduct presented later in this document.

## **B. Affirmative Action Policy**

It is the policy of MLGC to base decisions on employment solely upon an individual's qualifications relating to the requirements of the position for which the individual is being considered. MLGC is an equal opportunity employer and employs personnel without regard to race, ethnic origin, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap.

## **C. Employee Recruiting and Hiring**

Employment opportunities at MLGC may be offered through engagement with an employment service, posting on the website, or other such common means of notification. Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants.

Applicants are invited to submit their application, along with a current résumé, demonstrating that they meet the minimum criteria for the position being sought. At the closing date, all applications are screened, and candidates selected for interview are contacted. If the interview is positive, references will be contacted. For management positions, the General Manager will conduct another round of interviews of those candidates previously screened through a board sanctioned committee. Once the General Manager has made the decision, the successful candidate will be contacted and an offer extended and for the candidates not chosen by the board, a courtesy call will be provided.

## **D. Nepotism**

No candidate shall be hired for a position where they may report to, or supervise a member of their immediate family without prior permission of and full disclosure to the General Manager. Immediate family is defined as: parent(s), step parent(s), foster parent(s), sibling(s), grandparent(s), spouse {including common law a/o same sex partner}, step child(ren) or ward of the staff member, father-in-law or mother-in-law (including parent of same sex partner). Personal relationships with other employees or

Members of MLGC should be disclosed prior to accepting any offer from the employer. Failure to disclose this information would be considered contradictory to the Code of Conduct expectations outlined later in this document.

## **E. Orientation**

All new employees to MLGC shall receive an orientation session which will encompass an overview of general policies, procedures and operations. This will also provide employees, new to either a position or MLGC an opportunity to learn the performance expectations management has with regard to the position in question. They will be given a copy of this Employee Handbook and will be expected to learn its contents. They will also make aware of policies such as, Code of Ethics, and asked to sign off on their adherence to same. Upon completion of this orientation the employee will sign an acknowledgement that they have received a copy of this handbook, have read, understand and agree to adhere to the guidelines as they are stated.

## **F. Employee Classifications**

MLGC intends to follow the Fair Labor Standards Act regarding the classification of employees.

**Non-exempt employees:** Non-exempt employees are subject to the law's overtime provisions that require employees to be paid one and one-half times their regular rate of pay for all hours worked in excess of 40 in a work week. All non-exempt employees must obtain authorization from their supervisor before working overtime.

**Exempt employees:** The term "exempt" refers to salaried professional administrative or executive employees whose primary job duties are directly related to management policies or general business operations; who exercise discretion and independent judgment; or directly manage a program.-Exempt employees are paid a salary not based on hours worked per week.

**Temporary employees:** A temporary employee is one who does not work on a regular basis, but rather on-call as the workload demands, or is hired for a specific duration of time to perform a certain job function.

## **G. Employee Duties**

Attached to an Offer of Employment, shall be a description of the job and the associated responsibilities, along with any additional tasks possibly required. In addition, the employee and his/her immediate supervisor will collaboratively determine the goals and objectives for that season. Once developed, this will also become part of the employee's job description. These documents will be used to evaluate performance. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

From time to time, it may be necessary to amend an employee's job description. These amendments will be discussed with the employee in advance however; the final decision on implementation will be made by management. A written revised job description will be developed and provided to the employee.

## **H. Personnel File**

MLGC does collect personal information for inclusion in personnel files. This information is available to the employee, managers on a need to know basis. Information which is contained in an employee's personnel file includes the following: application, résumé, letter of offer, amendments to job descriptions, disciplinary notices, tax forms, computer usage agreement and confidentiality agreement. In response to valid requests to verify employment, for business references, or for credit purposes, MLGC will release employment status, i.e., active or terminated, job title, and dates of employment. Additional information regarding employment will be released upon written authorization from the employee.

## **III. EMPLOYMENT**

### **Introduction:**

The seasonal nature of MLGC makes it rather unique as a workplace. Some employees are required to work throughout the year, while most are employed only during times when MLGC is preparing to open the season, during the season or when preparing to close. To ensure continuous and efficient operations, expectations on employees to work as scheduled and to dedicate themselves to their work is imperative.

### **A. Outside Activities**

Regular, full-time employees should not engage in other (outside) employment that is related to the work of MLGC, unless permission is obtained in advance from their immediate supervisor. The good of the organization and compliance with MLGC's conflict of interest policy will be determining factors in considering such permission.

### **B. Hours of Work and Attendance**

The normal work schedule for employees will vary according to their position, and relative to the activities scheduled at MLGC. However, all employees will be given a tentative schedule determined upon hiring. MLGC recognizes, however, the need for flexible scheduling to accommodate the special needs and activities at the club.

MLCG places a high value on attendance. It is your responsibility to receive your work schedule and work according to that schedule. Substitution of personnel must be approved in advance by the appropriate manager. We expect and need employees to be at work on time on their scheduled workdays. Regular attendance and punctuality are important because they affect an employee's productivity and ability to

meet goals, standards, and deadlines. Absent employees adversely affect workplace morale since co-workers must absorb the absent employee's workload in addition to their own. Consequently, the level of service we provide to our members is diminished. Our policy is to address and correct attendance patterns that are especially counterproductive and disruptive, while tolerating normal patterns of absences caused by occasional illness, emergencies, etc.

All personal matters should be taken care of outside of normal working hours. Personal phone calls should be limited to emergencies during working hours.

An employee should notify their immediate supervisor if they are going to be late or absent from work. Should an employee arrive late for work (or need to leave early), that should be negotiated with the supervisor.

### **Absence Notification Policy**

Failure to comply with the following notification requirements may subject an employee to corrective action or termination.

- 1.) If it becomes necessary for an employee to miss work, he/she shall notify his/her supervisor at least two (2) hours prior to their scheduled starting time or as soon as possible.  
When calling in, you must state why you are absent and a phone number where you can be reached for questions regarding your job.
1. Where the need for absence is foreseeable, as for planned medical treatments, the employee's immediate supervisor should be notified as soon as the employee knows that he or she will miss work.
2. "No Call No Shows" will be considered job abandonment.

### **Attendance Policy**

Employees who have suspicious patterns-of absences and excessive incidents of absences may be subject to corrective action or termination.

## **C. Inclement Weather and Office/Clubhouse Closure**

The General Manager may order the office, clubhouse and pro shop closed during periods of severe inclement weather. He/she may also order the office closed if the working conditions are unsuitable (e.g., due to a power outage). Employees will not be compensated for these days.

## **D. Training**

At the discretion of their immediate supervisor and with financial permission of the General Manager, employees may be able to attend conferences, courses, seminars and meetings which may be beneficial to the employee's professional development. If these opportunities are directly related to the employee's position, or are suggested by their immediate supervisor with permission from the General Manager, MLGC will cover the cost of registration, course materials and some travel expenses.

If MLGC has in the manner required agreed to pay for a course the fees will be paid on evidence of successful completion. If MLGC pays for a course (or courses) and the employee departs MLGC within a year of completion, the course fees will become repayable in full.

## **IV. COMPENSATION AND BENEFITS**

### **A. Frequency**

Pay periods begin on Sunday of each week, and employees are paid the following Friday for the previous weekly pay period upon successful documentation and submission process.

### **B. Payment and Documentation**

Employees are required to clock in and out using the time clock and their personal time card. Time cards are kept with the time clock. Should an employee not find a time card assigned specifically to them, they should contact your supervisor immediately and check in with a manager who will verify that employee's timely arrival.

Time cards are to be collected from the time card rack by management, reviewed for accuracy, initialed as to authorization of hours claimed, and submitted to the business office each Sunday for processing. Checks will be issued on the following Thursday by the Office Manager for that pay period. Checks will not be released to anyone other than the employee without the expressed written permission to do so. Any change in personal status (address, phone numbers, family status, emergency contact personnel, etc. should be reported immediately to both the immediate supervisor and the business office.

### **C. Overtime Practices**

Employees classified as non-exempt shall be paid according to Fair Labor Standards Act requirements at the rate of 1.5 times their normal pay rate after service totaling more than 40 hours a week.

### **D. Playing and Practice Privileges**

Playing privileges will be granted to MLGC employees at non-peak times and at the discretion of the Golf Professional. Play is guided by the same rules that apply to non-member play. Each employee must follow the club's regulations for appropriate dress, rules, etiquette and pace of play. Any guest brought to the course must pay the appropriate fees and comply with the same regulations. Tee-times may be made up to 24 hours in advance and may be subject to change based on availability.

Practice privileges will be granted complimentary at non-peak times and at the discretion of the Golf Professional.

These privileges are offered only when an individual is in active employ of MLGC and may be removed or modified at any time at the discretion of the golf professional or the General Manager.

MLGC does offer, at the discretion of the golf professional, reciprocity to PGA members and staff members at other golf facilities during non-peak times. Non-PGA members must pay a cart fee.

#### **E. Food and Beverage Privileges**

Staff Members should eat in designated break areas unless the Bar and Grill is slow enough to allow dining. Designated break areas are the cart barn or outside dining tables. With permission, the Golf Professionals office area may be used for a break area for no more than two associates. Staff members should keep break areas clean and are expected to clean up after themselves. Eating meals in the Pro Shop **is NOT permitted**. The Pro Shop is not a cafeteria, buffet area, or loitering hole. It is a Professional shop area where business is being conducted. Employees must keep beverages out of sight of members and guests. Please be courteous and polite to all Bar and Grill associates and remember, the members' and guests' come first. Do not try and order when the Grill is busy.

#### **F. Golf Shop Privileges**

MLGC offers all of its employees, regardless of position a discount on merchandise supplied through the Pro Shop. A standard discount of 20% will apply to all soft good items (apparel) while all hard goods (equipment) will be offered at the discretion of the Golf Professional.

#### **G. Parking**

Parking for staff members is provided in the general parking lot by the clubhouse and for the grounds-keeping staff at the maintenance building. Employees are requested to avoid those parking places closest to the door, in order to accommodate the members. An exception is made to this for those staff members expected to close at night.

## V. EMPLOYMENT CONDUCT and WORKING CONDITIONS

### A. Safety and Security

**On-the-job injuries:** You are required to immediately notify your supervisor of any injuries that occur on the job.

**Hazardous Material Handling:** If your job post does not have the Material Safety Data Sheets (MSDS) for all of the chemicals you are required to work with, or if you do not understand your MSDS's, you should notify MLGC management immediately.

**Confidentiality: Employees may periodically be exposed to sensitive information regarding club members, financial information, and internal club affairs which are not to be discussed or shared. All employees will sign a confidentiality agreement upon hiring, which will be placed in their personnel file.**

### B. Drug-Free Workplace

It is MLGC's policy to create a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. The use of controlled substances or being under the influence of controlled substances while performing services for MLGC is inconsistent with the behavior expected of employees, subjects all employees, members and visitors to MLGC offices to unacceptable safety risks, and undermines our ability to operate effectively and efficiently.

The unlawful manufacture, distribution, dispensation, sale, or use of a controlled substance in the workplace, or while engaged in MLGC business or activities off MLGC premises, is strictly prohibited. Any illegal substances confiscated from an employee may be turned over to the appropriate law enforcement authorities. MLGC strongly encourages any employee who believes he or she may have a drug or alcohol abuse problem to obtain counseling immediately.

As a condition of employment, all employees are obligated to:

- comply with this Drug-Free Workplace policy, and
- notify MLGC of any criminal drug statute conviction for a violation occurring in the workplace, including pleas of nolo contendere, within five days of such conviction or plea.

Additionally, employees who violate any aspect of this policy will be subject to disciplinary action, up to and including termination.

## **C. Sexual Harassment**

MLGC prohibits any form of physical, verbal, visual, or sexual harassment of any of its employees in the work place by any person. Sexual harassment includes:

- Unwelcome sexual flirtations, advances, or propositions;
- Verbal abuse of a sexual nature;
- Subtle pressure or requests for sexual favors or activities;
- Unnecessary touching of an individual;
- Graphic or verbal commentaries about an individual's body;
- Sexually degrading words used to describe an individual;
- A display in the workplace or sexually suggestive objects or pictures;
- Sexually explicit or offensive jokes;
- Physical assault.

Sexual harassment also includes verbal or physical conduct when:

- Submission to the conduct is made either explicitly or implicitly a term or condition of any individual's employment; or
- Submission to or rejection of the conduct is used as the basis for employment decisions; or
- The conduct has the purpose or effect of substantially interfering with the individual's work performance or creating an intimidating, hostile, or offensive working environment.

Employees should report any harassment immediately to their immediate supervisor AND the General Manager who will make every effort to resolve the complaint promptly and effectively.

All actions taken to resolve complaints of harassment will be confidential. Retaliatory action against an employee who charges harassment will be subject to appropriate sanctions, up to and including termination.

## **D. Conflicts of Interest**

To avoid any possible conflicts of interest, it is your responsibility to immediately report any offers of gifts, loans, misuse of MLGC/member funds, kickbacks, rebates, or refunds that come to your knowledge through your position as an employee of MLGC.

## **E. Smoking Policy**

The MLGC Clubhouse is a non-smoking facility. Employees may smoke in designated smoking areas no less than 25 feet from the buildings. We ask that smokers maintain the cleanliness of these areas, and refrain from littering with their cigarette or cigar butts.

## **F. American with Disabilities Act**

The American with Disabilities Act (ADA) of 1990 is a federal civil rights law that prohibits discrimination against individuals with disabilities. The ADA also prohibits discrimination because of an individual's relationship or association with a disabled person. It is MLGC's policy to provide equal employment opportunity to all employees and applicants, including individuals with disabilities (see Affirmative Action policy under "Hiring" earlier in this manual).

## **G. Use of MLGC or Member Property**

Employees are not to use MLGC or member supplies, information, equipment or funds unless authorized to do so; Member property must never leave the premises. MLGC property may only leave the premise with supervisor permission and if it to be used in the employee's work duties. All employees will be required upon hiring to sign a computer usage agreement which will be placed in the employee's personnel file.

## **H. Relationships with Our Members**

It is important to realize that we compete with our golf course competitors. Competitors advertise and engage with our members asking for their business. A member will only change services when their impression of our service becomes less positive than their impression of a competitor. Impressions are constantly changed and formed by every contact the member has with our service. Every time our member hears or sees anything having to do with MLGC, it strengthens or changes their perception of our club.

When our members choose us as their golf and social club, they have great expectations and a very positive impression of our service. It is up to each employee to fulfill these expectations and build a lasting impression. We must consider the quality and professionalism in every aspect of what we do and say. Our reputation is inherently tied to the choices we all make in this area.

**Internal problems should be discussed with management, not the members. At one time or another we all become frustrated as a result of our own internal problems. These problems may result from a period of turnover, increased work load, deadlines, administrative backlog, or simply because of human error. However, when we communicate these inefficiencies to our members, we only lose our credibility.**

## **I. Relationships with Other Employees**

MLGC seeks to foster and maintain a productive and healthy working environment. This can only be accomplished through the cooperation of our employees. Employees should treat each other with mutual respect. Our policy and philosophy is simply to treat others in the manner you would want to be treated. If you or any other employee is treated with disrespect, it should be reported to your supervisor, and may also be reported to the General Manager.

## **J. Visitors**

Employees are not to have visitors (children, parents, spouse, or friends) in the work place unless in emergency or as approved by supervisor/reporting manager. Our insurance does not cover unauthorized people in work areas and the presence of a visitor reflects negatively on the productivity and professionalism of our employees. If approved by the General Manager, children are at the club golfing during the day when their parent is working, those children should be supervised by someone else and leave the premises when they finish golfing.

## **K. Inspection of MLGC Facilities**

In order to safeguard the workplace and the employees, and to assure efficiency and maximize productivity, MLGC reserves the right, in its sole discretion and without notice to employees, to inspect, monitor or otherwise enter or search any office, desk, file, locker, closet or any other enclosed or open area in MLGC facilities and to monitor or inspect any items found within such locations.

## **L. Meadow Lakes Dress Code:**

All customer facing staff will adhere to the following dress code and appearance standards:

The way you look reflects directly on Meadow Lakes Golf Club. And in some jobs, certain types of dress would not only be inappropriate, but would be a safety hazard as well. For this reason, plan to include these directions in your daily grooming and dress:

- Facial Hair should be neatly trimmed.
- Avoid excessive makeup
- Keep hair clean, neatly combed and in a style that is appropriate for work
- Personal cleanliness and hygiene is a must. This means daily bathing and showering, deodorant.
- Keep fingernails neatly trimmed.
- Large earrings are not permitted.
- For piercings other than ears, jewelry must be removed.
- Shoes with socks must be worn, no sandal type.
- No earrings or other visible piercings for male staff members.

## **Dress code for Pro Shop and Rangers:**

All employees will wear appropriate golf attire, Collared Shirts, pants or shorts, with either no or Meadow Lakes logo. In general terms they should always appear as if they are ready to play a round of golf. No jeans or tee shirts.

## **Dress code for Wait Staff:**

All employees will wear collared, polo type shirts, with either no or Meadow Lakes logo, Khaki pants, shorts or skorts. Black non skids shoes and black belt.

Attire for events will be determined by the Food and Beverage Manager

## **M. Security:**

Because of positions, certain individuals will be given both keys and security codes to the clubhouse facilities. The security system in place allows MLGC to give out different codes and/or keys to different employees; therefore be sure to keep your code to yourself, as it will be able to identify you and your access to the facility. Lost keys or forgotten codes should be reported immediately to one of the Senior Managers so as to take the necessary security precautions. Any fees associated with reprogramming security features as a result of lost security items may result in restitution from the responsible employee.

## **VI. EMPLOYEE SEPARATION**

### **A. General**

Separation is an act that terminates the employee's relationship with MLGC. Each employee may terminate their employment relationship at any time, with or without notice or reason as part of their rights of an at-will employee. Resignation is a voluntary separation initiated by the employee, and terminations and lay-offs are separations initiated by MLGC.

MLGC retains the right to terminate the employment relationships without notice for cause.

Before departure, all employees must surrender all credit cards, keys, laptops, tablets, and any other MLGC property in the employee's possession. without specifically being asked to do so.

### **B. Resignations**

Employees considering resigning are encouraged to discuss this with their supervisor or the General Manager before formalizing the decision. Resignation is an important decision; other alternatives to resignation may be possible. In cases of the decision to resign, MLGC would like to have at least two weeks of notice so that proper arrangements can be made in work schedules.

### **C. Termination**

Regretfully, there may be instances where conditions may warrant the termination of an employee for cause. This includes, but is not limited to, dismissal from MLGC due to:

- unacceptable job performance, or
- engaging in illegal activities, or
- misconduct towards other employees, members, guests, vendors, and others

associated with LGC

In some cases, the employee may receive prior warning and given a time period for adjustments to be made. Under certain circumstances, an employee may be immediately terminated. In the case of dismissal for reasons of misconduct, an employee forfeits any notice. In the event of involuntary termination of employment, no compensation outside of earnings due will be provided.

## **VII. DISCIPLINARY ACTIONS**

### **A. Background**

Some violations of MLGC rules and standards may not warrant immediate termination of employment. Any such violation may be grounds for discipline, and repeated and cumulative violations may result in suspension or discharge. Disciplinary actions may include verbal correction, written notice, suspension without pay, or discharge.

The immediate supervisor is responsible for taking appropriate disciplinary action to ensure the highest standards of performance and a high quality working environment. In cases of managers, the board of directors will assign any action to be taken

### **B. Code of Conduct and Employee Creed**

#### **Team Member Creed**

*To do the right thing, at the right time, in the right way; to do some things better than they were ever done before; to eliminate errors; to know both sides of the question; to be courteous; to be an example; to work for the love of work; to anticipate requirements; to develop resources; to recognize no impediments; to master circumstances; to act from reason rather than rule; to be satisfied with nothing short of perfection.*

Meadow Lakes Golf Club's staff are usually more subject to compliments and/or criticism because of the regular and constant communication and contact with the golfing public. We must continue to earn the trust of the members and guests on a daily basis. Therefore, personnel must conduct themselves so that there can be no opportunity for unfavorable reflection upon them or the club. Each of us must strive to avoid situations that might cause a conflict of interest, and embarrassment, or any questions of integrity. The use of common sense will guide personnel in proper conduct. Failure to maintain these standards may be grounds for discharge.

As an employee, it is important for you to know what personal conduct is expected of you while on the job. In most instances, your own good judgment will tell you what the right thing to do is.

In addition to complying with MLGC policies and job specific requirements, you are also expected to obey the rules and regulations within the specific functional area in which you work. If your performance does not meet position requirements, you may be subject to disciplinary action, up to and including immediate termination, with or without notice, and with or without cause at any time.

### **C. Types of Unacceptable Behavior**

#### **The following are examples of conduct prohibited by LGC policy:**

The following examples are **not** intended to constitute a complete and exhaustive list of prohibited conduct. In addition, MLGC reserves the right to change the examples listed below at any time with or without notice. While discipline for standard violations will follow a progressive disciplinary procedure, MLGC reserves the right to implement discipline in accordance with the grievousness of the violation. Violations of these or any other MLGC policies may subject you to disciplinary action, up to and including immediate termination:

- 1) Theft, fraud, embezzlement or other proven acts of dishonesty.
- 2) Any harassment of another co-worker (verbal, physical, or visual), including sexual harassment such as offensive gestures, unwelcome advances, jokes, touching, or comments of a sexual nature made to or about another employee, vendor or customer.
- 3) Obtaining employment or promotion on the basis of false or misleading information.
- 4) Soliciting or accepting gifts (money, services or merchandise) in connection with MLGC business.
- 5) Reporting for work under the influence of alcohol or any illegal substances; or possession, illegal sale or distribution of alcohol or illegal substances while on MLGC premises or abusing such items while representing MLGC or conducting official business.
- 6) Assisting anyone, whom you know or suspect to be involved in, or committing any crime or engaging in any conduct which rises to the level of a crime.
- 7) Falsifying MLGC documents or records, including misuse of timekeeping records, or falsely inputting payment data.
- 8) Insubordination, meaning refusing to follow legitimate instructions of a superior directly related to performance of one's job.
- 9) Disrupting the work environment.
- 10) Excessive absenteeism or unacceptable patterns of absenteeism.
- 11) Repeatedly failing to use and/or submit a Time Sheet as directed.
- 12) Job abandonment, meaning the failure to report to work without properly notifying one's immediate supervisor, or leaving a job assignment prior to completion of your responsibilities.
- 13) Disrespectful conduct that is likely to cause another employee, member or vendor of the MLGC embarrassment, loss of dignity, feelings of intimidation, or loss of opportunity, including all forms of discrimination and harassment.
- 14) Unauthorized use of MLGC or member or vendor supplies, information, equipment, funds, or computer codes/passwords.
- 15) Knowingly mishandling a member's, vendor's, customer's or potential customer's account. This includes improper discriminatory practices.

- 16) Refusing to repay documented overpayment of any compensation.
- 17) Possessing firearms or weapons while on MLGC premises or carrying them while on official business; or threatening the personal safety of fellow employees, customers, or vendors.
- 18) Committing any act, that threatens, or is potentially threatening, to the reputation of MLGC or any of its employees, customers, or vendors.
- 19) Repeatedly working overtime without the approval of a supervisor or manager
- 20) Repeatedly failing to meet job responsibilities, job budget or quality requirements.

#### **D. Action to Be Taken**

In most cases, management shall take the following progressive disciplinary steps:

- 1) Meet with the employee to discuss the matter;
- 2) Inform the employee of the nature of the problem and the necessary corrective action;
- 3.) Jointly with the employee prepare the plan of correction (this plan of correction will automatically become part of the employee's annual goal plan);
- 4.) Prepare written documentation for the personnel file, and employee's own records indicating that the meeting has taken place.

If there is a second occurrence, then the supervisor shall hold another meeting with the employee and take any of the following steps:

- 1) Issue a written reprimand to the employee;
- 2) Suspend the employee without pay; or
- 3) Terminate the employee.

In some cases involving severe behaviors such as illegal activity, gross misconduct, severe safety breaches, immediate suspension and potential termination without pay may be necessary, at the discretion of the supervisor. In these cases, the action steps will not apply.

Whatever action is taken, the supervisor shall prepare a written report detailing the action taken and submit the report to the General Manager.

#### **E. Appeals Process**

Appeals must be submitted in writing to the General Manager within 5 days of the discipline initiation. The decision of the General Manager shall be final.

## **VIII. AMENDMENTS**

### **A. Amendments**

The hiring and firing, the wages, benefits and other compensation, as well as job description and duties, of all management staff shall be approved in advance by the General Manager. All promotions, raises and other increases in benefits or other compensation of management staff shall be approved in advance by the consent of the General Manager." As such, any revisions to the policies and procedures in this manual must be approved by the General Manager. All changes will be in writing and given to the employees 15 days prior to implementation of the new policies or procedures unless such a delay would be detrimental to MLGC. In that case, immediate supervisors shall inform each of their employees immediately of the change.

## **IX. Work Instructions**

### **A. Meadow Lakes Code of Ethics**

**Meadow Lakes is founded on our commitment to the highest ethical Principles and standards. We value honesty and integrity above all else. Upholding these commitments is essential to our continued success. Accordingly, we will constantly improve the quality of our services, products and operations and will create a reputation for honesty, fairness, respect, responsibility, integrity, trust and sound business judgement.**

**It is the responsibility of every employee to comply with all laws, rules and regulations. Illegal or unethical conduct on the part of any employee regardless of position is not in the company's best interest. We will not compromise our principles for a short term advantage. The ethical performance of this company is the sum of the ethics of the men and women who work here.**

### **B. Golf Course Etiquette (all personnel)**

- a. Greet Members by name whenever possible**
- b. Stop for groups or individuals who are hitting. Always stop a good distance away and avoid being in the player's field of view as this may distract the player.**
- c. If in a vehicle please silence the engine.**
- d. Do not talk while players are hitting.**
- e. Drive vehicles and use equipment safely.**
- f. Pay attention to safety related issues and warn golfers of any potential hazards.**
- g. Pick up trash.**
- h. Assist members when possible by raking traps and repairing divots and ball marks.**
- i. Pay attention. Be knowledgeable. Be prepared to answer any questions members or guests might have.**
- j. Pass on member or guest comments, issues or concerns.**

- **Specific Course Etiquette (Beverage Cart Attendants)**
- **Pattern for Beverage cart is reverse from pattern of play.**
- **Due to the wait of the cart as much as possible keep the cart on the cart path.**
- **Keep the cart at least 10 yards from the greens.**
- **Make contact with all players on the course to ensure that their food and beverage needs are met.**
- **Whiles tips are accepted and appreciated, never solicit tips.**
- **Phone Etiquette**
  - A. When answering the phone your greeting should include:**
    - **Meadow Lakes**
    - **Your Name**
    - **How may I help you?**
    - **Listen carefully to the callers request to ensure you can correctly address their needs or refer them to the team member that can best assist them.**
    - **If you place the caller on hold try to minimize the hold time**
  - B. If you need to take a message ask for the following:**
    - **The Callers Name (with correct spelling)**
    - **Who needs to call them back.**
    - **The number for the call back.**
    - **When is it most convenient for us to call back.**
  - C. When end the call**
    - **Use the caller's name**
    - **Thank them for the call**
    - **Confirm the action that will be taken (Tee time, Lunch order, call back ect.)**
- **General Appearance Standards**

**To best some this up ALL customer facing employees (Pro Shop staff, Wait Staff, Bar Tenders and Marshalls) should look as if they are ready to go play a round of golf.**

**Other employees will be directed by their leadership team what specific attire is required.**

**Limited initial uniform issue will be provided by MLGC. Your supervisor will inform you of what that issue will be. Once the initial issue is made it is the employees responsibility to keep that apparel clean and in good repair. Replacement clothing is the responsibility of the employee.**

## **Drug and Alcohol Screening Procedures**

**The Employee Handbook states Meadow Lakes Golf Course's commitment to providing a drug and alcohol free workplace. By your signed acknowledgement of receipt of the handbook, you additionally agree to the following procedure for drug and/or alcohol screening.**

**If you are selected for a drug/alcohol screen under the guidelines stated in the Employee Handbook, a representative from the Human Resources Department will contact you. Before you are contacted, your Department Manager will have someone in route to cover your position. You will be given an authorization form that will include your name and the name and address of the appropriate testing facility where you will be given the screen, as well as the date and time you were notified of the screen. From coverage the time you have been provided coverage for your position you have one hour to take the screen. If you are screened and fail you will be terminated, and the cost of the screening will be deducted from your final check.**

<b>BAR TO-DO LIST</b>	<b>INITIALS</b>	<b>DATE</b>
<b><u>OPENING</u></b>		
MAKE SURE TEA IS MADE AND PITCHERS ARE STOCKED		
MAKE SURE THAT THE FLOORS ARE CLEAN		
FILL UP ITEMS ON TABLES-SALT, PEPPER, KETCHUP SWEETENERS ECT		
FILL UP BLACK ICE BUCKET		
CHANGE SPECIAL SIGN TO TODAY'S SPECIAL		
WIPE TABLES AND BAR IF NEEDED		
MAKE SURE THAT WINDOWS ARE CLEAN AND HAVE NO FINGERPRINTS		
WIPE OFF PATIO TABLES, GET THEM HOSED IF NEEDED BY OUR HANDYMAN		
STRAIGHTEN UP PATIO AREA		
ROLL SILVERWARE (POLISH FIRST)		
WIPE OUT ALL COOLERS		
TURN ON T.V.'S		
CLEAN WINDOWS		
WIPE DOWN MENUS		
BE SURE TO STOCK BEER IN COOLERS-ROTATE-USE OLDEST FIRST		
MAKE SURE ALL OF THIS IS DONE BEFORE SHIFT AND BEFORE LEAVING		
*CLOSE ALL OPEN TICKETS*		
<b><u>CLOSING</u></b>		
TURN ON ALL LIGHTS OUTSIDE AT DARK		
WIPE DOWN GROOVES OF THE BOOTHS		
MAKE SURE THAT ALL ITEMS ARE STOCKED IN THE WAITRESS ROOM		
BE SURE TO STOCK BEER IN COOLERS-ROTATE-USE OLDEST FIRST		
CLEAN WAITRESS ROOM-DRINK DISPENSER, COUNTERS AND FLOOR		
MAKE SURE THAT FLOOR BEHIND THE BAR IS MOPPED		
CLEAN SINKS AND DRAIN UNDER BEER DISPENSER		
WIPE OUT ALL COOLERS		
TEA MACHINE CLEANED AND TEA BAGS THROWN AWAY		
VACUUM BAR AND DINING AREA		
TAKE OUT THE TRASH		
GATHER ALL TOWELS AND PLACE OUTSIDE IN THE HAMPER		
EMPTY AND CLEAN BLACK ICE BUCKET		
SWEEP FOOTBOARD AT BAR		
TURN OFF HEATERS ON THE PATIO, ENSURE GAS IS TURNED OFF		
TURN OFF ALL LIGHTS		
DOUBLE CHECK ALL DOORS TO ENSURE THAT THEY ARE LOCKED		
TURN OFF ALL T.V.'S-INCLUDING THE ONE OUTSIDE		
*CLOSE ALL OPEN TICKETS*		

### Kitchen Opening Checklist

\*Initial each item to confirm that item was correctly completed\*

Turn on flat top, fryers, and oven, as needed	
Turn on hood vent and light	
Check temperatures on all freezers and coolers	
Check dates on all labeled items	
Discard unlabeled or out of date items with discretion	
Check dates on milk. Discard outdated products	
Check freezers and coolers for spoiled food, discard any bad products	
Ensure enough product for all menu items is thawed	
Check all breads for freshness and adequate quantity	
Make sandwiches as needed for cart; ham, turkey, chicken salad	
Check salad bar items for freshness, replenish or replace as needed	
Burgers, wings, filets, breasts, tenders prepped as needed	
Ice salad bar (4 buckets)	
Load salad bar in orderly fashion	
Place tongs and ladles on salad bar	
Make soup of the day or reheat soup from yesterday	
Fry bacon and place beside flat top	
Fill wash sink and sanitizing sink	
Wash any remaining dishes from preceding day	
Fries, mac bites, cheese sticks, onion rings prepped in 8oz. serving bags	
Squeeze bottles filled and labeled	



## Pro Shop Opening

\*Initial each item to confirm that item was correctly completed\*

Unlock Front Door	
Turn off Alarm	
Turn off Entry Way Light	
Turn On Hallway light, Bar Lights	
Unlock and Secure Pro Shop Gates	
Turn on Pro Shop Lights	
Log in to Golf Now	
Count Golfers on Tee Sheet	
Check whiteboard in Cart Barn for Cart Numbers for the day	
Place sufficient carts in cart corral	
Retrieve cash drawer from safe & verify cash count	
turn off Entry way Light	
Clean front walk	
Make Sure all coolers are full	
Enter cart numbers on cart sheet.	

Completed By:

\_\_\_\_\_

Date: \_\_\_\_\_

### Pro Shop Closing

\*Initial each item to confirm that item was correctly completed\*

Complete closing cash Sheet	
Perform cash close	
Run Variance Report ensure there is no cash variance	
Place Cash for deposit/Closing Sheet & Cash Close slip in envelope	
Place cash in safe	
Turn Off TV in Pro Shop	
Turn off Membership Calculator Monitor	
Turn off Pro Shop Lights	
Make sure Golf Academy Building is closed and secured	
Remove empty buckets from Driving Range/ Arrange Bag Stands	
Lock back door to Pro Shop	
Lock both sets of Pro Shop Gates	
<b>IF You are the last one to leave the building</b>	
Ensure all interior lights are off	
Turn on Alarm	
Ensure all Exterior doors locked, panic bar is released & outside light off	

Completed By: \_\_\_\_\_

Date: \_\_\_\_\_