

# ACE HOSPITALITY & MANAGEMENT COMPANY

General Manager

Handbook

CONFIDENTIAL

Edition 1.0

## **ABOUT THIS HANDBOOK/DISCLAIMER**

We prepared this handbook to help General Managers find the answers to many questions that they may have regarding their employment with ACE HOSPITALITY & MANAGEMENT COMPANY. Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Supervisors and Human Resources also serve as a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. ACE HOSPITALITY & MANAGEMENT COMPANY adheres to the policy of employment at will, which permits the Company or the team member to end the employment relationship at any time, for any reason, with or without cause or notice.

No Company representative other than the President and/or the CEO and/or the Vice President may modify at- will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Company documents. These Company documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general Company guidelines. The Company may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the team member and the President and/or the CEO and/or the Vice President.

This handbook supersedes all prior handbooks.

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## Section 1 - CORPORATE CULTURE

### 1-1 INTRODUCTION

Congratulations and Welcome to the Team! This manual along with our Team Member Handbook is our way of communicating our working practices to ensure clarity exists between the Company and you. Please feel free to discuss any questions you have regarding this handbook, Team Member Handbook, or any policy, with Corporate Leadership.

### 1-2 CULTURE

Reference Section 1-2 Vision-Mission-Values

Vision = To Make Lasting Memorable Moments for those Near and Far

Mission = Live in the Spirit of Hospitality

Values = Teamwork, Community, Commitment, Passion

We MUST build a culture that is inclusive and in line with the Vision, Mission and Values. Hire people that embody these traits. Moreover, get to know your team members and let them know you and what you are about. Find a way to embrace the Community and Passions of your Team.

It is vital that you live this Mission, Vision and Values and give examples to your team on how they are implemented in everyday business.

When unsure/uncertain how to move forward in a scenario, rely on the Vision and Mission to guide your thoughts and actions.

Also highlight the Vision, Mission and Values throughout your work week. Celebrate Team Members when you witness them exhibiting these key traits of success.

### 1-3 GM MINDSET : PROPERTY, PROCEDURE, & EXPERIENCE

Property = 3 Areas: Appearance, Cleanliness and Working Order/Maintenance.

Procedure = Mandatory Routines outlined by GM and Team Member Handbooks ie) Property Walk, Running specific reports and continuity.

Experience = 2 Areas: Team and Guest.

Team Experience = Rooted in encouragement. Complimenting good work and coaching when the mark is missed. You set the tone for the day, the week and the business.

Guest Experience = “To Make Lasting Memorable Moments for those near and far” is our Vision Statement and thus needs to be embodied and executed by all team members.

## 1-4 AWARDS

One of your goals should be to achieve Award Winning Status within your brand, the community and across all channels. Communicate this goal with your team and make an action plan of achievement. Examples of Awards could be within your Franchise, TripAdvisor, Booking.com, Expedia, Chamber, County, etc.

## 1-5 SOCIAL MEDIA

Reference 5-5 Use of Social Media which states that no team member should be utilizing social media while on premises.

Team Members should not use Company email addresses to register on social networks, blogs or other online tools utilized for personal use. Team members must always be fair and courteous to fellow associates, customers, suppliers or people who work on behalf of the Company. If a team member decides to post complaints or criticisms, he/she should avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparages customers, members, associates or suppliers or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm another's reputation or that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or Company policy.

Online social networking and blogging activity is subject to all of the Company's policies and procedures as it relates to conduct, harassment, discrimination and use of Company property for personal use.

The Company prohibits team members from disclosing or discussing any matters confidential to the business. If a team member is uncertain whether the information is confidential. He/she should consult a supervisor.

Team members are expected to comply with copyright laws and avoid plagiarism. Company logos and trademarks may not be used without prior written consent. Team members are further prohibited from misappropriating, or using without permission, the Company's corporate logo and other Company intellectual property on any social media outlet. Team members are reminded that there are civil and criminal penalties for posting copyrighted material without authorization. This also applies to Brand/ Franchisor's logo and intellectual property.

Failure to adhere to the established Company policies and procedures will result in disciplinary action, up to and including termination or employment.

If there is a concern about inappropriate posting, abusing Company time for personal communication, e-mail, social networks, watching online videos, etc. A team member should advise his/her supervisor in order for the situation to be addressed.

If and when these scenarios arise, it is important that you immediately implement progressive discipline and inform corporate leadership if necessary (depending on severity). Please be sure to convey this policy to your Team Members

## 1-6 GROUP MESSAGING

Communication via group messaging is vital to keep all team members informed of hotel business. Please keep communication professional and business related. Also, any discipline or corrective measures should be addressed without implicating the violating team member.

For example, if a team member gives 100% refund because room wasn't available at check in; it would be unacceptable to scold the violating team member publicly in the communication log and or group message.

It is imperative that all group messaging recipients are currently employed by the hotel. Furthermore, past employees must be removed from the group thread and new hires be added.

## 1-7 INSPECTIONS

Inform Corporate leadership when any inspections are scheduled and or taking place unannounced.

For Example:

- QA Inspection by franchisor
- Health Department (Rooms, Pool, F&B)
- Fire Inspection
- AAA Inspection
- Any other inspection

## 1-8 CORPORATE INSPECTIONS

In Addition to the brand QA and State and County Inspections, ACE HMC will routinely conduct their own inspections. Any Deficiencies found must be corrected by the given deadline.

## 1-9 BEREAVEMENT LEAVE POLICY

This company Paid Time Off (PTO) is available to those Team Members who have suffered loss of an immediate family member or close relative.

Full Time = 3 Days/24Hrs PTO. All Full Time Team Members are eligible for this benefit after 3 months of continuous employment.



## **Section 2 GENERAL OPERATIONAL PROCEDURES**

### **2-1 CREDIT CARD USAGE**

Management will be provided a credit card to purchase ancillary items. Approval by VP of Operations is needed for any purchase over \$300 or over budget.

### **2-2 ORDERING ON ACCOUNT**

Stay under approved budgetary allocations. When in Doubt inquire.

### **2-3 NEW CREDIT ACCOUNTS/LINES**

Corporate Leadership approval is always required.

### **2-4 OVERTIME POLICY**

Please do your best to keep the Company out of Overtime. However, there will be times in which overtime is necessary. Overtime will be paid at 1.5X their regular rate. Also keep in mind that if an employee receives a bonus while also being in overtime, they must be paid an Overtime Coefficient for the bonus. The OT Coefficient table will be provided by the Company.

Salaried employees are exempt from receiving Overtime. All employees at all times must receive no less than minimum wage.

### **2-5 TIME RECORDS**

It is imperative that all team members arrive 5 to 10 minutes prior to their upcoming shift and clock in at their scheduled work time. Anyone clocking in prior to their shift will not be paid for unscheduled time. Also please make sure we keep accurate and complete time records for all team members. The manager will inform a team member of the location of the computer and will explain the procedures for clocking in and out for work shifts and meal breaks. Team members should be in uniform when clocking in and out. No team member is permitted to enter or adjust another team member's time record. Anyone entering or adjusting another team member's time record or permitting another team member to enter or adjust his or her time record, will be discharged since this is considered falsification of a company document.

### **2-6 LOCK AND KEY FOR IMPORTANT DOCUMENTS**

Employee Personnel Files and Pertinent Company Financial Files must remain locked in a filing cabinet. This Key should only be in the possession of the GM.

## 2-7 MASTER KEYS

Electronic and Physical Keys should be signed in and signed out daily. Fail Safe Keys should be updated every 6 months.

## 2-8 DRUG-FREE AND ALCOHOL-FREE WORKPLACE

Reference Team Member Handbook Section 1-5. Please be mindful that you may encounter an employee who is suffering from Addiction and or Substance Abuse. Implement progressive discipline and provide team member the appropriate help line contact info or Social Services Contact List See Section 2-10.

## 2-9 LEFT OVER ALCOHOL

At times guests will leave behind unopened alcohol. This alcohol should be brought to the GM's office and must be removed from premises by the end of the day.

## 2-10 SOCIAL SERVICES CONTACT LIST

GM to Update this list Quarterly to confirm accuracy and provide to whomever may need it. IE) Homeless Shelter, AA, NA, Domestic Abuse Shelter

## 2-11 TEAM MEETINGS

Reference Team Member Handbook Section 2-4.

Mandatory Meetings must be held Quarterly at a minimum. If team member is not scheduled during a mandatory meeting they will be paid for the entire length of the meeting. If the meeting lasts less than 2 hours, the team member will be paid for two hours.

Voluntary Meetings must be held Monthly at a minimum. If a team member is not scheduled during the meeting, they are welcome to attend but will not be compensated.

Huddles/Daily Meetings must be held Daily. This Rally should be used to go over the key points of the day and used to inspire one another to have a great day. Key Points to include VIPs, Issues in rooms, any Employee B-day/Work Anniversary, Training Tip of the Day.

## 2-12 PERSONNEL FILE ACCURACY

Team member Personnel file must be checked for completeness and accuracy every 6 months for changes to Filing Status, Emergency Contact, Number of Dependents and any other documents from the Team Member File Checklist.

## 2-13 VENDOR CONTRACT OUTDATES

Please review and update the Vendor Contract Outdates Form Quarterly to confirm accuracy and keep Corporate Leadership informed of upcoming contract renewals.

## 2-14 IMPORTANT CONTACT LISTS

Please Keep the following lists.

- Emergency Contact ie) Police, Fire Department, Poison Control, etc.
- Social Services Contact List ie) Homeless Shelter, AA, NA, etc.
- Vendor Contact List ie) Sysco, HD Supply, Elevator Company, Phone Company
- Franchise Quick Contact List ie) GM Hotline, Guest Relations, Tech Support, Area Director etc.
- Team Member Contact List ie) Name, Phone, Email

Lists should have Contact Name, Phone Number, Account Number or any pertinent information.

These lists must be updated Quarterly to maintain accuracy.

## 2-15 DEDICATED TRAINING DESK & CONTINUING EDUCATION

Confidence comes from being prepared. Team members will feel confident in any scenario if they are trained properly. It is vital to our overall success that we embrace and encourage continued education.

Implement a Dedicated Training Desk for team members to complete their franchise learning initiatives. Find a way to recognize your team and keep them engaged with training. Implement scheduled training times for each team member and department. This could be shown on the white board or a separate Training Schedule and should be a normal routine not just checking the box of franchise requirements.

Training is not limited to your team member's current position. If all Front Desk Training has been completed then another option would be to change the role to Housekeeping, Maintenance, Breakfast, Manager etc. Also, there are videos that are not role specific provided by the Franchisor. In addition to these trainings there are multitudes of classes and pertinent information on AHLA website, FRLA website, AAHOA, the Chamber, Visit Florida etc. If you are having trouble coming up with additional training ideas, please reach out to Corporate leadership so this requirement can remain current.

## 2-16 PEST CONTROL

Team members must log all incidents of pest complaints or sightings. This will facilitate cleanliness and condition at the property and enhance communication with the Pest Control Company. Furthermore, it is imperative that the Pest Control Company sign off on the Pest Control Activity Log and indicate any additional areas treated per the agreement.

Bed Bugs – Contact Pest Control Company. If a guest complains and wants refund, investigate and use your best judgement. One night refund is acceptable. Also keep in mind that if you move someone from a suspected BB Room, put that room OOO and on PCAL so it will be inspected by the company as well.

Code Word for Bed Bugs. Please come up with a code word or use BB, one of our properties uses the code word “Jelly Beans.”

## 2-17 EMPLOYEE APPLICATION

Reference Employee Handbook Section 2-13 Job Postings, 2-14 New Applicants & 3-14 Employee Referral Awards

In the Hospitality business Turnover is unpredictable and it is of paramount importance to have a process in place to access quality talent. Therefore, all team members must never turn away any possible applicant no matter what the current staffing situation may be. Team Members should use the phrase, “we are always accepting applications.” Team Members need to have a paper application available (saved on the PC and in the Application Binder) and encourage the applicant to fill it out and meet with a manager while on site. Furthermore, every person filling out an application should speak to some department head before leaving that day. The department head may need to be of a different department but at least say hello, thank them and give them an update of the process ie) “expect a call back by Friday” or “Executive HK will be in on Monday please call her at this number.” Applicants can also be referred to the Company Website [www.AceHMC.com](http://www.AceHMC.com) and complete an application under the Careers Page. The General Manager and Executive Housekeeper should have access to a separate Completed Application Binder where potential hires’ applications are kept on file under lock and key.

## 2-18 DRIVING LICENSE AND RECORD

Reference Team Member Handbook Section 5-22 Operation of Vehicles

Team members in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record to our insurer. Changes in their driving record must be reported to you immediately. Violations of this policy may result in immediate termination of their employment.

Anyone that might be driving a company vehicle (shuttle) must have their driving record analyzed and approved, then added to insurance prior to operating the motor vehicle.

If and when an insured driver leaves the company the update must be made with the insurance carrier to remove the past team member.

## 2-19 LOST AND FOUND

Reference Team Member Handbook Section 508 Lost and Found/Removal of Property

Create a dedicated area for lost and found. Also utilize the Lost and Found Log whenever any items are left behind. Lost and Found items must be kept for 30 days to be claimed by rightful owner. GM must dispose of Lost and Found Items after 30 days. GM can assign a manager to regulate Lost and Found. Any items with perceived value of \$100 or more need to be turned over to GM and kept in office under lock and key ie) Jewelry, Electronics cash etc.

Weapons – If any weapons (guns, knives etc) are found in the room instruct the team members NOT TO TOUCH THEM, put the room OOO and contact local PD on non emergency line for instruction.

## 2-20 MEETING SPACE

Maximizing Revenue is a priority. Selling/Renting Meeting Space is a great way to increase the bottom line so it is important that we do this well. A Meeting Folder/Binder should be accessible to all team members that has a print out of monthly calendars. The Calendar needs to be updated when any space is reserved. Front desk should be given guidelines to answer basic questions regarding meeting space and recall first responders win the business so if they can close that is great but they must at the very least be able to answer preliminary questions, gather pertinent information and pass along to DOS or GM.

The following must be known by FD:

# of Meeting Rooms

Size of Meeting Room(s)

Name of Meeting Rooms

Maximum Occupancy of Rooms

Optimal Occupancy per Layout ie) 75 Theatre or 50 Classroom

Times the room is rentable ie) is it all day? What does all day mean? Should have ½ day and full day rental options

What is included in Base Room Rental Cost? Set up and Clean up? Nothing? Additional AV?

Cost for Room Rental and any additional upgrades

Is Outside catering allowed? Can they bring in their own alcohol?

Day of Event Responsibilities

## 2-21 PROPERTY WALKS

All GM's are required to walk the property daily. This property walk should consist of walking the corridors, stairwells, parking lot, perimeter of premises, and back of house areas.

What to look for and why – We are looking to ensure the property is always in tip top shape. We want to catch any maintenance issues before they cause a capital expenditure or worse a legal entanglement. This is a great time to recognize team members excelling with cleanliness or where there needs to be more attention, especially when it comes to public areas.

Cleanliness, Safety, Security and maintenance are the watchwords to keep in mind during your property walk.

## 2-22 GUEST PRIVACY

It is always of paramount importance to protect our guest's privacy.

Never verbally state a guest's room number even during the check in process (point to room number on key card envelope).

Do not confirm nor deny if a particular guest is in house and never provide guest information to anyone other than the identified guest themselves.

All staff must keep their eyes open for any suspicious activity and report to GM. For Example, someone loitering in the hallway, someone knocking on multiple doors, someone putting pamphlets or menus under doors, someone trying to look through peepholes etc.

## 2-23 SOP & Daily Checklists

Standard Operating Procedures (SOP's) need to be in place for the Hospitality Basics of Check In, Check Out, Phone Handling Procedure etc. and be in a binder accessible to all team members.

In addition to this each shift and department must have a daily checklist which is followed to ensure thoroughness.

## 2-24 BACKGROUND CHECK - DEPARTMENT HEADS

All Department head applicants must have background check completed prior to starting position. Contact Corporate leadership and have copy of results in team member file available upon request.

## 2-25 BIRTHDAYS

Keep an updated Birthday roster on your door and know how your team members like to be recognized. All birthday celebrations will be held monthly on a date decided by you. \$50 Monthly Budget is to provide a cake, card and supplies. Please do your best to reutilize your supplies throughout the year to keep costs down. To clarify if you have 3 birthdays in January there would be one birthday celebration on the last Thursday in January. We would not have 3 separate birthday celebrations.

## 2-26 JOB DESCRIPTIONS

AceHMC maintains a job description for each position in the company. The job description outlines the essential duties and responsibilities of the position. When the duties and/or responsibilities of a position change, the job description is revised to reflect those changes. Be sure to have all team members acknowledge their job description during the hiring process and update as needed. Of course, they can obtain a copy of their position's job description from you and ask any questions.

## 2-27 SALES TRACKING

Sales efforts are paramount to our overall success. We must dedicate time every day/week to focus on sales and document that using the Sales Tracking Form or CRM software. Even properties without a DOS must utilize this process.

## 2-28 PCI COMPLIANCE

Merchant Services require that the computers and chip readers are all PCI compliant or we will be penalized. It is the duty of the General Manager to assure the scans are being done according to the Merchant Services provider and we are always in good standing.

## 2-29 COMPUTER UPDATES & ANTIVIRUS

General Managers need to ensure that all computers operating systems are up to date and covered by antivirus software. If your hotel I.T. is managed by a 3<sup>rd</sup> party company please make sure they email you confirmation that all is up to date quarterly and keep on file.

## Section 3 ONSITE PROCEDURES

### 3-1 EMPLOYEE ENTRANCE

All employees including the GM must enter and exit through the front doors.

### 3-2 TEAM MEMBER PARKING

GM must designate Team member parking area that does not impede VIP and prime parking for guests.

### 3-3 OFF DUTY TEAM MEMBERS

If Team Members are not scheduled to be on the clock, they should not be on property without prior GM approval.

## Section 4 TEAM MEMBER PAY OPERATIONS

### 4-1 BUSINESS EXPENSE REIMBURSEMENT/PETTY CASH

All Reimbursements need to be approved by the GM prior to purchase. Business Expense Reimbursement Form and or Petty Cash always need to be completed and must have the associated receipts. All hotels start with \$300 Petty Cash and must be reconciled monthly.

### 4-2 PERFORMANCE REVIEW

Conduct valuable performance evaluations for all staff no less than annually. Positive performance does not equate to a pay increase or promotion. The purpose of this review is to evaluate the culture and see what, where and how we can all improve. Performance Reviews need to be submitted to Corporate Leadership during the month of September.

### 4-3 EXIT INTERVIEW

In a perfect world we would like all departing Team members to take part in an exit interview with the GM. In this meeting, we are just to listen and document what is being said and thank the Team member for the feedback. Exit interviews need to be submitted to Corporate Leadership immediately upon completion.

Also, complete Internal Termination Form for any parting team member and place in their file.

### 4-4 BREAKS

Reference Team Member Handbook Working Hours and Schedule Section 2-3. Meal and Rest periods required by law.

Smoking Breaks – No more than 2 provided in an 8-hour shift. Smoking should only be done in designated smoking section and last no more than 5 minutes per occurrence.

Meal Period – Housekeeping and Maintenance Team Members must clock out for their meal period. If front desk has two agents working at the same time, they should stagger their meal periods and clock out. If there is only one front desk agent working then they are not required to clock out and will be paid for their meal period.

Rest Periods – Will be provided based on the State Law and GM approval



#### 4-5 PAYROLL PROCEDURE AND PAY DATES FOR EMPLOYEES

GM must submit the Payroll Form bi-weekly. Please encourage all employees to sign up for Direct Deposit. Physical Checks will be distributed every other Friday in accordance with payroll.

#### 4-6 NEW HIRE PAPERWORK AND CHECKLISTS

All sections of these forms must be completed and submitted. Please verify that the copy of the ID and documents are clearly legible. Follow the Orientation Checklist & Team Member File Checklist.

#### 4-7 CALL IN PAY

If an employee is called into work and is sent home because there was no work to be done that employee will be paid a minimum of 2 hours.

#### 4-8 PROGRESSIVE DISCIPLINE

Reference Section 5-1 Workplace Conduct. There may be circumstances when one or more steps are bypassed.

Step 1 = Verbal Warning. Should be done privately with the team member. Also document this verbal warning with the Verbal Warning Form and put in their personnel file.

Step 2 = Written Warning. Document with Written Warning Form. This form should be signed by the violating team member for acknowledgement. If the team member refuses to sign, this does not invalidate the form, please make sure the team member knows this and have a witness sign. Do not inform the witness about the material facts of the matter simply have them sign the signature refusal section. File this form in the violating team member's personnel file.

Step 3 = Suspension with or without pay. Suspension could be Hours or Days.

Step 4 = Termination. A team member can be terminated from employment under Progressive Discipline if he/she has 3 Documented Verbal/Written Warnings and a 4<sup>th</sup> incident or situation occurs within a 12 month period which either violates policy or indicates inappropriate behavior or poor judgement. Furthermore, progressive discipline may be accelerated for repeat policy offense.

#### 4-9 TARDINESS

A team member is expected to be at work at the time of his/her shift begins. In the event a team member is unable to arrive at this/her schedule time he/she should call the manager prior to the start of the shift. Based on business conditions, the manager may provide the team member with a grace period in which to arrive without any tardy penalties.

Tardiness will be considered EXCUSED if a team member notifies his/her manager prior to the start of the shift that he/she will be unable to arrive within the grace period. Tardiness will be considered UNEXCUSED if an associate DOES NOT notify his/her manager prior to the start of the shift that he/she will be unable to arrive within the grace period. Failure to do so will result in verbal warning for the first and second occurrence and will result in a written warning for any additional occurrences.

EXCESSIVE EXCUSED TARDINESS will result in a written warning. Excessive is defined as more than two (2) occurrences of excused tardiness with thirty (30) days, three (3) in ninety (90) days, and five (5) in a twelve (12)-month period. Written warnings begin on the third occurrence and will continue for each additional occurrence within a twelve (12)-month period. The twelve (12)-months is a rolling period which begins with the associate's first tardy and is not based on specific annual dates. Excused tardies are left to the discretion of the manager.

#### 4-10 ABSENTEEISM

The Company believes that a team member is committed to his/her respective role and is absent only due to unexpected illness, injury, or other serious conditions. If a team member should find it necessary to miss a scheduled work shift, he/she should call and speak directly to his/her manager at least one (2) hours prior to the start of the shift. **The team member must speak directly with his/her manager.** Calling a co-worker, having a friend or relative call, texting, e-mailing and/or leaving a voicemail are not acceptable.

An absence is defined as an unscheduled failure to report to work for the team member's shift for ANY reason (ie., team member illness, illness of a family member, car trouble, etc.).

An absence will be considered EXCUSED if the team member contacts his/her manager at least two (2) hours prior to the start of his/her shift to notify the manager of his/her absence.

An absence will be considered UNEXCUSED if the team member DOES NOT contact his/her manager at least two (2) hour prior to the start of the shift to notify the manager of his/her absence. Failure to do so will result in a written warning.

EXCESSIVE EXCUSED ABSENCES will result in a written warning. Excessive is defined as more than three (3) occurrences of excused absences within a thirty (30)-day period and five (5) occurrences of excused absences within a ninety (90)-day period. Written warnings begin on the third occurrence and will continue for each additional occurrence within a twelve (12)-month period. The twelve (12)-months are a rolling period beginning with the team member's first absence and is not based on specific annual dates.

A doctor's note may be required for absences of more than two (2) days by the request of the manager.

If a team member works a split shift, the above excused and unexcused requirements apply. If an associate should miss all or part of a split shift, this will be considered one (1) occurrence.

#### 4-11 RETURN OF PROPERTY

Reference Employee Handbook Section 5-25 If You Must Leave Us

GM is responsible to abide and enforce the following policy with all team members. Team member are responsible for items issued to them by the Company or in their possession or control, such as the following:

Client lists

Equipment (laptop, PC, cell phone, tablet, WIFI hot spot devices, printer, scanner, etc.)

Keys

Manuals

Tools

Uniforms

Written materials (including thumb drives or external hard drives with the Company)

All Company property must be returned by employees upon separation from employer. Upon return of all electronic devices, all data (including photos, contacts, personal data, etc) will be wiped clean by the Company and we are not responsible for any personal data kept on our device that will be lost. All property must be returned in working order and all passwords required to use the devices must be provided. Where permitted by applicable laws, the Company may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. The Company may also take all action deemed appropriate to recover or protect its property. If the full cost required to cover all of the property is not returned, we reserve the right to recover lost funds through all channels.

#### 4-12 TIME OFF POLICY & PROCEDURE

Reference Employee Handbook Section 3-3 Paid Time Off & Section 3-7 Bereavement Leave

Accurate record keeping is essential to providing this benefit to all team members. GMs are expected to update either the Time Off Tracking Report or software (if applicable). All time off requests including time off for the GM must be updated as needed. Of course, we encourage all team members to request their time off two (2) weeks in advance but use your discretion.

#### 4-13 PAYROLL SUBMISSION

Reference Employee Handbook Section 2-9 Your Paycheck & Section 2-5 Timekeeping Procedures

All General Managers must use the Company's Payroll Standard Worksheet when submitting payroll.

## Section 5 EMERGENCY OPERATIONS

### 5-1 STATEMENTS TO THE MEDIA

Only Corporate Leadership are authorized to make or approve public statements on behalf of the Company. Team members should always refer to the GM and GM refer to Corporate Leadership. In general, do not make any statement to the media including the phrase “No Comment”. Simply ask the media outlet/reporter to please step outside for the privacy of our guests. Furthermore, our hotel is private property so if necessary, inform them of this fact and ask them politely to leave. Remember we are happy to take their contact info and pass along to the GM/Corporate Leadership.

### 5-2 NATURAL DISASTERS/EMERGENCY PROCEDURES

Reference Team Member Handbook Sections 5-17 and 5-18

GM must inform Corporate Leadership of any pending or imminent disaster/danger approaching. Also take appropriate action based off our Hotel Emergency Planning Guide and Team Member Handbook sections 5-17 and 5-18. County, State and Federal Orders supersede manuals.

### 5-3 CPR TRAINING

CPR Class should be completed annually.

### 5-4 HOTEL EMERGENCY MANUAL

Please make sure there is a completed emergency manual with pictures regarding how to turn off water, power etc and respond to disasters.

### 5-5 HANDICAP REQUIREMENT

Be sure all team members are aware of the Handicap Accessible Items available, where they are, how they work and that they are in working order. All team members should know and must be verified by GM annually.

Ie) Hearing Impaired Equipment, Pool Lift, Spa Lift, Back Up Battery for lift(s), location of Visual Smoke Detectors for Hearing Impaired etc.

### 5-6 FIRE LIFE SAFETY

Inform corporate leadership anytime there is a Fire Life safety issue. For Example, Elevator down/guest stuck in elevator, anything putting team members, guests or hotel in danger. Also, ensure every guest room has a legible evacuation route and all team members know where closest fire extinguisher is located. Have the Fire Department educate team members on fire panel and have protocols in place for fire drill and what to do in an emergency.

## 5-7 LEGAL

If there is any suspicion of the company being in legal jeopardy report to corporate leadership immediately. Legal actions are commonly taken regarding slip and fall, ADA, harassment, discrimination, wage and hour violations or negligence of property type claims.

We can avoid negligence of property claims by completing our daily property walks, submitting maintenance requests and keeping consistent communication with vendors and corporate leadership. It is imperative to contact corporate leadership if you are having trouble getting any Elevator Company, Maintenance Engineer or fire Life safety vendor to complete their work orders or routine maintenance properly.

## FORMS

Please use and keep copies of all forms provided by Corporate.

CONFIDENTIAL

## GENERAL MANAGER HANDBOOK ACKNOWLEDGMENT

This General Manager Handbook is an important document intended to help General Managers become acquainted with ACE HOSPITALITY & MANAGEMENT COMPANY. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Company's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Handbook as well as the employee handbook and emergency manuals.

I have received and read a copy of ACE HOSPITALITY & MANAGEMENT COMPANY's General Manager Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Company at any time.

I further understand that my employment is terminable at will, either by myself or the Company, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no representative of ACE HOSPITALITY & MANAGEMENT COMPANY other than the President and/or the CEO and/or the Vice President may alter "at will" status and any such modification must be in a signed writing.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Company's General Manager's Handbook.

**General Manager's Printed Name:** \_\_\_\_\_

**General Manager's Signature:** \_\_\_\_\_

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

The signed original copy of this acknowledgment should be given to Corporate Leadership and it will be filed in your personnel file.