

Team Member Orientation

1. FEDERAL & STATE TAX FORMS AND I-9 FORMS. These forms should be completed before you begin your first day of employment.
2. YOUR BEGINNING PAY RATE IS \$_____per hour. Any pay increase is a merit increase based on job performance. Pay increases are not guaranteed. They must be earned.
3. REPORTING TIMES unless otherwise designated by the property manager.

HOUSEKEEPING

Monday-Friday	9:00 am
Saturday – Sunday	9:00 am
Holidays	9:00 am

FRONT DESK

As scheduled

4. LUNCH. All housekeepers and maintenance personnel are required to take a 30-minute lunch break from 12:00 – 12:30 pm. You must punch out during this time period. This policy also applies for Front Desk Agents when multiple desk agents are working.
5. ROOM TIME. All housekeepers are allowed 15-30 minutes to clean each room. The head housekeeper must approve exceptions. All housekeepers work by allotted room time and not set by hours. Example: 15 rooms to clean is approximately 7 ½ hours work.
6. SMOKING. No smoking is allowed in the office, lobby, or in guest rooms. Smoking is allowed outside only in designated area.
7. TEAM MEMBER HANDBOOK. You have been given a copy of the Team Member Handbook and you understand all that it entails.
8. WARNINGS AND WRITE UPS. You will be written up for not following company policies, un-excused absences, non-performance of job duties, as well as poor job performance. Four warnings in a 12-month period may result in termination of employment.
9. CALLING IN. If you are on the schedule to call in you must do so by 8:00 am each day. If you are needed to work that day you will be expected to come in. Failure to do so will be treated as an un-excused absence.

10. ABSENCES. If you call in to work as being sick you must bring a valid excuse with you on your next scheduled work day. If no valid excuse is available you will be written up for an un-excused absence. The same will hold true if you fail to call in or to show up on an assigned work day.

11. The following items have been explained and demonstrated to you:

A

- Guest Room Facilities
- Security & Usage of Keys
- Lock System

B

- Hotel Facilities
- Laundry Room
- Storage/Utility Rooms and Contents
- Pool Location and Rules
- Pool Hours of Operation
- Cribs and rollaway beds
- Time clock
- Suggestion Box

C

- Emergency Procedures (See manuals)
- Hurricane, Fire, Tornado, Floods
- Electrical Power Outage
- Hospital Location
- Elevator Room
- Fire Panel Room
- Boiler Room

D

- Hotel Room Equipment
- Operation of TV and Remote
- Locations of All Light Switches
- Operation and Location of AC & Heating Radio
- Telephone Instructions
- Radio

E. FOR ALL EMPLOYEES:

- Dress and appearance
- Confidentiality of Guests

F. DESK CLERKS ONLY

- Room type descriptions (Number of rooms, connecting rooms, odd rooms)
- Quick Contacts Information
- TDD Phone for ADA
- Shopping Areas
- Theaters
- Special Events
- Churches
- Discount Policy
- Locations of Interest
- Restaurants

12. DESK CLERKS agree to be held financially responsible for all money shortages of \$1.00 or more, as well as bad checks and bad credit cards accepted on their shift.

Team Member Signature _____ Date _____

13. I agree that if I do not serve a two (2) week written notice, my salary will be reduced to minimum wage for the hours of my last check.

Team Member Signature _____ Date _____

14. I have read the above statements and agree to accept them as a condition of my employment. Failure to abide by these and all other company policies may be grounds for immediate dismissal.

Team Member Signature _____ Date _____