

***BILTMORE BEACH  
CLUB***

***STAFF POLICY  
HANDBOOK***

*Revised 4/09*

## **INTRODUCTION**

*This publication was developed to assist the staff employed by the Biltmore Beach Club in carrying out their responsibilities. It contains important information. You will be responsible for the information in this handbook and will be expected to comply with and enforce the regulations as stated.*

*The purpose of the Biltmore Beach Club is to provide an opportunity for use of leisure time. In order to meet this objective, it is essential that our staff accept this policy as a condition of their employment. We expect that you will help us to achieve our goal by presenting to the public an image that is always helpful, courteous and considerate.*

## **STAFF POLICIES**

### **PERSONNEL/UNIFORMS**

- 1) *Employees must be properly uniformed while on duty, including Managers and Assistant Managers.*
- 2) *Clean uniforms (correct color) must be worn.*
- 3) *Maintenance and marina personnel will wear their own work pants.*
- 4) *Lifeguards will not wear sneakers or shoes while on duty.*
- 5) *Damaged or lost uniforms must be replaced at the individual's expense.*
- 6) *While at the BBC all uniforms are to be worn only when on duty.*
- 7) *While on duty, no friends, members or guests shall distract you from your duties; politely inform them of this rule, if needed direct them to the manager on duty.*

### **TIME CLOCK**

- 1) *All personnel are required to use the time clock provided by the Biltmore Beach Club.*
- 2) *All personnel, upon arriving on the job, will insert their time cards. Upon completing their scheduled shift, all personnel will insert their time cards. At no time shall an employee clock in or out another employee.*
- 3) *Time cards are official payroll documents and are necessary for validating payroll. Therefore, it is mandatory that they are maintained properly and remain consistent with the work schedule.*
- 4) *Falsifying time cards by employees is cause for dismissal.*
- 5) *The Manager and Assistant Manager are also required to use the time clock provided by the Biltmore Beach Club.*

## **CONTROL OF PUBLIC**

*It will be your responsibility to control the public and to enforce the regulations set forth in this manual. In cases where you are not able to handle the situation without undue conflict, you are instructed to request assistance from the manager or assistant manager in charge.*

*The use of physical restraint of the public is to be avoided. Experience has shown that utilizing a respectful attitude and a reasoning approach will ensure most situations are handled effectively.*

## **GENERAL CLEANLINESS**

*It is the responsibility of all employees to assist with the upkeep and general cleanliness of the Biltmore Beach Club. Although the major maintenance items are the responsibility of the maintenance staff, it is considered appropriate for all employees to pitch in and to correct any obvious conditions themselves, such as cleaning the deck of puddle water, sweeping sand, picking up litter and correcting any other situations that can be handled without taking away from their primary responsibilities.*

## **PUBLIC RELATIONS**

*Always remember that as an employee you are a representative of the Biltmore Beach Club. When addressing the public and interactions with the children and the adults always do so in a respectful tone.*

*Try to answer the public's questions as accurately as possible or try to find the answer. Refer all inquiries to your manager or assistant manager if in doubt about an answer.*

## **PAYROLL SCHEDULE**

*All employees will be paid every two weeks. Paychecks will be distributed at the BBC by your manager. Final paychecks will be mailed to all employees.*

## **WORK SCHEDULE**

*The work schedule will be prepared by your manager. You may be scheduled anywhere from opening to closing (includes Saturday and Sunday hours).*

*Every effort will be made to distribute the work load fairly among all personnel, but the needs of the Beach Club must come first.*

*All schedule changes, for whatever reason, will be approved by the manager or assistant manager.*

*Excessive schedule changes will be monitored by the manager and assistant manager.*

*Personnel who will be absent or late for work for any reason must notify the manager or assistant manager before the start of their shift as early as possible.*

## **ABSENCES**

*Excessive absences for whatever reason may be cause for dismissal. It is an employees' obligation to find coverage if they unable to fulfill their shift.*

## **LATENESS**

*Being on time is an important part of your employment and staff members are to be present at their assigned work, in proper uniform and ready to work at the time specified. Habitual lateness, for whatever reason, may be cause for dismissal.*

## **STAND BY LIST**

*Those wanting more hours should put their names on a list to be called in when someone needs a schedule change.*

## ***INCLEMENT WEATHER***

*In the event of inclement weather, employees may be sent home or asked not to report to duty. In inclement weather, employees should contact the Manager or Assistant Manager before reporting to work to determine whether or not they are needed. The BBC website will be updated when the club is closed for inclement weather.*

## ***OTHER DUTIES AS ASSIGNED***

*All employees may be asked at various times to perform work not consistent with their normal duties.*

## ***LUNCH BREAK***

*Your individual lunch time will be scheduled by the Manager or Assistant Manager.*

## ***EVALUATIONS AND RESIGNATIONS***

*During the month of August and September, every employee will have an evaluation conference with the club manager. The results will be part of an evaluation report for the purpose of rehiring. The report will be countersigned by the Manager or Assistant Manager in charge, as well as by the employee. You must notify the Facility Manager when your last day of employment will be with the Biltmore Beach Club.*

## ***ADMINISTRATIVE INSTRUCTIONS***

*It is the responsibility of QUALIFIED lifeguards of the Biltmore Beach Club to administer first aid when an injury occurs at the facility. American Red Cross Standard First Aid procedures will be followed. Refer all inquiries concerning the liability of the BBC regarding medical bills or questions on insurance to the Manager or Assistant Manager. No staff member is authorized to discuss with the public any aspect of an accident occurring at this facility.*

*Employees must become familiar with all First Aid Stations at the facility.*

## **TELEPHONES**

*BBC club office telephone is to be used for club business only and for emergencies only. Outgoing calls of a personal nature by employees may not be made without the approval of the Manager or Assistant Manager.*

## **ACTIVITIES NOT PERMITTED WHILE ON DUTY**

*Cell Phone Usage and smoking are not permitted while staff members are at their assigned duty post.*

*Any employee who is suspected of using alcohol or any other depressant or stimulant will be reported for disciplinary action and will be dismissed.*

*The use of foul and or profane language by any employee will not be tolerated and will be reported for disciplinary action and the employee will be dismissed.*

*Pleasure reading while on duty will not be permitted.*

## **REGULATIONS**

*1) No employee shall attempt to get food from the catering corporation on credit or without paying for it. An employee who attempts to solicit favors from food service will be dismissed.*

*2) No employee will work for the catering corporation when on club time this includes lifeguards on down time.*

## **INJURY PREVENTION AND PATRON SAFETY**

*When assuming your post, you must always remain alert to dangers such as running, shoving, roughhousing or horseplay in or around the pool; sunbathing close to the pool's edge; any glass items or metal containers; persons playing on ladders; non-swimmers near deep waters; improper use of the diving board and slide; diving into shallow water; underwater swimmers; and the unauthorized use of floatation devices.*