

Employee Handbook



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Alvin Golf & Country Club
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Alvin, Texas 77511

Table of Contents

- 1. DEFINITIONS USED IN THIS HANDBOOK..... 1
- 2. A WORD ABOUT ALVIN GOLF & COUNTRY CLUB..... 2
 - WHAT WENT WRONG.....2
 - WHAT WILL NOT BE TOLERATED.....2
 - THE PURPOSE OF THE CLUB AND YOUR MAIN JOB3
- 3. TEN COMMANDMENTS OF KEEPING YOUR JOB..... 4
- 4. INTRODUCTORY PERIOD AND EMPLOYMENT-AT-WILL..... 5
- 5. NOTICE TO NEW EMPLOYEES..... 5
- 6. RECORDING WORK HOURS..... 5
- 7. ABSENTEEISM AND TARDY POLICIES 5
- 8. BREAKS AND LUNCHES 6
- 9. SMOKING..... 7
- 10. GOLFING DURING WORK HOURS 7
- 11. DRESS POLICY 7
- 12. WORKING DIRECTLY FOR CUSTOMERS..... 7
- 13. DRUG AND ALCOHOL POLICIES 7
 - DRUG POLICY7
 - ALCOHOL POLICY.....8
- 14. SNACK BAR AND COOLER POLICIES..... 8
- 15. TELEVISION AND RADIO POLICY 8
- 16. CLUB PRIVILEGES FOR EMPLOYEES..... 9
 - FOOD DISCOUNT9
 - LOGO APPAREL.....9
 - GOLFING9
 - SWIMMING9
 - BANQUET ROOM RENTAL.....9
- 17. VACATION AND SICK LEAVE..... 10
- 18. VERIFICATION OF EMPLOYMENT..... 10
- 19. FUTURE CHANGES 10
- 20. ACKNOWLEDGMENT OF RECEIPT OF EMPLOYEE HANDBOOK 11

1. Definitions Used in this Handbook

The following definitions apply to the following terms as they are used in this handbook:

Employee–You are the employee

Company – Alvin Country Club, LLC, DBA Alvin Golf & Country Club

Club– The recreational aspects of the company

Manager– Karen or Patrick Farrell or the employee designated as the manager at the time. At the time of this edition, the company has the following managers:

- Karen Farrell, Owner
- Patrick Farrell, Owner
- Carl Wind, General Manager

Acting Manager Note:

When a manager is not present at the club, the employee working the pro shop is responsible for the operation of the club and is the acting manager, but the acting manager must contact one of the managers listed above if there are any unusual circumstances that require their attention. All managers have cell phone numbers that are on their business cards. Employees should always try to call Karen or Patrick first if there is a problem.

2. A Word about Alvin Golf & Country Club

We (Karen and Patrick) recently purchased the Alvin Golf & Country Club at a time when the club was in very poor physical, economic, and spiritual shape. We have invested most of our savings in this club, and we are dedicated to ensuring the club's success.

While it is not productive to continually focus on the problems that led to the condition of the club when we purchased it, it is important to look at the past history of the club briefly to learn what went wrong, what will not be tolerated, and what this club once was and is on the road to becoming again.

What Went Wrong

Over the history of this club, before we purchased it, it was usually not run like a real business. Controls were loose and spending may not have always been controlled. It was a very loose environment, but there were many members who cared deeply for the club and had the time and resources to make up for the shortcomings. However, as the core members aged and moved on, a new generation took their place. The new generation had good intentions, but with the demands of modern life, they just didn't have the time to dedicate to the club. Without the constant interaction with the club's leaders, the lack of controls was exploited by some opportunistic people, leading to the condition of the club when we purchased it.

What Will Not be Tolerated

We are very dedicated to turning this club around, and anyone who is **not** dedicated to this cause is not welcome to work here. Every employee and owner of this club must work toward its preservation and improvement. We need everyone to work when they are supposed to work and to give their best effort at all times. This club requires people who can take it upon themselves to do what must be done to ensure that our customers have a good time and that the club operates well.

The following will **not** be tolerated:

- **Stealing.**
Stealing includes taking or giving away free golf, food, or other services or merchandise or giving unauthorized discounts to customers, friends, family, or yourself.
- **Employees who want a job but don't want to work.**
Your job requires that you work. We are not just paying for your time; we are paying you to work.
- **Mistreating customers.**
The customer is always right. If you think the customer is wrong, you can talk to Karen or Pat about it. In the rare instance that a customer may be wrong, Karen or Pat will tell them.

The Purpose of the Club and Your Main Job

This club is meant to be a fun and enjoyable place to meet new and old friends: a place where everyone feels welcome. It is our goal that everyone who comes to our club has a positive experience. We can't always control how the greens look; sometimes the weather is bad; we may not have what they want in the snack bar, but we can and will always treat our customers with the most profound respect and honor. We want our customers to feel like we value them more than anything else we have—and we do. Without them, we are nothing. Without the customers, there is no club, no owners, and no jobs.

Other clubs may have better facilities with beautiful grounds and ten times the employees, but if the customers are treated badly, they won't come back. Every single customer matters: the ones who come all the time, the one who is here for the first time, and the ones from out of town. Your number one job is to make the customers feel welcome. Whatever else is happening, make the customer happy. That's the only reason they come here.

3. Ten Commandments of Keeping Your Job

(This first appeared in Texas Business Today, 2nd/3rd Quarters 1998 issue. Since then, it has appeared on many company bulletin boards and employee break room walls.)

1. Be on time, whether it is with showing up for work, returning from breaks, going to meetings, or turning in assignments.
2. Call in if you know you will be tardy or absent. Most companies treat absences or tardiness without notice much more seriously than simple absence or tardiness.
3. Try your best; always finish an assignment, no matter how much you would rather be doing something else. It is always good to have something to show for the time you have spent.
4. Anticipate problems and needs of management--your bosses will be grateful, even if they do not show it.
5. Show a positive attitude--no one wants to be around someone who is a "downer."
6. Avoid backstabbing, office gossip, and spreading rumors--remember, what goes around comes around--joining in the office gossip may seem like the easy thing to do, but almost everyone has much more respect for people who do not spread stories around.
7. Follow the rules. The rules are there to give the greatest number of people the best chance of working together well and getting the job done.
8. Look for opportunities to serve customers and help coworkers. Those who would be leaders must learn how to serve.
9. Avoid the impulse to criticize your boss or the company. It is easy to find things wrong with others--it is much harder, but more rewarding, to find constructive ways to deal with problems. Employees who are known for their good attitude and helpful suggestions are the ones most often remembered at performance evaluation and raise review time.
10. Volunteer for training and new assignments. Take a close look at people in your organization who are "moving up"--chances are, they are the ones who have shown themselves in the past to be willing to do undesirable assignments or take on new duties.

4. Introductory Period and Employment-At-Will

Alvin Golf & Country Club has a 90-day introductory period to help ensure that the new employee is making adequate progress in learning the job. During this period the supervisor and employee should have close contact in order to promote a strong working relationship. The employee will receive guidance and feedback to understand and work within the club culture and policies. Under unusual circumstances the introductory period may be extended to allow the employee to become better acquainted with the job. An employee must receive written notification from a manager of any extension of the introductory period.

Alvin Golf & Country Club is an at-will employer. There is no specified length of employment either during or after the introductory period. There are no exceptions to this policy except for hardcopy statements or contracts that are signed by Karen or Patrick Farrell. Both Alvin Golf & Country Club and the employee have the right to terminate the employment relationship at any time and for any reason.

5. Notice to New Employees

You may elect to retain your common law right of action if, no later than five days after you begin employment or within five days after receiving written notice from the employer that the employer has obtained coverage, you notify your employer in writing that you wish to retain your common law right to recover damages for personal injury. If you elect to retain your common law right of action, you cannot obtain workers' compensation income or medical benefits if you are injured.

6. Recording Work Hours

The following guidelines apply to the recording of employee work hours:

- Employees must record their times on a named time card using the time clock in the pro shop.
- Employees arriving before the pro shop opens must write in their exact arrival time ("clock-in time"). They must use the time clock to record the rest of their hours, including any lunches and clocking-out.
- Before working unscheduled hours or overtime, employees **must** get approval from a manager. If a manager requests an employee to work extra hours and the employee thinks the extra time will cause the employee to work over 40 hours for the week, the employee must inform the manager that it could require overtime. Additionally, a manager should review the time card of an employee if they request the employee to work extra hours.

7. Absenteeism and Tardy Policies

Because of the nature of the service business, you must be here when you are scheduled, and you must be on time. If for some reason you are unable to be at work when you are scheduled, you must telephone a manager **before** your shift begins unless prevented by a documented emergency. In the case of an emergency, telephone as soon as possible. If you need to contact a manager during the evening or early morning hours, call Patrick's or Karen's cell phone. When reporting back to work

after an emergency, provide documentation of the emergency: such as hospital records or police reports.

Notify a manager as soon as you suspect that you may be absent or late. For example, if you are sick the day before you are scheduled to work, and you are not sure if you will be able to work the following day, notify a manager so that a replacement can be arranged early if you do have to call in sick.

- Being absent or tardy for your shift without prior notification (before your shift begins) or documented proof of emergency¹ is grounds for dismissal.
- Being repeatedly absent or tardy with or without prior notification is grounds for dismissal.

All of the positions at the club require employees to report to work on time for their scheduled shifts. Whether it is excused or unexcused, repeated tardiness and absenteeism is grounds for dismissal. Being reliable is a job requirement for employees of this club just as having a driver's license is a job requirement for a truck driver.

8. Breaks and Lunches

For every four (4) hours worked, each employee is entitled to a paid 15-minute break during which the employee is on company time. During breaks, the employee **must** adhere to the following rules:

- Ensure that your position is properly covered.
- Get approval from the manager to take your break. There may be times when you will not be able to take a break. For example, if you are working the snack bar and there is a big group finishing hole number 8, it probably isn't a good time to take a break because they will probably be heading to the clubhouse in a few minutes.
- Remain on the company property. If you need to leave during your break, you must sign out and take an unpaid break.
- Refrain from engaging in activities that could result in physical injury. For example, employees are not allowed to play golf or swim during a paid break.
- Because of the nature of the service business, there may be times when you are required to assist a customer during a paid break. If this happens you can resume your break after assisting the customer. If the interruptions become a problem, work with a manager to schedule a better break time when the position can be covered.

If you would like a longer break to sit down and eat or do something that is not allowed during a 15-minute break, you can request a longer unpaid lunch. However, the longer lunch break must be arranged and approved by a manager. For some positions, it will not be possible to provide employees with a longer unpaid lunch break.

Do not take your break in an area crowded with customers. Public areas are primarily for the use of customers. Only use the public areas if they are not currently being used by customers and you are

¹ Documented proof of emergency includes a copy of a police report or a hospital record.

clean and properly dressed. If you want to take your break in a public area, work with a manager to schedule an appropriate time.

9. Smoking

Employees are not permitted to smoke inside the clubhouse, including the pro shop, snack bar, banquet room, restrooms, kitchens, storerooms, or any areas inside the clubhouse or near the clubhouse doors. Employees may smoke on the patio away from the banquet room doors or in the parking lot. At no time can employees smoke around customers, other employees, or owners who do not smoke.

10. Golfing During Work Hours

Hourly employees are not permitted to play golf during work hours. This policy also applies to paid 15-minute breaks. See Breaks and Lunches for more information on paid breaks.

11. Dress Policy

Pro shop employees must wear a polo shirt or AGCC shirt. Snack bar employees must wear a presentable shirt and apron or AGCC shirt, closed-toe shoes, and head covering (hat, bandana, or hair net). Outside employees must wear a polo shirt, work shirt, long-sleeved shirt of any kind, or AGCC shirt. Hard hats and safety goggles are recommended for outside employees.

12. Working Directly for Customers

Alvin Golf & Country Club employees cannot work directly for customers. If a customer would like extra service from an Alvin Golf & Country Club employee, the employee or the customer must make arrangements through a manager. Through experience, we know that this policy protects employees, customers, and the club.

13. Drug and Alcohol Policies

The use or possession of alcohol or drugs during working hours is grounds for immediate termination. Law enforcement officials may also be notified.

Drug Policy

Any employee found using or possessing illegal drugs will be immediately terminated and will not be eligible for rehire. The company may require employees to take random drug tests at the company's expense.

Violation of the drug policy will result in immediate termination. Law enforcement officials may also be notified.

Alcohol Policy

Hourly employees may not drink or possess any alcohol while “on the clock.” Hourly employees must have a manager’s approval to drink or possess alcohol when they are “off the clock” on club property during regular working hours.

Employees and managers may only drink or possess alcoholic beverages that are sold at the club and only while they are not actively working. Employees represent the club whether they are working or not; therefore, they should always act with decorum and never drink too much on club property. All laws must be followed. Violation of the alcohol policy will result in revocation of alcohol privileges and possible termination.

14. Snack Bar and Cooler Policies

Only managers and snack bar employees are permitted in the kitchen. Other employees should not enter the kitchen unless specifically instructed to enter by a manager.

Employees may **not** store personal food in the snack bar refrigerators or **any** or freezer or refrigerated cooler where we store products that we sell to customers. The club coolers, refrigerators, and freezers are for club food and beverages only. **This is the law**, and the club could get fined if the health inspector finds personal food in our coolers. If you have any questions about this policy and law, ask a manager.

Employees should generally not use the snack bar if customers are present. Come back after the customers have been served, have eaten, and left. Never sit in the snack bar unless you are clean and properly dressed.

15. Television and Radio Policy

The television must always be set to either golf, national news (MSNBC, CNBC, or CNN), weather, or ESPN. If the satellite is not working due to weather, play the Butch Harmon or another similar golf DVD based on what the customers want. If a majority of customers want to watch something else, that’s what we’ll watch. Otherwise, we’ll stick to our formula.

At no time are employees permitted to watch movies or any other television shows while clocked-in. We cannot pay anyone to watch television. If you have any questions about this policy, ask a manager.

Snack bar employees should ensure that the snack bar and widescreen televisions are on for the customers. Keeping the televisions on and set to golf in the snack bar encourages customers to stay longer and spend more.

Radios and other personal music devices are not permitted in the snack bar or pro shop.

16. Club Privileges for Employees

Each hourly employee is granted the following club privileges:

Food Discount

Employees receive a 25% discount on food: snacks, sodas, bottled water, and snack bar meals during regular business hours. The discount is taken at the register and only applies to cash purchases of the items listed above.

This discount does not apply to merchandise or beer and can not be used to provide discounted items for other people. (For example, the employee cannot purchase an item at a discount for a customer, and then have the customer reimburse the employee for the item.) This discount is for employees only and does not apply to their family members.

This discount applies to food only, not to any other pro shop items. This discount applies only to food purchased for the employee's consumption.

Logo Apparel

Employees can purchase clothing and hats with the club logo at cost plus tax. See Karen for pricing. This purchasing privilege applies only to clothing purchased by employees for their own use. At no time are employees to disclose the purchase price or to purchase items so that others can receive a discount.

Golfing

Hourly employees are granted personal use of the golf course and golf carts under the following conditions:

- Only the employee is allowed to play or ride in the golf cart for free. Guests of the employee must pay regular golfing fees unless otherwise approved by a manager.
- Golfing privilege does not extend to tournaments where members are required to pay fees.
- Employees must follow the same course rules as members and green fee players, including taking direction from course marshals.
- Employees may not play during times when the course is crowded and the employee's play will interfere with the play of paying customers. This condition is determined at the discretion of a manager.

Swimming

Hourly employees can invite a guest or their immediate family to swim at the pool when the pool is not crowded.

Banquet Room Rental

Hourly employees are granted the same discount as club members for the banquet room. At the time of this publication, the discount is \$50 off the first hour of rental.

17. Vacation and Sick Leave

In the future, we may consider adding a vacation and sick leave policy, but at this time any sick leave or vacation time is unpaid leave.

No law in Texas requires employers to provide paid vacation or sick leave. (The only employers that are required to provide up to 12 weeks of unpaid job-protected leave under the federal Family and Medical Leave Act are those with 50 or more employees stationed within 75 miles of the employee who is to take such leave, and even then the employee has to meet the various eligibility conditions in order to be entitled to the leave.)

18. Verification of Employment

It is the policy of Alvin Golf & Country Club to verify employment status and dates of employment only.

If you receive a request for employment verification of a current or former employee, state only that the employee currently works here or is no longer with the company. If you are not sure, refer the caller to a manager. Take the caller's name, number, and company name, and state that a manager will return their call. If the caller requests dates of employment or any other details, refer the caller to a manager.

If the caller presses for details, explain that you are following company policy and that you don't have access to the information that they are seeking. Tell the caller that we only verify dates of employment and that the manager has access to that information.

19. Future Changes

This handbook will be constantly changing in the first few years. As updates are made available, they will be distributed to all employees.

20. Acknowledgment of Receipt of Employee Handbook

The Employee Handbook contains important information about the company, and I understand that I should consult the Karen or Patrick Farrell regarding any questions not answered in the handbook. I have entered into my employment relationship with the company voluntarily, and understand that there is no specified length of employment. Accordingly, either the company or I can terminate the relationship at will, at any time, with or without cause, and with or without advance notice.

Since the information, policies, and benefits described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur, except to the company's policy of employment-at-will.

All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only Karen or Patrick Farrell have the ability to adopt any revisions to the policies in this handbook.

Furthermore, I understand that this handbook is neither a contract of employment nor a legally-binding agreement. I have had an opportunity to read the handbook, and I understand that I may ask a manager any questions I might have concerning the handbook. I accept the terms of the handbook. I also understand that it is my responsibility to comply with the policies contained in this handbook, and any revisions made to it. I further agree that if I remain with the company following any modifications to the handbook, I thereby accept and agree to such changes.

I have received a copy of the company's Employee Handbook (dated March 17, 2011) on the date listed below. I understand that I am expected to read the entire handbook. Additionally, I will sign this Acknowledgment of Receipt, and return it to the company's representative on the date specified. I understand that this form will be retained in my personnel file.

Signature of Employee

Date

Employee Name - Printed

Signature of Company Representative

Date

Company Representative Name - Printed