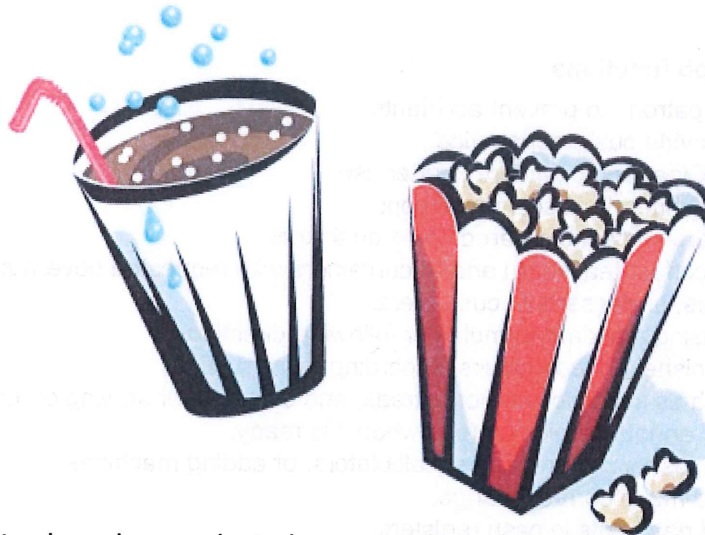


Muirfield Association, Inc.

Front Desk & Concession Staff Handbook



Congratulations! You have been selected as a member of the Muirfield Association Recreation Facilities Team! Your job description and the standard operating policies and procedures are attached. By reading, understanding and following these rules you will become an effective recreational facilities employee. We are excited to have you on board to serve our residents and their guests as they enjoy time at the pools in a safe, clean and friendly atmosphere.

We look forward to working with you this summer!

I understand the operating policies and procedures and agree to follow them in carrying out all the duties required as part of my employment at a Recreational Facility of the Muirfield Association, Inc.

Employee Signature

Date

Muirfield Association, Inc.

Job Description

Title FRONT DESK AND CONCESSIONS

Department(s) RECREATION FACILITIES

Reports to POOL MANAGER

Job summary - Works directly with the public - This includes serving customers, working concessions and receiving clients.

Summary of essential job functions

- Monitors activities of patrons to prevent accidents.
- Answers phone to provide customer service.
- Set up dining areas. Clear and clean areas after use.
- Replenish foods/garnishments at serving stations.
- Take customers' orders and write ordered items on tickets.
- Prepare beverages (coffee, tea, soda) and fill containers with requested beverages.
- Serve food, beverages, or desserts to customers.
- Prepare food items using standard formulas or following directions.
- Add relishes and garnishes to food orders, according to instructions.
- Wrap menu item such as sandwiches, hot entrees, and desserts for serving or for takeout.
- Deliver orders and/or announce pick up food when it is ready.
- Prepare bills for food, using cash registers, calculators, or adding machines.
- Accept payments and make correct change.
- Balance receipts and payments in cash registers.
- Completes required paperwork.
- Order items as needed to replenish supplies.
- Presents professional appearance and attitude at all times
- Maintains high standard of customer service
- Monitors surroundings to detect, assess and prevent problems.
- Perform cleaning duties such as sweeping, mopping, and dishes. Scrub and polish counters, tables, and other equipment. Clean glasses, dishes, and fountain equipment. All must be kept sanitary.
- Communicates with supervisors and peers as necessary by telephone, in writing, e-mail, or in person.
- Other duties as assigned.

Minimum requirements

Must be of legal working age, possess friendly, courteous communication and customer service skills, and be able to pass the mathematics test.

Abilities required

- Ability to react calmly and effectively in emergency situations.
- Ability to apply the rules and regulation governing conduct at the facility.
- Ability to follow routine verbal and written instructions.
- Knowledge of customer service standards and procedures.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed and assigned.

Muirfield Association, Inc.

Standard Operating Policies & Procedures Recreation Facility Front Desk & Concessions

Working the concession stand or the front desk requires great customer service skills and can be a lot of fun! These guidelines will assist you to do your best job and understand expectations.

Work Rules

General

1. The pool manager will give you a work schedule listing the days and times you are to report for work. Be prepared to work at the scheduled times. Arrive early to prepare for work.
2. Use the time clock for yourself only. No one may punch in or out for another person without management approval. This is cause for dismissal.
3. On Sunday, start a new time card for the week beginning the following Monday. You must sign your time card. If you fail to sign the card, you will not get paid.
4. Always support your fellow employees. We are a team.
5. If you have a complaint about another employee, go to the manager or asst. manager.
6. The front desk phone is for business use only.
7. No one should be behind the front desk or in the concession stand except those working.
8. Do not loiter around the entry or front desk. Do not loiter around the concession stand or sit on the concession stand counter.
9. Non-resident employees are not permitted to use the pool facilities after work hours.

While on Duty

1. Cell phone use is not permitted except during break time.
2. Eating food on duty is prohibited.
3. Drinks are permitted but this is a privilege; don't abuse it.
4. Be courteous to patrons. Use proper language; absolutely no profanity or inappropriate actions will be tolerated.
5. Proper attire must be worn. Bathing suits are not permitted to be worn during work hours.
6. Do not loiter around the concession stand counter if working the front desk area and visa-versa.
7. Unauthorized persons are prohibited behind counters at any time. This includes lifeguards.
8. Be on time and prepared to stay your entire work schedule, even if the weather is inclement. Be prepared to open the front gate and concession stand on time.
9. At closing, follow the Closing Responsibilities sheet and be sure all is clean and ready for the start of the next day's work.

Muirfield Association, Inc.

Code of Conduct

Employees of Muirfield are to conduct themselves in a responsible, professional, and ethical manner. It is important that all Employees accomplish and discharge their duties and responsibilities to the best of their knowledge, skills and abilities in order to meet the time, quality and productivity standards of work; engage only in activities that are consistent with their official responsibilities; utilize time, supplies, equipment, office, shop and recreational facilities efficiently; and co-operate with fellow Employees and work as a team. In most instances, your own good judgment will tell you what the right thing to do is.

The following are examples of conduct prohibited by Muirfield policy:

- Theft, fraud, embezzlement, or other proven acts of dishonesty, including removing Muirfield documents, personal property, or intellectual property.
- Removing, defacing, or willful or careless destruction or damage to Muirfield equipment or property or a co-worker's property.
- Any harassment of another Employee (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 Employee or resident.
- Obtaining employment or promotion on the basis of false or misleading information
- Soliciting or accepting gifts with a value of \$50 or more (money, services, or merchandise) in connection with Muirfield business.
- Reporting for work under the influence of any illegal substances or alcohol; or possession, sale or distribution of illegal substances or alcohol while on Muirfield premises or abusing such items while representing Muirfield or conducting Muirfield business.
- Falsifying Muirfield documents or records, including misuse of timekeeping records, or falsely inputting payment data.
- Insubordination, meaning refusing to follow legitimate business instructions of a superior directly related to performance of one's job.
- Disrupting the work environment.
- Excessive absenteeism or unacceptable patterns of tardiness or absenteeism.
- Sleeping while working.
- Repeatedly failing to clock in/out on the time clock as directed.
- Repeatedly forgetting to use time clock card.
- Job abandonment, meaning the failure to report to work without properly notifying your supervisor or General Manager.
- Conduct that is likely to cause another Employee, resident of Muirfield, or vendor embarrassment, loss of dignity, feelings of intimidation, or loss of opportunity, including all forms of discrimination and harassment.
- Unauthorized use of Muirfield supplies, information, equipment, funds, or computer codes/passwords.
- Unauthorized disclosure of business "secrets" or confidential information.

Muirfield Association, Inc.

- Possessing firearms or weapons while on Muirfield premises or carrying them while on Muirfield business; or threatening the personal safety of fellow Employees, residents, or vendors.
- Committing any act, on or off Muirfield's premises, that threatens or is potentially threatening to the reputation of Muirfield or any of its Employees, residents, or vendors.
- Working overtime without the prior approval of your supervisor or General Manager.
- Performing work of a personal nature during working time.
- Smoking in the Workplace.
- Failing to meet assigned job responsibilities and duties.
- Any other violation of a Muirfield policy.

The above examples are not intended to constitute a complete and exhaustive list of prohibited conduct. Muirfield Association, Inc. reserves the right to change the examples listed above at any time with or without notice.

DISCIPLINE

The rules regarding discipline are in the Muirfield Employee Handbook. Generally, receiving two verbal warnings and/or one written warning for any of the following reasons may result in termination of your employment:

1. Negligence
2. Unexcused absences or tardiness
3. Insubordination
4. Foul or abusive language and/or overt actions
5. Recklessness or on-the-job horseplay
6. Disruptive or uncooperative behavior
7. Improper dress or conduct
8. Creating or contributing to unsanitary conditions or poor housekeeping

ACTIONS THAT MAY WARRANT IMMEDIATE TERMINATION

1. Misuse of property and funds
2. Disorderly conduct
3. Fraud on application or other documents
4. Malicious damage
5. Threats against person or property
6. Sleeping on the job
7. Being under the influence of drugs or alcohol
8. Using drugs or medication that impair safety
9. Conviction of a felony
10. Fighting, threatening, intimidating or coercing fellow employees on the premises at any time
11. Leaving property while on duty without permission
12. Failure to report personal injuries incurred during work hours

Muirfield Association, Inc.

Standard Operating Procedures Recreation Facility - Front Desk Employees

OPENING DUTIES FOR FRONT DESK EMPLOYEE

- Turn on speaker.
- If cash box is provided, verify the starting cash amount. It must match the balance sheet for the front desk.
- Organize and prepare your paperwork for the day including the Daily Pool Report form.
- Put the Guest Sign-In Sheet a place easily accessible to residents and their guests.
- Attend to lobby and desk areas to be sure they are tidy.
- Check availability and operation of any safety and first-aid items in your area. Report deficiencies to your supervisor.
- Any other duties assigned by supervisor to prepare for the day.

CHECKING IN MEMBERS AND GUESTS

1. Check the ID of each resident entering. If they claim to be a resident and do not have an ID, provide them with the phone number and directions to the Association office.
2. Check each ID against the Resident Book before granting admittance to the pool area.
3. Any resident not clear to use the facility will be listed in the Resident Book as a **“D”, “DV” or “DDV”**. In such case, advise them to call the Association office. Should they become argumentative, call upon the supervisor on duty.
4. All guests of residents MUST:
 - a. Sign-in on the guests sheet;
 - b. Provide all the information requested on the sheet. (Note that the member’s lot number is listed on the member’s ID card).
 - c. Be accompanied by the resident, even if they have a guest pass. Again, if conflict arises, direct them to the Association office and/or contact the supervisor on duty.
5. Each guest must have a guest pass for admittance or pay the guest fee of \$_____.
6. Collect fees and make correct change as necessary.
7. Once each hour count the number of members and guests in attendance and enter the information on the Daily Pool Report form.

HANDLING EMERGENCIES

1. Call 911 when instructed by a lifeguard.
2. Use the microphone to clear the pool area. Direct everyone to go to the grassy area until further notice. The lifeguards not involved in the rescue are to contain the crowd there.
3. Assist the guards as requested.
4. Clear the pool entrance area for the paramedics to use.
5. One guard goes to the pool driveway entrance to direct the emergency vehicle to the scene. Check to see that a guard is there, if not, you are the back-up person.
6. Know where first-aid supplies are located and be prepared to provide them.

Muirfield Association, Inc.

CLOSING RESPONSIBILITIES – FRONT DESK

1. Turn off speaker.
2. Count money. The amount will consist of the starting cash plus the amount on the bottom of the completed Guest Sign-In Sheet.
3. Count the guest passes. The number of guest passes must match the number indicated on the bottom of the completed Guest Sign-In Sheet.
4. Enter totals, sign and date the Guest Sign-In Sheet.
5. Put money, guest passes and completed sign-in sheet in envelope.
6. Finish filling out the “Weather” and “Attendance” sections of the Daily Pool Report form. Collect required Accident Reports and Incident Reports from the lifeguards and attach them to the Daily Pool Report.
7. Have the head guard complete the “Repairs Needed” section and sign the form.
8. Place the completed form(s) in the envelope with the Guest Sign In Sheet.
9. Complete the outside of the envelope with:
 - a. Your written signature and your printed name;
 - b. Today’s date;
 - c. Amount of money enclosed
 - d. Number of guest passes enclosed
 - e. Other pertinent information or explanations
10. Turn completed envelope into the supervisor on duty.
11. Sweep lobby area and hose off as needed.
12. Clean floors, cabinets and tidy the desk area.
13. Clean any trash from the parking lot.
14. Assist with other closing duties that need or assigned.

Muirfield Association, Inc.

Standard Operating Procedures Recreation Facility – Concessions Employee

OPENING DUTIES FOR CONCESSIONS EMPLOYEE

1. Check all supplies necessary to run efficient concession stand. Report deficiencies to the supervisor on duty and prepare for daily service.
2. Prepare work stations in accordance with instructions.

ASSISTING MEMBERS AND GUESTS

1. Be polite at all times.
2. All employees must keep hands clean.
3. Employees may wear gloves when handling food items.
4. Know where condiments are and keep them supplied.
5. Take food orders and serve in accordance with management instructions.

HANDLING EMERGENCIES

1. Call 911 if and when instructed by a lifeguard.
2. Assist the guards as requested.
3. Keep area unobstructed so it is clear for paramedics to use.
4. Know where first-aid supplies are located and be prepared to provide them.

CLOSING CONCESSION STAND

1. Clean the hot dog machine
 - a. Soak racks
 - b. Clean bottom
 - c. Reassemble clean unit
2. Clean Popcorn Machine
 - a. Use glass cleaner on the sides
 - b. Wipe clean and remove popcorn debris from bottom
3. Clean Snow Cone Machine and Flavor Dispensers. Remember to rinse the drip tray.
4. Clean Microwave with disinfectant wipes.
5. Turn off Nacho heater
6. Turn off Chip warmer
7. Clean Nacho machine and pans
8. Put food items in the refrigerator including ketchup, mustard, pickle jar and mayonnaise.
9. Dump soda bucket and rinse it out.
10. Wipe off all counters with disinfectant wipes
11. Sweep the floor including under all equipment and counters.
12. Take out the trash

Muirfield Association, Inc.

13. Report any needed supplies, repairs or maintenance to the manager or assistant manager on duty by the end of each day.

CLOSING OUT CASH REGISTER

1. Cash Register "Z"
 - a. Count money. Complete the Daily Balance Sheet, sign and date it. Ask for assistance from your supervisor if it does not balance.
 - b. Be sure the money sent to the office matches the total sales listed on the "Z" out form. Ask for assistance if necessary.
 - c. Identify any discrepancies and explain on the "Z" Out form.
 - d. Place the money, the complete "Z" Out and Daily Balance Sheet in an envelope.
 - e. Complete the outside of the envelope with your name, date and amount of money enclosed and give to the supervisor on-duty to turn into the Association office.
 - f. Put the beginning cash/coins in the safe and lock it.

