

PINNACLE GOLF CLUB

Staff Procedure and Disciplinary Policy Form

As part of our commitment to maintaining a positive and efficient work environment, the Club Management is implementing the following disciplinary actions and points of emphasis, effective immediately:

- **First Infraction:** Verbal Reminder/ Correction of Infraction
- **Second Infraction:** Official Employee Written Reprimand placed in Employee File
- **Third Infraction:** Termination of Employee

The following are major guidelines that the management team will enforce daily. Please be aware that this is not an exhaustive list, but rather a set of crucial points for daily adherence:

- **Punctuality:** Be on time for your shift to ensure proper preparation for serving our members and guests.
- **Time Off Requests:** A "REQUEST" for time off is not a guarantee. Efforts will be made to grant requests, but not all can always be granted. Time-off requests must be submitted TWO WEEKS in advance via the Home-base App, starting from the first day of the scheduled time off. This ensures proper planning and coordination for the scheduling of shifts.
- **Employee Uniform and Name Tag Compliance:**
 - All staff should be in uniform (Cimi's Bistro / Pinnacle Logo employee clothing).
 - Shirts should be tucked in, and belts worn with slacks.
 - Slacks should be BLACK for all Cimi's Bistro & Banquet staff unless a "themed" event requires an alternate uniform.
 - Name tags should always be worn and visible.
 - PULLOVERS / HOODIES – Only Pinnacle Logo manager-approved ones can be worn in view of members or guests.
 - Host/ Hostess dress should be upscale business casual attire with visible name tags.
- **Host / Hostess Responsibilities:** Host/ Hostess should always be standing at the host stand to greet each guest and member upon entry.

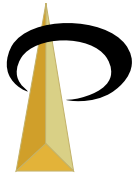
• **Employee Food & Beverage Consumption:**

- No staff member, while on the clock, should be eating in view of Pinnacle Club members or guests. Food breaks should be taken in the Private Dining Room (PDR) or in the kitchen area.
- No staff member is considered a "CLUB MEMBER" and is not entitled to member privileges.
- All staff members should enter food orders into the computer and should be "cashed" out at the end of their shifts at employee discounted prices – this includes soup.
- Complete "In's & Outs" and sign off on them being completed.
- If you're on the clock – please do not sit at the bar. Go clean or stock something!

By signing the attached document, you acknowledge that you have read and understand the Pinnacle Golf Club Employee Handbook and the points of emphasis discussed with you by your immediate supervisor.

Thank you for your commitment to upholding the standards of Pinnacle Golf Club.

Sincerely,



PINNACLE GOLF CLUB

Club Ownership and Management Team

614.539.0722

EMPLOYEE SIGNATURE

EMPLOYEE PRINT NAME

DATE

SUPERVISOR SIGNATURE

DATE