



CORAL BEACH HOTEL

EMPLOYEE HANDBOOK

Revised October 2005



WELCOME

Welcome to Coral Beach Hotel! Our employees are essential to the successful operation and management of our establishment.

The company is interested in suggestions, concerns and complaints; we are committed to dealing with all situations in a fair and equitable manner.

Together through communication and hard work, our endeavors will bring mutual satisfaction. All of our employees are a valuable asset.



PURPOSE OF THE EMPLOYMENT HANDBOOK

The employee's handbook has been prepared to acquaint all Employees and Managers with policies and procedures relevant to employment at Coral Beach Hotel where a Manager (for clarity) is also considered an Employee.

It will serve, as a handy reference for all Employees and Managers and it will be up dated periodically. You will be asked to sign that you have received and understood this handbook. This handbook is based on the minimum requirements of the Bahamian Government if there are any discrepancies or omissions the rules presently in place and set forth by the Government will supersede this book where applicable.

DUTIES

On being offered employment, you will be given a job description outlining the main duties and responsibility of your position. In accepting employment, you are expected to perform the duties and accept these *responsibilities* to the best of your ability. Ours is a service industry, thus courtesy and good manners are expected at all times.

TELEPHONES

Telephones are important tools, which must be available for company business at all times. For this reason, placing and receiving personal calls on company time must be limited to emergency cases. Owners and residents should be encouraged to use the pay telephone in the lobby.

PROBATION

Your employment is subjected to a probationary period of three months. At the discretion of the manger, this period may be extended. During the probationary period, your standard of work and suitability will be assessed. A transfer to another position within the company may require another period of probation.



CONFIRMATION OF APPOINTMENT

Following satisfactory completion of the probationary period, you will receive a letter confirming your appointment. Your confirmation of appointment will state the date on which your appointment began, normal hours of work, vacation entitlement and any benefits.

STAFF MEETINGS

Meetings between Staff and Management are held periodically for communication of information and the discussion of ideas, suggestions and concerns. You are required to attend these meeting for information and participation.

MEDICAL EXAMINATION

Prior to employment, you may be required to have a health or medical examination. In addition you may be required to have an examination, including urinalysis and blood *testing* at any time during your employment at the company's request.

DRUG / ALCOHOL / SMOKING POLICY

Consumption of alcohol and the use of drugs while on duty are grounds for instant dismissal. An employee who arrives for duty apparently under the influence of drugs or alcohol will be suspended and dealt with on a later date. Employees are not permitted to smoke with in the building.



PERFORMANCE EVALUATION

All employees will receive a Performance Evaluation upon completion of their three-month probationary period, on the anniversary of their employment and at other times as necessary. The Performance evaluation is based on the employee's Job Description and includes the following:

*Quality and quantity of work
Attendance and punctuality
Job knowledge and judgment
Initiative and dependability
Ability to work with others*

It is important to understand that a salary increase depends on how well you perform your duties of your position. There is no set schedule for increases; they are given at the discretion of the Manager and or the Board of Directors.

PERSONAL RECORDS

Management maintains a continuing record of your service with the Company. It is important that your records are accurate. Please notify the Manager of any changes to the following:
Legal name, address, telephone number or contact, emergency contact, marital status, also any anticipated leave (jury duty, leave of absence etc). Any commendations received and any accidents or injuries sustained.

TIME CLOCK PROCEDURES

An accurate record of hours worked by the employee must be maintained. You will be provided with a time card and are required to punch in and out for the following:

*Lunch break
Arriving and leaving work*

You must only punch your own card. Punching others time cards is a serious violation of Company policy and is grounds for disciplinary action. If a time must be written on a card the Manager must initial it.



PAYROLL

For payroll purposes the workweek begins on Monday at 12:01 am and ends on Sunday at 12:00 midnight. Paychecks are available from the office at 12:00 noon on Wednesday. You will receive your paycheck on the second Wednesday worked. In your best interest and that of the Company, if you wish another person to obtain your paycheck you must provide a written note authorizing release of your paycheck to a specific person. Both you and the person must sign the note and the person must be prepared to show proper identification to obtain your check.

OVERTIME

A workweek is considered to consist of 40 hours; overtime is paid after 40 hours. In all cases, overtime will be calculated at one and half times an employee's regular rate. All over time must be approved by the Manager before it occurs. Pay for worked overtime hours without approval will be denied.

TRANSPORTATION

All employees are expected to provide their own means of transportation to and from the work place.

ATTENDANCE / TIME REQUEST

Our success depends upon people working together and accepting the responsibility to be at work on time as scheduled. Your work schedule is designed in accordance with our business requirements and it is vital to both the Company and your co-workers, If there is an occasion for which you request a special scheduling arrangement, the Manager must be informed of the request prior to schedule being posted. Every effort will be made to honor requests but doing so cannot be guaranteed. If a request is necessary after your schedule has been posted, it is your responsibility to ask co-workers of equal status to change shifts with you.



You must initiate the required form, both employees must sign the form and the employee making the request must present it to the Manager for approval.

TARDINESS

If you expect to be tardy in reporting to work, the Manager must be notified as much in advance as possible. When tardiness occurs, compensation will not be given. Repeated tardiness will result in disciplinary action or dismissal.

ABSENCE

If you are unable to report for your scheduled shift, you must report your absence to the Manager well in advance allowing sufficient time to provide alternate staffing. Repeated absences will result in disciplinary action. Absence for 2 consecutive days with out contacting the manager is considered job abandonment, you will be removed from the payroll and your position may be filled.

SICK TIME

Full time employees are eligible for the benefit for 7 paid sick days per year.

Sick time will be paid to full time employees having worked past the six (6) month period.

Payment for all absences due to illness will be subject to certification by a Registered Medical Practitioner unless specifically not requested by the Manager.

COMPENSATED LEAVE

In the event of a death of a Parent, Child, Parent-in-law, Spouse, Brother, Sister, Foster Parent, Foster Child, or Guardian, Grand Parents or Grand Child, a Full time Employee having worked more than Three (3) months, having made a written application for leave of absence shall be granted four (4) days compassionate leave with pay.

Where the death of an aunt, uncle, nephew, niece, brother-in-law or sister-in-law occurs, the employee shall receive 1-day funeral leave with pay.



If an employee is on vacation, maternity leave or on injured / sick leave, they are not entitled to compassionate leave.

LEAVE OF ABSENCE

Leave of absence may be granted or denied at the discretion of the Manager. There is no pay associated with leave of absence.

MATERNITY LEAVE

In requesting Maternity Leave the required form must be completed. Your specific period of confinement must be accompanied by a Doctor's statement and submit to the Manager. The physician will certify: The expected day of confinement and the last date which the employee can safely work.

If you are unable to return to work on the specific date you must notify the manager in writing at least 5 days prior to your specific return date. A percentage of your pay will be paid for approximately six (6) to eight (8) weeks depending on the type of delivery; a doctor's certificate must be presented.

Maternity leave in respect to time and financial compensation will be paid in accordance to the minimum amount permitted by Bahamian Labor Law.

HOLIDAYS

Full time Employees are eligible to receive holiday pay for the following Public Holidays:

New Years Day	Good Friday
Independence Day	Boxing Day
Easter Monday	Emancipation Day
Christmas Day	Whit Monday
Discovery Day	Labor Day

Any other Public Holiday declared by the Government.



VACATION

Vacation is a benefit to employees as a means of rest and relaxation while still receiving monetary compensation. Pay rather than time off will not be authorized. A Vacation form must be submitted to the manager for approval at least 4 weeks prior to the time you wish to be off. Vacation pay will be available on or before your last day worked before your vacation. In our relatively small company, it is probably not possible to schedule Vacation for more than one employee in a department at a time.

Full time employees working over the six-month period but less than one year are entitled to one week paid vacation.

An employee working one year but under seven is entitled to two weeks paid vacation.

An employee working over seven years is entitled to three weeks paid vacation.

6 month to 1 year	1 week pay
1 year to 7 years	2 weeks pay per year
7 years	3 weeks pay per year

ATTIRE

Nametags and security badges must be worn at all times. If you damage or lose a tag or badge you must pay for its replacement.

Employees working in the office are required to maintain a business like appearance. Men must wear shirt and ties.

JOB SAFETY

We aim to provide you with a safe working environment, safe equipment, proper material and knowledge.

You must adhere to the following:

Knowing the safe way to perform a job assigned to you.

Asking the Manager about safety of a practice or procedure if you are unsure.

Reporting unsafe practices or conditions to the Manager.



EMPLOYMENT OF RELATIVES

Experience has indicated that it is not in the best interest of the Employee or the Company for relatives to be employed with in the Company. All employees must disclose prior to employment and during employment if an employee is related. Relatives to the Manager will not be hired in any department. The Chairman and / or the Board of Directors must approve all hiring.

SOLICITATION

Solicitation of employees and by employees while at work is strictly prohibited. Literature while at work is strictly prohibited. Literature, pamphlets and the like may not be distributed on behalf of any organization. Raffle tickets may not be sold during work time. Any solicitation of private work for after hours is not permitted during working hour. The Company strongly discourages this practice and strongly recommends to all employees not to solicit and perform work on Coral Beach property after hours.

CONTRACTS / AGREEMENTS

Employees do not have the authority to enter into contracts or agreements on behalf of the Company. Oral or written promises, contracts or agreements between an employee and any other entity are invalid.

PETTY CASH

Employees who have petty cash issued to them must sign for it and they are responsible for it. If petty cash is short, you will be responsible for repayment of the missing funds. Petty cash must be used for Coral Beach business only; it is not for personal use.



DISCIPLINE & DISCHARGE

It's important that you understand and accept the standards expected and the conditions of employment at Coral Beach Hotel.

Minor breaches of discipline are:

- a) Repeated absence without permission
- b) Repeated lateness
- c) Repeated quarreling with other employees
- d) Justified complaint by a guest or patron of the resort
- e) Repeated or recurring failure to carry out control procedures established by the employer.
- f) Irresponsible behavior, which could cause injury to persons or damage property.
- g) Use of obscene language to the annoyance of others.
- h) Failure to wear issued uniform, if supplied.
- i) Breach of the company's known policies and Regulations.
- j) Arguing with or being discourteous to a guest or patron.

Where a minor breach as defined above has been committed by An employee, the following disciplinary procedure shall be followed;

- 1 On the first & second occurrence a written warning notice shall be given to the employee with a copy placed in the employees file.
- 2 On the third occurrence suspension or dismissal will Occur

Major Breaches of discipline are:

- a) Theft, misuse of petty cash, removal of guests or other persons property, without permission.
- b) Drinking alcoholic beverages during working hours or intoxication during working hours.
- c) Fighting or physical violence, including threats of harm to guests or other employees or persons.
- d) Possession or use of narcotics, firearms, explosives and or dangerous weapons.
- e) Arson or intentionally causing explosion or raising a false alarm.
- f) Gross insubordination – the failure to obey the lawful order of the Employer or the Manager.
- g) Deliberate destruction of the property belonging to Coral Beach, guest or fellow employees



- h) Lewd or immoral acts committed on the property of the employer.
- i) Sexual harassment or soliciting of patrons, guests or other employees.
- j) Using petty cash for personal purposes
- k) Renting Hotel rooms for personal gain.
- l) Soliciting and or perform personal work on the Employer's time.
- m) Falsifying or destroying Company documents, records.
- n) False accusation or liable comments directed to other employees or guests, owners or Employer.
- o) Entering into an oral or verbal contract with out Board approval

Where a Major breach as defined above is committed Immediate dismissal shall occur.

LEAVING THE COMPANY

When you leave the Company (resignation, retirement, termination etc.), Your final paycheck will not be released until all Company property has been returned.

e.g. keys, uniforms, name tags, security badges, beepers, etc. The confidentiality of company business or activities will not be shared with others either during or after employment, with the understanding that possible dismissal and or legal action may be taken by the company.

SUGGESTIONS

Employees have valuable ideas that can improve all aspects of the workplace.

The Company encourages all Employees to make suggestions that would help with the quality and efficiency of our organization.



Handbook Acknowledgement

I (print name) _____ have read and understand all the information and rules contained in the Coral Beach Management Handbook.

Employee Signature _____

Date _____

Office use only

Date of first day worked _____

Position _____

Rate of pay _____

Benefits if applicable _____

Special conditions of employment if any

Manager Signature _____

Date _____

Chairman's Signature _____ Date _____

Chairman's letter of acknowledgement attached _____