

PERSONAL CONDUCT

- Be polite and courteous to all guests and fellow staff members. Remember that no one person is more or less valuable than another. You are all important!

If guests have a complaint, direct them to the Front Office.

- Abusive language is forbidden at all times when on the property and the use of same may be considered grounds for dismissal.
- Consumption of any alcoholic beverage or use of any narcotic before or while on shift is cause for immediate dismissal.
- For those staff members living in staff accommodation, improper behavior and destruction of company property are cause for immediate dismissal. Staff housing inspections will take place on a monthly basis with prior notice given to staff.
- No smoking in the office building, upstairs above the laundry, staff van, guest rooms or the laundry area.
- Rumors or conversations which reveal personal or intimate facts regarding coworkers will not be tolerated.
- Always be well groomed and immaculate. Due to the amount of elderly tourists travelling in the summer time, the following must be removed while on duty: nose, tongue and lip rings; odd styles/colored hair; tattoos which may be found offensive by some must be covered up; no face decals. These details may be left to the discretion of management.
- No T-shirts, miniskirts or short shorts while on duty. A bare midriff is not acceptable. For Front Office staff; dress pants or skirt and dress blouse are required clothing. Shorts are permitted if they are the walking style (knee length). Only clean jeans are permitted, not faded, ripped or with holes. If your job requires rain gear, you must supply it yourself. Proper footwear must be worn at all times. Due to nature of the land and tree roots sticking up out of the ground, sandals or shoes with an open toe are not allowed.

If you are unable to come in for your shift due to illness or will be late:

1) **phone Michal, the owner, as soon as possible – cell 780-852-8342**

2) **If you are unable to reach Michal call the Office at 780-852-3493**

If you are injured/sick and require several days off work, a doctor's note is required.

GENERAL CONDUCT

- Disciplinary actions will consist of two warnings, either by your supervisor or the management. You will be given a verbal warning for the first infraction. On the second infraction you will receive a written warning which will be a final warning. The next infraction will be cause for dismissal.
- The Manager's quarters are strictly off limits unless instructed to use by Management. Please use staff entrance at the Front Office and go around to the back if you need to access the basement or the laundry.
- At no time is a staff member allowed in the guest rooms except when your duties require you to be there. Do not touch any of our guests' personal belongings, except to carry out your duties.
- Staff is not allowed in the front or back office unless their job requires them to be there.
- All staff except for Housekeeping must have their own transportation to and from work. Housekeeping staff will be picked up and driven out to Pine Bungalows in the Staff van.
- If you have a doctor's/dentist's/hair appointment, please make these arrangements outside your scheduled shift. If you are in need of medical help while on the property, management will make sure you receive it. If you have a second job, schedule yourself accordingly.

MISCELLANEOUS

- If you see that an item is low in supply or you've used the "last one," replace the item as soon as possible if you know where to find it. If you don't, notify your supervisor.
- **Lost and found items** left in the cabins **must be handed over to the Head Housekeeper** who will then hand it in to the Front Desk. Do not call guests to tell them we have found an item(s) which may be theirs. Let them phone us. If we do find any items, inform the guest that we will send their belongings "collect" by bus.
- **Pine Bungalows subscribes to a "recycle everything that is possible" theory.** If in doubt as to what can be recycled, ask your supervisor. If you see an item on the ground that does not belong there (as in litter) pick it up and place in appropriate receptacle.