

# Skyline Swim Club Employee Rules and Expectations

## General Conduct

- Employees are expected to be courteous, helpful and trustworthy at all times. This includes treating members, their children and guests courteously, and understanding that some members may not understand the pool rules yet.
- Employees are expected to perform their job duties in a positive, knowledgeable, and helpful manner at all times.
- Employees are expected to perform duties beyond their direct responsibilities as deemed necessary by the Pool Manager or Board Members.
- All employees are expected to promote safety among members and guests, and to promote and maintain cleanliness of the club, including the pool, pool deck, grounds, dressing rooms, office, snack shack and parking lot.
- Employees who act unprofessionally, or do not adhere to the Rules, will be given a warning, suspended or dismissed, depending on the severity of the infraction. Continued infractions will result in dismissal.
- Possession or use of any illegal substance, including alcohol if under 21, on any part of Skyline property by any employee at any time, will result in dismissal.
- Theft of any kind including giving away or eating food that was not paid for will result in disciplinary action up to and including dismissal.
- Authority: the Pool Manager reports to the Board of Directors. Swim Coaches and Swim Instructors report to the Board of Directors. All Lifeguards and Staff Members report to the Pool Manager and to the Board of Directors. Insubordination by any employee to Board Members or the Pool Manager will not be tolerated.
- All employees are expected to comply with and help enforce these policies. It is your duty to report any violations to Board Members or the Pool Manager.

## Attire

- A shirt must be worn while working at the front desk or in the snack shack.
- Swim Instructors need to wear one-piece bathing suits while administering lessons.
- Lifeguards must wear the current approved Lifeguard uniform at all times while on duty.

## Front Office

- Only Staff Members on duty that are assigned to the Front Office are allowed behind the counter.
- The club computer may only be used by authorized Skyline employees, and this must be during their assigned hours. This computer contains critical membership data and should only be used for official Skyline business.
- The Front Office is not a meeting area. It is to be used only as an entrance for members. Employees or their friends may not linger in the Front Office.

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## Snack Shack

- Only authorized Skyline Employees are allowed in the Snack Shack, and this must be during their assigned hours. Employees may not be in the Snack Shack outside their designated shift unless requested by the Pool Manager or a Board Member.
- Staff members should page the Pool Manager or a Board Member if assistance is required.
- All Snack Shack items are for sale only and are not to be eaten by employees unless it is paid for. There is no free food for employees, and there is no employee discount.
- Employees must not give items away to other employees, friends, guests, etc., or sell them for less than the regular prices.
- All Snack Shack monies are to be collected and turned-in to the Pool Manager. They are not to be used for any other purpose.

## Lifeguards

- The Lifeguard is the most important position at the pool and should be treated that way. Lifeguards are expected to behave with the utmost integrity, professionalism, responsibility, and diligence at all times.
- Lifeguards are responsible for the safety of members and guests in and around the pool and on the grounds of the Club, for the safe operation of the pool and equipment, for knowledge and use of emergency procedures, and for knowledge and enforcement of Club Rules.
- Both Lifeguard stands must be manned whenever the pool is open, regardless of the number of people in the water. The only exception to this is during the occasional 15-min Adult Swim periods, when at least one stand must be manned.
- While on the stand, Lifeguards need to ensure that 100% of their focus is on watching their designated part of the pool. Lifeguards must not partake in unnecessary conversations with others while on the stand.
- Lifeguards are expected to perform maintenance & housekeeping duties when not on the stand.

## Guest Admittance

- All guests must sign in at the front office and pay the appropriate guest fee.
- All guest fees are to be collected and turned-in to the Pool Manager. They are not to be used for any other purpose.
- Employees are not entitled to free guests, and must comply with the standard guest policy.

I understand these rules and will adhere to them.

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Employee Name

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Employee Signature

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Date