

## WELCOME TO OUR TEAM

Congratulations upon your decision to join our team.

Our goal is to provide this area and the traveling public with outstanding accommodations, facilities, food service and hospitality. You were chosen in competition with other applicants because we feel that your qualifications and personality will contribute more to our goal of representing obvious excellence. Equally important, we think that you will be an enthusiastic, friendly and energetic Associate who will help us bring distinction to our property.

Each of us--your Co-Associates, Supervisor, General Manager and Owners--want you to succeed in your new work. We extend to you a pledge of 100% cooperation in gaining your trust, loyalty and friendship. Just meet us halfway. That adds up to a total of 150%. With that much input from both of us, there's no way we can fail.

We want your introduction to our property to be a very personal one. You will be taken on a tour of the facility, enjoy a talk with your Supervisor to review this handbook and the work rules of your particular department, and be introduced to your Associates, including your General Manager. Throughout this introductory period, feel free to ask questions on any point that is not clear to you.

Inn Serve Corporation has given rise to many new corporations, one of which is your employer. Although you may not be employed directly by Inn Serve Corporation, your company employer adheres to the policies specified in this booklet.

You will be meeting and working with a team of skilled and talented individuals who all have a common interest — helping care for the customer's needs. In the eyes of the customer you represent the Hotel/Restaurant. Your appearance, actions and personality reflect the commitment we share in taking care of our guests' needs. Together we can make things happen because we care about you and your customers.

This handbook is the basic written material you will receive. Read it carefully and refer to it often. However, Inn Serve's Operating Manual is the source book of up-to-date policy. It takes precedence over this Handbook. Your supervisor will advise you of policy changes affecting the Handbook. If you have any unanswered questions, please do not hesitate to make them known to us.

Sincerely,  
Inn Serve Corporation  
P. O. Box 5248  
Meridian, MS 39302  
601-482-2380 Telephone  
601-482-8213 Fax  
1-800-296-6106 Tel-Kate  
[www.inn-serve.com](http://www.inn-serve.com)

## OUR FIRST CONCERN AND THE MAGIC OF A NAME

Guest satisfaction is our first concern. If our guests are not happy or satisfied with our property, they will not return.

Good service is the one thing that can make our location better than the competition. Without good service, a guest can easily find another place that offers basically the same product, at basically the same price.

Use the basic skills in dealing with our guests. Be nice, friendly, polite and courteous; recognize them, do not make them wait; use their names and get their orders right.

Treat the guest as if he/she were a guest in your own home.

A basic Inn Serve policy: Each guest's name must be spoken at least once upon check-in and again upon checkout. But we all should speak, greet and say "hello" to our guests — and one another — throughout the day. No matter where your work station, be the first to greet your guests, or your co-Associates. Friendliness should be your trademark.

## MISSION STATEMENT

Our goal, as a team of dedicated Associates, is to provide a safe and secure environment while maintaining a clean and friendly hotel. We will deliver superior service with quality to make our guests come first and feel important. Our guests will be treated like family.

# Table of Contents

Welcome .....	1
Our First Concern.....	2
Mission Statement.....	2
Table of Contents.....	3
The Company: A Brief History of Inn Serve Corp. ....	4
Management Consultation Services.....	5
About This Guidebook.....	6
Management Rights Clause.....	6
Our Hotel Property.....	7
Orientation Program.....	8
Employment Status .....	8
Your Personnel Records .....	9
Payroll Information .....	9
Tipped Associates.....	9
Fringe Benefits .....	10
Christmas.....	10
Profit Sharing.....	10
Credit Union.....	10
Special Lodging Discounts .....	10
Uniforms.....	11
Meals.....	11
Drink and Laundry Machine Profits to Associates .....	11
Military Reserve Training.....	11
Safety Committee.....	11
Improving Job Skills .....	11
Communications.....	12
Tel-Kate.....	12
Newsletter .....	12
@ Your Service Star Program .....	12
Medallion Club.....	13
What Your Hotel Expects From You.....	14
Probationary Period.....	14
Absence and Tardiness .....	14
Attendance and Punctuality.....	14
Time Records, Timecards and Time Clocks.....	15
Overtime/Call-In Pay.....	15
Call-In Fuel Allowance.....	15
Working Schedule/Assignments/Breaks .....	15
Use of Hotel Facilities .....	16
Safety .....	16
Personal Business.....	17
Feedback Procedures .....	17
Grievances Concerning Disciplinary Action .....	17
Suggestions, Questions, and Complaint Resolution.....	17
Dress Regulations .....	19
Dress Regulations -- Female .....	19
Dress Regulations -- Male.....	21
Standards of Conduct.....	23
Maintain Confidentiality.....	23
Harassment .....	24
Prohibit Drugs & Alcohol.....	24
Rules of Conduct .....	26
Family Medical Leave Act (FLMA).....	29
The People With Whom You Work.....	32
Acknowledgment of Receipt of Guidebook .....	36

## **THE COMPANY**

### **A BRIEF HISTORY OF INN SERVE CORPORATION**

James C. Wilbourn, a Meridian, Mississippi attorney, was one of the principals who built and opened the first hotel in May of 1956, the Holiday Inn (Northeast), in Meridian, Mississippi.

Shortly after the opening of a fifth Holiday Inn hotel in 1963, the need for an organization to provide supervisory services for the expanding operations and to provide a common bond between different Inns became obvious. Mississippi Management, Inc., was organized with central offices in Jackson, Mississippi.

James C. Wilbourn passed away in May of 1975, and Richard E. Wilbourn succeeded him as Secretary-Treasurer of Mississippi Management, Inc. During the next several years, ownership of the individual Inns was simplified by agreement. In 1980, Holiday Inn of Brooksville was removed from Mississippi Management, Inc.'s oversight and was operated by Richard Wilbourn from Meridian.

In the summer of 1984, an agreement was reached for further disengagement of the Wilbourn businesses. And on September 1, 1984, a newly formed management company, Inn Serve Corporation, was formed.

Inn Serve Corporation was established by Richard E. Wilbourn, a Meridian attorney; James G. Wilbourn, a farmer of Vance, Mississippi; and Guy Vise, Jr., MD, an orthopedic surgeon of Jackson, Mississippi, to provide management and centralized services for Wilbourn-Vise family hotels. Central offices were established in Meridian.

In October of 2004, Richard E. Wilbourn passed away. James G. Wilbourn succeeded him as Chairman of the Board.

### **INN SERVE OFFICERS & OFFICE STAFF**

James G. Wilbourn.....	Chairman
Richard E. Wilbourn III .....	Director & President, Mississippi Division
J. Wilbourn Vise.....	Director & President, Alabama/Florida Division
Scott Lovett .....	President/Chief Executive Officer
Michael G. Crosby .....	Vice President of Finance
Joe Liddell .....	Vice President of Sales
Charles Cuff.....	Regional Vice President of Sales, Mobile Locations
Deanna Brown.....	Vice President
Angel Bradley .....	Accounting Supervisor
Donna Hinson .....	Accounting
Amy Smith .....	Accounting
Jan Gibson.....	Administrative Assistant
Sharon Athey.....	Administration & Accounting

**MANAGEMENT CONSULTATION SERVICES:**

Inn Serve Corporation currently provides management consultation services for the following hotels, restaurants and lounges:

Hotels:

Northeast Conference Center	Meridian, MS	
Hampton Inn	Brooksville, FL	75 Rooms
Hampton Inn	Daphne, AL	132 Rooms
Hampton Inn	Meridian, MS	116 Rooms
Hampton Inn	Mobile, AL	80 Rooms
Hampton Inn & Suites	Vicksburg, MS	123 Rooms
Hilton Garden Inn	Daphne, AL	124 Rooms
Hilton Garden Inn	Meridian, MS	133 Rooms
Homewood Suites	Daphne, AL	104 Rooms
Quality Inn & Suites	Brooksville, FL	109 Rooms
Quality Inn & Suites	Vicksburg, MS	129 Rooms

## ABOUT THIS GUIDEBOOK

We believe in promoting an atmosphere of open communication and cooperation among all of our Associates. This Associate Guidebook has been prepared to provide you with general information about some of your benefits and the highlights of rules and policies under which we operate. Obviously, we could not begin to explain every Company policy, rule or benefit in this guidebook; and its provisions can be considered as no more than general summaries of the benefits, work rules and policies they address.

This guidebook does not constitute a guarantee that your employment will continue for any specified period of time or end only under certain conditions. Employment with the Company is a voluntary relationship, and nothing in the guidebook constitutes an express or implied contract of employment. While we hope to have a long and mutually beneficial working relationship together, regardless of anything which may appear in this guidebook or any other Company publication, policy or statement, you have the right to terminate your employment relationship for any reason at any time, and the Company reserves the right to do the same.

From time to time changes in business conditions may require our Company to unilaterally, in its discretion, amend, supplement, modify or eliminate one or more of the benefits, work rules or policies described in this guidebook, or any other employment benefits, work rules or policies, without prior notice.

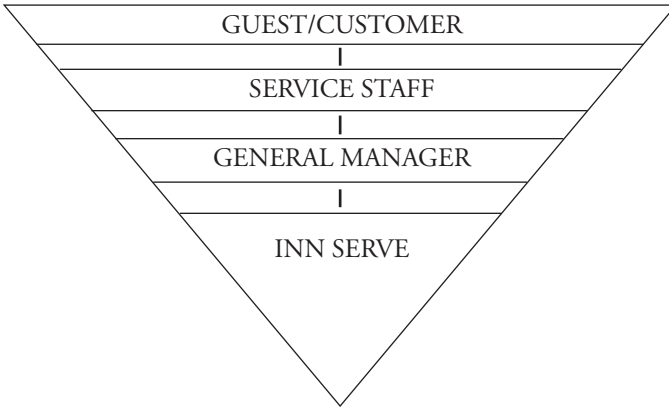
Due to the many sizes and locations of our businesses, there may exist slight variations on certain points contained in this Associate Guidebook.

If you have any questions as to the interpretations or application of specific sections to the guidebook, or any matters not covered by the guidebook, you should consult your Guidebook Supplement, your Department Head or the person responsible for the Personnel Administration at your location.

## MANAGEMENT RIGHTS CLAUSE

Inn Serve Corporation and the company represented as your employer “retain inherent rights to manage; including, but not limited to, the right to determine the number, location and assignments of work; transfer, promote, demote, lay off, or terminate for lack of work or other reasons; and to set rules, suspend, discharge or take other disciplinary measures.”

## OUR HOTEL PROPERTY



Here is an organization chart that is different from the usual ones you may have seen before. First, it recognizes the supremacy of our guests as our true bosses. Our jobs--yours and ours--and this operation exists to meet the needs, desires and expectations of our guests. The service staff who are most frequently in contact with our guests shape the success of the property by the attitudes they convey and the service they provide.

Secondly, the upside-down picture of our organization serves to point out that ideas, improvements, policy changes, suggestions and guest reactions tend to filter down to management through those closest to our customer-guests. We count on the contribution of each staff member to hone the competitive edge and to allow your hotel to cut out the largest share of the travel and dining market. You can help by pleasing the customer-guest.

Finally, you'll find Inn Serve works hard at communications. All of us need feedback to know what's going on--whether we're doing our job right, and if policies are understood or need changing. Department meetings, performance evaluations, rap sessions, a company newsletter, (*The NewsWire*), and seminars are but a few of the ways we communicate within the company.

## ORIENTATION PROGRAM

An orientation program, usually lasting less than one (1) day, should be conducted the first day you are hired. This program is administered by the Personnel Department and/or other Company designated representative. You will be paid for the time you spend in the orientation program.

Orientation is designed to show you the facilities and your work area, to introduce you to other Associates and to familiarize you with some of the duties you will be expected to perform. In addition, during this time, we will outline some of the responsibilities of your new position and explain some of the Company's policies and procedures. Please take this opportunity to ask any questions you might have.

New Associates should not normally begin working until they have completed the orientation program. However, on occasion an Associate may begin work before the program has been completed. Nevertheless, all Associates must complete orientation before receiving their first paycheck.

When hired, you will be issued an Associate name badge. Your name badge must be worn at all times when you are at work. If you lose your badge or identification card, notify your supervisor immediately.

## EMPLOYMENT STATUS

The various employment categories are described below. Throughout this guidebook you will see references to the following Associate categories:

A **Probationary Associate** is a newly-hired Associate who has not satisfactorily completed one hundred and eighty (180) days of service.

A **Regular Associate** is one who is hired for an unspecified period of time and has successfully completed the probationary period. Regular Associates can be employed on either a full-time or part-time basis.

A **Regular Full-Time Associate** is a member of the Core Team and is scheduled to work at least 30 hours per week. On occasion, a full-time Associate may be required to work more than 40 hours or less than 30 hours per week.

A **Regular Part-Time Associate** is one who is regularly scheduled to work less than 30 hours per week. On occasion, a part-time Associate may be required to work more than 30 hours per week.

A **Pool Associate** is one who is hired for on-call assignments such as banquets or other special duties. Pool Associates may work as many as forty (40) or more hours in a work week or have weeks with no hours. In general, pool Associates should expect to work irregular hours.

A **Temporary Associate** is one who is hired for a specific length of time, usually of a short-term nature such as for seasonal help or as a temporary replacement for regular Associates. Temporary Associates can work either full-time or part-time.

Any short-term change in the work week of an Associate does not change the status of the Associate. However, regular part-time or pool Associates who work thirty (30) or more hours per week for a thirteen (13) week period may, upon their request, have their employment status changed to "regular full-time Associate." Should a full-time Associate's hours per week for any thirteen week period be less than

thirty (30) hours per week for any thirteen week period, then the Associate's status will change to that of "part-time Associate" with an accompanying loss of benefits.

## **YOUR PERSONNEL RECORDS**

A detailed record of your employment is maintained in the personnel office. It is important that your personnel records are accurate and up to date. Be sure to notify the office of any change regarding:

- Any name, address or telephone number change;
- Any change in marital status, number of dependents, or withholding allowances;
- Any anticipated leave of absence;
- Any accident or injury;
- Any additional skills or advanced education you may have acquired since your hiring which you believe may affect your qualifications.

Any falsification of Company documents may subject an Associate to disciplinary action up to and including termination of employment.

## **PAYROLL INFORMATION**

The pay period is biweekly by check. Paydays are on Friday unless otherwise specified at your location. If this date falls on a scheduled holiday, pay day will be the closest day before the holiday. You should check with your supervisor to determine the procedure for picking up paychecks at your location.

The company makes every effort to have paychecks issued on time. On rare occasions, there may be a delay. We apologize for any inconvenience this might cause.

The work week begins on Monday and ends on Sunday. Due to the schedule for reporting time and processing the payroll system, there is approximately a seven-day waiting period for your check.

You should bring any questions about payroll errors to the attention of your immediate supervisor. Payroll errors will be corrected on your next paycheck.

Payroll deductions may include federal taxes, state taxes, local taxes, FICA (Social Security), other deductions required by law and any other voluntary deductions that an Associate has authorized.

We consider salary information confidential. It is requested that you do not discuss your salary with coworkers, competitors or guests.

You are required to sign for your paycheck. For your protection, if you would like another individual to pick up your check, you must send with that individual a statement signed by you indicating your approval.

## **TIPPED ASSOCIATES**

If you are a tipped Associate, you are required by Federal Law to report all of your tip income for tax purposes. It is the responsibility of the Company to furnish all information relative to sales and tips in the Food and Beverage areas to the IRS. If the total tips reported is less than 8% of the qualified gross receipts, the required allocation of tip income will have to be computed by the Company on an Associate by Associate basis and reported to the IRS.

## Fringe Benefits

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**CHRISTMAS:** All Associates will receive a \$50.00 cash gift for Christmas. Associates who work on Christmas day will be paid double time.

**PROFIT SHARING:** Part-time Associates working more than 1,000 hours in a calendar year are eligible for profit sharing. After one full calendar year of employment, eligible Associates become participants in your Profit Sharing Plan. Your property will contribute an amount that earns income from interest and growth in market value for payment to you upon retirement. The amount of contribution is to be determined by the Board of Directors.

The Inn's contribution to Profit Sharing comes from the profits of the hotel. No contribution is required from the Associates. All contributions made by the Inn will be deposited with the trustee (bank) to the individual accounts of each participating Associate. The bank will invest this money in stocks, bonds, etc., to get the best long-term return. At the end of each year, the bank will distribute a share of all the earnings from investments to each Associate's account based on his/her earnings and length of service and send a statement to each Associate showing how much he/she has in his/her account. The Associate's vesting in his/her accounts will be according to the vesting schedule in the plan in which the Associate participates.

The following schedule will be used to determine Associate vested interest:

Vested Interest	Years in Plan
0%	1 Year
20%	2 Years
40%	3 Years
60%	4 Years
80%	5 Years
100%	6 Years+

**CREDIT UNION:** You can join an affiliated credit union after 90 days of employment. A membership application is available from the person in charge of Associate administration. The purpose of this credit union is to promote thrift through savings programs and to make loans to its members at a low rate of interest.

**SPECIAL LODGING DISCOUNTS:** During your vacation time or perhaps on a weekend, you may wish to stay at a Hampton Inn, Hilton Garden Inn, Homewood Suites or Quality Inn & Suites. When a reservation has been requested by your General Manager and confirmed by the host hotel's General Manager, you will be provided one complimentary room night at any Inn Serve supervised hotel so long as the hotel is located in a city other than where you are employed. For Choice Hotels or the Hilton family of hotels, other than Inn Serve operated hotels, your General Manager may be able to confirm a discount (subject to the rules of the hotel system).

**UNIFORMS:** While your smile is the most important hotel uniform you can wear, a clean, attractive and neat uniform can make an important first impression of quality and efficiency on our guests. Failure to wear your proper uniform and name badge will result in a written warning and you may not be allowed to work until the proper uniform and name badge is worn. Written warnings can result in dismissal from employment.

**MEALS:** Free coffee or tea will be provided for all staff under service conditions specified by the General Manager. Break areas are supplied with refrigerators and microwaves.

**DRINK AND LAUNDRY MACHINE PROFITS TO ASSOCIATES:** Soft drink vending and laundry machines at your hotel produce profits. These are turned over to your Special Events Committee which organizes the Associate Christmas Dinner and the Childrens' Breakfast With Santa. This Committee also serves to remember the sick and bereaved Associates. "Passing the hat" among the staff for parties, gifts or remembrances is discouraged by this source of funds. At the beginning of each year, funds in excess of \$1,000 will be given to the Associates' profit sharing account as a 100% contribution.

**MILITARY RESERVE TRAINING:** If you are called to active duty as a member of a military reserve unit of the National Guard, you will be granted a leave of absence, without pay, of up to 15 days. This leave of absence will not affect your date of employment.

**SAFETY:** The Safety Committee is an important part of the team for each location. Members elected to the Committee carry a great deal of responsibility and authority to cure safety deficiencies. The Committee is comprised of two to four members selected by the General Manager, the Department Head or by the department Associates. Properties with more than one brand hotel should have a member from each brand on the committee.

The Committee at each location is in competition with the others. Through a point system based on a property's savings in all phases of safety, a winner is announced every January. All Associates at the winning property who have been employed a full calendar year receive a cash award. Full-time Associates at the winning property receive \$50; Part-time Associates receive \$25. The committee chairperson receives \$200 and the committee members receive \$100. There is no award given for runner-up.

**IMPROVING JOB SKILLS:** The American Hotel and Motel Association provides a number of correspondence courses in hotel and restaurant operations. Any Associate who is interested in continuing education to sharpen their skills in the work they do may obtain a list of the courses available through their personnel office. The Associate pays the tuition fee, and the hotel where the Associate works will refund the amount paid for the tuition when the course is completed satisfactorily. These courses must be approved by the General Manager. Any courses taken outside of AH&MA require approval of Inn Serve.

## COMMUNICATIONS

- **Tel-Kate — 1-800-296-6106:** Tel-Kate is a communication tool to be used by the Associates at all locations to talk directly with Inn Serve Corporate Staff. It is the opportunity for Associates to communicate immediately with Inn Serve. Tel-Kate does not eliminate the chain of command, and information obtained may be shared with the entire system.
- **Newsletter:** The *NewsWire* is another communication tool produced in the corporate offices of Inn Serve. The newsletter highlights activities at each of the Inn Serve properties. It can be viewed on our **Inn-Serve.com** website.

### @ YOUR SERVICE STAR PROGRAM:

- **Purpose:** To recognize outstanding Associates who have WOWed a guest with superior service.
- **Goal:** To validate an Associate's hard work and efforts to exceed normal job duties.
- **Procedure:** Associates will progress through the program from a Silver Star Phase to a Gold Star Phase and will receive an appropriate cash award.
- **Criteria:**
  1. The Associate must receive a written commendation from a guest either by letter or comment card, which is forwarded to Inn Serve.
  2. An Associate may be nominated by peers who complete a Star Program form. This form must be given to their Supervisor or General Manager for approval and forwarding to Inn Serve. These forms are found in the *@ Your Service Manual*. Such commendations should be for service that can be considered extraordinary and not considered part of assigned job duties.
  3. When an Associate presents a suggestion to the General Manager that could improve guest service, improve overall safety or increase efficiency in providing service, the GM will complete a Star Program form and forward it to Inn Serve.

To ensure accuracy and avoid confusion, commendations must include (1) legible/full co-worker name or full guest name, address and/or telephone number; (2) first *and* last name of Associate being commended. Commendations not meeting these criteria will be discarded.

After the approved commendations are forwarded to Inn Serve and processed, the Associate will be presented a letter with star attached. The star should be pinned to the left lapel of the Associate's uniform.

#### **Phase 1: Silver Star to Gold Star rounds**

There are five rounds (round 1, round 2, etc.) in the **Silver star to Gold star phase**. An Associate must earn five silver stars in each of the five rounds. After an Associate earns five silver stars in each round, a gold star with \$25 cash will be awarded by the General Manager.

#### **Phase 2: Gold Star to Gold Pin rounds**

The Associate who has completed the five rounds in Phase 1, earning five gold stars, will move on to the **Gold Star to Gold Pin phase** of the program. Silver stars will no longer be awarded. Each commendation received will be awarded gold stars in each pin round. There are four gold pins:

1. **Service Pin:** This pin is awarded after the Associate has completed the five rounds in the Silver to Gold Star rounds (Phase 1). A \$50 cash award will accompany the pin and will be presented by the General Manager to the Associate.
2. **Quality Pin:** Same criteria. Five gold stars completes the round, earning the pin and a \$50 cash award.
3. **Teamwork Pin:** Five gold stars completes the round, earning the pin and a \$50 cash award.
4. **Excellence Pin:** Five gold stars completes the round. A cash award does *not* accompany this pin. A weekend for two at any Inn Serve hotel is awarded. This award is for two nights plus two evening meals per night. The cost of lodging is complimentary, and mileage cost will be reimbursed to the Associate. Any other expense is the sole responsibility of the Associate. The Associate is to contact Inn Serve to make arrangements. The Associate's picture labeled with the date they receive the EXCELLENCE gold pin should be hung in the Associates break room or another honored place.

A picture of the presentation of these awards is to be submitted to Deanna Brown to place in the Inn Serve **News wire**.

Section 1 is now completed and the Associate may continue to Section II, etc., repeating the process and earning Silver Stars to Gold Star and Gold Stars to Gold Pins.

**MEDALLION CLUB:** This is a club formed for those Associates who have given 30 or more years of service to their hotel. These members are SPECIAL and are given special recognition at any functions held at their property such as Awards Day. In addition, they receive an automatic upgrade whenever they stay at an Inn Serve managed property.

# What Your Hotel Expects From You

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**PROBATIONARY PERIOD:** All Associates serve a probationary period at the beginning of employment. This is a particularly important time for you and our Company since it allows you the opportunity to evaluate whether our Company fits into your career goals, and it provides the Company with a period during which it can assess whether your employment appears to satisfy our present needs. As for any Associate, all work rules and standards of conduct apply to new Associates during their probationary period.

The probationary period will last for one hundred and eighty (180) days from your date of hire. Of course, your employment might end at your option or ours before the end of the probationary period. You and your Supervisor share the responsibility for your performance, development and well-being. You should not hesitate to talk to your Supervisor about any aspect of the job that you do not understand or that may be causing you a problem. During this period, your Supervisor will also speak with you about company policies and practices.

During your probationary period, your performance should be formally discussed with you at least at the completion of your first three months of service. Near the end of the probationary period, a decision will be made in the Company's discretion about granting you part-time Associate status, extending your probation, or terminating the employment relationship.

Probationary Associates should realize that they will be observed closely. If, at any time during the probationary period, an Associate's performance is evaluated as being unsatisfactory, his or her employment may be terminated without notice and without the necessity of following any other procedures set forth in this Guidebook.

Successful completion of the probationary period does not result in any change in the employment at-will relationship described elsewhere in the Guidebook. Any time lost from work during probation will automatically extend the period.

**ABSENCE AND TARDINESS:** All work at your property depends on teamwork, and when one person is away from the job everyone else must adjust to balance the work load. This readjustment can be made without much difficulty if it is known in advance. So, if you must be away from your job — even for a few hours — let your Supervisor know about it as early as possible. If you are faced with an emergency, call your Supervisor immediately. In this way, arrangements can be made to keep the work flowing with a minimum of interruption and confusion during your absence.

**ATTENDANCE AND PUNCTUALITY:** We recognize that there may be times when your absence or tardiness cannot be avoided. In such a case, you are expected to notify your Supervisor as early as possible and in the case of absence, at least two (2) hours before your regular starting time. If you know of your need to be absent in advance, advise your Supervisor and obtain his or her approval. Simply notifying your Supervisor that you will be absent or tardy does not mean that the absence or tardiness is excused. An absence or tardiness will be deemed excused only if you have obtained your Supervisor's approval.

If you are absent due to illness for more than four (4) consecutive days, the Com-

pany reserves the right to require a doctor's certificate before your return to work. Unexcused absences of three (3) or more days may result in your discharge.

Unless you have made other arrangements with your Supervisor, you should call your Supervisor each day of your absence. If you fail to notify your Supervisor of your absence for three (3) consecutive days, you will be considered to have voluntarily terminated your employment with our Company as of the first day of the unreported absence.

**TIME RECORDS, TIMECARDS and TIME CLOCKS:** A record of your working hours is kept on an electric time clock that you punch "in" and "out" when beginning and stopping work. Your Supervisor will explain the use of the time clock.

Remember, a time clock is only an indicator of the approximate time you are working. It does not represent a scientific measurement of the time for which you should be paid. That measurement is governed by the scheduled shift hours of work you have been assigned by your Supervisor. NEVER punch in for another Associate, and NEVER let anyone punch in for you.

You must sign your time record before submitting it for payment. Any changes in the time recorded must be initialed by your Supervisor.

**OVERTIME/CALL-IN PAY:** Overtime is considered to be all approved hours worked over forty (40) hours a work week. You will receive one and one-half (1 1/2) times your regular rate of pay for all approved overtime hours worked.

Only hours worked will be included when computing overtime. If you have questions regarding your eligibility for overtime pay, you should consult your Supervisor.

Overtime work must be approved in advance by your Supervisor. In order to obtain pay for overtime work, your timecard must be initialed by your Supervisor.

Overtime can, and will, be required according to the needs of the Company. Associates (with the exception of bona fide department heads) called in by their Supervisor or person designated by their Supervisor for non-scheduled work will be paid a minimum of four hours in wages. Exceptions are those non-working meetings and functions where attendance is voluntary

**CALL-IN FUEL ALLOWANCE:** An Associate who is called in to work by a supervisor on a day when the Associate is not scheduled to work will be paid \$10 in cash by the Manager-on-Duty upon the Associate's arrival at the Inn if the cost of regular gasoline, on that same day, exceeds \$3 per gallon at the fuel station that is nearest to the Inn. General Managers, Pool Associates and department heads are exempt from this allowance.

**WORK SCHEDULES/ASSIGNMENTS/BREAKS:** Statements regarding work day, hours and schedules are intended to describe normal conditions only. They are not a guarantee of hours to be worked nor a description of abnormal conditions. Because our Hotels are open 24 hours a day, 365 days a year, Associates must realize that work schedules will vary in order to provide our customers with the best service possible.

Work schedules and/or assignments for each department are set by the Supervisor

and posted in your work area. The schedule for the following week will be posted on Monday of the preceding week. It is each Associate's responsibility to know his or her own work schedule.

To accommodate the fluctuating demands of our business, it will at times be necessary to change a previously posted schedule. When this occurs, you will be notified by your Supervisor. You are required to acknowledge such changes by initialing the schedule. If there is any confusion regarding your work schedule, see your immediate Supervisor. The Company reserves the right to change work hours and/or schedules at its discretion.

Associates are not permitted to exchange "off days" or in any other manner alter, modify or change the work schedule without their Supervisor's permission.

An Associate dining area is designated for your convenience. In order to maintain high standards of sanitation and good housekeeping, removal or consumption of food outside the designated dining area is not permitted. All Associates must clock out and back in when taking a meal break.

**USE OF HOTEL FACILITIES:** We are here to serve the needs of our guests. The recreational facilities are for our guests only. We don't want to leave our guests with the impression that our service needs are more important than theirs.

**SAFETY:** Usually accidents are caused by carelessness. Your property is very interested in your well-being and that of our guests and takes every precaution to assure safety in the work area. But these precautionary measures will prove worthless without your complete cooperation.

If you are injured or if you see a guest or any other Associate who has been injured, you should report the accident immediately to your Supervisor. The Supervisor will take the Associate for a drug test and any medical attention, if needed. Every Associate should take a friendly and helpful interest in an injured person. Do what you can. But do not make statements to the injured person about liability or fault. Instead, report all of the facts to your Supervisor.

Note the following safety regulations and observe them. They have been prepared for your protection. Inn Serve, on your behalf, endeavors to comply with the appropriate rules and regulations of both Federal and State Occupational Safety and Health Acts. You are expected to be familiar with your job safety regulations. Consult your Supervisor for information and the bulletin board for new regulations.

1. Walk, don't run, and watch your step.
2. Follow safety instructions. Consult your department head on questions about safety precautions of your work. Report any unsafe conditions to him or her.
3. Never block fire fighting equipment or electric lighting and power panels.
4. When lifting heavy objects, always stoop and lift rather than bend over, so that the weight is distributed on the legs, thus avoiding undue strain on the back muscles.
5. Never use chairs, boxes and other such items for climbing purposes, always use a ladder.
6. Any use of fire extinguishers must be reported to your supervisor immediately so that the extinguisher may be replaced.

**PERSONAL BUSINESS:** Here are a few pointers to observe carefully:

1. Give your Supervisor your new address and phone number if you move.
2. If you change your name or marital status, or have an addition to your family, please inform your Supervisor.
3. Associates may not borrow any equipment, supplies or other property from the company.
4. Have your personal mail addressed to your home.
5. Some information and figures which you come in contact with, such as sales figures, inventory, payroll, etc., should be kept confidential.
6. Do not accept, nor encourage, personal calls at work — except for emergencies.
7. Distribution of advertising material, handbills, printed or written literature of any kind in working areas is prohibited at any time.
8. Solicitation by an Associate of another Associate, any guest or customer is absolutely prohibited, unless the solicitation is in the normal course of employment duties.
9. Your employer reserves the right to examine all packages in your possession going in or out of company property.
10. Information of interest and importance to you is regularly posted by your place of employment on the bulletin boards. In order to avoid misunderstandings, material may be posted on the bulletin boards only with the approval of the General Manager.
11. Personal cell phones are allowed on property for *emergency use* only.

**FEEDBACK PROCEDURES:** Everyone, at least occasionally, has a problem or concern related to his or her job. Whenever such a situation exists, Inn Serve and your property want to help by way of our Associate feedback procedure. These are the steps you should take when you have a question or concern:

- Step 1: Talk to your immediate Supervisor first. It is his or her job to see that you are treated fairly.
- Step 2: If you and your immediate Supervisor are unable to work things out, bring the problem to the person on the next supervisory level.
- Step 3: If your concern is not resolved in Step 2, bring the problem to your General Manager's attention. He/she may ask your Supervisor to participate so that all the facts can be obtained. After a study of the problem, the General Manager will give you the answer within a reasonable period of time.

**GRIEVANCES CONCERNING DISCIPLINARY ACTION:** Grievances concerning disciplinary action or discharge must be filed in writing with the grievant's immediate Supervisor within three days after the disciplinary action. This is accomplished by the Associate writing his/her differing view on the Performance (Warning) Report on which the Supervisor has noted the offending conduct.

**SUGGESTIONS, QUESTIONS AND COMPLAINT RESOLUTION:** We encourage you to bring your questions and concerns to our attention. We will give careful consideration to your questions and concerns in our continuing effort to improve operations and communications.

If there is anything bothering you about your job, get it out in the open and talk about it. Discuss it frankly with us, and we will do everything we can to help you remedy the situation. Your complaint will be handled in an open and fair manner.

First, if you feel you have a problem, you should present the situation to your immediate Supervisor. Your immediate Supervisor knows you and your job best. Past situations have shown that most problems can be settled by simple examination and discussion of the facts at this level.

However, if your complaint involves your Supervisor, or you are not satisfied with your Supervisor's response, or for any reason you do not wish to bring the problem to your Supervisor's attention, you may present your concern to your Department Head.

Finally, if your problem is not resolved to your satisfaction, you may speak to your General Manager. All complaints will be discussed, reviewed and investigated in a confidential manner. In addition, we wish to assure you that you will not be retaliated against in any manner for legitimate use of the Complaint Resolution Procedure.

If your concerns involve your General Manager, you should contact the President of Inn Serve to resolve the matter.

# Dress Regulations

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Your personal appearance is an extremely important element of the total impression a guest receives about your hotel. Each person's appearance should add to this total impression, and not detract from it.

Our philosophy is that "no less than the best" can be expected from our Associates when it comes to grooming and presenting a fresh, neat look because that is what our guests expect. In addition to putting this philosophy into action while you work, you must comply with the appearance and grooming guidelines when you come in for departmental and hotel meetings.

## Appearance Guidelines For All Associates.

### *Personal Appearance — FEMALE*

#### **A. Hair — Female**

1. Must be neat, clean and cut in a natural style.
2. Extreme styles such as excessive teasing, cornrows, or extreme hair coloring are not permitted.
3. Long hair should not fall forward while the Associate is performing regular job duties.
4. Acceptable hair accessories such as barrettes, ribbons and combs must be conservative in style, use and number.
5. Associates handling food must confine hair as directed by your Department Head.
6. Underarm hair must be covered by sleeves or removed.
7. Legs must be clean shaven unless pants are worn.

#### **B. Makeup/Nails/Perfumes/Hygiene — Female**

1. Foundation, powder and blush may be worn and should compliment each skin coloring.
2. Mascara, eye shadow and eyeliner may be worn in natural shades and must be applied moderately.
3. Fingernails should be neat and clean. Conservative natural colors of nail polish are permitted.
4. Heavily scented perfume and powder should be avoided.
5. A clean, fresh body odor is expected.

#### **C. Jewelry — Female**

1. Small rings, watches and company service pins may be worn.
2. No more than 2 rings or bracelets per hand (wedding sets are considered 1 ring)
3. A single necklace and one earring per ear may be worn (no hoops or dangling earrings).
4. Necklaces and bracelets must be conservative in size.

#### **D. Shoes/Hosiery — Female**

1. Shoes must be polished and in good repair.
2. Shoes prescribed by your Department Head are required the first day of work and thereafter.
3. Hose must be worn at all times or color-coordinated socks may be worn with pants.
4. Tennis shoes and sandals are not professional or safe and may not be worn unless specified by your Department Head.

#### **E. Clothing -- Female**

1. Should be clean, neat and well pressed.
2. Bras and other appropriate undergarments must be worn.

#### Non-Uniformed Dress Standards — Female

1. Blue jeans, mini skirts, culottes, denim (skirts, jackets or dresses), midriff tops and casual sportswear are not permitted.
2. Sun dresses with coordinating jackets are permitted.
3. Appropriate business attire must be worn by Associates who have direct contact with guests.
4. Dress slacks are permitted as long as they are paired with other professional clothing such as a blouse, blazer, jacket or sweater.

#### Uniformed Dress Standards — Female

1. Laundering and maintenance of Hotel uniforms are the responsibility of the Associates.
2. If your uniform is ripped, permanently stained, frayed, faded, you should replace it. Routine repair of missing buttons and mending are the responsibility of the Associate.
3. Belts are to be supplied by the Associate and should be approved by his/her Department Head.
4. Only white T-shirts are allowed if visible under your uniform.
5. Uniforms should be worn to and from work and on the job only.

#### **F. Name Tags — Female**

1. Must be worn on the left side of your clothing or uniform at all times during your work shift.
2. May not be decorated.
3. May not be worn on casual attire, i. e., T-shirts, jeans, sweatshirts, shorts, etc.
4. Clean your name tag whenever necessary.
5. Broken or worn-out name tags should be replaced by the Personnel Department immediately.

## ***Personal Appearance* — MALE**

### **A. Hair — Male**

1. Must be neat, clean and cut in a natural style.
2. Hair should not extend past the bottom of a normal shirt collar, below the earlobe or cover the eyebrows.
3. Tails or extreme hairstyles are not permitted.
4. Hair rollers and accessories are not permitted.
5. Associates handling food must confine hair as directed by your Department Head.
6. Hair coloring must be natural in appearance and not extreme.

### **B. Mustaches, Beards, Sideburns — Male**

1. Mustaches must not extend past the corners of the lower lip and must not grow over the lip.
2. Beards are not permitted with the exception of those who suffer from Pseudofolliculitiesbarbae. In such instances, the Associate must provide medical evidence of the skin disorder; and the Associate will be allowed to wear a beard. The beard must be trimmed and worn at the shortest possible length. A hair net must be worn over the beard when handling food.
3. Sideburns should not extend past the earlobe. Muttonchops and flares are not permitted.

### **C. Cosmetics/Scents — Male**

1. Cosmetics are not allowed unless used for a medical cosmetic reason such as the concealment of a disfigurement.
2. Heavily scented shaving lotions and colognes should be avoided.
3. A clean, fresh body odor is expected.

### **D. Jewelry and Nails — Male**

1. Small rings, watches and company service pins may be worn.
2. No more than 2 rings or bracelets per hand.
3. One necklace may be worn, but it must be conservative in size.
4. Wearing of an earring or earrings is not permitted on property.
5. Fingernails should be clean and neat.
6. Tips of nails should not extend past the finger.
7. Colored nail polish is not permitted.

### **E. Shoes — Male**

1. Shoes must be polished and in good repair.
2. Shoes prescribed by your Department Head are required the first day of work and thereafter.
3. Socks, color coordinated with your uniforms or business attire, must be worn.
4. Tennis shoes and sandals are not professional or safe and may not be worn unless specified by your Department Head.

## **F. Clothing — Male**

1. Should be clean, neat and well pressed.
2. Proper undergarments must be worn.

### Non-uniformed Dress Standards — Male

1. Ties must be worn at all times.
2. For Associates with guest contact, business suits are preferred, but sports coat and slacks are permitted.
3. Blue jeans and other types of casual sportswear are not permitted.
4. T-shirts or other casual shirts (without a collar) are not permitted.

### Uniformed Dress Standards — Male

1. Laundering and maintenance of uniforms are the responsibility of the Associate.
2. If your uniform is ripped, permanently stained, frayed or faded, you should replace it. Routine repair of missing buttons and mending is the responsibility of the Associate.
3. Belts are supplied by the Associate and should be approved by your Department Head.
4. Only white T-shirts are allowed if visible under your uniform.
5. Uniforms should be worn to and from work and on the job only.

## **G. Name Tags — Male**

1. Must be worn on the left side of your clothing or uniform at all times during your work shift.
2. May not be decorated.
3. May not be worn on casual attire, i.e., T-Shirts, jeans, sweatshirts, shorts, etc.
4. Clean your name tag whenever necessary.
5. Broken or worn-out name tags should be replaced by the Personnel Department immediately.

Our guests deserve “no less than the best” in your personal appearance. Non-compliance with the above standards could result in your being sent home to correct the violation or disciplinary action may be incurred. Any exceptions to these standards must have the written approval of your Department Head.

# Standards of Conduct

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Whenever a group of people work together, there must be standards of conduct for common guidance and efficiency. It is impossible to define in detail every standard of conduct for every circumstance, and our Company tries to keep rules to a necessary minimum. We hope that your common sense will guide you as to the proper thing to do in most cases; so we have listed only a few specifics regarding what we expect from you. This should not be regarded as an all-inclusive list of our expectations or standards. If you have any questions about our standards of conduct, or about what to do or not to do in a situation, please contact your supervisor or the General Manager.

Obviously, when Associate misconduct occurs measures must be taken to correct the situation and to curtail further occurrences. The approach we take to corrective action for misconduct, other than for a major offense, may vary depending on, among other things, the gravity of the offense, the circumstances under which it occurred, your duties, and your overall work record, including any prior misconduct. In order of severity, discipline can take one of the following forms:

## Verbal Counseling

## A Written Warning or Reprimand

**Probation — Suspension from work subject to discharge:** Keep in mind, however, that our Company has no obligation to use any one or more of these forms of discipline prior to discharging Associates. Any one or all of these steps can be omitted as the Company deems appropriate, at its sole discretion. **Nothing here-in constitutes a contract of employment or guarantees that your employment will continue for any specified period of time. By establishing this disciplinary procedure, the Company is not relinquishing or limiting its managerial right to discharge for any reason at all, at any time, with or without notice.**

The use of progressive discipline as a precondition to termination thus is discretionary, in the Company's judgment; and the Company's decision in every case is final and binding on all concerned, including the disciplined Associate and other persons or entities involved in any way, directly or indirectly. If you do not receive the benefit of any of these methods of constructive counseling, however, be sure to take advantage of the opportunity to learn from your mistakes and try to improve.

## MAINTAIN CONFIDENTIALITY

Any information concerning the business of the Company, our customers/guests, suppliers, Associates or personnel associated with the Company is confidential and restricted. Associates may not reveal any information except under the direction of the General Manager. If you are not sure whether particular information is subject to this confidentiality duty, refer inquiries to your supervisor.

All information regarding our guests is strictly confidential. Confidential infor-

mation includes, but is not limited to: guest names, addresses, living styles or any other information to which an Associate may have access.

Associate home addresses and telephone numbers will only be given out upon permission of the Associate.

## **HARASSMENT**

It is our policy to maintain a work environment free from all forms of harassment and to insist that all Associates are treated with dignity, respect and courtesy. Harassment, including sexual harassment, of one Associate by another Associate or a Supervisor is prohibited. The purpose of this policy is not to regulate our Associate's personal morality, but rather to assure that, in the workplace, no Associate harasses another.

While it is not easy to define precisely what sexual harassment is, it certainly includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature such as uninvited touching or comments. Violations of this policy will not be permitted and may result in discipline up to and including discharge.

If you feel that you are subjected to any kind of harassment, coercion or intimidation by anyone, whether by one of your co-Associates, a client or vendor, or even a member of our management team such as a Supervisor or your General Manager, we encourage you to bring your concern to the attention of your Supervisor immediately. To help you do so, we have established a Complaint Resolution Procedure.

Reasonable measures will be undertaken to protect those who use the procedure from any further acts of harassment, coercion or intimidation, and from retaliation due to having reported an incident of this type.

## **PROHIBIT DRUGS AND ALCOHOL**

Our Company has a strong commitment to all Associates and guests to provide a safe and healthy environment. While Inn Serve Corporation has no intention of intruding into the private lives of its Associates, the Company expects all Associates to report to work in condition to perform their duties. The possession, consumption or being under the influence of alcohol or drugs on Company property or while on Company business are inconsistent with these objectives. Our policy with respect to alcohol and drugs is as follows:

1. While on Company premises or property, having possession of, being under the influence of, using or consuming any form of alcohol at any time during the hours between the beginning and end of your work day, whether or not on duty, are strictly forbidden.
2. Bringing onto Company premises or property, having possession of, being present in the body system, being under the influence of, using, consuming, transferring, selling or attempting to sell any form of narcotic, depressant, stimulant, hallucinogen, or any mind or perception altering drugs or controlled substance (excepting only the taking of a prescribed drug under the direction of a physician and to the extent it does not impair job performance or threaten safety or property), at any time, whether or not on duty, Company business, or Company premises or property is strictly forbidden.

Off-the-Job illegal drug use could adversely affect an Associate's job performance or could jeopardize the safety of other Associates, the public, or Company facilities, or could adversely affect the public trust in the ability of the Company to carry out its responsibilities, and therefore is strictly forbidden.

## Rules of Conduct

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Rules are necessary for any business to operate in an orderly and efficient manner. In most cases, your own good judgment will tell you what is the right thing to do. Obviously, rules cannot be listed to cover every situation; therefore, violations are not restricted to the following list.

- A. Commission of any of the following acts may be considered just cause for immediate dismissal.
1. Reporting to work under the influence of alcoholic beverages or drugs.
  2. Bringing or using alcoholic beverages or drugs on Company property during working hours.
  3. False or misleading statements on application.
  4. Stealing — either from fellow Associates, guests — or misappropriation of lost and found items.
  5. Taking incentive tickets that are not earned; buying or selling incentive tickets.
  6. Refusal to do work assigned.
  7. Unauthorized soliciting of any kind on Company time or Company property during working hours.
  8. Soliciting persons for immoral purposes; or aiding and abetting such programs.
  9. Carrying or using firearms, fireworks, or any other weapon on Company property.
  10. Gambling on Company property.
  11. Punching another Associate's time record or permitting someone to punch your time record.
  12. Intentionally reporting incorrect production or falsifying records.
  13. Instigating or counseling others to engage in a work stoppage or a slowdown. Interfering with work schedules.
  14. Posting and/or removal and/or tampering with bulletin board notices without authorization.
  15. Willful destruction or defacing Company property or another Associate's property.
  16. Sleeping on the job.
  17. Adding a service charge to a guest's bill or account without permission of the guest or a supervisor.
- B. Commission of any of the following acts may be considered just cause for remedial action which could range from written correction, to suspension from work without pay, to dismissal.
1. Accepting gifts, incentives or kickbacks from suppliers or vendors.
  2. Unauthorized distribution of literature of any kind.
  3. Fighting on Company property.
  4. Failure to report to your supervisor any accident you have while at work.
  5. Abusive or threatening language to any supervisor or to any Associate.
  6. Horseplay.

7. Insubordination (refusal to perform service connected with the job or refusal to obey any reasonable order given by an Associate's supervisor or by management).
8. Disrespectful conduct. Coercion, intimidation or threats against guests, supervisors or fellow Associates. Failure to give a high degree of service or courtesy to any guest.
9. Unauthorized presence at guest functions, in guest areas or on premises, including guest rooms, bar, lounge or swimming pool. Social contact with guest.
10. Garnishment or failure to satisfy legitimate debts, but only in accordance with the provisions of the federal law.
11. The wearing of any insignia or button while on duty except for the official name tags and company service pins.
12. Engaging in or having knowledge of activities on or off the premises which could be considered a discredit to the Company or its Associates.
13. Taking or eating food or beverages from the restaurant, kitchen or dining room, without a prior restaurant check being written.
14. Rudeness to guests/customers.
15. Leaving your job or your regular working place during working hours for any reason without authorization from your Supervisor except for lunch, rest periods and going to the rest room.
16. Unexcused absences or persistent absenteeism.
17. Failure to notify your Supervisor that you will be absent from work. In the case of absence for three consecutive working days without notifying the Company or without acceptable excuse, the Associate will be considered to have quit.
18. Watching television during working hours.
19. Smoking in an area where smoking is not permitted at any time.
20. Loafing or spending unnecessary time away from your job.
21. Disregarding the starting and quitting time for shifts and rest periods.
22. Vulgar and/or profane language.
23. Poor quality of work or interfering with work of another Associate.
24. Disobeying safety regulations.
25. Disregarding energy saving procedures.
26. Failure to make and maintain productivity standards.
27. Contributing to unsanitary conditions or poor housekeeping.
28. Inefficiency or lack of application of effort on the job.
29. Unauthorized use of telephones.
30. Parking of personal automobile in areas other than those designated by Supervisor or Management.
31. Failure to present a high degree of personal cleanliness at all times. Food Service personnel must obtain and keep current a valid health card to be on file with the employer.
32. Failure to wear prescribed clothing and approved name badge. Men to have well-groomed hair. Women to wear a hairnet and men hats, where

food is dispensed, or to comply with local health codes.

33. Discussing personal or authorized company matters in public areas where guests could overhear conversations.
34. Dining or snacking at any time other than those times designated by Supervisors or Management.

Surprisingly enough, most terminations result from inability to get along with fellow Associates and not from violation of rules. Inn Serve wants you to succeed and to become part of the best organization within the best hotel, food & beverage system in the world. So be friendly, strive for excellence, and remember that the guest is your true boss. If you have any questions or need help on the job, we all want to help. We want you on our team.

## **INN SERVE CORPORATION FAMILY MEDICAL LEAVE ACT**

In accordance with the Family and Medical Leave Act of 1993 (“FMLA”), the Company will provide up to twelve (12) weeks of unpaid medical or family leave in a 12-month period for “eligible employees.”<sup>1</sup> Eligible employees are those Associates who have been employed for at least 12 months and who have worked at least 1,250 hours during the 12-month period before the start of the leave period. The following sections explain the basic elements of the Company’s FMLA Policy.

### **Authorized Uses of FMLA Leave**

An unpaid medical or family leave may be granted to eligible Associates only for the following reasons:

1. To care for the Associate’s newborn child.
2. For the adoption or foster care placement of a child with the Associate.
3. To care for the Associate’s spouse, son or daughter, or parent, who has a serious health condition, or
4. For a serious health condition that makes the Associate unable to perform the essential function of his/her job.

A “serious health condition” is defined as an illness, injury, impairment or physical or mental condition that involves one of the following:

Inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity or subsequent treatment in connection with or resulting from the inpatient care.

Continuing treatment by a health care provider, which includes:

- (i) A period of incapacity of more than three (3) calendar days (including any subsequent treatment or period of incapacity relating to the same condition), that also involves:
  - (A) Treatment two or more times by a health care provide, nurse or physician’s assistant under direct supervision of a health care provider, or by a provider of health care services (e.g., physical therapist) under orders of, or referral by a health care provider, or
  - (B) Treatment by a health care provider on at least one occasion which results in a schedule of continuing treatment under the supervision of the health care provider.
- (ii) Any period of incapacity due to pregnancy, or for prenatal care.
- (iii) Any period of incapacity or treatment for incapacity due to a chronic serious health condition. A chronic serious health condition is one which:
  - (A) Requires periodic treatment by a health provider, nurse, or physician’s assistant under direct supervision of a health care provider.

<sup>1</sup>The calculation of the 12-month period during which the Associate’s use of FMLA leave is measured will be based on the “rolling backward” method. This method measures the 12-month period backward from the date the Associate uses any FMLA leave.

- (B) Continues over an extended period of time (including recurring episodes of a single underlying condition; and
  - (C) May cause sporadic incidents of incapacity rather than a continuing period of incapacity (e.g., asthma, diabetes, epilepsy, etc.).
- (iv) A period of incapacity which is permanent or long-term due to a condition for which treatment may not be effective (e.g., Alzheimer's, severe stroke, etc.) The Associate or family member must be under the continuing supervision of, but need not be receiving active treatment by, a health care provider.
  - (v) Any period of absence to receive multiple treatments (including any period of recovery therefrom) from a health care provider, either for restorative surgery, or for a condition that would likely result in a period of incapacity of more than three (3) consecutive calendar days in the absence of medical treatment, such as cancer (chemotherapy, radiation, etc.), severe arthritis (physical therapy), or kidney disease (dialysis).

### **Requesting Leave and Necessary Documentation**

When leave is foreseeable based on planned medical treatment, the Associate must give his/her supervisor or General Manager<sup>2</sup> notice of at least 30 days before the date of leave is scheduled to begin. If there is not time to provide 30 days notice, the Associate must provide as much notice as possible and practical.

A request for leave due to the serious health condition of the Associate, the Associate's spouse, the Associate's child or the Associate's parent must be confirmed by a certificate from the health care provider of the Associate, spouse, child or parent of the Associate. Contact your supervisor or General Manager to obtain the necessary forms. The Company may require, at its expense, a second or third opinion regarding a medical condition. While on FMLA leave, the Associate may be required to report periodically on their medical/health status and intent to return to work. "An Associate may be placed on leave conditioned upon the delivery of required documentation and/or certification to your supervisor or General Manager. Once all required documentation and certification is received, then the official leave date will be the first day of the conditional leave. If the documentation and/or certification is not received and the reason for requesting leave cannot be validated (as defined by the FMLA), the Company reserves the right to revoke the leave privilege. Leave time taken during a conditional leave that cannot be validated (as defined by the FMLA) and is later revoked will count as an unauthorized absence under the Company's attendance policies."

### **Benefits While on Leave**

The Company requires its Associates to substitute any available paid leave benefits (i.e. flex time) for an equal amount of unpaid FMLA leave. Once the available paid leave credits are exhausted, all remaining FMLA leave would be unpaid leave. During the leave period, the Company will continue to pay the Company-paid

<sup>2</sup>This leave is called "conditional leave."

portion of the Associate's medical and life insurance, assuming such coverage was in effect prior to the Associate's initial request for leave. However, no Company provided benefits or seniority will accrue during the leave period.

**Associate's Return to Work**

Eligible Associates returning from FMLA leave will be restored to the same job they held when the leave commenced, or to an equivalent job with equivalent benefits, pay and other terms and conditions of employment.

An Associate on FMLA leave as a result of his/her own serious health condition will be required to present certification from his/her health care provider that he/she is able to resume work before resuming active employment.

Associates who fail to return to work immediately following the expiration of their FMLA leave will be reviewed on an individual basis to determine if they will be terminated and required to reimburse the Company for its portion of the medical insurance premiums paid during the unpaid portion of the leave.

Should you have any questions regarding your rights under the FMLA or the Company's FMLA policy, please see your property's General Manager or Human Resources representative.

# The People With Whom You Will Work

Now that you are on our team, you should know the key people with whom you work:

General Manager \_\_\_\_\_

Food & Beverage Director \_\_\_\_\_

Asst. F & B Director \_\_\_\_\_

Your Department Head \_\_\_\_\_

Sales Director \_\_\_\_\_

Dining Room Supervisor \_\_\_\_\_

Kitchen Supervisor \_\_\_\_\_

Maintenance Chief \_\_\_\_\_

Executive Housekeeper \_\_\_\_\_

Administrative Assistant \_\_\_\_\_

Secretary \_\_\_\_\_

Guest Services Manager \_\_\_\_\_

Lounge Supervisor \_\_\_\_\_

Personnel Director \_\_\_\_\_

Your hotel's telephone number is \_\_\_\_\_

The time clock where you clock in and out is located: \_\_\_\_\_

\_\_\_\_\_







**ACKNOWLEDGMENT OF RECEIPT OF  
ASSOCIATE GUIDEBOOK**

I have received a copy of the Inn Serve Corporation Associate Guidebook and have read it carefully and understand all of its rules, policies, terms and conditions. I understand that nothing in this Guidebook in any way creates an express or implied contract of employment, but it is rather a brief description of some benefits offered by the Company and summary of some of its policies and rules, which the Company may alter, amend, or cease, at its discretion.

I further understand that as a matter of Company policy, all Associates are employed on an at-will basis, meaning that either the Associate or the Company may terminate the employment relationship at any time, at their sole discretion, without cause. In recognition of this policy, I understand that neither the Guidebook nor any other communication by a representative of the management of the company can vary this policy or create a contract of permanent employment or employment for a specified period of time. I understand that I will be working on a part-time basis.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Part-time Associate Signature

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Part-time Associate Name (please print)

\_\_\_\_\_  
Part-time Associate Social Security No.