

MAXIMUM TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Welcome to Maximum Cheer!

I am excited that you have chosen to join our team here at Maximum Cheer. After starting the company in 2017, it's been amazing to watch the growth and varying contributions over the years. We have built a company that values your opinions, ideas, and you as a person.

We've taken pride on over 95% of our customers returning to us each season and that is a direct reflection of our staff and the mission that we constantly work toward.

Thank you for being a part of Maximum.

Sincerely,

Ryan Batchelor

President - Maximum Cheer

HISTORY

Maximum Cheer was founded in January of 2017 with two events in two states that season. Since then, Maximum Cheer has grown to offer events in 27 states with customers from more than 40 different states and provinces.

MISSION & VISION

Our purpose in the industry is to create quality events where all programs and athletes belong. Every day and every decision made at Maximum focuses on putting that purpose above all else, including revenue.

To improve the health and economic vitality of the communities we serve.

TEAM MEMBER INFORMATION

BULLETIN BOARDS

All required labor posters can be found in The Dugout under the HR site > HR Information > Compliance > [1-Required Posters](#). You can view, download, or print a copy any time.

TEAMWORK

Teamwork is the single key to our success. All of us are team members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow Team Members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of Maximum Cheer and a more enjoyable work experience for everyone.

WORK SCHEDULES

You are responsible for being available during core hours from 10 am – 2 pm EST. Whenever you're away from your desk during core hours and weekends, all Team Members need to block their time away on the shared calendar. Work schedules are designed to be as flexible as possible to fit your needs. The corresponding department manager must be notified of and approve all schedule changes.

The Company also offers Team Members the opportunity to telecommute. Not all jobs are suitable for telecommuting. You may telecommute up to **five (5) days** per week with the approval of your supervisor and based on business needs.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent or delayed, you should notify your immediate supervisor or the designated manager as well as add it to the out of office calendar. If your absence is unexpected, you should attempt to reach your immediate supervisor as soon as possible. In the event your immediate supervisor is unavailable, you must speak with a manager. If you must leave a voicemail, you must provide a number where your supervisor may reach you if need be.

To request time off you should make sure you update your availability in Paylocity with when you can and cannot work. Shifts are entered in Paylocity on an as-needed basis depending on the requirements of the event. If shifts are not picked up, then manual scheduling will occur. We will try to work around any requested time off but do not assume that you automatically have the requested time off. Be sure to check the app daily. As mentioned above, you are solely responsible for your scheduled shifts.

REMOTE WORK

As agreed, and approved by your supervisor, you may be able to work remotely on a regular basis. While working remotely, you'll take responsibility for setting up regular meeting cadence with your supervisor and peers (where applicable).

MEALS/BREAKS

Management will assign breaks as needed during shifts. All hourly Team Members are to clock out while on break. Breaks that are longer than 20 minutes will be unpaid.

Please see the [Labor Law spreadsheet](#) for references on state specific requirements. The Labor Law sheet can be found in The Dugout > HR > HR Information > Compliance > Labor Laws.

DRESS CODE

Team Members are responsible for the upkeep of their uniforms and for the return of all uniforms upon separation of employment. Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of Maximum Cheer. When representing Maximum Cheer (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed and neat. Facial hair cannot exceed one (1) inch in length.
- Hairstyles are expected to be neatly groomed; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Exposed tattoos should be appropriate for all ages

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

SEPARATION

If you wish to resign, we request you notify your manager in writing of your anticipated departure date at least 3 weeks in advance. The Company asks all Team Members to participate in an exit interview with their immediate supervisor prior to leaving the Company. This provides an opportunity to return company property and to tie up any loose ends.

TIME AND LABOR LAWS

FINAL PAY

Please see the [Labor Law spreadsheet](#) for references on state specific state requirements. The Labor Law sheet can be found in The Dugout > HR > HR Information > Compliance > Labor Laws.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent Maximum Cheer in your actions and should always conduct yourself in a courteous and professional manner.

We want to be considered the “friendliest place in town.” To achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you will receive from guests.

- Within ten (10) feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation. (i.e. “Welcome! How are you?”)
- You should always have the first and last word in a conversation. As a guest approaches, you should be the one to initiate conversation.
- Engage guests to help direct them, rather than waiting for them to come to you.
- As a guest leaves, you should always have a friendly word for them (i.e. “Have a great night! See you again soon!”).

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Always consider yourself as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment IS our work. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a Manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt.
- Apologize for any inconveniences.
- Try to satisfy the immediate needs.
- Inform a Manager immediately.

WORKPLACE SAFETY

SAFETY PROCEDURES

Safety is very important. All Team Members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our Team Members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect Team Members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

Team Members should:

1. Learn their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes, extinguishers, in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions:
 - Dangerous conditions related to playing surface/sports equipment
 - Wet or slippery floors
 - Cluttered or unsafe areas
 - Equipment left in aisles, walkways, or blocking exits
 - Exposed or unsafe electrical wiring
 - Careless handling of equipment
 - Defective or unguarded equipment
4. Follow all manufacturer recommendations when operating equipment.
5. Handle hazardous chemicals with care.
6. Use proper lifting procedures and get help when needed.
7. Wear safety glasses and protective clothing when necessary.
8. Immediately report all accidents to a Manager on Duty.

CPR/AED

Team Members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification at all times. If your position requires a certification, you are expected to maintain certification.