



MORRISTOWN LANDING
RECREATION AND EVENTS

TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

You are a valued member of the Morristown Landing organization with shared responsibilities of creating a “world class” community destination here in Morristown. Our commitment is foremost to the citizens of Morristown, surrounding areas, and visiting guests who travel to “The Landing” anticipating the very best in programming and events. Our collective goal as a team is to exceed their expectations every day in all that we do. The opportunity you have embraced as part of this team shows that you understand and are committed to the vision and mission of our business, driven to create an environment that positively impacts the health and vitality of every individual who walks through the doors of Morristown Landing.

The foundation of our culture is to inspire our members, guests, and each other; to consistently demonstrate respect and treat others with dignity; to embrace diversity; to strive for excellence; and to be accountable to city leaders who have entrusted us with the honor of operating this great venue.

Expect challenges—there will be many—but by employing a solution-driven mindset, challenges become small bumps in the road that are actually fun to solve. Understand that every single person and position is valuable, and everyone deserves to be recognized and appreciated as a member of our team. No matter where you are on your career journey—whether just starting out, working a seasonal position between school years, as an experienced professional, or restarting a career—you will have opportunities to learn and grow personally and professionally at Morristown Landing.

Morristown Landing is in the fitness, health, event and recreation industries. More importantly, we are in the hospitality and service industry as well— this is our world and this team will deliver excellence to the community we serve, together.

Sincerely,

Steve Eaton

General Manager - Morristown Landing Recreation and Events

HISTORY

Morristown Landing has been a vision of city leaders for many years. With a goal of providing the citizens of Morristown and the surrounding areas a world class recreation and event venue, city leadership worked closely with The Sports Facilities Company to make their vision a reality. Morristown has deep roots in the aviation community, as the Morristown Municipal Airport is one of the busiest airports of its size in the country. Additionally, history records indicate that in 1877, Melville Milton Murrell, an inventor and pioneer in the field of aerodynamics, patented “The American Flying Machine.” This machine was allegedly the first airplane in America built to carry a man.

VENUE OFFERINGS

- 4 Hardwood Basketball Courts
- 6 Volleyball Courts
- 1 10-lane Competition Pool
- Fitness Center & Group Training Rooms
- Family Aquatic Center
- Indoor Climbing Area
- Indoor Walking Track
- Flexible Meeting and Event Spaces
- Cafe and Concessions

MISSION & VISION

Commit to exceed our guests’ expectations every day, in every way, by embracing collaboration, teamwork and always exploring new, creative opportunities that will delight our members and guests.

Create a community environment where people feel at home and families gather to enjoy life, be challenged, get healthy, be entertained, embrace friendly competition, and discover new and exciting opportunities for everyone of all ages.

WORK ENVIRONMENT

PARKING

Team Members are required to park in staff designated areas unless otherwise directed by management. Team Members should not park in any area designated as a guest parking area.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where Morristown Landing notices may be posted, including state and federal mandatory notices, and important communications from the management. Information placed on the bulletin board is important. Team Members may not post any information on these bulletin boards without the express permission of the Human Resources Representative or General Manager. The bulletin boards are located in the 7th Floor break room. You will be notified where the bulletin board is located. You are expected to check it regularly.

BREAKROOMS/LOCKERS/PERSONAL BELONGINGS

All Team Members are asked to take their breaks out of the public eye. All breaks should be taken in the break room. Team Members wishing to leave the property for break must inform their shift lead/MOD and clock out before leaving.

RESTRICTED AREAS

Certain areas are off limits to unauthorized persons and non-working personnel. Failure to observe "off-limits" rules may result in disciplinary action, up to and including, termination.

Restricted areas include:

- Mechanical Rooms
- Electrical Rooms
- Pool Filter Room
- Pool Chemical Room
- Cash Room

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures, flooding or pandemics can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, Team Members may use available paid time off, such as vacation.

LOST AND FOUND

All found items should be turned in to Guest Services and anyone looking for lost items should be directed to Guest Services.

TEAM MEMBER INFORMATION

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 Morristown Landing and a more enjoyable work experience for all everyone.

WORK SCHEDULES

You are responsible for the shifts you are scheduled to work. 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 scheduling changes.

When necessary, managers will advise Team Members of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. The scheduling of breaks is the responsibility of the department supervisors and/or managers. You will be required to break in/out for breaks, but it does not deduct from your pay.

Changing shifts with other Team Members is generally permitted if you trade shifts with another qualified Team Member from your department. All shift changes must be requested through our HRIS and approved by your direct department supervisor and/or HR Manager. If this procedure is not followed properly, you will still be considered responsible for the shift and you will be deemed a No Call, No Show (NCNS), even if you asked someone else to take it for you.

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.

You must work at least one (1) shift per month to remain active. If you fail to fulfill this requirement without advanced notification in writing, your access will be disabled, and the situation deemed "job abandonment".

TIME CLOCK

Team Members will clock-in using the Paylocity app on their phone while on premises.

MEALS/BREAKS

Every Team Member will receive a break during their shift. The break times vary depending on the length of the shift.

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 Morristown Landing. When representing Morristown Landing (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:

- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes must be worn at all times. Sandals and flip-flops are not allowed.
- 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.
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- 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.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

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

DISCOUNT PROGRAM

Company Team Members will receive a free combo meal with a water or soda if working six or more hours. Additional food is offered for a 50% discount. Team Members also get a 30% discount on approved merchandise. To receive this discount, the food and merchandise must be purchased directly by the Team Member. Additional discounted activities and products may be available periodically through our sponsors. Please check with your direct manager for more information.

TIME & LABOR LAWS

CHILD LABOR LAW

Minors 16 and 17 years of age may not be employed during those hours when the minor is required to attend class nor between the hours of 10:00 pm and 6:00 am, Sunday through Thursday, preceding a school day. However, if there is a Parental/Consent Form signed, then the minor may work until midnight, but no more than three (3) nights per week Sunday through Thursday.

Work Hours for 14-15-Year-Olds

During School Days:

Max 3 hours per day

Max 18 hours per week

Allowed work 7 a.m. to 7 p.m.

During Non-School Days (Summer or Holidays):

Max 8 hours per day,

Max 40 hours per week

Allowed work 7 a.m. to 9 p.m.

A minor must be provided with a thirty (30) minute unpaid break or meal period if scheduled to work six (6) consecutive hours. Such breaks shall not be scheduled during or before the first hour of the workday.

FINAL PAY

When employment ends — whether voluntarily (resignation) or involuntarily (termination or layoff) the Company will comply with Tennessee law regarding final wages. Under Tennessee Code § 50-2-103(g), all wages or salary earned and unpaid through the last day worked must be paid no later than the next regular payday or within 21 calendar days after separation, whichever occurs later.

Final wages include all earned compensation due to the separation date, such as regular pay, overtime, earned commissions or bonuses, and any wages owed for the final pay period.

Payment of unused or accrued vacation, PTO, or other compensatory leave upon separation is **not required by Tennessee law**, unless the Company's written policy, employment agreement or another binding agreement explicitly provides for such payout.

If the Company does provide for payout of accrued leave; any unpaid balance will be included in the final paycheck. The Company will also apply only lawful deductions (e.g., taxes, authorized garnishments). Any deduction or withholding not legally authorized or agreed in writing is prohibited.

STATE LAWS

CIVIC DUTY

Tennessee law requires Morristown Landing Recreation & Events to provide Team Members with a reasonable amount of paid time off to vote up to three (3) hours. To be eligible, a Team Member:

- Must not have three (3) or more hours before their shift begins or after their shift ends in which to vote while polls are open
- Request the paid voting leave by twelve o'clock (12:00) noon on the day prior to the vote or election.

JURY DUTY LAWS

SFC encourages team members to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your The Sports Facilities Companies as soon as possible to make scheduling arrangements.

Generally, time spent on jury duty is unpaid. In such cases, exempt team members will not incur any deduction in pay for a partial week's absence due to jury duty.

MEALS & BREAKS

Tennessee law requires companies to allow team members a 30-minute unpaid meal period or rest break if scheduled to work six consecutive hours; this break cannot be scheduled during the first hour of work activity. An exception is made for workplaces which, because of the nature of their business, provide ample opportunity for team members to rest or take a meal break. Team members who serve food and beverages, and who receive tips, can waive the required 30-minute unpaid meal/rest break by submitting a written request to the employer.

A minor must be provided a 30-minute unpaid break or meal period if scheduled to work six hours consecutively. This break may not be scheduled during or before the first hour of scheduled work activity.

PARENTAL LEAVE

In accordance with the Tennessee Maternity Leave Act, Morristown Landing Recreation & Events will provide eligible Team Members with up to four months of paid/unpaid parental leave in a 12-month period for the adoption of a child, pregnancy, childbirth, and/or nursing of an infant.

To be eligible for parental leave you must:

- Have worked full time for Morristown Landing Recreation & Events for at least 12 consecutive months.
- Work at a job site or location where Morristown Landing Recreation & Events has 100 or more full-time Team Members.

To request leave under this policy, give at least three months' advance notice of:

- The anticipated date your leave period will begin. For adoption, leave begins on the date you take custody of the child.
- The length of leave.
- Your intention to return to full-time employment after leave ends.

You will not lose your rights and benefits under this policy if you fail to provide three months' advance notice due to:

- A medical emergency that requires you to begin leave earlier; or
- The notice of adoption was received less than three months in advance.

Any leave under this policy that also qualifies as leave under the federal Family and Medical Leave Act (FMLA) will be counted against your leave entitlement under both policies. You must comply with the requirements of both policies. However, if you wish to take only 12 work weeks of leave (or the amount remaining at the time) afforded under the FMLA policy, you will only be required to follow the notice requirements of the FMLA policy.

Upon returning to work at the end of leave, you will be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken. You may not, however, be entitled to discretionary raises, promotions, bonus payments, or other benefits that become available during leave.

Morristown Landing Recreation & Events is not required to provide for the cost of any benefits, plans, or programs during the period of leave unless Morristown Landing Recreation & Events provides for these items for all Team Members on leaves of absence.

Morristown Landing Recreation & Events will not discharge or otherwise discriminate against Team Members who request or take leave in accordance with this policy.

VOTING LEAVE

Companies must provide team members up to three hours of paid leave to vote if the polls are not open for three consecutive hours before or after the employee's shift.

Companies may decide when team members take voting leave during their work shift. Companies may require team members provide notice of the need for voting leave by noon the day before the election.

Companies cannot take adverse action against team members for taking voting leave.

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 Morristown Landing in your actions and appearance 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 to Morristown Landing!”).
- 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, don’t say, “I don’t know.” 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.