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# TEAM MEMBER HANDBOOK



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## WELCOME TO THE TEAM!

Congratulations! You are now part of the largest youth sports and recreation network in the nation. We are a first-class sports facility designed to serve as an integral part of the surrounding community by providing opportunity for sports, meetings, and special events. Whether our guest is here for an amazing tournament experience or participating in play every week, we are committed to providing the best experience in the industry every time they walk through our gates.

No matter your role today, if you apply your leadership with a focus on getting better each and every day, we know great things will happen within our team, and for you personally. We invite you to bring your best self to work, hold a high standard for your teammates, and join us in the effort to create world-class facilities that improve the lives of the guests we serve.

Expect challenges, there will be many, employ a solution driven mindset and challenges become small bumps in the road that are fun to solve. Understand that every single person and position is valuable, everyone deserves to be recognized and appreciated as a member of our team. No matter where your career journey might be, just starting out, a seasonal position between school years, an experienced professional or restarting your career, you will learn and grow personally and professionally.

The foundation of our culture is to inspire our members, guests, and each other. We will consistently demonstrate respect, treat others with dignity, embrace diversity, strive for excellence, and be accountable to those who have entrusted us with the honor of operating this great venue. As you'll see, we believe in our people and strive to have each Team Member's time be filled with growth and development. Your work here will open you to new experiences.

As part of our team, your influence will be made one person at a time by building dynamic relationships with guests and fellow Team Members. You will learn quickly that we hold high expectations for our Team Members and create long-term advancement opportunities for leaders who commit themselves to achieving results that support the mission. You have our trust. We now look forward to utilizing your unique skills, experience, and developing your capabilities further to contribute to our culture. Please take the time needed to fully review this handbook and learn more about our services, brand, and policies.

You have joined an exciting team! Best of luck in your new position.

With Kind Regards,

*Mark E. Beale*

General Manager – John T. Rhodes Myrtle Beach Sports Center

## **HISTORY**

This Southern beach destination – locals know it as “The Grand Strand” – boasts year-round mild temperatures and 60 miles of uninterrupted coastline edged by the glittering Atlantic Ocean. To make this facility a reality, visionary leaders from Myrtle Beach partnered with the preeminent experts in youth and travel sports destinations, Sport Facilities Advisory, LLC, and together they planned, developed, funded, designed, and constructed this facility.

## **VENUE OFFERINGS**

The Myrtle Beach Sports Center, a 100,000 square foot state-of-the-art indoor sports facility, is the latest addition to Myrtle Beach’s impressive sports venue roster. Opened in March 2015, the facility features 8 basketball courts and 16 volleyball courts spread over 72,000 square feet of column-free hardwood space. The venue has been designed to host court sports, wrestling, gymnastics, table tennis, pickle ball, and other sports events as well as trade shows. To service the event space, there are seven team rooms, telescopic bleachers, a private mezzanine for elevated viewing, and a café with indoor/outdoor seating.

## **MISSION & VISION**

Our mission at the Myrtle Beach Sports Center is simple. To dramatically improve the health and economic vitality of the communities we serve.

This mission reflects a deeply felt commitment to changing the lives of people in the community and those families that visit our world-class facility. We hope that you embrace our mission, take in the spirit and enthusiasm of amateur athletics, and be a part of creating a truly memorable experience for visitors to our facility. You are critical to our success and we are excited to welcome you to our team.

## **WORK ENVIRONMENT**

### **PARKING**

All team members of the Myrtle Beach Sports Center are to park in the front parking lot of the facility unless otherwise notified.

### **BULLETIN BOARDS**

There are two locations where team members can find various information about employment. These locations are the breakroom and the main wall in the front office area. Scheduling information, labor policies and other information will be posted in these areas. Please see management if you have any questions regarding postings.

### **BREAKROOMS/LOCKERS**

At the Myrtle Beach Sports Center, we request that you leave all personal belongings locked in your car or at home. If needed, lockers for part-time Team Members are located in the kitchen/break room. Please be advised that the Myrtle Beach Sports Center assumes no liability or responsibility for your personal property, including personal injury, damage, theft, or other loss.

### **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:

- Personal Offices
- Electrical and Maintenance Rooms
- Data Room
- Elevator Access Area
- Concession Stands

### **EMERGENCY CLOSING**

At times, emergencies such as severe weather, fires, power failures or earthquakes 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 Manager approval, Team Members may use available paid time off, if applicable.

### **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 Myrtle Beach Sports Center and a more enjoyable work experience for all everyone.

### **WORK SCHEDULES**

Schedules are posted Wednesday afternoon by 4:00pm prior to the upcoming week, and you are responsible for all the shifts for which you are scheduled to work. Work schedules are designed to be as flexible as possible to fit your needs. Your General Manager must 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 and supervision of lunch are the responsibility of your Direct Manager, General Manager and Human Resources Representative. See the management team for the break and lunch requirements.

Changing shifts with other Team Members is generally permitted, provided that you obtain prior approval from a manager in writing, and that you trade shifts with another qualified Team Member from your department. All shift change requests must be sent via email and approved by your Operations Coordinator. 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.

#### **Schedule Requests:**

When you are first hired, you will complete a schedule request form. Any changes need to be submitted to the General Manager via e-mail for approval.

### **TIME CLOCK**

Hourly team members will use the time clock located in the break room.

## HOLIDAY

Myrtle Beach Sports Center will follow the same holiday schedule set by The Sports Facilities Companies. When dates do not align, SFC will determine the final schedule.

Full-time Team Members are eligible for eight (8) hours of holiday pay for the designated holidays. If an hourly, full-time Team Member works on a designated holiday, they will be paid time and a half at their regular rate of pay. When a salaried, full-time Team Member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

## MEALS/BREAKS

All meals must be consumed in the breakroom during shifts. A ½ hour break must be taken if you work 4.5 hours. Two ½ hour breaks must be taken when working over an 8-hour shift. Team Members must clock out for these breaks. Exceptions to this must be approved by management.

## 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 Myrtle Beach Sports Center. When representing Myrtle Beach Sports Center (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

Myrtle Beach Sports Center Team Members will receive a 50% discount on food at the concession stands. To receive this discount, the food must be purchased directly by the MBSC SFM LLC 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/ WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Company Account Executive or a Senior Leader in the Company's Home Office. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

The Company complies with all South Carolina and federal child labor laws. Team members under age 16 may work limited hours and are restricted to non-hazardous jobs.

When school is in session, minors aged 14–15 may not work more than three hours per day or 18 hours per week, and may only work between 7 a.m. and 7 p.m. During school breaks, they may work up to eight hours per day and 40 hours per week, between 7 a.m. and 9 p.m.

Minors aged 16–17 are not restricted by hours but may not perform hazardous duties as defined by law.

### FINAL PAY

When employment ends, whether voluntarily (resignation) or involuntarily (termination or layoff), the Company will comply with South Carolina law regarding final wages. All wages earned and unpaid through the last day of work will be issued within 48 hours of separation or by the next regularly scheduled payday, whichever occurs first, and no later than 30 days from separation. Wages include regular pay, overtime, earned commissions, bonuses, and any other compensation owed at the time of separation.

South Carolina law does not require payment of unused PTO, vacation, or other paid leave upon separation. However, if the Company's written policy, employment agreement, or handbook provides for payout of accrued, unused PTO or vacation, that payout will be included in the final paycheck. If the policy provides that unused PTO is forfeited upon separation, no payout will be made. Lawful deductions such as taxes or garnishments may be applied, but wages cannot be withheld as a penalty or condition for returning company property unless permitted by law or written agreement.

### STATE LAWS

#### CIVIC DUTY LAWS

An company in South Carolina is not required to pay a Team Member for time spent responding to a jury summons or serving on a jury. An company may not discharge or demote a Team Member who complies with a jury summons or serves on a jury. South Carolina does not have a law that requires an company to grant its Team Members leave, either paid or unpaid, to vote.

#### BONE MARROW DONATION LEAVE

Myrtle Beach Sports Center will provide up to 40 hours of paid time off to eligible Team Members who wish to donate bone marrow.

To be eligible for donation leave, you must work an average of 20 or more hours per week.

To obtain leave under this policy, you must provide documentation from a physician verifying the purpose and duration of the requested leave. If there is a medical determination that you do not qualify as a bone marrow donor, you will not lose the paid time off.

Myrtle Beach Sports Center will not retaliate against Team Members who request or take leave in accordance with this policy.

### **CRIME VICTIM AND WITNESS LEAVE**

If you are subpoenaed as a victim of or a witness to a crime, Myrtle Beach Sports Center will provide you with unpaid time off to attend court proceedings related to the crime.

**Victim** means any individual who suffers direct or threatened physical, psychological, or financial harm as the result of the commission or attempted commission of a criminal offense. The term includes the spouse, parent, child, or lawful representative of a victim who is deceased, a minor, incompetent, or physically or psychologically incapacitated. The term does not include:

- Any individual who is the subject of an investigation for, who is charged with, or who has been convicted of or pled guilty or *nolo contendere* to the offense in question;
  - Any individual (including a spouse, parent, child, or lawful representative) who is acting on behalf of the suspect, juvenile offender, or defendant, unless such actions are required by law; or
  - Any individual who was imprisoned or engaged in an illegal act at the time of the offense at issue in the proceedings.
- Upon receipt of a valid subpoena, notify your Manager as soon as possible to make scheduling arrangements.

Myrtle Beach Sports Center will not retaliate against, suspend, or reduce the wages or benefits of Team Members who request or take leave in accordance with this policy.

### **EMERGENCY SERVICE WORKERS LEAVE**

The Volunteer Firefighter and Emergency Medical Services Personnel Job Protection Act prohibits an employer from firing an employee who is a volunteer firefighter or a volunteer emergency medical services personnel (volunteer) and who, when acting as a volunteer, is part of the firefighter mobilization plan (see link in Additional Resources) established by the state and is responding to an emergency where the U.S. president has declared a state of emergency or where the governor has declared a state of emergency in the state.

A volunteer firefighter is a firefighter who does not receive financial compensation for services to a fire authority and who does not work for another fire authority for compensation.

Volunteer emergency medical services personnel is an emergency medical services provider who does not receive financial compensation for services to a first responder agency, an organized rescue squad, or a county emergency medical service system and who does not work for another related entity for compensation.

## **ISOLATION AND QUARANTINE LEAVE**

Although employers in South Carolina are not required to provide sick leave to employees, they are required to grant leave to an employee who has been ordered to isolate or quarantine by the Department of Health and Environmental Control during a public health emergency. Employers may not discriminate or retaliate against an employee for taking this leave, but if an employee has available annual or sick leave, the employer may require that they use it during their quarantine leave.

A public health emergency means the occurrence or imminent risk of the following:

A natural disaster; or

An illness or health condition that may be caused by terrorism, an epidemic or pandemic disease, or a novel infectious agent or biological or chemical agent that poses a substantial risk of a significant number of human fatalities, widespread illness, or serious economic impact to the agricultural sector, including the food supply.

## **JURY DUTY**

SFC encourages employees 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.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid 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 Myrtle Beach Sports Center 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 Myrtle Beach Sports Center”).
- 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 always. If your position requires a certification, you are expected to maintain certification.