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# TEAM MEMBER HANDBOOK



## TABLE OF CONTENTS

### WELCOME

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Welcome Letter	3
History	4
Venue Offerings	4
Mission and Vision	4

### WORK ENVIRONMENT

---

Parking	5
Bulletin Boards	5
Breakroom/Lockers	5
Restricted Areas	5
Emergency Closing	6
Lost and Found	6

### TEAM MEMBER INFORMATION

---

Teamwork	7
Work Schedule	7
Time Clock	7
Holiday Schedules	7
Meals/ Breaks	8
Dress Code	8
Discount Program	9

### TIME & LABOR LAWS

---

Child Labor/Work Permit	10
State Laws	10
Corrective Action Point System	11

### TEAM MEMBER RESPONSIBILITIES

---

Guest Service	15
---------------	----

### WORKPLACE SAFETY

---

Safety Procedures	15
CPR/AED	15

## **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.

Sincerely,

*Doug Grote*

General Manager - Rocky Top Sports World

## HISTORY

Located at the gateway of the Great Smoky Mountains, Gatlinburg is a short drive for two-thirds of the U.S. population east of the Mississippi river. To make this facility a reality, visionary leaders from Gatlinburg and Sevier County partnered with the preeminent experts in youth and travel sports destinations, Sport Facilities Advisory, and together they planned, developed, funded, designed, and constructed this facility.

## VENUE OFFERINGS

Outdoor Facilities Includes:

- 7 Astroturf fields
- Configurable for 14 youth soccer fields
- Ample Parking Spaces
- Picnic Tables
- Bleacher Seating
- “The Rock” Indoor Facility Includes:
  - 6 Hardwood Basketball Courts + 4 more on site
  - Configurable for 12 Volleyball Courts + 5 more on site
  - 3 Team Rooms
  - Event Planner workspace
  - Message Boards throughout Facility
  - Champ’s Grill
  - Automatic Goals and Volleyball Nets
  - Bleacher Seating
  - Control Desk

## MISSION & VISION

Our mission at RTSW is simple, to promote economic growth and development in the Great Smoky Mountains community supported by the core values of family, wellness, and healthy competition through youth and amateur sports.

Our vision is to drive continued, long-term tourist visitation by creating memorable experiences and events, being a consistent economic catalyst for the community we serve.

This mission and vision reflect 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 these statements, 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

Team Members are required to park on the side of the building with the roll-up doors and enter the building through the service door in the loading area (east side of the building). 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 RTSW notices may be posted, including state and federal mandatory notices, and important communications from the management. Team Members may not post any information on these bulletin boards without the permission of the Human Resources Representative, Direct Manager or General Manager. At RTSW, the Team Member bulletin board is located in the administrative offices above the timeclock and in the SkyBox break area. Additional event information and Team Member notices may also be found in the SkyBox Team Member break area.

### BREAKROOMS

The Skybox has been designated as a break area, but other areas may be assigned dependent on event activity. Team Members working at GP High School, GP Junior High, Mills Park or the Gatlinburg Community Center will take breaks at "The Rock."

At RTSW, we request that you leave all personal belongings locked in your car or at home. Please be advised that RTSW 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

A code will be provided for access to the Administration Office area/SkyBox for your breaks.

## **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, full time Team Members may use available paid time off, if applicable.

If there an emergency closing is necessary, you will be notified by your direct manager. If you have questions about potential closings, please contact your direct manager.

## **LOST AND FOUND**

All lost and found items must be taken to the front desk to be logged in. Valuable items such as cell phones, iPads, purses, or wallets, etc. should be taken to your Direct Manager and will be kept in a secure location.

## **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 Rocky Top Sports World 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 Direct 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. All lunch breaks are 30 minutes in length.

### **TIME CLOCK**

Team Members will clock-in/out at the timeclock located in the administrative offices at the Skybox. If a team member is working off-site, hours worked will need to be reported to their Direct Manager for recording purposes. Team members may clock-in 5 minutes before a shift or 5 minutes after their scheduled shift. All overtime must be approved by the General Manager or Direct Manager. Any discrepancies with clock-in/out procedures must be reported to your Direct Manager immediately so the Finance Manager can be informed. Improper notification may result in unpaid time which will be adjusted on the next pay cycle.

### **HOLIDAYS**

Rocky Top Sports World will follow the same holiday schedule set by The Sports Facilities Companies. When dates do not align, SFC will determine the final schedule.

In Tennessee, all employers must allow their Veteran Team Members to have the full day of Veterans Day as an unpaid holiday if the Team Member gives a month's written notice in advance and their absence will not cause the employer significant economic or operational disruption on that day.

Full-time Team Members are eligible for eight (8) hours of holiday pay for the designated holidays listed below. 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.

New Year's Day	Thanksgiving Day
Good Friday	Day after Thanksgiving
Memorial Day	Christmas Eve Observed
Independence Day	Christmas Day
Labor Day	New Year's Eve

**MEALS/BREAKS**

Per Tennessee State Labor Law, each team member is required to take a minimum of a 30-minute break when scheduled for 6 hours or more. If longer shifts are required, your direct manager will coordinate an adequate break schedule. Team members are not allowed to eat at their workstation. Drinks are permitted but must be kept out of sight from guests.

**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 Rocky Top Sports World. When representing Rocky Top Sports World (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:

Required Event Staff Uniform:

- Orange RTWS T-shirt or Crewneck
- Orange must be showing, no jackets or hoodies over the orange shirt
- T-shirt can be worn over a personal crewneck or hoodie
- Jeans, khaki, or black pants can be worn
- Shorts are acceptable, although they must be an appropriate length
- If wearing a hat, must be RTSW
- No leggings, joggers, athletic shorts or sweatpants
- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes must be always worn. 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.

## **DISCOUNT PROGRAM**

RTSW Team Members will receive one meal per shift free of charge at Champ's Grill. RTSW Team Members are eligible for a 30% discount on RTSW merchandise. To receive this discount, the food and merchandise must be purchased directly by the RTSW 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 Rocky Top Sports World 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, Rocky Top Sports World 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 Rocky Top Sports World for at least 12 consecutive months.
- Work at a job site or location where Rocky Top Sports World 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 ago.

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.

Rocky Top Sports World is not required to provide for the cost of any benefits, plans, or programs during the period of leave unless Rocky Top Sports World provides for these items for all Team Members on leaves of absence.

Rocky Top Sports World 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 with 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 to 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.

## **CORRECTIVE ACTION POINT SYSTEM**

A point system will establish the course of corrective action. The point totals will reset after 90 days.

Points
1 Point: <ul style="list-style-type: none"> <li>• 1 Absent</li> <li>• 2 Consecutive tardies</li> <li>• 3 Tardies over 1 month</li> </ul>
2 Points: <ul style="list-style-type: none"> <li>• 1 No Call No Show (NCNS)</li> </ul>

Points	Disciplinary Action
2 Points	Coaching Moment
3 Points	Written Warning
5 Points	Formal Write Up ** After 3 write ups, Team Member will be terminated

- Tardy = Arriving over 20 minutes late with no communication to MOD or Ops Manager
- Absence = Calling out of work the same day as your shift without being able to fill the shift

Points
1 Point: <ul style="list-style-type: none"> <li>• Excessive Phone Use</li> </ul>

Points	Disciplinary Action
3 Points	Coaching Moment
5 Points	Formal Write Up ** After 3 write ups, Team Member will be terminated

- Excessive Phone Use = 2 counts of being addressed by MOD, Operations Manager, or F&B Manager in a single day because of the amount of time you are spending on your phone while on the clock

## 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 Rocky Top Sports World 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 Rocky Top Sports World!”).
- 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
1. Follow all manufacturer recommendations when operating equipment.
2. Handle hazardous chemicals with care.
3. Use proper lifting procedures and get help when needed.
4. Wear safety glasses and protective clothing when necessary.
5. Immediately report all accidents to a Manager on Duty.

### CPR/AED

Full time 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. Only trained and certified RTSW personnel are allowed to administer CPR or use the AED.