

# Bowling Center Employee Handbook

*(Template)*



Produced by the Bowling Proprietors  
Association of America, Inc.

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*"It Pays To Belong"*

# Designing your Employee Handbook

The material that follows, should allow you to design an employee handbook that will serve as effective policies and procedures for your bowling center. Understand that there is no federal or state requirement that mandates you must have an employee handbook. This means what you chose to put in your handbook is ultimately your decision.

We have attempted to identify those policies that are *typically* found in well written handbooks. Here is how we have designated these policies:

Producing your own handbook will take some work. While we can give you some guidelines and generic wording, ultimately you have to decide what fits your center best.

This is only a generic template and once you have completed this process, it is recommended that you have an attorney look this over as all state laws are different. We recognize that this will be a modest expense, but you should never design one that doesn't have an attorney sign off on it.

Any questions regarding the sample wording provided or the need for suggested wording may be directed to BPAA 817-385-8462.

## How to Use This Handbook

- 1) Save a copy of the word document to your computer as your working copy
- 2) Print out the Table of Contents
- 3) Review the Table of Contents to determine the policies that you plan to include in your handbook
  - a. Delete the policies that you are not planning to use from the Table of Contents.
  - b. Change the name of any of the policies to meet your needs. *(Note: If you change the policy name in the table of contents you will need to change the title name on the appropriate policy page in the handbook).*
- 4) Go through the document and delete the pages that you do not plan to include in your handbook. (These will be the same policies that you deleted from the Table of Contents)
- 5) Review each policy for appropriate wording for your center.
- 6) To personalize your handbook, many of the policies have a text box that prompts you to insert your “Bowling Center” or “Owner/Manager” name.
  - a. Delete the text box and the underline
  - b. Type in the appropriate name/s
- 7) After adding your information, making changes to the verbiage and removing unused and additional optional materials, **delete all that is listed in red**- Many pages have titles and a description, priority, sample wording and in some cases an alternate choice of wording. Delete these titles, descriptions and the wording that you are not going to use. In some cases you may choose to combine wording that best fits your policies and procedures.
- 8) Save your work to an official handbook document when you have completed your new employee handbook.
- 9) This template is for those starting a handbook that do not already have one. In reviewing several Bowling Center Handbooks, we chose not to include every policy, so if there is something missing that you would like to include or you are attempting to bolster your current handbook, contact BPAA and we will help you with your research and/or provide you with additional policy options.

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# Introductory Statement

**Description:** *The 'Introductory Statement' section of your employee handbook is for general disclaimers and descriptions about the content of the employee handbook.*

**Priority:** *This policy is found in almost all employee handbooks. This section is not regulated by law but does help to give the employee information about your Bowling Center and your Mission and Goals.*

## Sample wording:

Your handbook is designed for quick reference and general information. It is not intended as a contract of employment and does not provide in detail all of \_\_\_\_\_ Bowling Center policies. It tells you something about our present organization and sets forth many of the policies and guidelines under which the \_\_\_\_\_ Bowling Center operates. It also tells you about the programs that have been developed here for your benefit, about some of the things that are expected of you as an employee and about many of \_\_\_\_\_ personnel procedures, practices and matters that affect your employment. None of the policies and procedures summarized here can be amended or altered in any way by oral statements made to you. The information contained in this book summarizes such policies, which are subject to change and/or deletion from time to time and can only be changed in writing by the \_\_\_\_\_ . Owner / Manager

# Organization Description

**Description:** *This is the section of your handbook that contains information that you want your employees to know about your bowling center. The following are sections that you should consider including in this section.*

- *Mission, Vision and Value Statements*
- *History of the Company*
- *Organizational Chart*

**Priority:** *This policy is found in almost all employee handbooks.*

# Acknowledgement of Handbook Form

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording for States with "At Will" employment laws:**

## EMPLOYEE ACKNOWLEDGMENT

This is to acknowledge that I have received my personal copy of the Bowling Center Employee Handbook. In consideration of my employment with the Company, I hereby agree to read, observe and abide by the conditions of employment, policies and rules contained in this Handbook. I understand that this handbook is designed for quick reference and general information and set forth many but not all of the Company's policies and guidelines under which the Company operates. I also acknowledge that this handbook is not in any way intended as a contract of employment.

I understand that the policies and procedures described in this handbook are for purposes of information only and, with the exception of the Company's at-will employment policy may be amended or modified by the Company at any time, with or without prior notice. The existence of disciplinary procedures does not change the at-will status of employment at the Company.

I further understand that my employment is entered into voluntarily and I am free to resign at any time. Similarly, the Company is free to terminate my employment for any reason at any time, with or without cause. I also understand that the terms set forth in this Handbook represent the entire understanding between Bowling Center and me and that this understanding cannot be amended or altered in any way by any oral statements made to me. The only way in which any understanding set forth in this Handbook can be altered is by written agreement.

---

Signature of Employee

Date

Copy to: Center employee file

**Sample wording for States without "At Will" employment laws:**

I have received and read the Bowling Center Employee Handbook and agree to adhere to the letter and spirit of the policies, practices and guidelines contained therein.

**"The policies and materials being distributed do not create an employment contract for a definite period of time, set forth employment terms, or limit the reason for termination of the employment relationship. Employment with Bowling Center is terminable. You can leave at any time with or without notice and the company has the corresponding right to terminate the employment relationship. Bowling Center also may depart from the policies from time to time or change them with or without notice."**

---

Employee signature

Date

---

Employee name (print)

Social Security #

Copy to: Center employee file

# Effective Date

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

This employee handbook for \_\_\_\_\_ Bowling Center \_\_\_\_\_ is effective \_\_\_\_\_, 20\_\_\_\_.

Any pages or sections that are updated or revised will have the effective date of the revision printed beside the revised section. Should you have any questions regarding any of the policies contained in this handbook, please ask your supervisor or manager for assistance.

In drafting this handbook, the Company has avoided the use of specific gender pronouns wherever possible. However, where such avoidance would have led to awkward sentences, the Company has used the masculine pronoun. This use should be considered to refer to both genders.

# Manual is not a Contract

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

The policies and procedures herein presented are for informative and illustrative purposes and are in no way to be interpreted as a contract of employment, express or implied, or guarantee of continued employment for any specific period of time.

The work rules contained in the policies and procedures are for illustrative purposes and are not to be considered inclusive.

\_\_\_\_\_ Bowling Center \_\_\_\_\_ reserves the right to unilaterally amend or withdraw any policy or matter set forth in the policies at any time without notice, for any reason it deems appropriate.



# Employment

*The following sections set the stage for employment in your Bowling Center. This is where you set policy and establish practices that all employees must adhere to. Regardless of your centers traditions, certain policies should be established so as to limit liability. It should be clear that the company reserves the right to change any policy at any time.*

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# Code of Ethics

**Priority:** *This policy is found in almost all employee handbooks.*

## Sample wording:

\_\_\_\_\_ Bowling Center \_\_\_\_\_ has a Code of Ethics. The Code commits \_\_\_\_\_ Bowling Center \_\_\_\_\_ to comply fully with its ethical and legal responsibilities in its business activities and relations with employees. Each employee is responsible for adhering to the Code. An employee's actions under the Code are significant indications of his or her judgment and competence and an important element in his or her evaluation for continued employment, promotion and compensation. Each employee meeting the guidelines of the Code will help \_\_\_\_\_ Bowling Center \_\_\_\_\_ comply with its ethical and legal responsibilities. The guidelines set forth below are not necessarily all of the obligations that apply to an employee's conduct. In addition to these guidelines, each employee is responsible to avoid conduct that could reasonably appear to be improper or might injure \_\_\_\_\_ Bowling Center \_\_\_\_\_ reputation for honesty and integrity in its business activities or relations with employees. If in doubt as to what may be appropriate conduct, an employee should consult with his or her supervisor.

### Conflict of Interest

An employee should not have a personal, business or financial interest that is incompatible with the loyalty and responsibility owed by him or her to \_\_\_\_\_ Bowling Center \_\_\_\_\_. In general, an employee is responsible to devote his or her best efforts and attention on a full time basis to the faithful performance of his duties and to refrain from activities or interests that might interfere with these responsibilities. While it is difficult to identify every particular activity that might give rise to a conflict of interest, some practices and circumstances that may result in conflicts are described below.

### Dealing with Suppliers and Customers

Each employee should try to acquire goods and services and make transactions for \_\_\_\_\_ Bowling Center \_\_\_\_\_ on terms most favorable to \_\_\_\_\_ Bowling Center \_\_\_\_\_. An employee should promptly inform his or her supervisor if the employee or a member of the employee's immediate family has or acquires by purchase, gift or otherwise, any interest in or relationship with a supplier, customer or its business, or is performing services for such a firm.

### Dealing with Competitors

An employee should promptly inform his or her supervisor if the employee or a member of the employee's immediate family has or acquires by purchase, gift or otherwise, an interest in or relationship with a competitor or is performing services for a competitor of \_\_\_\_\_ Bowling Center \_\_\_\_\_.

### Compensation from Others

No employee or member of an employee's immediate family should accept compensation, loans, entertainment (more than nominal value), commissions or any personal financial advantage in connection with a transaction in which \_\_\_\_\_ Bowling Center \_\_\_\_\_ has or may have an interest, unless there has been full disclosure and written consent by \_\_\_\_\_ Bowling Center \_\_\_\_\_.

## Employment at Will

**Description:** *Similarly, you should state that either party can end employment at any time and that no policy constitutes a contractual obligation to employees on the part of the company.*

**Priority:** *This policy may not apply to all states. It is important that you check your employment laws before inclusion in your handbook.*

### Sample wording:

Employees shall understand that their employment is entered into voluntarily and they are free to resign at any time. Similarly, the Company is free to terminate their employment for any reason at any time, with or without cause. The terms set forth in this Handbook represent the entire understanding between Bowling Center and the employee and that this understanding cannot be amended or altered in any way by any oral statements made to any employee. The only way in which any understanding set forth in this Handbook can be altered is by written agreement.

## Equal Employment

**Priority:** *This policy is found in almost all employee handbooks.*

### Sample wording:

EMPLOYMENT WITH Bowling Center

The objective of Bowling Center is to obtain qualified employees consistent with position requirements; to seek, employ, promote, and treat all employees and applicants for employment without discrimination as to race, color, sex, religion, marital status, age, ancestry, disability, medical condition, sexual orientation, veteran status, or national origin.  
Bowling Center is an equal opportunity employer.

# Violence in the Workplace

**Priority:** *This policy is found in almost all employee handbooks.*

## Sample wording:

Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involved or affects the company, or which occurs on company property, are considered misconduct and will not be tolerated. This policy applies equally to employees, customers, vendors and temporary employees.

In establishing this policy, Bowling Center seeks to provide a safe work environment and does not intend to create any obligation or liability on the part of the company to take actions beyond those required by law.

Employees and visitors are prohibited from bringing firearms onto company property or a company vehicle. Exceptions to this would include on-duty law enforcement officers.

The possession of firearms on Company property may be cause for disciplinary action including immediate termination of employment. Company property includes, but is not limited to, all Bowling Center facilities, vehicles and equipment, whether leased or owned by the company.

In keeping with the spirit and intent of this policy, and to ensure that Bowling Center objectives in this regard are attained, it is the commitment of Bowling Center:

1. To provide a safe and healthful work environment, in accordance with company safety and health policy.
2. To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive or threatening language or gestures.
3. To take appropriate action when dealing with customers, former employees, or visitors to Bowling Center who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
4. To establish visible security measures to ensure that Bowling Center facility is safe and secure to the maximum extent possible and to properly handle access to company facilities by the public, off-duty employees and former employees.

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# Classification of Employment

**Description:** *Employees are classified by the number of hours that they are regularly scheduled to work and if they qualify to be paid overtime. Many states have specific laws that may or may not override the federal laws. It is critical that you are aware of your State and Federal Laws when establishing this policy.*

**Priority:** *This policy is found in almost all employee handbooks. The caution here is making sure that your explanation of each classification is in compliance with State and Federal Laws regarding the payment of Overtime.*

## Sample wording:

For purposes of salary administration and eligibility for overtime payments and employee benefits, the Company classifies its employees as follows:

1. **Full Time Regular Employees:** Employees hired who work 1500 hours or more in a calendar year. Such employees may be “exempt” or “non-exempt” as defined below.
2. **Part Time Regular Employees:** Employees hired to work fewer than 1500 hours per year. Such employees may be “exempt” or “non-exempt” as defined below.
3. **Temporary Employees:** Employees engaged to work full time or part time on the Company’s payroll with the understanding that their employment will be terminated no later than upon completion of a specific assignment. Note that a temporary employee may be offered and may accept a new temporary assignment with the Company and thus still retain temporary status. Such employees may be “exempt” or “non-exempt” as defined below.
4. **Non-Exempt Employees:** Employees who are required to be paid overtime at the rate of time and one half (i.e., one and one half times) their regular rate of pay for all hours worked beyond forty hours in a work week, in accordance with applicable federal wage and hour laws.
5. **Exempt Employees:** Employees who are not required to be paid overtime, in accordance with applicable state and federal wage and hour laws, for work performed beyond forty hours in a work week. Executives, professional employees, outside sales representatives, and certain employees in administrative positions are typically exempt.

You will be informed of your initial employment classification and of your status as an exempt or non-exempt employee during your orientation session. If you change positions during your employment as a result of a promotion, transfer, or otherwise, you will be informed by your supervisor of any change in your exemption status.

Please direct any questions regarding your employment classification or exemption status to

\_\_\_\_\_  
Owner / Manager

# Employment Records Personnel Records

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

The Company maintains certain information and records on employees that are pertinent to their employment.

The employee is responsible for notifying his or her manager / supervisor immediately in writing of any changes to the following:

- Name
- Marital Status
- Beneficiaries
- Address
- Phone Number
- Number of Dependents

The Company Payroll Departments will:

(1) collect, use and retain only information required for business or legal reasons; (2) restrict the internal availability of personnel information to those with a business need to know; and (3) release information outside this company only with the employee's written approval, except to verify employment or to satisfy legitimate investigations of local, state or federal authorities and/or governmental agencies, or as required by legal process of the court's legal requirements. All records on employment are considered

\_\_\_\_\_ Bowling Center \_\_\_\_\_ property.

Employees who have access to employee records are responsible for treating the records confidentially and in accordance with the foregoing company policy. Violations of this policy may result in disciplinary action up to and including termination.

# Introductory Periods

**Description:** *An introductory period gives both you and a new employee time to determine if the working relationship will continue. This is normally the same time frame for when benefits will become effective.*

**Priority:** *This policy is found in almost all employee handbooks.*

## Sample wording:

During the first 90 calendar days of employment you will be instructed in your duties and your performance will be continuously evaluated to insure that you understand and can perform the duties of your position.

It should be understood that employment during or at any time following the introductory period and throughout employment for each and any employee is for no definite period of time and may be terminated at any time by the company or by an employee with or without cause. Only the \_\_\_\_\_ Owner / Manager \_\_\_\_\_ of the company is authorized to modify this policy in writing.

The seven basic points considered are:

1. Quality of work
2. Quantity of work
3. Attitude (Human Relations)
4. Cooperation
5. Supervisory effectiveness (if applicable)
6. Attendance
7. Punctuality

Towards the end of your introductory period, an employee evaluation may be completed and discussed with you by your Supervisor. At that time, you will be given the opportunity to comment on the evaluation and to sign it, acknowledging that your Supervisor discussed the evaluation with you. It is then added to your personnel file.

# Performance Review / Evaluations

**Priority:** *This policy is found in almost all employee handbooks.*

## Sample wording:

\_\_\_\_\_ Bowling Center \_\_\_\_\_ believes that performance reviews are an important aspect of an employee's development. An employee's manager / supervisor will conduct an annual performance review meeting with an employee at which time his or her performance and competencies will be evaluated and future goals and competencies will be identified.

However, performance reviews are an ongoing process involving continuous feedback. An employee's manager / supervisor should regularly communicate with him or her regarding performance.



# EMPLOYEE BENEFIT PROGRAMS

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# Eligibility

**Description:** *This policy is entirely dictated by Affordable Care Act of 2010. Since that is a living and ever changing document be sure to check and make sure were your center qualifies. The following is a sample policy that gives very specific requirements.*

## **Sample Policy:**

The Company provides its *Full Time Regular Employees* who work at least 1800 hours per year the following types of coverage:

Health (optional) \* Dental (optional) \* Life

*Full Time Regular Employees* may purchase, for themselves and/or their dependents, through payroll deductions, health and dental coverage through the group plan. Life insurance is currently provided at no charge to the employee.

Each *Full Time Regular Employee* is eligible provided such employee has completed the following Service Requirements:

- a. Is in an eligible class shown below:
- b. Has completed the following Service Requirements:

### **1 Month of Employment**

Managers of Bowling Centers, Assistant Bowling Center Managers, Bowling Center Program Director, Maintenance Manager, Accounting Managers, Resident Pro, Chief Mechanics, Head Mechanics (Level A), Bowling Center Maintenance Managers, and Marketing Manager.

### **6 Months of Employment**

Bowling Center Supervisor, Bookkeeper, Mechanic (Level B), Bowling Center Assistant Program Director, Outside Promotion and Sales, Senior and Junior Accounting Clerks

### **12 Months of Employment**

All other Full Time Regular Employees of the Company

All eligible employees must complete an enrollment application. Detailed information concerning insurance coverage may be obtained from a manager or bookkeeper. Plan and benefits may change at the discretion of the Company.

# Employee Discounts

**Description:** *To avoid abuse of privileges / discounts that you give to your employees, it is good to establish a written policy. The following is a sample of how one of our contributing centers handles their employee discounts.*

## **Sample Policy:**

### **EMPLOYEE BOWLING**

Employees are permitted to bowl at prevailing employee prices, provided there is no waiting list. It is the employee's responsibility to see that his/her open play sheet is turned in prior to the start of a waiting list. Sheets turned in while we are on a waiting list will be charged at full price prevailing at that time. Rental shoes may be used at no charge. Employee prices may not be used for any special promotion.

Prices are good for the employee, spouse, children, step children, and/or grandchildren and parents, when accompanied by the employee. Each employee will need to fill out a card stating the names of the family, and their relationship to the employee.

When receiving the assigned lane, the employee must inform the desk that they are an employee and if they have family members with them. Family members may only bowl at the employee price when accompanied by the employee.

When finished, the employee is required to sign the receipt or open play sheet.

### **FOOD AND DRINKS DISCOUNT**

All employees receive a fifty (50) percent discount for meals and drinks (excluding alcoholic beverages). This discount is only available while on duty. The employee is required to sign the receipt or daily log book.

### **PRO SHOP DISCOUNT**

All employees receive a ten (10) percent discount in the pro shop, which includes all items on sale that are already discounted.

# Holidays

**Description:** *Paid Holidays are entirely up to your company. The following sample policy gives a good outline of how they pay holiday pay and who is eligible. It is a good practice to clearly outline your policy for holiday pay.*

## **Sample Policy:**

The following days are paid holidays, if they fall on the employees normal work day: Memorial Day, Labor Day, Thanksgiving Day, Christmas Day and New Years Day.

### Full Time Employees – Salaried and Hourly

Employees are eligible for holiday pay if the holiday falls on a regularly scheduled work day. Hourly employees will receive their normal scheduled hours for that day. If an employee works on a holiday, they will receive regular pay for hours worked, plus holiday pay.

### Part Time Employees

An employee who is classified as part-time is NOT eligible for holiday pay unless they work on the holiday. Any part-time employee that works on one of the company designated holidays will receive 1 ½ times their normal rate of pay.

Any employee who has an unexcused absence immediately before or after a holiday will not be paid for the holiday.

# Insurance Plans

**Description:** *If Group Insurance coverage is offered, your Insurance Policy is the best resource for writing your policy for overages and eligibility. The following is a list of types of Insurance Benefits that some Bowling Centers offer their employees.*

- Medical
- Dental
- Life & Accidental Death and Dismemberment
- Supplemental Life
- Short-Term Disability
- Long Term Disability
- Group Travel Accident
- Voluntary Benefits

# Paid Time Off (PTO)

**Description:** *Paid Time Off can get a little tricky and may require more detail to make sure that you have properly covered your policy. There are two popular ways to accrue and paid time off.*

- 1) Anniversary Date to Anniversary Date*
- 2) Calendar Year*

*For budget purposes and consistency, the Calendar Year method seems to be the most popular amongst our contributors. The following sample policy gives a good outline of how this center addresses vacation pay and who is eligible. It is a good practice to clearly outline your policy for vacation pay.*

## **Sample Policy:**

Because the Company recognizes the importance of PTO in providing the opportunity for rest, recreation, and personal activities, the Company grants annual, paid time off to its *Full Time Regular Employees*, as follows:

<b>Years of Service:</b>	<b>Annual PTO:</b>
1 Year	1 Week
2 - 14 Years	2 Weeks
15 or More Years	3 Weeks

A *Full Time Employee* earns one week of paid time off on their first anniversary date. If an employee falls into part time status in a given year, PTO is not earned for that year. After the first year, PTO earned will revert to the calendar year. PTO is computed at the weekly regular hours, based on the previous twelve months. From hire date to anniversary date divide the total regular hours worked by 52 weeks times your current hourly rate; equals your accrued paid time off. After the first year an employee must use their earned PTO before the end of the calendar year. If the time is not used, it will be forfeited without monetary compensation.

## **SENIORITY FOR VACATIONS**

In order to accrue a year of seniority toward PTO, an employee must work 1,500 hours from his starting date until their following anniversary date. Each year thereafter, the 1,500 hours must be worked in the calendar year in order to earn additional years of seniority towards PTO. If an employee remains employed even though they have fallen below 1,500 hours in a given calendar year, they will retain any previously accumulated seniority.

Example: An employee has worked over 1,500 hours each of their first three years of service. They then have less than 1,500 hours their fourth year of employment. They worked over 1,500 hours their fifth year. This employee has earned four years of seniority towards their PTO.

If an employee's employment terminates, and they are re-hired within a six month period, the employee will retain their accumulated seniority that they have earned prior to their departure. If an employee's employment terminates, and they are not re-hired within a six month period, their previously accumulated seniority will be forfeited. The employee's seniority will start over on their new hire date.

## **PAY IN LIEU OF PTO**

Employees are required to take their earned PTO. No payments will be made in lieu of taking time off, except for accrued unused PTO at the time of termination.

## **PTO SCHEDULING**

PTO may only be taken as a minimum four (4) hour periods and are to be approved by your supervisor. Employees must give 7 days written notice to their supervisor requesting to use PTO. Requested dates will be granted if possible, but shall be subject to the individual center's scheduled activities, available staffing, and other matters at the discretion of the Company.

## **PTO FOR TERMINATING EMPLOYEES**

Employees terminating employment are entitled to payment for unused accrued PTO which they have earned during their previously worked weeks of the calendar year. Under no circumstances does the Company pay PTO during the first year of service.

# Workers' Compensation

**Description:** *Workers' Compensation is mandated in some states and optional in others. It is important that you follow the laws established in your state. The following is a Sample policy and several Alternate Policies.*

## Sample Policy:

Employees that are injured on the job are covered by the Workers' Compensation Act. Bowling Center carries workers compensation insurance. Benefits are provided by the insurance company and include lost time pay as well as medical expenses. Every employee is covered starting on their first day of work.

If you are injured at work you must fill out the Employee Accident Report Form and file it immediately with your manager / supervisor. Benefits cannot be paid to any individual until the accident form is filed with the insurance company.

## Alternate Policy:

Employee injuries incurred as a result of work related accidents are subject to coverage under the Workers' Compensation Act. Benefits are provided through the Company's workers' compensation insurance and include lost time pay as well as related medical expenses. (Your group health care plan does not cover claims covered by workers' compensation). Every employee is covered under Workers' Compensation from the first day of employment.

In the event of a job-related injury, Bowling Center does not pay for time lost during the waiting period. An employee may elect to use earned vacation and/or personal leave during the applicable waiting period. At the end of the waiting period, all company payments will cease and the workers' compensation insurance carrier will pay benefits.

All work related injuries or illnesses, regardless of severity, must be reported to your manager / supervisor immediately. The company cannot guarantee payment of benefits to an employee who fails to report an injury on the day it occurred.

The employee can re-apply for work when released from medical care.

**If you have a "Drug Testing" policy, you might choose to add this statement to your workers compensation policy:**

- You will be required to have a drug screen conducted, regardless of severity.

## Alternate Wording:

In proper cases, Workers' Compensation laws provide benefits to employees sustaining injuries arising out of and in the course of their employment. Be sure all accidents regardless of how minor they seem, are reported immediately and that the proper accident forms are completed, so that you may be considered for benefits.

# TIME KEEPING / PAYROLL

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# Deductions From Pay

**Priority:** *This policy is found in almost all employee handbooks.*

## **Sample wording:**

Deductions will be made from employee earnings on the basis of government requirements or employees' written authorizations. Deductions from pay which are required by law include federal social security tax, Medicare tax, federal/state withholding taxes, local taxes (if applicable) and wage withholding orders. Administrative fees for wage withholding orders (child support, garnishments, etc.) will also be deducted in accordance with state regulations.

Other deductions from pay, which may be made on the basis of employee written authorization, may include, but are not limited to:

- a. Insurance premiums (group and individual plans)
- b. 401(k) contributions and/or loan repayments

An employee is responsible to monitor all voluntary deductions from his or her pay for accuracy and to inform your manager / supervisor of any changes or mistakes.

## **Alternate Wording**

SOCIAL SECURITY (F.I.C.A.) – All employees are covered by the Federal Social Security Program with respect to retirement benefits. The Federal Social Security Act provides monthly retirement benefits to persons meeting certain eligibility requirements after they reach age 62. The act may also provide protection for certain members of your family in the event of your disability or death. Both \_\_\_\_\_ Bowling Center \_\_\_\_\_ and the employee share equally in the cost of paying these taxes to support the Social Security Fund.

FEDERAL INCOME TAX – The Federal Internal Revenue Act requires that \_\_\_\_\_ Bowling Center \_\_\_\_\_ withhold Federal Income Tax from your wages. The amount withheld is stipulated by law and is based on the number of dependents claimed, your marital status and the amount of your earnings. Shortly after the first of each year, a statement (W-2 form) showing the total wages paid to you during the previous year and the amount of tax withheld will be furnished to you by \_\_\_\_\_ Bowling Center \_\_\_\_\_.

VOLUNTARY DEDUCTIONS - Such deductions may include any additional, requested taxes, medical insurance premiums, etc.

## **NOTE INCLUDE WORDING IN STATES THAT WITHHOLD A STATE INCOME TAX**

STATE INCOME TAX – \_\_\_\_\_ State \_\_\_\_\_ requires that \_\_\_\_\_ Bowling Center \_\_\_\_\_ withhold State Income Tax from employees' gross pay. As with Federal Income Tax, the amount of state tax withheld is stipulated by law and is based on the number of dependents claimed, your marital status and the amount of your earnings. Should you be subject to such withholding, a statement (W-2 form) showing the amount of State Tax withheld from your total earnings during the previous year will be furnished to you by \_\_\_\_\_ Bowling Center \_\_\_\_\_ shortly after the first of the year.

***If there are other State related taxes that you must deduct from your employees pay, you need to include wording applicable to these deductions.***



# Pay Day and the Work Week

**Description:** *This section should cover how and when employees are paid*

**Priority:** *It is important that State and Federal Laws are taken into consideration when writing your policy for payment of wages and overtime pay.*

**Sample wording:**

Employees are paid \_\_\_\_\_ and the work week begins on \_\_\_\_\_ and ends on \_\_\_\_\_. Paychecks are issued on \_\_\_\_\_.

Every effort will be made to ensure that paychecks are distributed on the scheduled day. Paychecks will be given to another employee only upon written request by the employee entitled to receive the paycheck.

**Alternate Wording**

Paydays at \_\_\_\_\_ occur on a \_\_\_\_\_ basis and the pay period shall begin on \_\_\_\_\_ and end on \_\_\_\_\_. Paychecks are issued every \_\_\_\_\_. Paychecks are normally distributed by your manager / supervisor near the end of your work shift.

Your paycheck will have a check stub attached that itemizes the various deductions required by law or authorized in writing by you. You should keep these statements for your personal records. If an error should ever occur on your paycheck, report it at once to your manager / supervisor so that action may be taken for review and adjustment.

Paychecks will be presented only to the named employee. Requests for special handling of your check in certain cases must be arranged in advance through your manager / supervisor and checks will be issued only with proper, authorized identification. In the event of any irregularity, the paycheck will be retained by your manager / supervisor for issuance directly to the employee at a later time.

Any questions you may have concerning your salary should be discussed with your manager / supervisor.

## Lost Paycheck & W-2 Form

**Priority:** *This policy is found in most employee handbooks.*

**Sample wording:**

A \$\_\_\_\_\_ bookkeeping fee will be assessed to replace lost W-2 forms. Lost paychecks will be replaced at the cost of the current rate of “stop payment” charged by the bank.

# Regular Pay & Overtime Compensation

**Description:** *This section deals with other policies that relate to the payment of wages to your employees. Areas that you should address are: Hourly employees, overtime compensation and Salaried Employees*

**Priority:** *This policy is found in almost all employee handbooks. It is important that State and Federal Laws are taken into consideration when writing your policy for payment of wages and overtime pay.*

## Sample Wording

Hourly – All hourly employees are paid their regular rate of pay for hours worked up to the maximum of 40 hours per week. Overtime will be paid at the rate of 1 ½ times regular rate for hours over 40 worked in a work week Saturday through Friday. Vacation, holiday and sick leave hours do not count toward the 40 hour maximum counted for overtime.

Overtime is not expected of you regularly, however it is possible you will be asked to work overtime under certain circumstances. All overtime must be pre approved by your supervisor / manager.

Salaried – Salaried employees are compensated at a base annual salary that is evenly allocated on a \_\_\_\_\_ basis. Salaried employees are not eligible for overtime pay. Salaried employees pay will terminate on their last day of active employment and be prorated for days worked.

## Tips and Gratuities

**Priority:** *This policy is found in almost all employee handbooks.*

### Sample wording:

All employees that receive tips or gratuities are required by state and federal law to report those tips on their time cards. These tips / gratuity amounts will be added to your gross pay for the purpose of deducting taxes. When you file your personal tax return, you must claim these tips according to state and federal law.

### Alternate Wording for Tips

An employee who receives more than \$20.00 in tips in any month is required by law to report the amount of those tips by the 10th day of the following month. The report is to be made on the appropriate form. Reported tips will be included as taxable income on the employee's paycheck.

If an allocation of tips is required at year-end, in accordance with TEFRA regulations, the employee will be required to pay his or her own Social Security, Federal and State Income taxes with his or her personal Tax Return.

# Wage Information

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

Your salary and that of every other employee is confidential. Salary or hourly wage is based on a number of factors. These include experience, responsibility, longevity, attitude and performance. Discussions regarding salary or wage should be directed to your manager / supervisor, not your co-workers. Any employee who discusses salary or wage with co-workers will be terminated.

# Termination of Employment

**Description:** *State your policy for termination. State Laws may dictate stronger or more specific wording.*

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

\_\_\_\_\_ Bowling Center \_\_\_\_\_ will terminate any employee that violates company policies, practices or procedures. Any conduct determined not to be in the best interest of \_\_\_\_\_ Bowling Center \_\_\_\_\_ is also grounds for termination.

\_\_\_\_\_ Bowling Center \_\_\_\_\_ policy is to terminate any employee who has not actively performed work for the company for Twelve (12) weeks unless the employee is on short-term disability approved leave or has been placed on inactive status by their Manager / Supervisor. During short-term disability, employment will remain “active” for the duration of short-term disability but will be terminated at the end of the sixth month of disability. During approved leave under the Family Medical Leave Act, employment will be terminated upon the depletion of available leave under the Act unless the employee returns to work with a medical release.

At the time of termination, employees are required to return all \_\_\_\_\_ Bowling Center \_\_\_\_\_ property. Final paychecks will be issued in accordance with state and federal laws.

# Time Records

**Description:** *When speaking to a labor consultant, they will recommend that you use a time clock for hourly employees to record hours worked. This protects you down the road if an employee claims that they were not paid overtime. This method becomes a little more labor intensive, but keeps everyone honest. To make your job easier, there are time clocks available that add up the hours worked each day.*

**Priority:** *This policy is found in almost all employee handbooks.*

## Sample wording:

\_\_\_\_\_ Bowling Center \_\_\_\_\_ will comply with all federal and state requirements by maintaining records of hours worked by employees.

Time records will be tracked daily using a time clock. At the end of each pay period, time records will be verified and submitted to your manager / supervisor. After review and any necessary corrections, your manager / supervisor will approve and forward the time to \_\_\_\_\_ for processing.

All employees must submit an accurate account of hours worked and benefit hours in order to receive payment of wages. Time records are considered company property. Falsification of time records and clocking another employee in or out is prohibited and will be grounds for disciplinary action, up to and including immediate termination.

### Alternate Wording

The normal workweek will consist of \_\_\_\_\_ hours. You must use the time card provided to record your hours worked, and is our only method of determining your pay. Time cards must be recorded when you arrive, any time taken off for meals, and the end of the day. In the event that you do not use the time clock provided, record this time on your time card and initial. If neither of the above is done, your manager / supervisor will make every effort to record your correct time.

Employees may not clock in earlier than 5 minutes before starting time or 5 minutes after quitting time.

# WORK CONDITIONS & HOURS

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# Breaks / Lunch

**Description:** *You need to establish a policy for Breaks and Lunch. Some state laws mandate minimum amounts of time off for breaks and lunch depending on the number of hours that an employee works.*

**Priority:** **This policy is found in almost all employee handbooks.**

**Sample wording:** **Wording should be in line with your state and local labor laws.** If you have questions on how to word your policy for Breaks / Lunch, please contact BPAA and we will give you some suggestions.

## Computer, E-Mail and Internet Usage

**Description:** *Your Bowling Center may furnish computers and programs for your employees to use as part of their job. It is important that you protect yourself from possible misuse and copyright infringements by an employee.*

**Priority:** *This policy is found in almost all employee handbooks.*

### Sample Wording:

Computers, computer files, the e-mail system, and software furnished to employees are the property of this bowling center and are intended for business use. Employees may not use their computer for personal Instant Messaging. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage will be monitored.

This Bowling Center strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees. Therefore, the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale is prohibited.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

\_\_\_\_\_ Bowling Center \_\_\_\_\_ purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, \_\_\_\_\_ Bowling Center \_\_\_\_\_ does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. \_\_\_\_\_ Bowling Center \_\_\_\_\_ prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the Owner or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

# Drug Free Workplace

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

It is the policy of the Company to create a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. The use of controlled substances is inconsistent with the behavior expected of employees, subjects all employees and visitors to our facility to unacceptable safety risks, and undermines the Company's ability to operate effectively and efficiently. In this connection, the unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance in the workplace or while engaged in Company business off the Company's premises is strictly prohibited. Employees convicted of controlled substance-related violations in the workplace (including pleas of nolo contendere, i.e., no contest) must inform the Company within five (5) days of such conviction or plea.

## General Health & Safety Rules

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to their manager / supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees are required to immediately notify their manager / supervisor. Such reports are necessary to comply with applicable laws and initiate insurance and workers' compensation claims procedures. The Company is committed to providing all employees with a safe place of employment. The Company will endeavor to comply with all applicable federal, state, and local safety and health regulations and to make any reasonable safety rule necessary to insure the well-being of our employees.

Every employee must help to insure their own health and safety by using safety devices, including any and all assigned protective clothing and by maintaining good housekeeping standards, reporting to supervisors all injuries, and all unsafe conditions, equipment or practices, and by observing all safety rules and regulations at all times.

# Personal Telephone Calls, Cell Phones & Pagers

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

Any emergency calls will be put through for you or to you by way of your supervisor / manager. Please request that friends or relatives call only in the event of an emergency.

The use of cellular telephones and/or personal electronic devices during work is not permitted. They may be used to conduct personal business outside of working hours or on breaks only.

## Smoking Policy

**Description:** *It is important to write your Smoking Policy based on your local, county or state smoking policy.*

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:** *If you have questions on how to word your Smoking Policy please contact BPAA and we will give you some suggestions.*



# **EMPLOYEE CONDUCT & DISCIPLINARY ACTION**

Page #

**Attendance, Punctuality and Absenteeism**

**Alcohol, Drug and Substance Abuse Policy  
(Drug Free Workplace)**

**Appearance and Uniform Standards  
(or Dress Code)**

**Harassment / Sexual Harassment**

**Disciplinary Action**

**Causes for Discipline**

# Attendance, Punctuality and Absenteeism

**Priority:** *These policies are found in almost all employee handbooks.*

## Sample wording:

You were hired to perform an important function as part of the \_\_\_\_\_ Bowling Center team. As with any group effort, it takes cooperation and commitment from everyone to operate effectively. Therefore, your attendance and punctuality are very important. Absences cause a slow-down in the work and added burdens for your fellow employees. Good attendance and punctuality are expected and required from all employees, and are your personal responsibility.

### **You might add this to the above regarding Absenteeism**

If you are unable to work because of illness or injury, notify your supervisor in sufficient time to arrange for a replacement. An employee with more than \_\_\_\_ absences in a pay period that cannot be supported by a medical personnel release will be terminated. Any employee that leaves during their shift without permission from your supervisor or the manager on duty will be considered absent. An employee that misses two consecutive scheduled shifts without notifying the manager will have assumed to have voluntarily quit.

### **Alternate Wording**

Employees who are unable to report to work or who will be late should notify their supervisor at least 8 hours before the start of the shift that they will be late or absent for, unless the situation makes it impossible to do so. This applies even if you have arranged with a co-worker to cover your shift. Notification of less than 8 hours or excessive absenteeism may result in disciplinary action.

If you feel that you are getting ill, and are not sure if you will be able to come in to work the next day, you should notify your supervisor early enough that they may try to arrange to have a back up in case you do need to be absent the following day due to illness.

### **Schedule Changes / Absences**

If you must change your schedule for any reason, you will usually be allowed to do so. However, you are responsible for speaking with your co-workers and securing a qualified and trained person in your specific position. The change in schedule should not cause unreasonable overtime (over 40 hours) for either you or your replacement. Once you have worked out a proposed change in the schedule you must notify your supervisor of the change. If you cannot work out a satisfactory change to cover your position you may not change your schedule. Failure to follow this procedure may result in disciplinary action.

### **Tardiness – Sample Wording**

Our business is service. The entire operation of this bowling center is service oriented. In order to perform high quality service to the public our employees must be punctual and reliable. Tardiness affects your co-workers and reflects badly on our bowling center as a whole. Habitual tardiness is unacceptable. All employees are expected to report to work on time and be ready to clock in for their scheduled shift according to the posted schedule. If an employee is tardy more than three times in any pay period, this is grounds for disciplinary action up to and including termination.

# Alcohol, Drug and Substance Abuse Policy

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample wording:**

Because of the serious problems, risks and liabilities resulting from intoxication due to drugs, alcohol or other substances, we feel that it is important for all employees to be aware and informed of our policy on this subject:

"Manufacturing, bringing, selling, dispensing, distributing, possessing, consuming or using intoxicating liquors, controlled substances, narcotic drugs, intoxicants or chemicals on Company premises or vehicles; or reporting to work or being on the job while under the influence of alcohol, drugs or intoxicants of any type is absolutely and strictly prohibited."

We have and intend to continuously and strongly enforce this policy at all times. Employees who are found to have violated this policy will be subject to immediate discharge for cause. Furthermore, when and where appropriate, Bowling Center may also involve appropriate law enforcement authorities in the investigation, enforcement and prosecution of possible violations of law in this matter.

We will attempt to protect employees against arbitrary actions in the enforcement of the above policy. In order to administer this policy fairly and objectively, employees who are suspected of intoxication for any reason while on duty or prior to going on duty may be subject to a medical examination and/or alcohol/drug screening tests, when in the judgment of management, such action is warranted. Drug screening may also occur as part of a pre-employment physical examination and, when warranted, in cases of serious, lost-time, work-related injuries or accidents and for special post-rehabilitation programs. Such examinations and/or tests, when requested, will be a condition of employment. The Company will pay drug-screening expenses.

Additionally, and for the protection of the Company, its employees and customers, all employees should be aware of the fact that many proprietary, over-the-counter or prescription drugs may cause sleep-inducing, tranquilizing or narcotic effects; therefore, employees who take or anticipate taking any such drugs or substances while on duty are required to notify their supervisor before doing so. Failure to do so may be cause for disciplinary action or dismissal.

This is a matter of major importance to each and every one of us and for this reason, your fullest compliance and cooperation is requested.

# Appearance and Uniform Standards (or Dress Code)

**Description:** *This policy governs the dress code for your center. It should cover every aspect of appearance and should be very specific in content.*

**Priority:** *This policy is found in almost all employee handbooks.*

**Sample Wording:** Bowling Center bowling employees will maintain a professional appearance at all times. This includes attire, grooming and personal hygiene.

**Alternate Wording:** First impressions are important. The way customers judge a business, especially a service-oriented business, is by its employees. Good grooming and appropriate clothing can be among your most valuable assets. Good grooming implies neatness, cleanliness, and attire that is appropriate for your position. If uniforms are provided they must be worn.

Following are suggestions for guidelines:

- ✓ Casual shirts are appropriate. T-shirts, sports jerseys or any shirt without a collar are not acceptable. Sweater or sweatshirts will be the only approved inclement weather garment.
- ✓ Casual pants are appropriate. Blue jeans, shorts or sweat suits are not acceptable.  
**Thoughts.** *If jeans are acceptable, you will want to cover certain things. You need to make sure the jeans are not overly faded, frayed or have holes in them. They should be neat and clean at all times.*
- ✓ Shorts may be worn during certain times designated by management. No food services or mechanics may wear shorts.  
**Thoughts:** *If you allow shorts to be worn you need to give specific criteria.*
- ✓ Skirts and dresses are acceptable for female employees.  
**Thoughts.** *The actual hem length is at your discretion. Finding a balance between what is fashionable and what is not acceptable is the key.*
- ✓ Standard business shoes are required.  
**Thoughts.** *If tennis shoes are acceptable, you need to qualify them. Tennis shoes come in a wide range of styles and colors. You must decide if anything other than predominantly white is acceptable. You need to specify that they must be in good condition and laced up.*
- ✓ Hair. You must decide what restrictions you want. Requiring it is clean and neat covers most of the bases, but you may want to comment on extreme hair styles.
- ✓ Body piercing. If you chose to have restriction on piercing, this should be limited to ones that are visible.
- ✓ Tattoos. You must decide if tattoos are acceptable and what, if any, limitations you want to place on them. For example, you might not want to allow facial tattoos or tattoos that are offensive in nature.
- ✓ Personal hygiene. This might read as follows: "As bowling center employees interact daily with our customers, special attention should be given to your personal hygiene. Cleanliness and good grooming are essential.
- ✓ Uniform Standards wording:  
Center employees may wear Approved Colors slacks and the approved logo shirt. Denim is not acceptable.
  - Employees that are required to wear uniforms must wear the entire required uniform. The uniform must be neat, clean and pressed at all times.
  - Uniforms should have all buttons present.
  - Worn or damaged uniforms should be mended or replaced as necessary to maintain proper appearance.
  - It is the employees' responsibility to ensure that their uniforms are clean and in good condition prior to reporting to work.
  - A nametag is a required part of the uniform and must be worn at all times while on duty. The exception to this is mechanics, which for safety reasons may use a name patch instead of a nametag.

# Harassment / Sexual Harassment

**Description:** *You need to make it clear to all employees to show respect for other employees which is key to the employment relationship.*

**Priority:** *This policy is found in almost all employee handbooks.*

## Sample wording:

\_\_\_\_\_ Bowling Center \_\_\_\_\_ is committed to providing a work environment, which is free from discrimination. In keeping with this commitment, \_\_\_\_\_ Bowling Center \_\_\_\_\_ maintains a strict policy prohibiting harassment for reasons of race, color, religious belief, sex, national origin, sexual orientation age or handicap. This applies to all employees, including non-supervisory, supervisory, managerial personnel and any other agents of the \_\_\_\_\_ Bowling Center \_\_\_\_\_. Furthermore, it includes harassment in any form, including verbal, physical and visual harassment.

Sexual harassment includes, but is not limited to, making unwanted sexual advances or requests for sexual favors where either (1) submission to such conduct is made an explicit term or condition of employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decision affecting such an individual; or, (3) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Employees are encouraged to bring, without fear of reprisal, any form of harassment to management's or the Owner's attention.

Employees who violate this policy will be subject to immediate disciplinary action up to and including dismissal.

Any employee who believes that he or she has been harassed by a co-worker, supervisor or agent of the company should:

1. Tell the alleged harasser that the behavior is offensive and unwelcome.
2. Promptly report the facts of the incident or incidents and the names of the individuals involved to their immediate supervisor or, in the alternative, to a manager.
3. If the immediate supervisor is the alleged harasser, the employee should talk with that person's supervisor about the situation. If the employee is uncomfortable with approaching the alleged harasser's supervisor, then report the alleged harassment to the Owner.
4. Any management representative receiving such a complaint shall promptly conduct as discreet and thorough an investigation as practicable.
5. The management representative shall immediately report any incident of sexual harassment to the Owner.
6. Upon completion of the investigation, the Management Representative / Owner will determine the proper course of action. If an employee's complaint is found to have merit, appropriate corrective action will be taken, commensurate with the seriousness of the particular offense, up to and including termination.
7. Even if the allegations of harassment are found to be without merit, it is a violation of this Bowling Centers guideline to retaliate against an employee for having asserted a complaint under this guideline. Where retaliation is found, appropriate corrective action shall be taken, commensurate with the seriousness of the offense, up to and including termination.
8. Information gathered during an investigation will be held in strict confidence. Members of management will investigate and discuss a claim of harassment only with those individuals who have a need to know about it or who are able to supply necessary background information. \_\_\_\_\_ Bowling Center \_\_\_\_\_ recognizes that whether a particular action or incident is a purely social relationship or an act of harassment requires a factual determination. \_\_\_\_\_ Bowling Center \_\_\_\_\_ also recognizes that false accusations of sexual harassment can have serious effects on innocent employees. We expect all employees of \_\_\_\_\_ Bowling Center \_\_\_\_\_ to act responsibly to establish a professional working environment free of harassment and discrimination.

If you have any questions concerning this policy, please feel free to contact your immediate supervisor at your convenience.

# Disciplinary Action

**Description:** *This is a very touchy policy. It is important to note that when you include a "Disciplinary Action" procedure in your handbook that you intend to follow it. You should consider making Disciplinary Procedures to be followed "suggestions" rather than "policy".*

**Priority:** *This policy is found in almost all employee handbooks.*

## Sample wording:

Disciplinary action will be taken when in the judgment of the supervisor / manager an employee has committed an offense or violated a Company rule. With the exceptions of serious rule violations that may result in immediate termination of employment, all other rule violations may result in a verbal or written warning for the first infraction depending on the degree of seriousness. Second or third violations within a twelve-month period may result in a written warning or final written warning or discharge, again depending on the degree of seriousness. A fourth violation within a twelve-month period may automatically result in an employee's termination. It must be understood that under progressive discipline, employees need not violate the same rule repeatedly to warrant reprimands or disciplinary action. If an employee's record is free from infractions or violations of rules for a consecutive period of twelve months, such previous violations will not be used for disciplinary action against that employee.

## Disciplinary Procedures To Be Followed:

1. When an employee is to be disciplined, the employee will be called into a private office or area to maintain the confidentiality of the matter.
2. At the supervisor's / manager's discretion, minor rule violations that are first offenses may be issued as verbal warnings only.
3. Second offenses or rule violations of a more serious nature may warrant written warnings and a copy of such warnings may normally be issued to the employee at the time of the warning. Third offenses may warrant final written warnings, which may also be issued to the employee at the time of the warning. Such warnings may include the date and nature of the violation(s) and the consequences of any further rule violations or infractions.
4. Fourth offenses or rule violations of a serious nature may warrant termination of employment as discharge for misconduct or cause. When rule violations of a serious nature occur, the supervisor / manager may, at his/her discretion, have the authority to immediately suspend an employee and instruct the employee to clock out and immediately leave the premises, pending an investigation of the violation(s) and related circumstances. All discharge recommendations will require the final review and approval of the \_\_\_\_\_ Owner / Manager \_\_\_\_\_ to protect employees against arbitrary actions.

*Note: You can also write your policy without steps for Discipline.*

# Causes for Discipline

**Description:** *There is concern when you include a list of causes for discipline. Employees may get the impression that these are the only reasons that may be cause for discipline. The following sample list is only included to give you some ideas of "Causes for Discipline" found in other Bowling Center Handbooks.*

**Priority:** *This policy is found in almost all employee handbooks.*

## **Sample List of causes for discipline:**

- Not following the Company policy regarding absence or tardiness or excessive absence or tardiness.
- Failure to conform to attendance and/or leave requirements.
- Leaving the job or the regular working place during working hours for any reason without authorization from your supervisor, except for lunch, breaks and going to the restrooms.
- Leaving work before the end of the shift or not being ready to work at the start of the shift, without permission from your supervisor.
- Insubordination toward members of supervision (refusal to comply with instructions or intentional failure to perform assigned duties)
- Immoral, disorderly or indecent conduct including the use of abusive, profane or threatening language.
- Interfering with the work of other employees.
- Engaging in acts of violence or threats of violence toward Management, fellow employees, or customers.
- Fighting, horseplay or negligent damage of property.
- Engaging in behavior designed to create discord and lack of harmony or willfully restricting work output or encouraging others to do the same.
- Inefficiency or lack of application of effort on the job.
- Contributing to unsanitary conditions or poor housekeeping.
- Malicious gossip and/or the spreading of rumors.
- Not performing the essential functions of the job.
- Willful disregard for Company safety or security rules.
- Being intoxicated or use of or possession of illegal drugs on company premises.
- Lying about any reason for being tardy or absent from an assigned shift.
- Falsification or misrepresentation on employment application, company forms, reports, personal absence records, illness, time cards or any other company records.
- Engaging in acts of theft or sabotage.
- Unauthorized soliciting for causes of any kind, or unauthorized collection of funds of any kind during working time.
- Unauthorized use of Company equipment or property; using equipment for personal use or profit, without authorized permission.
- Unauthorized distribution of written or printed material.
- Conducting an unauthorized lottery or gambling on company premises.
- Posting notices without approval, or removing or altering bulletin board information.
- Spreading rumors, anti-company remarks or attitude.
- Surly, belligerent, or discourteous attitude toward management, co-workers, or customers of the Company.
- Verbal, written, and/or physical assaults.
- Failure to maintain a neat and clean appearance, departure from accepted conventional modes of dress or personal grooming. Improper clothing, dangling jewelry, shorts, sandals, halters, etc.
- Unauthorized removal of equipment or documents from the premises.
- Unauthorized possession of firearms or explosives on company property or while on duty. Carrying any weapon.

- Time Clock abuse.
- Working off the time clock.
- Immoral or indecent language or conduct toward another employee. Telling racial type jokes or making racial slurs.
- Failure to observe safety rules.
- Any act of harassment including sexual harassment.
- Leaving your work area at times without authorized permission.
- Any form of dishonesty.
- Use of daily deposit to replenish safe shortages.
- Use of safe funds to replenish daily deposit shortages.
- Sleeping or loafing while on the job.
- Conviction of a felony or a misdemeanor that the company determines, in its sole discretion, would endanger others and/or damage the reputation of Bowling Center.
- Intentional destruction or damage to company property.
- Release of confidential information regarding Bowling Center, without prior approval.
- Writing the Company a check that is returned for insufficient funds, closed account, or any similar reason.
- Bribery and extortion (accepting or demanding indirectly favors, loans, or preferential treatment of any sort from organizations or individuals who have or seek to have a business relationship with the company).
- Use of a company vehicle, at any time, for personal purposes, without prior approval.
- Falsely stating or making claims of injury.
- Receiving two or more wage garnishments of two or more separate debts.
- Leaving your work area or the Company premises before the end of the shift without authorization of your manager / supervisor
- Restricting production, work assignments or interfering with others in the performance of their assigned duties.
- Abuse of Smoking Policy.
- Littering of Company premises or adjacent properties.
- Engaging in immoral or indecent conduct.
- Entering Company premises or remaining on the premises while not on duty or not scheduled for work.
- Using Company telephones or equipment for personal calls or conducting personal business during working hours without specific permission from your manager / supervisor.
- Soliciting for any purpose during working time or distributing literature for any purpose during working time or in working areas.

The foregoing are not intended to be all inclusive of the required discipline, proper standards of conduct or obligations, which employees are expected to observe at all times.



# Reference Guide

Many States have specific employment laws. The following is a list of often overlooked employment laws that you should research before writing your employee manual. This list is not meant to assume that every circumstance has been covered. When in doubt, consult an attorney and research your state laws on the internet.

## **Leave Laws, By State**

Bone Marrow/Organ Donor Leave  
Disaster Service/Volunteer Firefighting Leave  
Family/Parental/Adoption Leave Laws  
Jury/Witness Duty Leave  
School Visitation Leave  
Voting Leave laws

## **Other Employment Rules, By State**

Child Labor: Hours of Work/Meal and Rest Periods  
Child Labor: Prohibited/Permissible Occupations  
Child Labor: Work Permit/Certificate Requirements  
Days/Hours of Rest Laws  
Drug Testing Laws  
Employee Access to Personnel Files  
Hours of Work  
Layoff Laws  
Meal/Rest Period Requirements  
Minimum/Prevailing Wage  
New Hire Reporting  
Payment Upon Termination  
Wage Deduction Law  
Wage Payment Law  
Wage Statements

## **Compliance Issues**

- Age Discrimination in Employment Act of 1967
- Americans with Disabilities Act of 1990
- Compliance Calendar
- Consolidated Omnibus Benefits Reconciliation Act (COBRA) of 1986
- Consumer Credit Protection Act of 1968
- Employee Polygraph Protection Act of 1988
- Employee Retirement Income Security Act (ERISA) of 1974
- Equal Pay Act of 1963
- Executive Order 11246 of 1965
- Fair Credit Reporting Act of 1969
- Fair Labor Standards Act of 1938
- Family and Medical Leave Act Decision Tree
- Family and Medical Leave Act of 1993
- Federal Labor Laws by Number of Employees
- Federal Posting Requirements
- Federal Reporting Requirements
- Health Insurance Portability and Accountability Act (HIPAA) of 1996
- Immigration Reform and Control Act of 1986
- Mental Health Parity Act of 1996
- Minimum Wage History Chart
- National Labor Relations Act of 1947
- Newborns' and Mothers' Health Protection Act of 1996
- Occupational Safety and Health Act of 1970
- OSHA Recordkeeping
- Personnel Files
- Reporting & Disclosure Guide for Employee Benefit Plans
- Sarbanes-Oxley Act of 2002
- Sexual Harassment
- Title VII of the Civil Rights Act of 1964
- Uniform Guidelines on Employee Selection Procedures of 1978
- Uniformed Services Employment and Reemployment Rights Act of 1994

