



Employee Handbook

Contents

Club Info	1
Owners	1
Executive Board	1
Management	1
General Contact Information	1
General Manager	1
Sales Manager	1
Camp Director	1
Maintenance Manager	1
Hiring Requirements and Information	1
Required Forms	1
Training	1
Everyone’s Responsibilities	1
Schedules	2
Receptionists	2
Lifeguards	2
Cabana and Chair Attendants	2
Maintenance	2
Required Training	2
Meal Information	2
Time clock	2
Sick Time	3
Paychex	3
Pay days	3
W2’s	3
Employee Parking	3
Employee Usage of the Club	3
Rental Pricing	3
Club General Information	3
Email locations	3
Repairs	4
Wait List	4
Cancellations	4
Valet Parking	4

- Guests 4
- Phone System..... 4
 - Extensions 4
- Summer Office Hours..... 4
- Off Season Club Hours 5
- Job Descriptions 5
 - Receptionists..... 5
 - Uniforms 5
 - Phone Etiquette 5
 - Maintenance 5
 - Uniforms 5
 - Cabana/Locker Attendants 6
 - Food Service and Ice Service Responsibilities 6
 - Food Purchase..... 6
 - Outside Food Delivery..... 6
 - Ice..... 6
 - Facility and Other Club Responsibilities..... 6
 - Garbage 7
 - Late Man 7
 - Emergencies and Other Situations..... 7
 - Uniforms 7
 - Lifeguards..... 7
 - Uniforms 7
 - Pool Information 7
 - Swim Lessons 8
- Camp 8
- Tennis..... 8
- Wait List 8
 - How does the wait list work?..... 8
 - Wait List Basics..... 8
- Renewals 9
- Reserved Parking..... 9
- Appendix 10
 - Court Clean Page..... 10
 - Employee Data Sheet..... 11

Direct Deposit Form	12
Performance Evaluation.....	13
Employee Statement.....	14
Reverse Performance Evaluation.....	15
Cabana/Attendant Checklist	16
Lifeguard Checklist	17
Receptionist checklist	18

Club Info

Owners The Sevy and Carasso Families

Executive Board

President	Lawrence Wein	Sales	Sandra Wein
On-site Supervisor	Helaine Fraser	Technical Supervisor	Joann Perahia

Management

General Manager	George J. Amitrano Jr.	Sales/Office Manager	Denise Peppe
-----------------	------------------------	----------------------	--------------

General Contact Information

Mailing address 2045 Ocean Blvd Atlantic Beach, NY 11509

Phone (516) 239-2150

Website www.catalinabeachclub.com

Email cbc@catalinabeachclub.com

<u>General Manager</u>	George J. Amitrano Jr.	george@catalinabeachclub.com
------------------------	------------------------	--

<u>Sales Manager</u>	Denise Peppe	denise@catalinabeachclub.com
----------------------	--------------	--

<u>Camp Director</u>	Leah Einhorn	leah@catalinabeachclub.com
----------------------	--------------	--

<u>Maintenance Manager</u>	Baltimore Manzano	repairs@catalinabeachclub.com
----------------------------	-------------------	--

Hiring Requirements and Information

All employees must meet all federal, state and local requirements for employment. All employees under 18 years of age must have appropriate state issued working papers.

Required Forms

All employees must submit when hired: All forms are located on the employee page on the Catalina website. The area is password protected. When hired you will be given the password. Which will change annually.

Employee Data Sheet	Employee Statement	Employee Availability	Federal W4
---------------------	--------------------	-----------------------	------------

Federal I 9	Direct Deposit Authorization
-------------	------------------------------

All employees must submit yearly or as changes occur:

Employee Data Sheet	Employee Statement	Employee Availability	Federal W4
---------------------	--------------------	-----------------------	------------

Direct Deposit Authorization

Training

All employees must complete the sexual harassment training every year before beginning work.

Everyone's Responsibilities.

Catalina Beach Club is a unique venue in Atlantic Beach. It has maintained its Art Deco charm since its establishment in 1944. It is the responsibility of every employee to help maintain the cleanliness and safety of the Club.

Schedules

All schedules are subject to change based on weather and needs of the Club.

Receptionists 9 – 5 10 – 6 11- 7 12 - 8

Lifeguards

Camp Swim Instructors 5 days 6 hour per day 10:30 – 3 and 1 8 hour weekend day 9 to 5:30/10 – 6:30/10:30-7

Early Guards 9 – 5 1 set up beach 1 vacuum pool.

Main Guards 10 – 6 Beach and Pool open.

Late Guards 11 – 7 2 Sitting pool.

Cabana and Chair Attendants

Attendants cannot start before 8AM

All heads must start by 9am

Heads work every Saturday, Sunday, Monday, Wednesday, and Friday

Assistants work every Saturday, Sunday, Tuesday, and Thursday

Schedules change when employees go back to school.

Every cabana / chair attendant works every weekend and MUST WORK LABOR DAY WEEKEND to possibly come back the next season.

All attendants must stay until there are fewer than 3 occupied units in their area of responsibility.

Maintenance

7:30 – 4 PM

1 late person needed 11 – 7 Saturday and Sunday July through Labor Day

Required Training

Managers CPO CPR for the Professional Rescuer Responding to Emergencies

Lifeguards must maintain CPR for the professional rescuer, Nassau County Grade III

All employees must complete sexual harassment training each year.

Meal Information

Meals especially breakfast should be eaten before arrival for the day.

No meals may be eaten in any office areas.

Time clock

All employees must punch in and out every time they arrive or leave the Club.

ID scan out will be available on computer in window after office closes.

Sick Time

Per current New York State Department of Labor rules each employee is entitled to accrue up to 40 hours of Sick Leave per calendar year, accumulated at a rate of one hour for every 30 hours worked.

So, if you have worked 210 hours for the year you would be entitled to 7 hours of paid sick time.

The company policy in effect as of 5/1/23 is:

Tracking all hours worked during the calendar year.

Sick time will be accrued from the first day of work, but is not payable until after 6 weeks of continuous employment

Paychex

Is the company used to distribute payroll funds to your banking institution. Payroll statements can be viewed on their website at <https://www.paychex.com/login>

Pay days

Pay day is every two weeks on Thursday.

W2's

Are mailed to your address on record when prepared by the payroll company. You can arrange for direct electronic distribution of your W2.

Employee Parking

Employees are encouraged to carpool as much as possible.

Employees will be issued a Club parking pass which MUST be kept on the dashboard of a car parked in Club lots.

Employee Usage of the Club

Employee Guests are not entitled to bring guests to the Club while they are working or on weekends. All employees are reminded to talk to the manager regarding bringing their family to the Club.

Cafeteria To Be Determined

Rental Pricing

See current price list.

Day passes: There are NO day passes, you must be a member or a guest of a member to get into the Club. You cannot pay for membership for one day, you must join for the full season.

What is included in the price: Of course, full access to your unit along with all facilities including the pool, beach/ocean, steam room, cabana/locker boys, access to the restaurant. Chairs and umbrellas on the beach are provided to locker members.

Club General Information

Email locations

Photos photos@catalinabeachclub.com

General Info cbc@catalinabeachclub.com

Manager george@catalinabeachclub.com

Sales denise@catalinabeachclub.com

Repair requests repairs@catalinabeachclub.com

Repairs

All requests for repairs, to any unit, must be logged in the repair request book located in the main office.

Wait List

Opens August 15 in person; first-come, first-serve basis.

They must put down a refundable deposit and we will let them know in the fall if we are able to get a unit for them.

Cancellations

Owners are handling all refunds and cancellations: no one in the office has the authority to do anything about it

If they want to contact the owner, they can email cbc@catalinabeachclub.com and address Sandy

Valet Parking

No self-parking unless they have purchased a reserved parking spot.

Stickers are transferable from car to car since it's a cling sticker.

Where to put the sticker: Driver's side of the windshield (where the registration is) (make sure it's on the inside of the windshield!)

Guests

Jr: Weekdays \$25.00

Adult: Weekday \$35.00

Jr: Weekends \$35.00

Adult: Weekends \$55.00

Parking (Valet): \$30

Free Guest Days: Mondays and Wednesdays excluding holidays

Lockers get 2 guest passes; cabanas get 3 guest passes.

All guests must be accompanied by a member.

Phone System

The Catalina phone system is for company use only.

Extensions

George: 100

Bookkeeper Desk 103

Lobby 106

OV: 107

Portable 108

Main Check -in: 105

Camp: 102

Summer Office Hours

June:

Weekdays

Main: 10-5

OV: NOT OPEN

Weekends

Main: 10-7

OV: 10-6

Main office always closes an hour before the Club closes

Rest of the Summer:

Weekdays

Main: 10-7

OV: 10-6

Weekends

Main: 10-8

OV: 10-7

OV Office always closes an hour before the Main Office

Off Season Club Hours

Weekdays: 10-4

Weekends By appointment Only

Job Descriptions

Receptionists

Receptionists are the doorway to the Club. Receptionists are the first level of security for the Club: they are not to admit anyone to the Club without a membership card, payment of appropriate guest fee or permission from management. Receptionists are to be cheerful and greet every member of the Club with respect and a smile. Receptionists are to answer all phone calls as soon as possible. When during the course of business, the office or work areas need cleaning receptionists are expected to maintain a clean work area.

Uniforms

All receptionists MUST always wear Club-provided shirts, without any alterations, and neat, appropriate length shorts. Name tags must always be worn.

Phone Etiquette

Answer every call as soon as possible.

Answer every call with a smile on your face.

Fill out the call logbook and give a white copy to the person requested.

Be sure to indicate the date and time of the call.

Information needed from every caller:

- Name and contact number
- Reason for call
- Who they would like to speak to
- Transfer call if requested

For potential members, fill out an inquiry sheet.

If calling to make addition to contract get this information.

For adult- Name, Address, Number, Email, Photo

For Juniors- Name, Date of Birth, Photo

Maintenance

Maintenance workers are the backbone of the Club. Maintenance workers respond to all requests for repairs and cleanliness conditions in a quick and diligent manner. During the season maintenance workers will respond to keep all general areas of the Club in good repair and clean. This includes but is not limited to offices, bathrooms, garbage receptacles. They maintain the beach with the tractor and beach rake every day.

Uniforms

All maintenance personnel MUST always wear Club-provided shirts without any alterations and appropriate pants.

Cabana/Locker Attendants

Food Service and Ice Service Responsibilities

Food Purchase. It is the responsibility of the cabana/locker attendant to order, pick up and deliver all food and beverages which the member purchases from the Catalina cafeteria. Accounts must be maintained and cleared up by the end of the day.

Outside Food Delivery

It is the cabana/locker attendant's responsibility to inform their members that no food deliveries from outside vendors can be made prior to 6PM daily.

Ice

Bags of ice are available for purchase by a member. It is the cabana/locker attendant's responsibility to obtain the ice from the established locations and deliver it to the member. *All bags of ice must be accounted for and paid for.* A tracking sheet will be provided at the ice locations, and it is your responsibility to mark the number of bags of ice you take on the sheet and indicate which unit it is for. Every Sunday, the manager will verify the number of bags of ice remaining in the freezer, tally up the number of bags taken and divide the difference of unpaid bags among all cabana and locker heads. You will all be responsible for paying for unaccounted-for bags of ice. Heads are responsible for making sure that the ice locations are always locked, and all ice is accounted for.

Facility and Other Club Responsibilities

Cabana / Locker Cleaning

Cabana and locker attendants are responsible for the cleanliness of their units. Units are to be swept out **every** day and shower/ bathroom areas scrubbed and cleaned **every other** day. Cleaning supplies and initial tools will be supplied by the Club during the setup week. All requests for maintenance of a cabana above the attendant's capability must be recorded in the maintenance repair book in the main office and followed up on until it is complete. Requests can be made from the Club website. Be sure to check the book so you know whether a maintenance request has been completed.

Court Cleaning

All sand courts must be raked **every** morning. Every evening before turning over control to the late man, all toys must be put into the court storage boxes. All common walkways are to be swept every morning. This includes sweeping under every table and chair. During the day, additional sweeping of walkways is required and, if at any time you see litter in the sand or on the walkways, it is your responsibility to pick it up.

Club Furniture

Cabana furniture should be set out for a member each morning. Each night, all furniture, other than member-provided table and chairs, is to be put **inside** the cabana. You must make everything fit inside. If it doesn't, you must advise the members that they have too much stuff. Attendants are to be sure no water hoses, kiddie pools or riding toys are in a member's cabana or in their courts.

All units must be closed and locked before you sign out and leave for the day. All garbage containers in cabanas must be emptied and deposited in the large garbage cans in the court. The bags from the large cans are to be brought to the dumpsters in front of the Club.

Do not wait until the last minute to close your cabanas. When a member leaves, you should immediately begin to close their cabana. Remember, prior to turning this responsibility over to the late man, all other cabanas must be locked, furniture must be put away, toys put in storage boxes and garbage emptied.

Garbage Every night before leaving, the attendant must empty all large garbage cans and put new garbage bags in the cans. During the day the maintenance staff will empty the cans, but if you see an overflowing garbage can, do not wait for maintenance. Empty it and take the bag outside to the dumpsters.

Late Man A late man will be assigned to close the Club after most members have left for the day. Cabana/locker attendants can turn over responsibility for their area to the late man when they have fewer than four cabanas still occupied. The late man shall remain on premises until the last member has left. He shall close all units designated to him in accordance with the responsibilities listed above and verify that he has done the same in the late man book. It is important for late man to make sure that all garbage cans are covered and not overflowing with late dinner paper goods and food. Seagulls are scavengers and they see all!

Emergencies and Other Situations

Every employee will be issued a radio every day to facilitate quick communication with management and emergency personnel.

Uniforms

All attendants **MUST** wear Club-provided shirts and light khaki shorts every day.

Lifeguards

Lifeguards are always on duty. When an emergency occurs, they are to respond appropriately. They are to maintain hourly checks of the chlorine and PH levels for both pools. Supply and administer first aid as needed. Maintain a safe and secure pool and beachfront area. This includes removing standing water and full garbage receptacles. No eating in and around the pool deck.

Uniforms

All lifeguards **MUST** always wear Club-provided shirts without any alterations and Club provided one-piece bathing suits. Sweats and jackets may be added as the weather requires. Every lifeguard should have a rain suit or parka available for days with rain.

Pool Information

The pool and beach are open every day except during an electrical storm. If lightning or thunder are in the area the pool and or beach will be closed for 30 minutes from the last lightning/thunder occurrence. Lifeguards have the authority to close the pool and/or the beach.

June: The pool and beach are closed during the week. If possible and the temperature is above 90 degrees, the pool may be opened every other hour (11-12 PM; 1-2 PM; 3-4 PM) to allow members to cool off.

June Weekends: 10-6 PM

Lifeguards will be on the beach **ONLY** on the weekends until 6/25, then the beach will be open fully.

Hours: Weekdays: 10-6 Weekends: 10-7

The pool is 100 X 42 freeform pool.

It's not heated, it is tempered and not a lap pool.

Capacity monitored by lifeguards.

Lifeguards **MUST** be familiar with and enforce all pool rules.

Swim Lessons

May NOT Be taught on times when the guard should be sitting or teaching.

Only members and their guests may take swimming lessons, the appropriate daily band must be worn.

Pricing: Set by managers each season

Age: Any age

What if they are not potty trained: That is okay if they wear swim diapers during the lesson

Who can teach swimming lessons: Our certified instructors.

Camp

Member Pricing: \$2,100 per child for the season

Non-member Pricing: \$2,400 per child for the season (\$2,100 + \$300 enrollment fee)

Age Range: 3-7 years old; must be potty trained.

Hours: 11:00 AM – 3:30 PM

For info or interested in joining: Contact Leah at leah@catalinabeachclub.com

Tennis

No longer available

Wait List

[How does the wait list work?](#)

“The wait list opens August 15th at 9 AM. It is **in-person**, first come, first serve. All you need to bring is a cash or check deposit and your top three choices of where you’d like to be placed...”

*If they haven’t been to the Club, let them know that they are more than welcome to come in for a tour so that they have an idea of where they would like to be. *

Lockers require a \$500 deposit and cabanas require an \$1,000 deposit, which are both refundable. In the fall (by late September/early October), we’ll call you and let you know what unit we were able to get for you, if any. You will then have 24 hours to decide on the unit. If you decide you will be joining us next season, we will prepare a contract for you. If you decide that you will not be joining us, we will refund your deposit.”

If someone REALLY can’t make it on August 15th, direct the member to Denise.

[Wait List Basics](#)

Lockers: \$500 | Cabanas: \$1,000 **Cash or check** payments ONLY

Wait list deposits are **REFUNDABLE**.

Current members get top priority on the wait list. If they don’t like what we were able to get for them, they are guaranteed their old unit from the current season.

Renewals

Lockers: \$500 | Cabanas: \$1,000

Cash or check payments ONLY.

Renewal deposits are **NON-REFUNDABLE**.

Renew by August 31: Lockers= \$200 discount | Cabanas=\$300 discount

Renew from September 1-15: Lockers= \$125 discount | Cabanas= \$200 discount

Guaranteed our current price if you renew/go on wait list before September 15th

Reserved Parking

\$100 **SEPARATE** DEPOSIT PAYMENT for spot renewal or going on the wait list for a spot.

Appendix

Court Clean Page

This is to affirm that I am leaving the cabanas, lockers, chairs, that have been my responsibility for the 2022 season, as I found them at the beginning of the season.

They are free of all garbage and everything, other than Catalina Beach Club furniture and items the member has paid to have stored till next season, has been removed from the cabana. Any broken club furniture (sadly) has been placed outside the cabana doors. All cabanas and lockers are broom swept. All toys have been placed in a bag outside the cabana doors. All broken toys have been bagged and put in the dumpster.

All garbage has been removed from the club and placed in the available dumpsters.

I understand that not complying with these requirements is grounds to not be re-hired for the 2023 season.

COURT _____

Head Cabana/Chair Boy _____

Head Cabana/Chair Boy _____

Assistant Cabana/Chair Boy _____

Assistant Cabana/Chair Boy _____



Name: _____ Date: _____

Social Security # _____

Date of Birth: _____ Job Type: Cabanas / Reception / Lifeguard / Maintenance

Address: _____

Email Address: _____

Home Phone # _____ Cell Phone # _____

Shirt Size: S _____ M _____ L _____ XL _____

Check if no change in banking Information from 2021

Attach A Voided Check for Payroll Deposit

Employee Signature: _____

Official Use Only

Hire date: _____	Effective date: _____
Subject to repeated tips: (Yes / No)	Overtime Exempt : (Yes / No)
Married/Single	Number withholding: _____ Pay Rate: _____

DIRECT DEPOSIT AUTHORIZATION

Please print and complete ALL the information below.

Name: _____

Address: _____

City, State, Zip: _____

Date Of Birth _____ Social Security Number _____

Email Address: _____ Phone Number _____

Attach a voided check or a copy of online banking information here:

Bank Name _____

Routing Number: _____

Account Number: _____

Attach a voided check for my bank account to which funds should be deposited
Catalina Beach Club is hereby authorized to directly deposit my pay to the account listed above. This
authorization will remain in effect until I modify or cancel it in writing.

Employee's Signature:

Date:

Performance Evaluation

Reason For Review	Merit Raise	Status change	X	Mid-Season Review	Annual Review	Other
EMPLOYEE INFORMATION						
Name: Last	First	MI	Employee ID Last 4 Of SS #			
Position:				Seasonal End Date		
Raters: It is understood that the importance of each category will vary with each job. Explain your rating in terms of performance in each category. Use additional sheets if necessary						
1. Quality of work						
Rating	Unsatisfactory	Needs Improvement	Satisfactory	Outstanding		
Explanation:						
2. Work Habits Includes attendance observation of work hours to schedule, compliance with rules, policies and directives, safety practice and use of tools and equipment						
Rating	Unsatisfactory	Needs Improvement	Satisfactory	Outstanding		
Explanation:						
3. Interpersonal Skills: Includes participation and teamwork, contribution to morale, reports from membership,						
Rating	Unsatisfactory	Needs Improvement	Satisfactory	Outstanding		
Explanation:						
Overall Evaluation:						
	Unsatisfactory	Performance must be corrected not recommended for re-hire				
	Needs Improvement	Possible re-hire after re-interviewed				
	Satisfactory	Re-hire is approved				
	Outstanding	Re-hire or promotion approved				
Employee Comments:						
Rater's Signature:				Date:		
Rater's Printed Name:				Date:		
Manager's Signature:				Date:		
I acknowledge that I received a copy of this evaluation and have reviewed it with my supervisor. My comments are below in response to the ratings received.						
Employee Comments						

Employee Signature:	Date
---------------------	------

[Employee Statement](#)



EMPLOYEE’S STATEMENT

By signing below, I am certifying the following to be true:

- 1. I understand that my employment with Catalina is not guaranteed for any specific length of time and continued employment is at the sole discretion of the company involved.
- 2. I understand that all employees (except camp counselors) are being granted employment for this season under the condition that they will be available for work for the full season which extends from Memorial Day through Labor Day. If I will not be available for the full season, the dates that I cannot work are listed on the availability sheet:
- 3. I have completed a Catalina application with information that is true and correct to the best of my knowledge.
- 4. I will read the Catalina Employee’s Manual and will make a good faith effort to abide by its guidelines.

I understand that all employees will be **REQUIRED** to work **ALL** weekends and Labor Day weekend and that no exceptions will be made.

- 5. I have reviewed this statement with my parents.

Signed

Date

Note: This form must be signed and returned prior to first day of employment.

Reverse Performance Evaluation

This reverse evaluation form will be used by Club management to develop training and educational experiences for senior employees. New and junior employees are asked to freely express concerns and personality conflicts with their supervisors to allow Club management to better assign employees and understand how supervisors are being seen by the people working with them. This evaluation will NOT be discussed with supervisors without a reviewer's permission.			
Reason For Review	<input checked="" type="checkbox"/>	Mid-Season Review	<input type="checkbox"/>
		Annual Review	<input type="checkbox"/>
SUPERVISOR INFORMATION			
Name:	Last	First	MI
Position:			
Raters: It is understood that the importance of each category will vary with each job. Explain your rating in terms of performance in each category. Use additional sheets if necessary.			
1. Ability to work with and supervise employees			
Explanation:			
2. Work Habits Includes attendance punctuality, compliance with rules, policies and directives, safety practice, and use of tools and equipment			
Explanation:			
3. Interpersonal Skills: Includes participation, teamwork, contribution to morale, and reports from members,			
Explanation:			
Overall Supervisory Experience:			
May we discuss this with your supervisor?		<input type="checkbox"/>	No
		<input type="checkbox"/>	Yes
Reviewers Signature:		Date:	
Reviewers Printed Name:		Date:	
Manager's Signature:		Date:	

Cabana/Attendant Checklist

Cabana Attendant Checklist

MUST BE GIVEN TO LATEMAN PRIOR TO LEAVING AREA

Day: _____

Date: _____

Cabana Court: _____

Attendant Name: _____

Opening		
	Who Completed	Supervisor Checked
Cabana beach set up complete		
Club chairs taken out		
Lounges and cushions set out		
Sand raked		
Sand removed from boardwalk		
Sand removed from around and under tables		
Chalk removed from floors and walls		
Hoses removed from courts		
All plants watered		
During the day		
Garbage cans emptied and large trash removed		
No pools in courts		
Chair boys paid for all borrowed supplies \$2 per chair \$2 for an umbrella		
Borrowed chairs and umbrellas returned		
Food ordered paid for and delivered to members		
Retrieve Ice and mark sheets for all ice taken		
Common areas between courts kept clean		
Closing		
Beach set ups removed		
Borrowed Club chairs and umbrellas returned Chair Boys Paid		
Ice and water emptied from coolers		
Cabanas broken down put away		
Club Chairs put inside cabanas		
Lounges secured		
Cushions put in cabanas		
Toys put in toy boxes		
Garbage cans emptied and large trash removed		
Chairs stacked under overhang		
Trays returned to cafeteria		
All items completed		
Cabana Attendant Signature: _____		

Late Man Signature _____
 Manager Signature: _____

[Lifeguard Checklist](#)

Lifeguard Checklist

MUST BE GIVEN TO LATEMAN PRIOR TO LEAVING AREA

Day: _____ Date: _____

Pool Guards: _____

Beach Guards: _____

Opening	
Pool Swept	
Pool Vacuumed	
Deck Swept	
Chlorine Checked	
Water added	
Kiddie Pool Swept	
Kiddie Pool Vacuumed	
During the day	
Garbage cans emptied and large trash removed	
No pools in courts	
Chair boys paid \$2 per chair \$1 for umbrella	
Borrowed chairs and umbrellas returned	
Food ordered paid for and delivered to members	
Retrieve Ice and mark sheets for all ice taken	
Closing	
Beach set ups removed	
Borrowed Club chairs and umbrellas returned Chair Boys Paid	
Cabanas broken down put away	
Club Chairs put inside cabanas	
Lounges secured	
Cushions put in cabanas	
Toys put in toy boxes	
Garbage cans emptied and large trash removed	
Chairs stacked under overhang	
All items completed	

Signature: _____

[Receptionist checklist](#)

Receptionist Checklist

Day: _____

Date: _____

Main or OV _____

Receptionists: _____

Opening	
Member Bands Counted	Number Started
Guest Bands Counted	Number Started
Cash box verified	
Open box and complete envelope	
Windows Cleaned	
Computer areas cleaned	
Computers and printers on	
TV's turned on announcements running If not inform a manager	
Paging system tested	
During the day	
Cabana Attendants Paged	
Members Greeted cards swiped and bands applied	
Guests Greeted	
Guest registry completed (Every Column Completed) If they refuse call a manager!!!!	
Guest fees collected or guest cards punched and number recorded	
Guest bands applied	
No food deliveries before 6	
No Cabana / locker attendants eating in office	
Closing	
Member Bands Counted	Number Returned
Guest Bands Counted	Number Returned
Guest envelope completed	
Cash box counted documented on envelope and returned to office	
Late man has picked up late-man book and keys	
Closing announcement made 30 min before	
Closing announcement made	
Computer areas cleaned	
Computers and printers off	
Paging system off	

Office clean and neat	
Interior lights turned off	
Exterior lights on	
TV's turned off	
Doors locked	