

**EMPLOYEE HANDBOOK (SUMMARY)**

**Effective Date:** July 1<sup>st</sup> 2025

**Version 1.0**

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## **WELCOME TO OUR TEAM**

Welcome to the team at V CARE LLC, Travelodge by Wyndham, Winslow, Arizona! We are excited to have you on board and look forward to your contribution to our continued success. This handbook outlines important policies and expectations. Please read carefully and keep your records.

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## **1. COMPANY MISSION & VALUES**

Our mission is to provide exceptional hospitality in a clean, safe, and welcoming environment for all guests. We value teamwork, respect, honesty, and commitment to customer service excellence.

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## **2. EMPLOYMENT POLICIES**

### **Equal Opportunity Employment**

We are committed to providing equal employment opportunities to all individuals regardless of race, gender, religion, age, national origin, disability, or any other protected status.

### **At-Will Employment**

Employment is at-will, meaning either the employee or employer may terminate the employment relationship at any time, with or without cause or notice.

### **Work Authorization**

All employees must provide valid documentation to confirm eligibility to work in the United States.

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## **3. CODE OF CONDUCT**

### **Professionalism**

All employees are expected to behave in a professional, respectful manner always—toward guests, coworkers, and management.

### **Appearance**

Uniforms must be clean and worn during all shifts. Personal hygiene and grooming are important to maintaining our professional image.

### **Attendance**

Consistent and punctual attendance is essential. If you are unable to report to work, notify your supervisor as early as possible, preferably with at least 4 hours' notice.

### **Confidentiality**

Employees must not share guest or company information with outside parties unless required by law.

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## **4. COMPENSATION & PAYROLL**

### **Pay Schedule**

Pay periods are semi-monthly (15th and last day of the month). Paychecks are issued 5 days after each pay period via direct deposit or paper check.

### **Overtime**

Non-exempt employees will be paid overtime (1.5x hourly rate) for hours worked over 40 in a workweek.

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## 5. WORK SCHEDULES & BREAKS

### Shifts

Schedules are posted weekly. Employees are expected to be ready to work at their scheduled start time.

### Breaks

Employees working over 6 hours are entitled to a 30-minute unpaid meal break and two paid 10-minute rest breaks.

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## 6. SAFETY & EMERGENCIES

### Workplace Safety

Employees must follow all safety procedures and report hazards immediately to a supervisor.

### Emergency Procedures

Know the location of emergency exits, fire extinguishers, and the designated meeting area. In case of injury, report immediately to management and seek medical attention if needed.

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## 7. GUEST SERVICE STANDARDS

### Customer Focus

Greet all guests with a smile, help, and respond promptly to concerns. Our goal is 100% guest satisfaction.

### Room Cleanliness & Maintenance

Housekeeping must meet brand cleanliness standards. Any maintenance issues should be reported immediately.

### Security

Employees must not allow unauthorized access to guest rooms or restricted hotel areas.

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## 8. DISCIPLINARY POLICY

Violation of company policies may result in disciplinary action, including verbal/written warnings, suspension, or termination. Examples of misconduct include:

- Repeated tardiness or absences
  - Insubordination
  - Theft or dishonesty
  - Harassment or discrimination
  - Negligence or unsafe behavior
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## 9. ACKNOWLEDGMENT

I acknowledge that I have received, read, and understood the V CARE LLC, Travelodge by Wyndham Employee Handbook. I agree to abide by the policies contained herein.

Employee Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_