

UNIVERSITY OF LOWELL

INNOVATIVE EMPLOYMENT PROGRAM



VOCATIONAL ENGLISH AS A SECOND LANGUAGE (VESL)

and

EMPLOYMENT ORIENTATION

Volume 1: Housekeeping Department

prepared for

STOUFFER'S BEDFORD GLEN HOTEL

by

Dr. Hai B. Pho, Editor

Lan T. Pho & Joan DeWitt Seeler, Technical Writers

THIS CURRICULUM IS PREPARED EXCLUSIVELY FOR STOUFFER'S BEDFORD GLEN HOTEL BY THE UNIVERSITY OF LOWELL/INNOVATIVE EMPLOYMENT PROGRAM UNDER A GRANT WITH THE DEPARTMENT OF PUBLIC WELFARE, DR. HAI B. PHO, PRINCIPAL INVESTIGATOR.

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AND

EMPLOYMENT ORIENTATION

PREPARED FOR

STOUFFER'S
BEDFORD GLEN
HOTEL

HOUSEKEEPING DEPARTMENT

BY

LAN T. PHO

University of Lowell

JOAN DEWITT SEELER

Jewish Vocational Services

INTRODUCTION

The Stouffer's Bedford Glen Hotel curriculum is an instructional package of Vocational English as A Second Language (VESL) and employment orientation (EO).

The objectives of the curriculum are (1) to familiarize students with job related English, (2) to improve their English comprehension level both listening and speaking, (3) to provide them a better understanding of work procedures, machinery and equipment, company regulations, personnel policies, occupational safety and interpersonal communication, etc.

The curriculum is written for students who have completed a beginning course in ESL. The focus of this curriculum is on job-related vocabulary and conversation. Basic grammar is reviewed through presentation of vocabulary and job-related dialogues.

Teaching methods include show-and-tell, illustration, simple explanation, listening and speaking drill, situational role playing, etc...

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TEACHER'S NOTES

In general the VESL focus should be on speaking and listening, with reading and writing assigned as homework if desired. A number of students may be non-literate; therefore, the aim of the class time should be to enable the student to understand and use the vocabulary and grammar orally. All terms should be introduced orally and visually first. When possible real items should be used in class. Flashcards and written dialogues and stories should be used for reinforcement and review. The choice of drills are left to the teacher's discretion, but those that require the highest percentage of the student's conversing are recommended. After students can produce the dialogues comfortably, they should use other vocabulary items, and terms from their previous knowledge. Where supplementary vocabulary items are indicated, or if a class has a low level of English proficiency, the teacher should concentrate on the most important vocabulary items and attempt to finish all the topics within a three-month term period rather than try to cover all vocabulary and not finish all the topics.

Employment orientation (EO) is composed of numerous topics related to employees' performance and job satisfaction. This curriculum will present EO terminology and concepts in three ways:

1. Essential terminology will be presented in the VESL lesson.
2. Most concepts will be presented in a story-format when it is not essential for the student to express specific terminology in English.
3. Some EO will be presented as direct translation from the company/personnel policies or employee's manual.

EO terminology or concepts should be explained in the most simple form to assure full understanding on the part of the students. A review of the company regulations and its personnel policies by the teacher is essential. Interpretation services of bilingual tutors are strongly recommended.

Whenever bilingual tutors are available, students can be grouped together by their ethnic background. Each tutor will be conducting listening and speaking drills with his/her group. In addition,

arrangements should be made to involve management staff and personnel office staff in class presentation.

The curriculum is structured on a daily unit during the first month of the training program. For the last two months it is structured into weekly units.

The following texts can be used as reference to this curriculum:

1. EVERYDAY ENGLISH--STUDENT BOOK 2 B, edited by Linda Schurer, The Alemany Press, 1980.
2. ENGLISH FOR YOUR FIRST JOB, David Prince and Julia Gage, Edmonds Community College, Washington, 1981.
3. ENGLISH FOR ADULT COMPETENCY, by Keltner, Howard and Lee, Prentice Hall, Englewood Cliff, N.J. 07632.

FUNCTIONAL OVERVIEW OF CURRICULUM

MONTH 1: STOUFFER'S BEDFORD GLEN HOTEL

A GENERAL OVERVIEW FOR ROOM ATTENDANTS

Week 1:

Employment Orientation (EO): Stouffer history - Hotel layout -
Outlet - Overview - Hours of operation - Guest relations

Vocational English As a Second Language (VESL):

- Recognizing work areas
- Understanding general duties
- Guest relations
- Understanding directions
- Asking for clarification

Week 2:

EO: Working conditions - Safety

VESL: Application Form Vocabulary

- Job interview
- Paycheck
- Calling in sick
- Working conditions, a daily schedule
- Safety on the job

Week 3:

EO: General Personnel Policy Information

- Probationary period
- Employment policies
- Statement on the Union

VESL: Guest Room:

- Items
- Procedures
- Guest relations
- Teamwork

Week 4:

EO: Affirmative action - Open door policy on problem solving

VESL: Acknowledging that you understand directions given. Guest room (continued)

- Items around the bed
- Closet and folders
- Bathroom
- Good work and bad work

MONTH 2: A ROOM ATTENDANT AT WORK - PERSONNEL POLICIES

Week 1:

EO: Wages and benefits, hourly rate, straight time, overtime

VESL: Guest relations, conversations

Week 2:

EO: Wages and benefits (continued)

VESL: Filling out a Maid Sheet and other reading's,
Common housekeeping problems

Week 3:

EO: Your paycheck

VESL: People you will meet

Week 4:

EO: Other fringe benefits

VESL: Tips

MONTH 3: INTERPERSONAL RELATIONSHIPS AT WORK, PERFORMANCE APPRAISAL,
REVIEW PERSONNEL POLICIES AND EMPLOYEE'S RIGHTS AND
RESPONSIBILITIES

Week 1:

EO: Accident at work, review personnel policies

VESL: Work habits

Week 2:

EO: Rights and responsibilities

VESL: - Taking breaks
- Days off
- Introducing self

Week 3:

EO: Discretionary procedure

- VESL:
- Talking to fellow workers
 - Asking for property
 - Acknowledging a mistake

Week 4:

EO: Employee services

- VESL:
- Performance review
 - Promotion/transfer
 - Cut back in hours
 - Lay off
 - Termination

STRUCTURAL OVERVIEW

MONTH 1

Week 1: - Imperatives

- Infinitive with "want"
- Adverbs of time: "now", "later", "today"
- Direct address
- Modals: "should", "have to"
- Adverbs of frequency: "always", "usually", "sometimes", "never"
- Adverbs: "here", "there"

Week 2: - "WH" questions: "what", "how", "who", "when", "where", "why"

- Modals "may", "can"
- Indirect objects
- Adverbs of frequency

Week 3: - Passive "is called"

- Use of "or"
- Review of past tense
- Modal: "may be", "might be"
- "Need to"
- Conditional: "if"

Week 4: - Negative: "don't"

- Cardinal number "first"
- Adverbs: "again", "now"
- Imbedded sentence: "make sure that", "Claire said

that..."

- Two word verbs: "turn off", "on", "clean down", "wash out", "clean up"

MONTH 2

Week 1: - Comparative "more", "er"

- Adverbs: "very", "-ly"

Week 2: - Prepositions: "on", "under", "near", "to", "in", "up"

- Modal: "'d better"
- Future - "I'll"

Week 3: - Adverbs: "not yet", "too", "rest"
- 2 word verbs: "break out", "take off", "hose off"

Week 4: - 2 word verbs: "turn on/off", "shut off"
- Preposition: "down"

Week 4: - Participles: "jammed", "stuck", "broken"
(cont.) - Imbedded sentence: "I think ____"
- Modal: "should", "can", "have to"
- Comparative: er, more, est
- Future Tense
- Imperatives

MONTH 3

Week 1: - Adverb: "only"
- Imbedded sentence: "I think that ____"
- Review "WH" questions
 past tense
 future tense
 demonstrations: "this", "that", "these", "those"

Week 2: - Possessive pronouns
- Tenses: past, future

Week 3: - Conditional: "if", "when"
- Tag question "_____, aren't you"
- Conjunction: "but"
- Adverbs: "really", "just"
- Infinitives: "with", "want" and indirect object

Week 4: - General Review

MONTH 1: STOUFFER'S BEDFORD GLEN HOTEL

Week 1: GENERAL ORIENTATION, HOTEL LAYOUT, PEOPLE YOU SHOULD KNOW

Day 1: The First Day at Work

- Welcoming remarks from the company representative
- History of the Company
- The organizational chart
- The physical facilities: employee parking lot, employee entrance, loading deck, security check, emergency exit, red fire extinguisher, no smoking sign, employee locker rooms, uniforms, restroom, employee cafeteria
- Breaks: 15 minutes in the morning and afternoon
- Lunch (or Supper): 30 minutes unpaid - meals are free
- The time card: time clock, punch in, punch out

Job Overview

The job of a section housekeeper in a Stouffer hotel is to provide our guests with clean, comfortable rooms, and to work in cooperation with other members of the hotel staff to ensure the high level of personalized service our guests have come to expect from Stouffer's. The section housekeeper is responsible for daily cleaning of an 11, 13 or 16-room section of the hotel, depending on individuals work hours.

Opening Duties

- 1 Go to locker room and put uniform on.
- 2 Pick up time card. Punch in at Time Clock.
- 3 Pick up assignment card and keys. Make sure you give time card to supervisor.
- 4 Pick up caddy, then go to linen closet.



Welcome to Stouffer's Bedford Glen Hotel

On behalf of the entire staff, I welcome you to the employee family at Stouffer's Bedford Glen Hotel.

In the short time we have been open, Bedford Glen has built its reputation on exquisite decor and furnishings, exceptional food, and most of all, the high quality of service and friendliness provided by our employees.

At Bedford Glen, mediocrity is not acceptable. We look to you to perform your job in the best possible manner so that we may continue to provide the best quality of guest services.

Congratulations on joining our team. I look forward to meeting you and working with you in the months to come.

A handwritten signature in dark ink, appearing to read "Donald P. Bomer".

Donald P. Bomer
General Manager

STOUFFER HISTORY

During the past 23 years, Stouffer Hotels has grown to become one of the leaders in the hospitality industry. We take pride in our hotels and the 15,000 Stouffer employees who offer the highest standards of quality in meeting the needs of our clients, our guests, and the communities in which they live. Today, 23 hotels across the country boast the Stouffer name including the famous Mayflower Hotel in Washington, D.C. Stouffer's nationwide reputation for excellence is due largely to people like you who have contributed to its past success.

Today The Stouffer Corporation is involved in nearly every facet of modern food service. We are considered to be one of the leaders in the industry. The corporation is growing rapidly and expanding in many new directions with new concepts, products, and sites for exciting new hotels.

The Stouffer Corporation is a part of Nestle Alimentana S.A., a world-wide conglomerate, devoted to all aspects of the food industry and based in Vevey, Switzerland.

Stouffer Hotels began in 1959, with the purchase of the already constructed Anacapi Inn located in Ft. Lauderdale, Florida.

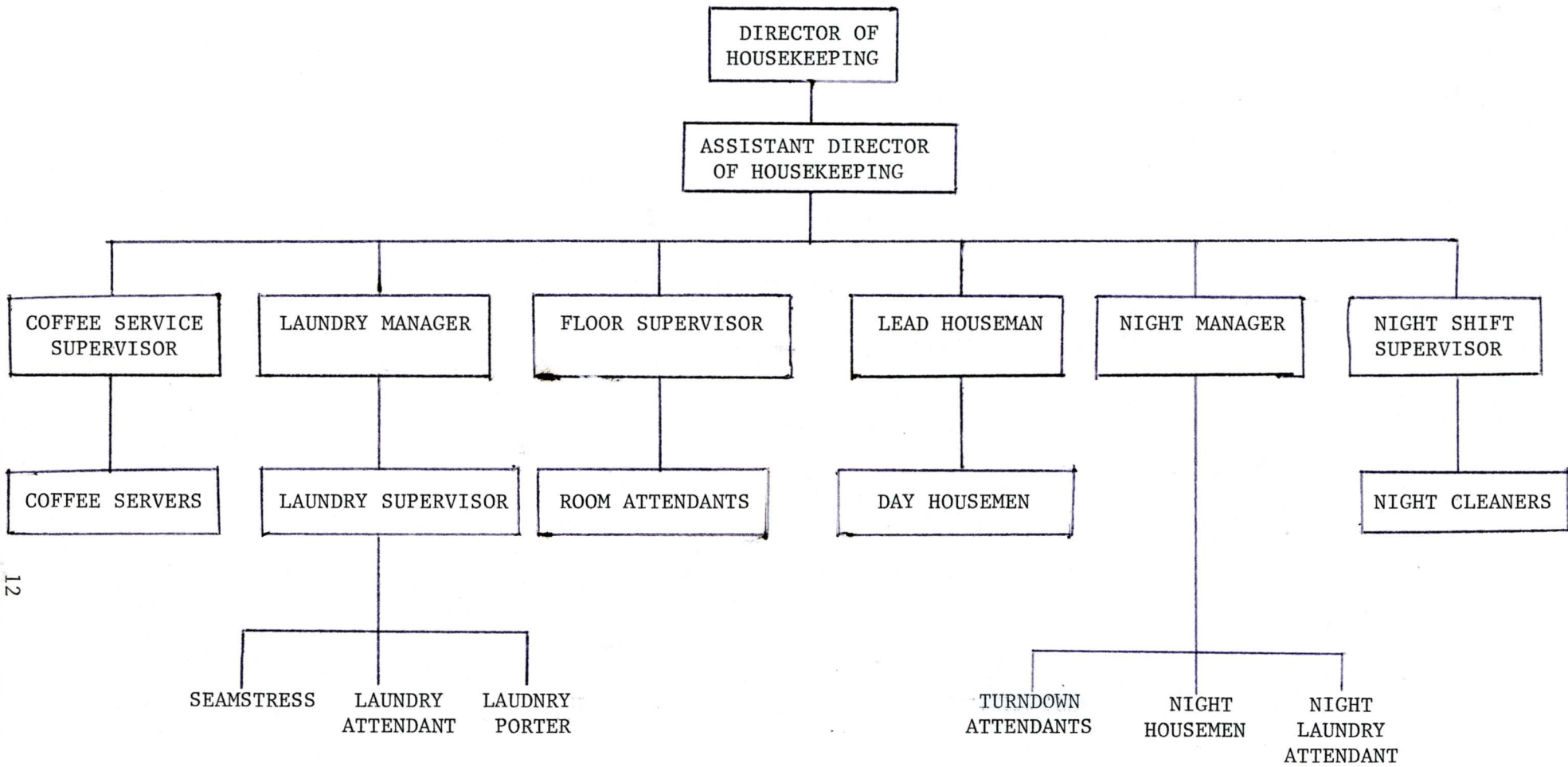
To date, there are 23 Stouffer Hotels in operation, and growth plans call for 50 hotels by 1990. This tremendous growth plan is being led by William N. Hulett, President of Stouffer Hotels.

Stouffer Hotels have been built around quality oriented people who are dedicated to fine quality and service throughout all of our hotels. A long tradition of quality, comfort, and highly personalized guest service has become the cornerstone in establishing new standards of excellence within our hotels.

Stouffer Hotels today is a family of people who take pride in themselves, pride in their individual responsibilities, and pride in a company that strives for the highest in quality for its product, its services, its hotels, and most importantly, its people.

The Stouffer history is a strong people-oriented heritage we can all be proud to join. We want to welcome you as a new member of the Stouffer team, and offer you the individual challenge and opportunity to develop with one of the fastest growing companies in the American lodging industry.





STOUFFER HOTELS - LOCATIONS

Alamos, a Stouffer Resort
6160 N. Scottsdale Road
Scottsdale, Arizona 85253

Anacapri, a Stouffer Hotel
1901 North Federal Highway
Fort Lauderdale, Florida 33305

Avalon, a Stouffer Hotel
9519 East Market Street
Warren, Ohio 44484

Stouffer's Battle Creek Hotel
50 Capital Avenue, S.W.
Battle Creek, Michigan 49017

Bedford Glen, a Stouffer Hotel
44 Middlesex Turnpike
Bedford, Massachusetts 01730

Stouffer's Cincinnati Towers
141 West Sixth Street
Cincinnati, Ohio 45202

Dayton Plaza, a Stouffer Hotel
Fifth & Jefferson Streets
Dayton, Ohio 45402

Stouffer's Denver Inn
3203 Quebec Street
Denver, Colorado 80207

Stouffer's Dublin Hotel
600 Metro Place, North
Dublin, Ohio 43017

Five Seasons, a Stouffer Hotel
350 First Avenue
Cedar Rapids, Iowa 52401

Greenway Plaza, a Stouffer Hotel
6 Greenway Plaza East
Southwest Freeway at Edloe Street
Houston, Texas 77046

The Hamilton, a Stouffer Hotel
400 Park Boulevard
Itasca, Illinois 60143

Inn on the Square, a Stouffer Hotel
24 Public Square
Cleveland, Ohio 44113

Lauderdale Surf, a Stouffer Hotel
440 Seabreeze Avenue
Fort Lauderdale, Florida 33316

The Mayflower, a Stouffer Hotel
1127 Connecticut Avenue, N.W.
Washington, D.C. 20036

National Center, a Stouffer Hotel
2399 Jefferson Davis Highway
Arlington, Virginia 22202

The Oakbrook, a Stouffer Hotel
2100 Spring Road
Oakbrook, Illinois 60521

PineIsle, a Stouffer Resort
P.O. Drawer #545
Buford, Georgia 30518

Riverview Plaza, a Stouffer Hotel
First National Bank Bldg., Suite 1414
Mobile, Alabama 36602

Stouffer's Somerset Inn
3550 Northfield Road
Shaker Heights, Ohio 44122

Stouffer's University Inn
3025 Olentangy Road
Columbus, Ohio 43202

Valley Forge, a Stouffer Hotel
480 North Gulph Road
King of Prussia, Pennsylvania 19406

The Waverly, a Stouffer Hotel
2814 New Spring Road, Suite 100
Atlanta, Georgia 30339

The Westchester, a Stouffer Hotel
80 West Red Oak Lane
White Plans, New York 10604



DIV.
JOB CLASS
EMPLOYEE NAME

UNIT NO.
EMPLOYEE NO.

PAY ENDING

MEALS			TIPS	DOLLAR ADJ.			
REGULAR UNIT / JOB CLASS			ACTUAL HOURS	OVERTIME HOURS	SUNDAY HOURS	HOLIDAY HOURS	VACATION HOURS
OTHER							
UNIT	JOB/CLASS	RATE					
OTHER							
UNIT	JOB/CLASS	RATE					
	1st DAY	2nd DAY	3rd DAY	4th DAY	5th DAY	6th DAY	7th DAY

TOTAL HOURS SHOWN ARE CORRECT
SUPERVISORS OK
FORM PAY-1 REV. 9/70

MONTH 1 - Week 1

Day 2

EMPLOYMENT ORIENTATION (EO): Hotel Layout

First Floor: Ballroom, meeting rooms (1111-1157)
Second Floor: Lobby, restaurants, tennis, pool, guest
rooms (2001-2157)
Third Floor: Guest rooms (3001-3157)

VOCATIONAL ENGLISH AS A SECOND LANGUAGE (VESL):
Recognizing Work Areas

Vocabulary

floor, 1 st , 2 nd , 3 rd	stairwells
laundry room	Employees restroom
linen closet	bathroom
housekeeping office	room
guest room	section
pool	upstairs
kitchen	downstairs
elevator	

Grammar: Infinitives
Infinitive with want
Direct Address
Question: Where

Materials: Maps of Hotel

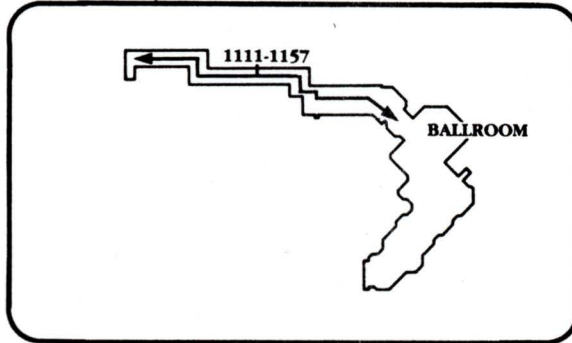
Dialogue 1

Lisa: Phuong, I want you to clean Section ____ today.
Phuong: Where is Section ____?
Lisa: It's on the 2nd floor near the pool.

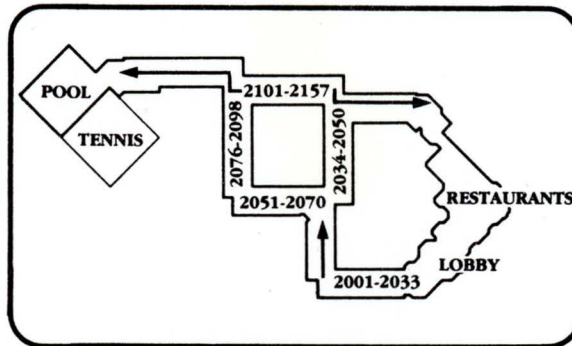
Dialogue 2

Peg: Sopheo, I want you to clean Section ____ today.
Sopheo: Where is Section ____?
Peg: It's on the first floor near the elevator.

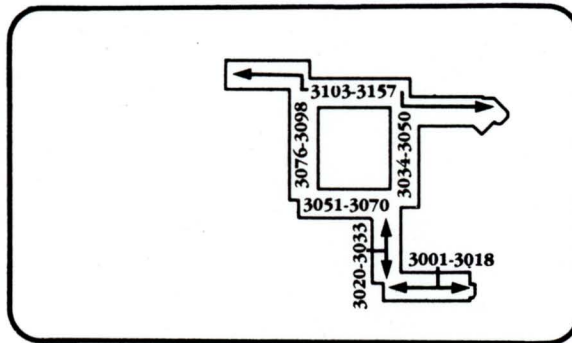
HOTEL LAYOUT



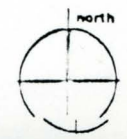
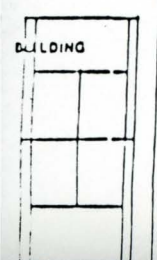
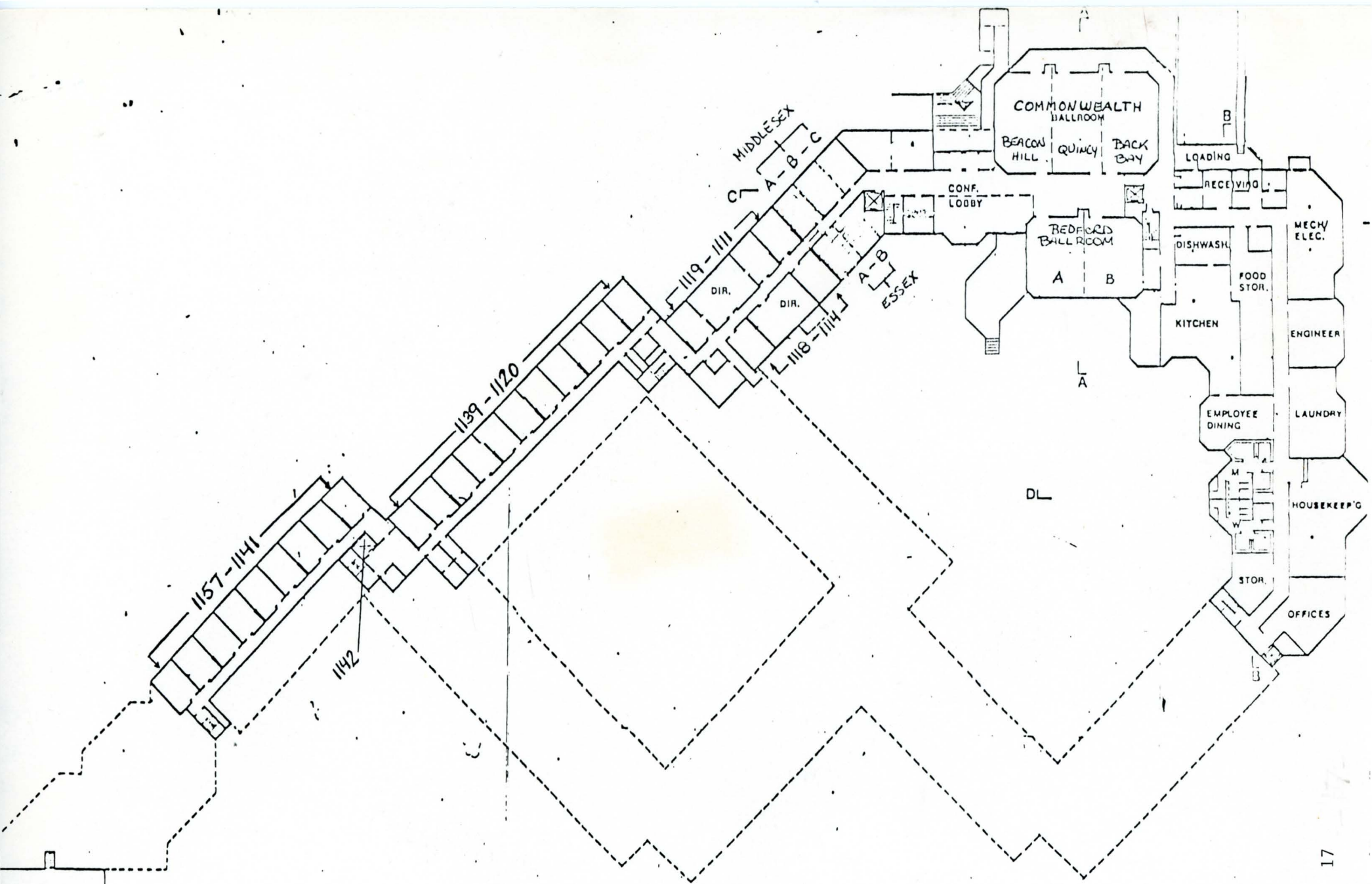
FIRST FLOOR

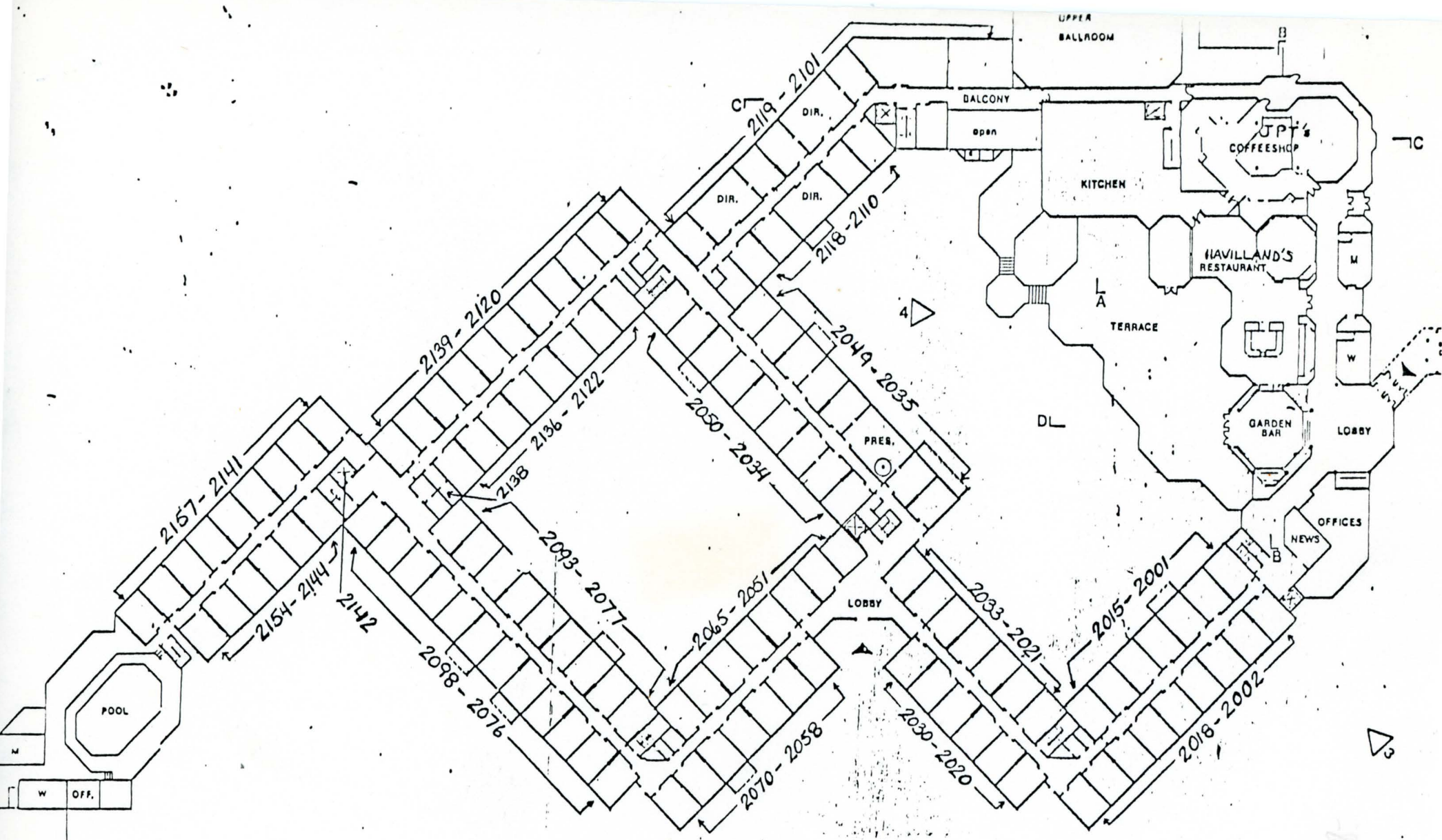


SECOND FLOOR



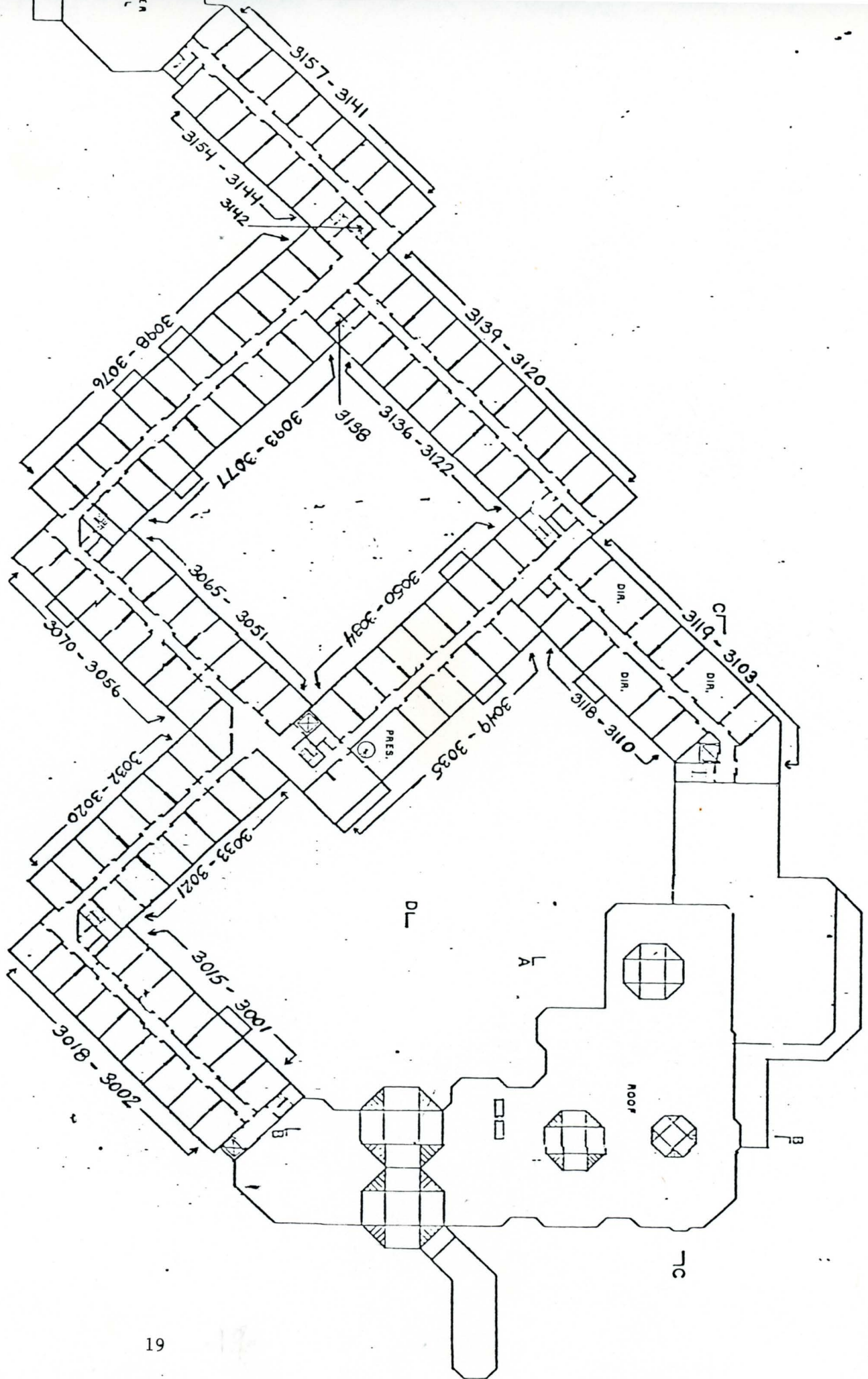
THIRD FLOOR





GROUND LEVEL

1817



MONTH 1 - Week 1

Day 3

EO: Outlet Overview, Hours of Operation (see pages 21 and 22)

Restaurants and Lounges: Havilland's, JPT's, Garden Terrace

Hours of Operations: Breakfast, lunch, brunch, snack, dinner, cocktails, room service

VESL: Recognizing "Off Limits"

Vocabulary

banquet area	off limits
assembly area	stay out of
lobby	instead
rear lobby	use _____ instead
guest restrooms	you should never
public telephones	never
next time	again
remember	against the rules
in a hurry	before
It doesn't make any difference.	

Grammar: Modal: should
Imperatives with not
Adverb of time
Prepositions: from, to

Dialogue 1

Chuck: You should never go through the lobby.
It's off limits.

Phuong: How should I get from _____ to _____?

Chuck: Go/Use _____ instead.

Phuong: OK. I'm sorry. I'll go the right way
next time.

Dialogue 2

Dave: Sopheo, you shouldn't be in the banquet area.

Sopheo: I wanted to go to the _____. I was in a hurry.

Dave: It doesn't make any difference. Never go
through the banquet area. It's against the
rules.

Sopheo: I'm sorry. I'll remember next time.

OUTLET OVERVIEW

RESTAURANTS AND LOUNGES

Havilland's

A sophisticated, elegant dining room featuring a two sided wood burning fireplace surrounded by beautifully etched mirrors and solid oak panels. Menu items include the finest selection of American cuisine, prepared with simplicity and sophistication. Reservations suggested.

JPT's

A distinctive, casually sophisticated restaurant featuring a hexagon shaped and brass trimmed bar. Accenting the multiple level dining room is a large overhead skylight with plants throughout the room. The menu features light contemporary entrees reasonably priced and served distinctively.

Garden Terrace

A casually elegant lounge just off the lobby level for relaxing over an early afternoon, evening, or after dinner cocktail. This beautiful spacious room with decor enhanced with natural oak, cream colored marble, and a light, very open feeling.

HOURS OF OPERATION

J.P.T.'S

Breakfast	6:30 a.m.-11:30 a.m.	Monday - Friday
Breakfast	7:30 a.m.-12:00 p.m.	Saturday and Sunday
Lunch	11:30 p.m.-3:00 p.m.	Monday - Sunday
Snack Menu	3:00 p.m.-5:00 p.m.	Monday - Sunday
Dinner	5:00 p.m.-11:00 p.m.	Monday - Sunday
Lounge	11:00 a.m.-1:00 a.m.	Monday - Sunday

HAVILLAND'S

Lunch	11:30 a.m.-2:00 p.m.	Tuesday - Friday
Dinner	6:00 p.m.-10:00 p.m.	Monday - Thursday
Dinner	6:00 p.m.-11:00 p.m.	Friday and Saturday
Brunch	11:00 a.m.-3:00 p.m.	Sundays only

GARDEN TERRACE

Cocktails	6:00 p.m.-11:00 p.m.	Monday
Cocktails	11:00 a.m.-11:00 p.m.	Tuesday - Saturday
Cocktails	11:00 a.m.- 3:00 p.m.	Sunday

ROOM SERVICE

same hours as J.P.T.'S

MONTH 1 - Week 1

Day 4

EO: Guest Relations (see page 24)

- Make eye contact. SMILE. Say "Good morning" or "Good afternoon", as appropriate
- Be prepared to give accurate directions
- Advise security of any suspicious people on the floors
- Do not unlock doors for anyone waiting access to a room

VESL: Understanding General Duties

Vocabulary

housekeeping	help guests if you can
be on time/punctual	be polite
be dependable	if you don't know, ask
be friendly	for help
check details	double check the room
have a positive attitude	pick up phone
clean rooms	punch # 11
replace used up/missing/dirty items	finished
report broken items	press 13 ^c /o 14 OCL
report missing items	report guests' problems
report guests' requests	

Grammar: Modal: should
Conditional: if

Dialogue 1

Phuong: I want to do a good job.
What should I do?

Chuck: You should _____.

Dialogue 2

Sopheo: I don't know _____.

Dave: That's OK. If you don't know something,
ask for help.

GUEST RELATIONS

It is the objective of Stouffer Hotels to offer each guest the ultimate in hospitality in terms of food, beverage, accommodations and service. To that end, it is expected that every guest will be treated with respect, courtesy and dignity, and will experience professionalism at every level of contact with our employees. Our guests see each employee as a representative of Stouffer's. Each employee should keep Stouffer's image of hospitality and service to guests uppermost in his or her mind.

1. Have a positive approach to your work.
2. Self respect and confidence radiate! Conduct yourself professionally and you will be treated accordingly.
3. Acknowledge the guests as quickly as possible. If you are not able to service them immediately, do not ignore them but, rather, make eye contact and smile indicating that you will be with them momentarily.
4. Make each guest feel that he or she is your personal guest. Smile easily and convincingly, and introduce yourself at some time to the guests.
5. Be composed. Let the guest feel that he or she is in competent hands. Your self-assurance will instill confidence.
6. Be discrete. Keep our business operations in our house, and personal concerns in your house.
7. Strive for recognition of your guests. If guests come in regularly, learn their names, recognize them and greet them by name. By the same token, do not become overly friendly with guests. Always address them by Miss, Mrs. or Mr. Employees are not to sit with a guest at any time.
8. Treat your guests with the dignity they deserve, and THAT INCLUDES CHILDREN. Nothing can be more offensive to your guests than to disregard their children. They should be made to feel just as welcome and comfortable as their parents or escorts. Nothing will win you repeat business as quickly as taking time to pamper and cater to a family with small children.
9. Every complaint is important to the guest who is voicing it and is, therefore, important to us. Every effort must be made to resolve the problem as quickly as possible. In any complaint situation remember four points:
 - a. Be calm - your composure can be contagious
 - b. The guest is always right - never argue with the person
 - c. When the guest leaves you, be sure that he or she is satisfied.
 - d. If the problem is major or you are not familiar with a particular situation or problem, always refer to your supervisor.

MONTH 1 - Week 1

Day 5

Review

Quiz: Fill in work areas on map of hotel

Role play: Understanding directions

Personal Appearance:

1. Everyday, you should report for work in a clean, well-fitting uniform, neat shoes, hair combed, hands and fingernails clean.
2. Always wear your name tag while working.
3. Maintain good posture at all times. Do not engage in conversation with other employees in public areas.
4. You must wear a closed-toe, closed-heel, leather-type shoe.

MONTH 1 - Week 2: EMPLOYMENT PROCEDURES

Day 1: Application Form Vocabulary

Review: -alphabet: (1) recognition of capital letters and small letters

(2) alphabetical order

-numbers

Vocabulary

name	street	area code
first	town	fill out application
middle	number	write clearly
last	zip code	print
address	telephone number	social security number
work	education	emergency contact person
reference	citizen	visa status

Grammar: "wh" question: What's your.....?
How do you spell your...?

Materials: blank application form, flash cards for alphabet, numbers, first, middle, last name, vocabulary and dialogue sheet.

Dialogue

What's your name? (first, middle, last)

How do you spell it?

What's your address?

What's your telephone number?

Supplementary Dialogue

Saying your name (first, middle, last)

Peter: Good Morning. My full name is Peter F. Macaulay.
You may call me Peter which is my first name.
What is your full name?

Huong: My full name is Huong T. Tran.

Peter: How do you spell your full name?

Huong: My first name is H-U-O-N-G. My middle initial is T.
My last name is T-R-A-N. Please call me Huong.

APPLICATION FOR EMPLOYMENT
HOURLY PERSONNEL



HOTELS, RESTAURANTS, MANAGEMENT FOOD SERVICE

NATIONALLY KNOWN FOR

QUALITY PRODUCTS, QUALITY SERVICE, QUALITY EMPLOYEES

EXECUTIVE OFFICES

29800 Bainbridge Road
Solon, Ohio 44139
216-248-3600



We are an Equal Opportunity Employer M/F

Name: _____
Last First Middle

Position Desired: _____
Date: _____

GENERAL DATA AND AVAILABILITY

Please circle yes or no where appropriate throughout the application.

Name _____ Social Security Number _____
Last First Middle

Address _____ Phone _____
Street City State Zip Alternate

Have you used any other name when working? No, Yes, List _____

Position Desired: 1st Choice _____ 2nd Choice _____ 3rd Choice _____

Wage or Salary Desired: _____ per _____ Is this negotiable? Yes, No.

Date available to start work _____. How long do you plan to continue working? Please circle. Permanently;
 Summer; School Term; Other _____

Many units are open seven days per week. Typical schedules involve five days in many instances. (If there is a religious reason you are unable to work, we will try to accomodate your beliefs as much as possible.)

Are you able to work any hours any days? Yes, No, On the chart below the days and shifts you are able to work.

What is the earliest you can arrive for work? _____ a.m./p.m. The latest you can depart? _____ a.m./p.m. You will be expected to work holidays. (Flexibility is desired for ease in our scheduling. Weekends are busy times, you will be needed, do not limit yourself.)

Shift	Approximate Time	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Early	6 or 7 A.M.-2 or 3 P.M.							
Lunch	10 A.M.-4 P.M.							
Middle	3 P.M.-11 P.M.							
Dinner	5 P.M.-2 A.M.							
Late	11 P.M.-7 A.M.							

How many hours per week do you want to work? Circle.
 40; 30 to 40; 18 to 30;
 Under 18; On Call Basis

Is your transportation reliable to meet the schedules listed above? _____ Do you have an alternative? _____
 If public, does it run on weekends and holidays? _____ List any scheduling problems or limitations and reasons _____

Have you ever been employed by Stouffer's? No, Yes, Where _____ When _____
 Reason for Leaving _____ Name of Manager _____ Job _____

How did you happen to apply? Referred by _____ Agency _____ ; Ad, Paper _____ ; Employee _____ ;
 Sign; Passing by; Other _____

Do you have any relatives working here? No, Yes, List _____

Can you recommend a friend who might be interested in working here? No, Yes, List _____ Phone _____

PERSONAL DATA

Federal law and many state laws prohibit discrimination on account of age, particularly 40 to 70 years of age. Because of minors' limitations and alcoholic beverages control restrictions we do need to know the age of applicants who are under 21 years of age. If under 21 years of age: List Age _____ Date of birth _____

CITIZENSHIP: Are you a citizen of the United States of America? Yes, No, If not, do you have a green permanent resident visa card, I-94 Form, or letter from Immigration Service indicating that you are legally permitted to work in this country? No, Yes, Card # _____ Classification _____ Expiration Date _____. If hired, are you able to show proof of status? No, Yes.

POLICE CONVICTION RECORD: Because we employ a large number of women and in some instances employees have access to guests' property, we need to know the following. Have you ever been convicted of a felony or summary offense which involved theft or physical assault upon the person of another human? No, Yes, explain when, where, and details. _____
 _____ Current Status? _____

ATTENDANCE AND TARDINESS: Promptness and good attendance are vital to our type of business which involves serving the public.

FAMILY SITUATION: Do you have any family or other situation that would make you late for work or absent from work more than once a month? No, Yes, Explain _____

PHYSICAL CONDITION:

We are an Affirmative Action Employer covered by Section 503 of the Rehabilitation Act. If you have a physical handicap and want to be considered under the program please indicate here _____.

Number of days absent from work or school due to illness in past 12 months _____ Explain _____

Have you had any major illnesses in the past five years? No, Yes, List _____

Have you received Workers' Compensation for injury on the job? No, Yes, When? _____ Where? _____
 Company? _____ Address _____ Type of injury? _____ Current status? _____

(OPTIONAL)

Many of our jobs involve working around hot equipment, lifting, and standing most of the shift. Many employees work with food and deal with the public. We would like to know if you have conditions that on some jobs could be a risk to your own health or to our guests'. Circle those conditions you have suffered with: Typhoid Fever, Tuberculosis, Venereal Disease, Diabetes, Epilepsy, High Blood Pressure, Hernia, Back Injury or Problems, Allergies, Rashes, Varicose Veins, Food Problems, Rheumatism, Heart Attack Condition, Psychiatric or Nervous Problems. List any other that could affect your work _____.

WORK HISTORY

List most recent employers first, then follow in order with earlier ones. Explain gaps in work history of more than one month's duration. We will check references.

NAMES and ADDRESSES of PREVIOUS EMPLOYERS	PHONE	DATES WORKED				POSITION	SUPERVISOR	HOURS	RATE OF PAY	REASON FOR LEAVING
		From Mo.	Yr.	To Mo.	Yr.					
Company								Start		
Address								Finish		
City		May we contact this employer for a reference?				Yes	No			
State Zip		What did you like best?				Least?				

Gap Explanation:

NAMES and ADDRESSES of PREVIOUS EMPLOYERS	PHONE	DATES WORKED				POSITION	SUPERVISOR	HOURS	RATE OF PAY	REASON FOR LEAVING
		From Mo.	Yr.	To Mo.	Yr.					
Company								Start		
Address								Finish		
City		May we contact this employer for a reference?				Yes	No			
State Zip		What did you like best?				Least?				

Gap Explanation:

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		From Mo.	Yr.	To Mo.	Yr.					
Company								Start		
Address								Finish		
City		May we contact this employer for a reference?				Yes	No			
State Zip		What did you like best?				Least?				

Gap Explanation:

NAMES and ADDRESSES of PREVIOUS EMPLOYERS	PHONE	DATES WORKED				POSITION	SUPERVISOR	HOURS	RATE OF PAY	REASON FOR LEAVING
		From Mo.	Yr.	To Mo.	Yr.					
Company								Start		
Address								Finish		
City		May we contact this employer for a reference?				Yes	No			
State Zip		What did you like best?				Least?				

REFERENCE DATA

The following person knows me and would be able to give me a personal reference.

Name	Address	29	City	State	Zip	Phone	Occupation
------	---------	----	------	-------	-----	-------	------------

EDUCATIONAL DATA:

Name and Address	Dates Attended	Years Completed	Graduated	Degree	Major
High School	19 to 19	8, 9, 10, 11, 12	Yes No		
College	19 to 19	1, 2, 3, 4,	Yes No		
Other	19 to 19	1, 2, 3, 4			

Special Skills: Typing _____ Shorthand _____ PBX _____ Data Processing _____ Key punch _____ Varitype _____ Other _____

MILITARY DATA:

Have you ever served in the United States Armed Forces? No, Yes, What branch? _____ . When? _____ to _____ .
 Rank? _____ Special training? _____ Citations - Medals? _____

PERSONALITY DATA Optional

What three words best describe your personality? _____ , _____ , _____ .

What are your goals for the next five years? _____

What is your main reason for working? Money for: (circle) Self Support, Support Family, Supplement Family Income, School Expenses, Self Development, To Keep Busy.

List any activities, clubs, sports, hobbies in which you were or are involved. (Do not list the name if it is indicative of race, religion, creed, color, sex or national origin of its members.) _____

Have you received any honors or held office in any of the above? List _____

Which of your jobs would you say you were the most successful at? _____
 Why? _____

Have you ever been dismissed from a job? No, Yes, Why? _____

List those personal characteristics that you have that would make you an asset for the position for which you applied. _____

If you have applied for a public contact job, list what you think influences customers the most when deciding to come back again and again to a certain hotel or restaurant. _____

INFORMATION FOR APPLICANT

This application for employment will be processed as quickly as possible. Public Law 91 - 508 requires that we advise you that a routine inquiry may be made during our initial or subsequent processing which will provide applicable information concerning character, general reputation, personal characteristics and mode of living. Upon written request, additional information as to the nature and scope of the inquiry, if one is made will be provided within a reasonable time.

Stouffer's treats all applicants for employment fairly, regardless of race, religion, color, creed, age, sex, national origin, marital, veteran, or handicap status.

APPLICANT, PLEASE READ AND SIGN

I understand that omissions and misrepresentations are sufficient cause for dismissal if employed and I certify that to the best of my knowledge the foregoing statements and historical information given by me are true. I understand that if hired, I will be on probation for 60 days (45 working days for banquet employees). I agree to abide by appearance and grooming standards and rules and regulations of Stouffer's while employed by them. _____

Signature

APPLICANT DO NOT WRITE BELOW THIS LINE

Post Hire Information: Marital Status _____ (Spouse _____ Where Employed _____ Phone _____) Height _____ Weight _____

Birth Date _____ Dependents _____ Uniform Size: _____ Dress; _____ Jacket; _____ Shirt; _____ Trouser Waist; _____ Length _____

Person to be notified in case of accident or emergency? _____

	Name	Address	Phone
Interviewer's Signature _____	Comments _____	Recommendation _____	
Interviewer's Signature _____	Comments _____	Recommendation _____	

Final Disposition: Reject, or Hold Reason _____

Hire for _____ Position, Classification _____ Rate _____ Start _____ Date _____ Time _____

Department _____ Approval _____ Replacement for _____ New _____

Needed: Work Permit Yes No; Age Certificate Yes No; Food Handler's Card Yes No; Social Security Card Yes No;

Visa or I-94 Yes No; Other _____

MONTH 1 - Week 2

Day 2: Job Interview

Vocabulary

personnel clerk
schedule
appointment
interview
on time

personnel office
application form
cannot come in
reschedule
late

Dialogue 1

Kim: Good morning. My name is Kim.
What is your name?

Saphay: My name is Saphay.

Kim: Where do you live Saphay?

Saphay: I live in Billerica.

Kim: Did you complete the application form?

Saphay: Yes, I did. May I have a job interview?

Kim: Yes, I'll schedule you for a job interview with Peter.

Dialogue 2

Noy: Good morning. My name is Noy.
I work in the Stewarding Department.

Kim: Good morning Noy.
What can I do for you?

Noy: May I have an application form which I may give
to my friend?

Kim: Yes. Here it is.

Noy: Thank you.

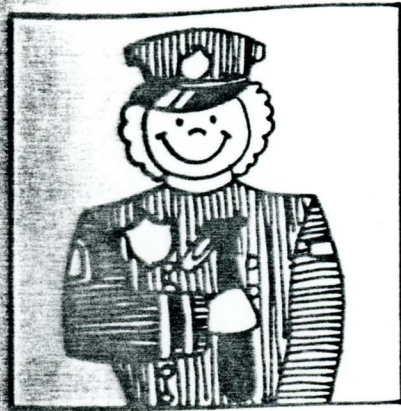
READ

The phone book has a lot of information. The first page is very important. It has emergency phone numbers. Look on the first page and find these numbers.

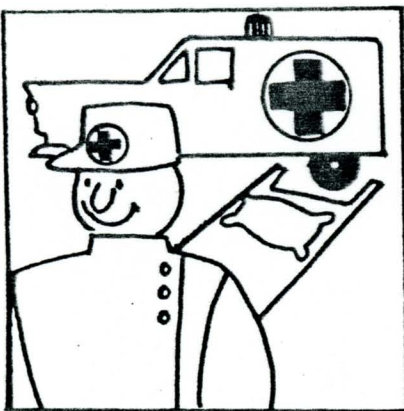
1 fire department



2 police department



3 ambulance



4 doctor



ALL
rs

ONE

CONVERSATION

To A Friend

1. I need to talk to my uncle.
2. You can call him.
1. No, I can't.
I don't have any money.
2. You can call him collect.



PRACTICE

I
We
You
They

don't have any money.

He
She

doesn't have any money.

I
We
You
He
She
They

can
can't

call him.

You can call

him
her
me
them
us

collect.

FILL IN THE BLANKS

don't doesn't any
him her us me them

1. I can't call my uncle. I don't have any money.
You can call him collect.
2. She can't call her parents. She _____ have _____ money.
She can call _____ collect.
3. He can't call his girlfriend. He _____ have _____ money.
He can call _____ collect.
4. We can't call you and your wife. We _____ have _____ money.
You can call _____ collect.
5. They can't call you. They _____ have _____ money.
They can call _____ collect.

Day 3: Making Telephone Calls

-Calling in Sick

Vocabulary

pay phone, public phone	coming in
telephone number	cannot come in
need	sick
a dime	tomorrow
who	let me know
wait	what's the matter with you?
calling	flu
please	cold
operator	headache
connect	sure
just a minute	before
good morning	275-5500, extension 536
good afternoon	
may	
hold	

Grammar: Indirect object; "wh" question: what, who, when, where, why,; modal "may"

Materials: teletrainer, vocabulary and dialogue sheet, coins

Dialogue

Receptionist: "Good morning - Stouffer's Bedford Glen"

Phuong: I am Phuong Nguyen, I am sick today.
I want to talk to Chuck Silloway.

or

I am Phuong Nguyen. Please tell House-keeping that I am sick. I will not be in today. I will come in tomorrow.

Receptionist: Thank you.

NOTE: If you are out sick per your doctor's order, when you report back to work you should bring in a doctor's certificate saying that you are well enough to come back to work.

MONTH 1 - Week 2

Day 4: Working Conditions - Daily Schedule

EO: Working condition (see page 37)

-meal and break periods	-uniforms
-security	-parking
-employee locker rooms	-status

VESL: Daily Schedule

Review: Telling time

Vocabulary

punch in your own card	go home
change to your uniform	clean the guest room
pick up time card	report to the housekeeping office
" " a caddy	check
" " maid sheet	linen closet
" " a bag of supplies	cleaning supplies
receive keys	guest room supplies
turn in time card	change linen
pick up a cart	clean the bathroom
make sure/check	take a break
well stocked	eat lunch
get back to work	turn in left property
get to work	assignment?
get/pick up uniform	section?

Grammar: adverbs of frequency: always, usually, sometimes, never
present tense, cardinal numbers
"wh" question: what time, when

Materials: maid sheet

Dialogue

Sopheo's husband: What do you do everyday at work?

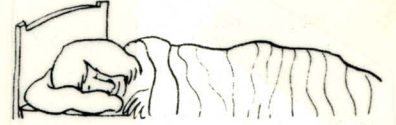
Sopheo: First I punch in at 8:00.
Then, I get changed into my uniform.
Then I report to the Housekeeping office
and get my work assignment and my keys.
Next I pick up my caddy and check the
guest room supplies.
Then I pick up my cleaning supplies.
Then I pick up the cart and take it to the
linen closet in my section.
Then I clean the rooms.
At 9:30 we take a break. Then I clean some
more rooms. We eat lunch at 11:30.
I get another break at 2:00. I get out at 4:30.

7-3

3-11

11-7

Hanh

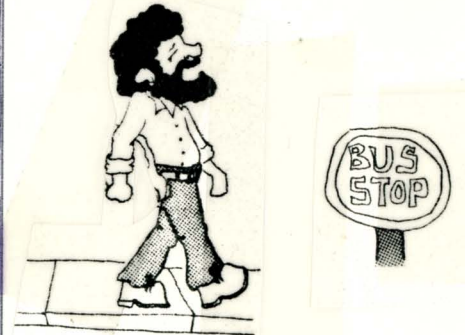


Sokha



36

Tong Sai



- 1) When does Hanh go to work?
- 2) Does Sokha go shopping in the morning?
- 3) Who sleeps in the morning?

WORKING CONDITIONS

MEAL AND BREAK PERIODS

Employees are provided a fifteen minute break period in the morning and afternoon. In addition, a thirty minute unpaid lunch period is provided. Your supervisor will advise you as to appropriate times for meal and break periods, so as not to interfere with peak periods.

SECURITY

All employees are required to enter and exit the Hotel through the employee entrance located at the rear of the Hotel. A security officer will inspect all parcels upon entering and exiting the premises. Any part of the building designated for "employees only" is absolutely off limits to non employees.

Lockers will be assigned and controlled by the security department. Personal locks are not permitted, and locker inspection will be held periodically.

EMPLOYEE LOCKER ROOMS

Men's and Women's locker rooms are available with each employee assigned his/her personal locker. Clothing and personal belongings may be stored in lockers. At no time should any food or hotel property other than uniforms be stored in lockers. Lockers are assigned and controlled by the security department. Each and every employee is responsible for maintaining the cleanliness of the locker room area.

UNIFORMS

Those employees required to wear uniforms will be provided with uniforms. Stouffer's Bedford Glen Hotel will maintain and launder all uniforms. Uniforms are not to leave the property at any time. Lockers and locker areas will be provided for storage and changing into and out of your uniform.

PARKING

Free parking is provided for all employees in the employee parking lot adjacent to the employee entrance.

STATUS

Full time employees are those who work a minimum of thirty (30) hours per week on a regular basis. Part time employees work a minimum of eighteen (18) hours per week on a regular basis. Employee working less than 18 hours per week on a regular basis are classified as per diem employees, scheduled as needed.

MONTH 1 - Week 2

Day 5: Safety (see page 78.)

Vocabulary

wipe up spills
say "Passing, please"
handle with care
avoid breakage
keep to the right

read instructions
report unsafe conditions
report accidents
guest accidents
employee accidents

Movie (make advance arrangement with Kim in Personnel Office)

Show fire safety film

MONTH 1 - Week 2

Day 5: Safety

EO: Safety at Stouffer's Bedford Glen Hotel (see page 78)

Vocabulary

wipe up spills	read instructions
say "Passing, please"	report unsafe conditions
handle with care	report accidents
avoid breakage	guest accidents
keep to the right	employee accidents

Movie (make advance arrangement with Kim in Personnel Office)

Show fire safety film

VESL: Safety in the Housekeeping Department

Vocabulary

block	excuse me	ask Dave
doorway	later	ask Chuck
secure	can't	for a minute
lock	come back	for a second
refuse to	inside	Be careful
report	ok	still
immediately	in	there

Materials: Supervisors role play as guest

Grammar: "be sure"/"refuse" with infinitive

preposition: inside

adverbs of time: later, for a minute/second, still

modal can't

What if

adverb of place: there

Dialogue 1

Phonh: What if the guest is still in the room?

Chuck: Don't clean the room if the guest is still there.

Dialogue 2

Pia: When would you like me to do your room?

Guest: Give me a half an hour.

Dialogue 3

Savoern: What if I want to take a break?

Darlene: Leave your cart in the linen closet.

MONTH 1 - Week 3

Day 1: Probationary Period - What is a Caddy?

EO: Probationary Period (see pages 41 and 42)

-probationary employee	-regular employee
-two calendar months	-performance appraisal
-evaluate	-review

VESL: What's in a Caddy?

Vocabulary

soap	note pad
bath soap	do not disturb sign
small soap	laundry slip
shaving kit	fire safety folder
bath gel	liners
evaluation	room service folder
bathtub	door
sink	desk
closet	in, on
vanity	door knob
	reminding

Grammar: "any"

Where does the _____ go?

On the _____, in the _____.

Materials: caddy and pictures of room, then real room

Dialogue 1

Darlene: Where does the bath gel go?

Phonh: It goes on the vanity in the bathroom.

Dialogue 2

Darlene: You don't have any laundry slips on your cart.

Deng: Thanks for reminding me.

GENERAL PERSONNEL
POLICY INFORMATION

Probationary Period and Performance Appraisal

A new employee is on probation for the first two calendar months. After this time, the supervisor will conduct a performance appraisal with the employee. Through this counseling process you will both mutually agree upon what the job is and what is expected of you.

After the initial review, you will be considered a regular employee and will be formally reviewed annually thereafter. Remember - the appraisal is intended to evaluate your job performance. It also provides the basis for promotional opportunities.



PROBATIONARY REVIEW

Employee Name _____ Date of Review _____

Department _____ Position _____

_____ Performance has been outstanding.

_____ Performance has been good. Improvements could be made in the following areas:

- 1.
- 2.
- 3.
- 4.
- 5.

_____ Performance is marginal. I do not recommend an increase at this time. I recommend the probationary period be extended 30 days until the following problem areas are corrected. A further review will be conducted in 30 days.

- 1.
- 2.
- 3.
- 4.
- 5.

_____ Performance has been poor. I recommend termination for the following reasons:

- 1.
- 2.
- 3.
- 4.
- 5.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

Dept. head Signature _____ Date _____

Received in Personnel _____ Date _____

MONTH 1 - Week 3

Day 2: Employment Seniority - Guest Relations

EO: Employment Seniority (see page 44)

-anniversary party	-5 years of employment
-star club	-25 years of employment

VESL: Guest Relations

Vocabulary

would	come back	name
like	in half an hour	give me
cleaned	in an hour	do
or	in a few minutes	next
Good morning	in 5 minutes	my room
now	in a couple of minutes	would you
left	call the desk	today
key	just a minute, please	
let me in	I have to	
I'll	verify	

Grammar: future: I'll; passive: cleaned; or;
modal would with indirect object, infinitive and
and passive, "Would like to"
preposition "in" with time
"need" with infinitive

Materials: clock faces

Dialogue 1

Sopheo: Would you like your room cleaned now or would you like me to come back later?

Guest: Give me 5 minutes.
(or I don't want service today.)

Dialogue 2

Guest: I left my key in the room. Please let me in.

Phuong: I have to call the desk first. Please write your name for me.

Guest: Paul Nickerson. P-a-u-l N-i-c-k-e-r-s-o-n.

Phuong: Thank you. I'll be right back.

GENERAL PERSONNEL
POLICY INFORMATION

Anniversaries

You will be invited to your first anniversary party when you have five years of employment credit at Stouffer's. These parties are noted for good fellowship and fun - a sort of trademark in the Stouffer family. At your five-year anniversary, a service emblem will be presented to you. Every five years thereafter, you will receive a new service emblem indicative of your years of service. Then after you have been with us for 25 years, you will receive a beautiful diamond set into a new service emblem. These remembrances are one way of our saying a sincere thank you for your dedication, fine service, and loyalty over the years.

Star Club

When you reach your 25th anniversary, you will become a member of Star Club. New members are welcomed into the Club each year with a special company party held in their honor. It is a happy time, brimming with warmest memories. This special group of employees also receive an additional benefit package.

Statement on Unions

We respect the rights of our employees and are committed to maintaining an open and direct relationship with our people. We believe, and agree with our employees, that it is not necessary to belong to a union to maintain such a relationship.

Over the years, our direct relationship has been mutually beneficial to both our employees and the company, and has contributed to Stouffer's success. We wish to support his relationship by continuing to review and establish programs (such as our regular wage surveys, problem solving procedures, progress review program, etc.) and policies which lead to the betterment of all Stouffer people. We believe in these policies which give our employees the right to discuss problems, express dissatisfaction, and obtain all necessary help by dealing directly with their supervisors.

We do not believe it is necessary for you to have to pay dues to any outside union to act as a mediator between us, and Stouffer employees have repeatedly endorsed this same position in past elections and have shown a clear preference for the continuance of our open and direct relationship.

Employee Meetings

Periodic departmental meetings as well as quarterly hotel employee meetings are a standard Stouffer Hotel policy.

These meetings are held to communicate any operational changes and to give you general direction on Company goals and objectives. At the same time, it is an opportunity for you to bring up any job related problems or concerns that they may be experiencing.

MONTH 1 - Week 3

Day 3: Employee Meetings - Guest Room Procedures - Beds

EO: Employee Meetings (see page 44)

-departmental meeting	-quarterly meeting
-communicate	-operational change
-general direction	-company goals

VESL: Guest Room Procedures - Beds

Vocabulary

blanket	linen	sheet
changed	pillows	tight enough
needs to	extra	forgot
stain	hospital corner	bed spread
bed pad	throw pillows	bottom sheet
wrinkle	top sheet	would be good
dustruffle	cot	sheet
pillow case	softer	again
bed	firmer	see
dirty	more	here
holes		

Grammar: "needs to" with infinitive
modal: could
past tense with negative: didn't
"forget" with infinitive

Materials: a bed, linens, pillows

Dialogue 1

Peg: Phuong, see this blanket has a stain here.
Phuong: Oh. I see it.
Peg: You should change the blanket.
Phuong: OK.

Dialogue 2

Guest: Could you leave me an extra pillow?
Douangmany: Yes, of course. (Sure.) (Yes, I will.)
Do you want a soft pillow or a firm pillow?
Guest: A firm one would be good.

MONTH 1 - Week 3

Day 4: Statement on Unions - Team Work

EO: Statement on Unions (see page 44)

-open and direct relationship	-union
-right to discuss problems	-mediator
-express dissatisfaction	-supervisor

VESL: Team work

Vocabulary

team	keep up with it
team work	keep on top of it
give a hand	run smoothly
help out	do your/our/their/part
I need help	How's it going?
work together	good procedure
get organized	a mess
right	

Grammar: need to
conditional if

Dialogue

Kané: This place is a mess.

Chuck: If you want to make this department run smoothly you need to work as a team.

Kané: What do you mean?

Chuck: Get organized, use good procedure, work together.

Kané: You were right. Now we can keep on top of it.

MONTH 1 - Week 3

Day 5: Acknowledging that You Understand Directions Given

Vocabulary

I understand	sure
I don't understand	no problem
I don't understand very well	that's it
Please do it again	now you do it
Please show me again	I'll _____ it first
watch me carefully	make it

Grammar: negatives: don't
cardinal numbers

Materials: a bed and linens

Dialogue

Lisa: I'll make the bed. Watch me.

Nouphit: OK.

Lisa: Now, you do it.

Nouphit: I don't understand very well.
Please make it again.

Lisa: No problem.

Nouphit: Now I understand.

Lisa: Good.

MONTH 1 - Week 4

Day 1: Affirmative Action - Guest Room Items

EO: Affirmative action (see page 49)

- Fair treatment
- Affirmative action program
- Self improvement
- Educational refunds

VESL: Guest Room Items Around the Bed

Vocabulary

bed	ripped	room service tray
night stand	maintenance	right now
lamp	waste basket	picture
clock	liner	coffee table
bureau	ashtray	end table
clean	pen	matches
dirty	notepad	tv
dusty	sofa	report
broken	chair	
stained	coffee service tray	

Grammar: prepositions: in, on, next to, under

Materials: room with items
"something wrong" pictures with items missing
or broken

Dialogue 1

Douangmany: Peg, the chair in Room 2001 is broken.

Peg: OK, I'll report it to maintenance.

Dialogue 2

Darlene: Deng, you forgot to clean the ashtray on
the night stand.

Deng: I'm sorry. I'll do it right now.

AFFIRMATIVE
ACTION

Fair Treatment

Stouffer's is a grand place to work. One of the many things that you will learn to appreciate is the fact that you will be treated fairly regardless of race, religion, color, creed, sex, age, national origin, or marital status. Stouffer's main concern is whether you work hard, are dependable, perform your job well, and are able to cooperate and work well with your co-workers. We are concerned that you follow directions carefully, show respect for your supervisors, and strive for quality at all times. Each employee has an obligation to see that our Affirmative Action Program is effective. This means that we all should help other employees, deal fairly with them, show consideration of them, regardless of race, religion, color, sex, age, national origin, or marital status.

Self Improvement

The Company has made available to employees Educational Refunds to assist them financially with courses that will help them on their jobs. Discuss the details of the program with your Hotel Director of Personnel.

Promotion From Within - Advancement

Stouffer Hotels is committed to promotion from within and you will be encouraged to advance to the limit of your ability. There will be no discrimination on account of race, religion, color, sex, age, national origin, marital or draft status. All promotions take into consideration experience, education, dependability, attitude, quantity, speed, and quality of work in addition to length of employment service.

Speaking Out

If at any time you feel you are not being treated fairly and that you are being discriminated against because of your race, religion, color, sex, age, national origin, marital or draft status, DISCUSS IT WITH YOUR SUPERVISOR FIRST, THEN YOUR MANAGER. Then if your problem is not handled to your satisfaction, our problem solving procedure should be followed (refer to "Open Door Policy on Problem Solving").

A Word About Quality

Quality is what we seek providing in service to our Stouffer Hotel guests. Quality in guest service can only be obtained through a sincere desire from all Stouffer Hotel employees to serve and please our guests. Quality is what we seek in our employees. Quality comes from men and women of all ages, colors, races, religions, and nationalities.



MONTH 1 - Week 4

Day 2: Affirmative Action - Understanding Directions
(continued)

EO: Affirmative Action (see page 51)

- Promotion from within
- Advancement
- Speaking out
- Discrimination
- Quality of work

VESL: Guest Room Items - Closet and Folders

Vocabulary

laundry bag
shoe shine bag
swim bag
laundry slips
sliding doors
luggage rack
HBO
fire safety folder
hangers

Grammar: enough any
 more
 a few a lot

Dialogue

Phuong: Do you have enough laundry bags?

Sopheo: No I don't. I need a lot more.

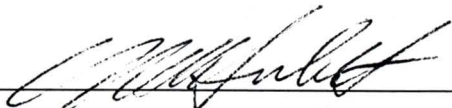
**AFFIRMATIVE
ACTION**

STATEMENT of POLICY on EMPLOYMENT AFFIRMATIVE ACTION

Stouffer's since 1924 has built its reputation on quality. Stouffer's is now recognized as a leader in the hotel and food service industry and it continues to provide the best quality in all areas of its operations. This reputation for quality was built by the efforts of Stouffer employees of all races, religions, colors, creeds, nationalities. Our employees were and still are men and women of varying ages from 18 to 80. We are proud that many newcomers to the country of all nationalities learned their English while helping in our operations. Each employee is recognized for his or her individual ability, effort, personality, dependability, and quality and quantity of work. We trust our employees to do their best at all times, to cooperate with one another and to be loyal to Stouffer's. Each job, no matter what type, if done well, is valuable to the total team effort for quality. It is sound business and morally right that we do not discriminate. Of course, Stouffer's has over the years complied with whatever the current legislation, whether local, state, or federal, requires pertaining to discrimination. Stouffer's wants to reaffirm our basic policy of recognition of the individual and indicate our sincere continued effort not to discriminate against minorities, women, handicapped and Vietnam veterans, but to encourage their employment, fair treatment and advancement with the Company. This is spelled out below:

- Stouffer's will continue to comply with all local, state, and federal laws relative to Fair Employment Practices and Equal Employment Opportunity.
- Stouffer's will not discriminate against any applicant for employment because of race, religion, color, creed, national origin, sex*, age* or marital, handicap, or veteran status in recruiting, testing, selection for hire, or setting initial rate of pay.
- Stouffer's will not discriminate against any employee in all matters dealing with employment including but not limited to: Training, tuition refund, promotions, testing, standards, termination, layoff, recall, transfer, use of facilities, assignment of stations, benefit consideration for increment in wage or salary, social and recreation programs or any other terms and conditions off employment because of race, religion, color, creed, national origin, sex*, age* or marital, handicap or veteran status.
- Stouffer's will maintain a productive work environment free from harassment on account of race, religion, sex, or national origin. Employees are encouraged to bring to management's attention any problems of discrimination or harassment. Stouffer management will investigate any such problems and take remedial action where appropriate.
- Stouffer's will take affirmative action to insure that these policies will be implemented at all levels and at all locations. Programs have been instituted to encourage the recruiting and hiring of females and minority** employees, and to facilitate participation in community efforts directed toward promoting better understanding and implementation of Equal Employment Opportunity. Efforts will be made to correct deficiencies.
- To insure the effectiveness of the Affirmative Action Program, Stouffer Hotels has appointed Allen D. Lancaster, Director of Personnel, as Equal Employment Opportunity Officer. Mr. Lancaster will assume over-all responsibility for the implementation of policy, outlining of objectives, stimulating the reporting of positive results, and the administration of all programs of action. In order to accomplish this, Mr. Lancaster will rely on his departmental staff and on each hotel's General Manager and through Stouffer Hotels General Office Department Heads for further implementation of all Equal Employment Opportunity Programs. Regular reports will be made on the effectiveness of the program to the President.

Signed _____



William N. Hulett — President, Stouffer Hotels

*Unless a bonafide occupational qualification.

**Minorities include: Blacks, Asians, American Indians, Hispanics, Alaskan Natives, Vietnam Veterans and Handicapped.

Effective: 8/15/82
Supersedes: 11/1/80

Stouffer's General Offices
29800 Bainbridge Rd. • Solon, Ohio 44139 • (216) 248-3600

Form # A1001 8/82



MONTH 1 - Week 4

Day 3: Open Door Policy - Guest Room Items
(continued)

EO: Open door policy on problem solving (see page 53)

- Employee rights
- Problem solving procedures
- Improve communication
- A fair and equitable way

VESL: Guest Room Items: Bathroom

Vocabulary

move it a little	folded
ice bucket	almost
coasters	like this
glasses	bath gel
soap dish	shoe mit
wicker basket	towels
amenity basket	wash clothes
sewing kit	bath mat
shower cap	shower
shampoo	shower curtain
safety mat	liner
wet, dry	sink
clean, dirty	toilet
right place	filled, empty
correctly	full, empty
incorectly	wrong place

Grammar: or

Dialogue

Nouphit: Is the shower cap in the right place
or wrong place?

Peg: It's almost right.
Move it a little. Like this.

OPEN DOOR POLICY
ON PROBLEM SOLVING

Stouffer Employee Rights

Everyone has problems. Things are never perfect. How do we solve them? Well, when they involve your job, Stouffer's has a procedure that works and is available to all.

When things are not going the way you feel they should in your job, Stouffer's wants to help. The following problem solving procedure is a right you will always have. It is a method where we can deal with each problem directly with you and on an individual basis. Please become familiar with this procedure and feel free to use it as needed.

Stouffer's Open Door Policy on Problem Solving

Stouffer's is proud of its problem solving procedure and policy. This policy says that Stouffer's will provide and maintain a clear and open channel through which every employee will be given the fullest opportunity to obtain a satisfactory solution to job problems. Employees are assured that they will not be discriminated against or in any way penalized for using this authorized procedure.

These steps are set up to try to improve communications and correct any mistakes that might happen despite our best efforts. We are sure that these procedures and steps will make for a fair and equitable way to solve your job problems, and for a true "open door policy" for all Stouffer employees.

If you, as a Stouffer employee, are dissatisfied with anything related to your job, treatment by your supervisor, company policies or practices which create a problem in performance of your job, the following steps should be taken.

- Step 1 - The employee is to first discuss the problem with his/her immediate supervisor. The supervisor will set aside some time, listen, investigate the problems, and then make recommendations and give a decision or findings to the employee.
- Step 2 - If the employee is not satisfied with the immediate supervisor's decision, the problem may be taken to the employee's Department Head.
- Step 3 - If the employee is not satisfied with the Department Head's finding or decision, the individual may present the problem verbally or in writing to the Director of Personnel.
- Step 4 - Again, if the employee is not satisfied with the decision, the Hotel General Manager will make a decision upon the verbal or written presentation of the problem.
- Step 5 - If the employee still feels the need for further consideration, the individual may submit the problem to the area Vice President, and if still need be, could write the President of Stouffer Hotels.

MONTH 1 - Week 4

Day 4: Open-Door Policy (continued) - Good Work and Bad Work

EO: Open-door policy steps (see pages 53 and 56)

- 1-Talk to immediate supervisor
- 2-Talk to Department Head
- 3-Talk or write to Director of Personnel
- 4-Decision by General Manager
- 5-Submit problem to area Vice President
- 6-Write to President

VESL: Good work and bad work

Vocabulary

good work	mistake
no good	OK
nice going	that's nice
not bad	that's wrong
right	very good
poor job	wrong
slow	

Grammar: imbedded sentences
Peter said that it's good work
 it's OK

Exercise

Students: Listen to vocabulary announced by teacher,
Repeat vocabulary after teacher.
Listen again. For every phrase of "good work", students
raise 1 finger. For every phrase of "bad work", students
raise 2 fingers. Do this listening exercise until
students can distinguish expressions of "good work" from
expressions of "bad work".

Repeat the exercise, but this time teacher raises her
voice and softens her voice to show that a loud voice or a
soft voice does not change criticism to praise.

<u>Listen:</u>	good job	no good
	nice going	not good
	good work	poor job
	not bad at all	poorly done
	you work fast	you work too slow
	OK	you made a mistake
	pretty good	do it again, faster

MONTH 1 - Week 4

Day 4: continued

Listen again and repeat after teacher

Listen and hold up 1 finger for "praise"
2 fingers for "criticism"

good job
no good
wrong
good work
not bad at all
wrong
you work fast
you work too slow

Listen again, for "praise" students say "thank you"
for "criticism" students say "I understand"
"Please show me again"
"Should I do it again?"

OPEN DOOR POLICY
ON PROBLEM SOLVING

For our hotel, your problem solving contacts are as follows:

1. _____ Supervisor
2. _____ Department Head
3. _____ Director of Personnel
4. _____ Hotel's General Manager
5. _____ Area Vice President
6. _____ President

Note: Please fill in this section with your supervisor during your orientation.



Day 5: Review

EO: A short story on problem solving

Kim was very happy, she has been making plans for her sister's visit on the week-end! Her sister, who lives in Philadelphia, will come to visit her and will stay until Monday. She plans to take her sister out to lunch at a Chinese restaurant in Boston's Chinatown on Monday.

When Kim looked at her work schedule for next week, she was very disappointed. She has to work on Monday. She asked Saphay: "What can I do now?"; Saphay said: "Don't worry. go and see Chuck."

Kim went to see chuck and asked him if she could have Monday off to go to Boston with her sister. Chuck told her it's all right, he will ask Noupit to work on Monday. He also reminded her that if she wants a day off, she will have to tell him or Dave on Tuesday of the previous week.

Whenever you have a problem at work, talk to your supervisor. He will help you to solve your problem.

VESL: Role Play

- 1-one student gives directions--the other doesn't understand
- 2-one student does a procedure wrong--the other criticizes the first

Discuss asking for clarification and criticism in Cambodia, Laos, Vietnam and the US.

Vocabulary matching quiz

Listening quiz

MONTH 2 - Week 1: EO: WAGES AND BENEFITS

VESL: GUEST RELATIONS, CONVERSATIONS

EO: Wages and Benefits (see pages 59 and 62)

WAGES

Vocabulary

fixed entry rate	increase
average wage	60-day probationary period
equity	annual increment
hotel achievement	employee performance

Dialogue

Pion: What is my pay rate?
Chuck: It's a fixed entry rate.
Pion: How much is it per hour?
Chuck: It's _____ per hour.
Pion: is it good pay?
Chuck: It's better than average.

HOLIDAYS

Vocabulary

regular holiday	double-time
floating holiday	cummulative
regular pay	forfeit

Dialogue

Phonh: I am not working tomorrow.
Deng: Why?
Phonh: It's my floating holiday.
Deng: Will you get pay?
Phonh: Yes, I'll get regular pay.
Deng: That's very good!

WAGES & BENEFITS

Wages

The wage and benefit program at Stouffer's Bedford Glen Hotel provides that jobs of comparable worth are paid equal to or better than average wage in our area. Regular wage surveys and audits are conducted to maintain equity in our wage system. All employees are hired at a fixed entry rate and eligible for an increase at the conclusion of the sixty (60) day probationary period. Thereafter, wage rates will be increased at least once annually based on many factors including market surveys, governmental guidelines, departmental and overall hotel achievement and employee performance.

Holidays

Our hotel celebrates seven (7) regular holidays and one(1) floating holiday. The seven regular holidays include New Year's Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

Regular employee's who work the holiday will be paid double time or a regular days pay plus straight time for all hours worked on the holiday. All other full time (30 hour) employees granted the day off due to the holiday will receive a regular days pay.

The floating holiday may be used on your birthday or any other day during the calendar year. You must schedule your floating holiday at least two weeks in advance with your supervisor, floating holidays are not cumulative, therefore it will be forfeited if it is not taken during the calendar year. You must complete your 60 - day probationary period to be eligible. Employees will not be allowed to work the floating holiday for the purpose of receiving overtime. Employees must work the scheduled day before and after the holiday to be eligible for holiday pay. Any questions regarding the floating holiday should be forwarded to the Director of Personnel.

Vacation

Employees are required to schedule vacations at least two weeks prior with their supervisor. All vacations are subject to the approval of the individual supervisor and should not be scheduled during peak business months.

MONTH 2 - Week 1 (continued)

VACATION

Vocabulary

schedule a vacation	take the time off
earned vacation	pro-rated basis

Dialogue

Chuck: Did you schedule your vacation?

Pia: No, I didn't. How many days have I earned?

Chuck: After one year of work, you get a 2-week vacation.

Pia: That's great!

VESL: Guest Relations - Conversations

Vocabulary

How do I	turn	out of order
get	left	around
nearest	right	corner
go	Have a nice day	upstairs
down	go right ahead	downstairs
corridor	straight	ice machine
over there	shade	in here
I'll get some more	TV	this morning
get	broken	last night
didn't	something wrong with	let ___ know
wake-up call	phone	problem with
morning coffee	my	the heat
turned down	There is	

Grammar: "wh" questions: where, how
adverbs of place: right, left, straight, here, there
future: I'll
possessive: my

Dialogue 1

Guest: Where is the nearest ice machine?
Douangmany: Go down the corridor. It's near the elevator.

Dialogue 2

Guest: I didn't get my morning coffee.
Phuong: I'm sorry. I'll let room service know.

MONTH 2 - Week 2: EO: WAGES AND BENEFITS (continued)

VESL: FILLING OUT A MAID SHEET & OTHER READING'S
COMMON HOUSEKEEPING PROBLEMS

EO: Wages and Benefits (continued)

PAID SICK LEAVE

Vocabulary

eligibility
perfect attendance
accumulated sick days

Dialogue

Chuck: You did not come in to work yesterday.

Deng: No, I didn't. I was out sick.

Chuck: Did you make a request for sick pay?

Deng: Yes, I did. It has to be approved by my supervisor.

HEALTH INSURANCE

Vocabulary

hospitalization	major medical
short-term disability	life insurance
dental coverage	

Dialogue

Nouphit: I've been working for 3 months.
Am I eligible for health insurance?

Peg: Yes, you are.

Nouphit: Am I eligible for dental insurance, too?

Peg: No, you're not. You have to work for one year.

OVERTIME

Employees will get paid time and a half for work in excess of 40 hours per week. No extra pay for work performed on Saturday and/or Sunday.

WAGES & BENEFITS

All regular full-time employees will earn:

- 2 weeks vacation after 1 continuous year of service
- 3 weeks vacation after 7 continuous years of service

Under no circumstances will vacation pay be authorized without taking the time off. All vacation earned must be taken within twelve months of the date it is earned or vacation will be forfeited.

Part time employees will earn vacation on a pro rated basis, equal to the average number of hours worked during the course of one year.

PAID SICK LEAVE

Employees will earn one day for every two months of perfect attendance, to a maximum of twelve days.

Employees who do not use any sick days after a full year of employment will receive two extra days pay in addition to accumulating the sick days.

Paid sick leave is an added insurance benefit and should be accumulated to allow for financial protection in the event of illness.

Sick leave is paid subject to the approval of your supervisor.

HEALTH INSURANCE

Stouffer's Bedford Glen Hotel provides a comprehensive health insurance program including hospitalization, major medical, short-term disability insurance, life insurance, and dental coverage.

All full time employees are eligible for insurance coverage on the first of the month after 3 months of continued employment. Dental insurance is included after one year of continuous employment. You must fill out the appropriate insurance cards to be eligible for insurance benefits.

PAY DAY

All employees are paid on Friday of each week. Pay checks will be distributed from the Security Office.

OVERTIME

Bedford Glen pays approved overtime to all employees who work in excess of 40 hours per week. Time off in lieu of overtime pay is not permitted.

PAYROLL DEDUCTIONS

As required by law, Stouffer's makes certain deductions from your paycheck. Those deductions include Federal Income Tax, State Income Tax, and Social Security (FICA). Other payroll deductions which may be selected by the employee include those pertaining to various Stouffer benefit programs.

JURY DUTY

Stouffer's will pay the difference between the pay you receive for Jury Duty and your regular day's pay. Please contact Personnel if you are called for Jury Duty.

MONTH 2 - Week 2

EO (continued)

JURY DUTY

Stouffer's will pay the difference between the pay an employee receives for Jury Duty and her/his regular day's pay.

VESL: Filling out a Maid Sheet (see page 64) and other reading Review Dates

Vocabulary

project of the day	initial(s)	fill out	Do Not Disturb
c/o	sect.	mean	don't write
occ	day	vac. #	Sept.
act ST	date	Apr.	Oct.
remarks	Jan.	May	Nov.
done	Feb.	June	Dec.
checkout	March	July	rec. slip
occupied	goes	Aug	

Grammar: "wh" questions: how, what, where

Dialogue 1

Phuong: How do I fill this out?

Darlene: Write "done" here.

Phuong: Oh, I see.

Dialogue 2

Deng: What goes here?

Peg: I initial it.

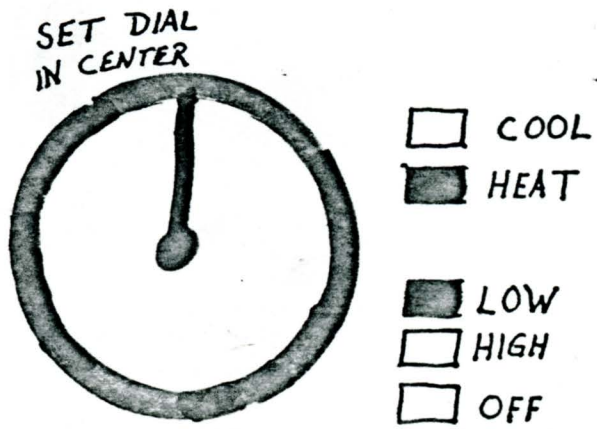
Deng: ummm.

NAME _____
 SECT. _____
 FAC # _____

STOUFFER'S
 BEDFORD GLEN
 HOTEL

DAY _____
 DATE _____
 SUPERVISOR _____

ROOM NUMBERS	DESK STATUS		ACTUAL STATUS	REMARKS
	C/O	GCC		
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				



HEAT CONTROLS
 LOW-HEAT

MONTH 2 - Week 2 (continued)

VESL: Common Housekeeping Problems

Vocabulary

dust	point	changed
the top of the mirror	warmer	missed
trash	cooler	go back
under the bed	cool	dirty
bathtub	heat	set
sink	high	summer setting
still dirty	low	winter setting
polish	off	light bulb
chrome	dry shower liner	more careful
right	toilet paper	
burned out	shower liner	
forget to	needs to be	

Grammar: "want" with infinitive

I want you to _____

past tense: -ed (missed)

irregular past tense: forget, forgot

Dialogue 1

Peg: You missed under the bed. There's still trash under there.

Phuong: I'm sorry. Next time I'll be more careful.

Dialogue 2

Peg: The top of the mirror is dirty.

Lamdoum: I'm sorry. I missed it. I'll do it right away.

MONTH 2 - Week 3: EO: YOUR PAYCHECK

VESL: PEOPLE YOU WILL MEET

EO: Your Paycheck (see pages 67, 68, and 69)

Vocabulary

pay day	current
pay slip	year-to-date
gross pay	federal income tax
net pay	state income tax
payroll deductions	F.I.C.A.

Dialogue 1

Nouphit: Is pay day today?
Dave: Yes, it is. It's Friday.
Nouphit: Where can I get my paycheck?
Dave: At the Security office.

Dialogue 2

Dave: Did you get your paycheck?
Noy: No, not yet. I started to work two days ago.
Dave: You'll get one next Friday.

VESL: People You Will Meet

Vocabulary

Manager	guest
Night Manager	laundry room staff
supervisor	security
maid	personnel
runner	know

Grammar: "wh" question: who
That

Dialogue

Noy: Who is that?
Phonh: That's Darlene.
Noy: What does she do?
Phonh: She's a supervisor.

YOUR PAYCHECK

A popular subject with our employees! The work week runs from Saturday through Friday. The following Friday is payday, at which time employees will receive their paychecks from their supervisor or from the Personnel Office. Checks will be issued every Friday during the hours specified.

Listed below is an explanation of a sample paycheck (see next page for "sample" paychecks).

Explanation of Sample Pay Slip (Check Stub)

<u>Code</u>	<u>Title of Column</u>	<u>Explanation of What Column Contains</u>
1.	<u>Pay Ending Date</u>	The last day for which the check pays.
2.	<u>Current Week's Figures</u>	The top line the entire way across is for the current week's calculations of earnings, taxes, and deductions.
3.	<u>Year-to-Date Figures</u>	The bottom line shows your year-to-date earnings and taxes.
4.	<u>Earnings (Gross)</u>	Top Line - Total earnings during the week (includes wages, tips declared, and other miscellaneous earnings). Bottom Line - Year-to-date earnings.
5.	<u>Federal Tax</u>	Top Line - Withholding tax deducted, based on the gross wages plus tips declared for the current week. Bottom Line - Year-to-date federal tax.
6.	<u>F.I.C.A.</u>	Top Line - The amount deducted for Social Security tax based on the gross earnings including tips for the current week. Bottom Line - Year-to-date F.I.C.A.
7.	<u>State</u>	Top Line - The amount deducted for any state tax. Bottom Line - Year-to-date state tax.
8.	<u>Disability</u>	Top Line - The amount deducted for any state disability insurance tax in New Jersey, New York, and California for the current week. Bottom Line - Year-to-date disability tax.
9.	<u>Local</u>	Top Line - The amount deducted for any city or local tax for the current week. Bottom Line - Year-to-date local tax.

YOUR PAYCHECK

<u>Code</u>	<u>Title of Column</u>	<u>Explanation of What Column Contains</u>
10.	<u>Deductions</u>	The total amount of all other deductions listed below under "Description."
11.	<u>Net Pay</u>	The result of subtracting all taxes (#5, 6, 7, 8, and 9) and all other deductions (#10) from the total earnings (#4).
12.	<u>Earnings Description</u>	The types of earnings paid or valuations credited for tax purposes. Could include any or all of the following: Regular - Hours worked times the rate (include overtime hours). Overtime - 1/2 the overtime hours times the rate. Dollar Adjustment - Amount added to this pay to correct prior pay for retroactive pay raise or for split shift premium or other. Tips - Declared Holiday - Rate times holiday hours. Vacation - Rate times earned hours.
13.	<u>Earnings - Hours</u>	The number of hours worked in each particular category shown to the nearest hundredth hour.
14.	<u>Earning - Current Total \$</u>	The amount earned or credited in each particular category (regular hours times the rate, 1/2 overtime hours times the rate).
15.	<u>Earnings (No Title) - Year-to-Date Total</u>	The amount earned or credited in each particular category this year-to-date.
16.	<u>Deductions Description</u>	Could include any or all of the following: Tips - Declaration to offset earnings credited for tax purposes. Dollar Adjustment - Amount deducted from this pay to correct prior pay or other. Garnishment Advance Stouffer's Health Benefits Program United Way U.S. Bonds Vacation Holiday Miscellaneous
17.	<u>Deductions - Current Total</u>	Total of deductions for each description.

YOUR PAYCHECK

Code Title of Column Explanation of What Column Contains
 18. Amount of Check Net weekly wages after all deductions.

SAMPLE PAYCHECK

H002

Stouffers® STOUFFER HOTELS
 DIVISION OF THE STOUFFER CORPORATION
(NOT GOOD FOR OVER \$630.00 OR AFTER 60 DAYS)

H-718249

PAY TO THE ORDER OF

Your Name Here

CHECK DATE
 08-14-81

1120 0054 0540 01A 999 99 999

CHECK AMOUNT	
****7332*	****73.32
DOLLARS	CENTS

Society NATIONAL BANK
 MAIN OFFICE OF CLEVELAND
 CLEVELAND, OHIO 44114

6-103
 410

THE STOUFFER CORPORATION, HOTEL DIVISION

BY T. Wild
 AUTHORIZED REPRESENTATIVE

⑈ 7 18 24 9 ⑈ ⑆ 04 100 103 9 ⑆ 054 ⑈ 6 58 5 ⑈

11 20 STOUFFERS HOTEL DIVISION ① 08-07-81 HOSPITALITY BEGINS WITH U 718249
 Your Name Here ② 999 99 999

EARNINGS	FEDERAL	F.I.C.A.	STATE	DISABILITY	LOCAL	DEDUCTIONS	NET PAY	AMT. OF CHECK
③ 16359	⑤ 2039	⑥ 1088	⑦ 176	⑧ 00	⑨ 164	⑩ 5560	⑪ 7332	⑫ 7332
④ 341635	32567	22719	2136	00	3340			

DESCRIPTION	HOURS	EARNINGS
REGULAR	4575	10066
OVERTIME	575	733
TIPS		5560
		213829
		2159
		114138

Could also include others; See Attachment.

DESCRIPTION	DEDUCTIONS
TIPS	5560

Could also include others; See Attachment.

STATEMENT OF EARNINGS and DEDUCTIONS
 DETACH AND RETAIN FOR YOUR RECORDS



MONTH 2 - Week 4: EO: OTHER EMPLOYEE BENEFITS

VESL: TIPS

EO: Other Benefits

COMPLEMENTARY ROOMS PROGRAM (see page 71)

Vocabulary

complimentary
25 % food and beverage discount
anniversary date of employment
room reservations

Dialogue

Pia: Where do you stay on your vacation?

Dave: At the Westchester Hotel in New York.

Pia: Do you have to pay?

Dave: No, it's complimentary. I've been working here for more than a year.

FREE MEALS

Breakfast, lunch, and supper are free to employees who are at work.

Dialogue

Darlene: Let's go to lunch.

Noy: It's a good idea. How much does it cost?

Darlene: It's free.

EMPLOYEE RECOGNITION PROGRAM (see page 72)

Dialogue

Chuck: Congratulations Kané! You were selected EMPLOYEE OF THE MONTH.

Kané: Thank you.

Chuck: Will you take your sister out to brunch?

Kané: Yes, next Sunday, at the Havilland's.

COMPLIMENTARY ROOMS PROGRAM

As a means of conveying the Company's appreciation for the part employees play in contributing to the successful operation of our hotels, the Company will offer a complimentary rooms program to Stouffer Hotel employees and their immediate family members traveling with them.

Room reservations are subject to space availability and must be made at least 14 days in advance of the arrival date. Reservations are to be made through the Personnel office at Bedford Glen.

All hotel employees with one or more years' of service will be provided complimentary rooms, providing space is available at the requested hotel. In addition to complimentary rooms, all employees will be provided a 25% food and beverage discount.

The number of nights an employee can stay in the hotel without charge is based on the amount of time he or she has worked for Stouffer's. All periods of employment are counted when adding up the total years of service with Stouffer Hotels. An employee earns complimentary rooms after being on the payroll one year. Complimentary rooms cannot be accrued or carried over from year to year. In case of an employee who left the Company and was rehired by the Company, the twelve-month period for using free accommodations begins on the anniversary date of the employee's re-adjusted date of hire.

The discount applies to the number of rooms required by members of the immediate family. Spouse and their children traveling with the employee are granted the same benefits, even if additional rooms are required.

If additional rooms are used for parents, brothers, sisters, or other relatives accompanying the employee, they will be charged 50% of the regular room rate and receive no discount on food and beverage.

This complimentary rooms policy does not apply at the following hotels: Denver Inn, Riverfront Towers, Somerset Inn, or the University Inn. Also, no employee room requests will be honored at Anacapri or Lauderdale Surf from December 15 through Easter of each year, no employee requests will be honored at PineIsle from April 1 through September 1 of each year, and no employee requests will be honored at The Alamos from January 1 through April 15 of each year.

Employees who have not completed one year of service will be allowed a 50% discount at participating hotels.

EMPLOYEE
REGOGNITION PROGRAM

"EMPLOYEE OF THE MONTH"

Each month, the staff at Bedford Glen will select an "Employee of The Month". The employee will chosen based on the following criteria:

- pleasant, friendly attitude with Stouffer's employees and staff as well as hotel guests.
- performs their job efficiently.
- willing to help other departments when needed.
- comes to work on time and with few absences.
- a true asset to the hotel.

The "Employee of The Month" will receive a \$50.00 savings bond and brunch for two in Havilland's.

At the end of every year, we then choose the "Employee of The Year" who will receive a vacation at another Stouffer Hotel.

MONTH 2 - Week 4 (continued)

VESL: Tips

Vocabulary

checkout	every	if
dollar bill	morning	American
under ashtray	usually	Chinese
on the tv	leave it	Japanese
on the pillow	alone	
on the bed	occupied	
with a note	supervisor	
ask	leave alone	
What if		

Grammar: if conditional
adverbs of frequency: usually
preposition: on

Dialogue

Darlene: If the room is occupied, leave the money alone.

Lamdoum: What if its a checkout?

Darlene: If its a checkout, the money's a tip.

MONTH 3 - Week 1: ACCIDENTS AT WORK - WORK HABITS

Accidents at Work

Procedures:

1. Report the accident to the supervisor immediately.
2. Personnel Department/Security Department will determine the medical attention required.
3. Fill out an accident report as soon as possible for all accidents.

Vocabulary

emergency	get a doctor	fire
get an ambulance	don't move	get out
call the police	help me	call the fire department
hurts	hospital	call the nurse
broken	sprained	get a stretcher
heart attack	fell	get a blanket
stroke	can't walk	get a bandage
very sick	can't move	can't see
can't breath	bleeding	choke
shock	wounded	

Grammar: imperatives, modals "can", "have to", future tense

Materials: pictures of human body and first aid items, vocabulary

Dialogue 1

Lisa: What's wrong?

Piou: I fell, and my back hurts.

Lisa: Can you get up?

Piou: No, I can't.

Lisa: Don't move. I am going to call the supervisor.

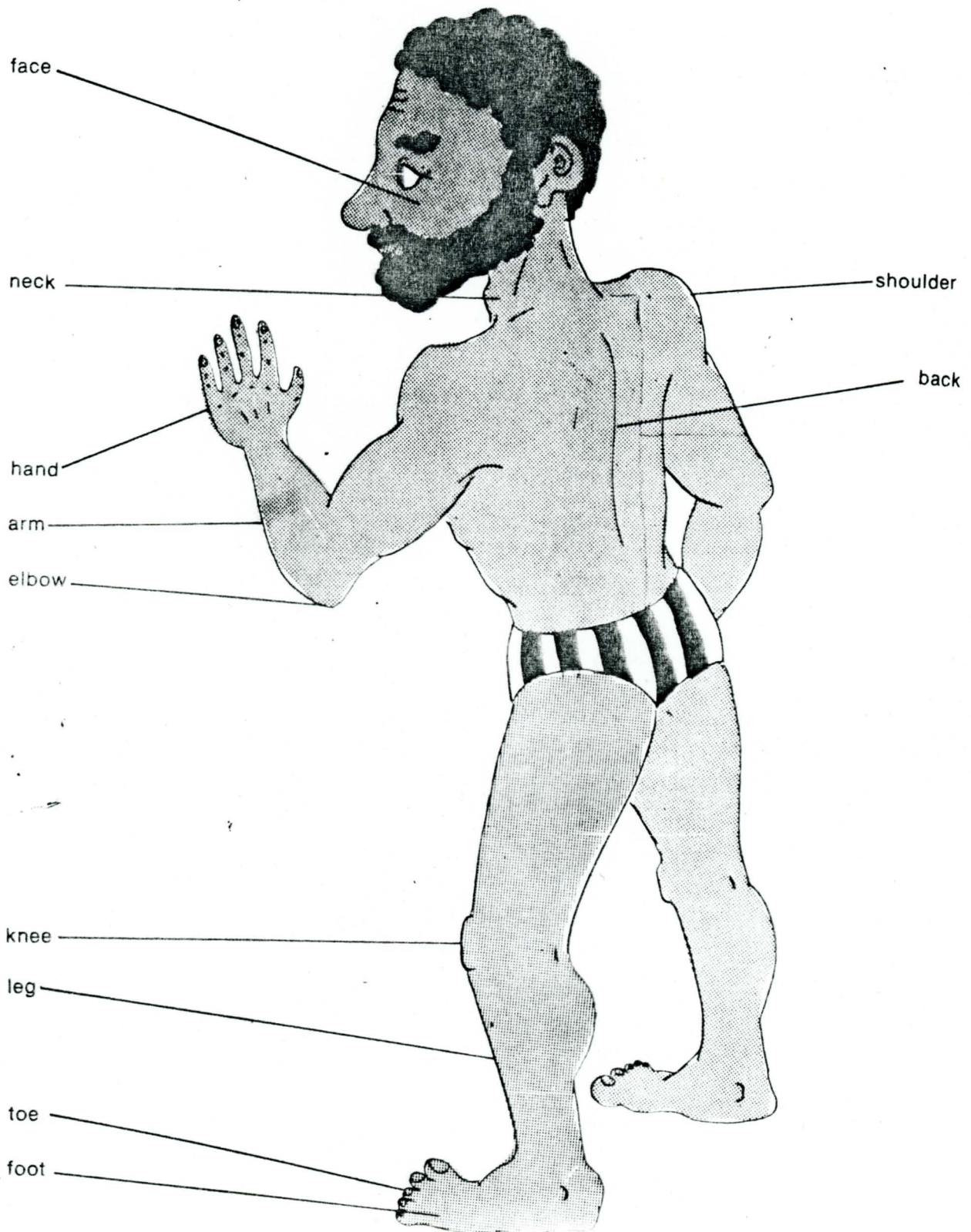
Dialogue 2

Darlene: Emergency!
Get Security!

Chuck: What happened?

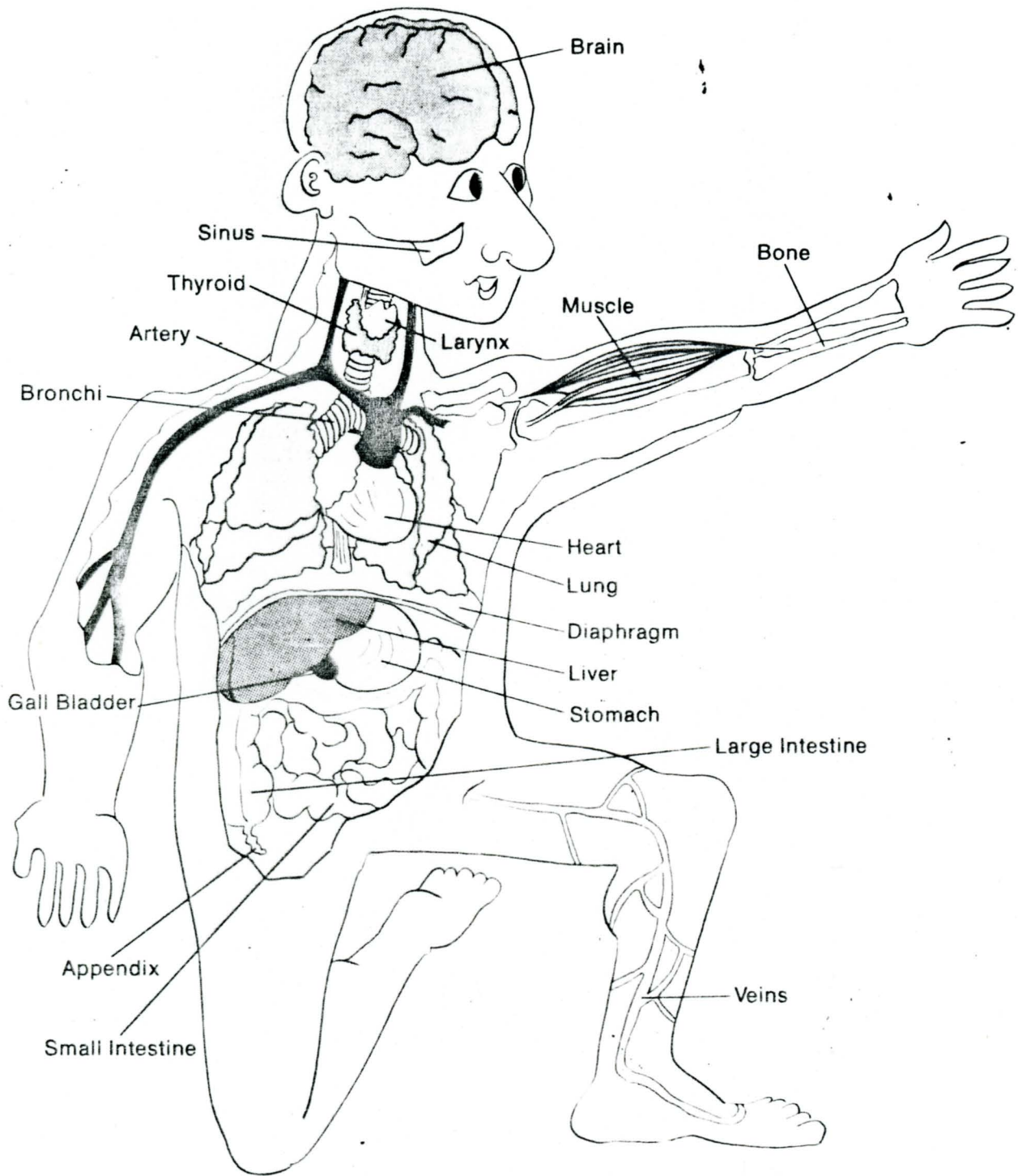
Darlene: Susan got a shock.
She can't move.

Parts of the Body





Inside Your Body



SAFETY

Safety is extremely important. Wipe up spills immediately. Do not attempt to operate any piece of equipment until you have received full instructions and know how to operate it properly.

Remember to say "Passing, please" in congested areas to avoid accidents.

Report any unsafe conditions to your supervisor immediately so that accidents can be avoided.

Be careful in handling china. Breakage not only costs the hotel a lot of money, it can also be dangerous. A flying piece of china can easily cut someone or land in food being prepared.

Always keep to the right in aisles, hallways, stairwells and other areas of the hotel. Enter to and exit from doorways staying to your right and using the door to your right. This is a must!

Guest Accidents

1. An accident involving a guest in any area of the hotel should be immediately reported to the supervisor who will then contact the Security Department. Should the accident be serious enough to require any type of medical attention, the Personnel Department and/or the Security Department will take the necessary action.
2. Guest property damage accidents should be reported immediately to the supervisor who will, in turn, notify the Security Department.
3. In the instance of damage or soiled clothing resulting from a server's accident, the supervisor must be informed. The supervisor will advise the guest as to how the cleaning bill should be processed.

Employee Accidents

Any employee who is injured on the premises must report the accident to his or her supervisor immediately, regardless of the degree of the accident. The Personnel Department and/or the Security Department will determine the medical attention required, and will take appropriate action. An accident report must be completed as soon as possible for all accidents.

Work Habits

Vocabulary

hard worker	lazy worker	stick with it
on time	late	give up
clean/neat	messy	efficient
goon-natured	moody	wasteful
dependable	not dependable	careful
reliable	unreliable	careless
remember	forget	cooperative
pleasant	unpleasant	uncooperative

Grammar: should, comparative: er, more, est

Materials: flashcards, pictures of one or more workers to illustrate characteristics, picture of What's wrong here

CONVERSATIONS

Kané to her Supervisor

- | | |
|---------------------------------|----------------------------------|
| 1. Do I work hard? | 1. Do I take long coffee breaks? |
| 2. Yes, you do. | 2. No, you don't. |
| 1. Do I come on time every day? | 1. Do I learn new things? |
| 2. Yes, you do. | 2. Yes, you do. |
| | 1. Can I have a raise? |
| | 2. Yes, you can. |

LISTEN TO THE STORY

WRITE SENTENCES ABOUT KANÉ

- got promoted
- a good job
- a raise
- happy
- his wife
- work hard

MONTH 3 - Week 2: EO: EMPLOYEE'S RIGHTS AND RESPONSIBILITY

VESL: TAKING BREAKS - DAYS OFF

EO: Employee's Rights and Responsibilities (see page 81)

- 1-Review "Open Door Policy" page ___
- 2-Solicitation and distribution
- 3-Appearance
- 4-Attendance and punctuality
- 5-Identification
- 6-Work rules

Dialogue 1

Judy: You look nice. Is it a new uniform?

Pia: Yes, it is. Darlene gave it to me yesterday.

Dialogue 2

Dave: Where is your name tag?

Noy: Oh! I think that I left it in my locker.

Dave: Please wear your name tag all the time.

Dialogue 3

Chuck: You forgot to punch in.

Lamdoum: I'm sorry. Please give me my time card.

Chuck: Here is your time card.

Lamdoum: Thank you.

RIGHTS & RESPONSIBILITIES

Employees will not be disciplined or terminated without a just cause. Please feel free to discuss any problems regarding discipline or your employment with your supervisor or department head. The Personnel staff will be available to assist you with employment problems whenever necessary.

OPEN DOOR POLICY

Stouffer's is proud of its problem solving procedure and policy. This policy says that Stouffer's will provide clear and open channels through which every employee will be given the fullest opportunity to obtain a satisfactory solution to work related problems. Again, the Personnel staff is available to assist you with this process. Please refer to "Stouffer's Open Door Policy on Problem Solving" which is in your possession under separate cover.

SOLICITATION AND DISTRIBUTION

Non-employees are not permitted to solicit or distribute literature for any purpose on Company property at any time. Solicitation or other organizational activities in the interest of any organization are not permitted by any employee during the working time of the employee doing the soliciting or being solicited. Employees are not permitted to distribute literature of any kind during working time in the working areas.

APPEARANCE

Your appearance is a direct reflection on you, your department and Stouffer's Bedford Glen Hotel. We expect our employees will be neatly groomed with clean and pressed uniforms (or personal clothing). Clean and comfortable shoes should be worn and only personal jewelry such as wedding rings, service pins and watches. Your supervisor will advise you of specific regulations pertaining to your department.

ATTENDANCE AND PUNCTUALITY

It is expected that our employees will be on time for work and maintain a satisfactory attendance record. Adequate coverage must be maintained so that the needs of our guests can be met. If unforeseen circumstances warrant that you be late for work, it is your responsibility to notify your supervisor and inform him/her of your expected arrival time. In the event you should be absent from work, please notify your supervisor before the start of the shift and each consecutive day that you will be unable to report.

IDENTIFICATION

All of our employees are supplied name tags and are required to wear them at all times while on duty.

WORK RULES

Employees are expected to know their work schedules and work hours. Please punch in your time card at the scheduled time, in uniform and ready for work, and punch out your time card when your shift is completed. The Stouffer policy does not permit the hiring of relatives at the same hotel.

MONTH 3 - Week 2 (continued)

VESL: Taking Breaks

Review: food, employee cafeteria

Vocabulary

coffee break	bathroom
employee cafeteria	ladies
choose	lunch break
men's	water bubbler
get back to work	think

Grammar: only, imbedded sentence--I think that's...

Materials: pictures of food, pictures of places for meals,
tour of employee's cafeteria

Dialogue 1

Phonh: Excuse me.
Pia: Yes?
Phonh: This is a line.
Pia: Oh. I'm sorry.
Phonh: That's OK.

Dialogue 2

Noy: Excuse me. Is someone sitting here?
Lisa: Yes, but no one's sitting over there.
Noy: Thank you.

VESL: Days Off

Vocabulary

<u>Weekend:</u>	like to	stayed home
went shopping	out sick	what's the matter
watched TV	that's too bad	played soccer
went to a movie	played basketball	played tennis
went to the park	played ping pong	played cards
went to the beach	played games	went swimming

MONTH 3 - Week 2 (continued)

VESL: Days Off (continued)

<u>Family status:</u>	son	father
married	daughter	mother
single	husband	in-law
divorced	wife	brother
widow	aunt	sister
widower	uncle	cousin
	niece	nephew
visited my _____	last weekend	next weekend
vacation	holiday	
mistake	I think	

Grammar: review "wh" question, past tense, future tense, this, that, these, those.

-Who is that?

-Where do you live?

-How long have you lived there?

-How long have you been working here?

-What's your name?

Dialogue 1

John: Hello. What's your name?

Tuan: Tuan Tran. What's yours?

John: I'm John Smith. What do you do?

Tuan: I'm a steward. What do you do?

John: I'm a bus boy.

Tuan: Oh!

John: Do you live in Lowell?

Tuan: Yes, on Salem street. Where do you live?

John: On Market street. Oh, time's up. Got to get back to work.

Tuan: See you later.

John: Bye!

MONTH 3 - Week 2 (continued)

VESL: Days Off (continued)

Dialogue 2

Frank: Hello Thanh. How are you?

Thanh: Fine, thanks. And you?

Frank: Not bad.

Thanh: Frank, this is Quang.

Frank: Pleased to meet you Tuan, I'm Frank.

Thanh: Excuse me, Frank. His name is Quang. Not Tuan.

Frank: Oh! Sorry Quang.

Quang: That's OK.

MONTH 3 - Week 3: EO: DISCRETIONARY PROCEDURES

VESL: TALKING TO FELLOW WORKERS

EO: Disciplinary Procedures (see page 87)

Vocabulary

disciplinary actions	departmental rules
violation	hotel rules
corrective measure	repeated offenses
verbal warning	suspension
written warning	discharge

Dialogue 1

Piou: Where are you going Kané?
Kané: To the guest lounge.
Piou: Please don't do that. It's not authorized.

Dialogue 2

Chuck: We must observe hotel safety regulations.
Noy: Yes, I know. It's good for us.
Chuck: That's right. Violation of hotel safety regulation is also an offense.
Noy: Yes, it also can lead to dismissal.

VESL: Talking to a Fellow Worker About Social Activities During a Break

Vocabulary

weekend	go to the park	sew a dress
this weekend	watch TV	knit a sweater
last weekend	go to the movies	have a party
stay home	play soccer	play football
go shopping	play baseball	

Grammar: past tense, future tense

Materials: pictures of leisure activities

Dialogues

Deng: What are you doing next weekend?
Lisa: I am staying home. And you?
Deng: I am going shopping.

Mary: What did you do last weekend?
Nouphit: I stayed home. And you?
Mary: I went to the park.
Nouphit: ummmm.

VESL: Asking for Property - Acknowledging a Mistake

Vocabulary

jacket	gloves	sweater
coat	umbrella	book
sorry	mistake	boots
raincoat		

Grammar: possessive pronouns: my, your, his, her, our, their, this, that, these, those

Materials: items of clothing

Read and practice.



The scene: John takes Sally's pen and walks away.



The scene: John takes Sally's books and walks away.



RIGHTS & RESPONSIBILITIES

Employees are not permitted in unassigned areas of the Hotel unless directed to those areas by their supervisor. Use of office, public area and guest room telephones is not permitted. Coin operated telephones are provided for employee use in a designated employee area. No personal telephone calls will be accepted for an employee unless it is an emergency call. Employees should not be on the Hotel premises more than ½ hour before or ½ hour after their assigned shift.

For the convenience of our guests, please use service elevators when transacting business and please use the restrooms designated for employees only. Hotel recreational facilities are for guest use only and not for the use of employees.

Friends and/or relatives are not allowed in the Hotel while you are on working hours. If after work transportation is being provided, kindly ask those persons to wait outside the Hotel.

DISCIPLINARY PROCEDURE

The focus of our disciplinary procedure is to correct present problems and prevent future ones. Violations of departmental or hotel rules will result in disciplinary action as a corrective measure. Disciplinary action may include counseling, verbal warning, written warning, or in cases of severe or repeated offenses, suspension or discharge.

Whenever possible, oral notice of problems you are having in your job performance or in following hotel or department rules will be given before more serious measures are taken.

There are various offenses which cannot be tolerated and may be cause for dismissal. These violations include but are not limited to:

1. Possession of illegal drugs, firearms, or alcoholic beverages while on hotel premises.
2. Stealing from guests, hotel property or fellow employees.
3. Falsification of time card or payroll information (you must punch your own time card).
4. Entering a guest room for any reason other than hotel business without authorization.
5. Reporting to work or being on duty while under the influence of intoxicants or drugs.
6. Any form of physical violence, fighting, arguing or horseplay with a guest, another employee or any person while on hotel property.
7. Utilization of guest rooms or lounges while on duty.
8. Unauthorized presence on hotel property.
9. Falsification of employment applications.
10. Insubordination
11. Destruction of property belonging to the hotel, guest, or employees.

Other offenses which are serious and could ultimately lead to dismissal include but are not limited to:

1. Poor work performance.
2. Smoking in an unauthorized area.
3. Abuse of sick leave policy.
4. Excessive unauthorized absenteeism.
5. Violation of hotel safety regulations.
6. Use of profane language.

MONTH 3 - Week 3: EMPLOYEE SERVICES, PERFORMANCE REVIEW, PROMOTION/
TRANSFER, CUT BACK IN HOURS - LAY-OFF AND
TERMINATION

EMPLOYEE SERVICES (see page 92)

Vocabulary

personnel department
personnel files
employee newsletter
employee activities
intramural sport

recreational function
social function
holiday party
summer picnic

Grammar: If and When conditional
Negative question

Dialogues

- 1) Peter: You'll play soccer this Saturday, won't you?
Sinh: Yes, I will if I can find a ride.

- 2) Scott: You didn't go to the picnic last Sunday?
Lek: No I didn't. I wasn't feeling well.

EMPLOYEE SERVICES

PERSONNEL DEPARTMENT

The Personnel Staff is available to assist you at any time during the course of your employment at Stouffer's Bedford Glen Hotel. Among other topics, the Personnel Staff can discuss with you policies and procedures, benefits, wages, performances reviews, transfer and advancement opportunities and any problems regarding your employment. Please feel free to use these services available to you.

ACCESS TO PERSONNEL FILES

You are free to review the contents of your personnel file with your supervisor and/or the Director of Personnel. You are also free to submit to the Personnel Office any written documentation regarding your employment you wish to have entered into your file.

EMPLOYEE NEWSLETTER

A newsletter about Stouffer's Bedford Glen Hotel and our employees is published monthly. Suggestions for stories and comments should be forwarded to the Director of Personnel. Any employee interested in becoming involved with the publication should contact the Personnel Office for information.

EMPLOYEE ACTIVITIES

In recognition of the hard work of our employees, Stouffer's Bedford Glen Hotel will periodically arrange recreational and social functions. These functions may include a Holiday party, Summer picnic, as well as intramural sports leagues.

PERFORMANCE REVIEW

Vocabulary

Probationary review is conducted by the immediate supervisor after the completion of the 2-month probationary employment. (see page 37)

- performance has been outstanding
- performance has been good
- performance is marginal
- performance has been poor
- termination

Annual Evaluation Report is conducted by the immediate supervisor every year around the anniversary date of employment. (see page 95)

- quality of work
- quantity of work
- job knowledge
- attitude toward work
- attitude toward others
- personal qualifications
- capacity for development

Grammar: present perfect tense: "has been", "have been"

Dialogue

Peter: You have been working here for 2 months.

Hanh: Yes, I know.

Peter: Here is your probationary review.

Hanh: Please explain it to me.

Peter: I'd be glad to. Your performance has been good. I'll recommend an increase from \$_____ to \$_____ for you starting next week.

Hanh: Great, thank you.

Peter: Please sign your name here.

Hanh: OK.

PROMOTION/TRANSFER

Vocabulary

good work	third shift
dependable	bus boy
better salary	good English

Grammar: infinitives with indirect object and want

Dialogue

Peter: You do very good work.

Tong Sai: Thank you.

Peter: I want to offer you a job on the night shift. The pay is better. It's \$_____.

Tong Sai: That's great. Thank you. When do you want me to start?

CUT BACK IN HOURS, LAY-OFF, TERMINATION

Vocabulary

cut-back	lay-off
no work	let you go
slow season	fire
temporary	warning
start up again	give notice

Grammar: conjunction: but
adverbs: really, just

Dialogue

Peter: Hanh, I'm really sorry. We have to cut back your hours.

Hanh: Did I do something wrong?

Peter: No. You do good work. We just don't have enough customers. We'll give you more hours as soon as we can.

Hanh: That's difficult for me. But I understand "not enough customers".

TERMINATION NOTICE: Employees are requested to give a 2 week notice in writing to their immediate supervisor in case of self termination or resignation.

EVALUATION REPORT FORM - WAGE EMPLOYEES

Date Accomplished

FORM PROCESSING STEPS

1. Bookkeeping or Personnel completes history section and forwards form to Department Head.
2. Department Head forwards form to Supervisor.
3. Supervisor completes it and forwards the form to Department Head.
4. Unit Manager or Department Head comments and approves or disapproves wage or other change, returns the form to the Supervisor.
5. Supervisor holds review session with employee, and returns form to Department Head.
6. Review information is entered on Progress Card by Supervisor.
7. Form is returned to Bookkeeper or Personnel.

HISTORY

Unit _____ # _____ Department _____ Evaluator _____
 Employee Name _____ # _____
 Date of Hire _____ Current Job Class _____
 Type Evaluation: Annual _____ 6 Mo. _____ Other _____ Last Evaluation _____
 Period This Evaluation _____ to _____ Tardinesses _____
 Absences _____ (Excused _____, Illness _____, Unex. _____)
 Current Rate \$ _____ Last Incr. \$ _____ on Date _____

CHANGES

Proposed Increase \$ _____ to \$ _____ Effective Date _____
 No Increase Proposed - Reason _____
 Other Changes Proposed _____

 Approved _____ Disapproved _____ Signature _____

EMPLOYEE'S COMMENTS

Signature _____ Date _____

SUPERVISOR'S COMMENTS AND RECOMMENDATIONS AFTER DISCUSSION WITH EMPLOYEE

Signature _____ Date _____

UNIT MANAGER'S OR DEPARTMENT HEAD'S COMMENTS

Signature _____ Date _____

Signature _____ Date _____

Coffee Service Plan and Schedule Control. Banquet Meal Service Schedule Control. Hotel Performance Reviews- Housekeeping, Greeting the Stouffer Guest. Housekeeping Special Assignment Control. Housekeeping Daily Plan. Other as developed.

Outstanding	Exceeds Expectations		Satisfactory Meets Expectations		Not Satisfactory Needs Some Improvements		Not Satisfactory Must Improve Immediately Warning	
	4	3	2	1	0			

100%	90%	80%	70%	60%	50%	40%	30%	20%	10%	0%
------	-----	-----	-----	-----	-----	-----	-----	-----	-----	----

COMMENTS AND EXPLANATIONS

D. ATTITUDE TOWARD WORK

1. Attendance.
2. Punctuality.
3. Energetic, enthusiastic, positive, optimistic.
4. Works well under pressure, adapts pace, is calm.
5. Willingly assumes additional responsibility.
6. Willingly adapts to change and new methods.

E. ATTITUDE TOWARD OTHERS

1. Is smiling and friendly to coworkers, supervisors, guests, suppliers, etc.
2. Is helpful to other employees and supervisors.
3. Cooperates with others.
4. Takes directions willingly.
5. Accepts constructive criticism well and tries to improve.

F. PERSONAL QUALIFICATIONS

1. Meets dress and appearance standards.
2. Meets good hygiene and cleanliness standards.
3. Has physical strength, energy, stamina and vitality for the job.
4. Has a temperament that is suited to the job.
5. Has initiative - assumes responsibility.

G. CAPACITY FOR DEVELOPMENT - Optional

1. Shows desire to learn.
2. Has proven ability to learn.
3. Has shown leadership capabilities.
4. Has shown ability to assume responsibility wisely.

IMPROVEMENT PROGRAM

Suggestions and Commitment From Employee and Supervisor

	To Be Accomp. By Date	Follow up Dates	Report on former Improvements Accomplished	
			Yes	No
A. <u>QUALITY OF WORK</u> (Products, Results, Methods, Safety, Housekeeping, Cost/Asks Questions)				
B. <u>QUANTITY OF WORK</u> (Amount, Timing)				
C. <u>JOB KNOWLEDGE</u> (Present job and others)				
D. <u>ATTITUDE TOWARD WORK</u> (Attendance, Punctuality, Energy, Positive Approach, Pressure)				
E. <u>ATTITUDE TOWARD OTHERS</u> (Friendliness, Helpfulness, Cooperation, Taking Direction)				
F. <u>PERSONAL QUALIFICATIONS</u> (Dress & Appearance, Hygiene & Cleanliness, Strength & Stamina, Temperament, Initiative)				
G. <u>CAPACITY FOR DEVELOPMENT</u> (Desire & Ability to Learn, Leadership, Responsibility)				

MONTH 3 - Week 4: GENERAL REVIEW - INDUCTION CHECKLIST

INDUCTION CHECKLIST

As part of our orientation process, it is important that you receive and understand the following information:

- W 4 forms
- Health Insurance Information
- Your Rights and Responsibilities
- Open Door Policy on Problem Solving
- Affirmative Action Statement
- General Personnel Information

I have received my employee handbook and agree to abide by the rules and regulations outlined in the handbook.

Employee Signature

Personnel Representative