

Glocester Country Club

CODE OF CONDUCT

Staff

This Code is developed to ensure a mechanism for establishing a business environment involving a recreational facility and to ensure a smooth operation with dignity and respect. The Code of Conduct differs from rules in that it addresses acceptable/unacceptable behavior.

All staff are expected to conduct themselves in a manner that:

- Reflects positively for the membership for a well kept and maintained environment to fish, swim and play golf or tennis
 - A place that does not create unnecessary strife, ill will and divisiveness among the membership and/or staff
 - A place that is a source of pride in its' physical appearance
- Compliments a welcoming, and aesthetically pleasing environment
- Is unobtrusive to golfers, swimmers, tennis players boaters, and those who fish
- Is open to feedback regarding an immediate and or potential safety hazard for the membership and staff and handles it with an appropriate urgency
- Understands their job performance direction comes from the Superintendent, Golf Professional and Kitchen manager and not from the membership or Board
- Respectfully refers questions and concerns regarding the performance of duties to the appropriate manager
- Membership should be considered as valued customers and treated as such