



# Employee Handbook

## *Grounds Crew Staff*

### **MANAGEMENT STAFF**

Owner/General Manager – Eric Smith  
Course Maintenance –Cody Urban, Jeff Sass & Pete VanDeHey  
Office Manager – Kathy VanDeHey  
Golf/Pro Shop - Scott VanDyke & Andy Larsen  
Kitchen – Trina VanDeHey

3850 Mid Valley Dr., De Pere WI ~ (920) 532-6644 ~ [www.midvallee.com](http://www.midvallee.com)

### **HISTORY**

Mid Vallee Golf Course has been a family ran business since 1964. It started when Elzer and Boots VanDeHey converted the family farm into a 9-hole golf course. It was then sold to their son Pete in 1980 and was converted to 27 holes. Pete and Kathy ran it until 2021, and now ran by the third generation, Danielle and Eric Smith and their family.

We have a challenging 27 holes, driving range, chipping & putting practice green, a full-service pro shop, indoor golf simulators and fine food & beverage facility. We are also home to First Tee of NE Wisconsin Learning Center, which is a non-profit junior golf program- [www.firstteenew.org](http://www.firstteenew.org).

### **REQUIRED FORMS- W4, I9, Direct Deposit, Etc.**

If at any time in your employment you need to make changes or corrections to these forms (i.e. last name, address change, number of exemptions), please email Kathy at [info@midvallee.com](mailto:info@midvallee.com)

### **OVERTIME**

Due to the seasonal nature of the business, no overtime is paid. (WI DWD 274.04 – 8)

### **EMPLOYMENT STATUS**

All staff members of Mid Vallee are classified as at-will employees. This means that the working relationship may be terminated by either party at any time for any reason that either party deems appropriate. Two weeks' notice is preferred.

### **COOPERATION / COMMUNICATION**

An important part of our successful business is cooperation among staff members. Be aware when other employees need help and ask for help when you need it. Be a TEAM player! If you think of anything that will improve our operation, please suggest it. If you notice other employees not doing their jobs correctly please let us know.

Please keep all lines of communication open between staff members and management. If a problem occurs, never complain to customers or other staff members. Please contact Eric or Cody. If you feel you are being sexual harassed by either a customer or another employee, please contact Eric immediately.

### **SCHEDULING**

If a situation comes up on the day you are scheduled to work (example: you are sick, your child is sick) and you cannot work your scheduled hours, please call Cody 920-284-7854 or Jeff 920-660-6007. If this happens continually without an approved excuse, you will be released from employment.

### **TIME OFF**

Please discuss your schedule and time off with Cody. Please try to limit your time off. We require all employees to be available 50% of the weekend shifts. Each employee must be available to work at least two holiday weekends during the golf season: (Mother's Day, Memorial Day, Father's Day, 4th of July, or Labor Day.) We require all employees to be available at least 1 time per month in the off season

### **PUNCH CLOCK**

All employees must punch in and out on all shifts. You are to punch in no earlier than 5 minutes before your scheduled start time. If you forget to punch in or out, make a note in the notebook in the shop office and your time will be adjusted at the next payday.

### **CONFIDENTIALITY/ NON-DISCLOSURE AGREEMENT**

We feel Mid Vallee is unique to other businesses. During employment, we require our staff not to work for any direct competitor. Any time during and after termination of employment, you must not disclose or divulge any trade secrets (procedures, policies, business plans, recipes, etc.) or other proprietary information of Mid Vallee Golf Course.

### **PAY PERIOD**

Each pay period is two weeks long. The pay period starts on Sunday and ends on Saturday. Your pay will be deposited the following Wednesday by 5 pm unless circumstances dictate otherwise.

### **HOURS / BAD WEATHER**

The hours of operation will fluctuate during the season due to daylight periods and weather condition. **If the weather is at all questionable (cold, rainy, etc.), call or text Cody 920-284-7854 or Jeff 920-660-6007 prior to see if you are needed.** If it is decided that no work can be performed due to weather conditions, individuals will be asked to go home.

### **ACCIDENTS / SAFETY**

FIRST AID KITS are in the liquor basement stairwell, in the pro shop, in cabinet behind the main bar, and on each beverage cart. Let us know if we are out of anything in the kit - bandages, etc.

At any time during your employment, you feel any conditions, equipment, or a specific situation presents danger to the health and safety of yourself, a co-worker or customer, immediately notify the supervisor on duty.

If you are injured in any way while on the job, you must notify the manager and fill out an injury report form located in the kitchen and turn it in to the supervisor on duty or Eric on the day of injury. If you do not fill out a form within 24 hours of the incident, your medical treatment will not be covered under Workmen's Compensation.

### **EMERGENCY SITUATIONS**

If someone is injured or sick at our facility or there is a situation that warrants special attention, please follow these procedures:

Be ready to follow emergency procedures: Call 911 if necessary and try to locate any medical staff in the facility.

If needed, we have a defibrillator in the Proshop

Notify management immediately and contact Eric asap at 920-371-2574.

Complete an Accident Report or Food Born Illness Report located in the kitchen. Be sure to include their name, address, & phone number, description of the situation, witness names & phone numbers.

It is important that anyone at the site of the accident remains there until the situation is resolved.

### **EMERGENCY EVACUATION PLAN:**

The Pro Shop will sound the warning to clear the golf course if threatening weather is in the area. Seek additional shelter as in the case of a tornado, once everyone is off the golf course they will be directed to the basement if necessary.

### **EMPLOYEE BENEFITS BREAKS:**

Due to the demanding nature of this business, it is not easy (nor is it required by law) to allow duty free break periods. We can schedule shorter shifts so this is not an issue. Smoking is not allowed while you are working. Smokers are not allowed more than 1 break per 6 hours and must use good judgment when taking a break. You are not allowed to take a break when you are busy. Smoking must be done outside, away from the public, with butts being disposed of properly.

### **MEALS & BEVERAGES**

Mid Vallee will give you a discount of ½ off one meal, during your workday. You may eat anytime after your shift, just let your server know you worked today. Employees are not allowed to order off the menu during busy times, especially Fridays from 6-8pm, or at ANY TIME on days with events. There is no employee discount given to employees who come to eat or drink on their days off. Please pay for your ½ price meal immediately upon ordering.

Grounds crew and beverage cart employees are allowed bottled water, soda, and Powerade while working outside. Inside staff members that would like bottled soda or Powerade can purchase it at a 50% discount. Energy Drinks (Monster) can also be purchased by employees at the 50% employee discount.

**No employees are allowed to consume alcoholic beverages while on duty or come to work under the influence.** Employee drinks that are not purchased are considered stealing. Underage employees caught drinking at our facility will be immediately terminated. If a customer would like to buy you a drink, explain that you can't drink it until your shift is over.

### **GOLF BENEFITS**

- To qualify for the golf benefits, you must be available to work at least 2 shifts per week during the golf season. Golfing privileges are non-transferable and entitled only while employed at Mid Vallee. Identify yourself as an employee when making tee times.
- The proshop reserves the right to regulate the times you play. **Employees are NOT allowed to make tee times before 2pm on Saturday and Sunday.** If the pro shop staff deems it necessary, your tee time may be canceled or delayed when busy.
- Your green fees & cart fees will be complimentary along with 1 guest. You will receive guest passes throughout the season that you can use to take guests with you or give away as gifts.
- Driving range is free to all employees and guests.
- Pro shop merchandise is offered at a discounted rate of 20% for all employees. Contact management for pricing and purchasing of merchandise.
- Employees must follow the same pace-of-play policies that we have for all golfers:
  - Be on time. Your tee time is the time your group should be hitting their first teeshot. Arrive at least 15 minutes early to check in
  - Play ready golf! All golfers must keep up with the group in front of them.
  - Do your part to keep the course in great condition. Repair divots and ball marks.
  - Keep carts at least 30' from greens & teeboxes
  - No 5-somes allowed from Memorial Day to Labor day.

- If you are new to golf, ask the proshop what times are best to play and play a scramble/best ball if behind.

Playing is a privilege and employees and their guests must always conduct themselves in a professional manner when using Mid Vallee facilities both on the course and in the clubhouse. **If golf privileges are being abused, we reserve the right to revoke these privileges.**

#### **MARKETING FOR MID VALLEE ~ SPECIALS AND EVENTS TO PROMOTE**

Always promote Mid Vallee! Please incorporate our Specials and Events into your conversations with customers. Please direct all questions and those who want to register for events to the pro shop or our website [WWW.MIDVALLEE.COM](http://WWW.MIDVALLEE.COM).

- **Follow Mid Vallee on Social Media** and share our events to promote Mid Vallee to family and friends. However, family and friends are to be charged like any other customer whether in the clubhouse or on the course and please make sure not to spend too much time socializing with them.
- **Banquets and Events:** Mid Vallee is available to rent for Meetings, Showers, Parties, etc. Refer interested parties to management.
- **Frequent Diner Punch Card:** Promote Frequent Diner Card to all customers that eat here often. Customer receives 1 punch per meal purchased. After 10 they receive up to \$10 off a meal.
- **Gift Cards-** Gift cards are available for golf, merchandise, simulator fees, food and drinks. Please direct customers to the pro shop to purchase gift cards.
- **Golf Daily Rates and Season Pass Information:** Information is in the pro shop or on our website.
- **Golf Simulators:** The TrackMan® indoor golf simulators are available in the Fall, Winter, and Spring.
- **Applications for Employment:** Mid Vallee is always accepting applications. Applications are in the bar manual or on our website. If possible, have the applicant meet with management when available.

**REMEMBER our Grounds team plays a very important part of the Mid Vallee Customer Experience!**

- **Ask for help! If you have question, please ask our management team**
- **Pay attention to detail with all tasks given**
- **If you see a project that needs to be done, let management know.**
- **Work as ONE to make Mid Vallee a great place to work, play, and have fun!!!**