

Policies and Procedures Manual – Checklist of Contents

A Policies and Procedures Manual or Employees Handbook is a useful tool through which national hotel associations (NHAs) can communicate to employees, how the association operates and what is expected of them as employees. All employees should receive a copy of the manual upon joining the Association.

A clear concise manual reduces incidences of misunderstandings by providing staff with a source to which they can go for answers to most of the basic questions relating to their employment and the operation of the Association. The manual is also useful for establishing and maintaining professionalism in the handling of staff matters, dealing with the general public and fostering propriety in dealing with the business affairs of the Association. Having regard to local labour laws, other relevant laws, practices and union arrangements (as applicable), NHAs should establish and preferably include in the Manual, policies and procedures for the following:

Human Resources and Related Matters

- (a) Code of Conduct
 - dress code
 - staff and the public image of the Association
 - privacy of the Association's business and information
- (b) How to interact with members and the general public
- (c) Disciplinary procedures, warnings
- (d) How salaries are adjusted
- (e) Health and medical benefits
- (f) Pension plan and other benefits
- (g) Performance appraisals
- (h) Holidays and other absences from office
 - Annual leave
 - how vacation leave is earned
 - provisions for carry forward of leave
 - scheduling and application for leave
 - Sick leave
 - establish that sick days are not a yearly entitlement to be treated like vacation days
 - procedures for reporting certified and uncertified sick days and unavailability for work because of illness
 - treatment of payment to staff on medical leave i.e. arrangements for handling any national insurance payments to which the employee is entitled;
 - maternity leave
 - Study leave/Other leave

- (i) Overtime/complimentary time /pay policy
- (j) Treatment of misconduct especially in terms of personal records

Business Operations

- (k) Business hours of operation;
 - Flexi time
- (l) Answering the telephone
- (m) Acceptance and disposition of gifts
- (n) Ordering and managing equipment and materials;
- (o) Property and equipment maintenance;
- (p) Rental and maintenance of property assets
- (q) Disposal of assets
- (r) Contracting services
- (s) Establishing dates when critical activities must be completed, especially in regard to meeting obligations to Government for filing financial returns and other legal and administrative documentation
- (t) Establishing levels of authority for signing of cheques
- (u) Establishing levels of permission to access electronic information such as that available through QuickbooksTM financial software programme
- (v) Handling of payments/cash
- (w) Hurricane procedures for safeguarding property assets including equipment, furniture and electronic data
- (x) Maintaining adequate insurance and safeguarding insurance policies and other important papers
- (y) Backing up of important electronic data as a safeguard against equipment failure
- (z) Security procedures, including emergency contact arrangements and numbers
- (aa) Environmental policy and practices
- (bb) Establishing procedures for engagement of the press
- (cc) Position on permission of solicitations and sales by persons visiting office