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## WHITEFACE LODGE

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### STANDARD OPERATING PROCEDURE

DEPARTMENT: ALL DEPARTMENTS

STANDARD ISSUED BY: Michele Raville, HR MANAGER

Date: April 30, 2014

Purpose: Employee Benefits, with clarification

**The Employee Benefits provided by The Whiteface Lodge are to be applied according to the following Tier System:**

#### Tier 3: Supervisor/Lead:

**Discounts are intended for use by the Manager/Employee for their personal use. Discounts are not transferrable, and Manager/Employee must be present to receive the discount.**

- 35 % off all property services: KANU, Bear's Den, SPA; Gratuity is the responsibility of Manager using discount.
1. Discounts are to be applied to the employee and their *immediate family*, to include spouse, children, and parents.
  2. The employee must be present, and partaking of the services, in order for the discount to be applied.
  3. Exceptions to this policy must be asked of and be pre-approved by the employee's manager.
    - Use of Employee rate discounts and friends and family rate discounts.
    - Use of Resort facilities during a stay. *Employee must be present.*  
(Regular guests WILL NOT be displaced to honor this benefit.)

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**WHITEFACE LODGE**

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**STANDARD OPERATING PROCEDURE**

DEPARTMENT: ALL DEPARTMENTS

STANDARD ISSUED BY: Michele Raville, HR MANAGER

Date: April 30, 2014

Purpose: Employee Benefits, with clarification

**The Employee Benefits provided by The Whiteface Lodge are to be applied according to the following Tier System:**

**Tier 4: Hourly Staff:**

**Discounts are intended for use by the Employee for their personal use. Discounts are not transferrable, and Employee must be present to receive the discount.**

- 25 % off all property services: KANU, Bear's Den, SPA; Gratuity is the responsibility of Manager using discount.
1. Discounts are to be applied to the employee and their *immediate family*, to include spouse, children, and parents.
  2. The employee must be present, and partaking of the services, in order for the discount to be applied.
  3. Exceptions to this policy must be asked of and be pre-approved by the employee's manager.
    - Use of Employee rate discounts and friends and family rate discounts.
    - Use of Resort facilities during a stay. *Employee must be present.*  
(Regular guests WILL NOT be displaced to honor this benefit.)