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Mission Statement:

“The University of Maryland Golf Course will provide a memorable golfing experience to a diverse community including students, faculty, staff, alumni and visitors. We will be environmentally responsible, offer first rate amenities and courteous service, and always be a point of pride and distinction on campus” In support of this mission, golf course staff will:

- Maintain open lines of communication
- Provide an enjoyable, well manicured golf course
- Focus on professionalism in their attitude and appearance
- Provide unparalleled customer service and leadership
- Offer quality instructional programs geared to all levels of play
- Stock quality merchandise at competitive prices
- Maintain our Wild Life Sanctuary status through Audubon International
- Support and promote the University’s sustainability goals
- Support the University, it’s goals and objectives

Requirements for Outside Services Staff, Rangers and Starters

All staff members are expected to present themselves in a courteous, customer friendly manner and to use discretion and diplomacy at all times. The following are rules and requirements for all staff.

General Rules and Requirements:

- Arrive to work on time and ready to work. You may clock in up to 10 minutes early.
- In the case of inclement weather, call ahead. Never assume the course is closed.
- Arrive in proper uniform:
 - Clean staff shirt, always tucked in
 - Clean khaki pants or shorts with belt
 - Name badge
 - Maryland logo hats only
 - Athletic shoes or golf shoes
 - Properly groomed
- Never play golf or practice while on the clock.
- Always ask permission to leave early.
- Always treat customers and other employees with respect and courtesy.
- Smoking is permitted during approved breaks and in accordance with university policy. University policy states that smoking is prohibited in indoor locations and outside buildings within 15 feet of any building entrance, air intake, duct or window.
- On tournament/outing days, food is not to be eaten until the tournament/outing has teed off.
- Your shift is your responsibility. When switching, write changes on the schedule and notify a manager that you have switched.

Job Descriptions

Golf Shop Staff

Golf shop staff must provide a welcoming and friendly environment to all golf patrons.

- Open and close the golf shop
- Greet and welcome guests in a friendly and helpful manner
- Monitor play
- Ensure that the range ball machine has sufficient golf balls
- Answer the phone and make reservations
- Provide information and answer questions concerning various programs
- Operate the point of sale system, including cash handling in an efficient and accurate manner
- Receive packages:
 - Check name on package
 - If package is for the golf shop, open and compare merchandise with packing slip, sign and date packing slip. If the item received is already in inventory, tag it and put merchandise in shop. If not in inventory, place neatly in back room until ready for sale
 - If package is for maintenance or golf teams, let them know that they have a package to be picked up
- Assist with inventory
- Keep shop clean and orderly

Opening Procedures

- Arrive a minimum of 30 minutes before 1st tee time
- Unlock range gate and ensure there are enough balls in the machine.
- Unlock door to shop and turn off alarm system
- Communicate with maintenance staff every morning to discuss any maintenance issues or course set up changes for the day
- Communicate as needed with on-site Dining Manager of any schedule changes (rain, course closed, etc.) that may impact them

- Open range machine program and POS register program
- Count change fund and note amount on sheet in cash room
- Count your cash drawer to insure there is \$250
- Print out daily tee sheet for starter
- Pull sales rack into lobby
- Straighten all foot traffic mats in the golf shop.
- Make sure outside operation staff has raised flags, pulled out cars and policed for trash
- Give update of any daily rules to cart staff, starter and ranger
- Make sure outside operations staff have working radio

Closing Procedures

- Vacuum entire shop
- Straighten and re-fold any clothing that needs attention
- Make sure outside operation staff keeps you informed of how many cars are still out on the course
- Restock pencils, scorecards, balls, tees and gloves to be prepared for the next day
- Re-organize shop to make it presentable for next day
- Roll in sales rack
- Close out register. Start with credit card machine and once that is accepted start closing the register. Do not start either operation until the shop is locked
- Drop your deposit into the safe and place your drawer back in its proper slot
- Lock yourself out of the shop and assist outside operation staff with cars and closing the driving range
- Make sure closing staff cleans, parks and plugs in all cars, empties all trash and recycle cans and properly locks all doors to golf car parking area.
- Put trash cans in the hallway (including office cans)
- Lock all doors and turn off lights and set alarm
- Make sure everyone is out of the locker rooms and turn off lights
- Lock door between stairs and lobby
- Set building alarm if you are the last to leave

Merchandise Display

- All clothing on hangers (hanger hook should look like a question mark and clothing should be neatly centered on the hanger)
- All clothing on a water fall or straight bar should be sized in order from front to back – small to XXL
- All clothing hung on hangers should be spaced out evenly on the water fall or straight bar.
- All golf shoe boxes should be closed properly and displayed in the same direction

- Golf shoes should be kept with same shoes and in size order
- All displays should be fully stocked at all times (balls, tees, cap clips, divot tools and socks are some examples)
- All golf gloves in the packaging should present the glove in the same way – closure tab of glove showing through packaging
- Shirts displayed on a table should be folded – this may mean that you fold the same shirt 10 times in one day

Outside Services Staff

(Golf Car Attendant, Range Attendant and Bag Drop/Parking Lot)

The outside operations staff has three (3) main areas of responsibility - golf cars, practice facility, and the bag drop/parking lot. Golf cars are expected to be kept clean and well maintained on a daily basis, and always available to customers in the proper staging locations. The practice facility should be kept free of trash and empty baskets, fully stocked with golf balls, and otherwise neat and orderly. Monitor bag drop for arriving customers to greet them and assist them with their bag. Upon completion of play, outside services staff will offer to clean golfers' clubs and help them to their cars. The outside services staff is responsible for opening and closing the driving range, car storage area, and other outside facilities.

The outside services staff at the University of Maryland Golf Course is an integral part of the operation. This position interacts directly with customers, and is usually the first and last person that the customer sees at the course. Therefore, the following customer service guidelines will be followed at all times:

- Greet each customer and offer to help them with their golf bag.
- If someone is clearly lost or needs help, offer assistance. Do not ignore them.
- Offer to help each customer as they are leaving and wish them a nice day.
- Try to learn customers' names and greet them by "Dr., Mr. or Mrs....."
- Never discuss personal problems with or around customers.

Opening Responsibilities:

- Raise both flags correctly ("black and gold to the top of the pole" for the state flag).
- Open driving range and verify that machine is full and baskets are available.
- Check all outside areas for trash – entrance road, parking lot, golf car storage area, circle & clubhouse.
- Obtain a copy of the tee sheet for the day and find out about any special events.
- Stage cars for daily play.

Daily Responsibilities:

- Keep an adequate number of cars in the staging area.
- Ensure divot bottles on golf cars are full prior to staging.
- Monitor the driving range and keep the tee lines neat and clean.
- Monitor the bag drop and parking lot for incoming customers.
- Assist players with their golf bags as they arrive
- Clean players clubs as they finish their round

- Check all cars for damage and report any damage to the Golf Shop
- Check cars for personal items and turn items into the Golf Shop
- Monitor the range ball machine to ensure adequate supply of golf balls
- Anticipate classes and busy times and plan accordingly.
- Keep trash cans/smoking urns emptied and sweep up around clubhouse as necessary.
- Make sure all chargers are working properly
- Ensure bag room is clean and orderly

Closing Responsibilities:

- Properly clean and store all golf cars:
 - Thoroughly wash body, inside, windshield, under seat, and wheel wells
 - Clean out all trash, broken pencils, etc.
 - Fill divot bottles
 - Replace scorecard
 - Park in assigned space and plug in to charger, make sure charger is working
 - Take all keys to closing shop staff
- Empty all trash and recycle cans and wash down the entire car washing area.
- Clear balls off practice greens.
- Driving range must be picked clean each night before closing.
- Load range machine and fill extra wagons with range balls.
- Clean up all range baskets and close and lock range.
- Lock all doors and turn off all lights in the basement.
- Lower and fold both flags and bring into the shop.
- Clean up bag drop area and parking lot.

Weekly Responsibilities:

- Check all gas cars and beverage cars for fuel and oil, especially before the weekends.
- Hose down entire ball machine area, and wash out the inside of the ball washer.
- Retrieve range balls from wooded areas and around fence line.
- Sweep out the entire golf car parking area.

Monthly Responsibilities:

- Check levels of all batteries in each golf car. Fill as necessary and record in logbook.
- Check tire pressure of all golf cars.
- Clean bag storage room.

Additional Responsibilities and Rules:

- If you need certain days off, please request that date off as early as possible.
- Outside services staff should not hang out in the Golf Shop. Find something productive to do.
- Report any damage to cars or other equipment to a manager immediately, even if it was your fault. Accidents happen. It is important that damage be reported ASAP. This allows any needed repair work to be arranged.
- When using tools or keys, return them to their proper place.
- You may play the radio downstairs but it has to be at a level that does not disturb others.
- If you witness any improper activity (stealing range balls, sneaking on to the course, etc.) please say something to the person and report the action to a manager.
- Make sure all rental clubs are clean and kept in an organized fashion.
- Have your ID with you at all times because that is your key to the doors throughout the facility.
- Always keep a radio in your possession to communicate with all other staff.

Starter

The role of a starter is to ensure the orderly flow of play in accordance with reserved tee times. You are the last employee the customer will talk with before they start their round. It is extremely important for the starter to give and gather as much information as possible from each group. Remember you represent the University as well as the golf course. Always treat everyone with utmost respect. Introduce yourself and welcome all players to the University of Maryland Golf Course. A preferred greeting would include the following: "Welcome to the University of Maryland Golf Course, my name is _____. Remember that diplomacy and discretion is the mark of a great starter.

- Be at the starter's station and ready to work when your shift begins.
- Once a player or group checks in with you, inform them of their starting time, location of the range, putting green, the Turn, bathrooms, and any other information that would be beneficial for a customer to know about the facility.
- Assign golf cars to groups when they are ready to go to the tee. Do not allow golf cars to drive to the range. Keep car staging area organized at all times. When you assign cars, be sure to keep a written record of the name and car number in case there is damage to the golf car

- Once you have called the group to the tee, inform them of our pace of play policy, yardage markers, pin placement, golf car rules, number and/or location of beverage car and if known, the name of the driver.
- Any area on the course that is having maintenance performed and any other information that would make their round a more enjoyable experience.
- Ensure that the tee is running on time for the entire day.
- No groups may start off the back nine (including men's and women's golf teams) unless approved by a Golf Professional or manager on duty and maintenance needs to be informed.
- Each and every player that goes onto the golf course MUST have a receipt from the golf shop. This includes all employees, golf professionals, golf team members, directors, and coaches.
- Make sure that you have the golf car keys in a secure spot and only give car keys to players that have the proper receipt. Note, all players and employees must pay for golf cars except for the golf professionals and superintendents.
- Keep a written record of each groups start time, turn time, finish time and car numbers.
- Always have a radio in your possession to be in constant contact with all other personnel working that day.
- During breaks in tee times, pick up any trash, fill divots on #1 and #10 tees, repair ball marks on #9 and #18 greens, assist golf car attendant in the staging of golf cars. Do not eat or smoke while on the clock.
- Speak with players as they make the turn and ask how they are playing, how is the course, is everything alright, how can we make your day better.
- If you need to leave the starter's station, you need to let the golf shop know and leave the golf car keys
- Once your shift is over, bring the next starter up to speed on any important information they would need to know to continue the day.

Player Assistant/ Golf Course Ranger

The role of the Player Assistant is to be visible on the golf course. You are the employee the customer will encounter the most during their round. It is extremely important for the ranger to enforce and assist players with the pace of play. Many times, your presence alone will ensure that the rules are being followed.

- Monitor each group on the golf course and ensure that they are in the proper place according to our “Pace of Play” guidelines. A group becomes out of place when they reach a tee more than 10 minutes behind the group in front of them. If a group is out of place, the Player Assistant should follow these steps:
 1. The first time a group is out of position, politely ask them to pick up their pace and catch the group in front of them.
 2. If after two holes they have not regained their position, politely tell them they must catch up with the group in front by the next tee or they will be asked to skip a portion of the course that will allow them to get into position.
 3. By the next tee, if the group is not back on pace, they must skip the tee shot and move ahead to the 150 yard marker for par 4’s, the 250 yard marker for par 5’s or the next tee for par 3’s.
 4. If the group falls behind again during the round, they should be asked to return to the clubhouse and receive a rain check for the un-played portion of their round.

- Make sure all groups are adhering to the golf car rules for the day.
- During slow periods on the course, please rake bunkers that need attention, pick up trash, repair ball marks on empty greens, and make sure all coolers have water in them.
- During your shift, you will have a radio in your possession. The radio will be turned on and loud enough for you to hear.
- You may carry a cell phone with you for emergencies only.

Please remember that

- Pace of play is your top priority
- Provide assistance to players with any questions
- Help patrons locate lost balls
- Maintain constant communication with the starter and the golf shop
- Report any golf car problems and arrange for a replacement car when necessary
- Enforce rules or policies that apply to the ranger's area of responsibility
 - Golf car rules – no more than two riders and two golf bags per car. Golf cars on paths when course conditions warrant, etc.
 - Monitor and maintain the pace of play.
- If a situation arises in which you must take an action, please notify the golf shop immediately so they can be aware of the circumstances

Pace of Play Guidelines

University of Maryland Golf Course

The University of Maryland Golf Course is committed to reasonable pace of play expectations for all members and guests.

Prior to playing, please be aware of and understand the University of Maryland Pace of Play Policy.

Here are some contributing factors to slow play.

1. Not arriving at the first tee on time.
2. Hitting 'Mulligans'.
3. Playing the wrong (difficult) tees. Play from the tee that matches your handicap.
4. Searching for balls in hazards when there is no hope of retrieval.
5. Parking carts in the wrong position around greens.
6. Discussions about scoring at the green.
7. "Honors" - let the short hitter hit first.
8. Congregating in the fairways. Don't watch your fellow competitors hit EVERY one of their shots.

In an effort to make rounds of golf enjoyable for all golfers, we employ the following policies...

1. We require rounds to be played in 4 hours and 15 minutes or less.
2. We will have staff members on the golf course monitoring pace of play.
3. Should you fall out of position during your round we will ask you to please improve your pace of play and to catch up with the group in front of you.
4. Your group will be given a maximum of two holes to regain their starting position.
5. If after two holes, a group does not return to an appropriate position on the golf course, we WILL ask you to skip a portion of the golf course to create that condition.
6. Should you fall out of position a second time, we will ask you to return to the clubhouse for a rain check to return on a different day.

This policy is practiced with the intent of maintaining a reasonable pace of play for ALL members and guests. Please help us stop SLOW PLAY.

Maintenance Staff

The primary role of the maintenance unit is to ensure that the course is ready for golfers to play and to complete needed projects. Additionally, the maintenance staff is responsible for maintaining the grounds around the clubhouse, range facilities, and the golf course proper including turf grass and forest areas. Maintenance staff core hours will be 6am to 3pm daily with a 1 hour break for lunch at 11:30am. Depending on weather conditions and course projects, the superintendent may change start and stop hours of employees. Every effort will be made to give advance notice to employees affected by this change. Additionally, employees are required to work every other weekend during the golf season (March – November). Maintenance staff under direct supervision will perform manual labor duties in the maintenance of grounds and facilities. Primary duties include:

- Perform grounds maintenance activities including cultivation, planting, watering, fertilizing, weeding, mowing and/or pruning lawn, gardens, shrubs and trees.
- Set up golf course for day to day play including but not limited to: cup changing, tee service, bunker maintenance, traffic control and management of on course water coolers.
- Perform tasks in and around clubhouse to assist golf shop and clubhouse personnel as needed.
- Fill divot mix supply buckets in golf car storage area as needed.
- Maintenance and upkeep of the irrigation system including:
 - Pump house
 - Sprinkler heads
 - Piping system
 - Satellite controllers
- Plant shrubs, trees, flowers and vegetation following detailed plans and directions.
- Remove dirt, trash and debris from assigned areas and transports same to appropriate disposal facility.
- Operate hand and power equipment such as mowers, tillers, sweepers, edgers, shovels, and small vehicles.
- Perform routine assembly, cleaning and maintenance of the equipment as needed.
- Snow/ice removal around clubhouse including walks, steps and other areas as needed.

Job Privileges

To receive the following privileges, all staff must work a minimum of 3 shifts a week during the golf season (March 1- November 30). During winter months, playing and range privileges must be cleared through the golf shop.

- Staff may play on a space available basis M-TH and after 3pm F-Sun.
- You must check in with the golf shop before you play.
- Tee times a maximum of 24 hours in advance for M-TH. You may not make tee times for weekend play.
- The cost to use golf cars is \$5 each time. Maintenance vehicles may not be used when playing.
- Any guests playing with you and in your group must pay the current faculty/staff rate.
- Full use of the practice facility. Tickets for golf balls are available in the golf shop. Range balls are for the employee, not friends and family.
- Merchandise may be purchased at the employee rate of cost + 15%.

Directory

Golf Shop	301-314-GOLF
Jeff Maynor	301-314-9784
Terry Piper	301-314-9782
Mike McGrain	301-314-9783
Blair Kennedy	301-314-9785
George Long	240-338-2597
Allen Turner	240-277-7009

Employment

Requirements

All required documentation and forms (application, W4, I9, work permit if less than 16 years of age and any other required documentation) must be completed prior to an employee beginning work. If paperwork is not completed, employee may not work. All full time employees are required to complete a direct deposit form and part time employees are strongly encouraged to participate in direct deposit.

Address, Phone Number and Name Changes

In the event any of your personal information changes, you must notify the Business Office and fill out the appropriate forms so that your data can be updated in the State systems. This information is important as it will affect your biweekly paycheck and the distribution of your annual W2.

Work Schedules

Work shifts are scheduled by your supervisor. Each unit (outside services; inside services; maintenance) has a system for requesting leave. All efforts are made to assist employees with leave requests; however, requested days are not guaranteed.

The University Golf Course is open 363 days a year. The hours of operation shift according to the amount of daylight. The course is closed on January 1st and December 25th each year. During the winter months, staffing is weather dependent.

Compensation

As a member of the staff of the University of Maryland, you will receive a paycheck every other Friday. A schedule of the dates when checks will be issued and the period of time covered is posted at each time clock. It will take approximately 4 weeks to complete one full pay cycle and receive your first paycheck which will then be followed by a check every 2 weeks.

The University Payroll and Human Resource system (PHR) is web based. Therefore, each employee is able to access his/her timesheet at:

www.timesheets.umd.edu

anytime day or night. The timesheets are "view only" and cannot be changed by an individual employee. If an error exists, it is recommended that you speak with your supervisor immediately in order to avoid any delay in your earned pay. Every employee is encouraged to check his/her timesheet regularly. If you have any questions, speak with your supervisor or the Payroll Coordinator

Checks are processed in the business office and are available for pick-up after 10:00am in the Golf Shop. Each person is paid for the hours worked, less taxes and deductions.

Direct deposit is strongly encouraged by the State of Maryland. Checks can be deposited into banking institution of your choice. It will take approximately two pay cycles for the state to complete the direct deposit process.

Overtime

Overtime (more than 40 hours per week) is generally not permitted for non-exempt employees. When rare circumstances arise and overtime occurs, prior approval by supervisor is required.

Holidays

The Golf Course is open for all holidays except January 1st and December 25th and must be staffed. Exempt and Non-Exempt employees who receive a holiday, but must work on the given day will be given an alternate day off.

Departmental Activities

The Division of Student Affairs (which the Golf Course is part of) hosts a variety of events throughout the year. Previous events have included New Employee Orientation, Student Affairs Day of Service, Bowling Tournament, and the End of Year Celebration. Golf course employees are encouraged to attend and to take advantage of the opportunity to meet other Student Affairs employees.

Policies and Procedures

Important information will be posted at time clocks as well as obvious areas in your department. You will be held responsible for any and all information posted.

Parking

The University Golf Course has one parking lot for both guests and employees. Unlike the campus, the Golf Course does not require permits or use of parking meters for guests. There are specific areas designated for employee parking.

Full-time Clubhouse employees that have purchased a University Parking Permit will park in the spaces denoted as Lot R.

Employees without parking permits are required to park in the designated area along University Blvd. or the designated section in front of the Practice Arena. Cars may not be left overnight without permission from the Director.

Identification / TimeCards

Each employee of the Golf Course will be issued a University of Maryland faculty/staff ID. The ID serves as your timecard for punching in and out each shift and as your card swipe for getting into various doors in the Clubhouse. The time clock for golf shop, outside services, starters and rangers is located in the Clubhouse outside the administrative offices. The time clock for maintenance staff is located at the maintenance facility. According to University Policy, the ID card is the property of the University of Maryland, College Park. The ID must be returned at the termination of employment or when requested by an authorized representative.

All employees must clock in & out using their ID. Failure to clock in and out may result in a loss of wages. An employee may only use his/her own ID. If for some reason the time clock does not accept your ID, let your supervisor know and write your time in and time out on the clipboard by the time clock.

Lost ID Cards: Replacement ID cards are available. There is a \$20 charge from the University for each new ID card. **Replacement Cards:** A card with a magnetic strip that no longer operates properly will be replaced at no charge. All card swipe employees can view time worked over the web at www.timesheets.umd.edu any time of the day or night. An employee without web access can view his/her timesheet in the Clubhouse. Employees are encouraged to monitor their timesheet for errors. Card swipes are generally posted overnight. In the event of an error, contact your supervisor immediately to avoid any delay in pay.

Lunch Breaks

Each employee is required to take a 30 minute lunch/break for every 6 hours worked. Maintenance staff is required to take a 1 hour lunch break which begins at 11:30am. Each unit will handle meal breaks according to the demands on the unit, consult your supervisor.

Visitors / Phone Calls / Cell Phones

Except in emergencies, visitors and personal phone calls are prohibited. Cellular phones are to be turned off during working hours and headphones removed.

Attendance

Absenteeism and tardiness are serious problems for any business, and when unanticipated create an unfair burden on your co-workers and our guests.

Lateness

Late is arriving 15 minutes or more after the start of your shift. If you are going to be late, a call is required prior to the shift so that work can be redistributed among the other workers. Five occurrences within a 12 month period will result in dismissal. Each occurrence of lateness is as follows:

- 1st time verbal warning
- 2nd – 4th time written notice
- 5th time dismissal

Absences

If you are ill and unable to work on an assigned day, you must call in and speak with a manager. Do not leave a message. The only exception to this policy is if you are scheduled to work an opening shift.

Layoffs / Dismissals

Golf is a seasonal sport. It is dependent on the weather and the amount of daylight. The course will have a large staff during the warm weather

and will cut back substantially during the cooler months. Contingent I employees work under a six month contract and may be laid off or let go at any time if there is not sufficient work.

Disciplinary Action

Disciplinary action is generally progressive: first, a verbal or written warning; second, a written suspension coupled with counseling by management; and lastly, termination of employment.

Sexual Harassment

Sexual harassment is a serious threat to the working conditions of any business and the employees within it. The University of Maryland and the Golf Course support an employee's right to a work environment free from sexual harassment and promise to handle any such incidences in a professional manner. The University of Maryland defines sexual harassment as:

1. Unwanted sexual advances; or
2. Unwelcome request for sexual favors; or
3. Other behavior of a sexual nature where:
 - A. giving in to such conduct determines whether or not you keep your job or are allowed to participate in a University-sponsored educational program or activity; or
 - B. giving in to or the rejection of such conduct by an individual is used as the basis for academic or employment decisions affecting that individual; or
 - C. such conduct has the purpose or effect of unreasonable interfering with an individual's academic or work performance, or of creating an intimidating, hostile, or offensive education or working environment.

Sexual harassment is a violation of the Sexual Harassment Policy and it violates federal law and may violate the civil and criminal laws of the State of Maryland. The University of Maryland, its agents, supervising employees, employees and students shall be held accountable for their acts of sexual harassment and are subject to appropriate University disciplinary action and personal legal responsibility.

Each employee must exercise good judgment to avoid engaging in conduct that may be perceived by others as harassment. Forms of harassment include but are not limited to:

1. Verbal: sexual innuendoes, racial or sexual slurs, off color jokes, propositions, threats or suggestive or insulting sounds.

2. Visual / Non-Verbal: sexual posters, drawings or e-mails, suggestive objects or pictures, graphic commentaries, obscene gestures, leering.
3. Physical: unwanted physical contact including touching, kissing, interference with normal work movement, invading personal space.

It is the employee's responsibility to report all occurrences of Harassment directly to any Supervisor with whom you feel comfortable discussing the matter or the Campus Compliance Officer, Office of Diversity & Inclusion (405-2839), a Departmental Or College equity officer, any Campus or University official or faculty member, including the reporting individual's supervisor, the department chair or dean, the Director of University Human Resources (405-5648), or the President's Legal Office (405-4945). In addition to the options listed above, students also May report an incident of sexual harassment to the Office of Student Conduct (314-8204) the President's Legal Office at 301-405-4945; or the Office of Human Relations at 301-405-2838. All occurrences must be reported. An outline of the University policy is available on-line from the Office of Legal Affairs.

Harassment

The University of Maryland will not tolerate behavior that may be construed as racial, sexual, ethnic, religious, disability, gender or any other prohibited form of harassment.

If any employee has a suggestion, problem or complaint regarding equal employment issues, they should contact a manager. If the employee feels a manager is an inappropriate person to address, or if a manager is unavailable, the employee may contact the Campus Compliance Officer at 301-405-2838.

Any employee who is witness to any incident of harassment or otherwise has reason to believe that harassment, including sexual harassment, in or related to the workplace is taking or has taken place must report such conduct to a manager immediately.

Grievance Procedures

Sometimes legitimate problems, differences of opinion, complaints and grievances arise. Employees have the right to make their problems or complaints known without fear of intimidation or retaliation.

So that the issue may be suitably resolved at the earliest state, follow these steps:

1. Talk to your supervisor immediately or within two days of the problematic situation.

2. If unresolved, talk to the Assistant Director or Director

Use of Equipment

It is the policy of the University of Maryland that all state property is only to be used for state related business. This includes computers, vehicles, equipment, telephones, tools, etc... The use of the University logos, trademarks, letterhead, envelopes and business cards may only be used for University business.

Solicitations

Trespassing, solicitation or distribution of literature by Non-Golf Course employees is prohibited. Staff members are not permitted to distribute literature such as brochures, booklets, pamphlets, buttons, tapes or flyers at any time while on golf course property.

Drug Use and Testing

The University of Maryland and the Golf Course are committed to having a campus and work place that are free of illegal or abusive use of drugs and alcohol. It is the policy of the University that the illegal or abusive use of drugs or alcohol is prohibited on University property or as part of University activities. The University will not hire anyone who is known currently to abuse drugs or alcohol.

All employees must be capable of performing their work duties at an acceptable level. If in the opinion of the supervisor, an employee appears to be under the influence of alcoholic beverages or illegal drugs, the employee may be sent for a fitness for duty evaluation, which may include a drug test. Employees may be sent home without pay or they may be terminated from employment.

PERSONAL APPEARANCE / UNIFORMS

Personal Grooming & Professional Practices

Personal hygiene and cleanliness are important to any business. YOU represent our business. Your conduct and appearance play an important role in maintaining a professional atmosphere and building our reputation for excellence.

Dress Code

The Golf Course follows the guidelines set forth by the PGA and LPGA. Staff are expected to be clean, well groomed and all clothing is to be neat and in good repair.

Maintenance Staff:

Maintenance staff must wear shirts with sleeves, long hair must be tied back and bandanas may be worn under hats as long as they are not exposed. As work is generally performed outside, it is imperative that staff be prepared to work in poor weather including rain, heat or cold conditions.

Outside Operations Staff: Each employee is expected to wear a University of Maryland staff shirt (available in the Golf Shop), khaki pants or shorts, belt, closed shoes and a name badge. Hats are optional, but must have Maryland logo.

Golf Shop Staff: Each employee is expected to wear standard golf attire. Shirt, name badge, slacks for men and slacks, shorts or skirt for women, and belt if applicable. If the shirt has a logo on it, it must be a Maryland logo.