

Employee Handbook



**Chaffin
Inn**



**PLUS
Celebration
Inn & Suites**

“The World’s Largest Hotel Family”™

Each Best Western® branded hotel is independently owned and operated

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SECOND EDITION, JUNE 2013

EMPLOYEE HANDBOOK

SECOND EDITION, JUNE 2013

This Handbook has been produced to introduce the **BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC)** to familiarize you with the guidelines that apply to all who join our company. In addition to details of your employment, this Handbook also provides information on Benefits (Future).

The Employee Handbook is not a contract of your employment for any set time or duration. Your employment with us is voluntarily entered into and you are free to resign at any time. Likewise, the company is free to conclude an employment relationship when it feels that it is in the best interest of the company.

The company reserves the right to change or modify the contents of the Employee Handbook, as business circumstances require, without notification. We encourage you to take time to review this material carefully. This handbook remains the sole property of the **BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC)** and may not be reproduced in any way.

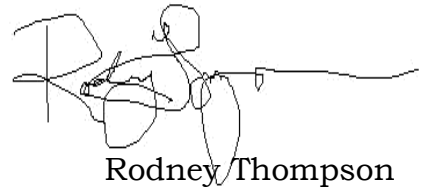
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INTRODUCTION

WELCOME to the **BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.)** and the **BEST WESTERN Chaffin Inn (R.R. & K., LLC)**! We are excited to have you as a member of our team and hope you will find your job and workplace pleasant and enjoyable. We want to do our part to make your job more fulfilling. Our goal is to provide quality accommodations and the best most courteous service possible to our guests and the community. You are a very important and valuable asset to our hotel and we look forward to working with you and having you contribute to making our hotel a great place to stay!

Welcome!

A handwritten signature in black ink, appearing to read 'Rodney Thompson', written over a horizontal line.

Rodney Thompson
General Manager



The World's Biggest Hotel Family®

Mission Statement

We are a First Class, dynamic organization with a staff of focused, high performance people that exceeds its expectations of sales and guest service by exceeding the expectations of its employees and guests.

The Vision of BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC)

- We are an exciting world class leader in the hospitality industry
- We have maximized our profit potential through training and support and by creating a dynamic culture for our quality personnel
- We have empowered our Guest Services Agents to execute their duties in a manner that ensures our Guests Come First as they are the closest to our guests
- We sustain exceptional guest satisfaction by aggressively pursuing attention to detail and adding the “WOW” factor to every guest contact
- We have made TEAMWORK central to every endeavor
- We challenge every individual to strive for excellence through high performance and loyalty to our guests and our organization

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- We are unwilling to lower our standards or accept second best efforts from our personnel
 - We promote innovation, initiative, and creativity
 - We are constantly striving to improve ourselves

Equal Opportunity Employer

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) is committed to providing you with a work place that is safe, comfortable, and free from harassment. It is our policy to prohibit any form of discrimination or harassment based on your race, religion, color, age, sex, national origin, creed, marital status, veteran status, disability, or sexual orientation.

GENERAL INFORMATION

ORIENTATION

Before you actually begin working, your supervisor will give you a tour of your work area, your department, and the rest of the hotel. You will also be introduced to your coworkers and supervisors to help you become familiar with fellow employees and the facilities of the hotel.

You will be briefed on both general hotel policies and the policies and procedures specifically related to your department.

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) are committed to full compliance with federal immigration laws, which require employment verification procedures prior to beginning work. This procedure requires for each potential employee of Best Western Celebration Inn & Suites to provide evidence of his/her identity and legal authority to work in the United States before employment begins.

JOB DESCRIPTION

Each employee will be furnished a written or verbal job description outlining specific expectations and performance criteria.

INTRODUCTORY PERIOD

Your first ninety (90) days of employment are considered introductory. This is a time when each new employee's performance is reviewed to assure suitability for the position for which he/she was hired.

You and your supervisor or managers share the responsibility for your performance, development, and well-being.

During this period, your supervisor or managers will speak with you about your progress and tell you about company policies and the expectations of your job responsibilities. Your supervisor or manager will closely observe you for attitude, reliability, and job performance in accordance with these expectations. If you have questions in regard to any aspect of your job, you should not hesitate to speak with your supervisor or manager. At the completion of the introductory period, you may receive a written performance appraisal.

The introductory period may be extended in additional thirty (30) day increments at your supervisor or managers discretion.

WORKWEEK

The official workweek is Friday through Thursday.

FULL-TIME DEFINITION

Any employee who actually works thirty-two (32) hours or more each week is considered full-time.

EMPLOYEE WORK SCHEDULES

Employees are scheduled for work in accordance with expected levels of business activity. Work schedules are prepared utilizing the most correct information available regarding expected business levels. Employees are expected to check the schedule daily and adhere to it. Electronic work schedules will be posted by Wednesday for the workweek commencing on the following Sunday. Only department managers are authorized to make changes to posted schedules. Any conflicts must be resolved through your supervisor or manager. The hotel is open seven (7) days a week, twenty-four hours a day and usually needs a full staff. At times, you may be asked to come in early or stay late. Likewise, you may be notified, in advance, not to come in at all. There also may be times when you are asked to leave before the end of your scheduled shift.

All employees are expected to report to work on time and as scheduled. Employees are not to loiter on the premises after they have completed their work schedule nor are they allowed to return to the hotel when they are not scheduled to work, the exception being payday.

Employees who call out or miss two or more days per month will be considered to have excessive absenteeism, failure to report to work when scheduled or failure to give adequate notice of an upcoming absence cannot be tolerated by the company, and your failure to report to work when scheduled will constitute your ending your employment with the hotel as an “at fault” action on your part.

TIME RECORDING

All employees paid on an hourly basis must keep an accurate record of all time spent working for the hotel by using the time clock. The employee’s supervisor or manager on duty indicating approval must initial all written entries. Employees may not “volunteer” time or work “off the clock.” All salaried employees must keep an accurate record of time worked for the company for legal purposes.

Employees are to Clock-In no earlier than five (5) minutes prior to the start of their scheduled shift. Likewise, employees are to clock-out no later than seven (7) minutes past the end of their scheduled shift and/or after their supervisor or manager has directed them to do so. An employee should always check with his/her supervisor or manager before clocking-out. All hourly employees are required to punch out for all meal breaks.

Clocking in and/or out on another employee's timecard, falsifying time cards, or not properly recording the actual time worked is reason for disciplinary action which could include termination of employment.

MEAL AND BREAK PERIODS

Your supervisor or manager will give you rest breaks when business demands permit. These are to be taken in a designated area. Paid rest breaks are considered working time.

Due to the nature of our business ample opportunities are available for a meal break while on the clock during your shift. Meal periods are to be taken in designated areas.

PAY PERIODS AND PAYDAY

PAYDAY

Payday is normally every other Thursday. Since there is a one-week delay between generating and distributing paychecks, the most recent workweek is not included in the paycheck. Paychecks will be distributed after 2:00 pm CST on the scheduled day or Friday morning after 9:00 am.

PAYCHECKS

If an employee loses or has his/her paycheck stolen, the employee must notify his/her supervisor or manager, who in turn will report the lost check and the need for re-issuance to the General Manager. It may take as long as two weeks to re-issue a lost paycheck. The time delay is to verify that the lost check has not cleared and that stop payment is possible.

OVERTIME PAY

Overtime is a situation the company tries to avoid. However due to outstanding business needs or in an emergency, you may be asked to work overtime for which you will be paid one and one-half times your normal rate of pay. **IMPORTANT NOTE:** your supervisor or manager must authorize all overtime.

Overtime will be paid to all non-management employees for hours worked in excess of eighty (80) hours per pay period (2 weeks). Overtime is calculated upon actual hours worked. Vacation, holiday pay, jury duty or other such paid leave is not to be considered overtime.

SALARY INFORMATION

Your salary is to remain completely confidential, as is the salary of your coworkers. Your responsibility and performance determine your salary. All new hourly employees enter the job at the “Hire Rate” and are eligible for scheduled increases determined by management. The normal review schedule is satisfactory completion of the introductory period and annually upon the anniversary date or previous increase date (for increases outside annual review) thereafter.

Employees may be hired above the hire rate upon approval by management. This is to be upon written substantiation that the employee possesses unique skills and extraordinary experience necessary for a particular position.

The wage scale and benefits will be reviewed periodically to maintain a competitive compensation package.

PERFORMANCE APPRAISALS

Periodically you have the opportunity to sit down with your manager to discuss your performance. This normally happens on an informal basis several times per year. However, at least once per year you will have a formal review at which a written appraisal is completed, and kept in the hotel’s personnel file. A copy will also be given to you.

During this appraisal session, your supervisor or manager will explain how he/she believes how you are performing. They will also outline ways in which you can improve. Generally, performance is rated as “satisfactory” when the employee is meeting the job requirements.

ABSENCES AND TIME OFF REQUESTS

Regular attendance is very important to the successful operation of the hotel. Occasionally something comes up in our personal lives which conflicts with our work schedule. When such a conflict is known two weeks in advance, you may submit a written day off request.

Should you find a need for adjustment in your schedule less than two weeks prior to the date concerned, it is necessary that you report this need to your supervisor or manager as soon as possible.

If you are physically unable to report your absence someone in your family is to report your absence within **a minimum of four (4) hours prior to your work schedule**. It is helpful if you find someone who can trade with you and have this information available when you ask for the time off. Failure to give adequate notice of an absence will constitute an unexcused absence as well as failure to get your shift covered yourself.

All absences will be subject to review for qualifying as an excused or unexcused absence. Requested time off is only authorized if granted by your supervisor or manager. Unsatisfactory attendance will result in disciplinary action including ending the working relationship with the hotel. Excessive absenteeism is defined as missing two scheduled days per calendar month. An unexcused absence will also be considered as an incident of absenteeism.

Employees absent due to illness for three days or more will be required to show a doctor's excuse before returning to work. Salaried employees will be required to make up any time off due to illness.

Employees who fail to report for their scheduled shift will be considered as a "No Show, No Call" and you have chosen to abandon your employment with the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC).

There is an Employee Day off request form on the Front Desk Website that is to be used for all day off requests, even if you have traded with another employee.

EMPLOYMENT RECORDS AND CHANGE IF STATUS

It is important that your employment records have up-to-date information in them. Employees are to notify their department head of changes such as name, address, marital status, telephone number, number of dependents, emergency contacts, and any other information, which might affect their benefits or employment status. Remember, W-2 forms and final paychecks are mailed to the last known address.

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All employee records remain the property of the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) and will be kept on file for no more than seven (7) years from the employee's final date of employment.

At which time they will be destroyed. BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) will never disclose any information contained in your personnel file to any outside entity without your expressed written permission.

CUSTOMER SERVICE

Excellent Service is our main goal. The quality of service we provide determines much of our success. A pleasant greeting, a smile, a helpful attitude, and a THANK YOU are the main ingredients of good customer service.

Our aim is to serve everyone as quickly, efficiently, and courteously as possible. In a very direct sense, the guest is our employer.

As employees of the Best Western Celebration Inn & Suites you are charged and empowered to offer flawless service to all of our guests. To increase the guest's total satisfaction with their experience here can be achieved by using the following Six Service Basics. Commit these to memory and practice them not only while at work but everywhere in life and you will see a noticeable change in a guests (or anyone's) demeanor and mood. They are as follows:

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1. Look Everyone in the Eyes & Smile!

These is pretty obvious and self-explanatory, whenever anyone is within ten (10) feet of you or the Front Desk, look them directly in the eyes and smile.

2. Speak First & Last!

Always great anyone that is within five (5) feet of you with a verbal greeting and make sure you always get the last word.

3. Look Sharp!

Everyone always feels more comfortable when dealing with a person if that person looks professional and well kept.

4. Know your Stuff!

Being able to answer a guest's questions about both the hotel itself and area information will thoroughly satisfy a guest.

5. Discover & Delight!

Ask questions of your guest such as "what brings you to the area?" and use this to aid your guest on exactly what they may need while visiting us.

6. Make it Right!

If a guest has a problem, use your judgment and skill to listen intently to their complaint and work to make the situation better for them.

It is best to avoid lengthy conversations or becoming too personal with our guests, remember a little goes a long way. Employees should never, under any circumstances, argue with a guest. If there is a disagreement, a problem, or complaints that you are not comfortable dealing with, get the manager on duty, department head, or supervisor immediately.

WORKING RELATIONSHIPS

Your attitude toward your fellow employees and your supervisor will have much to do with your success and happiness on the job. An attitude of cooperation will overcome most situations. Be kind, courteous, and considerate of fellow

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employees. Avoid discussing personal affairs, arguing, gossiping, or making an unpleasant scene with fellow workers.

HIRING OF RELATIVES

Before any relative is considered for hire, the supervisor must discuss the implications with the department head. Relatives of present employees cannot be employed in the same department nor can they be employed in another department where there is a direct association or influence over the position of a relative. Deviation from the policy can only be made by management.

LEAVING THE HOTEL DURING WORKING HOURS

When it is necessary to leave the hotel premises for personal reasons during your scheduled work hours you must obtain permission from your manager before leaving. You must clock-out when you leave and back in when you return, and you must check back in with your manager when reporting back to work. Leaving the hotel premises without authorization when on duty or when clocked-in may result in disciplinary action, which may include termination.

UTILIZING HOTEL FACILITIES

Employees and their families are prohibited from utilizing or patronizing the facilities of the hotel on their days off or after work. Any employee requiring an overnight accommodation must have the express written permission of management. Note: This does not include the patronization of the On-site restaurant; however the employee may not be in uniform while patronizing the lounge.

Upon turning in a signed release letter stating that you and any persons with you release the hotel from any and all liability from injury, etc, may you and your friends and family utilize the Swimming Pool during its open season. You must accompany any guests when using the pool. Please refrain from pool use during times of high occupancy. All posted pool rules apply to you as well as our regular guests.

PARCELS AND PACKAGES-REMOVAL FROM PROPERTY

Employees are instructed not to bring any parcels or packages into the hotel, nor remove any from the hotel without management authorization. Management reserves the right to inspect all parcels and packages leaving or entering the premises.

CASH HANDLING

Every employee in cash handling positions is responsible for the banks issued to the employee and for the cash and credit sales posted to their sign-on. All money handled by employees is subject to unannounced and unscheduled audits. Any misappropriation of funds may result in termination and possible legal action. By accepting employment with BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) you also acknowledge that you agree to the policy that if there is a cash shortage on your shift, you immediately must repay the difference, and if you have no cash on you, an Unposted Paid Out slip must be completed and placed in the drawer, you will then be responsible to repay that Paid Out no later than the next pay day. Failure to redeem this paid out will result in that amount being deducted from your paycheck on the next cycle.

ELECTRONIC MONITORING

By accepting employment here you acknowledge that you understand that all electronic communications systems and all information transmitted by, received from, or stored in these systems are the property of the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC). You also understand that these systems are to be used solely for job-related purposes and not for personal purposes, and that I do not have any personal privacy right in connection with the use of this equipment or with the transmission, receipt, or storage of information in this equipment.

You consent to the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) monitoring your use of company equipment at any time at its discretion. Such monitoring may include printing and reading all electronic mail entering, leaving, or stored in these systems.

You agree to abide by this BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) policy and you understand that the policy prohibits you from using electronic communication systems to transmit lewd, offensive, or racially-related messages.

MOONLIGHTING

If you choose to have a job outside the one with the hotel, it must not interfere with your attendance, efficiency, confidentiality of business information, reputation in the company, or your work schedule.

PERSONAL MAIL AND TELEPHONE CALLS

The hotel cannot be any employee's mailing address. Postage **will not** be provided for personal mail. Except for an emergency, personal telephone calls should not be made or received during your work period. Any messages will be taken and delivered to you as soon as possible. Calls should be returned during your break or meal period.

Cell phones are permitted to be carried by employees while on their scheduled shift. But, they must be muted or turned off and may not be used while on their work period. They may be used on their breaks or meal period. Cell phone use is strictly prohibited while behind the desk area or in view of guests.

BOOKS, MAGAZINES, MP3 PLAYERS, PERSONAL COMPUTERS

The use and possession of books, magazines, mp3 players, and laptop computer is prohibited per this handbook. You should have received an official Front Office Job description and all the items on this description are to be completed daily. Extra Side work will be assigned for completion on your shifts from time to time.

Also, the computers on the front desk are not for personal use (i.e. Internet, etc). This is for the use only to conduct the day to day business of the hotel or to look up information for our guests. The internet is monitored daily and is automatically logged on log sheets.

The only exception to this rule is only if an agent is instructed by a Manager.

VISITORS DURING WORKING HOURS

Unauthorized visits during working hours from friends, relatives, or off duty employees are not permitted. Anyone needing to see an employee on property during that employee's scheduled work period must first get approval from management. If approved, visits may only take place in the lobby but away from guests, and may only be for a short duration.

CHILDREN AT THE WORKPLACE

Employees should not bring their children to work. Management will consider any exceptions to this policy on a case-by-case basis. If approved, management reserves the right to rescind the approval if it is determined to be in the best interest of the organization to do so.

SMOKING

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Best Western Celebration Inn & Suites provides a smoke free environment for its employees and guests. Smoking is not permitted in guest contact areas and is allowed only in designated areas as determined by management.

PERSONAL APPEARANCE STANDARDS

Personal appearance should always be reflective of the quality standards we present to our guests. You should always be neat and clean in accordance with generally accepted personal hygiene standards. Specific guidelines for individual departments will be covered by your department head for uniform, health, safety requirements. Employees are required to follow all safety regulations regarding shoes or apparel for their work area.

Moderation in dress and grooming is required. No extreme hairstyles or excessive makeup or jewelry is allowed. No hats are allowed except as part of a uniform or duty requires. Jeans, Tank Tops, open-toed shoes, or sandals are unacceptable attire.

Office/Administrative staff members are expected to wear appropriate business attire. Direct any questions regarding dress code to management.

Front Office Personal Appearance Standards

We here at BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) want to exude professionalism to everyone we meet on a day-to-day basis. This means that we must adhere to a standard appearance standard, which we are going to set forth here. These standards take effect immediately and are subject to change with adequate notice. They are as follows.

NOTE: A New Uniform Policy will be issued in the very near Future, an Employee Memo and Acknowledgement will be issued at that time. Until the new uniform policy is in effect, professional business attire will be required on all shifts.

Female Employees:

Uniform:

- Professional Business Attire is required for every shift. The Following are required as part of our prescribed Front Office Uniform.

- Slacks or Skirts in Navy, Khaki, or Black Solid colors only. No denim pants are permitted at any time. (Employee provided) If you have a Best Western Logo'd Polo or shirt it may be worn.
- A button down or professional styled blouse or shirt.
- If skirts are worn, then that employee should wear nude or natural hosiery. No tights or leggings.
- Coordinating (comfortable) footwear. No open sandals or thongs. White or Black Tennis shoes are permitted.

Hair & Grooming:

It should be understood that each employee should report to work each day in a clean and well-maintained fashion. Everyone should take every measure possible to come in after practicing proper hygiene practices.

- Hair should be in a professional style in keeping with our industry, worn off the shoulders or up in a ponytail, twist, bun, etc. Hair should never cover any portion of the front of the approved Best Western Celebration Inn & Suites uniform including logo, nametag, promotional buttons, etc.
- Hair should be in a natural, complimentary color only. (No bright unnatural colors)
- Makeup should be complimentary to the individual. No heavy makeup or bright & unnatural colors should be worn while on duty.
- Nails should be well kept and if polished in a neutral or traditional color. No black, green, or any other unusual colors permitted while on duty.
- No heavy perfume or lotion scents that may be deemed offensive to any other employee or guest (allergies)
- No visible tattoos of any kind will be permitted. An article of clothing or a neutral bandage while on duty must cover any tattoos in a visible area.

Jewelry:

- No more than two rings per hand should be worn while on duty.
- Earrings should be tasteful and complimentary of your attire.
- One necklace may be worn and should not contract with your attire.
- No more than two bracelets may be worn while on duty.
- Any other jewelry, such as pins or brooches, is permitted as long as they are tasteful and in keeping with the image that we want to put forth as a department.

- No visible body piercing will be permitted. This includes tongue and any facial piercing. These items must be removed before the beginning of each shift.

Male Employees:

- Professional Business Attire is required for every shift. The Following are required as part of our prescribed Front Office Uniform.
 - Slacks in Navy, Khaki, or Black Solid colors only. No denim is permitted at any time. (Employee provided)
 - Royal Blue, Light Blue, or White Long or Short Sleeve button down or solid colored Polo shirt with a collar must be worn (Employee Provided) If you have a Best Western Logo'd Polo or shirt it may be worn.
 - Coordinating (comfortable) footwear. No open sandals or thongs. White or Black Tennis shoes are permitted.
 - The hotel will provide each Front Desk Agent with a Navy Vest and red satin tie that is to be worn on every shift. Once employment terminates, these items must be returned prior to receiving your last paycheck.

Hair & Grooming

It should go without saying that each and every employee should report to work each day in a clean and well-maintained fashion. Everyone should take every measure possible to come in after practicing proper hygiene practices.

- Hair should be in a well-kept professional style. Hair should never extend below the bottom of a dress shirt collar or cover the ears.
- Hair should be in a natural, complimenting color only. (No bright unnatural colors)
- Facial Hair is permitted as long as it is well maintained and groomed. Beards, Goatees, Sideburns, etc. should be well trimmed and shaped.
- No makeup of any kind is permitted unless medically necessary.
- No nail polish is permitted at any time except clear.
- No heavy cologne or lotion scents that may be deemed offensive to any other employee or guest (allergies)
- No visible tattoos of any kind will be permitted. An article of clothing or a neutral bandage while on duty must cover any tattoos in a visible area.

Jewelry:

- No more than two rings per hand should be worn while on duty.
- No earrings are permitted while on duty.
- No visible necklaces will be permitted while on duty.

- No more than one bracelet may be worn while on duty.
- Any other jewelry, such as tie tacks or lapel pins, is permitted as long as they are tasteful and in keeping with the image that we want to put forth as a department.
- No visible body piercing will be permitted. This includes tongue and any facial piercing. These items must be removed before the beginning of each shift.

NAME TAGS

Every employee of BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) must wear their assigned nametag at all times. It must be worn on the upper left hand side of the chest.

Any employee who loses their nametag will be responsible for an \$8.00 Replacement fee.

UNIFORMS

If your job requires the issuance of a standard uniform, the hotel will provide one for you. Normal wear is expected, but any loss or damage to the uniform will be the responsibility of the employee. Payment for lost or damaged uniform items will be deducted from the final paycheck.

PARKING

All employees for all shifts are to park along the perimeter

PHYSICALS, HEALTH CARDS, DRUG TESTING, AND LICENSING

Employees may be required to take and pass pre-employment and periodic physical examinations as a condition of employment. Employees may be required to submit a physician's statement regarding their ability to perform essential functions of their position.

All employees handling food and/or beverage must meet any and all state, city health, and hygiene requirements as mandated by law.

All employees driving motor vehicles in their duties must have a valid Tennessee Driver's License.

ALCOHOL AWARENESS

In accordance with various state, county, and city beverage commissions, all alcoholic beverage servers and sellers may be required to attend necessary training on alcohol awareness and receive related certification if mandated.

DRUG AND ALCOHOL POLICY

It is the policy of BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) to continue to maintain its strong commitment to a safe, healthy, and productive work environment for all employees and our guests. Individuals who abuse alcohol and drugs are a danger to themselves and to others. Employees who use illegal drugs or abuse alcohol, on or off duty, tend to be less productive, less reliable, subject to more accidents, and prone to greater absenteeism.

In the pursuit of these goals, it is our policy to prohibit:

- The use, consumption, possession, unlawful manufacture, distribution, dispensation or sale of illegal drugs or drug related paraphernalia on company premises, in company supplied vehicles, or during working hours.
- Being under the influence of illegal drugs, alcohol, or any unauthorized controlled substance on company premises, in company vehicles, or during work hours.

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) reserves the right to request an immediate, unscheduled drug test on a random basis whether there is cause or not. We are to maintain a Drug Free Work Place.

SAFETY POLICY

It is our policy to provide a safe work environment free from recognized hazards. Employees are required to follow safe work practices and precautions while on duty. You are to participate in the safety program by report safety hazards you encounter on the job and suggesting ways to do your job in a more safe and efficient manner. Failure to report unsafe conditions may result in disciplinary action.

We believe most accidents are caused. Almost all accidents can be prevented. Some accidents are caused by unsafe conditions (water on floor, frayed cords, faulty equipment) but the overwhelming majority of accidents are caused by unsafe behavior (rushing, taking shortcuts, not following procedures, using a tool the wrong way, or improper lifting). Being careful and following proper

procedures when doing your job help avoid injury to you and your fellow employees. Performing unsafe acts may result in disciplinary action.

You are requested to report immediately to your supervisor or manager any injury you receive while on the job. Regardless of your thoughts as to the severity and whether you need medical attention, all work related injuries must be reported when they happen. Your supervisor or manager will be certain that all necessary reports are completed. He/she will also assist you in seeking medical attention. Failure to report accidents on the same day as they result may result in disciplinary action.

Employees who incur a work related injury may be required to submit to a drug/alcohol screening within 24 hours of the incident.

WORKERS' COMPENSATION

Workers' compensation benefits, as specified by law, are provided to protect employees in the event of a work related illness or injury resulting in medical care and/or lost work time. Under workers' compensation benefits, medical expenses in connection with the work related injury or illness will be paid in full by the employer's insurance carrier. If lost time results, benefits covering lost wages will begin after a one (1) week waiting period or as defined by state law. Lost time must be authorized by a physician's certificate. The standard leave of absence policy will be followed for those who must be absent due to a work related injury or illness.

In order to prevent possible delays in processing workers' compensation claims it is essential that all work related injuries be reported immediately when they occur.

Modified Duty- If you are unable to do your normal job due to a work related injury, every effort will be made to find a modified duty position which the employee can safely perform until authorized to return to his/her regular job. If modified duty is approved, the employee will be compensated at a rate of pay consistent with the work performed.

HAZARDOUS MATERIALS HANDLING

Before any employee handles cleaning agents or other potentially hazardous chemicals, he/she must review the Material Safety Data Sheets on the product. The employee must be trained in the use of any product that may be hazardous prior to the employee handling such products. The Hazardous Materials Notebook that reviews proper handling procedures is available to all employees.

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SECOND EDITION, JUNE 2013

FIRE PREVENTION

Fire extinguishers for any type of fire are located in every area of the hotel. Employees are to be familiar with their location and operation. In many cases, the timely use of a hand held fire extinguisher can prevent a major fire. Your manager will explain the fire procedures to you. Fire drills may be held periodically and all employees are to participate. In the case of an actual fire, you are to avoid panic and follow the directions of your supervisor. The way you behave will have a great bearing on the way others react.

If you see a potentially hazardous event or you suspect a fire, report it to your supervisor or manager immediately. Failure to report potentially hazardous conditions may result in disciplinary action.

ANTITRUST LAWS

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) is concerned about compliance with both State and Federal antitrust laws. In general, antitrust laws prohibit entering into any understanding, agreement, plan, or conspiracy, whether expressed or implied, formal or informal, with any competitor for the purpose of limiting or restricting competition with respect to such matters as prices, terms or conditions of sale, production, marketing customers, and specifically room rates.

Therefore, at no time are you give, discuss or accept from any competitor any information concerning pricing policies or other competitive information, which could possibly be interpreted as a violation of the antitrust laws.

BENEFITS

Employment with the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) entitles each employee to various benefits. Aside from an enjoyable work environment and the many friendships you will form here, there are listed below the company benefits. Any benefits not in effect at Best Western Celebration Inn & Suites prior to the inception of this Employee Handbook are considered new benefits just added to your employment package and are not retroactive.

ELIGIBILITY FOR BENEFITS

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SECOND EDITION, JUNE 2013

A full-time employee is normally scheduled for a minimum of 32 hours per week. A part-time employee normally works less than 32 hours per week. Actual hours worked determines the status of each employee.

<i>Chart of Benefits</i>	<i>Full-Time</i>	<i>Part-Time</i>
<i>Vacation</i>	√	
<i>Room Discount</i>	√	√

VACATION

For hourly and salaried employees, after one (1) year of continuous full-time employment, employees are eligible for five (5) days of vacation. After two (2) years of continuous full-time employment, employees are eligible for five (5) days of vacation annually. During the three (3) to five (5) year period of employment, employees are eligible for ten (10) days of vacation annually. For six (6) years and above of continuous full-time employment, employees receive fifteen (15) days of vacation annually. Vacation time is vested yearly on one's anniversary date. Vacation time earned cannot be carried over from one year to the next. Four weeks prior to the end of the anniversary year, you are to give your supervisor or manager notice of vacation time not taken so a vacation can be scheduled. Vacations will be scheduled at a time mutually convenient for the employee and the hotel, and requests for vacation time must be submitted at least thirty (30) days in advance and approved by your supervisor or manager. Your vacation time cannot be split, it must be used in full when requested.

Your vested vacation time cannot be saved up. You must take your previously vested vacation time each year. Cash payment rather than vacation time off will be allowed. Should you leave the company, you will be paid for any vested vacation time not yet taken. A two-week advance notice, in writing, is required and must be worked out to receive vacation pay. If an employee is terminated for cause, all vacation time earned and no taken is forfeited. The company will comply with state and local ordinances on termination pay. One cannot receive vacation pay and holiday pay simultaneously for the same days.

Vacation hours accrue for each employee based on the hours worked each pay period and the employee's length of service. While vacation hours are accrued each pay period, the vacation hours are not earned until the pay period in which the employee reaches his/her anniversary date of employment.

For all employees, vacation pay is compensated based upon an employee's rate of pay at the time the vacation is taken.

LEAVE OF ABSENCE

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SECOND EDITION, JUNE 2013

The company does not offer any type of paid or unpaid Leaves of Absence.

ROOM DISCOUNT

As an employee of BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) you are entitled to an employee discount at participating Best Western Member properties worldwide. It should be noted that even participating properties occasionally close out employee rates and reservations during special events or times of peak occupancy. See your Department Head or Manager for more details.

BEREAVEMENT LEAVE

Employees bereaved by a death in the immediate family will be granted time off work without pay in accordance with the following provisions:

- Full-time employees who have satisfied their introductory period will be paid for the time actually lost from their regularly scheduled work, up to a maximum of three (3) work days.
- Immediate family is identified as employee's spouse, domestic partner, child (includes step-children), parent, brother or sister of the employee.

In circumstances where an employee needs time off without pay to attend the funeral of someone other than an immediate family member, each request will be considered on an individual basis, and every attempt will be made to accommodate the request if possible.

EMPLOYEE SUGGESTION PROGRAM

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) encourages all its employees to be continually cognizant of ways to improve existing conditions or employee relations or guest satisfaction. A committee consisting of a minimum of the Department Head and the General Manager will review all recommendations. On a quarterly basis, the committee will judge winners of recommendations in various categories and awards will be granted to those employees who submitted sinning submissions. The committee will consider only written suggestions.

EMPLOYEE RELATIONS

FAIR TREATMENT POLICY

The fair treatment policy provides that all employees will be treated with respect and that the company will administer company policies in an equitable manner. As an employee, you are entitled to equal employment opportunity in all aspects of the conditions and privileges of employment, hiring, training, compensation, benefits, transfers, promotions, discipline, and termination without regard to age, race, color, religion, national origin, sex, creed, veteran status, disability, or sexual orientation. It goes without saying that we provide equal treatment to our guests.

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) is committed to open communications between employees and management. Employees are able to deal directly with management in solving their problems and resolving complaints through the Open Door Policy (outlined in the next section). We accept our responsibility to provide the best working conditions, pay, and benefits that we can afford. We make every effort to treat employees fairly, provide competitive wages and benefits, and we encourage advancement in accordance with skills and performance.

If you ever have questions, problems, or complaints, we ask that you exercise your individual right under the Open Door Policy.

OPEN DOOR POLICY

As a valued and respected employee, you should feel free to express yourself to your immediate supervisor regarding any aspect of your job. **NO MEMBER OF MANAGEMENT IS TOO BUSY TO ANSWER QUESTIONS OR TO DISCUSS PROBLEMS OR COMPLAINTS WITH AN EMPLOYEE.**

The system for resolving any issue is:

Step 1: When you have a question or problem, discuss it first with your immediate supervisor.

Step 2: If the issue is not resolved, or if it something you feel you simply cannot discuss with your immediate supervisor, talk to your Department Manager.

Step 3: If you find that you are still dissatisfied, or you have something that you prefer not to discuss with your Department Manager, the General Manager is available to you.

We ask that you follow our chain of command in attempting to resolve problems. We believe questions and problems can be resolved more effectively and in a timelier manner if the chain of command is followed.

You can follow this Open Door Policy without fear of reprisal; Supervisors will not penalize or threaten an employee for speaking to anyone within the company.

HARASSMENT POLICY

It is our intention that all employees work in an environment free from all forms of discriminatory treatment, including harassment.

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) strictly prohibits harassment in any form, be it of a sexual nature (See Sexual Harassment Policy) or based on race, color, creed, national origin, sex, age, disability, or sexual orientation. Employees who engage in such conduct will face appropriate action, up to and including termination of employment.

With respect to the above, employees who feel they have suffered harassment of any type should report the alleged offense to their manager or supervisor or any manager or supervisor with whom they feel comfortable discussing the situation. If the response received is unsatisfactory then the General Manager is responsible for attempting a resolution.

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) Sexual Harassment Policy

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) believes that you should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No employee, either male or female, should be subjected verbally or physically to unsolicited and unwelcome sexual overtures or conduct.

Sexual harassment refers to behavior that is not welcome, that is personally offensive, and that debilitates morale and, therefore, interferes with work effectiveness.

Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal.

Definition

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) has adopted, and its policy is based on, the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of your employment
- Submission to or rejection of such conduct by you is used as the basis for employment decisions affecting you
- Such conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive working environment.

Employer's Responsibility

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) wants you to have a work environment free of sexual harassment by management personnel, by your coworkers and by others with whom you must interact in the course of your work as a BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) employee. Sexual harassment is specifically prohibited as unlawful and as a violation of BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) policy. Best Western Celebration Inn & Suites is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace and for promptly investigating any allegation of work-related sexual harassment.

Complaint Procedure

If you experience or witness sexual harassment in the workplace, report it immediately to the management team or your immediate supervisor. You may also report harassment to any other member of BEST WESTERN PLUS

Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) management or ownership. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation.

Retaliation Prohibited

BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) will permit no employment-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

Written Policy

You will receive a copy of BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) sexual harassment policy when you begin working for Best Western Celebration Inn & Suites. If at any time you would like another copy of that policy, please contact the Manager. If the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) should amend or modify its sexual harassment policy, you will receive an individual copy of the amended or modified policy.

Penalties

Sexual harassment will not be tolerated at BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC). If an investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including dismissal.

JOB SECURITY

Your employment with the company is based upon performance, mutual satisfaction, and respect. We follow a process of regular employee performance reviews.

There are times when employees will be terminated. This may be for performance reasons or due to the seasonal nature or business needs of the hotel. There may be times when business requirements and economic conditions require that

employees are laid off, demoted, or transferred. In time of work force reductions, normally those last hired would be the first to be laid off, except where documented performance problems dictate otherwise.

Any termination or layoff of an employee requires the approval of the appropriate Department Head and the General Manager.

TERMINATION

When a supervisor believes an employee must be terminated for any reason, the employee may be placed on suspension pending review of the facts relating to the termination. The suspension (without pay) is usually no more than three scheduled workdays. During the suspension, the General Manager will confer with the Department Heads as to whether:

- The infraction relating to the termination is accurate
- It is within policy
- It is consistent with similar situations
- It is fair

If the termination is disapproved, the employee will be allowed to return to work.

EMPLOYEE CONDUCT POLICY

These Employee Conduct Rules are placed in written form for the benefit of you and your fellow employees, so that all employees will receive the same fair treatment.

Every employee reflects the company. For this reason, the highest standards should be followed in performing your job responsibilities. In addition to providing courteous treatment to our guests, it is important to also be friendly and helpful to your fellow workers.

A. COMMISSION OF ANY OF THE FOLLOWING WILL BE CONSIDERED JUST CAUSE FOR IMMEDIATE DISMISSAL

- a. Any falsification, alteration, or destruction of company records including employment applications.
- b. Possessing dangerous or deadly weapons on Hotel premises or while off Hotel premises in performance of Hotel duties.
- c. Reporting to work under the influence of intoxicants or illegal drugs (or misused prescription drugs), drinking alcoholic beverages, using illegal

drugs or the possession of either while on hotel time or on hotel premises.

- d. Harassment or coercion of fellow employees or guests. This includes, but is not limited to: racial or sexual harassment, immoral, unlawful, or indecent conduct, and/or soliciting and abetting persons for such. Fraternalizing with guests on company premises while on duty.
- e. Refusing to obey an order of a Supervisor (insubordination)
- f. Disrespectful conduct (gambling or fighting on hotel property; coercion, intimidation or threats against guests, supervisors, or fellow employees, using vulgarity of failing a high degree of service or courtesy to any guest)
- g. Theft, pilferage, misappropriations, misuse, or willful destruction of the property of employees, guests, visitors, or the company, or unauthorized removal of such, includes found items. Failure to protect assets, negligence in following prescribed security cash handling procedures. Sabotage or vandalism.
- h. Interfering with or hindering of work schedules
- i. Being absent three consecutive scheduled workdays without approval
- j. Falsification of timecards or any fraudulent breach of trust, including revealing confidential information to unauthorized persons or companies including, but not limited to, the referral of business to other hotels.
- k. Making or publishing false, vicious, malicious, or negative statements concerning any employee, supervisor, management, the company, or its food, beverages, or services.
- l. Any acts considered by management to be conflicts of interest.

B. COMMISSION OF ANY ONE OF THE FOLLOWING ACTS WILL BE CONSIDERED JUST CAUSE FOR IMMEDIATE ACTION WHICH CAN RANGE FROM ORAL OR WRITTEN REPREMAND, SUSPENSION FORM WORK WITHOUT PAY TO IMMEDIATE DISMISSAL.

- a. Smoking in other than designated areas.
- b. Unauthorized use of the telephone
- c. Parking personal auto in other than designated areas

- d. Failure to abide by Clock Rules or In/Out procedures
- e. Working overtime without management approval
- f. Unexcused absence or tardiness
- g. Stopping work early
- h. Reporting improperly when absent (Employees must report to his/her department head by telephone or written message within two hours prior to their scheduled shift including the reason for absence and when he/she will report back to work)
- i. Failure to perform work on job assignment satisfactorily and efficiently
- j. Loitering or sleeping on the job
- k. Unauthorized absence from assigned work area or being in an unauthorized area
- l. Failure to follow prescribed procedures
- m. Engaging in or knowledge of activities on the premises, which would be considered a discredit to the organization or its employees
- n. Failure to observe established health, fire, or safety practices
- o. Failure to report unsafe actions of other employees or injuries sustained on duty
- p. Unreported guest injuries
- q. Damage to guest, employee, or company property
- r. Failure to report theft of company or guest property
- s. Unauthorized presence at guest functions or any guest areas or on premises, including guest rooms, swimming pool or recreation facilities
- t. Being on company property while off duty without authorization
- u. Loitering, and/or contributing to the inefficiency of employees who are working

- v. Failing to present a high degree of personal cleanliness at all times. Failing to wear prescribed clothing and following Personal Appearance Standards
- w. Failure to wear name badge
- x. Having unauthorized visits during working hours from friends, relatives, or off duty employees. Any authorized visits must take place in the lobby only and they must be of short duration
- y. Bringing a child to work (any exceptions will be considered by management on a case-by-case basis)
- z. Dining, snacking, and/or drinking while on duty at the Front Desk or in public areas
- aa. Any employee absent for one day who has not reported to his/her supervisor or manager by telephone or written message will be considered to have quit and face the possibility of being terminated

PROGRESSIVE DISCIPLINE

When an employee's conduct interferes with the orderly and efficient operation of the hotel, or is inconsistent with the conduct rule guidelines, employees are given two types of warnings- verbal and written

A verbal warning is a record of a discussion taking place in which the manager has counseled the employee about a particular problem or incident. This documentation serves as a reminder of what was said and will be used for reference should further counseling be necessary.

A written warning is administered to document misconduct when verbal warnings have proved insufficient or for serious policy infractions. Written Warnings are reviewed with the employee and are signed by the employee as acknowledgement that the warning was read and understood. Refusal to sign the written warning does not invalidate it as a second manager will witness the refusal to sign.

If you receive a written warning you should recognize the grave nature of your actions and make every effort toward corrective action.

GROSS MISCONDUCT

Serious violation of company policy can result in termination without prior warning. Any infraction of a conduct rule under Section A of the Conduct Policy may be cause for immediate dismissal.

RESIGNATION

As our relationship is one of voluntary employment, “at will”, you may resign at any time. We ask that your resignation be in writing and that you explain why you are choosing to leave. In courtesy to the company, we believe that a two-week advance notice is appropriate. You are required to return all company property prior to your receiving your last paycheck.

The Department Head will review all circumstances of the separation. All employees have the right to an exit interview with any member of management as described in the next section.

EXIT INTERVIEWS

To maintain a low turnover and provide you with an opportunity to communicate your concerns regarding separation, all employees and their supervisors are encouraged to participate in a brief exit interview. If you are not comfortable discussing the reason of separation with your supervisor, we encourage you to see another member of management. We welcome your feedback in the interest of improving the Hotel.

CONCLUSION AND SIGNATURE SHEET

CONCLUSION

We hope this handbook has answered the questions you might have had about the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC). We encourage you to ask your supervisor any additional questions you might have.

**WELCOME TO THE BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.)
and the BEST WESTERN Chaffin Inn (R.R. & K., LLC)
AND BEST WISHES FOR A GREAT FUTURE WITH US!**

**Best Western BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the
BEST WESTERN Chaffin Inn (R.R. & K., LLC)**

Employee Handbook

Signature Sheet

I have read, understand, and agree to abide by and comply with all the rules, regulations, policies, and procedures as outlined in the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) Handbook.

I acknowledge and understand that the Employee Handbook does not create a contract or imply contractual rights. I also agree to periodically review the employee handbook

I also acknowledge that his Employee Handbook remains the sole property of the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) and may not be altered or reproduced on my part without prior written consent.

_____/____/____
Employee's Signature Date

_____/____/____
Manager's Signature Date

Note to Employee: After reading the BEST WESTERN PLUS Celebration Inn & Suites (Shivani, Inc.) and the BEST WESTERN Chaffin Inn (R.R. & K., LLC) Employee Handbook, tear out this page and return it signed and dated to your manager.