



**WHERE YOU CAN CAMP
WITH THE CHAMPS!**



2025 EMPLOYEE HANDBOOK

WELCOME

ABOUT THE HANDBOOK

This Employee Handbook was adopted to assist and guide employees to know and perform their duties and responsibilities for the benefit of the employee & Employer. This handbook contains an overview of employer personnel policies, procedures, and currently available benefits. This handbook does not constitute a guarantee of any future policies, procedures, or terms of employment. This handbook is not intended to and does not constitute an employment contract between the Employer and any of its employees. The terms and provisions of this handbook are subject to change from time to time, with or without notice, at the Employer's sole discretion and under the Employer's views regarding the Employer's needs concerning effective administration, supervision, and control of facilities, operations, programs, and personnel. Should you have any questions concerning the information in this handbook, please get in touch with Lori Severson. The Employer may revise this policy at their discretion.

Employees are hired to do a job, and every employee contributes to the Employer's operation. Each staff position has been created to accomplish and maintain a level of service specified by the Employer in response to the demands and concerns of the Employer's customers. Each employee is a member of the Employer team. Successful teamwork requires hard work, communication, cooperation, dedication, and initiative. The success of the entire "Employer Team," policymakers, and staff depends on the cooperative efforts of each individual to accomplish mutual goals. All employees are expected to work together to attain goals. We hope you enjoy the challenge of providing quality services to campground guests and working together as a team! Employer officials and employees are expected to provide uniform, quality service to all Bar & Grill customers and Campground guests without regard to sex, race, religion, cultural or social position, or any other basis prohibited by federal, Employer, or local law. The attitudes and actions of each employee in performing their duties and dealing with Employer Bar & Grill customers and Campground guests affect the image and reputation of the Employer.

Each employee is responsible for maintaining and improving that image and representation by providing competent, prompt, and courteous service. Our Employer has a unique job to perform and exceptional circumstances to contend with. While the Employer attempts to standardize procedures, work schedules, and rules, duties will vary depending on your position at the Campground.

HISTORY

ABOUT THE COMPANY

Champions Riverside Resort started with Rick and Lori Severson in 2011. The resort offers numerous seasonal sites, overnight campsites, rental units, sleeping cabins, deluxe cabins, a bunkhouse, golf carts, and more!

On the property, there is axe throwing, a club center leading into the swimming pool, a camp store connected to the Bar & Grill, a game room filled with several arcade games, a craft corral, a 1.5-acre swimming pond with beach, and Legends Pond Building, zip-line, laser tag, and multiple inflatables.

Champions offers a wide range of activities for all ages, such as a Jumping Pillow, barrel rides, bags, GaGa Ball, free movies, wagon rides, soft serve ice cream, basketball, playground, pedal bikes, water wars, fishing, canoeing and so much more!

Lori Severson owns and operates Severson & Associates, which manages these clients to name a few:

- Wisconsin Association of Campground Owners
- KOA Owners Association
- Campground Owners Expo
- Gilbert Brown Foundation

Severson & Associates is a full-service marketing, promotional & training agency. The company specializes in marketing initiatives, social media management, promotional services, company training, an extensive list of seminar topics, and more!

EMPLOYER'S POLICY

DISCIPLINE

Office, general, and managerial employees are hired for no specific period of employment, and all employment is terminable at will. Continued employment is subject to the Employer's requirements, including satisfactory individual performance. Proper standards of conduct are necessary to ensure safe, orderly, and efficient work performance. Except in cases of serious misconduct, the Employer will generally apply a system of corrective discipline and consider the severity and nature of the offense as well as the employee's prior discipline and performance record in determining the appropriate level of discipline (warning, suspension, termination). The Employer retains the right to terminate any employee's employment, without cause, at any time or to impose discipline as determined in the Employer's discretion.

EQUAL OPPORTUNITY STATEMENT OF THE EMPLOYER

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at the Employer, where employment is based upon personal capabilities and qualifications without discrimination because of race, color, religion, sex, age, national origin, disability, or any other protected characteristic as established by law. This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination, and all other terms and conditions of employment. The Employer Administrator is responsible for this policy and maintains reporting and monitoring procedures. Employees' questions or concerns should be referred to the Employer Administrator. Appropriate disciplinary action may be taken against any employee willfully violating this policy.

NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY

The Employer is committed to a work environment where all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, the Employer expects all relationships among persons in the workplace to be business-like and free of bias, prejudice, and harassment. The Employer's policy ensures equal employment opportunity without discrimination or harassment based on race, color, national origin, religion, sex, age, disability, creed, marital status, ancestry, sexual orientation, or any other characteristic protected by law. The Employer prohibits and will not tolerate any such discrimination or harassment.

Non-Discrimination and Anti-Harassment Policy Cont.

A. Sexual Harassment.

Sexual harassment constitutes discrimination and is illegal under federal and Employer laws. For this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example: (i) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (ii) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (iii) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, catcalls or touching; insulting or obscene comments or gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through e-mail); and other physical, verbal or visual conduct of a sexual nature. Sex-based harassment, that is, harassment not involving sexual activity or language (e.g., male manager yells only at female employees and not males) may also constitute discrimination if it is severe or pervasive and directed at employees because of their sex.

B. Other Prohibited Harassment.

Harassment based on any other protected characteristic is also strictly prohibited. 4 Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, national origin, religion, age, disability, creed, marital status, ancestry, sexual orientation, or any other characteristic protected by law or that of his/her relatives, mends or associates, and that: (i) has the purpose or effect of creating an intimidating, hostile or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities. Harassing conduct includes, but is not limited to: epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through e-mail).

C. Individuals and Conduct Covered. These policies apply to all applicants and employees and prohibit harassment, discrimination, and retaliation whether engaged by fellow employees, a supervisor or manager, or someone not directly connected to The Employer (e.g., an outside vendor, consultant, or customer). Conduct prohibited by these policies is unacceptable in the workplace and any work setting outside the workplace, such as during business trips, business meetings, and business-related social events.

Non-Discrimination and Anti-Harassment Policy Cont.

D. Retaliation Is Prohibited.

The Employer prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action up to and including discharge.

E. Complaint Procedure.

Employees who have experienced conduct they believe is contrary to this policy should take advantage of this complaint procedure. An employee's failure to fulfill this obligation could affect their rights in pursuing legal action. Also, please note that federal and Employer discrimination laws establish specific time frames for initiating a legal proceeding under those laws. The Employer strongly urges the reporting of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they think is contrary to the Employer's policy or have concerns about such matters should file their complaints with their immediate supervisor or the Employer Administrator before the conduct becomes severe or pervasive. Individuals should not feel obligated to file complaints with their immediate supervisor before bringing the matter to the owners.

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. While there is no fixed reporting period, the Employer strongly urges the prompt reporting of complaints or concerns, ensuring rapid and constructive action can be taken by the Employer. The Employer will make every effort to stop alleged harassment before it becomes severe or pervasive but can only do so with the cooperation of its staff/employees. The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting said behavior stop. Any reported allegations of harassment, discrimination, or retaliation will be investigated promptly, thoroughly and impartially. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. The Employer will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action. The Employer will handle misconduct constituting harassment, discrimination, or retaliation promptly and appropriately.

Responsive action may include, for example, training, referral to counseling, monitoring of the offender, and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reduction of wages, demotion, reassignment, temporary suspension without pay or termination, as the Employer believes appropriate under the circumstances. If an employee making a complaint disagrees with its resolution, the employee may appeal to the Employer. Individuals with questions or concerns about these policies should talk with their immediate supervisor and, if warranted, Lori Severson.

Non-Discrimination and Anti-Harassment Policy Cont.

Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender or any other protected characteristic from participating in business or work-related social activities or discussions to avoid harassment allegations. The laws and the policies of the Employer prohibit disparate treatment based on sex or any other protected characteristic about terms, conditions, privileges, and perquisites of employment. The prohibitions against harassment, discrimination, and retaliation are intended to complement and further these policies, not to form the basis of an exception to them.

ANY TIME YOU ARE UNCOMFORTABLE AT WORK PLEASE REPORT IT TO THE OWNERS. HARASSMENT IS SERIOUS AND NOT TOLERATED.

RICK SEVERSON: 608-498-3760

LORI SEVERSON: 608-792-5915

Policy Relating To Persons With Disabilities

It is the Employer's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the job's essential functions. Consistent with this nondiscrimination policy, the Employer will provide reasonable accommodations to a qualified individual with a disability, as defined under applicable law, who has made the Employer aware of their disability, provided that such accommodation does not constitute an undue hardship on the Employer. Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact Lori Severson. The Employer encourages individuals with disabilities to come forward and request reasonable accommodation. Upon receiving an accommodation request, the Employer and your supervisor will meet with you to discuss and identify the limitations resulting from the disability and the potential accommodation the Employer might make to help overcome those limitations. The Employer will determine the feasibility of the requested accommodation considering various factors, including, but not limited to the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, the Employer's overall financial resources and organization, and the accommodation's impact on the operation of the Employer, including its effect on the ability of other employees to perform their duties and on the Employer's ability to conduct business. The Employer will inform the employee of its decision on the accommodation request or on how to make the accommodation. Denied accommodation requests will be communicated to the employee, and the employee will be advised of their right to appeal the decision to the Employer by submitting a written request within ten business days of the decision explaining the reasons for the request. If the request on appeal is denied, that decision is final. The law does not require the Employer to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs). An employee or job applicant who has questions regarding this policy or believes they have been discriminated against based on a disability should notify the Employer Administrator or, if necessary, the Board Manager. All such inquiries or complaints will be treated as confidential to the extent law permits.

EMPLOYEE STATUS

All hiring decisions of the Employer are provisional, conditioned upon demonstrating the ability satisfactorily to perform the job during a probationary period. All candidates for employment are on notice that they should not give up other jobs to accept employment on the assumption that their hiring means they will work for the Employer indefinitely. All regular full-time and part-time employees shall serve a probationary period of one calendar year or the equivalent number of work hours for part-time employees. The Employer may extend the probationary period on a recommendation from the employee's Manager or Supervisor. The purpose of the probationary period is to assess the employee's employment qualifications, ability to work harmoniously with others, and ability to perform the job duties safely and efficiently. During and after that period, the Employer reserves the right to terminate the employee's employment, with cause, for any lawful reason, and without any hearing or notice. Completing probation does not mean an employee has attained any tenure or right to be terminated for cause. Instead, it means that although the employee remains an employee at will, the Employer will ordinarily use progressive discipline to correct performance problems before termination. However, the Employer retains the absolute discretion to terminate any employee at any time for no reason or lawful reason.

EMPLOYEE DEFINED

A. A regular employee is defined as a person hired to fill either a regular full-time or regular part-time position.

B. A regular full-time employee is an employee who is regularly scheduled to work a forty (40) hour-per-week work week, 52 weeks per year.

C. A regular part-time employee is an employee who is regularly scheduled to work less than forty (40) hours but at least twenty (20) hours per week, 52 weeks per year.

D. A seasonal employee is a person who is hired to fill a seasonal job, that is, a job associated with a particular part of a calendar year.

E. A Limited Term Employee is a temporary employee who fills a position temporarily, not to exceed one year.

F. A Casual Employee is an employee who is employed on an as-needed basis and who does not work a regular schedule of hours.

G. Interns are individuals performing services for the Employer on a volunteer basis in exchange for the opportunity to earn degree credit, gain experience, or both. Interns are not employees of the Employer but are treated as members of the Employer for worker compensation and liability purposes.

INTERNET AND EMAIL POLICY

The following rules require strict adherence.

Official Use Only. The use of the Internet is restricted to "official Employer business." Personal use of or time spent for personal gain is strictly prohibited.

Security. You must maintain secure passwords and never use an account assigned to another user. Hacking is the unauthorized attempt or entry into any other computer. Never make an unauthorized attempt to enter any computer. Such an action violates the Federal Electronic Communications Privacy Act (ECPA) 18 U.S.C. § 2510.

Cyber Bullying. Sending threatening, slanderous, racially, and/or sexually harassing messages is strictly prohibited.

NON-PRIVACY AND PERSONAL USE OF EMPLOYER COMMUNICATIONS AND FACILITIES

The Internet, email, and the telephone have made it possible to communicate worldwide instantly. However, these technologies also allow employees to divert attention from work-related duties to personal concerns. They also raise concerns about privacy, access to inappropriate material, and improper release of information—no privacy in communications. The telephones, email accounts (and email sent on Employer computers using non-employer addresses), faxes, radios, and internet communications made on Employer equipment are not private. Every use of an Employer's computer, telephone, or fax is open to the Employer for inspection and review. Employees should send private emails on their personal computers/phones and do so while not working. Internet access for any reason unrelated to the employer's business must be done on individual computers. The Employer reserves the right to install recording or monitoring equipment on telephones, computers, and other communication devices.

SEARCHES & INSPECTIONS

Employer employees have no right to privacy in any part of the Employer's offices, buildings, vehicles, property, or premises, including computers. This policy aims to maintain a safe work environment for the Employer and its employees, a workplace free from the use and effects of alcohol and drugs, and to ensure property protection on Employer premises. The Employer may conduct unannounced searches of Employer premises or Employer property for illegal drugs, alcohol, weapons, or other contraband on Employer property, which may be performed at any time for any reason. Employer property includes all Employer-owned property used by employees, such as vehicles, lockers, desks, closets, etc. The Employer reserves the right to search employees and their personal property, including lunch boxes, briefcases, and packages when there is any suspicion to warrant such search. An employee's consent to search under these conditions is a condition of employment. An employee's refusal to consent may result in disciplinary action, including termination. This includes providing the Employer with passwords or access codes necessary to inspect computers.

OUTSIDE EMPLOYMENT

Full-time regular employees shall not be employed with another company without the Employer's approval. This applies to any significant form of non-employer employment activity, whether part-time, temporary, or permanent, for which the employee receives money, goods, services, or other forms of compensation. An employee wishing to hold an outside job shall alert the Employer to determine if said additional position will work with the current hours and assignment the Employee holds.

HOURS OF WORK

A. The regular work week for full-time employees is forty (40) hours per week.

B. All Exempt employees are "salaried" employees as defined herein and shall work whatever number of hours is required to accomplish all of the assigned objectives of their position.

C. Employees shall work the hours and duties assigned by the Employer. To the extent consistent with the efficient performance of available work, regular employees shall generally work a regular schedule of hours (including flex-time arrangements). However, the Employer reserves the right to modify the schedule to meet the Employer's needs, minimize overtime, and reduce costs.

D. Nothing in these policies restricts or limits the Employer's right to schedule the hours of work. All full-time employees will be expected to adjust their schedule to accommodate the needs of the Employer.

E. The salaried employee policy covers Exempt employees.

F. Regular part-time employees shall work the schedule of hours assigned by the Employer.

G. Employees under 18 shall be entitled to one fifteen (15) minute paid break for each four (4) hours of work per day. Breaks are to be taken at a time determined by the Employer. Breaks are not cumulative, may not be taken to shorten the work day, and are lost if not taken. These can be broken up if management approves them.

OVERTIME AND COMPENSATORY TIME OFF

A. Non-Exempt employees shall receive overtime for all hours worked in excess over time in a work week – pay periods are 80 hours each.


B. All hours worked outside the regular schedule require prior approval of the Employer. Employees who work hours without permission shall be subject to progressive discipline.

C. Exempt employees are not entitled to either compensatory time off or overtime, regardless of the number of hours worked.

PAY PERIODS & PAYDAYS

The payroll year is made up of twenty-six (26) payroll periods, paid biweekly. Pay periods start at 12:00 a.m. on Sunday and run through 11:59 a.m. on the second succeeding Sunday. Paychecks or direct deposits shall ordinarily be ready by noon of payday, which is the Wed after the pay period. Time cards are to be signed verifying that all hours claimed were worked. The Employer may elect to use direct deposit of pay checks. Paychecks shall be issued the Wed. following the Saturday on which the biweekly payroll period ends. When a payday falls on a holiday, checks will be distributed a day early, when possible. The paycheck shall provide information on deductions made and the gross amount of pay. Employees are responsible for verifying that the amount of their paycheck was accurate. Employees are responsible for returning overpayments of wages or expenses to the Employer, or for requesting adjustments of any underpayments. You will receive an email once set up in the payroll system. You will receive instructions on how to retrieve them. If you miss it you can be sent a new invite.

SET UP QUICKBOOKS WORKFORCE ACCOUNT

1. Look for an email from do_not_reply@intuit.com with your employer's name in the subject line. If you don't see the invite, check your spam folder, or let your employer know about it. It's possible they used an incorrect email.
2. Open the email, then select Accept Invite to accept the invitation.
3. **Create an Intuit account** with your email and a password. ***If you already have an Intuit account such as a previous QuickBooks Workforce or TurboTax account, sign in with that email address and password.***
4. **Turn on notifications for pay stubs!** You'll get an email reminder every time your new pay stub is available.
 - a. Navigate to workforce.intuit.com.
 - b. Elect Settings .
 - c. Select Email Notification.
 - d. Select "Send me an email when new pay stubs are available. "

VIEW PAYSTUBS IN QUICKBOOKS WORKFORCE ACCOUNT

1. Sign in to workforce.intuit.com.
2. Select Paychecks.
3. Select the appropriate date range. You can view multiple paychecks up to one year at a time.
4. Do one of the following:
 - a. Select Download on the pay stub you want to download.
 - b. Select a pay stub to open and view, then download or print it if you need.
 - i. To download all of your pay stubs at once: select Download all (*this option isn't available for everyone*).

ATTENDANCE & ABSENCES

Attendance is an essential element of all positions with the Employer. Employees must be physically present at their assigned work locations for all work hours. If the employee will be absent from work, it is the employee's responsibility to contact the Employer and explain the reason for the absence. The absence must be communicated before the regular work shift begins or, in case of emergency, as soon as possible. All hours absent from work shall be without pay. An unexplained absence without a phone call may result in discipline up to and including discharge.

Employees may not perform Employer work at home or other locations instead of reporting to the Employer for regular business hours without the approval of the Employer supervisor or manager.

WORKER'S COMPENSATION

The Employer pays the full cost of worker's compensation insurance for all employees, which provides benefits for injuries, illness, or death sustained directly with their employment with the Employer.

Employees are required to:

1. Report all accidents or injuries, no matter how minor, to the Employer or Officer in Charge immediately and unless incapacitated, to submit a written report within 24 hours.
2. If medical treatment is required, submit a doctor's report to the Employer describing the injury, whether the employee is able to return to their duties and responsibilities, with or without restrictions, and if not, the estimated return to work date.
3. Assist in completing any required paperwork within 24 hours of the injury and submit it to the Employer.

All employees are eligible for benefits under the Worker's Compensation Act in accordance with and to the extent provided by law.

LIABILITY INSURANCE

The Employer carries liability insurance.

SAFETY

No employee shall be required to operate equipment that does not conform to applicable mandatory, Employer, federal, and local requirements. The Employer agrees to maintain safe and healthful working conditions as required by the Employer, as well as federal and local regulations. Employees are required to report any unsafe equipment or conditions to the Employer. Employees must comply with all safety rules and procedures and consciously take care to avoid risks. If an employee believes a particular job or assignment is unacceptably dangerous, the employee shall request modification of the duty from the supervisor. If the request is refused, the employee shall perform the work and may bring the safety concern to the Employer's attention.

LEAVING THE EMPLOYER - VOLUNTARY RESIGNATION

Voluntary resignation is a voluntary termination of employment initiated by the employee. Employees are requested to give the Employer at least two weeks [fourteen (14) calendar days] written notice of resignation. The Employer shall provide his/her notification to their supervisor and Lori Severson. No vacation pay, which would otherwise be payable, will be paid to any employee who resigns with less than two weeks' notice.

AUTOMATIC RESIGNATION

An unreported and unauthorized absence of more than three days will be treated as the employee's separation from the payroll as a voluntary resignation without notice. No vacation or severance payments will be made to the employee in such cases. If an employee demonstrates extenuating circumstances precluding them from giving notice, the Employer may reinstate them at the Employer's discretion.

LAYOFF

The Employer reserves the right to lay off any employee at any time, regardless of seniority, to reduce hours, combine duties, or otherwise modify conditions of employment.

GENERAL POLICIES

- If your till is off more than once per week, you will receive additional training and coaching.
- You will be terminated or written up if there is no explanation for the shortages/overages.
- Employees must follow money-handling procedures.
 - Never take money off of the Employer's property, from another employee's till, or out of the building without working with your manager.
- Punch in and out on the time clock.
 - Sign your name on time cards.
- Follow all gaming procedures as listed in the handbook.
- Be familiar with all procedures listed in the handbook.

EXIT INTERVIEW

The Employer may direct terminating employees to participate in an exit interview as a condition of termination. Employees will be paid their regular hourly rates for such exit interviews.

RETURN OF EMPLOYER PROPERTY

Employer property issued to an employee must be returned to the Employer at the time the employee terminates employment or when it is requested by the Employer.

PERFORMANCE EVALUATIONS AND ANNUAL REVIEWS

The Employer conducts annual written performance evaluations on employees to be prepared no later than December 1, placing the assessment in the employee's personnel file. The evaluation shall establish goals and standards of performance and ways of measuring accomplishments. Evaluations shall be signed by the Employer and acknowledged by the employee. The Employer does not assume that the employee's acknowledgment of the evaluation constitutes agreement with its contents. The Personnel Review Committee shall conduct Annual Reviews of the Employer's employees and discuss those Annual Reviews with the Employer Administrator and Board before finalizing the Reviews. The Employer shall conduct an Annual Review. No employee shall receive an annual increase until their performance evaluation has been completed and all assessments they are responsible for have been completed.

EMPLOYEE EQUIPMENT AND PROPERTY

All employees are expected to exercise due care in using Employer property and to utilize such property only for authorized purposes. Employees are required to use Employer supplies prudently and economically. Employees may be held responsible for damages, discipline, or discharge in cases of intentional misuse.

PUBLIC RELATIONS AND AFFAIRS

Solicitation of all kinds and/or distribution of literature for all reasons is strictly prohibited on all Employer property. Public relations starts with providing good service. All employees should always look for better, less expensive ways of getting the job done. They should also be trying to prevent problems.

The public consists of various types of people - each person different from others, so keep in mind that many people wear several different hats and belong to several groups. The Employer shall conduct consumer satisfaction surveys and receive emails and Google reviews to obtain feedback. To help make sure the Employer has a positive image, all employees should have some knowledge and understanding of the Employer's services, duties, and offices. In a general way, know what programs and services the Employer provides. If you don't know the answer, let the guest/customer know you'll get back to them, confirm the answer, and follow up as you said you would.

QUESTIONS AND COMPLAINTS

Answering questions and dealing with complaints from customers and employees is part of a day's work. Questions and complaints usually come in three forms: in person, on the phone, or through email/online submissions. All require prompt, courteous, and accurate replies.

Complaints should be submitted in writing to the Employer for their review and necessary action. Complaints are significant because they are danger signals that something is wrong. If prompt responses to complaints and careful attention are given, services and public relations can be improved.

All employees should know that complaints will be investigated and corrected promptly. Once the source of the problem is identified, the individual should be told what will (or will not) be done and why. It is also essential to find out whether the problem was corrected and to ask the person who complained if there is anything else you and other employees can do to help straighten matters out. REMINDER: A poorly handled question will often lead to a complaint. Take your time, carefully listening when asked a question, and phrase your reply to make it as straightforward as possible. Be careful not to agree too much or display body language showing your agreement (for example, nod too much while the person is talking). If you do not have time to talk, say so, but give the person a chance to talk to you later. When you have to say no, you should break the news as gently and courteously as possible. At the same time, you must make it clear that you are saying "no." Do not use evasive or ambiguous words that might make the person think you have said "maybe." If it is possible to refer the person elsewhere for more information or help, do so. The best way to handle a question or a complaint is face-to-face, especially if the problem is technical. It is easier because both you and the citizen can observe each other, listen to each other, ask questions, and agree on the facts. Get your supervisor involved with any concerns or questions.

ACCEPTANCE OF MONEY OR GIFTS

Employer employees may not accept anything of value with the understanding that the reward will influence their conduct of Employer business.

CONFIDENTIALITY

Employer employees may not use or disclose confidential Employer information in a way that could result in the receipt of something valuable for themselves, their families, or organizations in which they have a significant financial interest.

Confidentiality is critical in the Severson office when dealing with customer issues. Any discrepancy will be addressed and can be subject to discipline up to and including termination.

EXPECTATIONS

OUTFIT/WHAT TO WEAR

You can wear any Champions logo apparel. We will provide 2 free pieces when you are first hired and any other piece of clothing at 50% off. You can choose any pants or shorts.

SCHEDULING

We use a program called Schedulefly for all scheduling, time off requests, company updates, etc. You are responsible for checking your schedule. All overtime must be approved in writing.

REQUEST FOR SCHEDULE CHANGE & TIME OFF

Please submit your time off by using Schedulefly. Notifications of less than 1 week require a phone call to your supervisor. Emergencies should be handled the same way.

Requests for time off will be considered in the order received, subject to the Employer's needs. Where all factors are equal, the employee's length of service shall be considered. Time off will be granted whenever possible to accommodate the employee without impairing the Employer's ability to perform its mission. You must cover these with your supervisor not other employees.

BONUSES & INCENTIVES

Bonuses and incentives given based on your status and managers discretion. Please keep an eye out for incentives and promotions through Schedulefly.

BENEFITS OF EMPLOYMENT

- Employees who have 1 year of service and a minimum number of hours are eligible for our 401K program.
- Every employee who volunteers for the Gilbert Brown Foundation will receive one autograph ticket per event to use at any signing.
- Employees may use the park on their time off – bring your family and friends – simply use good judgement and follow the parks rules. VIP wristbands are complimentary, but must be documented through the campground Manager.
- Sites and rentals can also be utilized, however you are limited to when you can use these. Generally no weekends and not during peak season of June, July and August. Coordinate with reservations to stay over with campground manager. Camping may be available based on availability.
- Food purchases before or directly after your shift are 50% off, please refer to the POS procedures for proper entry.
- Fountain soda is free.

EXPECTATIONS

SOCIAL MEDIA

Please be sure your social media is always positive and correct. When in doubt, ask for approval. Be aware that should you choose to become "friends" on social media sites with customers and seasonal guests and then post on your personal pages, they hold you to a different standard. They no longer see you as simply a friend but also as a representative of Champions Riverside Resort. Improper posts on any social media relating to the business in any way can cause termination.

EVENTS & ACTIVITIES

We are constantly adding new and exciting events to our schedule year-round. With Champions Riverside Resort and the Bar & Grill, there is always an opportunity for events, activities, fundraisers, and more.

Please take a few minutes before your shift to check out the document section of Schedulefly to see what's happening that day and what's upcoming. You should always have an activity schedule on you to answer any questions.

Our employees will positively advertise and highlight our event opportunities and upcoming activities.

CELEBRITY APPEARANCES

With Lori Severson operating the Gilbert Brown Foundation, Gilbert Brown is a frequent visitor, and we often have celebrities here for fundraisers. Gilbert Brown has no business interest in the resort. He is a long-time supporter, and we support the Foundation as well.

As an employee, we would love to see you get involved and volunteer with the Foundation. Please see your supervisor if you are looking for autographs. Solicited autographs or pictures are not allowed. Please don't ask for them. Your professionalism is appreciated.

PART-TIME & FULL-TIME STATUS

You must work at least twice in each pay period to keep your regular status. You must work a day every other month to maintain your occasional status.

These requirements can be waived by management.

EXPECTATIONS

SEASONALS

Champions is home to 200+ seasonals on the property! Seasonal campers are guests with a permanent location at the campground and will be around for the season. Our seasonal support for the campground and bar is immense throughout and off-season. Our seasonal program offers free drinks and punch cards. Please inquire with your manager about the details and what to expect. We often provide our seasonal first-opportunity with events, new area openings, promotions, deals, etc. This information can be found on the Champions Seasonal Facebook Page, Schedulefly, and with your manager.

ON-GOING PROMOTIONS

While we have daily food specials, many promotions and specials change often. It's important to review Schedulefly before your shift and the activity schedule. We also post about ongoing promotions, events, and giveaways on our Champions Riverside Resort Facebook page.

WRISTBANDS

Guests staying at Champions Riverside Resort should wear a wristband for their entire stay. This wristband color does change daily, but it is essential to be aware of anyone without a wristband on the campground property. Please politely ask the guest why they aren't wearing their wristband. Guests can purchase wristbands at the front desk/camp store if they need one.

CONTACT INFORMATION

MANAGERS

Ryan Lipke: (608) 484-1045

Chris Malenke: (608) 386-0605

Lisa Black: (608) 317-9238

OWNERS

Rick Severson: (608) 498-3760

Lori Severson: (608) 792-5915

TRAINERS / SEVERSON & ASSOCIATES TEAM

Carla Brown: (608) 790-1756

Tina Severson: (608) 386-3673-*Campspot Administrator/Approvals; Security Gate Programming*

Danielle Todd: (608) 386-0752 - *Social Media Approval, CampersApp Assistance*



GENERAL PHONE

Reservations/Campground: 608-582-2995

Bar & Grill: 608-582-3707

Maintenance/Security: 608-484-1054



EMAIL

camp@championsriversideresort.com



WEBSITE

www.championsriversideresort.com



ADDRESS

W16751 Pow Wow Lane, Galesville, WI 54630



SOCIAL MEDIA

Facebook - Campground

facebook.com/champsriversideresort

Facebook - Bar & Grill

facebook.com/ChampionsRiversideResort

Instagram

[@championsriverside](https://www.instagram.com/championsriverside)

Pinterest

pinterest.com/champsriverside/