

Summer Times

August 12, 2009

2009 SUMMER SEASON

The 2009 summer season is quickly coming to an end. We would like to remind everyone that the season officially ends September 27th. If your pool closes before September 27th, you are still required to work at other facilities nearby until September 27th.



PAYCHECKS

Just as a reminder, this paycheck runs from Monday, July 20 – Sunday, August 2, 2009.

You may see an increase in your hourly rate on this paycheck due to our mid-season pay increases.

If you have any questions regarding your pay rate please submit a payroll discrepancy form on our website

<https://granary.site5.com/~greaterh/Payroll+Discrepancy+Form>

Also please review your paycheck for accuracy: name, social security number, pay rate, shifts worked, etc. If there are problems concerning your paycheck please fill out the **Payroll Discrepancy Form**. This form can be found on our website under the Employee News section. We must have the discrepancy in writing. **Please do not call.** We will thoroughly investigate any discrepancies.

ATTENTION:

This is the LAST paycheck that will be delivered to the facility. All forthcoming paychecks will be mailed to the address we have on file. If you would like your paycheck(s) mailed to a different address, you must email HRD@greaterhoustonpool.com with the COMPLETE address and the start date you want the check(s) mailed to the new address.

New addresses must be emailed; phone calls will not be accepted.

***Safety is our #1
concern!***

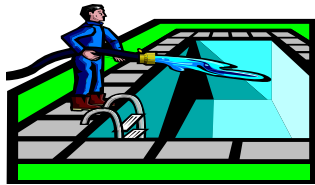
GOODBYE AND GOOD LUCK
TO ALL COLLEGE EMPLOYEES!



We've finally reached that time of year, our college employees will soon be leaving for school. We are going to miss you! Please be sure to email your college address to the HR Department so we can contact you during the off season. Have a wonderful school year and we look forward to seeing you next year!

OFF-SEASON MAINTENANCE

As you know, the lifeguard season will end September 27th, however work is available after this date. If you choose to continue working for GHPM, you can be part of our OSM crew. This is a great way to earn extra money during the school year and the schedules are flexible. If you are interested in performing off-season maintenance please send an email to HRD@greaterhoustonpool.com



POOL PARTIES

During August and September, GHPM schedules many after hour parties. We are looking for lifeguards that are outgoing and want to make sure the patrons have a safe and fun time at their party. If you want to get a few extra hours with time and a half pay, please contact Rebekah at 281-768-7015 or programsadmin@greaterhoustonpool.com) Please be sure you state what area of town you work.

In-Services Update

GHPM is still conducting physical in-services as well as make up in-services. Please be sure to check the website for all dates, times, and locations of the in-services that are available to you. On-line tests will be available through the website as well until the last week in September. Please also remember that the completion of the state mandated in-services can effective your end of the season bonus, so please try to get them completed before its too late. Thank you for your hard work and diligence throughout the summer.

PUNCTUALITY

Please remember that being "on-time" is arriving 10 minutes early. If you arrive at the start time of your shift, you are considered late. ***You must arrive 10 minutes early to each shift, including pool parties.***



WHAT IS PERCEPTION?

What a customer or guest "believes to be true" is true, for them, because they formulate their feelings before they have all the facts. Let us look at the situation of Colton. Colton seems to be the perfect lifeguard. He keeps the water balanced, the pool clean, the trash picked up, and the bathrooms clean. He uses the lifeguard stand when he is guarding. He enforces the pool's rules, but also talks on the phone during breaks. Now, Colton seems to be doing his job, but the perception from the customer's point of view is that he talking on the phone. This story is not uncommon and the point is clear: How you are perceived is just as important as how you do your job. THINK about Colton when you want to talk on the phone, or sit in a lounge chair at poolside, play in the pool with kids, or look away when people are swimming. These attitudes do not promote you as a professional. Perception is reality when you are dealing with customers!