



ATTENDANT MANUAL

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CODE OF CONDUCT

As an employee for John's Beach Service you are expected to conduct yourself in a professional manner at all times and in all aspects. YOU WILL BE EXPECTED TO NOT ONLY CONDUCT YOURSELF PROFESSIONALLY, BUT TO LOOK PROFESSIONAL. THIS INCLUDES BUT NOT LIMITED TO: A CLEAN AND NEAT UNIFORM, PROPER HYGIENE, CLEAN SHAVEN. PLEASE TAKE PRIDE IN NOT ONLY HOW YOU WORK, BUT HOW YOU LOOK! Overall, the public needs to have faith in you as well as JBS management and fellow employees. IMMEDIATE TERMINATION WILL OCCUR IF AN EMPLOYEE IS FOUND TO BE UNDER THE INFLUENCE OF ALCOHOL OR DRUGS DURING WORK HOURS.

JOB DESCRIPTION

As a chair and umbrella attendant, you will be expected to set-up the suggested number of umbrellas and chairs in your area, then maintain and rent those umbrellas and chairs until 2:30 pm, then take down all equipment by 5:30 pm. Depending on individual ability, the number of sets (1 umbrella and 2 chairs) expected to set up will range from approximately 30 to 80.

All attendants will be stationed under a RED umbrella along their established rental umbrella line. Talking to the lifeguard, "hanging around" or being in the lifeguard tower during the work day is prohibited.

Please make sure you have an ample amount of water and sunscreen. Wearing a hat is also strongly advised.

EMPLOYMENT REQUIREMENTS

Attendants must be fully certified in First Aid and CPR, through any recognizable agency (suggested), but JBS offers "in-house" certifications for those who need it.

UNIFORMS and NECESSARY EQUIPMENT- UNIFORMS (SHIRT AND SHORTS) MUST BE WORN FROM 10AM TO 2 PM.

- Black shorts and Navy shirt
 - BLACK FEMALE SWIM SUITS(WORN UNDERNEATH UNIFORM) NEED TO BE PURCHASED FROM ORIGINALWATERMEN.COM. SEE DISCORD LINK TO GET COMPANY DISCOUNT
- Fanny Pack
- CPR Mask
- Hat
- Polarized Sunglasses (highly recommended)
- “For Rent” Tags (will be provided)
- Paper Clips (will be provided)
- Erasable markers, pens, pencils
- Smart Phone
- Portable Charger (highly recommended)
- Battery powered drill with 24” garden bit (popular option, but not necessary, see DISCORD)
- “T-bar” tool to drill holes (will be provided)

HOUSING

There are multiple housing options for accommodations for any MBSR/JBS employee; it is not mandatory but encouraged.

- Anywhere between 3-5 roommates per room
- Each room has its own bathroom and mini-fridge
- Some rooms have their own showers, common showers for those that don't

- Co-ed- multistory housing with men upstairs and ladies downstairs
- Washer and dryer onsite
- \$100-\$150 WEEKLY DEPENDING ON LOCATION; includes all utilities; deducted weekly from paycheck
- Wi-Fi
- No open flames for cooking; microwaves, electric skillet, oven. there is a charcoal grill outside that is available for use.
- 24/7 security camera surveillance
- Only MBSR/JBS personnel allowed on site after 10 PM.
- No lease agreement
- Premises must be kept clean and sanitary, trash taken out daily

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TIME OFF

JBS uses the scheduling app WHEN I WORK (WIW). A WEEKLY work schedule with all shifts will be posted by the preceding week. WIW will not allow “day off” requests to be made closer than 3 days to requested day. (I.E. you will not be able to make a request for “tomorrow” or “the day after tomorrow”). It is best to be prudent with all day off requests. Time off may also be scheduled without employee request. IF AN EMPLOYEE NEEDS TIME OFF AFTER A SCHEDULE IS MADE, IT IS THEIR RESPONSIBILITY TO “DROP SHIFT” IN THE APP, AND ENSURE THAT IT IS PICKED UP AS AN OPEN SHIFT BY ANOTHER EMPLOYEE. THIS IS THE EMPLOYEE’S RESPONSIBILITY. IF AN EMPLOYEE IS UNABLE TO HAVE THEIR SHIFT COVERED, THEY WILL BE WRITTEN UP AND LIKELY RELOCATED TO ANOTHER DUTY. DO NOT PERSONALLY CONTACT MANAGEMENT REGARDING SCHEDULING CONFLICTS! THIS WILL BE AN AUTOMATIC WRITE UP. ALL COMMUNICATION MUST BE DONE THROUGH “WIW APP”.

TYPICAL DAY

Table 1 : Average Daily Timetable

Time	Activity
7:15 am	Office opens for check-in
8:00 am	Attendant arrives at beach to begin set up of equipment (Some attendants may need to arrive earlier depending on speed of set up)
9:00 am	Attendant must have chair and umbrella setup complete. ALL Reserved Cards with renters names must be put out and on BACK of chairs.
12:00 pm - 1:00 pm	All attendants take lunch
3:00 pm	Attendant begins breakdown of UNRENTED chairs and umbrellas
4:30 pm	ALL RENTERS MUST VACATE and attendant continues to break down equipment
5:30 pm	ALL equipment must be locked up and stored, attendant is off shift

RENTALS

Chair and umbrella rentals handled by the attendant have a set list of pricing and standard policies that must be followed. Pricing for a DELUXE (two chairs and one umbrella) is \$50 for one day 9:00-4:30 pm and that price for the day drops down to \$30 after 1 pm and \$20 after 2 pm. For multi-day rentals there is a scaling discount (see Table 3). This reduces the daily price for each additional day rented, however, this must be paid upfront. JBS accepts cash, check and credit card.

JBS utilizes a web app that attendants will access on their own phone to complete all rental transactions as well as to keep up with all reservations and seating arrangements. Renters also have the ability to scan a QR code to initiate and complete rental process themselves, and then

subsequently finish seating process with attendant. All employees will go through a 2-day training with a veteran attendant to become familiar and efficient with the process.

PROPER SET-UP

All chairs and umbrellas must be set up in accordance with standards and procedures that JBS has set in place. Throughout a 2-day training plan, attendant trainees will become familiar with the proper set up/breakdown of equipment as well as how to properly manage rentals and utilize JBS WEB APP for rentals.

Table 3 : Cost Breakdown of Two Chairs and One Umbrella

Days	Total (for one set)
1	50\$
2	95\$
3	135\$
4	170\$
5	205\$
6	235\$
7	265\$
8	290\$
9	315\$
10	340\$

- Extra chairs are 10\$ more per chair per day and umbrellas alone are 30\$ per day.
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- **ONLY CREDIT CARD RENTALS AFTER 3 PM!**

CASH CLIP/JBS APP

Your seating chart is a chart within the JBS web app that breaks down each rental, listing what was rented, what time it was rented, for how long, how much it costs, how much was paid for, and information of the renter. AS SOON AS A RENTAL IS MADE, THAT INFORMATION MUST BE LOGGED INTO THE APP AND CASH RECEIVED IF APPLICABLE. This is crucial. Every rental will be recorded in the app and all cash or checks will be contained inside the cash-clip *not including your tips*. Personal tips are to be separated from your cash-clip as soon as possible. Try to get change to separate out tips during your break. ALL CASH OR CHECK IS NEVER TO BE PLACED ANYWHERE BUT YOUR MONEY CLIP, WHICH STAYS IN YOUR FANNY PACK! *You are responsible for any money that was misplaced for the day*. Your chart will be reviewed throughout the day by your supervisor. A pickup is when your supervisor takes the majority of cash from your cash clip except for small bills that can be used for change. This allows supervisors to reduce any overwhelming amounts of cash that an attendant may have and take it to a safe location. When you rapidly make sales and have excess of \$500 or more it is smart to contact your supervisor for a pickup.

The online seating chart lays out each line of sets, your north line of sets and your south line of sets. Your app and cash-clip are routinely checked by your area supervisor, meaning that the supervisor will compare your cash and seating chart to your line to make sure that all sales are accounted for and properly logged. THEFT IS AN AUTOMATIC TERMINATION.

PAY

All first year attendants will start off at a wage of \$14/HR + tips. Each subsequent year an attendant returns, their hourly wage will automatically increase by \$1. Attendants may also receive incremental pay increases throughout the year based off of performance. ALL ATTENDANTS WILL GET PAID FOR AN 8 HOUR DAY; THIS REFLECTS TIME AWAY FROM BEACH FOR LUNCH AND PERSONAL BREAKS.

DISCORD

Discord is a messenger app that staff uses to communicate. ALL staff will need to download Discord onto their phone. PLEASE MAKE SURE NOTIFICATIONS ARE TURNED ON TO ALLOW FOR TIMELY RESPONSES. Instances where Discord may be needed:

-you need a supervisor to come do a “pickup” because your cash from sales has accumulated.

-you need a refund or void from a customer in the JBS App.

-any customer dispute that warrants supervisor attention.

-supervisors use Discord to communicate pertinent information such as weather advisories, or other urgent matters.

VIOLATIONS/WRITE-UPS

Throughout employment, if an employee is in violation of any guideline/rule, a manager or supervisor may deem necessary to document this infraction through a write up slip. All employees will become familiar with all standard operating procedures, rules, guidelines, by the end of their orientation and training period. Leniency is provided to new employees as they become familiar with the system, however, if an employee fails to correct his/her wrongdoings they will be written up by their supervisor.

Common Violations

- Not being completely set up by 9:00 AM, this includes:
 - Chairs and umbrellas set up neatly, foot rests out, sand dusted out of chairs, ALL “For Rent” tags out.
- Not having EVERY Deluxe with a tag on it, either “for rent” or “reserved”
- Disorderly seating charts; the names on the chart don’t match the names of seated renters.
- Attendants who break down rented equipment before 4:30 pm.
- Proper set up: Umbrellas must be in the ground AT LEAST 24” and angled properly into the wind, as well as chairs placed neatly beside.

CITY ORDINANCE DISPUTES

It is extremely common that you will have a dispute with a beachgoer regarding the many city ordinances that lifeguards and attendants enforce for the city of Myrtle Beach. It is important to note that each of these ordinances have merit and must be enforced as it is a key part of the job. When approaching a beach goer that is violating or about to violate a city ordinance it is important to be friendly and welcoming. Once you have addressed their violation it is important to state that this is a Myrtle Beach city ordinance and explain *why* briefly. For example “Hi how are y’all doing today? Just thought I’d let you know that it is a Myrtle Beach city ordinance that no umbrellas are allowed in front of the guard towers and must *behind or in line with* this umbrella line (motioning to the line of rental sets), so if you would like to have yours up it must be over there, and out of my line of sight. Thank you for understanding and your cooperation”. If you can deliver this greeting and explanation politely and enthusiastically it will work most of the time. Some beach goers may further inquire about the ordinances. **RULE OF THUMB- IT IS PRIMARILY THE ATTENDANTS RESPONSIBILITY TO ADDRESS ANY ISSUE *IN FRONT* OF THE UMBRELLA LINE, IT IS THE ATTENDANTS RESPONSIBILITY ONLY TO ADDRESS ANYTHING *BEHIND* THE UMBRELLA LINE. IN SOME OF THE LARGER AREAS, ENFORCING ORDINANCES CAN BE AN OVERWHELMING TASK. IT IS IMPORTANT FOR BOTH LIFEGUARD AND ATTENDANT TO REMAIN VIGILANT IN THEIR DUTIES. IF HELP IS NEEDED, CONTACT A SUPERVISOR.**

Other General Ordinances

- No thongs are allowed on the beach.
- Dogs are allowed before 10am and after 5pm from May 1st to Labor Day (Sept 2nd).
- Alcohol is NOT allowed on the beach.
- Glass containers and bottles are NOT allowed on the beach.
- It is illegal to disturb or damage the dunes, the sand fencing or the sea grass and sea oats. Stay on the boardwalks and marked paths!
- Metal detecting is allowed on the public beach, but NOT in the dunes, the street ends or any other public property.
- Littering is illegal. Please use the trash and recycling containers provided.
- It is illegal to discharge, sell, store or possess fireworks within the city, including the beach. Fireworks displays by pyrotechnic professionals may be approved if permitted and supervised.

- Inflatables are NOT allowed on the beach. Boogie Boards and inflatable rafts *with rope lining* are allowed
- All fires are prohibited on the beach, including barbecues and bonfires.
- Commercial activity is prohibited on the public beach. Non-commercial weddings (where no one is being paid) are allowed without a permit. Commercial weddings are not allowed.
- Items may not be set up on the beach before 8:00 am and must be removed from the beach by 7:00 pm, daily.

Violations of these ordinances are misdemeanors, subject to a fine of up to \$500 and/or 30 days in jail, upon conviction.

- **I HAVE READ AND UNDERSTAND ALL PAGES OF THIS HANDBOOK**

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