



Welcome to The Alaska Club

Please follow these steps to get your account set up and ready to go for Orientation.

1. Be on the lookout for an email coming from The Alaska Club.HR.
2. Once you receive it, please follow the steps to sign up for an account.
3. Please make sure your User ID is first letter of your first name, full last name, and then @thealaskac

Example: Heather Hanks would be hhanks@thealaskac

Please follow the steps above, but stop after you are done. You will finish the rest in Orientation on:_____

You need to bring:

1. 2 forms of ID (one from each column or Passport will cover both)
2. Any certifications/certificates you have

LISTS OF ACCEPTABLE DOCUMENTS

All documents must be UNEXPIRED

Employees may present one selection from List A
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551) 3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa 4. Employment Authorization Document that contains a photograph (Form I-766) 5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form. 6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 3. School ID card with a photograph 4. Voter's registration card 5. U.S. Military card or draft record 6. Military dependent's ID card 7. U.S. Coast Guard Merchant Mariner Card 8. Native American tribal document 9. Driver's license issued by a Canadian government authority For persons under age 18 who are unable to present a document listed above: 10. School record or report card 11. Clinic, doctor, or hospital record 12. Day-care or nursery school record		1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION 2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240) 3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal 4. Native American tribal document 5. U.S. Citizen ID Card (Form I-197) 6. Identification Card for Use of Resident Citizen in the United States (Form I-179) 7. Employment authorization document issued by the Department of Homeland Security

Examples of many of these documents appear in the Handbook for Employers (M-274).

Refer to the instructions for more information about acceptable receipts.

New Hire Form

Helpful Hints:

Hire Date and Orientation Date
are the same in most cases.

Labor Code: 5021 plus club's
assigned letter.
See below for full list.

Work Status: full time or part
time. Needs to be accurate,
benefits are based on status.

Other Info - Required:
Driving Status: Yes or No, so
Dennis knows to prepare the
appropriate documents

If you are completing for
someone else, please include
their manager's name and email.

First Name * Last Name * Date of Birth

Email Phone number

Hire Date Orientation Date

Job Location * Labor Code

- Please Select * - Please Select *

Department * Work Status

- Please Select * - Please Select *

Position Rate of Pay

Other info

Supervisor's Email Address *

Labor Codes

Eagle River: R05021

East: E05021

Fairbanks: FS05021

Jewel Lake: X05021

Juneau: JV05021

South: S05021

Valley: V05021

Palmer: XP05021

West: W05021



THE ALASKA CLUB

New Employee Checklist

☐ Job Description Reviewed	☐ Policies and Employee Handbook
☐ Hours, the Work-Week, and Weekends	☐ Attendance and Punctuality
☐ Overtime Requirements	☐ Dress Code and Uniform Compliance Agreement
☐ Job Evaluation, annual	☐ Organizational Structure
☐ Pay Periods	☐ Introduce to Staff / Walk-Through
☐ Rate of Pay	☐ Tour Facility
☐ Vacations and Holidays	☐ Unpaid and Emergency Leave
☐ Parking Information	☐ Training Program
☐ Lunch Areas	☐ Issuance of I.D.
☐ Telephone Calls	☐ Orientation Schedule
☐ Work Rules and Regulations	☐ Timecards
☐ Discipline Procedures	☐ Staff Meetings
☐ Sexual-Harrassment Policy	☐ Schedule CPR
☐ Incident Report Procedures	☐ Scheduled First-Aid
☐ Termination Policy	☐ Front Desk Area
☐ Driver Release / Insurance	☐ MSDS Book

Special Notes: _____

We have discussed the items above and acknowledge that they may be changed at any time. The above does not constitute a written contract and I understand my employment is for no definite time period and may be terminated at will.

Employee's Signature / Date

Supervisor's Signature / Date

STANDARD PROCEDURE

B-215

ORGANIZATION FOR MANAGEMENT

POSITION GUIDE

THE ALASKA CLUB

SALES COORDINATOR

DIRECTOR OF OPERATIONS

DATE

THIS STANDARD PROCEDURE BECOMES EFFECTIVE
WHEN SIGNED AND REMAINS IN FULL FORCE AND
EFFECT UNTIL SUPERSEDED OR CHANGED IN
WRITING BY THE ISSUING AUTHORITY

GSMIC NO: 391504

STANDARD PROCEDURE

NO: B-215

SUBJECT: JOB DESCRIPTION - SALES COORDINATOR - Date: 12/21/01

1.0 INTRODUCTION

This standard procedure establishes and describes the duties, authority, responsibilities, and performance evaluation criteria for the position of Sales Coordinator at The Alaska Club.

1.1 The primary function of the Sales Coordinator is to continually promote the advantages of The Alaska Club not only to potential members but also to existing members, thus assisting in the natural growth of the Club through new member acquisition and higher retention rates.

1.2 The secondary function is to oversee and control the daily operations of this position.

2.0 REPORTING RELATIONSHIPS

2.1 The Sales Coordinator reports directly to the Manager of Membership Sales.

3.0 REQUIREMENTS

3.1 EDUCATION:

Required: The individual filling this position should have a high school diploma, equivalency or the equivalent work experience.

Preferred: Same, but with a college degree in Sales or related field.

3.2 EXPERIENCE:

Preferred: One year experience in a sales position and one year in a Social and Athletic Club environment.

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3.3 SKILLS, KNOWLEDGE, ABILITIES

Required: Must possess good communications and writing skills. Must have the ability to read and comprehend instructions and information.

Preferred: Same

3.4 PHYSICAL:

Required: The position requires an individual capable of sitting standing, walking, bending, climbing stairs, and carrying loads up to twenty (20) pounds.

Preferred: Same

3.5 MENTAL

Required: Must understand and be able to perform basic mathematics. Must be able to read, understand and prepare reports as required. Understand and interpret instructions and information. Must have the ability to close sales and corporate contracts.

Preferred: Same

4.0 WORKING CONDITIONS

The working conditions will be those typical of a Social and Athletic Club. You will be required to move about the Club, both indoors and out. Part of the time will be in an office situation.

5.0 ESSENTIAL FUNCTIONS

5.1 AUTHORITY

5.1.1 The Sales Coordinator has the authority necessary to perform all the responsibilities, tasks and duties the position entails.

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5.2 TASKS AND DUTIES

The duties and tasks of the Sales Coordinator shall include but not be limited to the following:

- 5.2.1 Meet or exceed personal sales goals.
- 5.2.2 Follow up on all leads.
- 5.2.3 Obtain at least two referrals from each sale.
- 5.2.4 Make at least ten retention calls each day.
- 5.2.5 Prepare and submit departmental reports in a timely and accurate manner.
- 5.2.6 Telemarket and set appointments.
- 5.2.7 Participate in special events as needed.
- 5.2.8 Personally contact potential and existing members to maximize acquisition and retention.
- 5.2.9 Attend training sessions to improve sales and closing skills.
- 5.2.10 Present a professional image at all times.
- 5.2.11 Obey all the rules and policies of The Alaska Club.
- 5.2.12 Answer questions and participate in club tours as needed.
- 5.2.13 Actively participate in the automatic lead processing system. This includes submitting all leads and completing all actions in a timely manner.
- 5.2.14 Avoid follow up failure by completing work on time.
- 5.2.15 Complete all paperwork as outlined by your supervisor including commission sheets, contracts and reports.

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5.3 COMPANY RELATIONSHIPS

5.3.1 The Sales Coordinator is responsible for relationships with his/her peers in the department.

A. He/She must be ready to render assistance where necessary.

B. He/She must coordinate all communications that are of a total company nature.

5.4 FINANCIAL

5.4.1 Review and monitor the applicable departmental budget in regards to personal goals and actual performance towards those goals.

5.5 OPERATIONAL

5.5.1 Operate in a profitable manner, by adjusting activities as required to maintain high quality market coverage at the lowest cost possible.

5.5.2 Personally resolve, if possible, human relations problems and keep your supervisor updated as to these problems.

5.5.3 Keep your supervisor fully informed of all issues deemed important regarding the performance of the department.

6.0 MEASURES OF PERFORMANCE

The Sales Coordinator is evaluated by the Manager of Membership Sales.

The Sales Coordinator will be deemed to be performing in a satisfactory manner when the following criteria is met.

6.1 Meeting or exceeding the departments goals and objectives as set by this position's supervision.

6.2 Personal sales meet or exceed the budgeted amount.

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6.3 The amount of leads generated exceeds 210 per month.

6.4 The number of appointments exceeds 10 per day worked.

6.5 Appointment show ratio is 70% or above.

6.6 Closing ratio exceeds 50%.

7.0 ACKNOWLEDGMENT

I have reviewed and understand the above job description and believe it to be accurate and complete. I also agree that the Company has the right to change this job description at any time.

Employee's Signature:

Date:

Supervisor's Signature:

Date:



Uniform Compliance Agreement

Membership

Your appearance should always be neat and tidy and you should be wearing the appropriate uniform as described in this section. Shirts, if not tucked in, may hang no lower than wrists while your hands are relaxed at your side. Tight fitting pants or risqué attire are not acceptable. All clothing should fit comfortably, not be overly loose or tight. All clothing must be clean and neatly pressed. No hats may be worn by either men or women. Please bring any questions or doubts in regards to proper attire/appearance to your manager's attention. Your manager will address any concerns regarding attire and will also regularly inspect attire for policy adherence. The product we present to our members and potential customers is reflected greatly by our appearance. It is our constant pursuit to portray a conservative, professional and distinguishable appearance.

Department uniform requirements:

1. Must wear the name tag issued to you.
2. Must wear issued uniform polo or the Under Armor polos for purchase via the HR dept. Note: Long sleeve shirts of a different color than the polo may not be worn underneath.
3. May wear an issued uniform sweatshirt, vest or jacket (available for purchases from the HR dept).
4. Items purchased from the Pro Shop cannot substitute for the issued uniform.
5. Shirt may be tucked into pants and belt should be worn if belt loops on pants or, if un-tucked, should follow the general description provided above.
6. Solid blue, black or Khaki dress pants/slacks are acceptable. Note: Pants must have interior pockets, not sewn on exterior jean style pockets.
7. Stretch spandex, leggings or "Yoga" pants are not acceptable uniform garments.
8. Footwear should be athletic in nature.
9. Jewelry such as large chains or pendants must be worn inside shirt.
10. **SUMMIT** Employees must wear Khaki colored dress pants with the Summit logo issued shirt.

I have read the above general uniform description and department requirements and understand these parameters are a requirement of my position. I agree to follow these standards as a part of my employment with The Alaska Club, Inc.

Employee Name – please print legibly

Signature & Date

Manager Signature

The Alaska Club

Computer Network Logon Request Form

(Revision 4, dtd 12/7/2017)

This form should be completed by the manager at the time of hire and submitted as part of the new hire paperwork. Once all of the new hire or job change paperwork has been received by the HR Team, this form will be submitted to Kathy Bennett for approval and then the IT Staff will create or modify the user account.

First Name:		Last Name:	
SSN (Last 4):		DOB:	
Position Title:			
Phone Ext.:		Department:	
Who is this person replacing?		Will they need the same access rights/permissions?	☐ Yes ☐ No

(Place a "X" in the appropriate boxes)

Primary Location:	☐ East	☐ Eagle River	☐ Studio	☐ Palmer	☐ J-Valley	☐ F-South
	☐ West	☐ CFW	☐ Downtown	☐ Wasilla	☐ J-Downtown	☐ F-West
	☐ South	☐ Summit				☐ FLY

Requested Internet Access: ☐ Limited ☐ Business ☐ Unlimited

Requested Applications: ☐ E-Mail ☐ CSI ☐ ADP ☐ LaserFiche ☐ MS Office ☐ Oaisys ☐ Other: _____

Requested Groups: ☐ EMT ☐ Executive ☐ Membership ☐ Personal Trainers ☐ Fly ☐ Other: _____

Shared Drive Access:	☐ Accounting	☐ Front Desk	☐ Operations	☐ Scans/Xerox	☐ AFE	☐ Camp
	☐ Fitness	☐ Hold Comm	☐ Security	☐ Membership	☐ Tennis	☐ Fly / Fly Ops
	☐ Fitness Mgmt	☐ Inventory	☐ South Mgrs	☐ Quality Assurance	☐ Other: _____	

Name of Requesting Manager:

Signature of Requesting Manager:

Final Approval (Accounting Use Only):

(This area to be used by computer network administrator only!!!)

Date Account Created:

Account Created By:

☐ Home Folder

☐ ShoreTel

☐ Contact Center

☐ Oaisys

☐ Notified Manager

User ID: _____ Password: _____

Email Address: _____@TheAlaskaClub.com Phone Code: _____

Notes: _____

