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College Procedure: 404.24 – Hotel Time and Attendance

Policy Reference:	402 – Employment Relationship
Responsible Department:	The Hotel at Kirkwood Center
Approval Authority:	Cabinet
Procedure Owner:	Vice President, Finance
Effective Date:	02/25/2013
Version Number:	2
Legal Counsel Reviewed (yes/no):	No
Scope:	The Hotel at Kirkwood Center

Reason for Procedure

At The Hotel at Kirkwood Center, our guests depend on us — and that means we depend on each other to be here on time and ready to work. This guide explains what counts as an attendance issue, what happens if they occur, and how to avoid them.

The Procedure

Expectations:

- Employees are expected to arrive on time for all scheduled shifts, ready to work at their assigned station.
- "On time" means clocked in, wearing proper uniform and prepared to begin duties by the scheduled start time.
- Schedules are posted in advance; employees are responsible for knowing their shifts and requesting time off per company procedure. Once the schedule is posted, the employee is responsible for that shift.
- Employees are responsible for keeping their availability current in the scheduling system, changes must be requested at least 2 weeks in advance. Time-Off requests should be made at least 2 weeks in advance and will be approved based on business demands.
- Employees are expected to maintain accurate time clock records.

Definitions of Attendance Occurrence:

- **Tardiness:** Clocking in after the scheduled start time.
    - Grace period: 7 minutes allowed for emergencies, but excessive tardiness within the grace period will be reviewed and addressed. Anything more than 2 tardies in a rolling 30-day period may be considered an occurrence.

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- **Early Departure:** Leaving before the scheduled end of shift without prior supervisor approval. Depending on circumstances this may also result in immediate termination.
- **Call-Off:** Not reporting for a scheduled shift.
- **No Call/No Show:** Failure to notify a supervisor at least 2 hours before the scheduled start time. This follows a more serious set of consequences.
- **Unauthorized hours:** Working beyond scheduled hours without supervisor approval or violating maximum hours agreed to as part of your employment (example F1 Visa Students have a 20-hour maximum hours per week when school is in session).
- **Failure to Clock in or Out:** 3 Times in a rolling 30-day period.
- **Clocked in while not working:** This is considered time-theft and follows a more serious set of consequences, up-to and including immediate termination.

Call-Off Procedure:

- Notify your supervisor or designated manager by phone or text at least 2 hours before your start time.
- State the reason for your absence and the expected return date.
- A confirmation from your supervisor is required — leaving a message alone does not count as notice.
- You can additionally put your shift up for bid in the scheduling system to see if you can get it covered, if you do, it will not count as an attendance occurrence. Please note, simply putting a shift up for bid is not considered calling off, you must also call off if you intend not to be at work.

Documentation Requirements:

- Absences of 3 or more consecutive days due to illness require a doctor's note before returning to work. If you are full-time, you must also contact HR regarding FMLA eligibility.
- Documentation may also be required for certain emergencies (e.g., car breakdown, family crisis).

Excused Absences-Illness:

- The Hotel at Kirkwood Center recognizes that employees and their dependent children may experience illness requiring time away from work. Up to six (6) absences in a rolling twelve (12)-month period for the illness of the employee or the employee's dependent child may be considered excused, provided the employee follows all call-off procedures outlined in this policy.
- Absences that qualify under this provision will generally not be counted as attendance occurrences for purposes of progressive discipline.
- However, the Company reserves the right to review attendance patterns, including frequency, timing (e.g., before/after scheduled days off or peak periods), or other indicators of misuse.

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Patterns that negatively impact operations or suggest abuse of this provision may result in corrective action.

- Additional documentation may be required in certain circumstances. Absences that qualify for protection under the Family and Medical Leave Act or as a reasonable accommodation under the Americans with Disabilities Act will be administered in accordance with those laws and are not limited by this provision.

Progressive Discipline:

Attendance occurrences are tracked over a rolling 12-month period:

- 3 occurrences: 1st Written Warning
- 4 occurrences: 2nd Written Warning
- 5 occurrences: Final Written Warning + 3 Day Unpaid Suspension
- More than 5 occurrences: Termination
- Supervisors review each situation individually — providing documentation (like a doctor's note or proof of an emergency) can excuse an occurrence from the progressive disciplinary process.

No Call/No Show Consequences:

- 1st offense: Written Warning
- 2nd offense: Termination
- 2 consecutive no call/no shows: Considered a voluntary resignation.

Holidays & Peak Periods:

- Attendance is mandatory during peak business periods (holidays, special events, large banquets) unless pre-approved by management. These will be depicted in the scheduling system as blackout dates.
- Unexcused absences during these periods may result in immediate disciplinary action up-to-do and including Termination.

Our Commitment:

We understand that emergencies happen. We encourage open, honest communication and will work with employees to resolve scheduling conflicts whenever possible. However, repeated attendance issues disrupt service and affect the whole team — so we take this policy seriously.

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Revision Log

Table 1 Revision Log

Version Number	Date Approved	Approved by	Description of Change
1	02/25/2013	Jim Choate, Vice President, Finance	New procedure
2	02/11/2021	Cabinet	Procedure template
3		Cabinet	Procedure Update