
MEMO

TO: LL

FROM: Supervisor

DATE: January 26, 2023

RE: You have violated your employment contract

I was disappointed to hear from a frustrated guest that you were late to work again this morning. This incident marks your fifth tardy arrival this month, and your behavior is beginning to have adverse effects on the organization. As a result, effective immediately, I have placed you on probation for three months. Please read the following information, which outlines the commitments you have made as a BHC employee, the consequences you can expect if this behavior continues, and the impact of your actions on our guests.

You have violated the BHC Employment Terms and Conditions, which you re-signed on 01/01/2023

Your continual tardiness violates the terms laid out in your employment contract. The document states “employees are required to arrive on time for their scheduled shifts. Any tardiness is a violation of company policy and will result in disciplinary action.” For further details about this policy, please see Section A.1. of the Employment Terms and Conditions document.

Your adherence to these terms is critical to the success of our organization and required for continued employment. Please remember that our organization also has a contract with our guests, which we are in danger of breaching because of your behavior.

You play a vital role at BHC, but your tardiness will no longer be tolerated

Your responsibilities as a lifeguard are crucial to the safety of our guests and the opening of our pool, so we cannot allow your habitual tardiness to continue. Therefore, we have placed you on a three-month probation as an opportunity to improve your behavior.

During your probation period, any further incidents of tardiness will result in the immediate termination of your employment. Going forward, I expect you to arrive at work by 7:45 a.m. to ensure that the pool is fully operational for our guests by 8 a.m. If you have a legitimate reason for delay, please provide documentation of this reason to a member of management.

Perpetually late openings frustrate and inconvenience our guests

Even small delays can have a significant impact on others. Many of our guests have busy schedules and cannot afford to waste time waiting for the pool to open. As you know, BHC is proud to serve many long-time, influential community members—if we do not keep them happy, we jeopardize the success of this organization.

I appreciate that you have improved your guest check-in procedure since our previous meeting, but for the reasons stated above, your tardiness is an issue I can no longer tolerate. I hope you will adjust your behavior, so we can continue to have you as a valued member of our staff.

To: RC
From: Supervisor
RE: Lifeguard LATE – AGAIN

Dear RC,

Thank you for bringing your experience at BHC to my attention. I am sorry to hear our service has been unsatisfying, and I apologize for any inconvenience the delays have caused you. We believe all guests deserve the high-quality service we promise—especially long-time members like you. Allow me to explain the steps we have taken to address LL's behavior and our plan moving forward.

Excellence is our top priority, and we have taken steps to address LL's behavior

We take your feedback seriously and have initiated action to prevent this issue moving forward. Regarding LL's comments, I assure you that we hold our staff to high standards of professionalism. We do not condone his behavior, and we are taking action to resolve his tardiness.

As a short-term solution, we are implementing a new system to improve employee timeliness and to prevent further inconveniences. In addition to correcting LL's behavior, I will be sure to remind *all* employees of the impact that their actions have on our guests.

We are in the process of hiring another lifeguard to prevent further delays

Your safety is important to us; therefore, we require a lifeguard to be present while the pool is open. Going forward, we plan to have two lifeguards on duty during each shift to prevent late openings, even if unforeseen circumstances delay one of our employees. As you may appreciate, despite our efforts, finding staffing has proven difficult.

Many of our lifeguards are students at the University of Bristol, which has made it challenging to fill this morning shift. Our Human Resources team is actively reaching out to candidates, and we are hopeful that we will be able to find someone quickly. Thank you for your patience and continued loyalty as we work to resolve this issue.

I am committed to ensuring that you have a positive experience at BHC; please do not hesitate to reach out to me with any other concerns you may have. My office is located above the Flagler Tennis Courts, and I am also available at 123-456-7890. I appreciate your feedback and look forward to seeing you around the club.

Sincerely,

Supervisor