

BRISTOL HEALTH CLUB

To: LL

From: [Full Name Redacted] - Supervisor

CC: Luca Martini (HR), Stacey Martin (HR)

Date: 1/28/2023

Subject: Probationary Status and New Expectations

I am reaching out to inform you that due to chronic tardiness, I am enrolling you into a **three-month probationary period as of January 28, 2023**. Any more incidents of lateness during this tenure will unfortunately lead to termination from BHC.

Reasons for Probation

LL – Your continual lateness for lifeguard shifts at the Bristol Health Club (BHC) pool has been brought to my attention through 13 verbal and written complaints in the last calendar year. We talked this over before closing for New Years, and I was expecting better punctuality from you. After receiving another email from an upset member, I checked the log to see your keycard timestamps. You have been at least five minutes late 12 times in the last month. Consequently, another late arrival will result in termination as it is crucial that I stress the significance of punctuality. We must consider its effect on both our members' experience as well as BHC's reputation.

Because we have received complaints from our loyal and long-standing members, I have no choice but to act on the matter and place you on probation. Our customers expect quality service; therefore, it is vital that you take this period seriously and display considerable improvement in being timely.

Next Steps & Resolution

I would like to clarify that the probation is not meant to be a form of punishment. Instead, it is an opportunity for you to contemplate your conduct and work on making necessary changes. Your contributions as a lifeguard are highly valued, and we appreciate the loyalty and effort you put into the role.

In my capacity as supervisor, I am here to assist and direct you in developing professionally. My number one goal is to see you happy, dedicated, and successful. Now is an ideal time to reflect on any roadblocks causing tardiness. How about you come see me on Monday to talk about any issues or obstacles that may be hindering your progress, and we can work to negate their effects and develop practical solutions collaboratively.

Please sign and bring a copy of this memo with you to indicate your understanding and acknowledgment of the probationary status. Although it is important to note that your probationary period will be closely monitored, I am optimistic that there will be no further issues. I believe in your potential to rise to the occasion and uphold the standards we set at the Bristol Health Club.

[Full Name Redacted]

[\[name.redacted\]@bristolhealth.com](mailto:[name.redacted]@bristolhealth.com)

555-867-5309



[Full Name Redacted]
To Robert Crambins (RC)

 Reply, You sent an original message on January 26, 2023
Original message sent on 01/26/2023

Hello RC,

I sincerely apologize for LL's tardiness and its effect on your club experience. It is unacceptable that our members cannot rely on our promised schedules, and rest assured we are taking prompt action to resolve this issue.

LL's tardiness has been a recurring issue, and it does not align with the high standards we uphold at the Bristol Health Club. Furthermore, I genuinely sympathize with the stress of having your tight schedule derailed. Being delayed even 30 minutes can have a large impact on the success of your day, so I am sorry for the problems we caused. Although confidential personnel matters cannot be discussed, please know that I'm taking significant actions to resolve this matter.

To avoid similar incidents, I will be observing LL closely from now on and I expect to see a significant improvement in his punctuality and conduct. We are also making an effort to hire more lifeguards so that we can have each shift double staffed, which would allow for seamless transitions and service through the day. Since the gap in public pool usage during Covid, qualified lifeguards have been in shortage, resulting in BHC having less lifeguard personnel than we've had in the past. Job postings have gone out online and throughout Bristol, and we expect to have our lifeguard staff filled out by spring.

I want to sincerely thank you for bringing up the matter of LL's tardiness to me. You've shined a light on this issue, which has affected members' experiences like yours. As a member of BHC for over 25 years, you've watched us grow and helped us improve with your valued feedback. Thank you for being open to sharing your concerns with us. I look forward to speaking with you soon.

If there are any future issues, please feel free to contact me at (555-867-5309).

Best Regards,
[First Name Redacted]

[Full Name Redacted]
Bristol Health Club Managing Supervisor
[\[name.redacted\]@bristolhealth](mailto:[name.redacted]@bristolhealth)

555-867-5309

