

## EXPLORING POST 4005

### Standard Operating Procedures

#### A. Objectives

The objectives of Post No. 4005 are:

1. For youth to experience the exciting industry of Hospitality.
2. To give youth opportunity to experience the different segments and career opportunities within Hospitality.

#### B. Youth Participation

1. Participation is open to all youth ages 15-20. Color, race, religion, gender, sexual orientation, ethnic background, disability, economic status or citizenship is not criteria for participation by youth or adults.
2. All participants must be enrolled as Explorers and agree to the code of conduct and Standard Operating Procedures.
3. 10 Explorers will be selected for the post. Selected youth will be notified via e-mail prior to the start of the program.

#### C. Adult Participation

All Advisors must be 21 years of age and are required to complete Youth Protection Training prior to volunteer service with youth. Adults are selected by the participating organization for involvement in the program. Color, race, religion, gender, sexual orientation, ethnic background, disability, economic status or citizenship are not criteria for participation.

#### D. Meetings

Meeting dates/times will be set when the post is

closer to starting.

Explorers are expected to attend all meetings.

Any changes or rescheduled activities due to inclement weather will be communicated to Explorers by the Post Advisors.

#### E. Professional Responsibilities

1. Dress/Attire

Explorers will come to all meetings dressed in:

- Provided shirt
- Full length pants. Jeans are okay, but there should be no tears, holes, etc.
- Closed toe, flat shoes

It is important that Explorers follow the dress code as appearance is a part of customer expectations.

2. Phone policy

Explorers may have their cell phones with them as long as they are not a distraction. Explorers should focus on the experience of the post, and respect the privacy of hotel guests by not taking photos/videos. If phones become a distraction or are used inappropriately we will ask the Explorer to place their phone in the sales office for the duration of the evening.

3. Punctuality

- Explorers should arrive on time and dressed in post attire. Explorers and Advisors will meet in the Holiday Inn main lobby.
- All Explorers should be picked up promptly when the meeting ends.

- Failure to meet arrival/pick up requirements may result in dismissal from the program.

#### 4. Attendance

- All absences must be communicated to post Advisors prior to the scheduled meeting.
- Multiple absences may result in dismissal from the program, especially if there has not been communication with an Advisor.
- Any Explorers who are ill should refrain from attending the evening's meeting and contact the Post Advisor.

### **F. Safety**

1. Explorers will receive safety instruction during each meeting for the day's activities to ensure understanding of the day's agenda. If the day's activities include safety items, they must be worn as instructed by staff. Safety items will remain at the Holiday Inn to ensure that they are always available for Explorers – these items will not go home.
2. It is important that Explorers stay with the group at all times. This allows the Advisors to maintain the safety of the Explorers and the guests at the Holiday Inn & Suites.
3. Explorers who fail to follow safety procedures will be dismissed from the program.