

Bonus Program—Surf Coaches

Every Team Member starts with \$0.00 per hour bonus on top of their agreed upon hourly wage.

Eligibility:

- Employed with Slidewaters, LLC
- Seasonal Team Member on the Surf Team, paid an hourly wage
- Work at least 150 hours between Memorial Day and Labor Day (*includes hrs from all jobs/roles*)
- Submit completed Work Availability Questionnaire on time (*Google form from manager*)
 - Coach needs to input all unavailable work days in Connecteam by May 10th
 - If hired after May 10th, coach needs to input all unavailable work days in Connecteam within 2 weeks of being hired
- Work through last day listed on Work Availability Questionnaire (*Google Form*)
 - Leaving 1 day early eliminates eligibility for all bonuses
- Miss 3 or less days of work
 - Unable to work a scheduled day for any reason
 - Approved trades & Finding Coverage for a scheduled shift does not count against you
- 5 or less tardies for start of shift or coming off break

Hourly Bonus Opportunities:

Shift Attendance

Miss zero days of work	\$0.50/hr.
Miss 1 day of work	\$0.25/hr.
Miss 2 days of work	\$0.10/hr.

Punctuality

Never later for shift, rotation or off break	\$0.25/hr.
Late once	\$0.15/hr.
Late twice	\$0.10/hr.

Extra Shifts

Picked up 7 or more Last-Minute shifts	\$0.50/hr.
Picked up 5 Last-Minute shifts	\$0.40/hr.
Picked up 3 Last-Minute shifts	\$0.30/hr.

***Punctuality and shift attendance will roll into the other category after 2 instances occur. After 4 total instances, an employment review may be triggered.*

Hourly Bonus Rate Accelerators

Worked Hours

Worked more than 500 hours	1.5
Worked more than 450 hours	1.4
Worked more than 400 hours	1.3
Worked more than 350 hours	1.2
Worked more than 300 hours	1.1

Earned Hourly Bonus times:

[Type here]

How it works

Eligible Team Members will be rewarded with additional money per hour based on their performance during the season. As seen in the previous table, Team Members can earn extra money for every hour they work between Memorial Day and Labor Day. There are bonus opportunities for; shift attendance, punctuality & picking up extra/last-minute shifts (*ie. someone called out sick, covering for a no-show, helping a manager fill a difficult-to-fill shift, etc*).

Bonus Example:

During the season, a bonus-eligible coach:

1. **Misses 1 scheduled shift (*unexcused/did not find coverage*)**
 - Coach earns extra \$.25/hour worked during season
 - *Coach would have earned \$.50/hour if they had not missed a shift*
2. **Never arrived late for a shift**
 - Coach earns additional \$.25/hour worked during season
3. **Picks up 5 extra/last-minute shifts during the season**
 - Coach earns additional \$.40/hour worked.

CURRENT BONUS TOTAL: The added bonus categories total an extra \$.90/hour worked during the season.

MULTIPLICATION BONUS FACTOR: If the Coach in the example above worked a total of 355 hours during the season, their bonus of \$.90/hr would be multiplied by 1.2, raising their bonus to \$1.08/hour worked during the season.

Additional Bonus Opportunities:

Customer Review Bonuses:

Customer Review Bonus #1: Coach that is listed by name the most during season: \$200

Customer Review Bonus #2: Most Coach Mentions By Hour Worked (*minimum 100 work hours*): \$150

Customer Review Bonus #3: Raffle Winner (*raffle entries are determined by dividing mentions by 10 and rounding to the nearest 10, 1-9 mentions is worth 1 ticket*): \$125

Tip Share Bonus Program:

At the end of the season, a portion of the bartender tips will be shared with Surf Team Members that are eligible for the bonus program (*eligibility outlined above*). The total shared tip pool will be divided by the number of hours worked by all Surf Team Members to create a per hour rate that will then be multiplied by each eligible Surf Team Member's hours worked during the season. Remaining tip money is distributed based on customer service.

Coach Trade Option:

If coach is ineligible for the bonus program due to tardies or missed shifts, he/she may trade:

- 3 extra/last-minute shifts for 1 tardy
- 6 extra/last-minute shifts for 1 missed shift

Trading extra/last-minute shifts allows a coach to earn their bonus eligibility back.

Definition of Terms:

Season: For bonuses, Lakeside Surf's "season" is May 1st until the Sunday after Labor Day

Missed Shift: Unable to work a scheduled shift **AND** you didn't find your own coverage for the shift. If a manager has to find your coverage, then it's a "missed shift." Missing a mandatory coach meeting is also a missed shift (without pre-excused absence from manager)

Late: Not ready to work at the time you were scheduled to start.

Ready to work: Clocked-in, in position, able to perform required duties.

Extra Shift/Last minute shifts: Working a shift that Manager/Assistant Manager reached out specifically to find coverage for within 48 hours of shift (or otherwise specified by manager)

Worked Hours: Total hours worked for all positions from Saturday of Memorial Day Weekend until Labor Day.