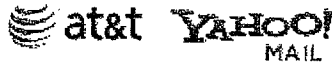


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Date: Thu, 5 Jul 2007 13:13:27 -0700 (PDT)

From: "Stephen Griffin" <smgriff@sbcglobal.net>

Subject: guard staff, observations around 2:45 pm Thursday

To: "Guillermo Palmer" <peoplestrainer@yahoo.com>

CC: "David Lamkin" <autumn1amb@aol.com>, "Joyce Healy" <jhealy@houstonracquetclub.com>

Guillermo, I'm confused and a little frustrated by the guard staffing procedures this summer. It seems that there are always plenty of guards around, but at any given time 4 - 5 are clustered together doing nothing at all. I think that your normal staffing load is 6, plus one supervisor in your absence.

I believe what we have discussed and agreed upon is:

- 3 around the pools, 2 of them in the **high guard chairs**
- 1 on the gate
- 1 in the Game Room
- 1 or 2 doing other tasks, such as towels, pool cleaning, etc.

What I found just now and this is fairly typical:

- 1 at each pool, neither of them in the high guard chairs
- No one at the gate
- No one in the Game Room
- 4 or maybe 5 in your office

When I asked who was in charge they could not answer. I asked that they take two broken umbrellas to Maintenance and staff the gate. I looked a few minutes later and they were all at the gate.

Most teenagers do not perform well except under close supervision, with clearly defined expectations and guidance; not unusual for people their age. Their job is a very important one, and I look to you to make sure that they are where they are supposed to be, when they are supposed to be there. I find myself directing them much more often than I should have to, which is really not at all.

Game Room Renov...

Grounds

I think we should discuss this further. Please contact me to set up a meeting time.

Hospitality

Steve

Job Seeking

John Pluchinsky

Jyly18th

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
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