



## **AWHS Steering Committee Agenda**

Meeting at Waterworks

October 19, 2016

1. 11:50 Welcome
2. 11:55 Reports/Review Holly's deliverables
3. 12:05 Prepare responses to pending issues and complaints from spa staff members
  - a. Sara Forcier: Business items
    1. Communication between team members and management
    2. Timing of services: 90s and 60s or 50 and 80 for smart booking
    3. Break times: Consistent for everyone. Every four and a half hours you get a 15-minute break.
    4. Orientation for new hires
    5. Staff conversations: From a legal standpoint, need to be written-up for documentation and client incidents files
    6. Feedback and one-on-one's can be documented
    7. Client indexes: Formula note and red alert
  - b. Colleen: Issues with staff
4. 12:35 Revise spa organizational diagram
5. 12:55 Standardizing pay structure/everyone to become hourly
6. 13:15 Weekly staff meeting preparation
  - a. Draft agenda for next week's staff meeting
  - b. Who, when and how to notify all staff members of new organization
7. 13:35 Determine action/follow-up items
  - a. Colleen: 1:1 conversations with Sarah Anne and Jackie, today/tomorrow
  - b. Colleen and Sara: 2:1 conversations with all leads, today/tomorrow
  - c. Colleen: Writes memo and hands to everyone/tomorrow
  - d. Colleen: Five minutes on Friday afternoon to give the "Spa Celebration Announcement"
8. 13:35 Determine action/follow-up items
9. 13:45 Adjournment (David and Holly excused, Colleen and Sara have second meeting)