**Department:** Guest Service Agents

**Date:** July 2022

**Applies to:** All team members

**Criteria:** Trading or giving shifts

**Purpose:** To ensure that all employees follow proper procedures when trading and giving away shifts to help ensure all shifts are covered correctly.

**Trading or gifting shifts**

* Employees who choose to trade or give a shift (s) with another employee must submit a request through Microsoft Teams.
* Both employees must approve the request before a manager can approve it.
* All shift trades must be within the same week (Monday-Sunday) and cannot put anyone into overtime (40hrs in a work week; Monday through Sunday) without the expressed consent of management.
* If either of the two parties or the manager does not approve the shift trade on Microsoft Teams, then the original owner of that shift is responsible to work. Failure to do so will be counted as a “no show” which may result in disciplinary action up to and including termination.

Examples:

* Trading: If a person wants to trade their shifts with person B, they can choose any of the weeks already posted and trade in that week for that week. They cannot trade shifts from one week with shifts for a different week.
* Gifting: Any shift can be given to another employee if it does not put them into overtime.