



PREMIER PHONE TREE

TIME SENSITIVE ISSUE **TODAY**:

- Running late
- Any facility-related issues
- Incident

SCHEDULING ISSUE **WITHIN 48 HOURS**:

- Sick
- Cannot make it to shift the next 2 days

1 CALL MANAGER ON DUTY

**MIGHT BE LISTED AS HEAD GUARD
(Find on When I Work)**

2 CALL PREMIER OFFICE

Monday-Friday 9am-5pm
(949) 716-3333

} NUMBER TO GIVE OUT TO PATRONS

3 CALL YOUR REGIONAL MANAGER

Orange County: Nicole (262) 818-5479
Emerald Bay: Sami (408) 239-6832
Inland Empire: Simone (619) 755-7149
Lincoln Military: Missy (760) 219-4697

} DO NOT GIVE OUT!

4 CALL OPERATIONS MANAGER

Ryan Larson (949) 226-3560

NON-URGENT ISSUES:

- Scheduling issues **MORE THAN TWO DAYS AWAY**
- Large issue questions that cannot be answered by the manager on duty

EMAIL YOUR REGIONAL MANAGER:

Orange County: nicole@swimoc.com
Inland Empire: simone@swimoc.com
Lincoln Military: missy@swimoc.com

HR-RELATED QUESTIONS:

- Paycheck/Direct Deposit
- Taxes
- Harassment

EMAIL HR MANAGER:

lizzie@swimoc.com
or
Call Premier Office (949) 716-3333