

## **VFW Post 10148 Standard Operating Procedures**

### **Canteen Manager**

- I. Introduction – This Standard Operating Procedure (SOP) defines the Canteen Manager position and establishes the duties and responsibilities of the Canteen Manager. While this document provides specific direction for the Canteen Manager, if any portion of this SOP is in conflict with any VFW Post, Department, or National By-Laws or Rules, or any Municipal, County, State, or Federal laws or regulations, the latter documents' requirement takes precedence.
- II. General – The primary duty and responsibility of the VFW Post 10148 Canteen Manager is to manage the Post Canteen in a manner that will ensure a safe and comfortable environment for all VFW and Auxiliary members, their guests, and other Post employees.
- III. Expectations – The Canteen Manager must:
  - a. Be of good character and integrity.
  - b. Maintain a neat, professional appearance.
  - c. Be bondable.
  - d. Possess a driver's license.
  - e. Obtain and retain a Florida DBPR DABT registration.
  - f. Obtain and retain food handler and alcohol service certifications.
- IV. Chain of Command – The Canteen Manager reports to the House Committee. The House Committee is responsible to the Post membership for the operation of the Canteen.
- V. Duties and Responsibilities – The duties and responsibilities are grouped by Bartender Management, Daily Operations, Inventory Management, and Expense/Income Accountability.
  - a. Bartender Management
    1. Assist the House Committee with hiring and maintaining an adequate number of bartenders to accommodate 14 weekly shifts, time-off requests, and emergencies.
    2. Maintain a supervisory relationship with the bartenders and food service personnel and also maintain a professional relationship with all VFW and Auxiliary members, volunteers, other Post employees, and vendors.
    3. Ensure all bartenders are adequately trained and fully understand the Bartender SOP.
    4. Ensure all bartenders maintain proper hygiene and dress.
    5. Develop a monthly bartender schedule that fairly distributes the weekly shifts giving regard, as possible, to specific requests from individual bartenders.
    6. Work a minimum of two shifts each week not to include either the Friday or the Saturday closing shift. As necessary, be ready to cover short-notice emergencies.
  - b. Daily Operations
    1. Understand and enforce all applicable VFW Post, Department, and National By-Laws and Rules. Ensure Post Canteen compliance with applicable Municipal, County, State, and Federal laws or regulations.
    2. Ensure all patrons comply with the posted VFW 10148 Canteen Rules.
    3. Ensure the canteen opens and closes each day as per the posted hours of operation.
    4. Ensure the canteen and the outdoor areas are cleaned and all trash is emptied each day.
    5. Ensure bartenders complete all end of shift and end of day actions and reports.
    6. Inform the House Committee of any special event requests.

7. Ensure employees inform the Canteen Manager or any Facilities Committee member of any equipment repair or replacement needs or any physical plant (furnishings, bar, kitchen, restrooms, structural, electrical, plumbing, HVAC, etc.) deficiencies. The deficiency is to be recorded in the appropriate section of the Bartender Daily Report.
  8. Ensure bartenders inform the Canteen Manager or any House Committee member within 24 hours of any member or guest action that may require suspension of canteen privileges for that member or guest. The incident should be relayed by phone or in person and is to be recorded in the appropriate section of the Bartender Daily Report. An Incident Report will be prepared as directed by the House Committee.
- c. Inventory Management
1. Ensure sufficient stock of food, beverage, and service supplies to meet weekly, monthly, and seasonal demands so as to minimize the need to obtain items from local stores.
  2. Ensure food and beverage stocks are managed and rotated to minimize loss.
  3. Maintain supervisory control of ordering and receiving of all stock.
  4. Ensure no stock is borrowed from or loaned to other bars or restaurants.
  5. Maintain the inventory of Post merchandise.
  6. Use the Bartender Daily Report, order invoices, and the Monthly Canteen Inventory form to assist the House Committee with keeping an auditable record of the alcohol inventory.
- d. Expense/Revenue Accountability
1. Become the employee expert on the Point-of-Sale (POS) system.
  2. Perform routine spot checks of all bartender and food service monetary transactions.
  3. Perform routine spot checks of the Canteen Bartender Banks with the bartender present.
  4. Submit properly annotated expenditure receipts/invoices to the Quartermaster.
  5. Meet each week to as directed by the Quartermaster to turn-over all canteen revenue.
  6. Ensure any cash from transactions not recorded in the POS (for example raffles, Pull Tabs, Queen of Hearts) is turned over to the Quartermaster. The Canteen Manager will not maintain any type of petty cash fund that is not monitored by the Post.
  7. Prepare and present a Canteen Manager's report at the monthly House Committee meeting.

VI. Authority – The Canteen Manager has the authority to manage the day-to-day operations of the Canteen subject to this SOP and the oversight of the House Committee. If in doubt as to authority for any non-emergency occurrence, contact a member of the House Committee for guidance. Specifically, the Canteen Manager is not singularly responsible for hiring or dismissing Post employees. This is a decision for the Post membership based on review by and recommendations from the House Committee. If a situation requires the immediate removal of a Post employee, the Canteen Manager should suspend that person from Canteen operations, relieve him/her of keys, and then immediately report the situation to the Post Commander and the House Committee. It is expected that the Canteen Manager will exercise good judgment and discretion in all decision-making.

*My signature below signifies that I fully understand and acknowledge VFW Post 10148 Canteen Manager SOP. I also acknowledge that other duties and responsibilities may be assigned as needed at the direction of the House Committee or the Post Commander.*

\_\_\_\_\_  
Canteen Manager (Print Name)

\_\_\_\_\_  
Canteen Manager Signature/Date

\_\_\_\_\_  
House Committee Chair (Print Name)

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House Committee Chair Signature/Date