

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 members, guests, and 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 AB&T certificate.
 - f. Obtain and retain a Florida Food Handlers permit.
- 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. Maintain a supervisory relationship with the bartenders and food service personnel and also maintain a professional relationship with all Post members, employees, volunteers and vendors.
 2. Ensure all bartenders are adequately trained and fully understand the Bartender SOP.
 3. Ensure all bartenders maintain proper hygiene and dress.
 4. Develop a monthly bartender schedule that fairly distributes the 14 weekly shifts giving regard, as possible, to specific requests from individual bartenders.
 5. Maintain a sufficient number of trained bartenders to accommodate scheduled time-off requests and emergencies.
 6. Work a minimum of two shifts each week. 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 bartenders inform the Canteen Manager or any House Committee member of any equipment repair or replacement needs or any physical plant (furnishings, bathrooms, kitchen, store room, structural, electrical, plumbing, HVAC, etc.) deficiencies. The deficiency is to be recorded in the appropriate section of the Daily Bartender 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. The incident should be relayed by phone or in person and is to be recorded in the appropriate section of the Bartender Daily Report.
- c. Inventory Management
1. Ensure sufficient stock of food, beverage, and service supplies to meet daily, weekly, and monthly cyclic 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. Maintain the inventory of Post merchandise.
 5. 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 Post expert on the Point-of-Sale (POS) system.
 2. Perform routine spot checks of all bartender and food service monetary transactions.
 3. Count and provide the daily operating cash funds.
 4. Submit properly annotated expenditure receipts/invoices to the Quartermaster.
 5. Meet as required each week to turn-over Canteen revenue to the Quartermaster.
 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 or at other meetings as needed.

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)

House Committee Chair Signature/Date