



AMVETS Post _____

***STANDARD OPERATING
PRACTICES COVERING***

CANTEEN

EFFECTIVE _____

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CANTEEN OPERATON

Article I. Introduction

1. The AMVETS National Bylaws Article VII, Section 3(b). and AMVETS Department of Florida Article VII, Section 14, require any Post Clubroom, Canteen or Social Quarters maintained or operated for the convenience and pleasure of P0o9st members, and the name of AMVETS or its insignia is displayed or used, a Board of at least 3 Trustees shall be elected by, and from among the membership of the Post to supervise its activities, operations, and finances. No elected Post officer may hold a position as a trustee since those are elected positions. Trustees are not considered elected post officers. All monies derived from such activities shall be accounted for and placed in the care and custody of the Post Finance Officer. The National Bylaws Section 3 (c). further requires any post operating a clubroom as mentioned in Section 3 (b) hereof shall be required to carry workers' compensation insurance (in accordance with the law of the state in which the post is located) and public liability insurance, including product liability and personal injury coverage, with a minimum single limit of \$500,000.
2. The AMVETS Post _____ Canteen Activities, Operation and Finances are under the direct control of the Board of Trustees (BOT). It is their function to ensure that our membership receives the best service from properly trained bartenders serving quality refreshments. House Rules are developed by the BOT and presented by the Executive Board for approval by the membership at any regular meeting.
3. The AMVETS Canteen is to raise funds at an amount stated in the annual budget developed by the finance officer and approved by the membership. They do this while providing and promoting an enjoyable fun social atmosphere for AMVETS members, subordinate organizations and their guests.
4. The AMVETS Canteen may be used by AMVETS and its subordinate organizations to host fund raisers and special events. Fund raisers and special events must first be approved by the Executive Committee then coordinated through the BOT.
5. The BOT is responsible for the Activities, Operation and Finance of the Canteen. Unless there is a membership meeting in process the entire facility is considered the Canteen.

Article II. Definitions

1. The following terms are herein defined as they apply to these Rules:
 - a. AMVETS Post ____: The building and grounds operated by the AMVETS Post ____.
 - b. Canteen: the area of the Post where alcoholic beverages are stored, dispensed and consumed. Unless there is a meeting in process the entire facility is considered the canteen.
 - c. Member: any person who has paid their current annual dues or possesses a lifetime membership card and is a member in good standing of the AMVETS or subordinate organizations.
 - d. Guest(s): any person who is not an AMVETS member that is individually sponsored and has been invited to visit the Post Home and is signed in on our guest book by a member in good standing. The member in good standing signing the guest in is responsible for the guest's actions while at the Post.
 - e. Special Guest: any active duty military, national guard or reservist showing appropriate identification. Any member of an active AMVETS Post with a current membership card regardless of the State the membership card was registered.
 - f. Minor: any person who has not attained the age of 21 years

Article III. Members, Guests and Special Guests

1. Members of AMVETS Post ____ and its Subordinate Organizations:
 - a. Possess a valid AMVETS or AMVETS subordinate organization membership card issued from AMVETS Post ____ for the current year or life and is a member in good standing.
 - b. Does not need to sign the guest register upon entry
 - c. Shall be permitted access to the post premises and canteen during normal operating hours.
 - d. Are permitted to invite spouses, children, parents, grandparents and guests to accompany them to the Post. Upon entry members are required to sign said individuals into the guest register and shall be responsible for them while on the premises.
 - e. Must show valid membership card to bartender.
 - f. Members or guests will answer all their phone calls or they must leave the premises. Do not expect other members to perjure themselves.
 - g. There will be no alcoholic beverages and/or any other items taken from the premises with the exception of takeout meals in approved containers.

No alcoholic beverages are allowed to be taken out upon departure from the post

2. Members of Other Posts

- a. A person who possesses a valid AMVETS or AMVETS subordinate organization membership card issued from an AMVETS Post other than AMVETS Post ___ are required to sign the guest register upon entry.
- b. Shall be permitted access to the post premises and canteen during normal operating hours.
- c. Must show valid membership card to bartender.

3. Special Guest – Active Duty Military Personnel

- a. An active duty military person who possesses a valid military identification card and is not a regular AMVETS member.
- b. Are required to sign the guest register upon entry.
- c. Shall be permitted access to the post premises and canteen during normal operating hours.
- d. Do not need to be accompanied by a sponsor.
- e. Must present a valid military identification card to the bartender.

4. Minors

- a. Any person under the age of 21 will be considered a minor.
- b. Minors are not allowed to be seated at the bar or standing at the bar at any time with the exception of uniformed service members.
- c. Are allowed in the building with parents or guardians who maintain strict control until 8 p.m. except on special occasions when they may remain with proper parental supervision until the end of that event.

Article IV. Duties and Responsibilities

1. Board of Trustees. The Board of Trustees (BOT) are elected by the membership. All elected Trustees are part of the Board. Immediately after election the BOT will meet and elect the Chairman of the Trustees. The BOT will meet monthly and discuss the activities, operation and finances of the Canteen. The BOT is responsible for the development, approval and implementation of the House Rules. They will ensure that a copy of the House Rules is posted for members and guests to read. The Chairman of the Trustees will advise the Executive Board of any issues arising from the meeting. Once each 6-month period the BOT will do a price comparison of the cost of liquor and beer versus the prices charged the membership. The Canteen must maintain at least a ___% profit on sales.

2. Chairman of the Board of Trustees (CBOT) will:
 - a. Ensure that the Canteen Operation is providing a friendly service to our members, guests and special guests.
 - b. Ensure that all approved activities are supported by the Canteen staff to ensure we have the right level of service for our members, guests and special guests.
 - c. Ensure that any refusal of service or ejection from the Post applied by the Bartenders for infractions in the House Rules is within the content of this document and the Constitution and Bylaws, consistent, and deserving of the offense.
 - d. Works with the Finance Officer to ensure that the Canteen is meeting or exceeding the annual budget approved by the Executive Board and membership.
 - e. Holds monthly trustee meetings discussing any problems encountered, improvements required, and upcoming activities that may need more attention.
 - f. Attends Executive Meetings to report on the activities, operation and finances of the Canteen brought up in the Trustee meeting.
 - g. Ensures that Trustees are assigned to account for the monies that are derived from the Canteen Operation and on hand for any activities supported by the canteen. This is done on a daily basis to ensure we have accountability.
 - h. Investigate and report any monetary discrepancies to the Finance Officer and Post Commander as soon as they are discovered. Report the findings and outcomes at the next Executive Board.
 - i. Supervises the Bar Manager
 - j. Ensures that the female Bartenders working night shifts have a chaperone to escort them out of the Canteen when it is closed for the evening.
 - k. Ensure money bags for bartenders contain the correct amount and type of currency.
 - l. Once each 6-month period reconcile the drink prices versus the cost of liquor being purchased. The end result is the canteen must make not less than ____% profit. Report any price changes to the membership in the form of a motion if price changes are required.
 - m. Approves the hiring, discipline and termination of the Canteen Manager, volunteers and paid employees working the Canteen. The CBOT is the first appeal level for any complaints by volunteers and employees working in the Canteen that have been disciplined by the Bar Manager. The second appeal is the Executive Board. The employees and volunteers are covered by State and Federal Statutes rather than the Post Constitution and Bylaws.

3. Bar Manager will:

- a. Be responsible for the hiring, training, discipline and termination of volunteers and employees working in the Canteen.
- b. Develop and maintain an inventory process for all items used or sold at the Canteen.
- c. Ensure that we are getting the best price for the items purchased.
- d. Establish minimum and maximum inventory of items to be on hand at the Canteen.
- e. Insure that the correct items are on hand as far as types of liquor, keg beer, bottle beer, soda and mixes. Monitor the usage and make changes based on factual information and member requests.
- f. Ensured that liquor and beer are stored properly. No open bottles of liquor will be in the storage they may only be on the usage racks in the canteen. Beer cases should be rotated on a weekly basis to ensure that we are utilizing a first in first out basis on bottled or can beer and kegs.
- g. Ensure that Bartenders have successfully completed the TIPS Training.
- h. Ensure Bartenders are covering all shifts including special event days where multiple bartenders are required.
- i. Participates in the assigning of new Bartenders to the Post Canteen Operation to be approved by the trustees and CBOT.
- j. Works with the Finance Officer to ensure the Canteen meets the financial obligation set in the fiscal budget.
- k. Reviews cost of alcohol and beer on a semi-annual basis. Compares the cost of alcohol with the price of the drinks. Makes recommendation to the Chairman of the Trustees if changes are in order. Maintains at least a ___% profit level in the Canteen based on the approved budget.
- l. Assigns trained volunteer and employee Bartenders to specific shifts.
- m. Ensures that we have enough volunteer Bartenders to meet our requirements. Ensures no bartender works more than 5 shifts per week and no bartender works a double shift.
- n. Assist the Bartenders in their handling of any infractions of the House Rules.
- o. Ensures all money bags are recounted and in agreement with the cash register Z tape. Secures the money until it is turned over to the finance officer.

4. Trustees will:

- a. Support the Chairman of the Trustees and Bar Manager
- b. Attend the monthly trustees meeting
- c. Make recommendations on improvements to the Canteen Activities, Operation and finances.

- d. Volunteer for shifts for counting the monies derived from the operation of the Canteen and assists the bartender when needed with the daily operation of the canteen.
- e. Investigate and report any monetary discrepancies to the Bar Manager and the Chairman of the Trustees.
- f. Assist the Bartender in their handling of any infractions to the House Rules.
- g. Ensures that no beverage bottles are open in the liquor storage area and no bottle of liquor is topped off. Once open they must stay in the canteen area and not in the liquor storage area.
- h. Works shifts to assist the bartender in tapping kegs, stocking cooler, icing beer and keeping ice level operational for making mixed drinks. Assist in emptying containers with empty beer bottles and the garbage containers.

5. Bartenders will:

- a. Maintain their level of training to meet the State of Florida Regulations (TIPS) training (paid for by the Post)
- b. Ensures no games are played prior to opening the canteen and once canteen last call is announced ensures the gaming is stopped.
- c. Cash member's personal checks not exceeding \$50.00. Initials all checks cashed during their shift.
- d. Report to work prior to their shift in sufficient time to verify money bags and prepare the bar for service.
- e. Provide prompt and courteous service to patrons at the Canteen.
- f. Ensure the money bags have the correct amount of cash prior to their shift. If not, have a trustee or elected post officer verify the shortage or overage. Places money in a secure safe after verified with Z-tape.
- g. Be solely responsible for proof of membership before serving customers.
- h. Check for proper age so that no minor sits at the bar nor gets served alcoholic beverages.
- i. Sells patrons proper beverages
- j. Notify Bar Manager in advance if you will not make an assigned shift.
- k. Ensure bar top is clean and ash trays are emptied on a regular basis.
- l. Routinely empty beer bottles and cans to back room.
- m. Keeps canteen patrons orderly and takes exception to those that may become out of line. Manages rumor control and negative talk about officers, members and employees.
- n. Refuses service to a patron who has become intoxicated.
- o. Enforce the House Rules at all times.
- p. Writes up House Rule Infractions and reports to Bar Manager.

- q. Answer phone calls in a polite tone of voice representing Post ____ Canteen.
- r. Restocks cooler at the end of the shift
- s. At the end of the shift, compares Z tapes from cash register with money in the drawer. Fill out the proper paperwork and ensure that all bags are properly secured in the safe. Reports any inconsistencies to the Bar Manager.
- t. If closing, make a tour of all entrances and exits to ensure they are secured. Cleans high-top tables, turns off all machines, and lights that are not part of the building security. Ensures all money bags are secured in the safe. Arms the alarm and exits the building locking the door behind.

Article V. Dress Code

- 1. AMVETS Post ____ is a family oriented veteran’s organization, therefore all members and guests are expected to dress appropriately.
 - a. Abbreviated, suggestive clothing is prohibited on the post premises.
 - b. Profane or obscene artwork or text on clothing is not permitted.
 - c. Shirts, shoes and appropriate pants or shorts must be worn at all times.
 - d. Dress Code will be enforced by the bartender on duty or Post Officers present at the time.

Article VI. Hours of Operation

1.	Oct 1 – Mar 31	Apr 1 – Sep 30
Monday thru Thursday	<u>11am – 11pm</u>	<u>11am – 11pm</u>
Friday & Saturday	<u>11am – 11pm</u>	<u>11am - Midnight</u>
Sun	<u>11am – 11pm</u>	<u>11am – 11pm</u>

- 2. Bartenders will call Last Call 30 minutes prior to close
- 3. All Patrons are to leave the Canteen at closing time
- 4. Bartender on duty may close the Post Sunday through Thursday at 9 p.m., Friday and Saturday at 11:00 p.m. if there are only 4 members or guests at the canteen.
- 5. Board of Trustees may modify or extend Canteen hours as needed for special events.

Article VII. Code of Conduct

1. All members of AMVETS Post _____, guests and special guests shall be treated with proper respect.
2. Lewd, foul or obnoxious remarks and gestures directed at other members will not be tolerated.
3. No one may publically reprimand or criticize an Officer, Canteen Manager, Bartender, Guest or Special Guest or other member of AMVETS Post _____ including its subordinate organization members.
4. Loud, profane, obscene language or physical abuse and/or threats to others are absolutely prohibited.
5. No person(s) known to act in a vicious or immoral reputation will be admitted or allowed to remain on the AMVETS Post _____ premises.
6. Theft is absolutely prohibited by anyone patronizing the Post.
7. All members, special guests, active military and anyone visiting the post must be in proper attire as determined by the bartender on duty or Post Officer.
8. The facility belongs to the Members and should not be damaged in any way by any person.
9. On meeting nights all AMVETS will attend the meeting, will vacate the canteen "Glass in Hand" or leave the Post.
10. There will be no pets of any kind allowed in the Post unless they are service animals displaying the proper attire.

Article VIII. Disciplinary Action Members and Guests

1. Violators of the House Rules will be verbally warned for the first offense or if deemed necessary action will result in temporary suspension of privileges up to expulsion within the limits of the Constitution and Bylaws.
2. Any repeat offense will prompt violator(s) being asked to leave the premises by the Canteen Manager, Trustee on duty or Bartender on duty. The names(s) of the person(s) will be reported to the Board of Trustees and Commander within 8 hours of the offense.
3. Serious offense or threats must be reported to the Chairman of the Trustees and Post Commander immediately by phone.
4. Further disciplinary action or prolonged suspension may be carried out by the Commander in accordance with the Constitution and Bylaws.
5. Any person asked to leave the post by any AMVETS Post Officer, Trustee, Canteen Manager or Bartender on duty shall not be permitted to return to the premises for a minimum of 24 hours.

Article IX. Disciplinary Action Canteen Employee/Volunteer

Purpose

AMVETS Post ___'s progressive discipline policy and procedures for canteen employees or volunteers are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. It has been designed consistent with AMVETS organizational values, human resource (HR) best practices and employment laws.

Outlined below are the steps of AMVETS Post ____'s progressive discipline policy and procedure. AMVETS Post ____ reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training, the employee/volunteer's work record, and the impact the conduct and performance issues have on the organization.

Procedure

Step 1: Counseling and verbal warning

Step 1 creates an opportunity for the immediate supervisor to schedule a meeting with a canteen employee or volunteer to bring attention to the existing performance, conduct or attendance issue. The supervisor should discuss with the employee the nature of the problem or the violation of company policies and procedures. The supervisor is expected to clearly describe expectations and steps the employee/volunteer must take to improve performance or resolve the problem.

Within five business days of this meeting, the supervisor will prepare written documentation of a Step 1 meeting. The employee/volunteer will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action.

Step 2: Written warning

Although AMVETS Post _____ hopes that the employee/volunteer will promptly correct any performance, conduct or attendance issues that were identified in Step 1, AMVETS Post ____ recognizes that this may not always occur. The Step 2 written warning involves more formal documentation of the performance, conduct or attendance issues and consequences.

During Step 2, the immediate supervisor and the Chairman of the Trustees or Post Commander will meet with the employee to review any additional incidents or

information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. The immediate supervisor and/or Elected Officer will outline the consequences for the employee/volunteer of his or her continued failure to meet performance or conduct expectations.

A formal performance improvement plan (PIP) requiring the employee/volunteer's immediate and sustained corrective action will be issued within five business days of a Step 2 meeting. A warning outlining that the employee may be subject to additional discipline up to and including termination if immediate and sustained corrective action is not taken may also be included in the **written** warning.

Step 3: Suspension and final written warning

There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the employee/volunteer from the workplace. When immediate action is necessary to ensure the safety of the employee/volunteer or others, the immediate supervisor may suspend the employee pending the results of an investigation.

Suspensions that are recommended as part of the normal progression of this progressive discipline policy and procedure are subject to approval of the Post Executive Board.

Depending on the seriousness of the infraction, the employee/volunteer may be suspended without pay in full-day increments consistent with federal, state and local wage-and-hour employment laws. Nonexempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. Due to Fair Labor Standards Act (FLSA) compliance issues, unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. The Post Judge Advocate will provide guidance so that the discipline is administered without jeopardizing the FLSA exemption status.

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee.

Step 4: Recommendation for termination of employment

The last and most serious step in the progressive discipline procedure is a recommendation to terminate employment. Generally, AMVETS Post ____ will try to exercise the progressive nature of this policy by first providing warnings, a final written warning or suspension from the workplace before proceeding to a recommendation to terminate employment. However, AMVETS Post ____ reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the

offense. Furthermore, employees/volunteers may be terminated without prior notice or disciplinary action.

The Bar Managers recommendation to terminate employment must be approved by the Chairman of the Trustees and the Chairman of the Trustees recommendation to terminate the Bar Manager will be approved by the Executive Board.

Appeal Process

Employees/volunteers will have the opportunity to present information that may challenge information management has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee/volunteer's performance or conduct issues while allowing for an equitable solution.

If the employee/volunteer does not present this information during any of the step meetings, he or she will have five business days after that meeting to present such information.

Performance and Conduct Issues Not Subject to Progressive Discipline

Behavior that is illegal is not subject to progressive discipline, and such behavior may be reported to local law enforcement authorities.

Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

Documentation

The employee/volunteer will be provided copies of all progressive discipline documentation, including all PIPs. The employee/volunteer will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.

Copies of these documents will be placed in the employee/volunteer's official personnel file.

Sample copies are included in Appendix A of this document.

Important note: Nothing in this policy provides any contractual rights regarding employee/volunteer discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between AMVETS Post ____ and its employees or canteen volunteers.

Article X. Empowerment

1. The Commander retains the right to extend a suspension after receiving a valid, written, notarized charge and issuing a notice of hearing in accordance with the Constitution and Bylaws.
2. All suspensions must be brought before the Commander within 8 hours of the offense or discovery of the offense.
3. Officers of the AMVETS Post ____ (including the subordinate organizations with their members), the Canteen Manager and all on duty Bartenders are empowered and required to enforce these rules at all times, unless they have been drinking.
4. Commanding Officer of AMVETS Post ____, the board of Trustees, Canteen Manager and all on duty Bartenders are the only members empowered to eject a person from the AMVETS Post ____ premises for misconduct or other violation of the House Rules.
5. The Canteen Manager will be hired by the Chairman of the Board of Trustees with approval of the Executive Board. Canteen volunteers are appointed by the Canteen Manager with approval of the Chairman of the Board of Trustees. Canteen volunteers report to the Canteen Manager who in turn reports to the Chairman of the Board of Trustees. In the absence of a Canteen Manager, The Chairman of Trustees shall assume all Canteen Manager Responsibilities.

Article XI. Certification

1. This is a true copy, amended by the Board of Trustees, recommended by the Executive Committee for approval by the General Membership. This document may be amended at any regular monthly meeting by a majority vote. This document supersedes the Standard Operating Practices – House Rules.

(Chairman BOT Signature) (Printed Name) (Date)

(Post Commander Signature) (Printed Name) (Date)

Reviewed By:

(Post J.A. Signature) (Printed Name) (Date)



APPENDIX A – SAMPLE COUNSELING FORM
EMPLOYEE CORRECTIVE ACTION COUNSELING FORM

Date _____

To: Employee Name, Job Title

From: Supervisor Name, Job Title

Re: Counseling Memo for _____

This is to confirm the meeting that I had with you on _____. During this meeting, which was attended by _____, I expressed my concern about (identify the date, time and inappropriate behavior and the consequences of the employee's actions)

During this meeting I told you that I expect you to (be very precise on your expectations of the employee's future behavior and the potential consequences if the behavior does not change)

Your signature below indicates your clear understanding of the unacceptable consequences of your past behavior and my future expectations of the corrective action you must exhibit. You also know what the potential consequences will be if my expectations are not met.

I will be giving you an evaluation within the next 30 days to let you know how you are doing in maintaining good employee performance and achieving these expectations. Please let me know if you have any questions regarding these instructions.

I will furnish you a copy of this signed Employee Corrective Action Counseling Form. A copy will also be retained in your personnel file.

Bar Manager

Date: _____

Employee

Date: _____



APPENDIX B – SAMPLE WRITTEN WARNING

WRITTEN WARNING

Date:

Name:

Title:

SUBJECT: Written Warning

In accordance with the Standard Operating Practices – Canteen, you are receiving this Written Warning because of ... (describe the unsatisfactory behavior/performance and explain the consequences for the organization quoting the SOP – Canteen where possible.)

You were verbally counseled regarding your unacceptable behavior on (date(s)). To date, there has been no marked improvement in these areas. To the contrary... (provide example(s)/incident(s), including date(s), of the poor performance and/or attendance and/or the inappropriate behavior that has occurred since the time of the informal discussion(s) relating back to the original counseling session).

Effective immediately, you are expected to.....(describe what is required to improve and/or correct the unsatisfactory performance and/or attendance and/or behavior). Failure to demonstrate immediate and sustained improvement in these areas may result in further corrective action, up to and including dismissal.

Your signature below indicates your clear understanding of the unacceptable consequences of your past behavior and my future expectations of the corrective action you must exhibit. You also know what the potential consequences will be if my expectations are not met.

You have the right to request a review of this action by the Chairman of the Board of Trustees or Executive Board (depending on who the action is against Bar Manager or Bartender). A copy of this document will be placed in your personnel file.

_____ Date: _____ _____ Date: _____
(Bar Manger or CBOT) (Bartender/Bar Manager)