

RCL BRANCH 594 POLICIES AND PROCEDURES

ROYAL CANADIAN LEGION METROPOLITAN BRANCH 594 BAR OFFICER DUTIES (Tab 18)

General

The Bar Officer is a member of RCL Branch 594 who has volunteered for the position. The Executive must approve the person's appointment and be confirmed by membership. If the Bar Officer is a member of the Executive, this position will be considered a major secondary duty. The Bar Officer is responsible to the President or delegated member of the Executive for the efficient operation of the bar.

Duties of the Bar Officer: (subject to change based on direction from Executive):

1. Will be responsible for monitoring the Bar Stewards to ensure that they perform their duties
2. Will ensure that all Bar Stewards have a current list of their duties, have been briefed on any changes, and that they have a signed copy of their duties, and one is kept on their employment file.
3. Will ensure that the Senior Bar Steward makes a schedule at least one month in advance and provides a copy to the Bar Officer for approval. A copy of the Bar Steward schedule must be given to the Bar Officer, the Bookkeeper, and to the person/ members that count the cash. The Bar Officer will ensure that an equitable approach is given to those bartenders who are working part-time or casual hours.
4. Will ensure that the Bar Licence is current, and when it comes due, work ahead of that time to ensure a new one has been ordered.
5. Must take the Smart Serve program and have a certificate on file.
6. Will ensure that all provincial regulations are followed with respect to the operations of the bar.
7. Will ensure that the Bar Stewards follow the proper protocol in handling all members and guests with courtesy and manners.
8. Will ensure that Bar Stewards are always properly dressed for normal bar hours and are suitably dressed for more formal functions like Wakes, Wedding, or other formal functions. The Dress code is laid out in the Bar Stewards list of duties.

9. Will ensure that Bar Stewards are briefed on how to handle intoxicated patrons and employ the procedures for cutting off bar services.
10. Will ensure that Bar Stewards understand the procedure for reporting of incidents in the incident book.
11. Will ensure that Bar Stewards follow the correct procedure for requesting vacation time and that the proper form is used. The form must be submitted to the Senior Bar Steward, who will review, and then send to the Bar Officer for approval.
12. Will handle any complaints against a bartender by following the Branch investigation, administrative and disciplinary procedures.
13. Weekly meeting to review upcoming events and issues. Meeting to include Bar Officer, Senior Bar Steward and kitchen operator.

Counting of Bar Sales and Deposits

The Bar Officer will ensure that the following is done:

1. The Bar Officer must be trained to count sales and conduct deposits so that the Bar Officer is aware of what is required. This will also give the Bar Officer a complete knowledge of what is expected from our bartenders in opening their registers and completing their sales report.
2. The Bar Officer must ensure that there is a list of volunteers who are approved to count bar sales and do the deposits for the Branch. The President must approve all people that are doing these duties.
3. The Bar Officer is responsible to ensure that proper procedures of handling of all floats, cash bags, and sales are followed. Periodic checks should be done.
4. The Bar Officer will regularly check with the bookkeeper to ensure that all correct procedures are being followed by the Bar Stewards in providing the bookkeeper with the correct information she requires from daily sales.

Handling of Stock/ Monthly Stocktaking Procedures: these are the procedures that will be monitored or actioned by the Bar Officer:

1. Monthly stocktaking must be completed on the first day of the month. There must be two people that conduct the stocktaking. Once the stocktaking is completed, the final report is completed and sent to the President and the Treasurer.

2. The Senior Bar Steward is responsible for identifying what must be ordered. The Senior Bar Steward will prepare the list and forward the beer and liquor list to the Bar Officer to order. The Senior Bar Steward will order sundry items and bar stock to support the bar. The Bar Officer should periodically confirm that ONLY NECESSARY items are ordered, and that consideration is given to what Bar 1, Bar 2 and the stock room hold in stock.

3. LCBO orders must be picked up by either the Bar Officer or an Executive member, or a trusted member of our Branch. Coordination must be done with the bookkeeper to ensure that the cheque is provided to pay for the stock being picked up. Once the stock is picked up, it will be brought back to the Branch and verified before putting into the stock room. A copy of the stock picked up must be given to the bookkeeper for the records.

4. The Beer Store will deliver the beer based on the order that the Senior Bar Steward has submitted to the Bar Officer. The Bar Officer must ensure that someone is available to let the Beer Store deliver the beer directly into the walk-in fridge and that the bookkeeper has prepared the cheque for payment. This is to include returns of kegs, bottles, cans, etc. for reimbursement by the Beer Store.

Hiring of New Bar Stewards

When a Bar Steward has put in a notice to quit, or a Bar Steward retires or if a Bar Steward is terminated in their employment (after consultation and approval of executive), the following procedures will occur:

1. The Bar Officer will inform the President and will commence the process of hiring another Bar Steward.
2. The position will be advertised, and an interview process will occur.
3. The Bar Officer and at least one other executive along with the Senior Bar Steward, will interview the candidates and then determine who should be offered the position.
4. Before offering the position to someone, the Bar Officer will brief the President and executive and get approval to hire that person.

Probation Period

All new hired Bar Stewards will be subject to a 90- day probationary period to ensure that they are trained and that their performance is monitored.

Training

Other than initial training and a probation period where the bar steward will be monitored, there will be training requirements from time to time that is required either through Government legislation or deemed necessary and mandated by the Branch Executive. All training requirements will be provided and paid for by the Branch. Depending on the training, pay will also be given to the bar stewards.

Violation of Rules or Problems with Service: Administrative Action

RCL Branch 594 Executive appreciate their employees. However, if issues arise with performance, these are the procedures for administrative action:

- 1st Offence: written warning.
- 2nd Offence: one (1) working day suspension
- 3rd Offence: three (3) working day suspension
- 4th Offence: termination

Any verbal or written counselling will be permanently kept on the employee's file.

If the severity of the incident or incidences deems it necessary, then immediate termination can occur. Examples of reasons that could dictate immediate termination (but not limited to) are:

- Theft of funds or property.
- Unacceptable behaviour in front of customers.
- Insubordination against a member of the Executive or the Bar Chair; or
- Physical, emotional, or sexual harassment of a patron, employee, or Executive member.

These duties have been read and understood:

Signature of Bar Officer

Date

Witnessed by:

President or Delegated Executive Member

Date

**Prepared by: Bar Chair, Comrade Randy Soulliere and First VP, Comrade Morris Brause
(8 March 2021)**