# Services

# 1. Purposes

* 1. Services are those departments, which operate within the McMaster Students Union on a regular basis, to provide a service to the McMaster community.

# 2. Operating Parameters

* 1. This policy shall apply to all MSU Services; exceptions shall be indicated in the Services’ individual Operating Policy or as approved by the Executive Board;
  2. All Services shall have an Operating Policy or Agreement and shall operate within the guidelines set down in those documents, subject to the direction of the SRA and the Executive Board;
  3. All business transactions and accounting of Services shall be administered through the Accounting Department;
  4. Hours of operation shall be set through consultation with the Manager as outlined in their Operating Policy (where applicable);
  5. Operating Policies for proposed new MSU Services or Operations shall be drawn up by the appropriate body and presented to the SRA for approval.

# 3. Services

* 1. The Services, in whole are in part, of the McMaster Students Union shall include, but not be limited to, the following:
     1. MSU Almanac;
     2. The Union Market;
     3. Central Liquor Facilities;
     4. MSU Clubs;
     5. Creating Leadership Among Youth (CLAY);
     6. Child Care Centre;
     7. Underground Media & Design;
     8. Emergency First Response Team (EFRT);
     9. Games Room;
     10. Compass Information Centre;
     11. Twelve Eighty;
     12. Marmor;
     13. Ombuds (see Ombuds policy);
     14. Campus Events;
     15. Student Health Education Centre (SHEC);
     16. The Silhouette;
     17. Student Walk Home Attendant Team (SWHAT);
     18. Queer Students Community Centre (QSCC);
     19. Maroons Society;
     20. Promotions & Advertising;
     21. MACgreen;
     22. MACycle Co-op;
     23. Elections Committee;
     24. Teaching Awards Service;
     25. Diversity Services;
     26. Horizons;
     27. MAC Bread Bin;
     28. Undercovers Used Bookroom;
     29. MSU Short Stop (Sports & Nutrition).

# 4. Managers

* 1. Managers shall:
     1. Report to the MSU Board as indicated in their Operating Policy;
     2. Prepare reports as defined in their Operating Policy; these reports shall include (where relevant) projected sales, operating expenses, net income, inventory and staffing levels, special event summaries, and capital expenditure requests;
     3. Be responsible for preparing a comprehensive training program for all staff with a focus on customer service;
     4. Prepare the Services’ budget and present it to the Vice-President (Finance) in accordance to **Corporate Bylaw 3 – Financial Affairs**;
     5. Work with the Student Life Development Coordinator to promote their service and any special events;
     6. Act as the sole budgetary authority for their service; bring requests for capital equipment to the Vice-President (Finance);
     7. Ensure the Operating Policy for their service is upheld and ensure all their staff receive a copy of their respective Services’ Operating Policy;
     8. Oversee the operation of their Service;
     9. Fulfill other duties as assigned by their Supervisor;
     10. Where the Manager is not a Full-Time staff member, receive remuneration according to **Operating Policy – Employment Wages** ;
     11. Approve and initial work time sheets and submit them to the Accounting Department;
     12. Liaise with the Accounting Department and the Executive Board.

# Staff

* 1. All staff shall be hired according to **Operating Policy – Employment** as indicated in each Service’s Operating Policy.

# Finances

* 1. Services shall not accept cash or cheques unless allowed for the individual Services’ policy;
  2. Services shall fill out purchase orders for inter-departmental financial transactions;
  3. Services shall not accept bills over $50.00;
  4. Services shall not extend credit to employees or customers;
  5. The Accounting Department shall provide monthly budgetary statements for each Service.