# **Operating Policy – The Union Market**

1. Purpose

* 1. To provide the service of selling grocery, snack, and sundry items to the McMaster community at competitive prices.

2. Operating Parameters

* 1. The Union Market shall operate year-round as a profit generator;
	2. The hours of operation shall be set by the Food & Beverage Manager following consultation with the Union Market Manager;
	3. Cash receipts are to be deposited in the Union Market depository. This will be done by every cashier who will cash out at the end of every shift;
	4. Discounts of 10% shall be offered to employees to a maximum purchase of $25 retail per week per Union Market employee. A cashier shall total goods, calculate discount and sign for goods as directed by the Manager.

3. Personnel Structure

* 1. The Union Market shall consist of:
		1. The Manager, hired by and responsible to the Food & Beverage Manager;
		2. The Assistant Manager, hired by and responsible to the Manager and Food & Beverage Manager;
		3. Customer Service Representatives (CSRs), hired by and responsible to the Union Market Managers.

4. Personnel Selection

* 1. The Manager, who shall be hired by a hiring committee which shall consist of:
		1. The outgoing Manager;
		2. Food & Beverage Manager;
		3. One (1) Board of Directors member.
	2. The Assistant Manager, who shall be hired by a hiring committee which shall consist of:
		1. The outgoing Assistant Manager;
		2. Food & Beverage Manager;
		3. Incoming Manager.

5. Manager

* 1. The Manager shall:
		1. Under the direction of the MSU Food & Beverage Manager, be responsible for the operations of the Union Market, including but not limited to: human resources, marketing, operations, financial viability and regulatory compliance;
		2. Perform duties outlined in the Union Market Manager job description;
		3. Ensure that **Operating Policy – Services** and **Operating Policy – The Union Market** are upheld;
		4. Participate in transition with the outgoing Manager and prepare transition for the incoming Manager.

6. Assistant Manager

* 1. The Assistant Manager shall:
		1. Under the direction of the Union Market Manager, be responsible for inventory management, keeping track of physical inventory and restocking shelves;
		2. Perform duties outlined in the Assistant Manager job description;
		3. Ensure that **Operating Policy – Services** and **Operating Policy – The Union Market** are upheld;
		4. Participate in transition with the outgoing Assistant Manager and prepare transition for the incoming Assistant Manager.

7. Customer Service Representative (CSR)

* 1. The Customer Service Representative shall:
		1. Ensure that the Union Market maintains a clean and well-kept appearance;
		2. Perform duties outlined in the Union Market CSR job description;
		3. Ensure that **Operating Policy – Services** is upheld.