# **Operating Policy – TwelvEighty Restaurant & Bar**

1. Purpose
   1. To provide a low-cost restaurant and entertainment facility for the student body and the McMaster community and to attain a maximum profit level, while operating within constraints set by the SRA.
2. Operating Parameters
   1. All TwelvEighty personnel shall ensure that TwelvEighty abides by all laws and regulations pertaining to licensed premises in Ontario;
   2. All business transactions and accounting are to be handled through the Accounting Department;
   3. The previous day’s cash in excess of the float must be taken to the Accounting Department daily, except on weekends, when they shall be deposited in the safety deposit box.
3. Personnel Structure
   1. TwelvEighty’s staff team shall consist of:
      1. The Food & Beverage Manager, hired by and responsible the Board of Directors through the General Manager;
      2. The Restaurant Manager, hired by and responsible to the General Manager through the Food & Beverage Manager;
      3. The Kitchen Manager, hired by and responsible to the General Manager through the Food & Beverage Manager;
      4. The Assistant Kitchen Manager, hired by and responsible to the Food & Beverage Manager through the Kitchen Manager;
      5. The Night Club Manager, hired by and responsible to the General Manager through the Food & Beverage Manager;
      6. Assistant Restaurant Managers, hired by and responsible to the Restaurant Manager;
      7. Student Kitchen Managers, hired by and responsible to the Kitchen Manager;
      8. Assistant Night Club Managers, hired by and responsible to the Night Club Manager;
      9. Part-Time service staff, hired by and responsible to the Restaurant Manager or Night Club Manager, consisting of:
         1. Cashiers;
         2. Security Staff;
         3. Bartenders;
         4. Host Staff;
         5. Barbacks;
         6. Servers.
         7. Promotions Coordinator
      10. Part-Time kitchen staff, hired by and responsible to the Kitchen Manager;
4. Food & Beverage Manager
   1. The Food & Beverage Manager shall:
      1. Manage TwelvEighty on the principles of fulfilling the Purpose and Operating Parameters;
      2. Develop a rapport with all relevant agencies pertaining to laws and regulations of licensed premises on Ontario;
      3. Be responsible for the management of the Restaurant Manager, Kitchen Manager, and Night Club Manager, as well as their respective operations;
      4. Actively participate in the delivery of service at TwelvEighty
      5. Be responsible for the inventory at TwelvEighty;
      6. Work in conjunction with the SRA, the Board of Directors, and the General Manager on projects and policies which will improve the operation of TwelvEighty;
      7. Report any discrepancies in inventory and daily operations to the General Manager;
      8. Oversee all accounting and bookkeeping aspects of TwelvEighty and report any potential problems to the General Manager and Comptroller;
      9. Oversee, in conjunction with the Vice-President Finance, Comptroller, and General Manager, all financial aspects of TwelvEighty with respect to budgeting, long-range planning, and financial analysis;
      10. Be responsible for the liaison with liquor company representatives;
      11. Uphold the policies of the MSU and McMaster University as they relate to TwelvEighty;
      12. Administer the Person Non Grata program associated with TwelvEighty.
      13. Maintain the balance in a lockable safe
5. Restaurant Manager
   1. The Restaurant Manager shall:
      1. Assist the Food & Beverage Manager in upholding the policies of the MSU and McMaster University, as well as all relevant regulations;
      2. Manage TwelvEighty’s front-of-house operations;
      3. Actively participate in the delivery of our front of house restaurant operation
      4. Perform daily bookkeeping functions, including deposits, inventory counts, and paying bills;
      5. Perform all shift scheduling functions for TwelvEighty service staff;
      6. Be responsible for ordering and distributing staff uniforms to service staff members;
      7. Be responsible for restaurant staff selection, training, discipline, evaluation, and termination decisions;
      8. In conjunction with the Food & Beverage Manager, ensure adequate training for all front of house restaurant staff;
      9. Facilitate all needs of the TwelvEighty front-of-house area with respect to repairs and maintenance;
      10. Delegate management authority to the Assistant Restaurant Managers as needed;
      11. Perform any additional duties as directed by the Food & Beverage Manager.
6. Assistant Restaurant Managers
   1. The Assistant Restaurant Managers shall:
      1. Assist the Food & Beverage Manager and Restaurant Manager in upholding the policies of the MSU;
      2. Actively participate in the delivery of our front of house restaurant operation;
      3. Assist the Restaurant Manager with hiring and disciplining part-time service staff;
      4. Supervise TwelvEighty front-of-house in the absence of the Food & Beverage Manager and Restaurant Manager;
      5. Attend bi-weekly management meetings;
      6. Manage the part-time service and bar staff as authorized by the Restaurant Manager;
      7. Perform any other duties as directed by the Food & Beverage and Restaurant Manager.
7. Kitchen Manager
   1. The Kitchen Manager shall:
      1. Assist the Food & Beverage Manager and Restaurant Manager in upholding the policies of the MSU and McMaster University, as well as all relevant regulations;
      2. Work with the Food & Beverage Manager and Restaurant Manager to develop food offering at TwelvEighty;
      3. Supervise the kitchen operations;
      4. Actively participate in the preparation and execution of TwelvEighty’s food program;
      5. Perform all scheduling functions for the kitchen staff;
      6. Be responsible for ordering and distributing staff uniforms to kitchen staff members;
      7. Be responsible for kitchen staff selection, training, discipline, evaluation, and termination decisions;
      8. Facilitate all needs of the kitchen with respect to repairs and maintenance;
      9. Perform any additional duties as directed by the Food & Beverage Manager.
8. Assistant Kitchen Manager
   1. The Assistant Kitchen Manager shall:
      1. Assist the Food & Beverage Manager and Kitchen Manager in upholding the policies of the MSU;
      2. Assist the Kitchen Manager with hiring and disciplining part-time kitchen staff;
      3. Supervise the kitchen in the absence of the Food & Beverage Manager and Kitchen Manager;
      4. Actively participate in the preparation and execution of TwelvEighty’s food program
      5. Carry a course load of not more than three (3) units per academic term; course load restrictions may be waived by a two-thirds majority vote of the Executive Board;
      6. Assist the Kitchen Manager in the training of part-time staff;
      7. Attend bi-weekly management meetings;
      8. Perform any other duties as directed by the Food & Beverage Manager and Kitchen Manager.
9. Student Kitchen Manager
   1. The Student Kitchen Managers shall:
      1. Supervise the kitchen staff in the absence of the Kitchen Manager and Assistant Kitchen Manager;
      2. Ensure the facility is adequately prepared for operations;
      3. Attend weekly management meetings with the Kitchen Manager and Assistant Kitchen Manager;
      4. Perform any other duties as directed by the Kitchen Manager and Assistant Kitchen Manager.
10. Night Club Manager
    1. The Night Club Manager shall:
       1. Assist the Food & Beverage Manager and Restaurant Manager in upholding the policies of the MSU;
       2. Assist the Head of Security with hiring and disciplining part-time security staff;
       3. Actively participate in the execution of TwelvEighty’s evening operations
       4. Assist the Restaurant Manager in the training of part-time security staff;
       5. Attend bi-weekly management meetings;
       6. Supervise the security, host, and bar staff during night time operations;
       7. Ensure the facility is adequately prepared for night time operations;
       8. Co-ordinate programming needs of TwelvEighty through the MSU Campus Events department
       9. Perform any other duties as directed by the Food & Beverage Manager.
11. Assistant Night Club Manager
    1. The Night Club Managers shall:
       1. Assist the Food & Beverage Manager and Night Club Manager in upholding the policies of the MSU;
       2. Assist the Night Club Manager with hiring and disciplining part-time security staff;
       3. Actively participate in the execution of TwelvEighty’s evening operations
       4. Assist the Night Club Manager in the training of part-time security staff;
       5. Attend bi-weekly management meetings;
       6. Supervise the security, host, and bar staff during night time operations;
       7. Ensure the facility is adequately prepared for night time operations;
       8. Perform any other duties as directed by the Night Club Manager.
12. Part-Time Service Staff
    1. The Host Staff shall be responsible to the Manager on duty and shall:
       1. Operate the TwelvEighty reception desk;
       2. Handle walk-in reservations and take-out orders;
       3. Seat restaurant patrons;
       4. Answer customer inquiries;
       5. Operate the coat check during night time operations;
       6. Operate the cash register during night time operations;
       7. Be responsible for cash shortages;
       8. Perform other duties as directed by the management.
    2. The Head of Security shall be responsible to the Night Club Manager and shall:
       1. Be responsible for the overall security of premises (entry control, identification checking, age checks);
       2. Hire, manage, and schedule shifts for security staff;
       3. Be the primary contact for event planners who require security services;
    3. The Security Staff shall be responsible to the Night Club Manager through the Head of Security and shall:
       1. Be responsible for the overall security of premises (entry control, identification checking, age checks);
       2. Be responsible for patron movement within the bar;
       3. Be responsible for the control of the overall behaviour of patrons;
       4. Assist in the general cleanliness of floor area and tables;
       5. Assist bartenders with changing kegs;
       6. File nightly security reports immediately following an altercation;
       7. Report any unruly patrons to the management on duty;
       8. Abide by the licensed establishments guest list policy;
       9. Perform other duties as directed by the management.
    4. The Bartenders shall be responsible to the Shift Supervisor or Night Club Manager on duty and shall:
       1. Prepare and distribute beverages;
       2. Verify product usage with cash sales and report any discrepancies to the management;
       3. Provide financial restitution for unexplained shortages in stock or cash;
       4. Maintain the general orderliness and cleanliness of the bar area;
       5. Perform other duties as directed by the management.
    5. The Servers shall be responsible to the Shift Supervisor or Service Manager on duty and shall:
       1. Serve food and beverages;
       2. Maintain the general orderliness of the section assigned to them by the management;
       3. Be responsible for cash shortages;
       4. Perform other duties as directed by the management.
    6. The Barbacks shall be responsible to the Shift Supervisor, Service Manager, or Night Club Manager on duty and shall:
       1. Stock and maintain specified levels of refrigerators;
       2. Assist in the set-up of bar area;
       3. Bus tables;
       4. Wash glasses;
       5. Maintain records of alcohol going to bars;
       6. Be responsible for the requisitioning of liquor;
       7. Perform other duties as directed by management.
13. Part-Time Kitchen Staff
    1. Part-Time Kitchen staff shall report to the Kitchen Manager and shall be responsible for:
       1. Setting up food and stocking the work area;
       2. Food preparation;
       3. Preparing salads;
       4. Preparing all food that is ordered;
       5. Washing dishes;
       6. Washing pots;
       7. Sweeping floors;
       8. Cleaning work area at the end of the shift;
       9. Take out all garbage at the end of the day;
       10. Perform any other duties as directed by management.

## Promotions Coordinator

* 1. The Promotions Coordinator shall:
     1. Be responsible to the Service Manager;
     2. Promote all aspects of the service;
     3. Organize promo events with external bodies
     4. Work with Underground Media & Design to brand TwelvEighty with posters and other materials;
     5. Organize themed event nights; and,
     6. Assist MSU Clubs in running events at TwelvEighty.