



Operating Policy – The Union Market

1. Purpose

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

2. Operating Parameters

- 2.1 The Union Market shall operate year-round as a profit generator;
- 2.2 The hours of operation shall be set by the Food & Beverage Manager following consultation with the Union Market Manager;
- 2.3 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;
- 2.4 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

- 3.1 The Union Market shall consist of:
 - 3.1.1 The Manager, hired by and responsible to the Food & Beverage Manager;
 - 3.1.2 The Assistant Manager, hired by and responsible to the Manager and Food & Beverage Manager;
 - 3.1.3 Customer Service Representatives (CSRs), hired by and responsible to the Union Market Managers.

4. Personnel Selection

- 4.1 The Manager, who shall be hired by a hiring committee which shall consist of:
 - 4.1.1 The outgoing Manager;
 - 4.1.2 Food & Beverage Manager;
 - 4.1.3 One (1) Board of Directors member.

Approved 94R
Revised 96Q, 98L, 02Q, 04F, 07K, 07N, EB 17-25

4.2 The Assistant Manager, who shall be hired by a hiring committee which shall consist of:

- 4.2.1 The outgoing Assistant Manager;
- 4.2.2 Food & Beverage Manager;
- 4.2.3 Incoming Manager.

5. Manager

5.1 The Manager shall:

- 5.1.1 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;
- 5.1.2 Perform duties outlined in the Union Market Manager job description;
- 5.1.3 Ensure that **Operating Policy – Services** and **Operating Policy – The Union Market** are upheld;
- 5.1.4 Participate in transition with the outgoing Manager and prepare transition for the incoming Manager.

6. Assistant Manager

6.1 The Assistant Manager shall:

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

7. Customer Service Representative (CSR)

7.1 The Customer Service Representative shall:

- 7.1.1 Ensure that the Union Market maintains a clean and well-kept appearance;
- 7.1.2 Perform duties outlined in the Union Market CSR job description;
- 7.1.3 Ensure that **Operating Policy – Services** is upheld.