



# Operating Policy – TwelvEighty Restaurant & Bar

## 1. Purpose

- 1.1 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

- 2.1 All TwelvEighty personnel shall ensure that TwelvEighty abides by all laws and regulations pertaining to licensed premises in Ontario;
- 2.2 All business transactions and accounting are to be handled through the Accounting Department;
- 2.3 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

- 3.1 TwelvEighty's staff team shall consist of:
  - 3.1.1 The Food & Beverage Manager, hired by and responsible the Board of Directors through the General Manager;
  - 3.1.2 The Restaurant Manager, hired by and responsible to the General Manager through the Food & Beverage Manager;
  - 3.1.3 The Kitchen Manager, hired by and responsible to the General Manager through the Food & Beverage Manager;
  - 3.1.4 The Assistant Kitchen Manager, hired by and responsible to the Food & Beverage Manager through the Kitchen Manager;
  - 3.1.5 The Night Club Manager, hired by and responsible to the General Manager through the Food & Beverage Manager;
  - 3.1.6 Assistant Restaurant Managers, hired by and responsible to the Restaurant Manager;
  - 3.1.7 Student Kitchen Managers, hired by and responsible to the Kitchen Manager;
  - 3.1.8 Assistant Night Club Managers, hired by and responsible to the Night Club Manager;

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3.1.9 Part-Time service staff, hired by and responsible to the Restaurant Manager or Night Club Manager, consisting of:

- 3.1.9.1 Cashiers;
- 3.1.9.2 Security Staff;
- 3.1.9.3 Bartenders;
- 3.1.9.4 Host Staff;
- 3.1.9.5 Barbacks;
- 3.1.9.6 Servers.
- 3.1.9.7 Promotions Coordinator

3.1.10 Part-Time kitchen staff, hired by and responsible to the Kitchen Manager;

## 4. Food & Beverage Manager

4.1 The Food & Beverage Manager shall:

- 4.1.1 Manage TwelvEighty on the principles of fulfilling the Purpose and Operating Parameters;
- 4.1.2 Develop a rapport with all relevant agencies pertaining to laws and regulations of licensed premises on Ontario;
- 4.1.3 Be responsible for the management of the Restaurant Manager, Kitchen Manager, and Night Club Manager, as well as their respective operations;
- 4.1.4 Actively participate in the delivery of service at TwelvEighty
- 4.1.5 Be responsible for the inventory at TwelvEighty;
- 4.1.6 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;
- 4.1.7 Report any discrepancies in inventory and daily operations to the General Manager;
- 4.1.8 Oversee all accounting and bookkeeping aspects of TwelvEighty and report any potential problems to the General Manager and Comptroller;
- 4.1.9 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;
- 4.1.10 Be responsible for the liaison with liquor company representatives;
- 4.1.11 Uphold the policies of the MSU and McMaster University as they relate to TwelvEighty;
- 4.1.12 Administer the Person Non Grata program associated with TwelvEighty.
- 4.1.13 Maintain the balance in a lockable safe

## 5. Restaurant Manager

5.1 The Restaurant Manager shall:

- 5.1.1 Assist the Food & Beverage Manager in upholding the policies of the MSU and McMaster University, as well as all relevant regulations;
- 5.1.2 Manage TwelvEighty's front-of-house operations;

- 5.1.3 Actively participate in the delivery of our front of house restaurant operation
- 5.1.4 Perform daily bookkeeping functions, including deposits, inventory counts, and paying bills;
- 5.1.5 Perform all shift scheduling functions for TwelvEighty service staff;
- 5.1.6 Be responsible for ordering and distributing staff uniforms to service staff members;
- 5.1.7 Be responsible for restaurant staff selection, training, discipline, evaluation, and termination decisions;
- 5.1.8 In conjunction with the Food & Beverage Manager, ensure adequate training for all front of house restaurant staff;
- 5.1.9 Facilitate all needs of the TwelvEighty front-of-house area with respect to repairs and maintenance;
- 5.1.10 Delegate management authority to the Assistant Restaurant Managers as needed;
- 5.1.11 Perform any additional duties as directed by the Food & Beverage Manager.

## 6. Assistant Restaurant Managers

- 6.1 The Assistant Restaurant Managers shall:
  - 6.1.1 Assist the Food & Beverage Manager and Restaurant Manager in upholding the policies of the MSU;
  - 6.1.2 Actively participate in the delivery of our front of house restaurant operation;
  - 6.1.3 Assist the Restaurant Manager with hiring and disciplining part-time service staff;
  - 6.1.4 Supervise TwelvEighty front-of-house in the absence of the Food & Beverage Manager and Restaurant Manager;
  - 6.1.5 Attend bi-weekly management meetings;
  - 6.1.6 Manage the part-time service and bar staff as authorized by the Restaurant Manager;
  - 6.1.7 Perform any other duties as directed by the Food & Beverage and Restaurant Manager.

## 7. Kitchen Manager

- 7.1 The Kitchen Manager shall:
  - 7.1.1 Assist the Food & Beverage Manager and Restaurant Manager in upholding the policies of the MSU and McMaster University, as well as all relevant regulations;
  - 7.1.2 Work with the Food & Beverage Manager and Restaurant Manager to develop food offering at TwelvEighty;
  - 7.1.3 Supervise the kitchen operations;
  - 7.1.4 Actively participate in the preparation and execution of TwelvEighty's food program;

- 7.1.5 Perform all scheduling functions for the kitchen staff;
- 7.1.6 Be responsible for ordering and distributing staff uniforms to kitchen staff members;
- 7.1.7 Be responsible for kitchen staff selection, training, discipline, evaluation, and termination decisions;
- 7.1.8 Facilitate all needs of the kitchen with respect to repairs and maintenance;
- 7.1.9 Perform any additional duties as directed by the Food & Beverage Manager.

## 8. Assistant Kitchen Manager

- 8.1 The Assistant Kitchen Manager shall:
  - 8.1.1 Assist the Food & Beverage Manager and Kitchen Manager in upholding the policies of the MSU;
  - 8.1.2 Assist the Kitchen Manager with hiring and disciplining part-time kitchen staff;
  - 8.1.3 Supervise the kitchen in the absence of the Food & Beverage Manager and Kitchen Manager;
  - 8.1.4 Actively participate in the preparation and execution of TwelvEighty's food program
  - 8.1.5 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;
  - 8.1.6 Assist the Kitchen Manager in the training of part-time staff;
  - 8.1.7 Attend bi-weekly management meetings;
  - 8.1.8 Perform any other duties as directed by the Food & Beverage Manager and Kitchen Manager.

## 9. Student Kitchen Manager

- 9.1 The Student Kitchen Managers shall:
  - 9.1.1 Supervise the kitchen staff in the absence of the Kitchen Manager and Assistant Kitchen Manager;
  - 9.1.2 Ensure the facility is adequately prepared for operations;
  - 9.1.3 Attend weekly management meetings with the Kitchen Manager and Assistant Kitchen Manager;
  - 9.1.4 Perform any other duties as directed by the Kitchen Manager and Assistant Kitchen Manager.

## 10. Night Club Manager

- 10.1 The Night Club Manager shall:

- 10.1.1 Assist the Food & Beverage Manager and Restaurant Manager in upholding the policies of the MSU;
- 10.1.2 Assist the Head of Security with hiring and disciplining part-time security staff;
- 10.1.3 Actively participate in the execution of TwelvEighty's evening operations
- 10.1.4 Assist the Restaurant Manager in the training of part-time security staff;
- 10.1.5 Attend bi-weekly management meetings;
- 10.1.6 Supervise the security, host, and bar staff during night time operations;
- 10.1.7 Ensure the facility is adequately prepared for night time operations;
- 10.1.8 Co-ordinate programming needs of TwelvEighty through the MSU Campus Events department
- 10.1.9 Perform any other duties as directed by the Food & Beverage Manager.

## 11. Assistant Night Club Manager

11.1 The Night Club Managers shall:

- 11.1.1 Assist the Food & Beverage Manager and Night Club Manager in upholding the policies of the MSU;
- 11.1.2 Assist the Night Club Manager with hiring and disciplining part-time security staff;
- 11.1.3 Actively participate in the execution of TwelvEighty's evening operations
- 11.1.4 Assist the Night Club Manager in the training of part-time security staff;
- 11.1.5 Attend bi-weekly management meetings;
- 11.1.6 Supervise the security, host, and bar staff during night time operations;
- 11.1.7 Ensure the facility is adequately prepared for night time operations;
- 11.1.8 Perform any other duties as directed by the Night Club Manager.

## 12. Part-Time Service Staff

12.1 The Host Staff shall be responsible to the Manager on duty and shall:

- 12.1.1 Operate the TwelvEighty reception desk;
- 12.1.2 Handle walk-in reservations and take-out orders;
- 12.1.3 Seat restaurant patrons;
- 12.1.4 Answer customer inquiries;
- 12.1.5 Operate the coat check during night time operations;
- 12.1.6 Operate the cash register during night time operations;
- 12.1.7 Be responsible for cash shortages;
- 12.1.8 Perform other duties as directed by the management.

12.2 The Head of Security shall be responsible to the Night Club Manager and shall:

- 12.2.1 Be responsible for the overall security of premises (entry control, identification checking, age checks);
- 12.2.2 Hire, manage, and schedule shifts for security staff;
- 12.2.3 Be the primary contact for event planners who require security services;

- 12.3 The Security Staff shall be responsible to the Night Club Manager through the Head of Security and shall:
  - 12.3.1 Be responsible for the overall security of premises (entry control, identification checking, age checks);
  - 12.3.2 Be responsible for patron movement within the bar;
  - 12.3.3 Be responsible for the control of the overall behaviour of patrons;
  - 12.3.4 Assist in the general cleanliness of floor area and tables;
  - 12.3.5 Assist bartenders with changing kegs;
  - 12.3.6 File nightly security reports immediately following an altercation;
  - 12.3.7 Report any unruly patrons to the management on duty;
  - 12.3.8 Abide by the licensed establishments guest list policy;
  - 12.3.9 Perform other duties as directed by the management.
  
- 12.4 The Bartenders shall be responsible to the Shift Supervisor or Night Club Manager on duty and shall:
  - 12.4.1 Prepare and distribute beverages;
  - 12.4.2 Verify product usage with cash sales and report any discrepancies to the management;
  - 12.4.3 Provide financial restitution for unexplained shortages in stock or cash;
  - 12.4.4 Maintain the general orderliness and cleanliness of the bar area;
  - 12.4.5 Perform other duties as directed by the management.
  
- 12.5 The Servers shall be responsible to the Shift Supervisor or Service Manager on duty and shall:
  - 12.5.1 Serve food and beverages;
  - 12.5.2 Maintain the general orderliness of the section assigned to them by the management;
  - 12.5.3 Be responsible for cash shortages;
  - 12.5.4 Perform other duties as directed by the management.
  
- 12.6 The Barbacks shall be responsible to the Shift Supervisor, Service Manager, or Night Club Manager on duty and shall:
  - 12.6.1 Stock and maintain specified levels of refrigerators;
  - 12.6.2 Assist in the set-up of bar area;
  - 12.6.3 Bus tables;
  - 12.6.4 Wash glasses;
  - 12.6.5 Maintain records of alcohol going to bars;
  - 12.6.6 Be responsible for the requisitioning of liquor;
  - 12.6.7 Perform other duties as directed by management.

### 13. Part-Time Kitchen Staff

13.1 Part-Time Kitchen staff shall report to the Kitchen Manager and shall be responsible for:

- 13.1.1 Setting up food and stocking the work area;
- 13.1.2 Food preparation;
- 13.1.3 Preparing salads;
- 13.1.4 Preparing all food that is ordered;
- 13.1.5 Washing dishes;
- 13.1.6 Washing pots;
- 13.1.7 Sweeping floors;
- 13.1.8 Cleaning work area at the end of the shift;
- 13.1.9 Take out all garbage at the end of the day;
- 13.1.10 Perform any other duties as directed by management.

#### 14. Promotions Coordinator

14.1 The Promotions Coordinator shall:

- 14.1.1 Be responsible to the Service Manager;
- 14.1.2 Promote all aspects of the service;
- 14.1.3 Organize promo events with external bodies
- 14.1.4 Work with Underground Media & Design to brand TwelvEighty with posters and other materials;
- 14.1.5 Organize themed event nights; and,
- 14.1.6 Assist MSU Clubs in running events at TwelvEighty.