

ITEM	16
MANAGER'S REPORT NO.	5
COUNCIL MEETING	1980 01 21

RE: ESTABLISHMENT AND OPERATION OF A BAR AND FOOD CONCESSION
 IN THE CAMERON LIBRARY COMMUNITY CENTRE COMPLEX
 (ITEM 11, REPORT NO. 81, 1979 NOVEMBER 26)
 (ITEM 14, REPORT NO. 83, 1979 DECEMBER 10)

The following excerpts from the minutes of the meeting of Council on 1979 December 10 provide background information on a proposed bar and food concession in the Cameron Library Community Centre Complex:

"The Municipal Manager provided a report from the Parks and Recreation Administrator containing additional information that Council requested with respect to the establishment and funding of positions that are required for the operation of the Cameron and Eastburn Community Centres.

The Municipal Manager recommended:

- (1) THAT Council accept this report as clarification of the questions expressed at Council's meeting 1979 November 26, Municipal Manager's Report No. 81, "Staff for two new community centres - Cameron and Eastburn.
- (2) THAT advance approval be given for the establishment and funding of fourteen (14) positions for the Cameron and Eastburn Community Centres.

MOVED:
 SECONDED:

'THAT the recommendations of the Municipal Manager be adopted.'

MOVED:
 SECONDED:

'THAT the proposed position for one lounge attendant for the Cameron Recreation Centre be deleted.'

The votes being equal for and against the question, the preceding motion was declared negatived and LOST.

MOVED:
 SECONDED:

'THAT the portion of the report referring to the appointment of one lounge attendant for the Cameron Recreation Centre be tabled.'

CARRIED

A vote was then taken on the original motion, "That the recommendations of the Municipal Manager be adopted", amended by the deletion of the position for one lounge attendant, and same was carried.

On 1980 January 16, the Parks and Recreation Commission adopted the recommendations as contained in the attached report from the Parks and Recreation Administrator.

RECOMMENDATIONS:

1. THAT the matter involving the appointment of one lounge attendant for the Cameron Recreation Centre be lifted from the table.
2. THAT the recommendations as contained in the report of the Parks and Recreation Administrator be adopted.

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1980 January 16

TO: MUNICIPAL MANAGER

FROM: PARKS & RECREATION ADMINISTRATOR

SUBJECT: ESTABLISHMENT AND OPERATION OF A BAR AND FOOD CONCESSION
IN THE CAMERON LIBRARY COMMUNITY CENTRE COMPLEX

Recommendations:

1. THAT Council continue to support the approval in principle of a "food and beverage lounge" in the Cameron Library Community Centre Complex.
2. THAT Council approve the operation of the lounge by the Parks and Recreation Commission.
3. THAT advance approval be given for the establishment and funding of the full-time lounge attendant position.
4. THAT Council permit the Corporation to apply for the "Class A" liquor licence.

REPORT

At its meeting of 1979 December 10, Council tabled a portion of the Manager's Report No. 83 re the employment of one lounge attendant for the Cameron Centre for clarification of the proposed lounge operation.

A copy of the Manager's Report No. 47 from the Council meeting 1979 July 03 re "Food and Liquor Lounge Component in the Northeast Burnaby Community Centre" is attached (see attachment "A") to assist in clarification of the concept and function of the food and bar service in the centre.

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The primary factors determining the establishment of a lounge as outlined in the report are:

1. The lounge has not been designed nor is it desirable for it to be a dominant feature or function of the Centre. Its primary purpose is to provide an attractive relaxed environment where users of the Centre can sit and enjoy a light snack or beverage or sit and observe the activities of the sports hall. The intent of the food and beverage component is to complement the other recreation activities in the Centre as opposed to a direct food and liquor sales facility for the general public. The design of the service is that the food and beverage components can be operated together or separately. This flexibility is critical to enable staff to set an operating schedule that will meet the demands of the Centre users. For example, the bar would be open when the majority of Centre users are adults. We anticipate this to occur between 11:00 h and 14:00 h and between 17:00 h and 24:00 h Monday to Friday with possible exceptions on Friday evenings. We anticipate that on Saturdays, youth will be the primary users and for this reason, only the food concession would be open.
2. One of the important functions of the Centre is to provide space for private social functions. Typically, these occur on Friday and Saturday evenings. During these functions, the lounge would be closed unless the party wishes to use the bar service. Because of the higher bar prices, it is likely that these groups will choose to operate their own bar under a "special occasion" permit. There is a banquet kitchen component adjacent to the concession to facilitate the private social functions. The full time or part time lounge attendant on these private rental occasions, would be present to assist the rental group.
3. The principle of providing a significant revenue producing capability to offset the present and future anticipated rising costs of operation of this recreation facility was a serious consideration when developing the plan. The statistics quoted on the Oak Bay operation are an indication of the potential revenues of such an operation. These revenues have since increased significantly at Oak Bay.

The lounge, because of its physical limitations, compliance with health regulations, and the proposed limited service, can be operated by one person with the realization that a second person may be required at particularly heavy demand periods. The exact operating hours and scheduling of staff will be determined when the lounge concession market is established. The following is a tentative initial operating and staffing schedule for the lounge.

Day	Staff	Staff Hours	Bar Operating Hours	Food Concession Operating Hours
Monday	Part Time	10:30 - 14:30	11:00 - 14:00	11:00 - 14:00
	Part Time	14:30 - 23:00	15:00 - 22:30	15:00 - 22:30
Tuesday	Part Time	10:30 - 14:30	11:00 - 14:00	11:00 - 14:00
	Full Time	14:30 - 23:00	15:00 - 22:30	15:00 - 22:30
Wednesday	Part Time	10:30 - 14:30	11:00 - 14:00	11:00 - 14:00
	Full Time	14:30 - 23:00	15:00 - 22:30	15:00 - 22:30
Thursday	Part Time	10:30 - 14:30	11:00 - 14:00	11:00 - 14:00
	Full Time	14:30 - 23:00	15:00 - 22:30	15:00 - 22:30
Friday	Part Time	10:30 - 14:30	11:00 - 14:00	11:00 - 14:00
	Full Time	16:30 - 01:00	17:00 - 00:30	17:00 - 00:30
Saturday	Full Time	09:00 - 17:30		09:30 - 17:00
	Part Time	17:30 - 23:00	17:30 - 22:30 (variable as required)	17:30 - 22:30 (variable as required)
Sunday		LOUNGE CLOSED		

TOTAL.

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The actual schedule will be dependent on demand and the nature of the user groups. The "Class A" liquor licence will permit a maximum of fourteen hours of service a day. It permits opening and closing within the designated fourteen hour period. This will permit the necessary flexibility in actual operating hours necessary to accommodate the variable user groups. The objective will be to provide bar and food service during peak adult use hours and only food services during peak family and youth use hours. During the hours when participation is relatively low, food and refreshments can be purchased from a vending machine.

The time difference indicated between operating hours and staff hours is necessary to allow adequate time for service preparation, cash reporting, inventory checking and authorization.

Further to the Manager's Report No. 83, 1979 December 10 re controls of cash and inventory, the control and supervision of the lounge services will be the responsibility of the Centre Coordinator. It is intended to hire an individual who has had significant experience in the operation of revenue, producing recreation facilities specifically in the areas of racquet and tennis court rentals and lounge operations.

The Coordinator would check the lounge attendants in and authorize all cash reports, inventory reports and liquor sales reports. These checks will be made at the opening and closing of each lounge attendant's shift, i.e. each attendant will be personally responsible for all cash and inventory handled during their particular shift. The exact process followed will be determined when the specific type of cash register is purchased and the appropriate inventory control cards are prepared. The exact system for controls will be designed with direction from our Treasury Department. Also, input from a successful lounge operator from the public sector is recommended.

The type of process presently followed for similar cash handling situations is attached (Attachment "B"). This process will be modified to suit the Cameron situation as per the equipment and products handled. The existing approach to accounting has proven to be successful in the existing rinks and pools operation.

In order to identify the possible initial revenues for the lounge operation, comparisons have been made with Oak Bay Recreation Complex, Port Moody Recreation Complex, Burnaby Mountain Golf Course Coffee Shop and estimations on some of the private racquet clubs. These facilities can only be used as general guides as the activities within each complex do vary, thus the volume of business is quite variable. The exact type of lounge service also varies in size and range of services. An accurate estimation of the market would require hiring a marketing consultant. The following are estimations of possible revenues based on the projected estimated costs.

Costs:

Full time lounge attendant including benefits	\$16,466.00
Part time lounge attendants - 2 @ \$20 per hr/wk	16,684.00
Liquor - \$1,200 per month x 12 months	14,400.00
Food - \$2,000 per month x 12 months	24,000.00
Miscellaneous - mixers, replacement glasses, utensils, menus, etc.	4,000.00
Total cost	\$75,550.00

Revenue:

Bar - (Beer, liquor, wine \$4,198 per month x 12 months)	\$ 50,370.00
Pop sales - \$300 per month x 12 months	3,600.00
Food - \$4,000 per month x 12 months	48,000.00
Total revenue	\$101,970.00

Net profit

Gross revenue	\$101,970.00
Less total cost	75,550.00
	<u>\$ 26,420.00</u>

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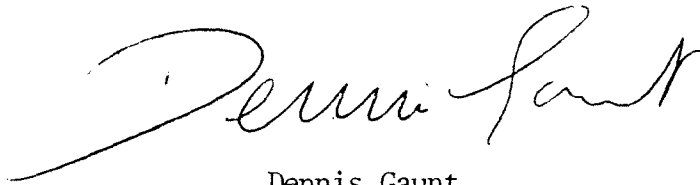
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The actual potential profits to be realized will only be known after one full year of operation. Based on the estimated costs and the demands of the inherent responsibilities of operating this type of service, it is recommended that if the annual net profits do fall below \$15,000, the lounge function should be put to tender. The estimated revenue that could be expected from a lease of the lounge operation will be approximately \$6,000.00. This is based on a comparison to the Burnaby Mountain Golf Course Coffee Shop lease.



Dennis Gaunt,
Administrator

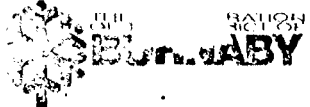
ND/mh
Attachs: (2)

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"A"



INTER-OFFICE COMMUNICATION

TO: PARKS & RECREATION DEPARTMENT: DATE: 1979 07 05
ADMINISTRATOR
FROM: MUNICIPAL CLERK DEPARTMENT: OUR FILE # 1690
SUBJECT: FOOD AND LIQUOR LOUNGE COMPONENT IN THE YOUR FILE #
NORTHEAST BURNABY COMMUNITY CENTRE (84(a))
(ITEM 6, MUNICIPAL MANAGER'S REPORT NO. 47, 1979 JULY 03)

This is to advise that Council on 1979 July 03 received the attached report requesting approval in principle to permit the operation of a food and beverage service at the Northeast Burnaby Community Centre and adopted the following recommendation contained in this report:

- 1. THAT Council approve the operation of a public food/beverage service as a function of the Northeast Burnaby Community Centre.

It was suggested in Council that it was most likely that much higher costs for equipment for the food and liquor facility will be encountered than the estimated budget outlined in this report.

Would you please proceed with this matter on the basis authorized by Council.

B.D. LECHE
DEPUTY MUNICIPAL CLERK

BDL:jdh
Attach.

cc: Municipal Manager
Director of Planning

1979 July 24

TO: Supervisor-Centres & Playgrounds
FROM: Administrator

RECEIVED IN
PARKS AND RECREATION
REFER FILE
JUL - 9 1979

Now that we have Council approval, it would be appropriate for all the necessary research and inquiries to be made to plan out a specific program for the implementation of this food and liquor lounge, so that we will be ready to make our application and set up the system as soon as the recreation centre is ready for use, which we understand could be as early as January or February 1980.

To	Initial	Date
BDL	[initials]	09-07-79
[initials]	[initials]	

Could you please proceed with this matter as soon as possible

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Re: FOOD AND LIQUOR LOUNGE COMPONENT IN THE
NORTHEAST BURNABY COMMUNITY CENTRE

Following is a report from the Parks and Recreation Administrator requesting approval in principle to permit the operation of a food and beverage service at the Northeast Burnaby Community Centre.

RECOMMENDATION:

1. THAT the recommendation of the Parks and Recreation Administrator be approved.

* * * * *

1979 JUNE 25

TO: MUNICIPAL MANAGER
FROM: PARKS AND RECREATION ADMINISTRATOR
RE: FOOD AND LIQUOR LOUNGE COMPONENT IN THE
NORTHEAST BURNABY COMMUNITY CENTRE

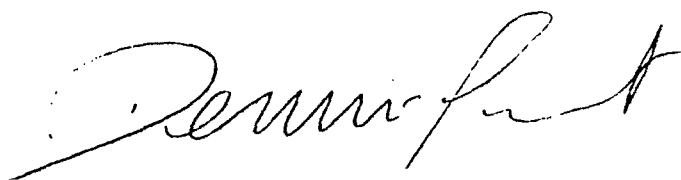
RECOMMENDATION:

1. THAT Council approve the operation of a public food/beverage service as a function of the Northeast Burnaby Community Centre.

REPORT

The Northeast Burnaby Community Centre is being designed to permit the operation of a food and beverage service. On 1979 February 07, the Parks and Recreation Commission received a report on this subject (copy attached) which specifically addressed the question as to whether or not the Commission should become involved in the operation of such a food/beverage service.

The Commission approved the service by approving the two recommendations contained in the attached report. Staff will now have to follow the normal Provincial and Municipal regulations in order to achieve this Class "A" licence. One of the logical components of this process is that of the requirement for the approval of Municipal Council. It is deemed appropriate to request Council's approval in principle at this time in order that staff may then take the other appropriate steps to achieve the licence. The full details of the service must still be worked out and will be sent back to the Commission for additional approvals before final adoption.



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RE: FOOD AND LIQUOR LOUNGE COMPONENT IN THE
NORTH EAST BURNABY COMMUNITY CENTRE

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The North-East Burnaby Community Centre will have the built in facilities to provide a bar service and a kitchen service. 157

These facilities are required to provide services to privately held social activities conducted by the general public on an allotment basis. However, the option is also available to the Commission to provide a Municipally sponsored food and beverage service. If the service did not run at a profit it could be discontinued.

The following report expands on this proposal.

If the Commission approves in principle the operation of a Municipal food and beverage service, the funds for the purchase of the equipment would be included in the year 1980 of the 5 year C.I.P. projection.

RECOMMENDATIONS:

1. THAT the concept of a food/beverage operation be endorsed by the Commission as a function of the North-east Burnaby Community Centre.
2. THAT staff be directed to increase the equipment budget of the North-East Burnaby Community Centre by \$15,000 to equip the food/beverage operation.

* * * * *

TO: ADMINISTRATOR 1979 FEBRUARY 07

FROM: ASSISTANT ADMINISTRATOR-RECREATION

SUBJECT: FOOD AND LIQUOR LOUNGE COMPONENT IN THE NORTH-EAST BURNABY COMMUNITY CENTRE.

The proposed inclusion of food and beverage facilities in a public recreation facility is a new venture and concept for Burnaby and staff have, therefore, developed this report providing greater detail concerning the concept and operation of such a facility.

When considering the food and beverage service in this facility, it is important to do so in the light of the original planning concept for the centre which provided for a grouping of appropriate facilities which would have the capability of reasonable revenue production. These included the tennis courts, racquet courts and food and beverage facilities which will generate revenues not normally available in other similar operations, thus offsetting expenditures incurred in other phases.

Lounge Service Concept

There are two components to the lounge - (1) food services and (2) liquor services.

The food service would consist of a variety soup, sandwich and salad bar, providing lunch, snack and refreshment services. This service will provide a good revenue source and a convenience service to the users of the centre. It will encourage extended use of the centre and provide a controlled catering opportunity for groups wishing to rent the multi-purpose space for private parties, banquets, etc.

The liquor service is a revenue source, plus a desired service to the adult users. This type of facility is now a common component in recreation complexes and racquet clubs. The expectation of the public for these services is evident and, therefore, desirable to attract the adult segment of the population by offering an attractive

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restful finale to an activity program, or alternatively an opportunity for viewing activities in the sport hall in a relaxed atmosphere.

The intent of the food and beverage component is to complement the other activities in the centre, as opposed to a direct food and liquor sales facility for the public.

Experiences in other locations, such as Oak Bay, have found these facilities to be a very positive aspect of the operation and have not contributed to any degree in terms of anti-social behaviour on the part of patrons, nor has it resulted in undesirable experience for young people observing poor adult behaviour.

Requirements

This type of liquor service falls under the terms of a "Class A" licence. (See Attachment 'A'). The physical requirements are dictated by the Provincial Health Act. These requirements will be easily met by the facility design proposed.

The bar will be securely closed off when not in operation in such a manner that there will be no evidence of there being a liquor service. Secure storage for the stock of liquor will be provided. Hours of operation will be restricted to demand periods - typically lunch time, late afternoon and evening, when the greatest number of adults will be using the courts or when there is an adult social function booked into the multi-purpose space.

When the bar is closed the space can be used for a wide variety of activities. There is a retractable wall that will separate the lounge area from the multi-purpose area.

The lounge area will be a very attractive, pleasing environment for the adult centre users in which to relax and socialize before or after participation in the centre's activities.

Two options for the operation of the food and liquor services are possible:-

- (1) The service could be contracted to a private company, with a percentage of the profits coming to the Corporation, plus a monthly rental of the space.
 - (a) Contractor would provide the equipment.
 - (b) Corporation would supply the equipment.
- (2) Corporation control the service and contract two persons to operate the service, pay them a base monthly salary, plus a percentage of sales, or a straight monthly salary. Corporation would provide all equipment.

Pros and Cons of Operation Method

- The greatest revenue could be realized if the Corporation operates the service.
- Greater control problems exist if the Corporation operates the service.
- Greater flexibility would exist if operated by the Corporation and greater control of impact of the service in the centre.

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- Contracted service could reduce capital cost of equipment and reduce daily operating concerns, and demands on staff.
- Contracted service would reduce the revenue to the Corporation.

Equipment to be purchased: (estimated cost - \$15,000)

- Bar - electronic service
- automatic glass washer
- glassware
- bar accessories

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- Food Bar - microwave oven
- two burner plate
- food containers
- fridge/cooler
- accessories

Estimation of potential revenue based on a comparable operation at Oak Bay Community Centre.

Oak Bay

Food bar - sandwich, soup, salad	09:00 to 12:00 h
- easy serve dinner	17:00 to 19:00 h

gross income	\$160,000
food cost	65,000
staff	35,000
administration	<u>16,000</u>
Net revenue	\$44,000

Bar - 13:00 to 24:00 h

- serving beer, two wines, four cocktails

gross income	\$150,000
liquor cost	75,000
admin. and staff	<u>37,000</u>
Net revenue	\$38,000

Administration includes cost of a full-time food liquor service coordinator. This person does not operate the service directly. Part-time staff operate the service.

North-East Burnaby Potential

It is estimated by staff that the North-East Burnaby Centre could initially achieve some 50% of the Oak Bay Centre net revenue figure, or a net figure of \$40,000 per year for the combined food/beverage operation.

S O C I A L L O U N G

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Oak Bay - Class "A" Licence - 11 a.m. to 2 a.m. - 14 hours
Open at 6 p.m. to midnight, as licensed lounge, to serve alcoholic beverages.

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1. What part does a social lounge play in a physical sports recreation centre?
 - Has become an accepted component of most new centres
 - In order to compete for leisure dollars, these facilities are required
 - Lounge complements the other physical/social/cultural facilities provides an attractive and pleasant relaxing experience
 - has proven to be a positive element in the function of centre

2. What makes a social lounge "social"?
 - 1) The furnishings - interior designer; high quality, colourful, comfortable
 - 2) The view - pool; rink; gymns
 - 3) The atmosphere - subdued lighting (adjustable); music; plants; fireplace (kept on at all times)
 - 4) The rules (guidelines) for its use
 - 5) Services available
 - I) Food - units of 4 seating arrangements.
 - II) Beverages
 - III) Entertainment
 - 80' x 40' - capacity 225 approx. - southern exposure - patio
 - emphasize window exposure to other activities

3. The economics of operating a social lounge
 - fully equipped kitchen - \$30,000 - dishwasher, etc.
 - salad bar buffet - natural food bar
 - one hot entree per day - no grill or chips
 - meat loaf, spaghetti, etc.
 - patrons come to bar - no table service
 - staff part-time - less than 20 hours/week
 - use "wonder bar" equipment
 - checks twice daily

4. The 'rationale' of alcohol being available
 - revenue producing

5. Leasing out services vs. self-operating (food and alcohol)

6. Type of staff that should be involved
 - students primarily

7. Programs which can be provided
 - birthday parties for children, etc.
 - special programs - nutrition course - include pool, etc., shuffleboard if space available - pool - slides, games, etc.
 - organ available
 - one night per week - live music, dancing?

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"A" licence - when the 'bar' is open. The lounge is licensed. When bar is closed and the lounge is usable for a variety of uses.

Beer 90¢
Drinks 1.25
Cocktails \$1.50

GS/elm
April, 1978.

~~ITEM (SUPPLEMENTARY) 15
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RECOMMENDATIONS:

1. THAT the concept of a food/beverage operation be endorsed by the Commission as a function of the North-East Burnaby Community Centre.
2. THAT staff be directed to increase the equipment budget of the North-East Burnaby Community Centre by \$15,000 to equip the food/beverage operation.

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SUMMARY OF
LIQUOR LICENSING IN BRITISH COI

Under the Liquor Control and Licensing Act provision is made for the issuance of the following categories of Licences:-

"A" LICENCE - Considered for conforming hotels, resorts, clubs, recreational centres, aircraft, trains, motor vessels, international airports, municipally and provincially owned cultural centres, universities, and military messes Provides for service of all types of liquor for any 14 hour period daily between 9 a.m. - 2 a.m.

Maximum seating 225 persons.

"B" LICENCE - Considered for Dining establishments PRIMARILY engaged in the service of food and also Dept. of Transport Airports with meal facilities.

To qualify for a "B" licence an establishment must maintain a minimum 40% food to 60% liquor ratio.

Provides that all types of liquor may be sold SUBJECT to limitation by the General Manager in the licence. Hours of sale max. of 14 hours between 9 a.m. - 2 a.m.

Note that specialty houses such as Pizza Parlours are restricted to the sale of beer and wine only.

Minimum 40 seats at tables.

Establishments restricted to beer and wine will not be approved for holding bars. Other first class dining lounges MAY be granted a holding bar adjacent to the dining area providing seating for 25% of the total seating available in the dining area to a maximum of 50 seats. (No Sunday service in the holding bar area and service of liquor only permitted whilst dining area in operation).

HOLDING BARS ARE NOT CONSIDERED FOR DINING ESTABLISHMENTS ON MAIN OR SECONDARY HIGHWAY LOCATIONS WITHOUT THE APPROVAL OF THE GENERAL MANAGER.

"C" LICENCE - Considered for Cabarets primarily engaged in providing entertainment.

Not approved for main or secondary highway locations.

All types of liquor may be served subject to limitation by the General Manager, in the licence.

Municipal approval required.

Hours of sale 7 p.m. to 2 a.m. No Sunday operation.

Minimum seating 100 persons Maximum 225.

"D" LICENCE - Provided for establishments known as Neighbourhood Public Houses.

All types of Liquor may be sold subject to Limitation by the General Manager, in the licence.

Hours of sale 9 a.m. - 11 p.m. but with Municipal or Regional District approval the hours may be extended to 2 a.m.

Off premises sale of Beer and B.C. Cider for consumption elsewhere.

Maximum seating 100 persons

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"B"

BURNABY PARKS AND RECREATION DEPARTMENT

DATE: 79 - 05 - 01

MANUAL OF POLICIES AND PROCEDURES

PAGE: 1 of 2

SECTION: CASH HANDLING PROCEDURES

NUMBER:

SUBJECT: CASHIER'S BASIC PROCEDURE

1. At the beginning of your shift, check the number of envelopes in the safe and verify signatures; then record time number of envelopes, date and sign in the "Cash Receipts envelope log.
2. Count out the float and ensure it totals the correct amount:-
Outdoor Pools and C.G. Brown Pool - \$50.00
Bonsor Park Pool - \$80.00
3. Check the date on the cash register and change, if necessary.
4. Take an "X" reading before you start your shift to ensure that the cash register has been cleared from the previous shift.
5. The cash register should now be ready for operation.
6. Ring up admissions, registrations, etc. as they come.
7. At the end of your shift, count out the float and put it in a cash bag. Take an "X" and "Z" reading to clear the cash register. Also put the keys in the cash bag.
8. Enter the "Z" totals for each category in the appropriate department on the cash report.
9. Enter these totals again in the assembly section of the cash report.
10. Total the "Z" totals column, minus any adjustments, and enter the total in the total revenue space on the cash report.
11. Total the assembly admissions and assembly other columns. Enter the combined total in the assembly total space on the cash report.
N.B. This total should balance with the total revenue figure.
12. Count out the remaining cash and enter it in the bank deposit space on the cash report. If you are over or short cash enter the amount of money in the space provided. Otherwise this total should balance with the total revenue and assembly totals.
13. Three copies of the cash report are required for an outdoor pool and two for an indoor pool.
14. Ensure all cheques and money orders are:-
 - a) stamped on the back with "FOR THE DEPOSIT ONLY TO THE CREDIT OF THE CORPORATION OF THE DISTRICT OF BURNABY"
 - b) written on the back of the cheque, the name and account number of the facility, and if not a personalized cheque, the name address, and phone number of the participant.
15. Complete the bank deposit slip and place this along with the cash and cheques in an envelope. Write on the envelope "Bank Deposit", the

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BURNABY PARKS AND RECREATION DEPARTMENT

DATE: 79 - 05 - 01

MANUAL OF POLICIES AND PROCEDURES

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SECTION: CASH HANDLING PROCEDURES

NUMBER:

SUBJECT: CASHIER'S BASIC PROCEDURE.

16. Seal the envelope and sign your name across the seal. Put scotch tape across the seal, over this signature.
17. Count out all redeemed tickets.
18. Place in another envelope all redeemed tickets and pink copies of the registration receipt.
19. On the front of this envelope write, Municipal Hall, the name of the facility, your name, hours and date of your shift and the amount of deposit.
20. Staple all ticket audit stubs on the front of the cash report.
21. Pull out your tape and write above the "Z" reading, name of facility, your name, date and time of shift.
22. If you are the first shift of the day, staple the tape on the right side back of the cash report.
If you are the late shift, staple the tape to the left side back of the cash report.
If you are the only shift, staple the tape to the left side back of the report. (As requested by the Treasury Department to assist with filing).
23. Staple the cash report to the front of the Municipal Hall envelope.
24. If there are any deviations from a balanced cash report, or any adjustments, other than redeemed tickets, please record an understandable and complete explanation in the appropriate space on the cash report.
25. Complete the remainder of the cash report.
26. Lock all envelopes and the float in the safe.
27. Unplug or turn off the cash register and clear your letter off the machine. This will prevent anyone tampering with the machine.
28. Lock all envelopes and the float in the safe.
29. Sign out in the "Cash receipt envelopes log" once again checking the number of envelopes in the safe.
30. If you have any questions regarding any aspect of cashiering, please phone Bonsor Pool 438-2471 or C.G. Brown Pool, 299-9374.

