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 Full-Time Manager will be hired and must be a full-time member of the MSU at the time of hiring;

2.3 The hours of operation shall be set by the Food & Beverage Manager following consultation with the Union Market Manager;

2.4 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;

2.5 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 General Manager through the Food & Beverage Manager;

3.1.2 The Assistant Manager, hired by and responsible to the Executive Board through 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 struck by the Board of Directors 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.

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 One (1) Executive Board member;
4.2.4 Outgoing 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, all Union Market staff, accounting procedures, and report preparation;
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 control, 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.