

We have all heard it before, many members questioning the integrity of post and home association members and or employees who are responsible for the operation of the club / bar room and accounting for monies from beverage sales, gambling tickets, or fundraisers.

The absolute easiest way to put any accusations to rest is to adopt a solid operating procedure for your business and make it as transparent as possible. Yes we are a club but we also run a business! Establishing a good checks and balance system will pay dividends! It will also quiet the negative gossip within your club. Many of our officers are there year after year and good business practices will make them look good. As the election occurs annually there is always the possibility that some or all the officers could be replaced. Passing the good business practices and policies on to new officers is essential for continuity. Establishing these practices is the responsibility of your legionnaires who attend home association meetings. The following are some starting points for your consideration. What works for one club will not necessarily work for every club, but your members can use these, add to them and or change them to establish a sound set of good practices to keep your club solvent.

## **Home Association Standard Operating Procedures**

### **Starting points/ suggestions**

- The steward or bar manager is in charge of all bartenders from scheduling to training, discipline and conduct. There is no one else to be behind the bar other than the steward and bartender's on duty. Any matters of concern from officers or members is to be discussed with the steward or bar manager, preferably at the home association meeting.
- Deposits are to be made daily.
- The steward or bar manager and an officer (preferably the finance officer) are to remove cash from the ticket (wall) machine, count it together and enter it into either the daily receipts or a deposit which both will sign of on as to the count.
- Any and all agreements with the Post Auxiliary Unit, the Post SAL Squadron or any other entity using club quarters (bar or hall) must be agreed on by the quarrem present of a home association meeting. This includes holding an event (bingo, breakfast, dinner, pizza or wing night etc.) and or using the clubs small games of chance license. Such agreements should be reviewed annually and tweaked or adjusted as deemed necessary by the membership. The best time to accomplish this would be right after the election of officers so everyone is informed of the agreement.

- As the steward or bar manager is responsible for the bar personnel he or she must establish rules each of them must follow, among them are courteous to your customers, maintaining order in the club quarters and keeping the gossip mongrels from openly discussing any club business at in the club quarters. Meetings are the only venue for addressing their issue.
- Membership in the post is the sole responsibility of the Post Adjutant. The membership in the club of the Post, Auxiliary, SAL and social members must be voted on by the regular (legionnaires only) members present at the home association meeting and recorded in the minutes of the meeting. The issuing of the club membership cards can be performed by any agreed on officer, member or employee. The club must have a membership application for membership for the home association and that should be maintained until that member is voted on and entered into the minutes of the home association. Post members are automatically assumed as an applicant for membership in the home association and do not need to fill out a separate application however the post adjutant must furnish the responsible person and or steward / bar manager the names so they can also be voted on in the home association meeting. After each home association meeting the list of names of the voted on members must be given to the responsible person to make their membership cards and enter them into any drawings or key cards they are now entitled to.
- Any persons (members, employees, officers) who handle monies from post and or club must be bonded. Bonding is relatively inexpensive to do through your post building insurance agent.
- Raffles and any other incomes that are not accounted for by a POS system or a machine counter should also be overseen by the steward and the finance officer or his or her accepted designee.

I sincerely hope this assists you in your mission. Should you or any of your members have any questions I will be happy to help get them an answer. My contact information is below.

Kit D. Watson

Department Adjutant,

717-730-9100

- Deposits are to be made daily.
- No cash transactions should be made from the club. Checks should be written and receipts for expenditures must be kept.
- The cash bin of the ticket machine should be unlocked and open overnight. Why? To keep would be thieves from destroying the machine and taking the money.
- Options for facilitating this are:
  - The steward or bar manager and an officer (preferably the finance officer) are to remove cash from the ticket (wall) machine, count it together and enter it into either the daily receipts or a deposit which both will sign of on as to the count.
  - Another option is to have a ticket machine that has one key for the tickets and another key for the cash and the tickets are only assessable to one or two people who preferably do not a gamble. Including their spouse of better half.
  - The bartender has a key to the cash area of the ticket machine.
  - The ticket machine has counters on each ticket column slot. The opening bartender must transcribe each column's number and at the end of their shift they remove the cash and again transcribe the columns numbers and count the cash removed and ring it up in the cash register before they ring out.
  - The next bartender follows the same procedure as the opening bartender and so on. The steward and or

responsible officer should check out each drawer and also the set of numbers to assure the accuracy.

- At the beginning of the shift the bartender starts off with their drawer they need to do business with a set amount of cash
- Those illegal electronic games in some of our clubs also have counters on them and if your club insists on breaking the law at least establish a sound checks and balance system to properly account for monies. Anyone tells you, you can't do this, is lying and would be suspect to say the least. The machine company (who never lie) should be very cooperative in making this transparent.
- If your club does not have a POS system your cash register should have designated keys to ring up each transaction. Draft beer, bottled beer, top shelf liquor, bottom shelf liquor, food, sodas, chips and virtually any item you offer for sale. Those daily receipts should be looked at and checked against current inventories and sales to assure their accuracy. Checks & Balances Good Business.
- Even with a POS system you should use the same process to check the accuracy. While it will be a little more difficult to find the dishonest person it will cause you to "mind the store" a little better.