

Valdosta State University
Langdale College of Business Administration
Business Bites
Operational Manual

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Mission Statement

To provide the students, faculty and staff of Valdosta State University Langdale College of Business Administration with quality and reasonably priced concession stand food. Business Bites strives to be profitable and to contribute to the financial needs of Valdosta State University's Students in Free Enterprise (SIFE) organization.

Ethical Code of Conduct

Business Bites has a commitment to conduct all of our business activities in a highly ethical manner. Our Code of Conduct establishes the foundation of our company's ethics. Reports in the business and popular press remind us daily of the importance of ethical conduct. We at Business Bites have established principles that guide each of us in conducting business. They include but are not limited to our conduct "In the Marketplace" and "With the Public" as detailed below. There should be no doubt about our commitment to conduct business with integrity, which includes compliance not only in congruence with the business, but also with the spirit of the law. We expect everyone on our team to –every one of us– to be familiar with the code of Business Bites Conduct and to follow its requirements and procedures at all times. Similarly, each of us is responsible for learning and complying with all laws that apply to our respective jobs. It takes strong leadership, commitment, and integrity to do the right thing when the "bottom line" motivates otherwise.

Honest and ethical conduct is how we do business at Business Bites. This Code of Conduct sets out standards and procedures to assist each of us in getting business done right. Among other things, the Code will help you with the avoidance, or, ethical handling of actual or apparent conflicts of interest between personal and business relationships. It requires the commitment and dedication of every single Business Bites employee to follow the law and all company policies and procedures with high standards of honesty and fairness. This is true not only in our dealings with each other, but also with others with whom we come in contact, and extends to our record-keeping practices and documents that the company submits to government agencies.

Our Code is designed to create a culture of ownership, accountability, candor, and consistency. They are designed to detect and prevent violations of law and trail off in business ethics. Our Program will manage these occurrences through enforcement, reporting, monitoring, and training. Key elements of our Program are summarized below.

- **Code of Company Conduct:** The Code and specific additional guidelines that supplement it in a number of areas codify our standards. The Code sets out our philosophy and commitment to all our employers, customers, shareholders, and the communities in which we do business. The Code is a resource for guiding employees when questions of legal or ethical appropriateness arise on the job. Managerial employees are expected to lead their teams in implementing the Code of Conduct. All employees are expected to

certify, as requested, their familiarity and compliance with the Code, its standards, policies and procedures.

- **Board of Directors:** The management team has been charged with implementing and enforcing all elements of the Code of Conduct this includes, but is not limited to, implementing a system for evaluating the compliance activities of each employee, so we can reward behavior that is consistent with the Code, and penalized behavior that is not.
- **Reporting:** Each employee is expected to report illegal or unethical conduct as required by the Code
- **Monitoring:** Managers must monitor and keep records of all inventory and transactions
- **Training:** Before starting any positing, the employee must be thoroughly trained by either a manager or an experienced employee

The policies in this code are not exhaustive. Note that the absence of a practice, standard, or procedure covering a particular situation does not relieve you from the responsibility of exercising the highest ethical of standard.

People: Our Most Valuable Resource

Each employee is personally responsible to:

- Abide by the letter and spirit of the law and our policies and procedures when conducting company business
- Ask questions when in doubt about the appropriateness of a situation; and
- Report known or suspected violations of the law and our policies and procedures, including this Code

Equal Employment Opportunity

We recognize that highly productive and diverse employees are essential to our success and must be given opportunities to flourish in a barrier-free, nondiscriminatory environment. Therefore, any discrimination based on the following factors is strictly prohibited:

- Race, Religion, National Origin
- Sex, Age, Sexual Orientation
- Color, Creed, Marital Status
- Disability, Veteran Status
- Ancestry or any other unlawful reason

We will conduct all employment practices (including activities related to recruiting, hiring, benefits, leaves of absence, training, transfer, promotion, job assignments, compensation, corrective action and termination) in a non-discriminatory manner.

We will make reasonable accommodations where necessary to permit an otherwise qualified individual with a disability to perform the essential functions of his or her job, unless to do so would cause undue hardship.

Anti-Harassment

Harassment is not tolerated. Such harassment may consist of any unwelcome conduct, whether verbal, physical, or visual, that is sufficiently severe or pervasive as to alter the conditional of employment and create an abusive working environment. Each employee has the right to be free from such harassment, regardless of whether the harasser is a coworker, supervisor, manager, customer, visitor, or vendor. This includes harassment of a sexual nature of a person of the same sex as the harasser. It is against our policy to:

- Make wages, hours, or working conditions dependent on the employee's submission to or rejection of sexual advances
- Offer employment advantages in the return for sexual favors, or deprive or threaten to deprive employment advantages to someone for rejecting a sexual advance
- Engage in activities that create an intimidating, hostile, or offensive working environment by such things as pressure for sexual nature, inappropriate use of sexually explicit or offensive language, or the display in the workplace of sexually suggestive text, objects or pictures.

If you believe unlawful discrimination or harassment has occurred, you have an obligation to report the matter using one of the methods set out at the end of this Code. We will promptly and thoroughly investigate all complaints in a professional manner and will take appropriate remedial action where warranted, up to and including termination. No employee will be subject to any form of retaliation or adverse action for making or assisting in the investigation of a discrimination or harassment complaint.

Workplace Safety

We are very committed to providing a safe and secure working environment for all employees. To that end, each employee is expected to follow all safety-related work rules, prevent workplace safety hazards, and report any work-related accident, injury, or other safety concerns promptly to his or her supervisor or Board of Director members

Illegal Substances

Any employee, who uses, possesses, dispenses, distributes, or manufactures any illegal drug or controlled substance while on company premises, at company-sponsored events, or while performing services for the company will be subject to disciplinary action, up to and including termination. Any employee who arrives on the job or on company premises while under the influence of drugs or alcohol will be subject to such disciplinary action, as well. We reserve the right to have any employee tested for drug or alcohol use if there is reasonable suspicion that an employee is under the influence of drugs or alcohol.

Disorderly Conduct

If you engage in any violence, or threaten violence, while on company premises, at company-sponsored events or while performing services for the company, your employment will be terminated immediately. No talk of violence or joking about violence will be tolerated.

“Violence” includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in these or similar activities. It is the intent of this policy to ensure that no one associated with our company, including employees, shareholders, vendors and customers, ever feels threatened by an employee’s actions or conduct

We specifically prohibit the possession of weapons by any employee while on company premises, at company-sponsored events or while performing services for the company. This ban includes keeping or transporting a weapon in a company area, whether public or private.

“Weapons” includes guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this policy.

Service

Information is one of our key company assets. Our continued success depends upon our ability to be consistent and efficient so that we can keep ahead of our competitors. To maintain this competitive edge and protect these valuable assets, each employee must safeguard all confidential and proprietary information to which they have access. Refer all requests for information by the media or other outside parties to the Board of Directors. ***Remember, as a condition to your employment, you signed an agreement to maintain the confidentiality of our proprietary information and to use such information only in the course of your employment. These obligations continue even after you leave the company.***

Company Property

Each employee has a responsibility to protect the company's property and maximize its use. Company Property includes both tangible and intangible property. Theft, carelessness, misuse, and waste have a direct impact on our profitability and, ultimately, on all of our jobs.

Books and Records

Accurate and reliable business records are essential to our business. To that end, each employee must prepare and maintain all company records accurately and honestly. No false, artificial, or misleading entries may be made in any books, records, or accounts of the company and no company funds may be used for any purpose other than as described. This is particularly important in any matter in which the employee has a personal interest, including a direct or indirect effect on compensation. As a SIFE affiliated and ethical company, we have an additional obligation to make and keep books, records, and accounts that accurately and fairly reflect our transactions and to strive to prepare financial reports and financial statements that are not false or misleading, and that present full, fair, accurate, timely, and understandable disclosure.

Our employees who are responsible for any aspect of our internal accounting controls and financial reporting systems must be alert in recording entries accurately and honestly and in a manner consistent with all applicable legal requirements. Any uncertainty by an individual employee about judgments concerning proper recording of our transactions or accounting matters should be discussed with a supervisor. When in doubt, ask for guidance. Any complaints or concerns regarding accounting and/or financial matters shall be reported by contacting the Board of Directors or higher officials.

Conflicts of Interest

All employees must conduct themselves with high standards of integrity, honesty, and fair dealing, and must avoid and conflict of interest with Business Bites. A "conflict of interest" occurs when the personal interest of an employee interferes—or even appears to interfere—with the interest of the company.

Potential conflicts of interest can arise in a number of ways:

- **Personal Interest:** competing with the company, taking a corporate opportunity, or misusing confidential or proprietary information for personal gain each put the employee's personal interests and are not permitted
- **Relatives and Friends:** what an employee is prohibited from doing directly may not be done indirectly through relatives, friends, or others. If your spouse relative, or friend is an employee of, or has a substantial interest in a business seeking a business relationship with Business Bites, you may not attempt to use your position in Business Bites to influence the decision-making in any way
- The potential conflict of interest clearly exists if your spouse, partner, or other person with whom you have a close personal relationship also works at Business Bites and is in a reporting relationship to you. Employees should not supervise or be in a position to influence the hiring, work assignments, or assessments of such persons
- **Gifts and Entertainment:** a conflict of interest may also arise in the giving or accepting of business gifts. Business Bites prohibits employees from soliciting gifts. Employees are also prohibited from accepting and gifts beyond nominal value from external parties without first consulting with the Board of Directors.

You may be asked to complete a "Conflict of Interest Questionnaire" to help identify and resolve any potential conflict of interest situations. Ask your supervisor or a member of the Board of Directors if you have questions about your individual situation or need to complete a form. You have a duty to update the form any time your circumstances change.

It is not possible to list all situations in which conflict of interest may exist. We must rely on the integrity and good judgment of our employees in avoiding situations that may create a conflict of interest.

Business Relationships

Honesty is the best policy when doing business with customers, suppliers, and others. We must always conduct all aspects of our business with the highest standards of integrity, honesty, and fairness.

- **Customers:** Our credibility with customers depends on our ability to satisfy our commitments. Over-promising and under-delivering undermines this trust and may cast our company and its products and services in an undesirable light.
- **Dealers, Suppliers, and Consultants:** Any employees responsible for buying, selling, or leasing materials or services on behalf of Business Bites must consciously and consistently guard their objectivity. Under no circumstances may an agreement be made with a dealer, distributor, agent, consultant, or other third party, which provides for payment that is not reasonable and appropriate with the functions or

services to be performed. It is inappropriate to interfere unlawfully with contractual relations between other parties, even if one of those parties

Our employees must respect and protect any confidential or proprietary information shared with us by a dealer, supplier, or other. We must avoid any situation where confidential information has been improperly obtained from another company, such as from a former employee of that company. Such a situation must be immediately brought to the attention of our Board of Directors.

Organization

The Business Bites program will be managed by a manager or managers selected by the Valdosta State University Students in Free Enterprise (SIFE) Leadership Team and will be supervised by the SIFE faculty advisors. The manager(s) will be charged with the responsibility for the day to day operation to include staff scheduling and supervision, ordering inventory, balancing cash and pulling deposits, opening/closing, and maintaining sanitary compliance/conditions. Additionally, the manager(s) will be responsible for developing job descriptions for employees, employee training, personnel management, developing inventory controls and levels, operational and financial reporting.

Authority

Contracting and all long term arrangements between Business Bites and Valdosta State University, suppliers, insurance carriers, regulatory agencies, and loan companies will be such long term arrangements and shall have veto power over all such decisions.

Business Bites will be governed by SIFE Chapter President, Vice President, SIFE faculty advisors, and Dean of the Langdale College of Business. The faculty advisors and the Dean shall maintain veto power for all aspects of the Business Bites operation.

SIFE chapter officers will change on an annual basis. The inclusion of faculty advisors and the dean will insure continuity from year to year and provide oversight for the enterprise. Managers will be selected and/or confirmed by faculty advisors on an annual basis.

Personnel

Business Bites personnel will only be registered SIFE members, which have been trained, and will be on a volunteer status.

All issues concerning rules, hiring, and termination of employees are covered in the Procedures section of this manual.

All students selected for employment will be approved by the faculty advisors.

Fiscal

It is the policy of Business Bites to pay off all financial obligations on time. If timely payment of financial obligations cannot be sustained then the Board of Directors will make a decision to shut down the business or restructure the business.

Code of Conduct

Principles to guide the management of the company are contained in the “Ethical Code of Conduct”

Inclement Weather

Management reserves the right to temporarily shut down operation with the onset of inclement weather. Management will make every attempt to contact those scheduled to work if that decision has been made.

Health Department

Business Bites will be under the regulation of the Lowndes County Health Department. The food service facility will be inspected every year per the Health Code. Employees are expected to abide by all rules and regulations set forth by the current health code. Failure to do so will result in disciplinary action up to and including termination. If there are questions about the health code, please ask the manager.

Job Descriptions

Title: Food Service Manager

Job Category: Management

Duties:

- Scheduling, hiring, training, and management of the employees of Business Bites
- Responsible for all staffing needs and inventory controls
- Responsible for maintaining Health Department Standards
- Responsible for updating the Operational Manual when needed
- Responsible for reporting all financial figures to advisor
- Will also be responsible for Business Bites opening and closing on time
- Maintaining Health Department standards and inventory controls and levels
- Job will also be on the SIFE Leadership Team and must attend all meetings
- Also responsible for all duties that the student workers are responsible for
- Most duties require light physical labor

Qualifications:

- Ability to communicate effectively with volunteers, advisors, and the community
- Ability to work while standing
- Ability to maintain effective working relationships with other employees and the general public
- Manager must be a registered SIFE member and a student of Valdosta State University

Title: Food Service Worker

Job Category: Skilled – Trade/Labor

Duties:

- Routine manual work in a variety of concession stand duties
- Work involves preparing food, cashiering, and cleaning
- Cleaning task include wiping down counters, washing dishes and mopping floors
- Most duties require light physical labor

Qualifications:

- Ability to follow and interpret simple oral and written instructions
- Ability to work while standing
- Ability to establish and maintain effective working relationships with other employees and the general public
- Employees must be enrolled as a Valdosta State University student

Personnel

Employee Termination

Business Bites employees may be terminated for any cause. Examples of such cause include dishonesty, failure to follow employment rules and regulations, failure to maintain a sanitary operation, and/or other actions that disrupt or harm the operation. In every case, termination offenses will be documented by Business Bites management. Termination will be effected by Business Bites Management.

General Employment Rules

1. All employees must show up at their scheduled time. All employees must stay for the entire shift unless approved by a manager
2. Absolutely no theft of any kind will be tolerated. Theft is grounds for automatic termination and forfeit of all hours earned working in Business Bites
3. Employees may study during operation hours. Studying cannot hinder the flow of customers. Business Bites is not liable for any lost or damaged non-work related materials
4. Employees may eat during operation hours; however eating must not be visible by potential customers. Eating must not hinder the flow of operations and must be out of the public view
5. Business Bites must be occupied by an employee at all hours of operation. If Business Bites is left unoccupied and not locked up, that will be grounds for automatic termination

Employee Health Policy

1. Any employee who is sick, cannot work, according to health department code.
2. Symptoms that need to be reported by an employee are **vomiting, diarrhea, jaundice, sore throat with fever**, or a **lesion or wound** that cannot be protected by an impermeable cover. Employees with any of these symptoms **are required to leave immediately** or call in for the day. Failure to call in will result in a reduction of hours.
3. If diagnosed with an illness that will cause an extended absence from duty, a manager will need a note from the diagnosing doctor.

Sanitation and Cleaning

Personnel Rules and Regulations

- Employees are required to have their hair tied back. If an employee's hair hangs down in front of the face, the hair must be tied back. This can be done with a ponytail, bandanna, or baseball cap, as long as it is in good taste
- Employees are not permitted to have fake nails while working any shift, including acrylic, gel, etc
- There is to be **no gum chewing** while working

Cleaning

- Employees closing for the day will wash all pots, pans, and utensils used in the day's operations
- Counters will be cleaned utilizing a disinfecting cleaner and will be wiped dry with paper towels
- Excess prepared foodstuffs will be discarded
- The floor will be swept
- All food preparation machines will be cleaned according to the manufactures specifications (closers only)
- In NO CASE will closing employees leave their shift until the daily cleaning has been completed
- Employees will NOT leave the stand in an unsanitary condition after the completion of their shift
- Employees will be responsible for cleaning the empty tables in the student lounge after students

Failure to abide by these requirements may result in discharge.

For the stand to be considered sanitary all dishes must be clean, all food stored properly, and all appliances should be properly wiped down and counters and floors must be clean.

Hand Washing

Proper hand washing technique:

1. Use warm water
2. Moisten hands and wrists and apply soap
3. Use a clean nail brush to scrub under and around nails
4. Rub hands together for a minimum of 20 seconds
5. Rinse thoroughly
6. Dry hands with a paper towel
7. Turn off faucets with the paper towel

Employees must wash hands

- Before starting work
- Before starting and new task
- After handling raw food
- After cleaning
- After smoking
- After touching hair, face, or body
- After sneezing or coughing
- After taking out the garbage
- After touching sores or bandages

Daily Operation

Opening Procedures

1. Make sure hot dog steamer is on and filled with water
2. Store excess non-prepared food in the refrigerator and freezer
 - a. Condiments should be stored in the refrigerator
3. Put about 10 hot dogs in the steamer
4. Make sure the register is set to Reg.
5. Start taking orders

Operating procedures

1. Regularly check the hot dogs and when they are 140° put them into the solid bottom container
2. Make sure soup, if any, is kept to 140°. If soup is hotter, turn the temperature knob down one number
3. To enter transactions
 - a. Press the corresponding key to the item the custom orders
 - b. Press subtotal
 - c. Enter amount customer gave
 - d. Press amt tent/total
 - e. Give change to customer if need be
4. Any voided register transactions require a written explanation of the transaction
5. Please wash dishes as you dirty them.

Closing Procedures

1. Turn off hot dog steamer
2. Make sink of hot soapy water
3. Place any unclean or used utensils or dishes into the water
4. Throw out any left over hot dogs
5. Disconnect the steamer from the electrical socket
6. Empty the hot dog water into the sink in the janitors closet
7. Carefully wash steamer without submerging it
8. Rinse and dry steamer and place it back in the correct location
9. Wash utensils and dishes
10. Empty one sink at a time so we don't flood Business Bites and empty out strainers
11. Wipe around sinks and counter
12. Turn off register
13. Double check all bread, freezers, and refrigerators to make sure they are closed
14. Restock inventory if needed
15. If a pack of hot dogs was used, place a frozen pack in the refrigerator
16. Make sure steamer and ovens are off

17. Wipe down counters/oven and any other surface than may have gotten dirty
18. Sweep the floor
19. Take out the garbage
20. Lock the janitor door and the refrigerator

Cooking Instructions

Hot dogs

1. Make sure hot dogs in steamer are at least 140 degrees to serve
2. If none are in the steamer or we are running out place more hot dogs in a different cooking container and allow 30 minutes to cook
3. Place on hot dog bun and cover with condiments
4. Wrap in foil and serve to customer

Philly Cheese steak Sandwiches

1. Cut the sticker that holds the wrap closed
2. Take out of the wrapper (KEEP THE WRAPPER)
3. Cook in microwave on a GLASS PLATE according to instructions on the wrapper.
4. Wrap in tin-foil and give to the customer

BBQ Sandwiches

1. Grab a GLASS bowl
2. Add 2 ice cream scoops of Meat
3. Microwave for 1 minute
4. Squirt BBQ sauce on top
5. Mix around and put on a HAMBURGER bun
6. Wrap in foil and give to customer

Grilled Chicken Sandwiches

1. Microwave the grilled chicken breast for 2:30
2. Put in SLICED BREAD
3. Put ONE slice of cheese

Oatmeal Raisin Cookie

1. Make sure oven has been turned on for at least 10 minutes to preheat
2. Place parchment paper on rack
3. Place frozen cookies 3 across and up to 4 row deep
4. **Cook for 16 minutes**
5. Let cool for 10 minutes and then place in display rack

Chocolate Chip Cookies

1. Make sure oven has been turned on for at least 10 minutes to preheat
2. Place parchment paper on rack
3. Place frozen cookies 3 across and up to 4 row deep
4. **Cook for 20 minutes**
5. Let cool for 10 minutes and then place in display rack

Operations

Hours of Operation

Hours of operation shall be determined by the manager(s) in consultation with an approval of the faculty advisors. The most updated hours should be posted.

Menus

The composition of the daily menu will be reviewed by no less than every two weeks. Menu composition will be monitored and modified by the manager. Menu composition may vary according to the tastes and preferences of the customers and the season

Cash procedures

Cash Register

The cash drawer will be maintained by the faculty advisor, Mr. Jeff Shipley, and the manager, Michael Opper.

Drawer Balance

If an employee is short more than \$1.00 three times in a month will be grounds for automatic termination

An employee is that over more than one time will have to get with a manager for additional training on the cash register

Each sale will be rung up on the cash register as it is made

Register Errors

Errors in sales amounts will be accounted for by writing void on the register tape next to the transaction mistake, voiding the item and then the transaction needs to be re-entered correctly.

Change

If change levels are low in the drawer, change can be obtained out of petty cash by seeing Jeff Shipley or Michael Opper.

Food/Supply Inventory

Each Business Bites employee that is closing will verify that daily inventory noting which food items need to be restocked and entering the items on a shopping list. Perishable food items, such as bread, will be restocked on an as needed basis and excess will not be maintained

Items will be restocked twice per week, as needed

Purchases

Twice per week Business Bites management will obtain cash from Jeff Shipley to purchase and replace the required inventory

Excess perishables remaining from the day's operation will be discarded.

Perishable is defined as the following:

- Hotdogs which have been cooked must be discarded at the end of every business day
- Products that have an odor, discoloration, or mold must be discarded immediately
- Products that several customers have complained about a bad taste must be thrown away
- If the conditions listed above do not apply then every product must be discarded no later than the date of expiration or noted on package

Recommended Supply Levels

The managers of Business Bites will be responsible for maintaining and changing all amounts of supplies. Because of changes in seasonal menus and sales, managers will decide the appropriate levels of all supplies.

When perishable inventory is put into the fridge, such as chicken or BBQ the date that the item was placed in the fridge needs to be noted on the outside of the package.

Inventory

An inventory count will be done every Friday after closing. Inventory will be counted and noted on the Inventory sheet and reported to the manager.

Maintenance

Routine, simple maintenance will be performed by the employees and management of Business Bites.

Maintenance problems with the equipment or facility requiring specialized skills will be reported to the faculty advisor or manager who, in turn, will forward to maintenance request to VSU Plant Operations.

If the VSU maintenance staff cannot fix the problem, Business Bites will then be responsible for all repairs after that point. All repair appointments or repairs must be approved by a faculty advisor.

Every week the following will be completed by the employees and/or management

- The food refrigerator will be cleaned out
- The counter tops, including under everything, will be cleaned
- The floors will be mopped
- The outside of the garbage can will be cleaned

Employee Acknowledgment Form

Employees Print Name

Primary Phone Number

Primary E-Mail Address

I have received and understand the Business Bites Operational Manual in its entirety and acknowledge its contents. I understand if I have any questions about the policies and procedures, I should ask my manager for clarification. I further understand that this manual is not an employment contract, and that the policies stated are guidelines for employees. I also acknowledge that the handbook will need periodic revision and that SIFE, and its subsidiaries, retain the right to amend the handbook. I agree to follow the guidelines set forth in the manual as a condition of my continued employment and understanding that my failure to do so may result in disciplinary action including termination of my employment and forfeit of hours gained.

Signature

Date

We want every employee to be fully aware of the various policies and benefits available at Business Bites. Therefore, please sign below to tell us you have received and understand this handbook.

Signature

Date