



SAIT Students' Association Policies and Procedures

GATEWAY RESTAURANT AND ODYSSEY COFFEEHOUSE OPERATIONS

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SAIT Students' Association Policies and Procedures

Subject	Policy #	Approved by	Approval Date
Purpose	Gateway-1	SEC SLC	September 29, 2009
		Revision Date	

Policy

The Sait Students' Association (SAITSA) supports the practice of providing alcohol on campus through well-managed and licensed facilities.

Procedure

1. The practice of providing alcohol on campus is warranted because:
 - a. Alcohol use is an accepted accompaniment to recreation and socializing in the society in which the institution and SAITSA operate.
 - b. The vast majority of SAITSA's members are of legal drinking age.
 - c. Well-managed facilities on campus likely provide a safer environment than off-campus facilities – for students living on campus, campus facilities remove the risk of drinking and driving.
 - d. On-campus facilities offer opportunities to encourage responsible choices regarding alcohol use.

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Subject	Policy #	Approved by	Approval Date
Consumption of Alcohol on Campus	Gateway-2	SEC	September 29, 2009
		SLC	
		Revision Date	

Policy

SAITSA recognizes that all service and consumption of alcohol on the campus must conform to the provisions of the Alberta Gaming and Liquor Commission (AGLC).

Procedure

1. The liquor license for SAITSA's operations is managed by SAIT's Manager of Conference Services.
2. Only designated agents of the license holders may serve alcohol on campus.
3. Consumption of alcohol by persons under the age of 18 is illegal, and is not permitted on campus.
4. Alcohol may not be consumed in public areas of the campus except in designated 'licensed' areas.

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Subject	Policy #	Approved by	Approval Date
Licensed Capacities	Gateway-3	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to limit the capacity of its operations.

Procedure

1. The Gateway Restaurant and Bar has a licensed capacity of 466, and an additional 100 persons when the patio is in use, bringing the total occupancy to 566 at any given time.
2. The Odyssey Coffeehouse has a licensed capacity of 120 people.
3. The number of patrons will never exceed the licensed capacity for the venue.
4. When venues are visibly busy, the Food and Beverage Manager (or designate) will periodically, physically count the number of patrons to ensure licensed capacities are not exceeded.

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Subject	Policy #	Approved by	Approval Date
Hours of Operation	Gateway-4	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to state the hours of operation for the Gateway Restaurant and Bar and the Odyssey Coffeehouse.

Procedure

1. During the fall and winter semesters, the Gateway Restaurant and Bar will have the following hours of operation, which will never exceed the hours of operation defined by the Alberta Gaming and Liquor Commission. Hours of operation are estimates and are subject to change depending on the nature of events being held or the level of business:
 - a. Monday and Tuesday: 11:00 AM to 10:00 PM
 - b. Wednesday and Thursday: 11:00 AM to 12:00 AM
 - c. Friday to Sunday: 11:00 AM to 1:00 AM
2. The Gateway will sometimes close before posted hours during slower business times in the evening, but never before 8:00 PM.
3. During the Fall and Winter semesters, the Odyssey Coffeehouse will have the following hours of operation, which will never exceed the hours of operation defined by the Alberta Gaming and Liquor Commission:
 - a. Monday to Friday: 7:00 AM to 6:00 PM
 - b. Saturday: 7:00 AM to 4:00 PM
4. Summer hours are subject to the discretion of the Food and Beverage Manager in consultation with the General Manager.

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Subject	Policy #	Approved by	Approval Date
Advertising	Gateway-5	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to regulate the advertising of its events, venues and specials.

Procedure

1. SAITSA does not advertise drinking games, below cost price specials on alcoholic drinks, free drink offers or any other type of promotion prohibited by applicable laws or regulations.
2. Advertising for alcohol service, including prices, any beverage specials, and hours of alcohol service, shall only occur within the Gateway Restaurant and Bar.
3. Any advertising, including posters, handbills, and other promotions for liquor-related events must have the following information legibly printed on them:
 - i. 18+ Only, Government-Issued Photo I.D. Required
 - ii. Please don't drink and drive.
 - iii. The event is open to Staff, Students, Donors, Alumni and Guests.

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Subject	Policy #	Approved by	Approval Date
Product Mix	Gateway-6	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to regulate its product mix.

Procedure

1. The product mix available for sale to patrons shall be determined by:
 - a. Customer feedback
 - b. Current market trends
 - c. Limited time offers
2. Food will be available at all alcohol-related functions.
3. Under no circumstances will SAITSA enter into agreements with retailers, wholesalers or manufacturers of alcoholic beverages which may contravene laws and regulations periodically adopted by the Alberta Gaming and Liquor Commission.

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Subject	Policy #	Approved by	Approval Date
Alcohol Service and Special Events	Gateway-7	SEC	September 29, 2009
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		Revision Date	

Policy

SAITSA recognizes the need to regulate alcohol service at special events.

Procedure

1. SAITSA will not knowingly endorse or sponsor social events and sporting activities where alcohol is combined with potentially dangerous activities.
2. SAITSA does not endorse drinking games, below cost price specials on alcoholic drinks, free drink offers or any other type of promotion prohibited by applicable laws or regulations.
3. SAITSA will only knowingly endorse or sponsor social events and sporting activities when alcohol will only be sold or otherwise available after the completion of all physical events. In such circumstances, managers, staff or volunteers will screen potential participants in such events for signs of intoxication.

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Subject	Policy #	Approved by	Approval Date
Staffing and Regulations	Gateway-8	SEC	September 29, 2009
		SLC	
		Revision Date	

Policy

SAITSA recognizes the need to ensure that the Gateway Restaurant and Bar and the Odyssey Coffeehouse are staffed by trained personnel.

Procedure

1. All individuals employed in any area of alcohol service will be a minimum of the legal age required to work in a licensed facility in Alberta.
2. Only individuals who are experienced in the food and beverage industry will manage all licensed premises and events.
3. All service shall be in accordance with the Alberta Gaming and Liquor Commission (AGLC) regulations and the SAIT Board of Governors restrictions.
4. All staff members must complete a training program through the Gateway prior to working at a function where liquor is served.
5. Only personnel working on shift are permitted behind the bar counter. Personnel who are not on shift are required to remove their uniforms and accept bar service only from their working colleagues (those bar or serving staff currently on shift.)
6. All bar and event staff will abstain from drinking before and while they are serving or supervising an event. Employees who contravene this regulation may be terminated without notice.
7. At the beginning of each semester, the Food and Beverage Manager (or delegate) will find out which staff members have First Aid, CPR, and/or food-handling certifications and endeavour to make these available to staff without said certifications.
8. The Food and Beverage Manager has final authority over all liquor functions and is accountable to the General Manager and the AGLC.
9. Employees working less than 30 hours per week will be considered part-time personnel. Employees working in excess of 30 hours per week will be considered full-time personnel and

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must abide by SAITSA's Full-Time Personnel Policies. All employees must abide by SAITSA's bylaws, code of ethics, and Policies and Procedures.

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Subject	Policy #	Approved by	Approval Date
SAITSA Gateway & Odyssey Discounts	Gateway-9	SEC	September 29, 2009
		SLC	
		Revision Date	

Policy

SAITSA recognizes the need to offer discounts in the Gateway Restaurant and Bar and Odyssey Coffeehouse.

Procedure

1. The Gateway Restaurant and Bar and Odyssey Coffeehouse employees are entitled to staff priced meals from the Gateway/Odyssey kitchen while on duty. One meal per employee, per shift. All staff will receive 25% off at all times.
2. The Manager on duty will have final say on when Gateway/Odyssey staff meals can be ordered.
3. Gateway/Odyssey staff members must eat meals while on designated breaks only.
4. The Food and Beverage Manager reserves the right to offer discounts at his/her own discretion.
5. The SAITSA Executives and all Management staff (management staff, in this case, is defined as Manager, Assistant Manager and Coordinators) receive an employee discount on food and drinks. The Executives and Managers when using PR accounts must sign and code to the respective account, for verification by the Accounting Assistant.
6. When coding purchases in the Gateway Restaurant and Bar and Odyssey Coffeehouse to PR accounts, all bar tabs must have an explanation on them otherwise the purchase will be considered a personal expense and will be taken off your next pay cheques(s).

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Subject	Policy #	Approved by	Approval Date
Hiring	Gateway-10	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to have policies in place with respect to the hiring of staff for the Gateway Restaurant and Bar and the Odyssey Coffeehouse.

Procedure

1. Hiring for any staff within SAITSA must comply with SAITSA's hiring policies and practices (HR-7).

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Subject	Policy #	Approved by	Approval Date
Alcohol Service Training	Gateway-11	SEC	September 29, 2009
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		Revision Date	

Policy

SAITSA recognizes the need to ensure that all staff members are adequately trained and certified in order to serve alcohol.

Procedure

1. All staff involved directly or indirectly in the service of alcohol must complete a comprehensive training program prior to working any scheduled shifts. Without limiting the generality of the foregoing such training will include: the ability to identify signs of intoxication, and an understanding of the server's obligations under the liquor legislations (including the potential that they may be held civilly liable.) The Alberta Server Intervention Program must be completed by all staff within two weeks of being hired.
2. The Server Training program for alcohol service will be adjusted annually to reflect the current requirements of the Alberta Gaming and Liquor Commission, the Calgary Police Service, SAIT's Conference Services (with respect to the liquor license), and SAITSA policies and bylaws.
3. All staff will conduct themselves with professionalism and courtesy in all their work.

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Subject	Policy #	Approved by	Approval Date
Payroll and Payroll Administration	Gateway-12	SEC	September 29, 2009
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		Revision Date	

Policy

SAITSA recognizes the need to have policies in place governing the administration of payroll.

Procedure

1. Upon accepting positions with SAITSA, employees must fill out an employee summary sheet, which shall include: the employee's name, address, contact number, emergency contact information, Social Insurance Number, and banking information for direct deposit of pay cheques.
2. All bar or event staff are required to sign the time sheet at the beginning and end of each shift.
3. The Food and Beverage Manager or Assistant Food and Beverage Manager are required to enter staff's hours onto a main two-week timesheet daily.
4. Bi-weekly, the Food and Beverage Manager will verify the information on the main two-week timesheet and submit this timesheet to the Controller for payroll processing.

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Subject	Policy #	Approved by	Approval Date
Personal Hygiene and Dress Code	Gateway-13	SEC	September 29, 2009
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		Revision Date	

Policy

SAITSA recognizes the need to have a policy in place governing the personal hygiene and dress of its staff members at the Gateway Restaurant and Bar and the Odyssey Coffeehouse.

Procedure

1. Bar Staff will observe the following personal hygiene requirements while on shift and handling products:
 - i. Be clean in his/her person.
 - ii. Be free from open sores or wounds.
 - iii. Wear only clean clothing.
 - iv. Refrain from smoking or chewing tobacco in the service area.
 - v. Wash his/her hands after activities such as taking a coffee or smoke break, using the washroom, sneezing, and handling soiled articles, etc.
 - vi. Keep his/her hair effectively under control.
2. Staff must wear clean uniforms that are in good repair.
3. Staff may wear appropriate jewelry while on shift, so long as it does not interfere with appropriate hygienic service.
4. Staff shirts cannot be worn in any other drinking establishment or when not on duty.
5. Sweat/track/workout pants, ripped jeans or cut-offs are not acceptable attire while on duty.
6. Any staff member dressed inappropriately will not be allowed to start work until they meet the dress code requirements.
7. The Manager on duty shall have the final say on what apparel is appropriate while on duty.
8. All staff members will be required to purchase a staff shirt.
9. The uniform code for Gateway staff is as follows:
 - a. Service Staff:
 - i. Black pants or black skirts only.
 - ii. No yoga material.

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- iii. No shorts or capris.
- iv. Bar-supplied top.
 - v. Hair must be done and tidy.
 - vi. Prepared apron (along with float, pen and notepad).
- b. Support Staff:
 - i. Black pants (no jeans).
 - ii. Bar-supplied shirt.
 - iii. Bar-supplied hat and a pen.
- c. Kitchen Staff:
 - i. Presentable chef's jacket.
 - ii. Bar-supplied hat.
 - iii. Scotchgarded pants.
 - iv. Thermometer, black marker and a pen.

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Subject	Policy #	Approved by	Approval Date
Service of Alcohol	Gateway-14	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to regulate the service of alcohol.

Procedure

1. All patrons will be served alcohol by employees working an event. No self-service of alcohol will be permitted for patrons, off-duty staff, off-duty volunteers, or non-bar staff.
2. Servers have the right and the obligation to refuse alcohol service to customers – including off-duty staff, off-duty volunteers, or non-bar staff – who either demonstrate signs of intoxication or behave in an unruly or violent manner.
3. Servers have the obligation to observe patrons for visible signs of impairment and to monitor patrons' consumption patterns.
4. Alcoholic and non-alcoholic beverages may only be kept, stored, transported and served if protected from:
 - i. Dirt and dust;
 - ii. Broken glass;
 - iii. Handling by the public;
 - iv. Nose and throat secretions; and
 - v. Any other contaminants.
5. Once a patron has been refused alcohol service, servers will:
 - i. Warn patron that they will be asked to leave if patron is found to be consuming more alcohol;
 - ii. Communicate with any of the patron's friends and encourage them to assist with the situation;
 - iii. Determine whether the patron intends to drive and order taxi as appropriate; and

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- iv. Have patron's friends assist in monitoring and controlling the patron's actions, if possible. (Friends' cooperation does not mean bar staff should not continue to monitor the situation themselves.)
6. Patrons will be allowed to purchase no more than two drinks for themselves at a time.

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Subject	Policy #	Approved by	Approval Date
Customer Service	Gateway-15	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to maintain quality customer service.

Procedure

1. All staff will be required to work in other sections, as required, or perform other tasks, such as bussing, in order to maintain quality customer service and general bar cleanliness.

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Subject	Policy #	Approved by	Approval Date
Lost and Found	Gateway-16	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to have established policies in place to regulate the handling of Lost and Found items.

Procedure

1. Anything found in the Gateway Restaurant and Bar or the Odyssey Coffeehouse will be retained for seven days, at which point the item(s) shall become property of SAITSA and may be disposed of at the discretion of SAITSA.
2. SAITSA and its establishments are not responsible for lost or stolen items.
3. Staff who find lost items should turn them into their manager on duty as found. Items should not be examined or inspected by non management staff.

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Subject	Policy #	Approved by	Approval Date
Problems Related to Alcohol Use	Gateway-17	SEC	September 29, 2009
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		Revision Date	

Policy

SAITSA recognizes the need to have established policies in place with respect to handling problems that may arise due to the consumption of alcohol in SAITSA's establishments.

Procedure

1. The services of AADAC and SAIT Counselling are available to students who are experiencing problems related to alcohol use. Staff must be aware of these services.
2. Patrons whose behavior violates the standards of conduct set out in SAIT's Student Code of Conduct may be subject to disciplinary action. The following principles guide disciplinary actions for conduct related to the consumption of alcohol:
 - a. Intoxication is never grounds for leniency.
 - b. Fighting and/or other physical violence toward another person will result in automatic suspension from SAITSA's establishments and other events where alcohol may be served and that are operated by SAITSA, for a minimum period of three (3) months, at the discretion of the Food and Beverage Manager.
 - c. When a person's actions result in damage to property, payment of the cost of damages is required in addition to whatever other sanctions are imposed.
 - d. In extreme cases, misconduct related to the consumption of alcohol may result in suspension of membership and all its privileges.
 - e. Regardless of the severity of an incident, the SAITSA General Manager may decide at any time to contact the SAIT Director of Student Services to inform him or her of a student's violation of the SAIT Student Code of Conduct in a SAITSA establishment.
3. A written report of any sanctions imposed under this policy must be submitted to the General Manager within one working day of the incident.

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Subject	Policy #	Approved by	Approval Date
Security, Patron Safety, and Control	Gateway-18	SEC	September 29, 2009
		SLC	
		Revision Date	

Policy

SAITSA recognizes the need to have adequate security in place, when necessary, at its establishments.

Procedure

1. In all cases, management will ensure that security arrangements are adequate given the size of the premises or event, its location, the usual patrons and previous problems, if any.
2. SAITSA will arrange for a PROTECT certification class once per academic year.
3. SAITSA requires that one security personnel be on duty for every 50 patrons at a liquor serving function.
4. For special events, staff will greet patrons at the door, turning away intoxicated, rowdy or otherwise troublesome patrons. Such greetings at the door will also facilitate compliance with room capacity limits.
 - a. In order to gain access to any of SAITSA's licensed facilities or events, patrons must:
 - i. Possess and produce upon request, government-issued, currently valid, picture identification;
 - ii. Not be intoxicated; and
 - iii. Not be acting in an unruly manner.
5. All staff, including door personnel, will be required to ensure that patrons observe these policies.
6. Alcohol-related incidents will be thoroughly investigated and efforts made to avoid similar problems in the future. All incidents must be recorded and followed up upon by the General Manager.
7. Staff at SAITSA's licensed establishments will show duty of care to ensure that patrons get home in a safe manner.

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8. The Gateway Restaurant and Bar and the Odyssey Coffeehouse are private property and reserve the right to refuse entry to any patrons at any time without obligation to provide a reason.

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Subject	Policy #	Approved by	Approval Date
Cleanliness	Gateway-19	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to maintain an acceptable level of cleanliness in its establishments.

Procedure

1. Tables will be bussed regularly, with empty glasses and rubbish removed, ashtrays emptied (where applicable), and tables washed. Dirty glasses will be placed in the dishwasher.
2. Bar counters will be kept clear of empty glasses and rubbish, and washed regularly.
3. Any spills on the floor will be mopped up immediately.
4. If contamination of any ice well is suspected, the ice well will be completely emptied and washed.
5. Clean cloths will be used each day. Cleaning cloths will be rinsed regularly during each shift.
6. Draught lines will be flushed at least once a month.

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Subject	Policy #	Approved by	Approval Date
Removal/Cut-off of Patrons	Gateway-20	SEC	September 29, 2009
		SLC	
		Revision Date	

Policy

SAITSA recognizes that the Gateway Restaurant and Bar and the Odyssey Coffeehouse are safe and enjoyable environments for students to socialize in.

Procedure

1. The Gateway Restaurant and Bar and the Odyssey Coffeehouse reserve the right to cut-off and/or eject any patron who is unruly or intoxicated in compliance with the AGLC.
2. Unruly conduct is defined as follows:
 - a. Fighting;
 - b. Destruction;
 - c. Excessive profanity;
 - d. Illegal actions;
 - e. Harassment.
3. In all cases of unruly conduct, management must be informed immediately and the situation must be defused.
4. In cases of fights, arguments and disturbances between patrons, both parties must be escorted out (separate entrances) immediately and escorted out of the Campus Centre.
5. In extreme cases management should call Police or an Ambulance and the Building Supervisor and Campus Security must be notified. Student ID cards must be obtained, when possible.
6. The following guidelines must be followed when it has been decided that a patron must leave and is being uncooperative:
 - a. Be polite, but firm. Do not provoke or threaten.
 - b. Remove all drinks and patron from table.
 - c. Isolate individual(s) from area of conflict.
 - d. Do not use excessive force. (No violence).
 - e. If patron still refuses to leave, inform them that the Police will be called.

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- f. If all other attempts fail, refer to above procedure Gateway 20.5.

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Subject	Policy #	Approved by	Approval Date
Inventory Control	Gateway-21	SEC SLC	September 29, 2009
		Revision Date	

Policy

SAITSA recognizes the need to control inventory the Gateway Restaurant and Bar and the Odyssey Coffeehouse.

Procedure

1. All storage areas are to be kept locked 24 hours per day.
2. Bar staff will complete inventory on a monthly basis, or as needed at the discretion of the Food and Beverage Manager.

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Subject	Policy #	Approved by	Approval Date
Promotions, Prizes, and Giveaways	Gateway-22	SEC	September 29, 2009
		SLC	
		Revision Date	

Policy

SAITSA recognizes the need to ensure that proper laws and regulations are followed with respect to promotions, prizes and giveaways.

Procedure

1. Prior to the commencement of any promotion in conjunction with an alcohol manufacturer, where items are to be given away as prizes, all agreements required by the Alberta Gaming and Liquor Commission must be in place. Such agreements must be dated and signed by all required parties and must be kept on the premises and provided when requested to employees of the Alberta Gaming and Liquor Commission.
2. Winners of all promotional material must provide their full name and contact information, to be kept on file as proof and provided when requested to the Alberta Gaming and Liquor Commission without delay.
 - a. Promotional items must be stored in secure areas until use.
 - b. No bar or event staff of SAITSA will accept gifts of money, product or any other material inducement from an alcohol manufacturer in exchange for preferential treatment of the products of that manufacturer. Moreover, SAITSA's bar or event staff will not offer to give preferential treatment to the products of a manufacturer in exchange for any material inducement. Some items worn or used during agreed, SAITSA-endorsed promotional campaigns may be kept in accordance with AGLC regulations.
 - c. SAITSA will allow only registered agents of liquor manufacturers to represent those manufacturers in its facilities.

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Subject	Policy #	Approved by	Approval Date
Cash Outs	Gateway-23	SEC	September 29, 2009
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		Revision Date	

Policy

SAITSA recognizes the need for consistent controlled procedures for cashing out.

Procedure

1. The Manager on duty will authorize all cash outs.
2. All till tapes, cash receipts, void receipts, PR tabs and revenue sheets will be submitted to the Controller by the next business day.
3. Any discrepancies in cash out will be attended to by the Food and Beverage Manager and must be reported to the General Manager.
4. The VP Finance may at any time perform audit spot checks keeping within audit procedures.
5. Managers will do the bartenders' cash outs and they will reconcile the beer and liquor counts.
6. The ATM is managed by the Controller. The Food and Beverage Manager will check for error in its operation on a weekly basis, or more frequently at their discretion.
7. The Food and Beverage Manager shall submit requests to the Controller when the cash in the ATM needs to be replenished.

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Subject	Policy #	Approved by	Approval Date
Liability and Insurance	Gateway-24	SEC	September 29, 2009
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		Revision Date	

Policy

SAITSA recognizes the need to ensure that the Gateway Restaurant and Bar and the Odyssey Coffeehouse take the appropriate measures to minimize the risk of liability for their operations and SAITSA.

Procedure

1. External Bookings:

- a. All external group bookings in the Gateway Restaurant and bar and/or the Odyssey Coffeehouse are to acquire a General Liability with Liquor Liability (if alcohol is consumed).
- b. The General and Liquor Liability insurance must be for a minimum of one million dollars Canadian. Insurance for three million dollars is preferred.
- c. Proof of this insurance must be provided to the Food and Beverage Manager (or designate) a minimum of five business days prior to the event.
- d. Failure to provide proof of insurance a minimum of five business days prior to the event will result in cancellation of the booking and the deposit will be non-refundable (if applicable).

2. Internal Bookings:

- a. Internal bookings made by SAIT Polytechnic departments etc. will fall under SAIT's insurance.
- b. Should a SAIT and/or SAITSA employee book the Gateway Restaurant and Bar and/or the Odyssey Coffeehouse, for a private function (such as a wedding etc.) they will be considered an external booking.
- c. SAITSA Clubs will be included under SAITSA's insurance.

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Subject	Policy #	Approved by	Approval Date
Artwork in The Odyssey Coffeehouse	Gateway-25	SEC	September 29, 2009
		SLC	
		Revision Date	

Policy

SAITSA recognizes the need to support artists by showcasing their work in the Odyssey Coffeehouse, while ensuring the suitability of artwork chosen.

Procedure

1. Artists interested in having their work showcased in The Odyssey Coffeehouse shall submit an application form along with a portfolio of their work to the VP Student Life.
2. Submitted applications will be reviewed by the VP Student Life in conjunction with both the Food and Beverage Manager and the Marketing and Graphic Design Coordinator within 30 days of the application being received.
3. First preference shall be given to works submitted by SAIT staff and students. Second preference shall be given to local artists.
4. Artists whose work is selected to be displayed shall sign the SAITSA Consignment Agreement.
5. The VP Student Life will be responsible for supervising the installation and removal of all artwork.

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