

LA COUNTY
FAIR



SPECTRA
BY COMCAST SPECTACOR

**Operating
Guidelines & Procedures**

LA County Fairgrounds

1101 W. McKinley Ave, Pomona, Ca 91768

P: 909.865.4501 | F: 909.620.7552

Minimum Operating Guidelines

Following is an outline of the Spectra Food Services and Hospitality at LA County Fairgrounds Minimum Operating Guidelines. It is a general outline and is not intended to be comprehensive. Much of it is intended to be self-explanatory and, therefore, does not go into much detail. If you are uncertain about any aspect of it, please inquire.

1. Subcontractor Agreement & Manual

2. Golf cart operations

3. Cash handling

- A. Integrity
- B. Credit cards accepted
- C. Timely submission of deposits and payment
- D. We would prefer you not have a minimum on credit card purchases
- E. Must have approved cash register or POS system

4. Sanitation

- A. Obey & adhere to all Health Department guidelines
- B. Stand cleanliness & orderliness
- C. Condiment table look & maintenance
- D. Sweep, clean, maintain 10x10 area in front of your stands
- E. All stands must have privacy screen/s. Empty kegs/boxes/ice merchants, etc. may not be in public view.
- F. Food stand doors must be kept closed at all times.
- G. Keep boxes in or behind stand until end of day
- H. Trash does not go in public trash cans
- I. Proper disposal of (hot) ashes
- J. Proper disposal of trans fat-free cooking oil

5. Operating

- A. Move-in
- B. Open during operating hours
- C. All stands must have approved Fire Extinguisher
- D. Temporary or annual health permit required from the County of Los Angeles Health Department
- E. Valid insurance policy naming Spectra & LA County Fair Association as Certificate Holder. (see attached insurance requirements)
- F. Move-out
- G. Area must be clean, inspected and approved by an authorized Spectra representative before you depart

6. Menus approved

- A. Each Subcontractor must offer at least one combo, family, and/or value meal at each location
- B. Offer gluten free items
- C. Offer kids meal
- D. Healthy Options
- E. Authentic cuisine
- F. Reheating turkey legs from the night before is prohibited.
- G. All signage must conform to criteria established by Spectra and the Los Angeles County Fair Association. No handmade (lettered, written or drawn), paper, or cardboard signs are permitted. All signage must appear professionally rendered and installed. Spelling counts
- H. Tax included

7. Beverage Service

- A. **ZERO TOLERANCE POLICY:** Any business found in violation of any of the below rules and regulation will be considered in breach of contract and subject to removal from the campus.
- B. Non-alcoholic beverage will be sold only in approved Coca-Cola logo cups (i.e., soft drinks, ice tea, punch, lemonade, etc.). Spectra Food Services & Hospitality will supply these cups and lids along with product, souvenir bottles and CO2. All cup sizes designated by Spectra & the Los Angeles County Fair Association are to be available to the public. All Subcontractors will provide lids and straws. Straws may be purchased from any paper supplier company. Cups may not be refilled.
- C. All Spectra Subcontractors' stands selling soft drinks must offer the Souvenir Cup. See approved menu for pricing, Souvenir Cup is refillable see approved menu for pricing. Souvenir Cup may be purchased from Spectra Food Services & Hospitality.
- D. 20oz Bottles of Dasani Water is available for sale by all Subcontractors who have officially added it to their menu prior to the Event. The water must be ordered from Spectra Food Services & Hospitality. Dasani Water is the only brand of water allowed for purchase. (See approved menu for pricing)
- E. **When a guest requests water, you must serve them. You can purchase 7oz cups from any paper company. No stand shall refuse to give water to anyone asking for it. Any stand refusing to serve complimentary water will be subject to a \$50 fine per incident.**

8. Training

- A. As a Subcontractor you play an important role in the success of the LA County Fair. With your assistance, we will all be able to provide a world class experience to our guest. We expect all employees to use good judgment in choosing their clothing and to present a neat clean, well-groomed appearance and a courteous disposition. Subcontractors and employees must dress and present themselves in a manner that reflects good taste and professional standards. Subcontractor must train and supervise his/her staff. Staff needs to be knowledgeable on all products offered.
- B. Suggestive selling – “Will that be all?” and “Anything else?” are **Not** suggestive selling

9. Staffing/hiring

A. Subcontractors need to ensure that their staff is properly groomed and in uniform.

NO:

- Gum chewing
- Crooked hat
- Talking on the phone
- Texting
- Sitting
- Unshaven
- Not selling
- Facial piercing
- Gauges (big ear holes)

B. Employ people, not bodies

C. Legal hiring and employment practices

D. Good hygiene

E. Must have uniforms

F. Must have name badges

G. Must know where nearest service area are (e.g., restrooms, ATM's, First Aid, etc.)

10. Commitment to quality

11. "Everything's Fresh" 100% satisfaction guarantee.

12. Trans fat free

13. A-Frames (sandwich boards) are prohibited

14. Styrofoam containers are prohibited. Recycled paper products are preferred

15. Seating, music, misting & flooring

16. The look of the Stand! If you are not sure your stand needs updating then it does

17. No gray or any other color bus tubs

18. Provide power requirements in advance

19. Culture of accepting things instead of dedicating resources to improve them has to die.

"Mediocrity breeds mediocrity."

20. Respect the rules and stay in your location.

21. Increase seating

22. \$100 fine for not maintaining your area properly

23. Must be in ADA compliance

24. Propose something. Don't wait for us to come to you

25. No employee discount. Only for your own staff

26. You must have means to receive information electronically (e-mail).

27. Spectra issues identification signs with a number and/or name for every Food & Beverage location on the fairgrounds. These signs must be highly visible. Police, Security, Fire and First Aid Departments have maps identifying the ID number posted at each location. It is mandatory that this identification sign be visibly posted at all time.

28. Absolutely no sitting in front of the food stand or barbecue area during operating hours.

29. No staff breaks around or near stand working

30. No tip jar allow at food stands
31. Open Flame BBQ's must have an A.Q.M.D. Permit
32. Grills and smokers must have a fence around them and must be 3ft from the fence
33. Please see the following note pertaining to barbecue.

If it does not meet the following definition, it is not barbecue and cannot be referred to or promoted as such; *“A process whereby a large cut of tough meat is cooked by the smoke of a hardwood fire at low temperatures (210 degrees or less) for the long period of time, with doneness determined by the meat’s tenderness.*”

Fairplex & Spectra Insurance Requirements

Insurance:

General Liability in the amount of \$1,000,000.00
Personal Property in the amount of \$1,000,000.00
Workers Compensation as required by law.

Additional Insured Address:

1101 W. McKinley Ave, Pomona, CA 91768
Certificates of Insurance Holders: Spectra Food Services & Hospitality

Policies shall continue in full force and effect during the term of Agreement. Such policies will name Spectra Food Services & Hospitality and Los Angeles County Fair as Additional insured, and such policies shall be specifically endorsed to waive any rights of subrogation against Spectra Food Service & Hospitality and the Los Angeles County Fair Association. Subcontractor shall arrange for Spectra Food Services & Hospitality to receive at least thirty (30) day prior written notice of any termination or reduction in the coverage of any such policies.

Permit Requirements

Board of Equalization Seller's Permit:

Every seller must have a valid resale number in order to conduct business. A copy of the seller's permit must be kept in Subcontractor's space/location at all times. Copy of Seller's Permit must be on file with Spectra Food Service & Hospitality at Fairplex.

Los Angeles County Health Permit:

Temporary Health Permit is required to participate in the LA County Fair. Permit can be obtained through the Spectra Food Services Offices.

Auditing Procedures

Cash Register or POS: A cash register/POS System must be utilized for all percentage lease stands, and the cash register/POS requirements and sale procedures are outlined below. Adding machines or calculators are not acceptable. Every sale must be rung up; every transaction must be completed. Excessive use of the No Sale key is subject to review by Los Angeles County Fair Association auditors. All cash registers/POS must be registered with Los Angeles County Fair Association. No stand shall operate from an open cash drawer or separate cash box. The cash register/POS reader screen must be clearly visible and readable to the Fair guest.

Cash Register/POS Requirements:

- ❖ Dual Tape (cash register)
- ❖ Approved reports (POS)
- ❖ Customer display
- ❖ Non-resettable Grand Total function
- ❖ Cumulative “Z” counter
- ❖ “X” reading that does not alter “Z” totals
- ❖ Consecutive transaction numbers
- ❖ Non-resettable transaction numbers
- ❖ Clock that prints current date and time on detail tape
- ❖ Battery back-up with memory protection
- ❖ Readable type
- ❖ Key protectors
- ❖ Registered stickers

Sales Receipts-Sale receipts are required whenever a Fair guest purchases a product. Receipts shall include:

- ❖ Company name
- ❖ Address
- ❖ Phone Number

For each sale, follow these procedures:

- ❖ Ring sale on register/POS
- ❖ Receive money from customer and place on register plate
- ❖ Return correct change to guest
- ❖ Put money in register/POS
- ❖ Immediately close drawer
- ❖ Provide customer with a receipt

When an over-ring occurs, follow these procedures:

- ❖ Highlight the over-ring on the register tape
- ❖ Record on over-ring Sheet
- ❖ Initial the over-ring Sheet
- ❖ Turn in to the Auditing Department by 2pm daily

Refunds - to maintain good relations with our guest and to promote a high level of customer service, Los Angeles County Fair Association does not support or condone a “No Refund” policy. Subcontractor is encouraged to implement a reasonable return, refund, and exchange policy.

Sales Reports-On a daily basis, all stands should:

- ❖ Turn in daily sales and credit card reports to the auditor's office before 2 p.m. Please label every register tape with Subcontractor's stand number and every bag with company name.
- ❖ Pick up statement of accounts in the auditing office.
- ❖ All payment will be made at the Spectra office between 10:00a.m. & 7:00p.m. **(Excluding final night of Fair)**
- ❖ Turn in Sunday reports before 2 p.m. on the following Wednesday.

Audit Procedures

- ❖ All prices must be posted for public viewing. **(Sales tax included).**
- ❖ A menu must be submitted to the Spectra offices for comparison.
- ❖ Percentage lease stand must have a cash register with removable dual tapes or approved POS.
- ❖ The register's/POS dollar display must be visible to customers. Register/POS maintenance is Subcontractor's responsibility.
- ❖ Please report downtime on registers/POS to Auditors immediately.
- ❖ Every cash register/POS in Subcontractor's stand must be registered with LA County Fair Association and must display the authorization decal in a visible location.
- ❖ Please keep "No Sales" to a minimum. Excessive use of the "No Sale" key will be construed as indicating unrecorded sales. Over-ring must be highlighted on the tape and recorded separately on over-ring sheet annotating date, register #, transaction #, amount, and cashier's initials.
- ❖ An "X and Z reading" is required at closing and prior to next day's opening, and is required in order to fill out a "Daily Sales Report" for each cash register at each stand.
- ❖ It should give the beginning "Z and X total." The ending "X and Z total, and the daily sales.
- ❖ That day's register tapes and credit card batch report must accompany the daily sales report.
- ❖ For each location, place cash register tapes and credit card batch report in a bag.
- ❖ Properly label each bag with stand name and company name, and turn into the auditing office by 2p.m. daily.
- ❖ It is the Subcontractor's responsibility to ensure that the report and tapes are delivered daily by 2 p.m.
- ❖ After one written warning, Subcontractor will be charged \$10.00 for each late sales report.
- ❖ Auditor will compare the daily sales report and credit card batch report to the corresponding register tape and credit card batch report.
- ❖ Subcontractor must ensure that any discrepancies (e.g., over-rings, missing sales, etc.) are noted and reconciled when reports/tapes are turned in.
- ❖ Auditors will be making rounds on a random basis to test all systems and will be taking additional "X" readings" to ensure accurate reporting.
- ❖ Please cooperate with the auditors.
- ❖ The "Z total" will be read on the final day of the event. If a Subcontractor is notified that an auditor will be present to read final "Z total," Subcontractor must arrange to have a representative on-site when auditor arrives.

Final Check-Out Procedure: The Auditing Department will be open closing night of the fair to close out each Subcontractor and take your final payment.

Operating Guidelines & Procedures subject to change. 2/22/18