



**SPECTRA**



**MAY 5-30, 2022**

**LA County Fairgrounds**

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## Minimum Operating Guidelines

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Following is an outline of the Spectra 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 Contract**
- 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. 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 NOT included, Menus should have "SALES TAX NOT INCLUDED" listed

## 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 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.
- 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. 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. Ice is optional.**

## 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. Background Checks on Employees, new for 2022**

- E. Good hygiene

- F. Must have uniforms

- G. Must have name badges

- H. 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. Styrofoam containers are prohibited. Recycled paper products are preferred

14. Seating, music, misting & flooring

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

16. No gray or any other color bus tubs

17. Provide power requirements in advance

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

“Mediocrity breeds mediocrity.”

19. Respect the rules and stay in your location.

20. Increase seating

21. \$100 fine for not maintaining your area properly

22. Must be in ADA compliance

23. Propose something. Don’t wait for us to come to you

24. No employee discount. Only for your own staff

25. You must have means to receive information electronically (e-mail).
26. 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.
27. Absolutely no sitting in front of the food stand or barbecue area during operating hours.
28. No staff breaks around or near stand working
29. No tip jar allow at food stands
30. Open Flame BBQ's must have an A.Q.M.D. Permit
31. Grills and smokers must have a fence around them and must be 3ft from the fence
32. Propane Tanks must have two anchoring devises metal chain and strap to be placed around the center and top of propane tanks. Tanks must also be anchored to a fixed structure, structure must be approved by Fire Department.
33. Co2 Tanks must be strapped to a fixed structure, when transporting tanks they must me strapped together and secure while on Golf Cart.
34. 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.*

## Auditing Procedures

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**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:**

1. Dual Tape (cash register)
2. Approved reports (POS)
3. Customer display
4. Non-resettable Grand Total function
5. Cumulative "Z" counter
6. "X" reading that does not alter "Z" totals
7. Consecutive transaction numbers
8. Non-resettable transaction numbers
9. Clock that prints current date and time on detail tape
10. Battery back-up with memory protection
11. Readable type
12. Key protectors
13. Registered stickers

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

1. Company name
2. Address
3. Phone Number

**For each sale, follow these procedures:**

1. Ring sale on register/POS
2. Receive money from customer and place on register plate
3. Return correct change to guest
4. Put money in register/POS
5. Immediately close drawer
6. Provide customer with a receipt

**When an over-ring occurs, follow these procedures:**

1. Highlight the over-ring on the register tape
2. Record on over-ring Sheet
3. Initial the over-ring Sheet
4. 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

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## **Auditing Procedures**

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

1. Turn in daily sales/POS reports and credit card reports to the auditor's office ***before 2pm***
2. Turn in Sunday's reports ***before 2pm*** on the following Thursday
3. Pick up statement of accounts in the auditing office
4. All payment will be made at the Spectra office between 10am & 7pm. (excluding final night of the Fair.

### **Audit Procedures**

1. All prices must be posted for public viewing. **(Sales tax not included)**
2. A menu must be submitted to the Spectra offices for comparison
3. Percentage lease stand must have a cash register with removable dual tapes or approved POS
4. The register's/POS dollar display must be visible to customers. Register/POS maintenance is Subcontractor's responsibility
5. Please report downtime on registers/POS to Auditors immediately
6. 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
7. 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
8. 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
9. It should give the beginning "Z and X total." The ending "X and Z total, and the daily sales
10. That day's register tapes and credit card batch report must accompany the daily sales report
11. For each location, place cash register tapes and credit card batch report in a bag
12. Properly label each bag with stand name and company name, and turn into the auditing office by 2pm daily
13. It is the Subcontractor's responsibility to ensure that the report and tapes are delivered by 2pm daily
14. After one written warning, Subcontractor will be charged \$10.00 for each late sales report

15. Auditor will compare the daily sales report and credit card batch report to the corresponding register tape and credit card batch report
16. Subcontractor must ensure that any discrepancies (e.g., over-rings, missing sales, etc.) are noted and reconciled when reports/tapes are turned in
17. Auditors will be making rounds on a random basis to test all systems and will be taking additional "X" readings" to ensure accurate reporting
18. Please cooperate with the auditors
19. 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 11.30.21**