



**Food & Beverage  
Minimum Operating  
Guidelines & Procedures**

## Minimum Operating Guidelines

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The following is an outline of the Oak View Group at Fairplex 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**
2. **Golf cart operations**
  - A. Approval required
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 POS system
4. **Sanitation**
  - A. Obey & adhere to all Health Department guidelines
  - B. COVID Policies
  - C. Stand cleanliness & orderliness
  - D. Condiment table look & maintenance
  - E. Sweep, clean, maintain ten-by-ten area in front of your stands
  - F. All stands must have privacy screens/s. Empty kegs/boxes/ice merchants, etc. may not be in public view.
  - G. Food stand doors must be kept closed at all times.
  - H. Keep boxes in or behind stand until end of day
  - I. Trash does not go in public trash cans
  - J. Proper disposal of (hot) ashes
  - K. 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; Permit are obtained through the Oak View Group Office. ***(Please do not contact the Health Department)***
  - E. Valid insurance policy naming Oak View Group & Fairplex as Certificate Holder. (see attached insurance requirements)
  - F. Move-out

6. **Menus approved**

- A. Offer gluten free items
- B. Vegan
- C. Offer Healthy option
- D. Authentic cuisine
- E. All signage must conform to criteria established by Oak View Group 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
- F. Sales Tax NOT 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 beverages will be sold only in approved Coca-Cola logo cups (i.e., soft drinks, iced tea, punch, lemonade, etc.). Oak View Group will supply these cups and lids along with product, souvenir cups and CO2. All cup sizes designated by Oak View Group & Fairplex 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. 20oz Bottles of Dasani Water are available for sale by all Subcontractors who have officially added it to their menu prior to the Event. Dasani Water must be ordered from Oak View Group. Dasani Water is the only brand of water allowed for purchase. (See approved menu for pricing)

8. **FAIRPLEX POLICY:** When a guest requests water, you must serve a 7oz cup of water. You can purchase 7oz cups from any paper company. No stand shall refuse to give water to anyone asking for it.

9. **Training**

- A. As a Subcontractor you play a significant role in the success of Event here at Fairplex. With your assistance, we will all be able to provide a world-class experience for our guests. 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. The subcontractor must train and supervise his/her staff. Staff need to be knowledgeable about all products offered.
- B. Suggestive selling – “Will that be all?” and “Anything else?” are **Not** suggestive selling.
- C. Serv-Safe Certificate for Managers and Food Handles. New law starting in January 2024.

## 10. 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 is located (e.g., restrooms, ATM's, First Aid, etc.)

## 11. Megan's Law

A. To protect the safety of its children and Fair attendees, the Los Angeles County Fair Association ("LACFA") may at its discretion, screen the names of Subcontractor employees and contractors through the Megan's Law database.

12. Commitment to quality

13. **"Everything's Fresh" 100% satisfaction guarantee.**

14. Trans fat free

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

16. No gray or any other color bus tubs

17. Provide power requirements in advance

18. The 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. Must be in ADA compliance

21. Propose something. Do not' wait for us to come to you

22. No employee discounts. Only for your own staff

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

24. No staff breaks around or near stand working

25. No tip jar allows at food stands

26. Open Flame BBQ's must have an A.Q.M.D. Permit

27. Grills and smokers must have a fence around them and must be 3ft from the fence

28. 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 extended period of time, with doneness determined by the meat's tenderness.*

## **LA County Fair/Oak View Group Auditing Procedures**

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**POS:** POS System must be utilized for all percentage lease stands, and the POS requirements and sale procedures are outlined below. Adding machines, calculators, phones, and cash registers is not acceptable. Every sale must be rung up; every transaction must be completed. Excessive voids will be subject to review by Fairplex auditors. No stand shall operate from an open cash drawer, apron, or separate cash box. POS reader screen must be clearly visible and readable to the Fair guest.

### **POS Requirements:**

1. POS approved reports (Cloud based sent from server, Apex or Order Inspector)
2. **As of January 1, 2024, Square Systems will NOT be allowed.**
3. Clover users must use ApexCeph for reporting
4. Customer display
5. Consecutive transaction numbers
6. Clock that prints current date and time on detail tape
7. Battery back-up with memory protection
8. Readable type

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

1. Company name
2. Phone Number

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

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

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

1. Highlight the over-ring
2. Record on over-ring Sheet
3. Initial the over-ring Sheet
4. Turn in to auditing department daily

**Refunds** - to maintain good relations with our visitors and to promote a high level of customer service, Fairplex does not support or condone a "No Refund" policy. Subcontractors are encouraged to implement a reasonable return, refund, and exchange policy.

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

1. Daily sales must be emailed to [audit@fairplex.com](mailto:audit@fairplex.com)

**Audit Procedures**

1. All prices must be posted for public viewing. **(Sales tax NOT included)**
2. A price list must be submitted to the Oak View Group offices for comparison
3. Percentage lease stand must have a POS system.
4. The POS dollar display must be visible to customers. POS maintenance is Subcontractor's responsibility
5. Please report downtime on POS to Auditors immediately
6. Please keep "No Sales/Voids" to a minimum. Excessive use of the "No Sale/Voids" key will be construed as indicating unrecorded sales. Over-ring must be highlighted on the tape and Record separately on over-ring sheet annotating date, POS #, transaction #, amount, and cashier's initials
7. Auditor will compare the daily sales report and credit card batch report to the corresponding register tape and credit card batch report
8. Subcontractor must ensure that any discrepancies (e.g., over-rings, void, missing sales, etc.) are noted and reconciled when reports/tapes are turned in
9. Please cooperate with the auditors

**Final Check-Out Procedure:** The Auditing Department will be open at the closing of the Fair. Payment will be made in the Oak View Group Offices.

**Sales Tax:** Oak View Group will collect Subcontractor sales tax; sales tax will be paid under Oak View Group name.

Any questions please contact Robert Livell @ [livell@fairplex.com](mailto:livell@fairplex.com) or 909 865-4337

## **Oak View Group Insurance Requirements**

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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 Information:**

Sherry Flores

[Sherry.flores@Oak View Group.com](mailto:Sherry.flores@Oak View Group.com)

1101 W. McKinley Ave, Pomona, CA 91768

### **Certificates of insurance Holders:**

LA County Fair Association, Fairplex & Oak View Group.

Provide original Certificates of insurance to Oak View Group. Only an original certificate of insurance showing the proper verbiage and solar amounts, mailed directly from the insurance company to Oak View Group will be accepted. Subcontractor shall be solely liable and responsible for all injuries caused by or resulting from the acts or omissions of Subcontractor's employees and agents. Including, but not limited to, personal injury, damage to real or personal property.

**Additional Insured:** Subcontractor shall indemnify and hold harmless Oak View Group and the County of Los Angeles, Los Angeles County Fair Association, City of Pomona, and their respective agents, directors, deputies, and employees from any and all liabilities, claims, losses, damages, fines, penalties, deficiencies, actions, suits, proceeding, demand, assessments, judgments, fines, penalties, costs and expenses (including reasonable attorney's fees) incident to any such acts or omissions.

If Subcontractor is permitted to use a golf cart or sell alcohol beverages, the certificate must specifically state that alcohol sales are also covered. Such policies will name Oak View Group and (Los Angeles County Fair Association) as additional insured and such policies shall be specifically endorsed to waive any rights of subrogation against Oak View Group and the Los Angeles County Fair Association. The subcontractor shall arrange for Oak View Group to receive at least thirty (30) days prior written notice of any termination or reduction in the coverage of any such policies.

## Permit Requirements

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### **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. A copy of the seller's permit must be on file with Oak View Group at Fairplex. Subcontractor will turn in all receipts daily; Oak View Group will collect Subcontractor's sales tax at the end of each Event. Oak View Group will pay Subcontractor's sales tax to the California State Board of Equalization. The amount of the receipts will be confirmed by both parties and a written receipt will be given to Subcontractor by Oak View Group.

### **Los Angeles County Health Permit:**

A temporary Health Permit is issued through the Oak View Group Office. Please do not contact the Los Angeles County Health Department. Temporary Event Application along with Permit Fee is required for each location. Only Cashier's Check or Money Order will be accepted for permit fee.

Please contact the Oak View Group Office at [sherry.flores@oakviewgroup.com](mailto:sherry.flores@oakviewgroup.com) or 909 865-4509 for application and/or permit fees.