



# **Operating Guidelines & Procedures**

**LA County Fairgrounds**

1101 W. McKinley Ave, Pomona, Ca 91768

P: 909.865.4509

## Minimum Operating Guidelines

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The following is an outline of the OVG Hospitality 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's Agreement**
2. **Golf cart operations**
  - A. Subcontractor must have prior approval to operate a Golf Cart
3. **Cash handling**
  - A. Integrity
  - B. Credit cards accepted
  - C. Timely submission of deposits and payment
  - D. No minimum on credit card purchases
  - E. Must have approved POS system
  - F. Square NOT ACCEPTED
4. **Sanitation**
  - A. Obey & adhere to all Health Department guidelines
  - B. Follow State Guidelines for Organic Waste
  - C. Stand cleanliness & orderliness
  - D. Condiment table look & maintenance
  - E. Sweep, clean, maintain ten-by-ten areas in front of your stands
  - F. All stands must have private screens. 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 grease
  - L. Proper disposal of trans fat-free cooking oil
5. **Operating**
  - A. Follow State Guidelines for Safe Food Donation
  - B. Open during operating hours
  - C. All stands must have approved Fire Extinguisher, Fire Extinguisher must be within thirty feet of cooking operation
  - D. Where there is a potential for fires involving combustible cooking media (vegetable or animal oils and fats), provide an additional fire extinguisher with a Class K rating with thirty feet from such cooking operations
  - E. All stands must secure all propane tanks
  - F. Temporary or annual health permit required from the County of Los Angeles Health Department; Permit are obtained through the OVG Hospitality. ***(Please do not contact the Health Department)***

- G. Valid insurance policy naming OVG Hospitality and Fairplex as Certificate Holder. (see insurance requirements)
- 6. **Menus approved**
  - A. Offer Gluten Free
  - B. Vegan
  - C. Offer Healthy option
  - D. Authentic Cuisine
  - E. All signage must conform to criteria established by OVG Hospitality 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.). OVG Hospitality will supply these cups and lids along with products, souvenir cups and CO2. All cup sizes designated by OVG Hospitality & 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, please serve them using a 7oz cup. 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.

## 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. Employing 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. Commitment to quality

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

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

14. No gray or any other color bus tubs

15. Provide power requirements in advance

16. The culture of accepting things instead of dedicating resources to improving them has to die.

*"Mediocrity breeds mediocrity."*

17. Respect the rules and stay in your location.

18. Must be in ADA compliance

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

20. No employee discounts. Only for your own staff

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

22. No staff breaks around or near stand working

23. No tip jar allows at food stands

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

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

26. 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/OVG Hospitality 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. Clover users must use ApexCeph for reporting.
3. Customer display
4. Consecutive transaction numbers
5. Clock that prints current date and time on detail tape
6. Battery back-up with memory protection
7. Readable type
8. Square will not be permitted without special permission from Fairplex Auditing

**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 customers 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 into the 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.

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**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 OVG Hospitality offices for comparison
3. The 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. The auditor will compare the daily sales report and credit card batch report to the corresponding register tape and credit card batch report
8. The 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 Event. Payment will be made in the OVG Hospitality Offices.

**Sales Tax:** OVG Hospitality will collect Subcontractor sales tax; sales tax will be paid under OVG Hospitality name.

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

## OVG Hospitality Insurance Requirement

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 and 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 OVG Hospitality, will be accepted. The 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.

**New as of 10.1.24 Additional Insured:** Subcontractor shall indemnify and hold harmless The City of Pomona, Fairplex, The County of Los Angeles, The Los Angeles County Fair Association, Oak View Group (OVG Hospitality), and all owned or related entities, its offices, directors, employees, customers, distributors, suppliers, and agents.

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 OVG Hospitality and (Los Angeles County Fair Association) as additional insured and such policies shall be specifically endorsed to waive any rights of subrogation against OVG Hospitality and the Los Angeles County Fair Association. The subcontractor shall arrange for OVG Hospitality 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 the subcontractor's space/location at all times. A copy of the seller's permit must be filed with OVG Hospitality at Fairplex. Subcontractor will turn in all receipts daily; OVG Hospitality will collect Subcontractor's sales tax at the end of each Event. OVG Hospitality 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 OVG Hospitality. 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 OVG Hospitality Office at [sherry.flores@oakviewgroup.com](mailto:sherry.flores@oakviewgroup.com) or 909 865-4509 for application and/or permit fees.

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