Improving The Workplace: One Procedure at a Time

I. Abstract

My capstone project addresses the lack of formal procedures and employee training at Realms. Realms is a new bar, arcade, and venue in Boise Idaho where I am currently employed as the bartender. During my time there so far I have observed the lack of written procedures, an employee manual, or an official training process. As an employee, I have witnessed these shortcomings at Realms result in various mistakes which ultimately negatively affect my main stakeholder, Tanner Nielsen, the owner and operator of Realms among my fellow employees and the Realms customer base. In order to improve the efficiency, clarity, and regulation regarding business procedures at Realms I could either create an employee manual or create an employee training program. After researching different approaches to employee efficiency among other adjacent topics, I decided on creating both an employee manual as well as hosting an in-person training session. My project aims to establish the procedures at Realms and create a more positive and consistent attitude among employees to improve Realms as a whole and benefit all stakeholders.

II. All documents of the employee manual:

[Attached at end of document]
III. Image of the employee manual in its final form (binder):
I used the manual to walk all employees through the written procedures. This took about two hours. They were all in agreement that the procedures looked perfect, which makes sense considering that I consulted each one of them in the creation of the procedures. There were little to no questions, however I was able to answer any minor ones that came up. The staff and owner were all pleased with the format and information included in the manual. The only significant suggestion came from the owner who requested that I add a “weekly cleaning procedures” list for tasks that aren't necessary on a daily basis which I did add post training meeting. I concluded by asking my employees what incentives I could give them to motivate them to go above and beyond regarding their duties. They requested “sick days” in which they could call out at the last minute, for whatever reason, without repercussions in exchange for following the procedures to the best of their ability. They also requested free admission or drink tokens for friends and family. The owner and I decided that the employees would compete monthly for one “sick day” depending on who completed opening and/or closing procedures the best on a daily basis which the owner and I would determine together nightly. We would also reward our staff with 3 free drink or admission tokens monthly as a consistent reward to show them that they are valued and create natural incentive. Overall I feel that the employee manual and training session was a success.

My stakeholders are the owner of Realms, Tanner, my fellow employees, and the Realms customer base. I believe that Tanner benefited because he can now have confidence that his employees are properly trained and completing procedures in a manner that he approves of. I believe that my employees benefited by being empowered regarding dictating the way we go about procedures. They also feel more confident now and are able to complete tasks with more efficiency. For example, closing procedures go by quicker and they are able to get home at a
more decent hour compared to before. The Realms customers benefited from receiving more consistent service overall. I measured my results by interviewing Tanner and our employees post training to see how they were affected by the addition of an employee manual and training. I also tracked how much time opening and closing procedures took recently versus before when there was no task list in place. Additionally, I observed the workflow on two separate occasions to see how customers interacted with our employees. Tanner stated that he noticed that when he would walk into Realms in the mornings that the bar and floor was fully clean meaning that the closing person the night before did their job properly. This was a consistent issue in the past as Tanner constantly had to pick up the slack from the night before. Additionally, the opening and closing procedure time was reduced by an average of thirty five minutes which ultimately saves him money. All three of my employees stated that they feel more confident in doing their job and more connected as a team overall.
CLOSING PROCEDURE

Bar

- Wrap up and keep track of un-purchased and cooked food. Add total items to the daily “leftovers/waste” comp
- Make sure there is a proper amount of defrosting/ed dogs, buns and pretzels in the walk in
- Wipe down convection oven tray/s
- Wipe down nacho cheese machine
- Put back and clean condiment area
  - Put ketchup and mustard back in the fridge
- Clean dogeroo (turn off and wait to cool down before cleaning)
- Run last cycles of dishwasher, clean and stock dishware
- Drain and clean dishwasher filter
  - Turn master switch off
- Use sanitizer and rag to clean and wipe down all bar surfaces
  - Sweep bar area
- Wipe down bar stools
  - Sweep underneath barstools
- Wipe down cleaning/dirty racks and pour water down drain
- Clean tap system drain
- Wipe down and clean dish drain rack area
- Make sure to dispose of all rags into the Alsco dirty laundry bin

Closeout
all tills if used (white, black and event)

beginning amount for event binder: $175
beginning amount for white and black tills: $557

<table>
<thead>
<tr>
<th>40 ($40)</th>
<th>ones</th>
<th>50 ($0.50)</th>
<th>pennies</th>
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<td>fives</td>
<td>50 ($2.5)</td>
<td>nickels</td>
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<td>40 ($4)</td>
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<td>bills total</td>
<td>$17</td>
<td>Change total</td>
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<tr>
<td>$557</td>
<td>total amount</td>
<td></td>
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</tbody>
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- In daily logbook, write the date, your approximate shift hours, and cash tip total
  - If on a solo shift take all cash tips home or at end of solo shift
  - If on a dual shift calculate cash tip percentage at end of shift
    - Total cash tips divided by total hours worked between both employees and then multiply that number by each of your hours to get approximate amount (feel free to use change drawer in office to divide out cash more evenly)
    - If other person has left, put their amount rubber banded and labeled with green post it in deposit box
- print off daily report from 4am that day - end
  - Circle total electronic tips and write down in logbook
  - Circle total cash collected and write down in logbook
- count the total cash and change in the till and write down in logbook
- subtract the beginning total ($557) and record the excess cash in logbook and on report
- compare that amount to the total cash collected in report and record any difference (+-$5 is okay)
- Take out the excess cash, rubber band with the report/pink post it and drop off in the deposit box

Arcade
• Turn off arcade games on office panel/app
  • Turn off ddr with key
  • Turn off basketball hoop
  • Turn off extension cord under hoop
  • Turn off all console stations
  • Turn off bartop and table top tvs/consoles
  • Turn off desktop and projector if needed (along with sound system)

Floor

• Spot Clean bathrooms
  • Toilets
  • Wipe down surfaces

• Take out trash and refill all with new liners (liners are in the unisex bathroom)(remember to recycle the cans into the green bin!)
  • Bar trash
  • Bathroom trash
  • Condiment area trash
  • Arcade area trash + recycling
  • Green room trash
  • Lounge trash (clear bags) + recycling

• Turn off/set all ACs to 76 (if hot next day) and fan auto
  • Chaz corner
  • Behind alien
  • By iron maiden

• Turn on white lights and do a large sweep and mop of all floor areas including stage

• Turn off all TVs and music and display cases
● Entrance case (d1)
● Ddr cases (d4)
● Merch area (dals)
● Chazs corner
● Take lights out of console box and put on chargers in office

● Turn off overhead lights
  ● Use ipad code 074888
  ● Go to dmx controller on ipad to turn each zone of lights off

● Open blinds a bit
  ● Put all plants near morning sun

● Bring Signs in if closed next day
Cash Balance/Drop off Procedure  
every monday morning first thing

- Make sure registers are balanced
  - **White till should be at $557** (including coins)
    - On post it, write needed smaller bills/coins
      (mostly pennies, quarters, ones, fives)
      - Take out larger bills to match number of smaller bills needed
    - If off, write by how much in financial logbook
  - **Black till (event/door) should be at $295**
    - On post it, write needed smaller bills/coins
      (mostly pennies, quarters, ones, fives)
      - Take out larger bills to match number of smaller bills needed
    - If off, write by how much in financial logbook

- Look at employee logbook and calculate total cash extracted from previous monday - sunday
  - For white till
  - For black till
  - Record in finance book

- Go to safe, take money out and put into cash drop off bag
  - Use cash counter to check and totals
    - White till marked with report
    - Black till marked with just regular post-its
  - Check with clover weekly sales/ logbook
  - Record any differences
  - Put all cash flat into bag
  - Take money bag to ICCU for drop off and record
- Boise trash utility, sent at first of month, pay on last Monday of the month. Do a quarter paid by anarchy and send invoice on last monday of the month
  https://bill.paystation.com/boise/Policy/Summary?DisplayName=Account%20Summary

- Idaho Power, due on 21st, pay on third monday of the month
  https://tools.idahopower.com/MyAccount

- Monthly Lease $6013.33. send check on last Monday of the month
  To Farber Properties LLC 11934 Goldenrod Dr. Boise, ID 83713

- Monthly Building Utilities (property taxes, property insurance, Boise city utility, gas, water) from Barbara, sends out on week ¾. Send check on last Monday of the month
  To Farber Properties LLC 11934 Goldenrod Dr. Boise, ID 83713

Tax
Sales and use tax
https://idahotap.gentax.com/tap/#68
Pay by quarterly schedule
Q1 (Jan 1 - March 31) due April 20th
Q2 (April 1 - June 30th) due July 20th
Q3 (July 1 - September 30) due October 20th
Q4 (October 1 - December 31) due January 20, 2021

Withholding tax done by homebase
https://idahotap.gentax.com/tap/#68

Unemployment tax done by homebase
https://www2.labor.idaho.gov/eServices/EmployerPortal/

Workforce development tax done by homebase

Administrative reserve tax done by homebase

Federal (more info needed)

PAYROLL and SCHEDULE
PAYROLL

- run payroll on **first and third monday** of each month
  - Use finance book to calculate and log payroll/tips
  - Use logbook to check with clock in/out to make sure each employees hours are accurate
  - Use clover to check total electronic tips received and compare to total from logbook/payroll

- Print out payroll records
  - give each employee their payroll record for the period
  - File each employees record into filing cabinet
  - File into payroll desktop folder
  - File total payroll amount of each period into filing cabinet

SCHEDULE

- On **third monday** of every month, create employee schedule on homebase for the next month
  - Print event calendar and file into employee handbook
    - Post on whiteboard too
  - Schedule around events/busy days
  - confirm/change schedule around via group chat
  - Also send any updates/needs/changes procedure/behavior/work output in group chat

- Have an employee do bar/inventory procedure (in employee guidebook) and update/purchase every **Tuesday morning**
INSURANCE

- Alta claims workers comp (in progress) premium $1545.00
  https://amtrustfinancial.com/login

- State farm business policy, sent first week of the month, due end of third week
  Pay at https://apps.statefarm.com/my-accounts/
  debbie.bruning.vabrke@statefarm.com
  Account #: 93-BS-N809-7

- Country financial USLI liquor liability, due end of third week of each month
  Pay at https://myaccount.usli.com/dashboard
  Kristen.Roberts@countryfinancial.com
  Account #: LQ 1010405
Services

- **Homebase**, first day of each month  
  [https://app.joinhomebase.com/dashboard/location](https://app.joinhomebase.com/dashboard/location)

- **Starlink**, [https://www.starlink.com/account/billing](https://www.starlink.com/account/billing), the 11th of each month

- **Norco gas** pay once a week mondays  
  [https://billpay.norco-inc.com/](https://billpay.norco-inc.com/)

- **Alsco** pay once a week mondays  
  [https://atrack.alsco.com/Account/Login](https://atrack.alsco.com/Account/Login)

- **Alcohol distributors** once a week mondays  
  [https://ezenroll.fintech.net/Retailers/Autopay/Index](https://ezenroll.fintech.net/Retailers/Autopay/Index)

- **Shamrock food** once a week mondays  
  [https://m.myshamrock.com/Login?redirectUrl=https%3A%2F%2Fm.myshamrock.com%2F](https://m.myshamrock.com/Login?redirectUrl=https%3A%2F%2Fm.myshamrock.com%2F)
Filing

- File all receipts and invoices into “unfiled invoices” folder in white filing cabinet on the daily
  - keep paper receipt folder in cars
- Every monday scan and upload all physical and digital receipts to quickbooks and drop box
  - Track down any left behind transactions and file accordingly
  - Organize desktop invoice folder
  - Put physical receipts into coordinated monthly receipt box
SALES and EVENTS

Sales
● Every Monday print, analyze and file clover sales sheet from previous Monday - Sunday
  ● Log into sales/budget sheet
    ● Take notes on trends/improvement in financial logbook
  ● File into monthly sales file folder

Events
● Every Monday file and record previous week's event forms/outcome
  ● Make sure W-9s (if needed above $600) have been properly filed and recorded
  ● Go through each event report, record into sheet
    ● Link event to specific daily sale report
    ● Add/record cash sales and presale
    ● Record event costs
      ● Sound
      ● Security/door
      ● Hospitality
      ● Clean up
      ● Promo
      ● Performer splits
  ● File report digitally and physically
    ● Take photo/scan and file into desktop folder
    ● Put physical report into event binder folder
  ● Email agents about event outcome if needed
  ● Record analysis into logbook
● Every Monday make sure Google calendar and website calendar are updated

BUDGET
Every Monday update purchases/budget for the next week in sheet
   Review last week's spending, make sure it aligned with budget
       Use quickbooks to look up spending by category per week
Look at bank total
Come up with feasible weekly/monthly budget
Marketing/Branding/Event Management

- **Everyday** if possible reply to all customer inquiries/comments
  - Check post it notes on whiteboard
  - Check contact form emails
  - Check facebook
  - Checkinstagram
  - Check reviews
  - Check phone
- **Everyday** Update contact book/business card folder if needed
- **Every Monday** come up with marketing and event tasks/schedule for the week
  - Try and do everything at least 2 weeks ahead of time
  - Keep tabs on ongoing event/reservation planning via event sheets/tasks
- **Every Monday** come up with floor graphic and branding tasks

**Arcade/FLOOR**

- **every wednesday** update/order arcade tasks
  - Order any needed parts etc
  - Spend time on arcade tasks
  - Weekly game deep cleaning and upkeep
- Pinball playfields
- Check all joysticks and loose hardware etc
- Clean screens/glass

- **every wednesday** update/order floor tasks
  - Update collectables
  - Organize flyers and marketing material within/outside realms
  - declutter/dust/organize decor
Employee Comp Allowances/Instruction

1. Allowances/Discounts
   a. one free meal combo or of equal value ~$8 per shift
      i. Use comp payment option and make sure to write your name in the note section
   b. 50% off food and drinks
   c. one free pass per shift for friends
      i. Friends can come for free but if they want to play games just charge $4.00
   d. one free +1 per concert
   e. free concerts

2. Rules
   a. No alcohol consumption on the job
      i. If you are off the clock and drinking, you may not enter the bar area
   b. No alcohol comps
      i. Must pay using employee discount
   c. When things are slow, please try to clean or interact with customers
IMPORTANT INFO YOU PROBABLY WILL NEED MAYBE

- IPAD PW: 074888
- Internet: Earth2realms
  - PW: Internetrealm7
INVENTORY PROCEDURE

Every Monday
  1. Use the designated notebook to write down all inventory items on a checklist.
     a. organize/clean cooler as well
  2. Update the inventory in POS
  3. Order anything low from appropriate distributor
     a. Write down order/low on same page
  4. Date and sign, leave notebook in designated location
OPENING PROCEDURE

FLOOR
Make sure restrooms are clean and supplied
   Paper towels and toilet paper in the unisex restroom
   Soaps in womans restroom

Clear all surfaces and check if clean
   Lounge tables
   Floor tables
   Merch area
   Bar top
   Ddr tables
   Green room surfaces

Vacuum private room and mats

Spot sweep

Make sure all trash cans are emptied and have appropriate liners

Make sure all display case lights are on

Turn on all floor lights with ipad app

Turn on tvs and sound
Entrance tvs
Chazs tv
Stage, bar, pinball, green room
Use r2 remote to start music playlist
Change to neumi output for visuals
Make sure sound is at a good level (40%)

Put pricing/open sign outside
Pick up any trash etc outside

Bar/Kitchen

Prepare cleaning materials
Make sure bar surfaces are clean, spot sweep if needed
Stock reach in coolers and snack area
  Glasses
  Pretzels into container
  Hot dogs for the day in designated containers, date expiry with sticker once opened
  Leftover dogs need to be sealed into ziplock freezer bags and labeled
  Nacho cheese loaded with 2 bags
  Prep onions if needed
  Prep lemon spirals and strawberries if needed
  Put out small portions of relish, jalapeno, and onion
  Put out opened ketchup, mustard, and fry sauce bottles
Make sure all utensils and napkins are stocked properly
Start warmer set at medium hitting 140 F
Dogeroo start
  Water in steamer
Start dogeroo at 6-7 temp
Wax paper on bottom
Start a few dogs and buns
  Buns straight from loading area in cooler to steamer
Start tots
  Cook at 425 F ~25 mins, wax paper on baking tray
  2 servings one baking tray

Check to make sure water station stocked

**Arcade**

- Press “arcade on” button in the office/app
  - Unlock and turn on console in the nexus system
  - Turn on tvs and systems by DDR
  - Unlock and turn on DDR,
    - Check for appropriate sound level
  - Choose which neo geo game to start off with
  - Make sure house of the dead 2 is on freeplay
  - Make sure net city and astro city are set to freeplay
    - If not, unlock under control panel and go into test mode, go to coin settings and change to freeplay
  - Turn on extension cord under basketball hoop
  - Turn on basketball hoop
    - Add credits
  - Make sure groove coasters are set to free play and also no attract mode volume
  - Add credits to Sound Voltex
  - Turn on vectrex
  - Turn on bartop tvs
• Set up and turn on all console stations (tidy up controllers/cords)
  • Including private room
• Make sure prizes are loaded into the flaming finger and pretty girl claw machine
Operating Procedure
Write down any tasks/notes/suggestions in appropriate google chat list

BAR/Register

1. Only use sanitizer bucket for cleaning, designate 1 or 2 rags for cleaning the bar surfaces
2. Glass pour wipe down rag to be designated right of the taps, only use for glassware wipe down
3. Make sure to hand cans and bottles pre opened (use opener device)
4. Always look for dirty glassware and stock the dirty rack/cycle the dishware through the washing machine.
   a. When finished, use the polishing rag to dry and store glassware under bar
   b. Make sure to stock the underbar reach in with sufficient glassware to chill (root beer mugs and pint glasses only)
      Never straight from rack to cooler
5. Make sure to constantly be checking for dirty dishes and rotating the dishwasher cycles.
   a. Use polishing rags (hanging rags) to dry dishware and re-stock
6. If needing more change for register/s
   a. Exchange smaller bills/coins for larger ones out of tip jar
   b. Exchange larger bills/coins for smaller bills/coins in change drawer office
7. SPECIALTY DRINKs OPERATION
FOOD

Use thermometer to check food temps before serving

8. pizza/warmer:
   a. Wax paper on each shelf, keep at 140 temp
   b. Order pizza at appropriate time/delivery
   c. Pizzas into plastic tray with wax paper

9. dogeroo
   a. Make sure to tell customers about the condiment station (ketchup, mustard, onions, relish, jalapenos)
   b. Put first load on the right side
   c. Always have buns loaded above (from freezer loading area to warmer)
   d. Do not smash or store anything on top of buns
   e. Cook on 6-7 for 10 min test at 140°F
   f. Then keep rotating at 3-4 on rack
   g. Keep on low when there are no dogs
   h. After fully cooked, wrap the dogs into foil and put in the warmer
   i. Serve dogs + buns into boat

10. Convection oven

   Use top of convection to store finished tray
   Use timers on the side, not the oven timer (keep oven timer consistently on)
   Set temp to 200 celsius mostly

   a. Pretzels
      i. Take wax paper and cover baking tray
      ii. Each tray can fit 1-3 pretzels
      iii. If the oven is warming up, cook at 200 celsius for about 10 mins (if warmed up, cook for 4-6 mins) temp 150°F
iv. Serve in large black tray with wax paper diagonal
v. Spritz with water and shake salt on
vi. Fill cheese cup with one auto pour and use discretion + one tap

11. Candy and chips
   a. Stock some junior mints in fridge, make sure to keep chips stocked

12. If anyone gives information about event/interests or questions you have etc write on post-it and leave it on the whiteboard in the office

Floor and Arcade

Write down any tasks/notes/suggestions in appropriate google chat list

1. Enforce rules
   a. No eating at games
   b. Sharing games
   c. No vaping
   d. etc
2. Walk around and check for left behind dishware, drinks etc and spot clean tables/games/spills
3. Check bathrooms
4. Wipe down games occasionally with alcohol wipes
5. Make sure all the games are working, test them out from time to time
   a. If there is an issue, diagnose and write down in journal/tasks
   b. Pinball stuck, take glass off and use rubber corners
   c. Reset pinball if players leave running
   d. If game goes down put target coming soon
6. Tend to console game change out when needed
7. Ask customers if they need anything
8. Interact with customers
9. Check for left behind items and deposit in lost n found
10. If anyone gives information about event/interests or questions you have etc write on post-it and leave it on the whiteboard in the office
WEEKLY CLEANING PROCEDURES

1. Hose Bar Mats
2. Deep Clean private room
   a. Under and around couches
   b. Turf floor cleaner
3. Deep clean parking lot if needed