

LOCH LOMOND BEACH CLUB

POLICY AND PROCEDURES MANUAL

SUBJECT: CLUBHOUSE STORE
REVISED: 12/14/2013

POLICY #: 14
PAGE 1

EFFECTIVE DATE: 05/12/90

POLICY:

The Loch Lomond Beach Club shall maintain and manage a clubhouse store for sale of goods and merchandise to members and their guests.

PROCEDURE:

1. Clubhouse personnel only shall transact sales to members and their guests within guidelines set by the Board of Directors and Wisconsin State Law.
2. The Club Manager is responsible for proper training of personnel in proper sales procedure and etiquette.
3. Store inventory status shall be taken weekly and inventory re-supplied as needed.
4. The manager and/or interior maintenance assistant shall comprise a yearly written inventory to be placed on file in the office for use by future management.
5. All sales, cash or charge, shall be entered on cash register under appropriate type of transaction.
6. Charges (members only) shall be written on proper invoice with members receiving their appropriate copy. (Charges include store, dock rental, waste area and any additional charges other than the annual Maintenance Assessment.)

A charge statement shall be mailed out monthly. It is the management's responsibility to check files to validate charges. Monthly charges that are \$10 or less will be emailed (if an email is on file). For those without email on file, one phone call will be made. Members not responding to the phone call or email will be charged a \$5 handling fee for mailing an invoice or statement.

Past due balances will be charged a 1.5% per month finance charge with a minimum of \$5.00.

Charge accounts that are more than 2 months overdue shall have their charging privileges suspended and the association reserves the right to turn such balances over for collection. A membership card for the new fiscal year will not be issued to members having past due store balances. Members having their store account turned over for collection will have their charging privileges permanently revoked.

7. The manager shall submit store bills and income received initialed with appropriate budget heading to the Financial Secretary; i.e., store sales, annual meeting, etc.
8. Gas sales shall be for marine use only and at posted hours.
9. The store will target a 30% average mark-up on merchandise including sales tax.
10. Manager shall leave \$100 change in cash register at the opening of each day. The manager shall remove any excess amounts of cash on hand during busy days and be responsible for those funds. At no time shall large amounts of cash or checks be left overnight at the Beach Club.
11. Liquor license applications are obtained from Cedar Lake Township Secretary.