

# **TRAINING**

**CANTEEN MANAGERS,  
COMMANDERS & TRUSTEES**

# TABLE OF CONTENTS

- .Officers/Trustee Duties
- .Accountability
- .Handbook & Procedures
- .Profit & Loss Statements
- .Cost Per Hour Of Operation
- .Cost Calculator
- .Marketing Your Canteen
- .Membership
- .Discussion – What are you doing at your Post?

# Officers/Trustees Duties

The best thing for a Post to do is to clearly outline Officers/Trustees Duties.

By assigning duties to certain Officer's or Trustees, you are clearly defining what their job is to them and also letting the Canteen Manager know who they can go to when problems arise.

•Do you have set duties for all of your Officer's & Trustees?

# Accountability

How do you hold your Officer's, Trustee's and Employees Accountable for the Money in your Post?

Do you have someone verifying all of the Post Financial Records on a daily/monthly basis?

What types of Accountability Check Systems does your Post have in place?

# Handbook & Procedures

- Every Post should have an Employee Handbook, which is gone over and given to each new employee when hired.
- Each Post should have a Procedure Book located in the Canteen for all employees to reference. This should include everything necessary for an employee to sufficiently do their job.
- Does your Post currently have an Employee Handbook and Procedure Book? If not how do you advise your employees on their job duties? And do you feel this is working well for your Post?

# Profit & Loss (How to find Net Profit)

Why is it important for an AMVET post to monitor profit and loss on a regular, monthly basis?

Surprisingly to some, AMVETS is a BUSINESS, and should always be treated as one. Thus, the need to use a monthly P & L statement as a dashboard to verify implemented strategies are working or to change strategies if need, and adopt plans.

Invest in a viable computer program. There are many to choose from on the market, such as Quickbooks and Bookkeeper. The time of just having a paper trail is no longer. And once your figures are put into a software program, the monthly reports will be easily generated.

Is your Post currently using a computer software program to track your financial records on a daily basis? Monthly Basis?

# Cost Per Hour Of Operation

Formula: Total Post expenses per month divided by the total number of hours of operation for that same month.

Ex.:

Post 0000 is open 11 hours each day in February. Post 0000 expenses for February total was \$14,283.00. Find the cost of operation per hour for Post 0000.

Work:

$11 \times 28 = 308$  total hours open in February

$14,283 / 308 = \$46.37$

The cost per hour of operation for Post 0000 in February was \$46.37.

An AMVETS Post with a canteen should be considered a business. Knowing the cost per hour of operation can assist canteen managers, commanders, and trustees on what strategy or plan is working, what or who isn't working, and help them to make changes as needed. The plan or strategy should be reviewed quarterly.

# Cost Calculator

Do you use a cost calculator to determine your prices?

Example of a cost calculator:

Strip Steak Dinner

.Cost per pound = \$11.99

.Cost per ounce = \$.75

.Ounces per serving = 8

.Serving Cost = \$6.00

.Price adjust = \$3.00 (Sides, Labor)

.Menu Price = \$11.50

.Food Cost % (Serving Cost plus Price Adjust divided by Menu Price) = 78%

.Profit = \$2.51

# Cost Calculator

## Example of a Can of Beer

.Case Of Bud Light = \$14.79

.Cost per Beer = \$.61

.Purchase Price of Beer = \$2.00

.Beer Price % = 31%

.Profit = \$1.39

**.If you are selling any product with a Food or Drink Cost over 50%, should you be selling it?**

# Marketing Your Canteen

Who is in charge of MARKETING your AMVETS Post Canteen?

Every Post should have a designated person in charge of Marketing Your Canteen. But, all Officer's and Trustees should understand that it is everyone's job to market the Canteen and the Events that are being held at the Post. Working together as a team to promote a business is Key in any successful Business.

Marketing in today's society:

Marketing in today's society is actually easier than ever. Starting and maintaining a web page can be done in house for a small fee to a web hosting site such as Go Daddy. Also, using outlets such as Facebook, Twitter, & Instagram, you are able to promote Post functions to the masses.

Do yo outsource your marketing? How much are you paying? Do you have any Employees, Officers, Trustees, or Members that may be able to do your marketing to help offset those fees?

# Membership

**We exist because of our Members.**

Which means, that we should ask them for their opinions, suggestions, and recommendations. We should notify them when changes are being made, so that they feel we are involving them in the process.

If members feel they are more involved in the Post, they will feel more inclined to recommend to their families and friends to also become members of the Post.

# What are you doing at your Post?

Open discussion for ideas of things that Posts are doing that may help other Posts!!

Re: Drawings, Games, Raffles, Etc.