

**POLICY AND PROCEDURE MANUAL**

Revised: June 24, 2020

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**JOB PROCEDURES**

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MISSION STATEMENT

The mission of Cade’s Market is to serve the grocery needs of St. Martinville and the surrounding communities by providing quality products, exceptional service, a convenient location and savings to our customers.

### SLOGAN

“Quality and Service You Deserve”

### IMPORTANT TELEPHONE NUMBERS

**Owners:** **Robert “Bobby” Cade**

337-394-1772 (Business)

337-394-1653 (Fax)

337-394-9673 (Home)

337-278-2877 (Cell)

**Toni Cade**

337-781-2386 (Cell)

**Store Manager: Brock Hulin**

337-280-5952 (Cell)

**Meat Market Manager: Karl Theriot**

337-394-6364 (Home)

337-342-4750 (Cell)

**Co-Manager: Casey Dore**

337-207-1790 (Cell)

**Assistant Manager/Scanning: Caine Latiolais**

337-412-0584 (Cell)

**Assistant Manager: Victor White**

337-256-3504 (Cell)

**WEBSITE**

www.cadesmarket.com

**FACEBOOK**

Cade’s Market

**ORGANIZATION CHART**

**ACCOMPLISHMENTS**

Cade’s Market opened on January 2, 2004.

**YEAR 1 - 2004**

* Increased workforce from 9 existing employees to 22 employees
* Expanded product selection by increasing inventory
* Expanded specialty meat selections
* Emphasized customer service and improved customer satisfaction
* Offered new services, such as:
  + acceptance of credit and debit cards
  + money orders
  + gift certificates
  + rug Doctor carpet cleaning rentals
  + rotisserie chicken and ribs
  + party trays
  + home made chicken salad
  + home made steak au jus (sauce)
* Purchased new computer software system for front registers
* Purchased the following additional equipment
  + bread oven and proofer
  + bailer for crushing boxes
  + new triple sink for the meat department
  + copy machine and fax machine
  + two water coolers for drinking water
  + coin and bill counter for office
* Implemented an aggressive advertising program, which included:
  + weekly newspaper ads
  + television commercials
  + radio commercials
  + use of marquis sign outside store
* Provided attractive employee uniforms (t-shirts, polo shirts, sweatshirts, and baseball caps) and name tags
* Added a third register and service counter
* Installed an in-house intercom system for communication purposes, which includes music over the intercom to enhance the shopper’s experience
* Increased sales and inventory
* Offered employee benefits, such as, participation in:
  + life insurance
  + dental insurance
  + disability insurance
  + cancer insurance
* Supported the community through donations and participation in events
* Was awarded the St. Martinville Chamber of Commerce’s “Business-of-the-Year” Award after being in business for only 1 year.

**YEAR 2 - 2005**

* Added two manager positions in addition to the owner
* “The Shell Shack” opened in the parking lot of Cade’s Market offering boiled seafood
* Offered additional employee benefits, such as:
  + Expanded employee break area
* Improved store wide signage program, including visually appealing produce signs
* Installed new security system including 16 cameras which allows for viewing the store via the internet from any location.
* Added Cade’s Market chow-chow (store label)
* Continued to increase sales and inventory
* Purchased the following additional equipment
  + walk-in produce cooler
  + stove in the back kitchen area
  + second computer for the office

**YEAR 3 - 2006**

* Offered additional employee benefits, such as:
  + paid vacation time for full time employees
  + improved employee time-keeping system from standard time clock to the use of a proximity badge
  + provided employees with lockers
  + participation in a simple IRA retirement plan
* Continued to expand specialty meat selections (chicken patties, meat loaf, meat balls, Shish Ka-Bobs)
* Purchased the following additional equipment
  + small deli cooler to expand meat selections
  + walk-in cooler and freezer combination unit
  + speed lift to assist with unloading delivery trucks
* Implemented the Electrocheck recovery system which allows for the submission of a check to determine if funds are available in the customer’s account
* Replaced bathroom floors with ceramic tile
* Transitioned from manual checks to the printing of checks directly from Quick Books

- Replaced water coolers with cold water drinking fountain

- Extended the front of the store to include automatic doors

- Constructed a new deli area/bread room and enlarged the front entrance of the store

**YEAR 4 - 2007**

**-** Continued to increase workforce to 32 employees

- Added two large security lights to parking lot

- Began selling plate lunches (January 2007) during lunch on weekdays

- Purchased commercial food dehydrator to produce and package home-made beef jerky

- Installed a large double decker meat merchandiser

- Installed a triple door refrigerated merchandiser

- Installed a gas powered generator to power the entire store in case of electricity outage

- Produced a new commercial for television

**YEAR 5 - 2008**

**-** Stopped selling plate lunches on April 15, 2008

- Re-surfaced the entrances to the parking lot

- Bobby Cade was named the “Business Person of the Year” by the St. Martinville Chamber of Commerce

- Installed a new ice machine system (self-producing and automatic bagging)

- Installed a new software program with touch screen and extra monitors for customers’ view

* Began a gift card program to replace the Cade’s Market gift certificates
* Replaced Electrocheck system with a new check recovery system (Telecheck) which allows for immediate check processing
* Installed a free-standing freezer outside
* Began using a weight activated coin counter
* Held first annual employee appreciation crawfish boil

**YEAR 6 – 2009**

* Created a website for Cade’s Market ([www.cadesmarket.com](http://www.cadesmarket.com))
* Held second annual employee appreciation crawfish boil
* Installed additional frozen food case in the store and reset aisles to accommodate it
* Installed new signature capture pin pads
* Upgraded security system utilizing computer technology including a larger monitor
* Began offering gift cards (such as Mastercard, Visa, iTunes, Best Buy, Olive Garden, Chili’s, J.C. Penney) for sale through BlackHawk system
* Expanded new product offerings to include bread pudding
* Installed a second commercial food dehydration to keep pace with beef jerky sales

**YEAR 7 – 2010**

* Expanded new product offerings, to include: freshly baked King Cakes, specialty breads (po-boys, muffalettos, bread bowls), and seafood stuffed entrees (chicken, peppers, etc.)
* Removed self-producing and automatic bagging ice system and went back to ice delivery
* Held third annual employee appreciation crawfish boil
* Installed energy efficient meat, dairy, and produce case covers

**YEAR 8 – 2011**

* Improved store-wide signage program by installing new aisle markers, meat sign, and front store welcome sign to display products and services.
* Installed checkout lane lights
* Held fourth annual employee appreciation crawfish boil
* Installed new air conditioner in warehouse
* Added 7 new security cameras
* Purchased additional property adjacent to store to expand parking for future use
* Improved website to include weekly ads, product of the month, photos, and Facebook
* Began selling iPhone accessories
* Was awarded the St. Martinville Chamber of Commerce’s “Business-of-the-Month” Award for the month of June
* Installed new touch screen lottery machine

**YEAR 9 – 2012**

* Began offering DVD rentals through in store Kiosk
* Painted exterior of store and warehouse
* Held fifth annual employee appreciation crawfish boil
* Purchased an automated scrubbing machine

**YEAR 10 – 2013**

* Expanded new product offerings to include:
  + Store made shrimp salad
  + Store made boudin
  + Variety of breads (po-boys, hot dog buns, etc.)
* Installed new walk-in cooler for milk and beer
* Held sixth annual employee appreciation crawfish boil
* Relocated the Shell Shack from the parking lot to the back lot which allowed for additional parking
* Purchased a commercial hydraulic stuffer to be used to make boudin
* Purchased shop with 4 bays located next to mobile home

**YEAR 11 – 2014**

* Installed LED lights in the parking lot
* Purchased a new LED sign which allows for programming of text and graphics and time and temperature to appear lit up on the sign

**YEAR 12 – 2015**

* Purchased property adjacent to the parking lot

**YEAR 13 – 2016**

* Purchased a Kubota tractor with a bush hog attachment and added a top to it to maintain all of the grass on the property surrounding the store
* Purchased property across the street from the store

**YEAR 14 – 2017**

* Added a scale in Back Kitchen or Produce, Chicken Salad, Beef Jerky and Rotisserie Items
* Transitioned to a digital camera security system
* Purchased a small frozen food case

**YEAR 15 – 2018**

* Replaced fluorescent lights throughout the store with more efficient and brighter LED lights
* Purchased an electric pallet jack at AG Food Show
* Won a manual pallet jack at AG Food Show
* Bobby Cade was nominated as Humanitarian of the Year by the St. Martinville Chamber of Commerce

**YEAR 16 – 2019**

* Purchased a new warming unit for Rotisserie Items
* Purchased new refrigerated case for front of the store
* Expanded new product offerings to include:
  + Steen’s Syrup sausage
  + Seafood boudin
* Purchased additional property in the neighborhood behind the store (corner lot)

**YEAR 17 – 2020**

* Installed three brand new meat merchandiser cases
* Installed new register systems and replaced software and hardware from Advanced Technologies with software and hardware fro Associated Grocers
* Introduced Meal Suggestions program (Set up a rack with six dinner options at a time to choose from for complete dinners, including recipes)
* Added Cade’s Market Seasoning (with store label)
* Purchased fingerprint/digital time attendance system
* Purchased and installed Microsoft Office software on second office computer
* Purchased a new floor buffer
* Adapted to challenges created by the Covid-19 Corona virus pandemic that started in March 2020. As an essential business, we remained open. We added plexi-glass screens to register stands, required employees to wear face masks, increased sanitizing procedures and installed sanitizing station for customers, etc.

**SMOKING POLICY**

Smoking is **not** permitted inside the store, nor is it permitted outside the front of the store or in the front and side parking lot and behind the meat dept. Smoking is **only** allowed in the back parking lot near the Shell Shack or the truck unloading dock area.

**DRESS CODE**

Employees of Cade’s Market are expected to present a neat, clean, well-groomed, professional appearance while on duty according to these dress code requirements.

A. Employees **must wear** approved T-shirt and or approved sweat shirt/jacket. Cade’s Market will furnish each new employee one (1) T-shirt. Additional shirts may be purchased.

B. Blue jeans, Khaki pants, or Black pants must be worn. Capri pants are acceptable. Pants should be neat, clean, and free of holes. Sweat pants, skirts and shorts are not permitted.

C. For safety reasons, shoes must have non-slip soles. Tennis shoes are acceptable and must be tied. Open toe (i.e., flip flops), open back (i.e., slip-ons) and high heel shoes are not permitted.

D. Name badges will be provided and must be worn at all times. They must be clearly visible and worn at the upper left chest area **AT ALL TIMES**. Replacement name tags cost $2.00 each.

E. No bandanas, sweatbands, or headgear with earphones (such as, iPODs) may be worn.

F. Buttons, stickers, and badges with slogans, advertising, and/or political messages may not be worn, unless part of an approved store campaign.

G. Make-up, jewelry, body piercing, and cologne/perfume should not be so excessive as to cause distraction to customers or co-workers.

H. Hair (head and facial) and nails must be neat, clean, and not extreme in style. Hairstyles and nail lengths are inappropriate if they are distracting to others or impede an employee’s ability to perform job duties in a satisfactory manner.

I Appropriate undergarments are always required.

The managers have the full authority to make decisions regarding appropriate dress and hygiene standards for employees. Employees who do not meet dress and uniform standards will be sent home to change clothes. Employees will not be paid for any work time missed as a result of a dress, uniform, or hygiene violation.

**ATTENDANCE AND PUNCTUALITY**

Cade’s Market has made a commitment to its customers to provide the best service possible. It can only operate at optimum efficiency when every employee understands his/her position and accepts this responsibility. Employees are expected to be present on the job for every scheduled workday. Employees should be at their assigned workstations, ready to work, by the designated arrival time and remain at work until the designated departure time listed on their work schedule. Employees must not be grocery shopping during their scheduled work times. The manager must approve any deviations from the posted work schedule, in advance.

**Time Clock Procedure**

1. The manager will input the new employee information into the time clock manager system.

2. Next, the employee will input the last 4 digits of his or her social security number on the time clock machine.

3. Afterwards, the employee will put his or her finger (preferably the index finger) on the scanner glass twice

(the employee MUST use the same finger on the same hand twice) for the system to collect the fingerprint

data.

4. Once steps 1-3 are completed, the employee will see his or her name on the center of the screen with IN

blinking on the bottom left of the screen.  Therefore, the employee must press the green IN button on the time

clock machine keypad.

5. Once step 4 is completed, the employee is clocked IN. To clock out, the employee will follow steps 2 & 3.

Next, OUT will blink in the bottom right corner of the screen.  Therefore, the employee will press the red

OUT button on the time clock machine keypad.

6. Once step 5 is completed, the employee is clocked OUT. If the time clock machine doesn’t read the

fingerprint 3 times, the time clock will take a picture of the employee trying to clock in or out. Therefore, it

will verify with the manager on time clock manager to make sure that the correct employee is trying to clock

in or out.

It is the **employee’s responsibility** to call the manager, prior to his/her designated arrival time to report tardiness or absences. Only legitimate absences will be accepted.

Excessive tardiness and/or cumulative absences will be handled through verbal counseling, and/or written reprimand, which may ultimately result in suspension or termination.

**MEAL BREAKS**

The scheduling of all meal breaks is coordinated by the manager(s) to ensure coverage at all times. Employees are required to check out for meal breaks; as they are unpaid. Meal breaks are mandatory, and they are not cumulative from one day to the next. Meal breaks may not be substituted for late arrival or early departure from work. Personal grocery shopping is to be done before or after you are scheduled to work, not during your scheduled work time.

Meal breaks are taken as follows:

|  |  |
| --- | --- |
| **EMPLOYEE WORKS** | **LENGTH OF BREAK** |
| 5 – 7½ hours | One half hour meal break |
| 8 or more hours | One hour meal break |

Meal breaks must be taken away from work areas. The break room is located in the warehouse. The use of the store’s ovens is for store use only. Cooking or heating of personal food items at any time is not allowed. There is a microwave in the back break area for employee use. The front baking area is NOT a break area and anyone who is not performing a work task/duty should not be hanging out in the front baking area.

**OVERTIME PAY**

All overtime for employees must be justified, approved, and scheduled, in advance, by the manager(s). Employees will be paid overtime at time-and-a-half (1 ½) for all hours worked in excess of forty (40) hours per week.

**SICK LEAVE/ANNUAL LEAVE/FUNERAL LEAVE/MATERNITY LEAVE**

It is not the policy of Cade’s Market to pay for sick leave, annual leave, funeral leave, or maternity leave.

**VACATION/PERSONAL TIME OFF (PTO)**

|  |  |
| --- | --- |
| **Employee** | **Number of Weeks Vacation/Personal Time Paid** |
| Employee working less than 35-40 hrs. per week (part time) | 0 |
| Employee working 35-40 hrs. per week (full time) before 1 year | 0 |
| Employee working 35-40 hrs. per week (full time) after 1 year | 1 |
| Employee working 35-40 hrs. per week (full time) after 3 years | 2 |
| Manager | 2 |
| Assistant Manager | 2 |
| Meat Market Manager | 2 |
| Store Manager | 2 |
| Employee working 35-40 hrs. per week (full time) after 10 years | 3 |

Time off for vacation/personal leave must be approved ahead of time so that scheduling of other employees provides adequate coverage.

**DRUG AND ALCOHOL FREE WORKPLACE POLICY**

It is the policy of Cade’s Market to provide a safe, productive, healthy, and wholesome environment for customers, employees, and the general public. Employees are prohibited from the unauthorized use of drugs, reporting to work under the influence of, or sale of narcotics, drugs, controlled substances, alcohol, or any other intoxicant while on or off the job or while on the store property. Any violation will result in immediate termination.

Employee substance abuse costs are evident in decreased productivity, increased liability exposure, and higher workers’ compensation insurance premiums. Therefore, Cade’s Market clearly has a substantial and vested interest not only providing, but also ensuring a drug-free workplace for the safety and welfare of our employees, customers, and the general public.

The following conditions are when an employee may be tested for drug or alcohol use:

1. **Post accident**: An employee shall be tested following an accident during the course of employment if there is reasonable suspicion of an employee’s use of alcohol or drugs.
2. **Random**: An employee may be tested at random, which includes suspicious, and/or non-routine testing indiscriminately applied to some, but not all, employees.
3. **Reasonable Suspicion**: An employee may be tested based upon a manager’s specific observation concerning the appearance, behavior, speech, or body odor of the employee. Such determinations should be confirmed by a second manager when possible. When applicable, complete the “Reasonable Suspicion Checklist”.
4. **Any employee testing positive for drugs will be subject to immediate termination.**

The Louisiana legislature adopted drug-testing procedures as performed in accordance with the Mandatory Guidelines for Federal Workplace Drug Testing Programs, as issued by the National Institute on Drug Abuse Guidelines (NIDA). The drug test screens for:

1. amphetamines (speed, meth, ecstasy, crank)
2. cannabis (marijuana, hashish)
3. cocaine (coke or crack)
4. opiates (heroin, morphine, opium, codeine)
5. phencyclidine (PCP)

Extended tests may screen for barbiturates, benzodiazepines, ethanol, hallucinogens, inhalants, or anabolic steroids.

**PARKING**

All employees will be required to park ONLY in the designated area, which is the lot located across the street from McDonalds. Only managers can park in the lot near the office.

**GRIEVANCES**

It is highly recommended that employee complaints and/or grievances be brought to the attention of the manager(s) as soon as possible for prompt resolution.

**PROFESSIONAL BEHAVIOR**

A. Personal visitors must be restricted at all times. No children or visitors will be allowed to accompany any scheduled employee on duty during scheduled working hours.

B. The store telephone is for business purposes only and its use for personal reasons must be restricted as much as possible.

C. The use of cell phones is not allowed while the employee is working. Cell phones are **not allowed** in the employee’s possession while working. It must be kept in his/her car, the office, or store locker only. Personal phone calls must be made while on break.

D. The use of profane language and gestures is inappropriate and therefore, prohibited.

**THEFT**

Security cameras are located throughout the store. These are very effective in recording actions of customers, employees, and vendors.

Customer Theft: All employees’ need to be watching for theft by shoplifting. If someone suspects shoplifting, call the manager on duty IMMEDIATELY.

Employee Purchases: Employees are required to purchase all goods and maintain a receipt while consuming food and/or beverages. Any employee caught stealing or participating in a scheme with others to steal will be terminated and criminal charges will be filed.

Vendor Theft: Verify items that are brought in by vendors and confirm items that are to be credited by vendors. Report any suspicious behavior to the manager.

No employee has the authority to give or discount any product without prior approval from the manager All employees are to shop outside of work hours, on their lunch breaks or on their own time. Personal grocery shopping while working is prohibited.

It is the duty of all employees to be vigilant and to watch for any suspicious activity. Any knowledge of customer shoplifting or employee theft must be reported to the manager.

Lockers are provided for employees to use to lock personal belongings (such as purses and cell phones). An employee may bring a combination lock to use for this purpose.

# PROGRESSIVE DISCIPLINARY PROCESS

Policies are necessary and must be enforced. The progressive disciplinary process is employed when a policy is violated. Generally, this means that when a policy is violated, the employee is given a verbal warning. If there is a second violation, a “Written Warning” is completed. A third violation will result in action taken (i.e. suspension, demotion, or termination). If the violation is severe, the employee may be terminated immediately.

**EMERGENCIES**

If an employee or customer is injured on the store premises, the following steps must be followed:

A. First, notify the manager on duty and contact the owner (Bobby Cade) at 337-394-9673 (home) or

337-278-2877 (cell).

B. Complete an incident report.

C. If necessary, medical attention may be sought.

In the event of a cardiopulmonary event or life or death situation, call “911”.

# TELEPHONE ETIQUETTE

The following are acceptable statements while assisting customers via the telephone:

A. Good morning, Cade’s Market, this is \_\_\_\_\_\_\_\_\_\_\_\_. How may I help you?

Good afternoon, Cade’s Market, this is \_\_\_\_\_\_\_\_\_\_\_\_. How may I help you?

Good evening, Cade’s Market, this is \_\_\_\_\_\_\_\_\_\_\_\_. How may I help you?

B. May I place you on hold for a moment?……….Wait until the caller says “yes”.

C. Thank you for waiting, how may I help you?

D. May I tell him/her who is calling?

E. He/She is not here, would you like to leave a message or may someone else assist you?

F. I would be happy to assist you. (Do not tell the caller, “That’s not my job.” Take down the information and proceed to meet the caller’s needs or obtain assistance to do so.)

G. If a caller needs to speak with a customer currently shopping in the store, use the intercom system to page that person to pick up the telephone at the front register.

H. Always remember - Please, Thank you, and You’re welcome!

I. If a caller needs customer service, utilize the telephone intercom system. Indicate the name of the person or department and tell them “Customer Service on the telephone”. Repeat again to make sure that the necessary person heard the page.

## CUSTOMER SERVICE

A. It is the goal of Cade’s Market to provide exceptional customer service. This goal can be only achieved by YOU. You represent Cade’s Market every day, with every customer, every time.

B. You must not ignore the customer, whether you are the one providing the service at the checkout or if you are just working or walking down the aisle. You must make Eye contact, Smile, and say Hello.

It takes 21 times to repeat a behavior before it becomes a habit. Therefore, you will need to practice doing this at least 21 times before it becomes second nature.

C. Present a positive attitude to others. The attitude you project to others depends primarily on the way you look at your job.

D. Anticipate the needs of your customers by being one step ahead of them. Ask if you may be of assistance to help someone find something. Be courteous and friendly.

E. The four basic needs of a customer are:

1. *The Need to be Understood*

It is important to be a good listener. You should make the customer feel like “the customer is always right!”.

2. *The Need to Feel Welcome*

Anyone who feels like an outsider will not return. People need to feel that you are happy to see them and that their business is important to you.

3. *The Need to Feel Important*

We all like to feel important. Anything you can do to make a customer feel special is a step in the right direction. If you remember a customer by name- they will automatically like you.

4. *The Need for Comfort*

Customers need to feel safe and comfortable. They need to be assured that you will take care of their needs.

F. Just like you, customers need help, respect, comfort, understanding, satisfaction, support, and a friendly face.