



King's Galley Inc. Policies and Procedures

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Introduction

Welcome!

Welcome to the Galley team, or the King's Community! The Galley is a cafe and community space on the University of King's College campus. Because of the cafe's unique status as a place of business as well as a student hub facilitated by the King's Students' Union, the Galley is governed by more policies than a normal cafe. These are the documents to refer to governance and conduct – basically, what we do here and how we do it! These documents are democratic and able to be changed to suit changing needs of the space. They are here to keep the various partners in the space informed and safe, be it a patron, a barista, a manager, the King's Students' Union (KSU), or the university.

Guide to the Policies and Procedures Document

Policies are laws that govern operations within a company. Staff are required to read through and understand them as well as sign off on them every fall. Staff are welcome to access them at any time in order to navigate a complaint or policy violation. If staff are ever unsure about worker's safety or worker's rights, they may refer to the policy, or refer to provincial workers legislation in Nova Scotia.

Procedures are a staff member's day-to-day checklist. They detail tasks which staff are responsible for on a daily basis, and define expectations of what should be completed on shift. Procedures empower staff to know what to do and how to do it.

King's Galley Inc. Mission, Values & History

The Galley was founded in 2011 by the King's Students' Union to meet the need of creating a food secure cafe in place of the old Sodexo canteen after a successful student-led boycott. It is both a great spot to grab a coffee and a snack between classes, as well as a glowing example of how student organizing can produce real results.

The Galley's mission includes the following goals:

- To be accountable and democratically controlled by the King's Students' Union;
- To follow equitable business practices;

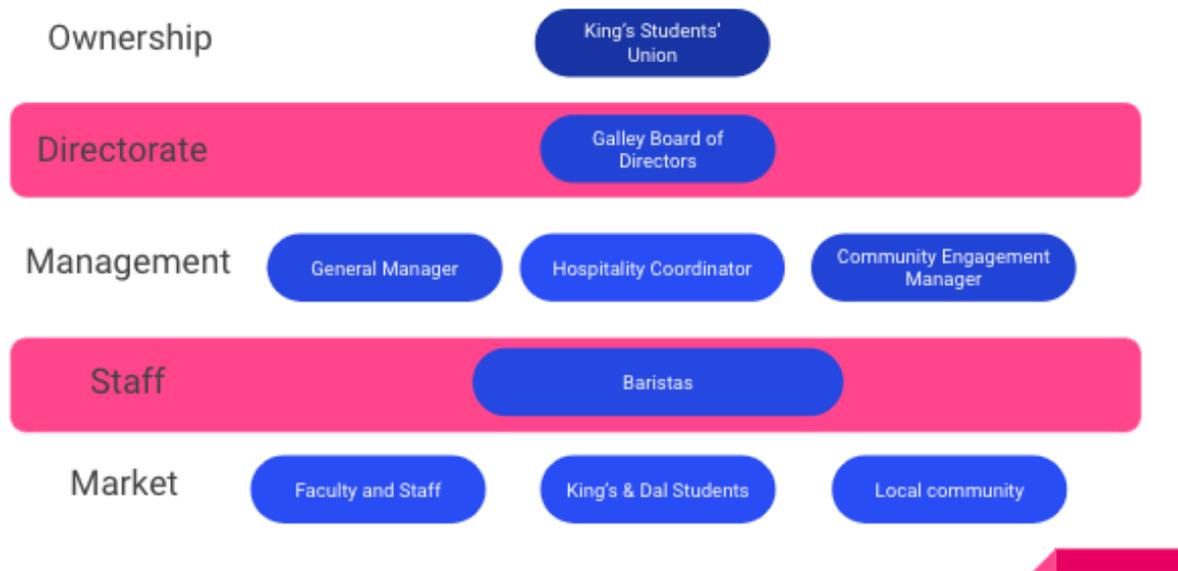
- To foster a fair and healthy work environment;
- To engage students on environmental and social justice issues through food;
- To have a good working relationship with the King's administration;
- To support the local food community;
- To provide affordable, nutritious, and tasty foods.

These values take a lot of work. We must constantly balance the price of our products against the cost of our labour, so we are able to offer fair wages as well as good prices. We also are vigilant to make sure The Galley is meeting our needs as a community. As a staff member or a community member in the space, this is a part of the job. Staff feedback is welcome and integral in keeping our practice aligned with our mission.

Organization Structure Chart

The Galley is an entity under the jurisdiction of the King's Students' Union and the Galley Advisory Board. Day-to-day operations are overseen by the management team, including the Hospitality Coordinator (who is a full-time staff person employed by the Union) and two student Managers (one General Manager and one Community Engagement Manager). Reporting to the GM and CEM are operational staff, known as the baristas.

There is a hierarchy chart below, but each level has its own responsibilities and duties to the other levels. In many ways, this chart could be inverted, and all members could be seen as serving the baristas, who after all, are the ones tasked with carrying out the policies and procedures on a daily basis. As well, if staff ever have a comment or complaint about the Galley, anyone on this chart has some sort of power to champion a complaint into change, or pass it on to the relevant representatives. No feedback is too insignificant to bring up and be addressed by the organization.



Annual Review of Policies and Procedures

The King's Galley Inc. annually reviews and updates our company policies to coincide with provincial legislations and regulations, and best practices in harm reduction and community safety. This review is undertaken during the Summer Term when the Galley is not in operation. Please contact hc@ksu.ca for any questions or comments about policy and procedures past, present and future!

This concludes the Introduction section of the Galley Policies and Procedures.

Galley Advisory Board Operations Policy

- Membership and Duties

1. The Board shall include:

- The KSU Chair (non-voting, ex officio), who shall be Chair;
- The KSU President, who shall be President and Secretary;
- The KSU Financial Vice-President, who shall be Treasurer;
- Three general members of the KSU;
- One representative to be appointed by the Alumni Association;
- One current Galley staff member to be selected by the staff;
- The University of King's College (UKC) Dean of Students;
- A representative of the UKC Bursar's Office;
- A representative of UKC Conference Services.
- The KSU Hospitality Coordinator (non-voting, ex officio);
- The Galley General Manager (non-voting, ex officio);

2. Galley Management is permitted to take an active role in the recruitment of general members for the three designated seats, as well as actively encourage BIPOC individuals, and members of historically underrepresented communities, to bring their name forward.

3. Quorum for meetings of the Board shall be one (1) of either the KSU President or the KSU Financial Vice President, one (1) voting representative from UKC, and four (4) other voting members of the board, at least two (2) of which are students currently enrolled at the University of King's College.

4. With approval of the KSU Chair, the KSU President may appoint an employee or elected representative of the KSU to assist with secretarial duties, who will attend meetings in a non-voting capacity.

5. In order to preserve institutional knowledge about the operations of the Board among its student representatives, the board may assign one student per academic year to be on the board in the following academic year, without needing to be re-elected by the general student body. This assignment must be done before the student union's spring general meeting. A student that is appointed in this way shall not be reappointed in this way the following academic year. It shall be the responsibility of the president of the student union to inform the student body at the spring general meeting who the Galley Advisory Board has assigned to serve on the board the following year.

6. The Board shall:

- Sit at least 3 times per academic year, in October, January, and April (or as close to these as possible);
- Receive and discuss a report from the Hospitality Coordinator at each meeting;
- Receive and review the budget for the upcoming year, which shall be presented at the second meeting of the Winter term;

- Review the Galley's annual financial statements;
 - Vote on the release of the KSU levy;
 - Ensure that the Galley is successfully fulfilling its objectives,
 - Receive updates regarding personnel decisions;
 - Appoint persons to accept and hold in trust for the Galley property belonging to the Galley;
 - Institute, conduct, defend, and abandon legal proceedings by or against the Galley;
 - Further to the *Special Resolution (Borrowing)*, resolved January 24th, 2012, the Board is authorized from time to time to borrow such sums of money upon the credit and in the name of the Galley as it sees fit with the approval of the President of the Galley by use of the Galley seal; including borrowing, raising and securing the payment of money in such a manner as the Board shall determine at its discretion, and, with the sanction of a Special Resolution, issuing debentures or mortgaging its real property to secure the payment of money borrowed by it.
 - Review contracts or agreements made on behalf of the Galley prior to their signing by the President.
7. The KSU President shall represent the interests of the Board in hiring and drafting the contract of the Hospitalities Coordinator. The KSU President shall also chair meetings of the Board in absence of the KSU Chair.
 8. The KSU Financial Vice-President shall be responsible for supervising the Hospitalities Coordinator in the formation and revision of the financial policy of the Galley, and shall liaise with the Hospitalities Coordinator regarding the books of accounting and the timely completion of the Galley's annual financial statements.
 9. The KSU Chair shall preside at meetings of the Galley Advisory Board, following Robert's Rules of Order. The Chair shall also assist in the interpretation of the *Galley Advisory Board Operations Policy* when called upon by the Board. For matters beyond the scope of the *Galley Advisory Board Operations Policy*, matters to do with the *Articles of Association of King's Galley Incorporated*, and any other such matters beyond the expertise of the Board, the Board shall from time to time employ professional services.

Management and the Galley Advisory Board

The Hospitalities Coordinator (HC) shall be responsible, under the direction of the KSU President in their capacity as President of King's Galley Incorporated, for the overall and day-to-day management of the Galley, which shall include but not be limited to the following duties:

- a) To ensure that the business complies with all legislation pertaining to food safety, permits, and licenses as required for the operation of the business;
- b) To keep current any and all insurance policies of the Galley, and to execute or cause to be executed all documents required to do so;
- c) To keep current the filings, registers, and submissions of the Galley pursuant to the *Companies Act*, R.S.N.S. 1989, c. 81, and the *Corporations Registration Act*, R.S.N.S. 1989, c. 101, and to execute or cause to be executed all documents required to do so.

- d) To ensure that proper books of account are kept and to report to the President on a monthly basis on the finances of the Galley and to meet with the President when necessary;
- e) To conduct the business of the Galley in a transparent and fiscally responsible manner;
- f) To supervise the Galley General Manager, and other such staff positions of the Galley as shall be established from time to time, and ensure they have sufficient resources to fully function;
- g) With the assistance of the Galley General Manager, to hire, train, and supervise the employees of the Galley, and be responsible for resolving employee concerns, complaints, and disciplinary matters, including dismissals;
- h) To process payroll for all Galley employees;
- i) To process and remit all HST payments for the Galley;
- j) To ensure the filing of the Galley's income tax return(s);
- k) To supervise the tracking and tallying of inventory, at times with assistance from the Galley General Manager and/or other Galley staff as shall be established from time to time;
- l) To assist the President with drafting, implementing and interpreting Galley policy;
- m) To attend and participate in meetings of the Galley Board of Directors;
- n) To prepare the Galley's budget, and to submit the same to the President for review and approval;
- o) To review with the President all contracts and negotiations with outside parties;
- p) To be in charge of ordering supplies and receiving deliveries with assistance from the Galley General Manager and other such staff positions of the Galley as shall be established from time to time;
- q) To serve as a signing officer on the bank account(s) of the Galley;
- r) To be responsible for the till and petty cash of the Galley and to liaise with the Galley's bank(s) as required; and
- s) To be available on-call to on-duty Galley Staff when needed, as determined from time to time by the Employee.

The HC shall deliver a report to each meeting of the Board. This report will include:

- A cash flow statement for the period following the previous meeting of the Board to the week of the current meeting;
- Year-to-date statements as delivered by the bookkeeper;
- An update regarding personnel, including new hires and discipline;
- An update regarding current and prospective suppliers;

- Any changes to product offerings;
- Any changes to pricing.

- Finance

a) The financial year of the Galley shall begin September 1st and end August 31st.

From the Financial Policy under the Staff Code of Conduct:

Staff at the King's Galley are allowed to use the \$250 till to process transactions using the Square terminal. Each transaction must be recorded in order to justify use of the cash till.

The General Manager of the King's Galley may incur order costs of up to \$500, which the Hospitality Coordinator will pay using the company accounts.

The Community Engagement Manager may incur costs of up to \$500 at a time, which the HC must pay for. The Community Engagement Manager will ensure that they are working within the confines of their budget.

The Hospitality Coordinator may have control over \$1,000 in cash at a time, and the chequing account (up to \$10,000). Any use of the savings account or transfers of over \$10,000 must be confirmed by the KSU President or majority vote of the Galley Board of Directors.

- Impeachment and Resignation from the Galley Advisory Board

- a) Board members may be impeached at any time and for any reason by a two-thirds majority vote of the Board.
- b) An impeachment vote may only be held after at least one week's notice has been served to the member whose impeachment is at issue.
- c) If the KSU President is impeached from the Board, the KSU Executive Committee shall select another executive member to replace the KSU president on the board.
- d) If the Chair is impeached, the Board shall select a new chair from the general membership of the Board.
- e) In the event that a board member resigns, a written letter of resignation must be submitted in person or by email to the chair; the acceptance or rejection of the letter shall be decided by the Board; and if the resignation is not accepted, the member may either resume their normal duties, or shall decline in writing to the Chair.

- Amendments to the Galley Advisory Board Operations Policy

- A. Amendments to the Galley Advisory Board Operations Policy may be proposed at any Board meeting.
- B. Proposed amendments must be circulated at least one week prior to vote. Further amendments suggested during a meeting of the Board may be accepted, but must pass with a two-thirds majority of all voting members present.

- C. Changes to the Articles of Incorporation must be presented at a KSU General meeting, as well as a Board meeting, and must be approved by at least two-thirds majority of all voting members present.

Staff Code of Conduct

- **Appropriate Behavior Policy**

The King's Galley Inc. acknowledges that it is a place to learn about hospitality as much as it is a place to provide hospitality. Therefore we are committed to defining customer service and appropriate behavior for staff.

The definition of customer service is "the assistance and advice provided by a company to those people who buy or use its products or services". But, when people describe someone performing "excellent customer service", they mean more than this. In order to define this, I consider myself in an establishment similar to the one we run here. How would I want to be treated?

The goal is to try to make the customer feel comfortable in the space. This is of course different for everyone, but the bare minimum is:

- Acknowledge the customer;
- Ask if they've been served and how you can help them;
- Helping them with a pleasant if not friendly demeanor;
- If the customer doesn't know what to order, provide information or advice about our offerings to the best of your ability;
- Make and serve the order as instructed;
- Send them off with a pleasantry such as, "enjoy your drink", or "have a nice day!"

Again, if you are unsure about the appropriate level of friendliness, refer to your own experience. Would you want someone to comment on your order, or on how long it's taking you to choose? Probably not. Continue to offer patience. If you need to complete a different task, ask if the customer needs a few minutes to make a decision, and if they say yes, tell them when you will be able to assist them again, and stick to it.

Always try your best to refrain from rudeness! Remember that the King's Galley Inc. is fundamentally a business and you are her representative behind the bar. While we do not adhere to the "customer is always right" philosophy, we still need to do our due diligence so all members of the King's community feel welcome asking for service in our space.

That being said, there is a zero tolerance policy for harassment of any kind towards our staff by customers. If you are a victim of harassment, see the Anti-Harassment and Discrimination Policy. Say NO to the customer, and seek assistance from the manager on how to file a

complaint. You have rights in the workplace, and no one has the right to make you uncomfortable at your job.

10. Equal Opportunity Statement

The King's Galley inc. is an equal opportunity employer and employs personnel without regard to age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, record of offenses, sex (including pregnancy and breastfeeding), or sexual orientation. While remaining alert and sensitive to the issues of fair and equitable treatment for all, the King's Galley Inc. has a special concern with the participation and advancement of members of four designated groups that have traditionally been disadvantaged in employment: women, visible minorities, Indigenous peoples, and persons with disabilities. The King's Galley Inc. will take steps to eliminate the different and negative treatment of individuals or groups, protected under the Nova Scotia Human Rights Act 1989. The employer has a responsibility to accommodate to the point of undue hardship.

11. Anti-Violence Policy

The King's Galley Inc. prohibits violence of any kind including statements of threat to any person in the work environment.

Purpose of this policy:

- a) Assess, identify and control risks of workplace violence.
- b) Provide a means to summon help.
- c) Provide a process to report incidents, complaints and threats of workplace violence; and
- d) Set out procedures for dealing with incidents, complaints and threats of workplace violence

Policy:

To provide a work environment for all of its associates that is free from threats or acts of violence of any kind including sexual assault.

This policy defines any act of violence as:

- a) The exercise of physical force by a person against an associate, in a workplace, that causes or could cause physical injury to an Associate;

- b) An attempt to exercise physical force against an associate, in a workplace, that could cause physical injury to the associate; and
- c) A statement or behaviour that is reasonable for an associate to interpret as a threat to exercise physical force against an associate, in a workplace, that could cause physical injury to the associate.

Any act or threat of violence shall be subject to disciplinary action, which may attract a range of remedies including but not limited to training and / or discipline up to and including unpaid suspensions and termination of employment for cause.

If you feel you are being threatened with violence or are the victim of an act of violence:

1) Say “NO”

- In certain instances, not involving actual physical assault, it is entirely appropriate to take a first step and simply tell the individual his / her behaviour is unwelcome and ask him / her to stop.

2) Summoning immediate help and / or reporting acts of violence without delay

- If you find yourself in immediate danger and / or likely to be harmed, call immediately for help by attracting attention / assistance from anyone in the immediate vicinity or call police emergency at 911 or security (if on site).

Report all incidents of violence immediately to your supervisor, manager, or one level above. If circumstances warrant (i.e. in the case of assault), you have the right to file a complaint with the provincial Human Rights Commission or file a charge with the police.

The Company encourages all associates to share their concerns with us whenever possible to afford us the opportunity to take immediate investigative and / or remedial action. Note: The intent of this policy and the recommended actions within, are not intended to discourage a worker from exercising the workers' rights pursuant to other law.

3) Reporting all acts of physical assault / acts of violence / threats (including domestic violence that has the potential to be brought into the workplace) by individuals from outside the workplace (including but not limited to suppliers, delivery personnel, a spouse, a common law partner).

- Individuals who believe that they have experienced a threat of violence or have experienced an actual act of violence should lodge a formal complaint immediately, if possible, or at least

within seven (7) calendar days following an alleged incident. This complaint should be provided in writing to the Manager, or, where the Manager is the subject, to a higher authority on the organizational chart, such as the Hospitality Coordinator or a member of the King's Student's Union Executive. You may also contact a member of the University Student Support Team, who can assist with a complaint to Galley management.

- Under extreme circumstances, this timeline may be extended to thirty (30) calendar days at your request; however, it is your responsibility to provide good reasons for this extension. The above timelines have been established in order to effectively address any unsafe circumstance that, if unchecked, might lead to escalated violence against you, co-workers or management.
- If any alleged threats of violence continue after you have asked the individual to stop, report the problem to your immediate manager or a level above. Should you be threatened or be the victim of a violent act by an individual from outside the workplace, and have reason to believe this person may harm you in any way, you are required to report concerns to your supervisor or to follow other options as specified in this policy.
- Should you feel you are being threatened or have been subjected to an act of violence by an individual from our client's workforce, you are required to take immediate steps to summon help if required. At the first opportunity, report concerns to your immediate manager / supervisor, who in turn will consult with our client and advise you of the proper protocol for you to file a formal complaint directly with the client or its designated representative.

4) Keep a record of incidents (dates, times, locations, possible witnesses, your response)

- You do not need to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time. Guidance is always available from your manager, the Hospitality Coordinator, or the Student Support Centre.

5) Confidentiality

- All reports or complaints will be kept strictly confidential and there will be no retaliation / repercussions by co-workers or by management for filing a good faith, bona fide report or complaint. The employer will not disclose the name of the complainant or the alleged harasser(s) unless necessary for the purposes of the investigation, taking action or required by law.

6) Dealing with a Complaint

- Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately. The complainant and the alleged harasser will both be interviewed along with any individuals who may be able to provide relevant information. If the investigation reveals evidence to support the complaint of workplace harassment; the harasser will be disciplined appropriately. This may include training, suspension or dismissal.
- NOTE: Regardless of the outcome of the complaint made in good faith, the associate lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes demotion, unwanted transfer, denial of opportunities within the Company, as well as harassment of the individuals as a result of having made a complaint or having provided evidence regarding a complaint. In addition, anyone submitting a malicious complaint unfounded in fact will be subject to disciplinary action up to and including termination of employment.

7) Results of the investigation

- The complainant and alleged harasser will be informed in writing upon the completion of the investigation to confirm that appropriate actions were taken. Where required by local jurisdictions, these results may inform of any corrective action that has been taken or that will be taken as a result of the investigation.

8) Responsibility of Management

- The Company, its managers and supervisors will take all complaints of violence seriously. We are committed to implementing this policy and to ensure it is effective in preventing and stopping violence, as well as creating a productive and respectful workplace free of violence. It is the responsibility of any person supervising one or more associates to take immediate action regarding any reported or known incidents of harassment and violence.

12. Anti-Harassment and Discrimination Policy

The King's Galley Inc. and all related entities (the "Company") will comply with and strictly enforce federal and provincial laws (vary by province) that prohibit discrimination or harassment based on associates who, by act or omission, discriminate against or harass any associate.

The Company will;

- Take appropriate action to address discrimination / harassment not limited to but inclusive of; age, religion, creed, race, colour, ethnicity, family and marital status, sexual orientation, gender identity, gender/sex- related characteristics including pregnancy, physical size or weight, political

belief, mental/physical disability, record of offences, source of income, an irrational fear of contracting an illness or disease, and membership or association with others whose identity is determined by any prohibited ground of discrimination or any other classification or status addressed by law, including, but not limited to, protected grounds within Canadian provincial and federal Human Rights Codes. Take all reasonable action to address sexual harassment such as engaging in a single event or course of vexatious events or comments or conduct against an associate in a workplace because of sex, sexual orientation, gender identity or gender expression where the course of the comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Policy:

- a) The Company will commit to provide a work environment for all of its associates that is free from discrimination and harassment, including sexual or psychological harassment or bullying.
- b) The Company will take corrective action respecting any person under the Company's direction who subjects an associate to harassment. Harassment or discrimination on the basis of the classifications described above shall be subject to disciplinary action, which may attract a range of remedies including but not limited to training and discipline up to and including unpaid suspensions and termination of employment for cause.

Procedure:

Every associate is entitled to work free of harassment, bullying and / or discrimination. If you feel you are being harassed, bullied or discriminated against:

1) Say "NO".

- In certain instances, not involving physical or sexual assaults, it is entirely appropriate to take a first step and simply tell the individual their behaviour is unwelcome and ask them to stop.

2) Summoning immediate help and / or reporting acts of sexual assault without delay. Sexual harassment can sometimes escalate to sexual assault.

- If there is immediate danger or an assault has occurred, call for help by attracting attention assistance from anyone in the immediate vicinity or contact police at 911 or security (if on site).

Report all incidents of sexual assault immediately to your supervisor, manager, or one level above, or the Human Resources Services file a complaint with the provincial Human Rights Commission or file a charge with the police. The Company encourages all associates to share their concerns with us whenever possible to afford us the opportunity to take immediate investigative and / or remedial action. Note: The intent of this policy and the recommended actions within, are not intended to discourage a worker from exercising the workers' rights pursuant to other law.

3) Report harassment and how to make a complaint of harassment (including psychological harassment and / or bullying by individuals from our client's workforce or individuals outside the workplace including, but not limited to, suppliers, delivery personnel and / or contractors)

- Should you feel you are being harassed, discriminated against or bullied by an individual from inside or outside the workplace and if any alleged harassment / discrimination / bullying continues after you have asked the individual to stop, you are required to report the problem to your immediate Manager, the Hospitality Coordinator, or a member of the King's Student's Union Executive.

- Should you feel you are being harassed, discriminated against or bullied by an individual from our client's workforce, and have reason to believe this person may harm you in any way, you are required to report concerns to your immediate supervisor / manager, who will consult with our client and advise you of the proper protocol on how you should file a formal complaint directly with the client or its designated representative.

- Filing a formal complaint should be done immediately, if possible or as soon as possible following an alleged incident in order to effectively address any unsafe circumstance that, if unchecked, might lead to escalated harassment, discrimination, bullying or violence against you, co-workers or management. This complaint should be provided in writing to a Manager, or, where the Manager is the subject, to the President of the King's Student's Union.

4) Keep a record of incidents (dates, times, locations, possible witnesses, your response)

- A record of events is not required in order to file a complaint, but it can strengthen your case and help you remember details over time. Guidance is always available from your manager, the Hospitality Coordinator, or the executive of the King's Student's Union.

5) Confidentiality

- All reports or complaints will be kept strictly confidential and there will be no retaliation repercussions by co-workers or by management for filing a good faith, bona fide report or complaint. The employer will not disclose the name of the complainant or the alleged harasser(s) unless necessary for the purposes of the investigation, taking action or when required by law.

6) Dealing with a Complaint

- Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately. The complainant and the alleged harasser will both be interviewed along with any individuals who may be able to provide relevant information. If the investigation reveals evidence to support the complaint of workplace harassment; the harasser will be disciplined appropriately. This may include training, suspension or dismissal.

- NOTE: Regardless of the outcome of the workplace harassment complaint made in good faith, the associate lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes demotion, unwanted transfer, denial of opportunities within the Company, as well as harassment of the individuals as a result of having made a complaint or having provided evidence regarding a complaint. Anyone submitting a malicious complaint unfounded in fact will be subject to disciplinary action up to and including termination of employment.

7) Results of the investigation

- The complainant and alleged harasser will be informed in writing upon the completion of the investigation to confirm that appropriate actions were taken. Only where required by local jurisdictions, these results may inform of any corrective action that has been taken or that will be taken as a result of the investigation.

8) Responsibility of Management

- The Company, its managers and supervisors will take all complaints of harassment seriously. We are committed to implementing this policy and to ensure it is effective in preventing and stopping harassment, as well as creating a productive and respectful workplace free of harassment, discrimination and bullying. It is the responsibility of any person supervising one or more associates to take immediate action regarding any reported or known incidents of harassment.

The complainant may also request that an investigation occur under the jurisdiction of the UKC Sexualized Violence Prevention Office. In this case, the Company will support the investigation in any way we can, and uphold the results of said investigation.

13. Transaction Honesty Policy

Baristas of the King's Galley Inc. commit to providing honest transactions to the best of their ability. Meaning: providing the orders as paid for, not undercharging or overcharging, or under- or over-pouring coffee or shorting on cheese or toppings. Any theft of product or cash is unacceptable and will result in immediate termination with cause. A severe theft at the judgment of the management team may result in a report to police and has the potential for criminal charges.

14. Financial Policy

Staff at the King's Galley are allowed to use the \$250 till to process transactions using the Square terminal. Each transaction must be recorded in order to justify use of the cash till. The General Manager of the King's Galley may incur order costs of up to \$500, which the Hospitality Coordinator will pay using the company accounts.

The Community Engagement Manager may incur costs of up to \$500 at a time, which the HC must pay for. The Community Engagement Manager will ensure that they are working within the confines of their budget.

The Hospitality Coordinator may have control over \$1000 in cash at a time, and the chequing account (up to \$10,000). Any use of the savings account or transfers of over \$10,000 must be approved by the KSU President or majority vote of the Galley Board of Directors.

15. Human Resources Policy

In addition to these policies, the King's Galley Inc. functions under a separate document, the KSU Human Resources Policy. You are protected under this policy. The basic statement is: This Policy is intended to provide the King's Students' Union a consistent guide on Human Resources issues, reflecting the Union's stated values and priorities.

In the KSU constitution, the following rights germane to a Human Resources Policy are affirmed:

- I. the right to be treated with dignity and respect
- II. the right to freedom of conscience, religion, thought, belief and opinion
- III. the right to freedom of expression, precluding reasonable restrictions on

incitement towards violence and advocacy of hatred

IV. the right to live, work and study in an environment free from violence, degradation, cruelty, humiliation and any form of bodily or psychological abuse

V. the right to not to be discriminated against in the delivery of University or Union services, based on the following grounds: race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, gender identity, disability, religion, conscience, belief, culture, language and birth

This Policy will adhere to these commitments.

Other values of the Council of Students include:

- Merit-based hiring
- Accountability for performance and oversight
- Accessibility to all students
- Diversity of experience and knowledge
- Appropriate recognition of service

This Policy requires adherence in all matters to University Rules and Regulations and to Nova Scotia and Canadian law.

Please see the full document for any serious Human Resources/Rights violations, or refer to University rules or Nova Scotian Law. You can also seek out help from a member of the management team who you trust, or make use of the University Human Resources Team in order to navigate your situation.

16. Termination, Disciplinary Measures, and Policy Violations

The General Manager has the authority to enact certain short-term disciplinary measures such as rescheduling shifts, sending a staff member home for the day, or removing them from the cafe. If a staff member feels they have been disciplined unfairly or would like to discuss such matters they are encouraged to contact the Hospitality Coordinator or a member of the KSU Executive with their concerns.

The King's Galley Inc Management Team will deal with disciplinary measures as per the Confidentiality Policy. They reserve the right to bring the case before the Galley Advisory Board (GAB) or a legal representative for advice.

Any violation of the Anti-Violence Policy, Anti-Harassment and Discrimination policy, a severe breach of the Transactions Honesty policy, the Confidentiality policy, or the Human Resources policy is grounds for immediate dismissal with cause. In addition, any violations of the Code of

Conduct for the University of King's College will be considered as cause for immediate dismissal.

Any violation of the Appropriate Behaviour Policy, a non-severe breach of the Transactions Honesty Policy, Positions and Duties Policy, Attendance Policy, Dress Code, Conflict of Interest Policy, Social Media Use Policy, Promotions Policy, or Cash Handling Policy will result in a strike on your file.

A strike is a note that goes on your file. It will be communicated to you in writing, and you are required to respond. If you wish, you will be able to make a case to justify your behaviour. This process will be conducted by a member of the management team of your choice. Should you be found blameless by management, you will not receive a strike. Whether or not you are found blameless for the infraction, you will be offered assistance/extra training to bridge the gap in policy adherence.

A check-in may occur for low risk policy violations such as unclean surfaces or weekly tasks being incomplete. If a trend is noticed, it may result in a strike. Potential future consequences will be communicated at the time of the check-in.

After three strikes, management has grounds to terminate your employment at the Galley. Should the strikes be against three different policies, and you express a desire to change your behaviour in the future, you can be given a last chance by vote of the management team. If you are given a last chance but receive a fourth strike, you will be terminated without further consideration. If you have two strikes against the same policy, you will be terminated at the third strike and not be eligible for consideration of the last chance.

Strikes are struck from your staff record at the beginning of the fiscal/academic year (Sept 1).

General Policy

- **Positions and Duties**

The Staff of the King's Galley Inc. have expectations of their labour during their agreed upon hours of work that they're remunerated for. These expectations are tied to the position they hold in the cafe during their shift, and the duties associated with that position.

The King's Galley Inc. has one staff member in the designated serving space during operating hours. Additional staff may be required for peak serving times (FYP rush, lunch, crossover Wardroom Grilled Cheese Happy Hour).

There will always be a member of the management team on call in case of higher than anticipated volume, or incident. Any member of the management team entering the cafe will declare their intended role and expected duration of their visit.

Specific Positions:

Opener - Responsible for completing all opening tasks before Galley hours begin and providing service during Galley hours. See Procedures -> Opening Duties for more details.

Closer - Responsible for completing all closing tasks after Galley hours have completed and providing service during Galley hours of operation. See Procedures-> Closing Duties for more details.

Float - Responsible for supporting opener, closer, and the transition between shifts. While having fewer specific duties, the float is responsible for ensuring continued cleanliness, communication, and service throughout the day. See Procedures-> Float Duties for more details.

- **Attendance**

In case of illness, your expectation to attend your assigned shift is waived for your safety and the safety of other staff and patrons. Let the manager on duty know you will not be attending your shift and why. See the Return to Work Policy for more details.

Staff are required to allow enough time before opening to fully set up the Galley for their shift. While some leniency is allowed for abnormal shifts, staff need 30 minutes to set-up and 45 minutes to close. If more time is needed to prepare for special events, staff will be given an appropriate starting time at the time of scheduling. Opening late is not acceptable.

The school year operates under a monthly schedule of generally two to three staff per

day. Staff will be assigned shifts based on their strengths, class schedule, and other commitments. They are expected to be available on a weekly basis for their shift, except in extenuating circumstances. Some staff may be placed on “reserve.” These staff will have first priority on picking up shifts which cannot be attended by the scheduled staff, as well as staffing special events. Reserve staff may work multiple shifts a week, depending on their availability.

Shift Trading and Time Off

Staff must notify the General Manager at the earliest possible opportunity whenever they would like to request vacation time with the maximum acceptable period being 30 days. **Staff are responsible for finding another staff person to cover their scheduled shift**, and are still responsible for the shift if no one is able to cover the designated time. **Shift changes are always subject to management approval.** A portion of each staff’s allotted vacation pay will be added to each pay cheque throughout the year.

Any staff member wishing to give up a shift for a special event or commitment may trade their shift with another regularly scheduled staff member. The trade can take place for a shift in the same week as the event, in advance of the event, or in any week following the event, and must be communicated through the Slack channel #shiftchanges.

Any staff member intending to resign or go on reserve indefinitely must inform the General Manager or the Hospitality Coordinator at least 7 days in advance of their next scheduled shift.

- **Confidentiality**

The Hospitality Coordinator, General Manager, Promotions Manager, and the Galley Advisory Board all acknowledge that in their positions they will, from time to time, acquire information about certain matters that are confidential to the employee. The HC, GM, PM, and the Galley Advisory Board undertake to not disclose such information. The employee also agrees that the unauthorized disclosure of any such confidential information, including business operations or finances of the employer, shall justify the immediate termination of employment or removal from the Board. Potential legal action will be taken if confidential information is shared upon termination of an employee’s position with the Galley.

- **Dress Code**

The Dress Code is a matter of legality and safety. The Galley acknowledges that your freedom of expression is important, and not to be infringed upon. You must wear closed toe and closed heel shoes. You must wear some type of bottom garment like pants, shorts, skirt or a dress. You must also wear a shirt. You can feel free to wear an apron, but you don't have to. Long hair must be tied back to keep it from potentially contaminating food and drink. Please use gloves or tongs when handling food, and refrain from wearing rings under said gloves. Any violation of the Dress Code will result in a strike against your file.

- **Conflict of Interest**

Conflict of Interest refers to a situation where an individual, or the organization with which they work demonstrates an interest in, or has a direct or indirect competing interest with the King's Galley Inc. activities. This competing interest may result in the individual being in a position to benefit from the situation or in the King's Galley Inc. not being able to achieve an expected result. For the purposes of this policy, real and perceived conflicts of interest are of equal concern. Any conflict of interest where the employee does not disclose competing interest, regardless of whether or not they receive gain of the conflict of interest, will result in termination with cause.

Any conflict of interest deemed serious by the KSU, the management team, or the GAB will be considered as a prohibitive measure to Galley employment and cause for termination with cause.

The Financial Vice President and President positions of the King's Student Union have a clear conflict of interest in their respective roles as treasurer for the business, and supervisor for the HC. For other positions on the King's Student Union Executive and Council, exceptions may be made. Contact the management team to discuss exceptions on a case by case basis, including when running for re-election.

- **Social Media Use**

Social Media offers countless avenues for connection, communication, community building, advertising, information, and so on. That said, as is the case with anything we do within the workplace, certain risks surrounding privacy, safety, legality, and ethics also apply to the use of an online presence. The Galley has 3 social media accounts to connect with our community; Twitter, Instagram, and Facebook. The following policy exists to ensure that as we continue to

utilize our online presence, we do so while mitigating the aforementioned risks as they relate to ourselves, our community, and the business.

1. Staff are only authorized to post social media content to Twitter and/or Instagram, and only through the App installed on the Galley Phone and iPad.
 - Direct Messages access and account access through the respective apps is limited to Galley management.
2. Social Media Content must be relevant to Galley services, programming, space, events, or affiliated organizations (i.e it's not your soapbox)
3. **HAVE FUN AND BE YOURSELVES, and also..** be mindful in referencing, mentioning, or otherwise alluding to topics, events, or people where emotions run high (e.g. political, religious affairs, local community gossip etc). Show respect for others. If in doubt, don't post it until you've checked in with a member of Management.
4. **Your job comes first.** Unless you hold a management position, social media content comes secondary to your duties.
5. **If you #!%# up?** Correct it immediately by taking the following steps
 - Take a screenshot of the tweet/post
 - Delete the original post, and create a new post with the screenshot, adding a clear message of accountability about the harm committed/perpetuated, why it is so, and how we intend to improve upon ourselves
 - Be sure to inform the Galley Management as soon as possible. If you are uncertain about how to proceed, contact the Manager on Call and wait for instruction.
6. **DO NOT...** talk about financial information, tip outs, sales trends, strategies, forecasts, legal issues, future promotional activities. Give out personal information about patrons, community members, or employees. Post confidential or private information. Respond to an offensive or negative post by a patron.

In accessing/utilizing The Galley's social media, you agree to all of the above items, and to notify Galley Management should you have any questions, concerns, or notice any alarming online discourse surrounding the business.

Safety & Emergency

- Safety

We are committed to our guiding principles which include ensuring that health, safety, and the environment are always first – we never compromise on the health and safety of our customers or our employees. We promote a culture of care and commitment by making data driven decisions, increasing knowledge capacity, competency, capability and by innovating, iterating and improving on programs and procedures. We recognise the importance of consultation and participation of our associates to ensure the success of our programs. Our commitment to the health and safety of our employees includes physical, psychological and social well-being. Additionally, we responsibly manage the impact that our business has on the environment. Every employee at the King's Galley Inc. is expected to contribute to and sustain our strong safety culture. This means that every day they work to provide a safe & healthy workplace for themselves, the people who work with them, and the customers they serve. Our obligation extends beyond protecting ourselves. Every employee is empowered to intervene if they observe an unsafe condition, act or behaviour at any level within the organization.

All King's Galley Inc. employees will:

- Attend all required training and apply learnings to their daily tasks
- Comply with all regulations and related Galley policies, standards, procedures and practices. Take appropriate actions when they see situations that are not in-line with these.
- Use all required protective devices & equipment where indicated.
- Report work-related injuries & illnesses to their supervisors.
- Cooperate with Health & Safety representatives (management team) and workers in the workplace in carrying out their collective responsibilities.

In addition to the above points, Managers and Supervisors will:

- Ensure compliance to applicable legislation and Galley policies, standards, procedures, and practices. Take every other reasonable precaution to protect our customers and employees.
- Ensure that all contractors, and other visitors to our units, adhere to all Galley policies and procedures and applicable legislation.
- Ensure that all vendors and other visitors are approved for service
- Proactively work to prevent and eliminate risks and hazards and when issues arise, support thorough investigation(s) and timely, appropriate actions to correct the concern.

- Ensure associates work in safe and sanitary conditions with all required training and tools necessary, to effectively do their jobs. Record and report any incidents or hazards that arise.
- Apply progressive discipline up to and including dismissal when safety rules or procedures are not followed.

King's Galley Inc. will regularly measure compliance against our standards, benchmark against industry best practices, monitor for emerging issues and implement performance objectives designed to drive continuous improvement. We want to assure our clients, customers and associates that our Safety Policy is our promise.

- **Return to Work Policy**

The King's Galley Inc. promotes the prevention of injury and illness through an active and comprehensive Health and Safety system. The King's Galley Inc. is committed to the philosophy and principles supporting the Return to Work Program and to working in partnership with all stakeholders in the Return to Work Process, to ensure that our associates are provided with productive, safe, suitable and sustainable workplace accommodations within the skills and abilities of the injured associate. It takes everyone's active contribution to ensure a successful recovery of every injured and/or ill associate by assisting in early intervention, return to work and providing appropriate workplace accommodations. This will be provided in accordance with all applicable provincial and federal legislation and may include training, modification of workstations and/or equipment, hours worked and/or duties performed. We promote a culture of care and commitment by making data driven decisions, increasing knowledge capacity, competency, capability and by innovating, iterating and improving on programs and procedures. Early intervention and continuous communication are considered the cornerstones of effective disability management practices. The King's Galley Inc. is committed to facilitating communication between all stakeholders in the return to work process, to support an injured and/or ill associate in their early and safe return to work. Where the associate is unable to return to their regular duties, the King's Galley Inc. will implement accommodations to fulfill our obligations in accordance with all applicable legislation. Our corporate commitment to workplace accommodation requires that all associates of the King's Galley Inc. adhere to the following responsibilities in the accommodation procedure.

- Report injury/illness to Galley management immediately and obtain proper first aid/medical treatment for injury/illness.
- Cooperate in, promote and support the philosophy and principles of the Galley Return to Work program with all stakeholders involved in the Return to Work process

- Maintain regular contact with their supervisor and/or representative of the Galley Management team.
- Obtain and provide functional ability information as medically specified, to facilitate the accommodation process.

All documentation related to any injury or illness, treatment or return to work is held in strict confidence and only individuals with direct involvement in the matter shall have access to said documents. Any distribution, copying or disclosure is strictly prohibited without the worker's express written consent.

- **Additional Trainings**

King's Galley Inc. staff are required to have certain trainings, provided at the expense of the Galley and administered at the yearly Fall Staff Meeting. If bartending staff are hired after the Fall Staff Meeting, they will be scheduled only with trained staff until the next Fall Staff Meeting. Members of the management team are required to have the following training:

- Food Safety Training
- WHMS Training
- First Aid Training

Members of the team are required to have the following training:

- WHMS Training

Should members of the team be interested in training reserved for management, they can reach out to the Hospitality Coordinator to inquire about attending manager training sessions for reduced or no cost. The King's Galley Inc. acknowledges that having well-trained staff members is invaluable to our business, our community, and to our employment mandate.

- **Right to Refuse Unsafe Work**

In certain situations you may refuse to do work or particular work if workplace violence is likely to endanger you. In this instance your manager will make all reasonable efforts to place you in a safe location with reasonable alternative work until the alleged or actual threat has been removed, investigated and / or ended.

The Right to Refuse Unsafe Work is a provincial right under the Occupational Health and Safety Act. It states, "If you have reasonable grounds to believe that your work is unhealthy or dangerous to yourself or anyone else at your workplace you may exercise your right to refuse

work.” Reasonable grounds is defined as “you have an honest belief that your work will cause you or someone else harm”.

Part of our mandate on providing King’s students with valuable job experience includes education on your rights as a worker. Please get in touch with the Hospitality Coordinator if you want to learn more about the Act and how to protect yourself and your rights in the workplace.

Benefits

- Pay Periods & Rates

Staff of the King's Galley Inc. are paid an hourly rate remitted at a biweekly basis. The barista rate is \$16.50 per hour with 4% vac pay and less statutory deductions. Please see the index for a schedule of pay periods for the 2025-2026 schedule. Managers and staff are required to submit their hours with any corrections to the Hospitality Coordinator by the Monday following the Sunday end of pay period for proper remuneration. Advances can be paid by direct deposit, check or e-transfer, just reach out to the HC for processing.

The Galley will follow the Nova Scotia Labour Standards Code for overtime. Employees are entitled to receive 1½ times their regular wage for each hour worked after 48 in a week. Nova Scotia’s Minimum Wage Order (under Sections 50 and 52 of the Labour Standards Code) also dictates that if a staff member is called in, they must be paid for a **minimum of three hours**, regardless of the actual time spent on shift. Because of this, you are asked to sign a “Split Shift Waiver” which outlines the conditions under which staff forfeit this right.

- Working Hours & Holidays

The HMCS Galley shall be open 9am-2pm on Weekdays during the Fall and Winter academic terms. We cease service on the last day of Fall and Winter classes. We are closed in the summer. We close on paid holidays. We close whenever classes are not running, including the fall and winter reading breaks.

As instituted by the Nova Scotia Labour Standards Code paid holidays are as follows: New Years Day, Good Friday, Canada Day, Labour Day, Christmas Day, and any other day specified as a general holiday in regulation. If any regularly observed holidays fall on a Saturday or a Sunday, they will be observed on the following Monday. In the rare event of The Galley’s opening on a Statutory Holiday, wages will also be paid at 1 1/2 times the regular wage.

The Hospitality Coordinator can open the Galley at other times at the request of third parties, but only if those third parties agree to a minimum purchase amount that at least covers all cost of goods sold (which includes labour cost, cost of product and cost of supplies) incurred by the Galley during this time period . The exact value of this minimum purchase amount shall be determined by the Hospitality Coordinator and agreed to by the third party, before the Galley opens.

- **Vacation and Leave**

Barista and manager wages include 4% vac pay, meaning this job does not entitle you to take vacation days. If you need to take time off, you can elect to go on reserve for a semester or longer. Please try to give notice of 2 weeks before going on reserve.

See Staff Code of Conduct: Attendance for information on shift changes/sick days

- **Insurance**

As a member of the King's Student's Union, you have access to the KSU Campus Trust health insurance plan. This is not a benefit explicitly linked to your work at the Galley, but please do take advantage of the program! Contact the Services and Campaigns Coordinator for more information at coordinator@ksu.ca

Procedures

- Opening Duties

Ah, the FYP rush and morning zombies are upon you. Your best bet for being ready for both these monsters is to start brewing coffee as soon as you've arrived, and then NEVER STOP BREWING COFFEE. Seriously, make sure you're putting on a pot almost immediately after the last pot's final drop. You should have all 4 carafes ready by 9am. In between brewing pots you have time to load your sweet treats and sandwich artist station, as well as all the duties below.

Clock in on Square

Turn on lights (overhead, back counter, two strips of fairy lights, light in fridge)

Wash hands

Look at last night's diary and make note of any tasks

Turn on coffee and start grinding and brewing coffee (2 carafes of medium roast, 2 carafes of dark roast, 1 carafe of dark roast for iced)

Count Cash and start cash drawer on Square

Turn on griddle & grill

Put out baked goods, and collect bread and bagels. Make note of exactly what date they came in/what day they were defrosted, as you'll need to redate them as such if they don't sell today.

Go get ice

Set up sandwich station in ice tray. Make note of any toppings we are low on/out of

Put plates and tongs in the fridge for Samosa, bialy and pakoras

Set out tea with labels facing customers

Put away dishes

Set up coffee station

- Milk, cream and oat milk in their containers

- Sugar bowl with spoon and honey

- Stir sticks, lids, sleeves

Set out sign and open the door to the public!

During slow times:

- Do dishes, especially containers that baked goods were stored in

- Do laundry as needed

- Re stock any items, such as pop

- Start inventory

Before leaving, be certain to let the float & closer know of any till issues, expiring goods at EOD, things we're low on, other news. If you remember something later in the day, please send a slack message to your coworker or manager!

- Float Duties

Clock in

Wash hands

Start dishes - you will have to keep an eye on the temperatures of the water. As soon as water gets icky or falls below XYZ temperature, drain it all, remove any food matter from the drain, scrub the sinks until they shine, and then refill the sinks.

Complete any recipes for toppings the Galley is low on

Cover any 15 minute breaks from the opener or the closer

Complete inventory

Re stock baked goods

Re stock sandwich tray with toppings

Re stock pop/juice/kombucha in the fridge as it gets lower

Do laundry/collect laundry when complete/fold laundry

Prep any closing tasks that don't get in the way of continual service (ie, if we're closing in ten minutes, you could start labelling boxes for baked goods and putting them in the boxes and washing the trays, but don't put them away in the fridge yet, in case someone wants a last minute muffin.)

- Closing Duties

Turn off and unplug grill and griddle

Clean grill and griddle

Make coffee ice cubes with remaining coffee from carafes (2 "cubes" per day)

Dump remaining coffee from carafes and rinse with boiling water from coffee machine

Turn off coffee machine, wipe down coffee machine and grinder

Put away coffee station, dairy products back in the fridge, dump anything that is in a container that must be cleaned daily, saran wrap sugar bowl

Bread and bagels into fridge, defrost more if necessary

Seal, date, and refrigerate sandwich bar ingredients

Put all leftover baked goods, samosas, pakoras, bialys in separate containers and date them with date of arrival

Clean baked goods container and wash trays

Shake crumbs out of the toaster and store it up on the shelf

Empty, rinse and sanitize metal ice tray

Do dishes

Count cash, fill out report sheet, and record cash drop on square under the "Pay in/pay out function". Don't forget to put invoices in the envelope!

Wipe down all counters

Sweep and mop

Take out all garbage, recycling and compost. Rinse compost bin.

Record waste in waste channel on slack

Write diary, including:

- Food prep that was done and food prep that needs to be done the next day
- Any supplies we're low on/out of
- If laundry was done/needs to be done
- Any leftover tasks
- Questions!

Clock out

Double check that terminal and ipad are plugged in

Turn off lights

Lock up!

- How to count the till at the start of the day

- 1) Give yourself time. Counting a till can take up to ten minutes if something's off.
- 2) Use the report sheet to track your work. Count the number of tens, fives, toonies, quarters, etc one by one, and then use the iPad or your phone to multiply them and then add totals. This makes it easier to find mistakes.
- 3) Check for mistakes. The till should equal \$250. If you are off by \$1 at the end, recount the loonies, and so on.
- 4) Notify the HC if after step 3 the till remains under \$250. If on site, they may come help balance it. If not, proceed with the till at the accurate amount in step 6.
- 5) If the till is over by a significant amount, it's possible the closer forgot to cashout. Please take the amount over and put it in a cashout envelope with a DATED note on the inconsistency.
- 6) Open Square on the iPad and select Reports -> Cash Drawer. Click Confirm Cash Drawer with the amount in the till.

- How to count the till at the end of the day

- 1) Take your time. It's been a long day! Don't rush yourself.
- 2) Check Square reports for the total cash sales. Remove that amount from the till.
- 3) Count the till
- 4) Use the report sheet to track your work. Count the number of fives, toonies, quarters, etc one by one, and then use the iPad to multiply them and then add totals. This makes it easier to find mistakes.
- 3) Check for mistakes. The till should equal \$250 and the cash box should be \$50. If you are off by \$1 at the end, recount the loonies, and so on.

5) If you have counted four or more times and the till is still short, make a note of the shortage on the daily Report and make sure the till is at \$250 before leaving for the day. (If you remember incorrectly giving someone their change, that's always better to note than have money missing with no explanation. You won't ever be penalized for an honest mistake!)

6) If you find that you often have trouble counting the cash, or you don't feel confident with the task, you can always come to the HC for further training! They count the tills minimum twice a week, if not every day, and there are many tricks to get comfortable with cash handling.

- How to conduct inventory

Inventory is an important part of the day's duties. It helps the General Manager stay on top of ordering, so we can be consistent with our offerings! The float shift is responsible for completion of inventory, but the opener or closer may assist.

1) Open the Galley Inventory Sheet in the Sheets App on the iPad

2) Set the date and write down your name

3) Count or estimate the amount of each product in the list, being sure to check the cupboards for back stock

3.1) Contact the General Manager if anything is very low and will affect that days service

4) Add to the diary at the end of the day anything that we are slightly low on

- How to respond to an injury/accident at work

1.1) If the injury/accident is not life threatening, call security or have another staff member call security.

1.2) If the injury is life threatening, call 911. Defer to emergency services judgment, or continue to the following

1.2a) Call security afterwards

2) Facilitate administering of First Aid.

3) Assess the area. Is there a risk of other people being injured? If yes, ask all patrons to leave and post someone at the entrance letting no one in (The injured person may request to keep one person they know with them if they are conscious. Clear everyone else). **DO NOT ATTEMPT TO CLEAN HAZARDOUS MATERIAL YOURSELF.** If no such risk is present, proceed to 4.

4) Give the injured person/victim of the accident space. Assign one person to be with them, and have the rest of the staff clear the immediate area.

- 5) If security/paramedics clear the person/remove them from the area, take stock of your surroundings. Are people still interested in being in the space? Are you capable of continuing to provide service? Close the cafe if you are uncertain of your capability, or if it feels appropriate
- 6) Once the incident is over/the cafe is closed, write an incident report and attach it to the daily report for review by the HC the following day.
- 7) If you have concerns about your safety going forward, contact the HC or your local OHS regarding safety in the Galley.

- How to refuse unsafe work

- 1) Immediately report your concern to a supervisor.
- 2) Remain at work, but go to a safe place, away from the hazard. [You should not leave the workplace altogether without the permission of the employer (unless the entire workplace is affected i.e. bad air quality, or high noise levels, throughout).]

See this page for more information: <https://novascotia.ca/lae/healthandsafety/employeeeright.asp>

Inventory & Product Guide

Coffee - brewing method, roasting level, and producer regions

Coffee is a drink made from roasted seeds of the coffee plant's fruits, which are then brewed to create a bitter drink that is high in caffeine. Coffee is now massively popular worldwide in a variety of forms!

The most important aspects of what differentiates types of coffee are brewing methodology, roasting level, and producer region. We can break down what someone means when they say they want a "latte with blonde espresso" or a "Yrgacheffe pour over" or a "shot in the dark" or even "just a normal coffee, please!"

The Galley is fairly limited by brewing method, but in our commitment to having a cafe that teaches applicable hospitality skills, we'll go through it all! Additionally, it means you can explain to people why we don't have an espresso machine.

Brewing Method

Turkish, espresso, moka pot, pourover, French press, Aeropress, Chemex, siphon, cold brew, and the humble drip coffee machine. All these are ways to brew ground coffee, plus even more regional specialties worldwide!

All brewing methods use ground coffee. But, the variables are the equipment used, the heat of the water, the pressure under which the coffee is brewed, and the size of the coffee grounds. At the Galley, we have an espresso machine, a drip coffee machine, and a pour over cone. We also have constant demands to expand to espresso-based drinks, such as lattes, Americanos, and cappuccinos.

Drip coffee

Drip coffee is the American way. Any coffee machine you may think of with a water tank at the back, a filter above, and a coffee pot below is utilizing the drip method. For this method, coffee beans are ground medium fine, a bit larger grains than sand. The machine heats drip coffee up to nearly steaming, and then it pours over the grounds and drips down into the pot. Where they lack extraction effectiveness, drip coffee machines are efficient in creating a lot of coffee at once, perfect to create a drink to motivate a massive workforce!

Pourover Cone

The pourover cone is a slower method, where you can really get the extraction method perfect by varying all the factors. The cone holds a fine paper filter above a pot or mug, and often is paired with a gooseneck kettle for fine tuning the heat of the water and exactly where it is poured. Coffee is ground fine for this method. The lower temperature of the water and precision in pouring means that the coffee is less likely to taste "burnt", and will bring out some of the subtler notes of the roast.

While we have the pourover cone in the Galley, it's unlikely that we could run more than decaf on it. Pourover takes a long time, because of its precision. It's nice for a special occasion, but is not an efficient practice for a to-go cafe.

I highly recommend going to Coffeeology on Dresden Row and ordering pourover! They're a sit-in cafe that serves pourover.

Espresso

Espresso is a brewing method that originates in Italy, and it's the first example explained here that uses pressure. Drip and pourover just use gravity to flow hot water through ground coffee, while espresso uses a fine-tuned machine to shoot coffee at 9 bars of pressure through a puck of very, very finely ground coffee to create a very potent, small cup of coffee. The pressure and grind size increases the caffeine extraction exponentially, so that depending on other factors, two shots of espresso can have as much caffeine content as 16 ounces of drip coffee. WOW! Because of the bitter, intense flavour, people usually do not drink espresso straight (although there are some!) Instead it is mixed with foamed milk, which also utilizes high pressure water in the form of steam to quickly foam milk (latte, cappuccino, flat white, cortado, macchiato) or mixed with hot water (Americano) or even drip coffee for a high caffeine content cup (shot in the dark, redeye).

Espresso was popularized worldwide by Starbucks in the early 2000s, now a massive coffee conglomerate. While we may thank Starbucks for bringing the latte to the world, their business model is hugely exploitative and they've been under fire for strike- and union-breaking activity. Thus, many local cafes such as the Glitter Bean are co-operatively owned, in a fight to bring lattes back to the worker.

Thanks to a gift of \$10,000 from the Day Students' Society, the Galley was able to purchase a Sanremo Mini in August 2024.

Roast Level

Roast Level refers to the length of time the coffee bean is roasted. This practice is conducted by roasteries both large and small. Like craft beer, local roasters are growing in popularity. Coffee notably cannot be grown in Canada, nor really should we try to develop this agriculture. Instead, we can support local businesses who connect with producers in other countries. Often local roasteries develop relationships with farmers all over the world who align with their ideals, such as fair trade, organic, rainforest certification, high quality, small batch, and other metrics. Thus by supporting local roasteries, we also support a worldwide workers movement of sustainable farming, all united by the love of coffee!

In terms of roasting science, which is a very complex task I'm happy to leave to the professionals, the end results are three distinct roast levels, aptly named Light, Medium and Dark Roast.

Light roast is roasted for the least amount of time, and takes a lot of precision in its brewing method as a result. It is very high in caffeine, and because it is roasted less, a good light roast may contain notes of the fruit it was originally harvested from. However, it can also be very bitter. Light roast is very popular amongst coffee connoisseurs, as it's a measure of skill to brew a good cup, and it has a unique flavour that is delicious without the addition of milk and sugar. Medium roast is the most common, as it is roasted for a medium amount of time, retains high caffeine, as well as the bitterness associated with the drink. Medium roasts run the gamut of being fruity to nutty, light to rich and chocolatey. For the longest time, Tim Hortons only served medium roast, so the majority of Canada ran on this delicious coffee flavoured with 2 milk and 2 sugar in the Double Double.

Dark roast is still a very common roast level. It is roasted past the first and even the second "crack" of the coffee bean in the roaster, as gas expands within the seed. Dark roast is low in

caffeine, but rich in nutty, chocolate flavour. A faux coffee flavoured treat will try to emulate these rich notes, which is why I think Dark roast is the coffee that “tastes the most like coffee” although it may not have the same kick of caffeine.

At the Galley, we serve on Medium Roast and one Dark Roast, just because our brewer is not fine-tuned enough to brew light roast.

Producer Regions

Coffee originates from cultural and culinary traditions surrounding the Red Sea. Agriculture of the fruit of the *coffea* plant originated in the Ethiopian highlands, but the earliest example of roasted beans brewed comparably to contemporary coffee took place at sufi shrines in Yemen in the middle of the 1400s.

Now coffee is grown in the habitable zone for the plant, which is a massive area around the equator of earth. Notably, coffee cannot be grown in Canada. The plant just wouldn't survive! Coffee agriculture occurs in Northern Africa, Central and South America, South Asia, and Oceania. While Ethiopia remains a region known for high quality coffee beans, Brazil, Columbia, Honduras, Vietnam, and Indonesia are other nations that farm coffee and contribute to the worldwide market.

Check in with the General Manager to chat about what we currently have on site!

There are many specialties to regional coffee, and I highly recommend researching the history and tasting notes associated with each region! Coffee production has certainly been a part of the negative side of neocolonialism and globalization, but it is also a potentially globally uniting force. Additionally, understanding the specialties of regional coffee is key to appreciation and knowing the gamut of taste profiles that farmers and roasters achieve in concert. You can help customers or yourself find the bean that you like best.

Interested in a regional coffee? Feel free to ask the management team to get a sample from a local roaster, and we'll all try a cup at our next training day!

Tea

Tea: history and brewing

Tea is a beverage made by pouring boiling water over leaves of the *camellia sinensis*, an evergreen shrub from East Asia. The leaves and buds of this plant may be fresh or cured, and mixed with other herbs, fruits or nuts for flavouring. The plant contains caffeine

The earliest credible example of drinking tea began as medical practice in China during the third century AD, and began popular recreationally during the Tang dynasty, spreading to other East Asian cultures. Portuguese merchants introduced tea to Europe in the 16th century, after which it was widely adopted, specifically with the British Empire.

There are also teas not made from the leaves and buds of *camellia sinensis*, called herbal teas.

Grilled Cheese

Possibly the Galley's greatest claim to fame is the iconic Galley Grilled Cheese. Two slices of bread, cheddar cheese, and infinite topping combinations. Quality and consistency are paramount in keeping this staple sale item the perfect balance of crispy, cheesy and warm.

There's nothing worse than a Galley grilled cheese that's soggy, with the cheese not melted, and cold.

Suppliers

For all the things the Galley can't produce in house, there are our phenomenal suppliers. Most of these orders are submitted by the Galley General Manager and invoices are paid by the Hospitality Coordinator.

If you know of a local supplier who aligns with our mission, please don't hesitate to chat with the General Manager about sampling their products, or bringing them on as a Galley supplier.

North Mountain Coffee Roasters

Coffee beans

Coastal Wholesale

Cups, lids, syrups, tea bags, filters. They stock a lot of interesting and useful products!

World Tea House

Tea

Staff of Life

Samosa, pakora, chutney

Tart & Soul - bialy, cookies, scone

Bialy, cookies, scones, brownies

East Coast Bakery - bagel

Bagel

Chartwells - muffins, milk, margarine, cream cheese

New relationship. It's so convenient & people love the Muffins

Goodmore Kombucha

Kombucha

Wholesale Club

Cheap grocery store

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Acknowledgement of Receipt Form for Policies and Procedures

In effect _____-August 31st 2026

I acknowledge having read and been informed of the content, requirements and expectations of the King's Galley Inc. Policies and Procedures. I have received a copy of the Policy and agree to abide by the Policy guidelines as a condition of my employment and continuing employment at the King's Galley Inc.

If there is any policy or procedure that I do not understand, I shall seek clarification from a member of the Management Team.

Employee Signature

Employee Name - Please Print

Date

Hospitality Coordinator Signature

King's Galley Inc. General Manager Contract

Between:

The King's Galley Inc., in the Halifax Regional Municipality, Province of Nova Scotia
(henceforth referred to as "the Galley")
of the one part

-and-

[INSERT NAME]
(henceforth referred to as the "General Manager")
of the other

I DEFINITIONS:

Academic Year: From September X, 20XX through April X, 20XX

Summer Term: From May X, 20XX to August XX, 20XX

KSU: The Society of the Student's Union of The University of King's College

KSU Executive: The Executive Council of the KSU, made of up the Student Life VP, External VP, Financial VP, Communications VP, and the KSU President

President: The President of the King's Students' Union

W.A.C.: The Wardroom Advisory Committee

G.B.O.D: The Galley Board of Directors

Orientation Week: The week beginning [INSERT OWEEK DATES FOR YEAR]

Stock: The primary inventory of the Galley; including but not limited to Coffee, Tea, food, and beverage items

Supplies: Materials required to sell inventory at the Galley; including but not limited to cups, lids, stir sticks, plates, sugar, etc

Staffing Supplies: Secondary materials required by staff in order to perform their duties effectively; including but not limited to pens, paper, batteries, soap, daily report sheets, etc.

Staffing Resources: Those costs associated with the staffing budget line, including but not limited to the cost of labor.

Wardroom: The area known as the Day Student Lounge/Wardroom located in the lower level of the Arts and Administration building of the University of King's College

The Galley: The room within the Day Student Lounge/Wardroom out of which the Galley operates.

Wardroom Management: The Wardroom’s core leadership structure, composed of the Hospitality Coordinator, the Wardroom Promotions Manager and the Wardroom General Manager

Galley Management: The Galley’s core leadership structure, composed of the Hospitality Coordinator, the Galley Community Engagement Manager, and the Galley General Manager

Management Meeting: In person meeting of Wardroom or Galley Management respectively (or collectively if warranted) to discuss business affairs or community projects. This includes but is not limited to: Stock, Staffing, Finances, Performance, Programming, Incident Reports, or Human Resource concerns. Management meetings will occur on a regular basis and may also be called by the Hospitality Coordinator or any member of the business’ core leadership structures. The President of the KSU also reserves the right to call and attend Management Meetings as required.

On-call: Availability to be reached by phone to field questions, concerns, or emergencies at the Galley. When contacted, procedure follows that the Manager attempts to resolve the issue over the phone in a timely manner, and may be required to go into the workplace if the problem cannot be resolved over the phone.

Management Hours: Time during which any manager performs duties specific to their station, such as oversight or training. The duties performed may include but are not necessarily limited to the duties listed in section III. Management hours may also occur outside of the Galley should the Staffing Manager find themselves performing tasks or conducting Galley business such as liaising with business partners, suppliers, or staff outside of the Galley for the purpose of work.

II TERM

The contract shall be in effect for the duration of one Summer Term, plus one Academic Year as defined in section I. The General Manager shall be in Halifax the Monday prior to the beginning of Orientation Week (Mon. Aug 28, 2023), and throughout the academic school year, with the exception of academic holidays and other extended periods in which the bar will be closed. Any cooperative education work terms, internships, etc. should be carried out in the Halifax area unless previously discussed.

III GENERAL MANAGER DUTIES

The General Manager will collaborate with the Hospitality Coordinator to support the day-to-day operation, and long term sustainability of the Galley, this includes but is not limited to the following:

- Liaising with student community, staff, and external Galley partners.
- Identifying the suitable suppliers for the Galley
- Supporting the CE Manager in the planning and implementation of events

- Recommending operational changes and strategies to the Hospitality Coordinator which could help to better meet the Galley’s mandate
- Responding to emails and social media communication
- Utilizing social media to engage members and promote Galley products
- Compiling and communicating patron feedback to the Galley Management team
- Working at least 1 shift per week, and dividing on-call duties with the CE Manager
- Attending Management meetings
- Support the planning of, as well as attending Staff Meetings
- Coordinate the hiring, training and scheduling of all staff
- Oversee and support staff in the completion of their duties.
 - In the event of staffing issues, the General Manager shall collaborate with the Hospitality Coordinator and/or KSU Office as needed to address concerns.
- Tracking stock, supplies, and staffing resources,
- Ensure daily reports and diary entries are completed by staff and used for their intended purpose.
- Keeping the Cash Register up-to-date
- Manage staff communication; primarily the Slack channel
- Present one seasonal report (oral or written) to the Hospitality Coordinator discussing operations at the end of each term.

The General Manager will not be responsible for the following duties:

- I. Production or presentation of any financial statements
- II. Managing any legal business accounts; provincial, federal, banking etc.
- III. Staffing challenges such as termination, and disciplinary measures.
- IV. Processing Payroll
- V. Procuring tools or technology
- VI. Organizing maintenance or renovation of the space

IV COMPENSATION

The General Manager will be compensated with a \$500 honorarium for their Summer term, and at a base rate of \$18.25/hr beginning August 16, 2021, plus 4% vacation pay paid out bi-weekly. The role (including 1 weekly scheduled shift) is expected to require approximately 8-12 hours per week during the academic year.

V BREACH OF CONTRACT

Any breach of contract on the part of the General Manager may result in the immediate release from duties and shall release the Galley and KSU from any financial obligations to the General Manager. In such an event the General Manager can appeal a decision enacted by the Hospitality

Coordinator or the KSU, to the WAC or GBOD respectively. The decision of the governance body will be final.

General Manager Name: _____

General Manager Signature: _____

Date: _____

Hospitality Coordinator Signature: _____

Date: _____

King's Galley Inc. Community Engagement Manager Contract

Between:

The King's Galley Inc., in the Halifax Regional Municipality, Province of Nova Scotia
(henceforth referred to as "the Galley")

of the one part

Wardroom

-and-

[INSERT NAME]

(henceforth referred to as the "CE Manager")

of the other

I DEFINITIONS:

Academic Year: From September 1, 20XX through April 30, 20XX

Summer Term: From May X, 20XX to August X, 20XX

KSU: The Society of the Student's Union of The University of King's College

KSU Executive: The Executive Council of the KSU, made of up the Student Life VP, External VP, Financial VP, Communications VP, and the KSU President

President: The President of the King's Students' Union

W.A.C.: The Wardroom Advisory Committee

G.B.O.D: The Galley Board of Directors

Orientation Week: The week beginning September 3rd and ending September 9th

Stock: The primary inventory of the Galley; including but not limited to Coffee, Tea, food, and beverage items

Supplies: Materials required to sell inventory at the Galley; including but not limited to cups, lids, stir sticks, plates, sugar, etc

Staffing Supplies: Secondary materials required by staff in order to perform their duties effectively; including but not limited to pens, paper, batteries, soap, daily reports, etc.

Staffing Resources: Those costs associated with the staffing budget line, including but not limited to the cost of labor.

Wardroom: The area known as the Day Student Lounge/Wardroom located in the lower level of the Arts and Administration building of the University of King's College

The Galley: The room within the Day Student Lounge/Wardroom out of which the Galley operates.

Wardroom Management: The Wardroom’s core leadership structure, composed of the Hospitality Coordinator, the Wardroom Promotions Manager and the Wardroom General Manager

Galley Management: The Galley’s core leadership structure, composed of the Hospitality Coordinator, the Galley Community Engagement Manager, and the Galley General Manager

Management Meeting: In person meeting of Wardroom or Galley Management respectively (or collectively if warranted) to discuss business affairs or community projects. This includes but is not limited to: Stock, Staffing, Finances, Performance, Programming, Incident Reports, or Human Resource concerns. Management meetings will occur on a regular basis and may also be called by the Hospitality Coordinator or any member of the business’ core leadership structures. The President of the KSU also reserves the right to call and attend Management Meetings as required.

On-call: Availability to be reached by phone to field questions, concerns, or emergencies at the Galley. When contacted, procedure follows that the Manager attempts to resolve the issue over the phone in a timely manner, and may be required to go into the workplace if the problem cannot be resolved over the phone.

Management Hours: Time during which any manager performs duties specific to their station, such as oversight or training. The duties performed may include but are not necessarily limited to the duties listed in section III. Management hours may also occur outside of the Galley should the Staffing Manager find themselves performing tasks or conducting Galley business such as liaising with business partners, suppliers, or staff outside of the Galley for the purpose of work.

II TERM

The contract shall be in effect for the duration of one Summer Term plus one Academic Year as defined in section I. The CE Manager shall be in Halifax the Monday prior to the beginning of Orientation Week (Mon. Aug 28, 202X), and throughout the academic school year, with the exception of academic holidays and other extended periods in which the bar will be closed. Any cooperative education work terms, internships, etc. should be carried out in the Halifax area unless previously discussed.

III COMMUNITY ENGAGEMENT MANAGER DUTIES

The CE Manager will collaborate with the Hospitality Coordinator to support the day-to-day operation, and long term sustainability of the Galley, this includes but is not limited to the following:

- Liaising with student community, staff, and external Galley partners.
- Creating avenues for staff and student consultation on Galley initiatives

- Utilizing social media to engage members and promote accessibility & community projects
- Exploring frameworks and community connections to integrate into the Galley operation
- Recommending operational changes and strategies to the Hospitality Coordinator which could help to better meet the Galley's mandate
- Planning and execution of events
- Working at least 1 shift per week, and dividing on-call duties with the General Manager
- Attending Management meetings
- Support the planning of, as well as attending Staff Meetings
- Oversee and support staff in the completion of their duties.
 - In the event of staffing issues, the CE Manager shall collaborate with the Hospitality Coordinator and/or KSU Office as needed to address concerns.
- Ensure daily reports and diary entries are completed by staff and used for their intended purpose
- Support the implementation of new working methods, tools, or technologies
- Present one seasonal report (oral or written) to the Hospitality Coordinator discussing community engagement at the end of each term

The CE Manager will **not** be responsible for the following duties:

- I. Production or presentation of any financial statements
- II. Managing any legal business accounts; provincial, federal, banking etc.
- III. Staffing challenges such as termination, and disciplinary measures.
- IV. Processing Payroll
- V. Procuring tools, technology
- VI. Organizing maintenance or renovation of the Galley

IV COMPENSATION

The CE Manager will be compensated with a \$500 honorarium for their Summer term, and at a base rate of \$18.25/hr beginning August X, 202X through April 202X, plus 4% vacation pay paid out bi-weekly. The role (including 1 weekly scheduled shift) is expected to require approximately 8-12 hours per week during the academic year.

V BREACH OF CONTRACT

Any breach of contract on the part of the CE Manager may result in the immediate release from duties and shall release the Galley and KSU from any financial obligations to the CE Manager. In such an event the CE Manager can appeal a decision enacted by the Hospitality Coordinator or the KSU, to the Galley Board Of Directors. The decision of the governance body will be final.

CE Manager Name: _____

CE Manager Signature: _____

Date: _____

Hospitality Coordinator Signature: _____

Date: _____

King's Galley Inc. Barista Staff Contract

Term: _____ through August 31 2026

I, the undersigned do hereby take up the position of “barista” at the King’s Galley Inc. The terms of the contract shall be in effect for the duration of [the date this contract is signed], until April August 31st, 2026, including any additional periods of renewal. Renewal of employment shall be at the discretion of the Hospitality Coordinator, Galley General Manager, and Galley Community Engagement Manager.

The position of “barista” is a part-time, hourly position paid at a rate of \$16.50 with 4% vac pay and income tax deductions. Staff are expected to work 3-15 hours per week depending on their schedule, shift availability, and their willingness to take on additional shifts.

Such employment with the King’s Galley Inc. is subject to the rules and regulations outlined in The Labor Standards Code of Nova Scotia, The King’s Galley Inc. Policies and Procedures, and The Code of Conduct of The University of King’s College. Violations of any of the above are cause for immediate termination. See the section “Termination, Disciplinary Measures and Policy Violations” in the King’s Galley Inc. Policies & Procedures for more detailed information on cause for termination.

The documents above may be found at the following links. Contact the Hospitality Coordinator for any help finding or interpreting these documents.

Labour Standards Code of Nova Scotia:

<https://www.nslegislature.ca/sites/default/files/legc/statutes/labour%20standards%20code.pdf>

King’s Galley Inc. Policies and Procedures:

<https://docs.google.com/document/d/1SSNuFMmX4cu1FKYkCn95GUcFb-tH7mZtoLds2vJs86I/edit?usp=sharing>

The Code of Conduct of the University of King’s

College: <https://policies.ukings.ca/wp-content/uploads/2017/01/YellowBook.pdf>

Employee Signature

[Employee Name]

Ell Zagar, Hospitality Coordinator

Date

King's Galley Inc. Split Shifts Waiver

I, the undersigned, acknowledge that my right to wages amounting to a minimum of 3 hours per shift, at the most current provincial minimum wage rates, has been explained to me, and hereby agree to waive this right in the case of **voluntary** acceptance of split shifts, or shifts less than 3 consecutive hours in length.

I retain my right to be assigned regular shifts of a minimum 3 consecutive hours or more. I also retain my right to work the full length of said 3 hour minimum shifts.

Should I voluntarily accept a split shift, a shift less than 3 consecutive hours in length, or to be sent home prior to completing a 3 hour shift, I understand and agree to being paid an hourly wage for said shift(s), that is equal to the length of time worked.

Staff Name: _____

Staff Signature: _____

Hospitality Coordinator Signature: _____

Date: _____

King's Galley Inc. Incident Report

Incident reports keep track of injuries, thefts, damages, customer disputes, and other issues. This form should be completed by the manager or the staff member present. Submit a copy with the report, notify management via slack DMs, or scan and email the report to hc@ksu.ca or president@ksu.ca

Reported by: _____ Date of report: _____

Location: _____ Date & time of incident: _____

Description of incident (guest injury, illness, property damage, theft, other)

Authorities contacted, if applicable, and badge numbers:

Witness Information

Full name: _____

Phone: _____

Email: _____

Treatment Details — Check if none

First Aid: _____ Hospital/hospital stay: _____

Outpatient Clinic: _____ Absence from work: _____

Injury: _____ Other: _____

What actions have been taken to prevent the incident's re-occurrence? (HC to complete)

Signature _____ Date _____

Signature of HC _____ Date _____

Daily Reporting Sheet

Date (DD/MM/YYYY):			
Opening Till Count		Closing Till Count	
Counted By: _____		Counted By: _____	
\$100 x _____ = _____		\$100 x _____ = _____	
\$50 x _____ = _____		\$50 x _____ = _____	
\$20 x _____ = _____		\$20 x _____ = _____	
\$10 x _____ = _____		\$10 x _____ = _____	
\$5 x _____ = _____		\$5 x _____ = _____	
\$2x _____ + _____ rolls = _____		\$2x _____ + _____ rolls = _____	
\$1x _____ + _____ rolls = _____		\$1x _____ + _____ rolls = _____	
\$0.25x _____ + _____ rolls = _____		\$0.25x _____ + _____ rolls = _____	
\$0.10x _____ + _____ rolls = _____		\$0.10x _____ + _____ rolls = _____	
\$0.05x _____ + _____ rolls = _____		\$0.05x _____ + _____ rolls = _____	
Total: = _____		Total: = _____	
1. Total "Net Sales" (Terminal)		\$ _____	
2. Total Collected— Card (Square)		\$ _____	
3. Cash Drop (Drawer cash counted minus 250)		\$ _____	
4. Total Collected -- Cash (Square)		\$ _____	
5. Cash Difference (#3 minus #4)		\$ _____	
6. Total Cash Tips		\$ _____	
7. Total Card Tips (look on report receipt)		\$ _____	
Include in Deposit Bag:			
<ul style="list-style-type: none"> - This Report - Cash for Deposit & Cash Tips - Card Terminal Sales Report - Cleaning Log - All invoices/paperwork from suppliers - Any coupons redeemed - Any notes/paperwork that aren't needed in the Galley 			

List of Pay Periods 2024-2025

Pay Period #	Start Date	End Date	Corrections Due	Pay Day
18	Aug 11	Aug 24	Aug 25	Aug 29
19	Aug 25	Sept 7	Sept 8	Sept 12
20	Sept 8	Sept 21	Sept 22	Sept 26
21	Sept 22	Oct 5	Oct 6	Oct 10
22	Oct 6	Oct 19	Oct 20	Oct 24
23	Oct 20	Nov 2	Nov 3	Nov 7
24	Nov 3	Nov 16	Nov 17	Nov 21
25	Nov 17	Nov 30	Dec 1	Dec 5
26	Dec 1	Dec 14	Dec 15	Dec 19

References

This document was created in concert with the University of King's College, Compass Canada, and the King's Students Union. Thank you to all for your contributions!

- KSU Human Resources Policy
- King's Galley Staff Handbook
- Galley Operations Policy
- University of King's College Red Book/Yellow Book
- Compass Canada Policies and Procedures 2023
- Nova Scotia Occupational Health and Safety Act