

LIQUOR COMMITTEE MINUTES
February 24, 2020

The City of Jackson Liquor Committee met on Monday, February 24, 2020 at 5:20 p.m. in the Council Chambers of the Jackson City Hall. Attending the meeting were Liquor Committee members Dave Cushman, Brandon Finck and Matt Madden. Also attending was City Administrator Matt Skaret, Jackson Liquor Store Manager Michelle Bratrud and Recording Secretary Dave Maschoff.

LIQUOR STORE PERSONNEL HANDBOOK REVIEW

City Administrator Matt Skaret said the main reason for the Liquor Committee meeting was to review the Liquor Store Personnel Handbook that was composed by Liquor Store Manager Michelle Bratrud.

Skaret noted the City has its regular employee handbook, but the Liquor Store is unique from the rest of the City Departments. He said Bratrud has been working to try and firm up the structure at the Liquor Store by establishing more firm rules and procedures. He said Bratrud has put the rules and procedures on paper for more consistency and professionalism.

Skaret said he found a sample policy handbook from another City. He said some of the items in that handbook were incorporated into the City of Jackson's Liquor Store Personnel Handbook.

Skaret explained the purpose of the Personnel Handbook is to put down on paper what the City's expectations, policies and practices are so all Liquor Store employees know what's expected. Skaret said the handbook is pretty thorough.

Skaret then walked through the Handbook with the Liquor Committee members. He explained aspects of the employee break policy, cell phone policy and cleaning policy.

Skaret and Bratrud also reviewed the details regarding customer satisfaction.

Skaret and Bratrud also reviewed communication regarding incidents within the store, employee responsibilities regarding compliance checks and disciplinary actions for failing a compliance check.

Skaret also outlined employee scheduling and hours of operation. He noted employees are required to have the days they need off written on the request calendar at the Liquor Store by the 15th of the prior month. Skaret also pointed out it is only allowed that up to three people request the same day off. He said all part-time employees are required work nights and weekends. Skaret pointed out all part-time employees are required to work the day before and the day after holidays. He said holiday pay is not provided for part-time employees.

Skaret reviewed the Liquor Store Staff Shift Change Request Form that was recently made.

Skaret explained the Liquor Store's uniform policy. He noted no shorts or capris, stirrup pants, leggings, sweat pants or exercise attire is allowed. Skaret said flip flops, sandals or other inappropriate footwear, hats or baseball caps are not allowed. He also noted the information regarding personal hygiene.

Skaret outlined the Cash Drawer Variances and Check Policy. He said the cash drawer needs to match up at the end of every night. Skaret said checks are to be written for the amount of the purchase only. He said there's only a limited amount of cash on hand. Skaret noted second party or payroll checks are not accepted.

Skaret explained the in-store tastings policy. He said employees are allowed to participate in the tastings and, in fact, are encouraged because employees need to know the product that they are selling to a certain extent. Skaret said the tasting will occur only during the actual tasting and at no other time.

Regarding Employee Purchasing, Skaret said all employee purchases must be completed by another staff member. He noted the selling staff member must initial and attach the receipt to the package.

Skaret outlined the procedure in case of a theft or robbery. He said basically give the perpetrator what they want and call the police.

Finck suggested making some minor changes in the theft or robbery policy regarding security.

Skaret explained the Liquor Store's Inclement Weather Procedure in case of tornado warnings or blizzard conditions. He noted there was one day earlier this winter where the liquor store closed at 7 p.m. instead of 9 p.m. because of blizzard conditions.

Skaret outlined the Liquor Store's beer, liquor and wine discount policy. He explained the Liquor Store's return policy. Skaret said a receipt has to be provided, the returned product has to be in good condition, all labels have to be intact and the seal cannot be broken.

Skaret said the Confidentiality Policy is something that needs to be really stressed. He said Liquor Store employees are not to discuss with anyone, outside of staff, things that do not need to be discussed such as how regular a customer visits the Liquor Store or how much of a particular product they purchased. He said who comes into the Liquor Store, stays at the Liquor Store.

Skaret noted on the back page of the Policy, there is a place for the employee to sign that they acknowledge and understand the Liquor Store Policy Manual.

Bratrud said the employee will keep a copy of the Policy Manual and the copy they have signed will go into their employee file.

Skaret said for things not covered in the Liquor Store Policy Manual, the City will fall back on the regular City Personnel Policy. He said the Liquor Store Policy Manual is just for the Liquor Store.

MADDEN/CUSHMAN moved and it was unanimously carried to recommend to the City Council to approve the Jackson Liquor Store Employee Handbook with the minor changes regarding security suggested by Finck.

ASSISTANT MANAGER AND PART-TIME CLERK POSITION UPDATE

Skaret said applications for the positions closed on Tuesday, February 18th. He said he was surprised that more applications weren't received but noted there was a small time period for applications to be submitted. Skaret explained there were two vacancies that occurred at once so they wanted to hurry and get the positions filled so they could be ready for approval by the City Council at their March 2nd meeting.

Skaret reported there were about a dozen applicants for the Assistant Manager's position. He said three of those applicants will be interviewed on Wednesday and Thursday, February 26th and 27th.

Regarding the part-time clerk's position, Skaret said three were chosen to be interviewed. He said one of those three people dropped out because that person took a part-time job somewhere else. Skaret said there are two people that will be interviewed for that position.

LIQUOR STORE BUILDING UPDATE – MOST PUNCHLIST ITEMS NOW COMPLETED – DRAINAGE NOT YET COMPLETED

Skaret said the contractor and architect completed the punch list items for inside the Liquor Store a couple of weeks ago.

Skaret said the only outstanding issue left on the Liquor Store building is the drainage. He said the last remaining issue is the drainage from the parking lot and trying to get the water to flow into the pond. Skaret said right now the water drains from the Liquor Store parking lot into the ditch along Highway 71 which the Minnesota Department of Transportation doesn't approve of.

Skaret said plans were to create a swale to have a pathway for the water to get to the pond. He pointed out there are some underground electric and phone lines that are throwing a monkey wrench into that idea.

Skaret said when the snow melts, we'll have to take another look at what can be done.

But otherwise, Skaret said that's it as far things left to do on the store. He said the seeding and turf restoration still needs to be remedied around the Liquor Store.

Cushman asked if there's been a pay request from the contractor.

Skaret said a pay request has not been submitted.

Other:

Liquor Store Manager Michelle Bratrud reported sales at the Liquor Store have been really good. She said the store is up about \$7,000 so far for the month of February compared to sales in February of last year. Bratrud said total sales for the year were up approximately \$102,000 for 2019 compared to the year before.

Skaret noted there was about an 8.2 percent increase in sales for 2019 at the Liquor Store compared to the previous year. He pointed out the new store didn't open until mid-March and the new sign along Highway 71 wasn't installed until sometime during the summer.

Bratrud said sales improved even more after the sign was erected. She said it was expected that monthly sales increases would be 14 to 15 percent. Bratrud said she thinks the Liquor Store has been experiencing that since the Liquor Store sign was put up along Highway 71.

Skaret noted there have been months where there's been sales increases of 18 percent. He said the customer counts have been high ranging anywhere from 4,000 to 5,000-plus customers per month.

Finck said he's still hearing comments from people about the good customer experience they find when shopping at the Jackson Liquor Store.

Cushman asked if the rest of the employees understood the hard decision that took place a month ago when an employee was terminated due to failing a liquor compliance check.

Bratrud said employees understood the reason for the employee termination. She said things have been going well with the employees.

Skaret noted employee reviews with the Liquor Store employees were held in January. He said the cell phone policy was reviewed with everyone.

Bratrud said employees are aware of the new Personnel Policy Manual that will be forthcoming. She said the Policy Manual will be explained and reviewed with each employee once it's approved by the City Council. Bratrud noted the break policy and cell phone policy have already been gone through with employees.

ADJOURNMENT

With no further business, the Liquor Committee meeting was adjourned at 5:46 p.m.

David A. Maschoff, Recording Secretary

