**Meat Market**

**Policy Manual**

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**MEAT DEPARTMENT AD POLICY**

1. All markets are to follow company’s ads, in-store specials, and ad layouts 100%. Any changes must authorized by a supervisor.
2. Markets must keep neat and updated signs on all ad items, in-store specials, and/or distressed items.
3. The office will print the ad signs and send them to the stores.
4. Use the tracking signs on the meat case for your in-store specials and all other promotions.
5. All ad’s must be completely set up, and ready for business by Wednesday morning.
6. All ads’ start on Wednesday, and end on Saturdays.
7. Ads will be sent out to the stores on the Wednesday before the ad breaks. If ads are not received, e-mail the help desk.
8. Markets must plan for their ads on the Friday prior to its start. Making sure product is secured through ordering or enough is on hand to cover the start of the AD.

**MEAT DEPARTMENT REDUCTION POLICY**

1. All catch weight or scaled items are to be reduced using the same PLU code as the original.
2. A special today label is to be used to cover the old UPC code, but placed in a way that the old price, date, and weight can still be seen.
3. Place the new scale label with the new price on the pack so that you don’t cover the old price, date, or weight.
4. The date and weight on the new label must match that of the old label.
5. Use a marker to mark through the old price but still leavening it visible to the customer
6. Use the Meat Department Physical Inventory Sheet on SharePoint to get the Base Price.
7. All reduced and price changed items below 26% must be logged on the markets price change sheet.
8. All destroyed items must be logged on the destroyed item sheet.

**MEAT DEPARTMENT SHELF LIFE AND DATING POLICY**

1. All markets grinds are to have a shelf life of three days.
2. Only evening grinds (grinds after 3:00pm) that are in the AD may have one extra day added to its shelf life.
3. All breaded, and ready to eat items that are to be displayed in the fresh meat case, is to have a shelf life of 21 days starting from the time it is moved from the markets back up freezer.
4. Store all ready to eat and breaded items in your backup freezer until time of display, this will save on shelf life.
5. Date is to be put on by a price gun or the scale label if no manufactures date is present.
6. A manufactures date will be the date used if one is present
7. No item is to have two different dates on the same pack. If using a manufacturing date and a scale label date both must match.
8. Frozen items without a manufacturing date don’t need to be dated, use 999 for shelf life.

**FRESH GROUND BEEF POLICY**

1. All markets grinds are to have a shelf life of three days.
2. All markets grinds are to be ground fresh daily.
3. Only evening grinds (grinds after 3:00pm) that are in the AD may have one extra day added to its shelf life.
4. All markets day old grinds are to be reduced, and listed on the markdown sheet by 10am each morning.
5. All markets need to maintain at least a minimum variety of ground beef (73/27), and ground chuck (81/19), packed in small pack, and family pack.
6. Larger market needs to maintain a fuller variety of grinds including ground round, chopped sirloin, ground sirloin and minute steak.
7. All markets block trimmings must be lean enough, and only used to make at least 81/19 ground chuck, or 90/10 ground round, never use block trimmings in your 73/27 ground beef.

**FRESH POULTRY POLICY**

1. All fresh poultry is to have a shelf life of four days.
2. All fresh poultry must be reduced, and listed on the markdown sheet the day prior to its expiration date. If poultry is not sold before its expiration date it must be discarded.
3. Fresh poultry must never be re-dated, rewrapped, or seasoned over, to extend its shelf life.
4. All markets must maintain a minimum variety of fresh poultry, whole chickens, leg quarters, drumsticks, thighs, split breast, and boneless breast, displayed in small packs, and family packs.
5. Larger markets need to maintain a greater variety of fresh poultry, chicken wings, livers, gizzards, tenders, fresh baking hens, fresh turkey wings, and fresh turkey drumsticks, should be add to your variety.

**FRESH PORK POLICY**

1. All fresh pork is to have a shelf life of five days.
2. All fresh pork is to be reworked, reduced, and discarded the day of its expiration date. Shelf life on any product expires at the time it begins to lose its freshness, regardless of its date. Good management in this area is required.
3. All reduced items must be listed on the markdown sheet, and any discarded items must be listed on the destroyed sheet, this is done at the time that it is marked down or destroyed.
4. Fresh pork is to be trimmed, cut, scraped, and packaged in a manner that assures the highest possible margins, and sales. This will require good management at the local store level.
5. All stores are to maintain a minimum variety of fresh pork, center-cut chops, assorted chops, sirloin chops, and roast, Boston butt steak, and roast, country style ribs, neck bones, and boneless pork chops, and roast, merchandising the product in regular cuts, thin cuts, thick cuts, butterfly cuts, tenderized cuts, cuts for stuffing, boneless and bone-in cuts, fresh market sausage, and preseason ready to cook pork items. All packaged in a manner to assure the products highest possible margins, and sales. This will require good management at the local store level.
6. Larger markets need to maintain a greater variety of fresh pork, pork tenderloin, pork spareribs,(large or small), baby back ribs, boneless, and bone-in center cut roast, boneless sirloin chops, and roast, whole boneless loins, half boneless loins, whole fresh picnics, sliced fresh picnics, and a variety of pork offal’s as needed. All packaged in a manner to assure the products highest possible margins and sales. This will require good management at the local store level.
7. All fresh pork trimmings are to be used in market sausage or fresh ground pork.

**FRESH BEEF POLICY**

1. All fresh beef is to have a shelf life of five days
2. All fresh beef is to be reworked, reduced, or discarded the day of its expiration date. Shelf life on any product expires at the time it begins to lose its freshness, regardless of its date.
3. All reduced items must be listed on the markdown sheet, and any discarded items must be listed on the destroyed sheet, this is done at the time that it is marked down or destroyed.
4. All fresh beef is to be trimmed, cut, and packaged in a manner that assures the highest possible margins, and sales. This will require good management at the local store level.
5. All markets are to maintain a minimum variety of fresh beef, chuck steaks, and roast, bottom round steaks, and roast, sirloin tip steaks, and roast, beef stew, cube steaks, top sirloin steaks, and rib eye steaks. Merchandising the product in thin cuts, thick cuts, and regular cuts. All packaged in a manner that assures the highest possible margins, and sales. This will require good management at the local store level.
6. Larger markets need to maintain a greater variety of fresh beef, eye round steaks and roast, top round steaks and roast, London broils, breakfast steaks, chuck tender steaks and roast, boneless short ribs, chuck eye steaks, stir fry, beef kabobs, sirloin beef tips, New York strip steaks or T-bone steaks, and a variety of beef offal’s as needed. All packaged in a manner that assures the highest possible margins and sales.
7. All fresh beef trimmings must be made to at least meet ground chuck (81/19) specification. No market trimmings should be used in regular ground beef (73/27).
8. All fresh beef trimmings are to be used up every day. If you are having trouble keeping your trimmings used up, then you have a processing problem and too much trim is being removed at the time of processing. This is a critical problem, and could cost the market major dollars. Make sure you are trimming only what is needed.

**MEAT DEPARTMENT SANITATION AND FOOD SAFETY POLICY**

1. All meat department equipment is to be broken down completely, cleaned, sanitized, and allowed to air dry every day.
2. Meat department coolers are to be cleaned at least once a week, or as needed. Coolers are to be kept straight and organized. All product is to be stored a minimum of 6 inches off the floor.
3. Meat department display cases are to be cleaned at least once a month, or as needed. All chrome, mirrors, and panels must remain clean at all times. All shelves and racks are to be kept clean and free of any spillage or debris.
4. All lights in the display cases, meat cooler, and process area must be shielded with an approved light shield. Make sure to use only light bulbs that are approved lighting for fresh meat markets.
5. Market employees must maintain good personal hygiene every day, and throughout the day. Good hygiene includes: showering every day before work and using deodorant or antiperspirant; keeping your hair neat and clean and wearing the proper hair and beard restraint(hair net or cap); keeping your fingernails short and clean; wearing clean clothes and uniforms; OSHA recommends NO jewelry is to be worn while working in the market, if you chose to wear a wedding band it must be a plain metal one worn only on the left index finger; no tobacco use in any form is to be used in our stores; cover any cuts and wounds on fingers and hands with water-resistant bandages and a single- use glove; put your personal items in areas away from food or where food is prepared and stored; wash your hands properly and frequently; tell your supervisor or manger when you are sick or ill.
6. Markets must exercise safe food handling practices. Always keep hot foods hot (140\*f or higher), and cold foods cold (40\*f or lower), and never allow potentially hazardous food to be received, stored, processed, or displayed in a manner that allows the product to inter in to the temperature danger zone(40\*f to 140\*f).
7. Market must always guard against cross contamination between raw foods, and ready to eat food. As well as keeping raw poultry, beef, and pork, received, stored, processed, and displayed in a manner that protects them from becoming cross contaminated.
8. Markets must always use case dividers in their display cases between raw foods and ready to eat foods, also keeping dividers between each species (beef, poultry, and pork) at all times to prevent cross contamination.
9. Markets must never allow harmful chemicals such as pesticides, concentrated cleaning supplies, or any poisonous product to be stored or used in there market. Only the approved chemicals, with proper identification labeling, from our approved vendors are to be used for cleaning in the market.
10. Markets must keep a daily log on the temperature in their coolers, display cases, and processing rooms. Coolers and display cases are to maintain a air flow temperature of 26\*f to 28\*f; and processing areas are to be at 45\*f to 50\*f. Product surface temperature should never exceed 40\*f at any time. If a refrigeration issue is discovered, contact store management immediately and follow the company’s refrigeration policy.
11. Markets are to be inspected every day by the closing meat clerk and closing store manager that is on duty, to assure that the meat department has been cleaned and sanitized properly. After the inspection, both parties are to sign off on the store’s closing report, assuring that the market is ready for a state or federal inspection.
12. All state and company regulations on sanitation and food safety are to be followed with no exceptions. All critical write-ups on state or federal health inspections may result in loss of bonus and will result in disciplinary action up to, and including, termination.
13. ALL safety procedures according to our safety training manual and OSHA must be followed at all times.

**MEAT DEPARTMENT CUSTOMER SERVICE POLICY**

1. Markets must understand that there is nothing we do in the course of our day that is as important as customer service, not unloading trucks, grinding burger, cleaning up, or cutting meat. Your markets success will depend upon your service. Remember we are in sales and without our customer, we will prevent growth in our markets, and we will have no jobs.
2. Markets must understand that one of the most important steps of customer service is proper scheduling. We must have qualified, experienced help at our peak hours of business so that we will have a greater opportunity to offer more service to a greater number of customers. To do this markets must stagger their schedules when two or more employees are working on the same day, and never take lunch breaks at the same time. This will give you more hours of that day to offer great customer service. Also the scheduling of evening coverage is a must these days with everyone’s work schedules, and busy life styles. Our policy on evening coverage is…
3. 1 Manned Markets; coverage until 5pm, five days a week. These markets are the toughest to schedule for and require team work between the store manager and market manager. There will be times that the store management team will need to support the meat department on the market manager’s time off. Communication between the market manager and store management is the key and is the responsibility of both parties to understand the support needed to cover this time. It is the market manager’s responsibility to assure that there’s enough inventory processed, with special interest given to your AD items and that conditions are right to support his time off. It is the store management team’s responsibility to assure that the meat case is worked properly and that our customers are well served in the market manager’s absence.
4. 2 Manned Markets; Coverage until 5pm Sunday – Thursday, and until 6pm Friday, and Saturday. These markets must also make sure that communication is strong between market manager and store management teams. All parties involved should understand what time has been scheduled and what time is in need of store management support.
5. 3 or more Manned Markets; Coverage until 5pm Sunday – Wednesday, and until 7pm Thursday – Saturday. This is a minimum schedule and may be adjusted to support even later business if needed. Communication at this level between the market manager and store manager is still very important. These markets may have staff in training and will need support on the market manager’s time off from the store management team. Proper store management support will help us see to it that we are keeping market conditions high and that every customer possible has been served.
6. Markets must understand that every customer is very important and that good, friendly service goes a long way. Make sure to speak to every customer that approaches your market, and ask if you can be of assistance. This will give you an opportunity to try suggestive selling or offer a recipe. This is also a good time to share any ad items or specials that we may be offering that day in our store. Remember to smile, be friendly, and SERVE, SERVE, SERVE.
7. Markets must always go beyond the customers’ expectations when serving them. Always give them more than they expect when it comes to service and make sure that no customer leaves the market unsatisfied. Yes, we must find a way to satisfy every customer.

**MEAT DEPARTMENT VENDOR ORDERING AND RECEIVING POLICY**

1. Markets must always check warehouse availability on any product before ordering any item from a vender, always check your warehouse order guide, and the warehouse receiving sheet before placing any vender order.
2. Markets may only order from an approved vendor and all vendor orders must be listed on our approved vendor order form. Showing an on hand inventory, and an ordered to receive inventory. This will help the market to assure a well-balanced inventory level.
3. Market must maintain an inventory level of no more than two weeks of its average sales. If inventory levels get out of balance than weekly inventory will be requested. So make sure you are ordering with a purpose and not just ordering out of habit.
4. Markets may only order approved vendor items. Any items ordered that are not on the approved order guide must be approved by the meat director.
5. Markets need to keep a past history of old vendor order forms. This will help in making decisions on future orders and in adjusting to the fluctuation of our business from first of the month, to the end of the month.
6. Markets must always plan ahead when receiving there deliveries. Assuring that you have adequate cooler space and proper staffing is a critical part of receiving. Therefore requiring you to look at your cooler conditions, and making sure that it has been down stacked, rotated, and cleaned before every delivery, and also asking the question when are my deliveries next week, and righting a schedule to support each one.
7. Markets must always move their deliveries directly into their coolers and never leave them out of refrigeration for any length of time. This will help us keep our product out of the temperature danger zone (40\*f – 140\*f), as well as prolong shelf life, reduce markdowns, and increase margins.
8. Markets must check in all deliveries, comparing the vendors invoice to the product that has been received. This procedure must be done at the time the product is received, along with the vendor’s truck driver. Do this to assure that the vendor invoice and the product received match. If there is a discrepancy, the problem must be solved before any invoices are signed. Contact your vendor sales representative for a credit or billing adjustment (whichever is needed). Not following this policy every delivery will cost your market gross margin and will lead to inventory shortages.
9. Markets must inspect all vendor deliveries for damaged product and any date issues. If any such items are found, request credit from your vendor sales representative immediately. Dates on fresh whole muscle beef and pork is 21 days from the packaged date if no expiration date is shown. This means that you will need to be able to process and sale the product before this 21 day period is up. If you feel that you cannot move this product within the 21 day window, then you have either over ordered and need to adjust your ordering, or the product is too close dated and you need to contact your vendor representative for a credit or a billing adjustment.
10. Markets must check all vendor delivery trucks to assure that they are holding a temperature that keeps all refrigerated perishable products at a surface temperature of 40\*f or lower. Vendors delivering product that has not been kept refrigerated properly will cost your market major dollars in mark downs and margin. If you find a temperature issue on your delivery truck, contact your sales representative and meat director immediately.

**MEAT DEPARTMENT WAREHOUSE ORDERING AND RECEIVING POLICY**

1. Markets are to order warehouse items off of the warehouse order guide. This order is to be sent in with the grocery and produce warehouse order. Variety from our warehouse should be at 100%. If our warehouse owns it, then every market should have it.
2. Stores are not to accept unauthorized vendors after 5:00pm. The discretion will be up to the store manager.
3. Markets will receive allocated items from our warehouse on a regular basis. These items are to be of utmost priority at the time of arrival. Using the same receiving procedures as in the vendor receiving policy. This product will also require attention to rotation and needs to be moved immediately to the front of your processing list because this product is usually date sensitive and needs to be sold.
4. Markets need to submit any shortages or overages to our warehouse for credits or billing adjustments immediately after receipt of the product. This is done by marking on the invoice the product in question, and faxing it in to the warehouse. If closure on the items in question is not received by the next Thursday E-mail the help desk for assistances.
5. Markets need to inspect the warehouse deliveries for any damaged, out of date, or unsalable items. If these types of items are found, contact your meat director immediately.

**MEAT DEPARTMENT REPACKAGING POLICY**

1. Markets are to make sure that all case ready fresh meat from our warehouse is never displayed or sold with any other retailers name or logo on the package. To assure that this does not happen, all case ready fresh meat is to be completely repackaged, rewrapped, and relabeled before it is put on display for sale. As you comply with this procedure, make sure to take special care that you do not change the expiration date. The date on the old label must match the date on the new label. Failure to follow this policy will result in disciplinary action up to, and including, termination.

MEATDEPARTMENTWRAPPING AND DISPLAYING POLICY

1. Markets need to understand that one of the most important, but often over looked, jobs in the market is the wrapping position. This job requires a lot of hustle, self pride, and motivation, as well as excellent customer service, and a sense of urgency to keep the meat case well stocked and finessed. This gives our customers the best looking meat case in town. This position is a priority; ensure that you have taken steps toward gaining a wrapper with this kind of mentality, and motivation.
2. Markets need to use labeling to help with communicating to their customers. Day-Glo labels, ingredient labels, description labels, and scale labels can all be of help if used properly. Also this will help in making your meat case more attractive.
3. Markets in working and stocking their meat cases need to concentrate on several things; how full is my meat case and is my inventory level right for today’s business; is my meat case level, or does it have a lot of peaks and valleys that makes it look jumbled up and unattractive; do I have a good tight wrap on all the packages so it’s not making a mess in the meat case or in the store; how’s my signage, and labeling is it attractive, and does it welcome customers to my meat case. Remember you must take pride in your work to be a successful meat wrapper.
4. Markets are to be set up and ready for business by 10:00am every morning, and a morning check up sheet must be done daily by a member of management from both meat department and the store. Preparing for this am checkup must start the day or evening before, to assure adequate time to process, and display enough product so that the market is set up and ready for business on time.

**MEAT DEPARTMENT PAPER WORK POLICY**

1. All markets schedules are to be posted on the stores schedule sheet by Friday for the following week.
2. All markets are to update their scales to match their retail book by 10:00am every Monday morning prier to your Monday morning management walk through.
3. All vender logs are to be done daily and retailed at a 26%.
4. All vender invoices are to be clocked with the stores time clock, store stamped, signed, and dated with the total retail written on each invoice. (26%)
5. All price change sheets and destroyed sheets are to be done daily and turned in weekly.
6. All advertised items that are sold below the 26% retail, must have an adjustment recorded of the difference on their price change sheet
7. All warehouse items that are sold below the suggested warehouse price must be adjusted on their price change sheet. Keeping up with your price changes will help you check up on your inventory.
8. All meat department transfers are to be done through our office. With the approval of the Meat Director, Meat Supervisor, or your District Manager.
9. All markets will receive a new retail book each week, all price changes are to be done by 10:00am every Monday morning.
10. All markets inventories are scheduled by the meat director and are posted at the beginning of each quarter.
11. All markets inventories are to be counted by the market manager, using the company’s physical inventory sheet. Market manager is to record the weight or count of each item, and turn this in to his store manager who is to input the count on the electronically driven inventory sheet, e-mail it to the meat director and the accounting office. This is to be completed by 12:00pm Sunday the week of any scheduled inventory. In the event that a recount is needed, all recounts will take place on the following Monday morning.
12. All market vacation time is to be listed on the meat department vacation calendar issued by the meat director, NOTE this calendar does not take the place of a vacation request form that you will need to send to the office.
13. Markets must follow all other paper work policies and procedures listed in the stores policy manual.
14. All markets are required to maintain and manage to a level that achieves at least company averages in their margins, payrolls, and sales increase. Failure to maintain at least average status will result in disciplinary action up to and including termination.