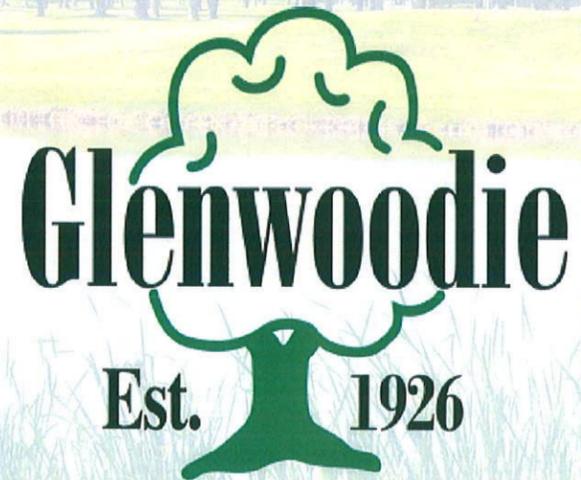




GLENWOODIE GOLF CLUB POLICIES



SEPTEMBER 1, 2015
19301 State Street, Glenwood, IL 60425
708-758-1212

This product is initiated and approved by the Village of Glenwood, Finance Committee & Golf Committee



Forward

Glenwoodie Golf Club has been a favorite championship course for serious and recreational golfers in Chicago and Northwest Indiana for over 85 years. The 18-hole Glenwoodie Golf Club in Glenwood, IL is a public golf course that opened in 1926 and designed by Harry Collis. Glenwoodie Golf Club measures 6902 yards from the Black tees and has a slope rating of 125 and a 71.6 USGA rating. The course features 4 sets of tees for different skill levels. Consistently ranked in the top 35 public courses, our 18 hole par 72 course features narrow bent grass fairways and large rolling greens, surrounded by groves of majestic oaks. The 16th hole has been named one of the best public golf holes in Chicagoland. Glenwoodie Golf Club has been owned by the Village of Glenwood since 1995 and internally operated since 1999. The facility also has a lighted driving range. Added in 2011, are continuous cart paths throughout the course along with electric carts.

The newly constructed 14,000 square foot clubhouse which opened in 2011 features a massive, state of the art banquet facility to accommodate up to 500 guests. A gazebo is available as it sits in a picturesque scenery surrounded by nature. The clubhouse also has as a fully stocked bar and grill with a full menu along with a 1,800 square foot outdoor deck. Food and drink specials are served daily.

The General Manager at the direction of the Village of Glenwood, is responsible for the administration of policies and procedures contained in this manual. It is the responsibility of every employee and contracting representative of Glenwoodie Golf Club to read, understand, and support these policies.





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Glenwoodie Golf Club Mission Statement

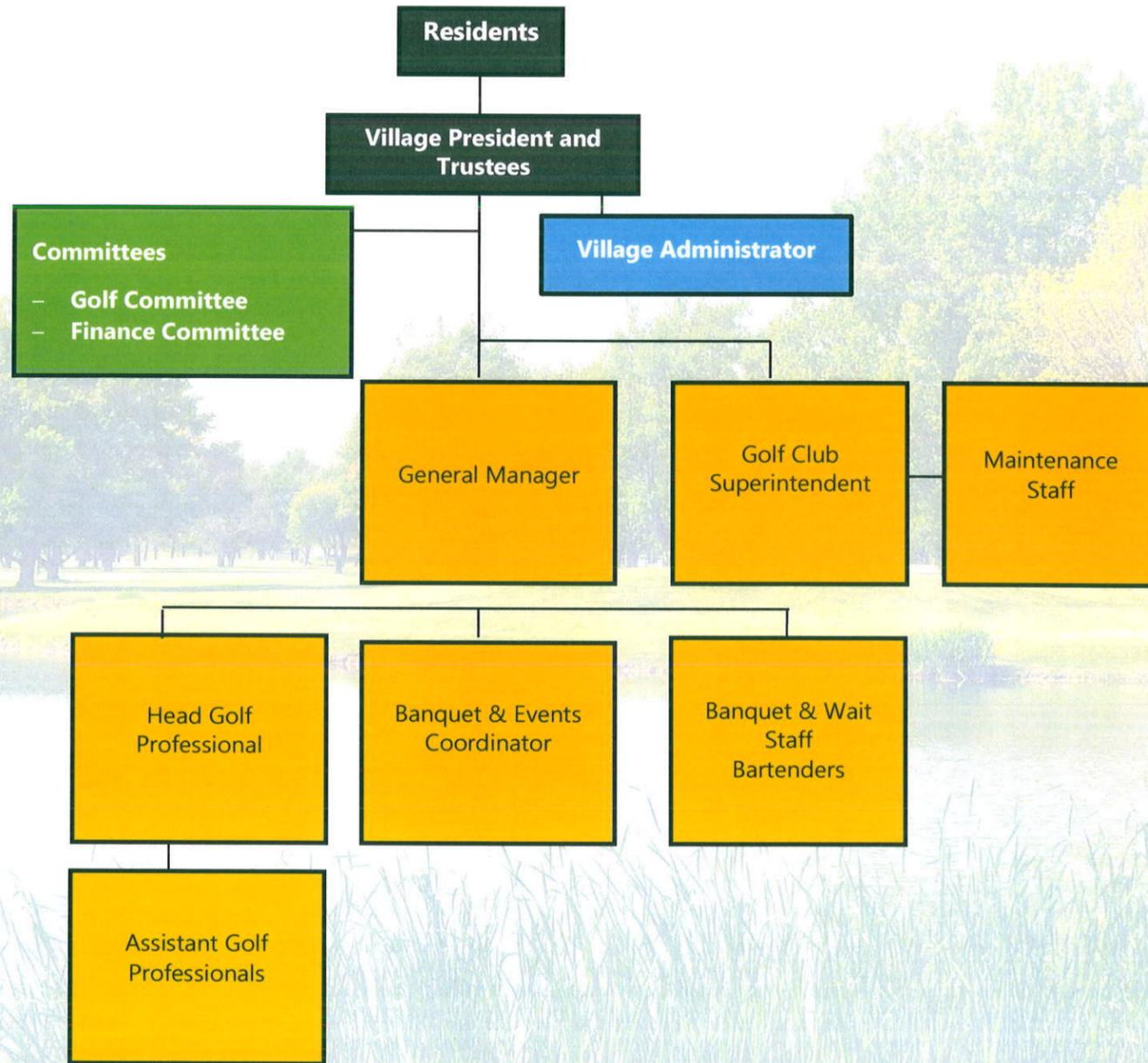
Glenwoodie Golf Club is a premier public course providing guests with exceptional golf, dining and activities at an affordable value. It is the mission of Glenwoodie Golf Club to provide all participants with an exceptional golf experience. To us, this includes positive relations between the guest and employee, as well as providing the guest with a golf course that is maintained to the highest possible standards. This is achieved through quality individuals. We strive to make Glenwoodie Golf Club not just an offering to the community, but a key part of it, a place where all individuals and families are welcome.

Non-Discrimination Policy

The Village of Glenwood prohibits discrimination on the basis of race, ethnicity, national origin, sex, religion, age, sexual orientation, or disability, in its services, programs and activities.



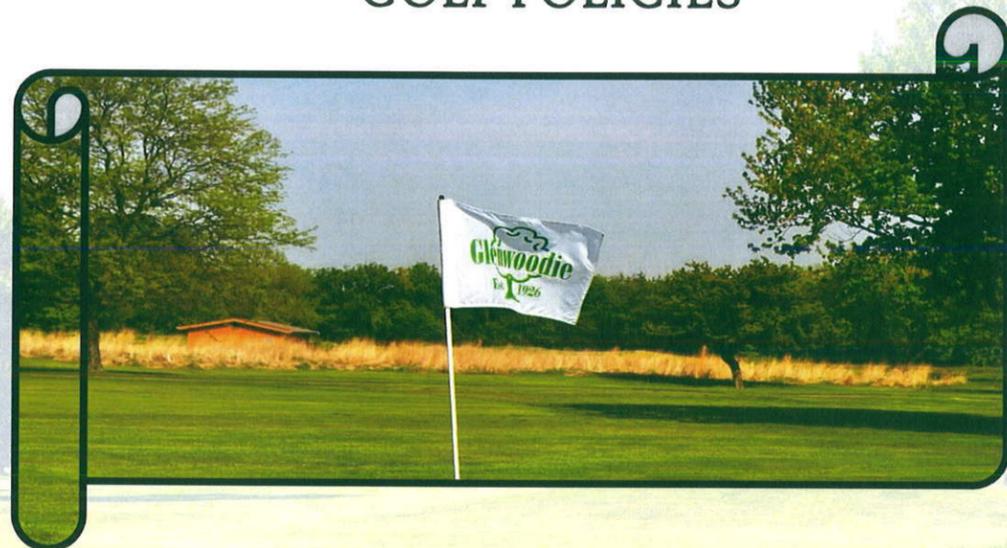
Glenwoodie Golf Club Organization Chart





SECTION I

GOLF POLICIES





Section 1.

Section 1.1 *Standard Operating Policy*

I. Policy - Standard Operating Policy

It is the policy of the Glenwoodie Golf Club to use standard operating procedures to operate the Club's daily business activities.

Section 1.2 *Governing Play Policies*

I. Policy - General Play

Golfers are required to use reasonable care for the safety of persons and property reasonably within the range of danger of being struck by the ball. Driving golf balls outside the bounds of the golf course is prohibited. Golfers are solely responsible for property damage and injuries caused by errant golf balls. Play shall start no earlier than one-half hour before sunrise. General play shall commence only from the first hole. Starting on holes other than #1 will be allowed only after weather delays, during shotgun tournaments, during aerifying or on approval of the Golf Professional and/or the General Manager. It is the Head Golf Professional's responsibility to delay start of play during conditions such as heavy fog or lightning that would be unsafe for golfers. When extremely wet conditions or frost are present which may endanger the health of the golf course, the Head Golf Professional staff shall rely on the Golf Club Maintenance Superintendent to determine status and timing of the course opening or closure. If the Golf Club Maintenance Superintendent is unavailable, the Golf Professional shall use discretion in decision-making.

- Persons arriving with less than three players may lose their starting time, unless they can be placed with additional players.
- All golfers with reserved starting times must report at least 10 minutes before the scheduled time. Those failing to do so may forfeit their reserved time and may be required to wait for the next open time slot.
- Every player must possess a receipt from the pro shop during play.
- U.S.G.A. rules apply except where modified by local rules. (refer to scorecards)



- No more than five players are allowed to play together at any time except during shotgun tournaments.
- Each player must have a golf bag and golf clubs.
- Slow players must allow faster players to play through.
- Children under ten years of age are not allowed on the golf course except as players.
- Purchase of a green fee is for one (1) round of golf. Additional holes may be played with the purchase of a supplemental green fee. Additional cart fee must be paid if supplemental golf is played.

II. Policy - Golf Cart Rental

Glenwoodie Golf Club will provide golf carts for guests to rent at the golf course. All golf carts shall be stored and maintained in a clean, safe condition in the area provided by the Village of Glenwood for that purpose. It is the responsibility of the Golf Professional to instruct the staff on the proper safety, maintenance and use of the golf carts.

III. Policy - Season Passes Play

Season Passes Play shall conform to the same policy as general play. Purchase of a season pass provides the opportunity for golfers to reduce their cost of greens fees; however, it does not afford season pass holders any special privileges. Purchase of a season pass provides golfers with a discount off of the cost of greens fees each time it is used. Season passes are valid for one year from the date of purchase and expiring on December 31st of the year of purchase. Persons wishing to purchase a season pass must be willing to provide address, phone number, and picture I.D. Residents wishing to purchase a Season Pass must provide verification of age. A season pass holder will be required to provide both his/or her name and customer number when registering to play. Registration must be completed prior to the start of play. There will be no exceptions to this policy. Golfers wishing to purchase a season pass will be required to sign an application acknowledging the following terms and conditions:

- Golfers are required to pay an annual fee to obtain a season pass.
- All season passes expire on December 31 of the year of purchase unless otherwise stated.
- Purchase of a season pass does not guarantee the availability of tee times nor does it provide for any special reservation privileges.



- A season pass can only be used for unlimited green fees by the person who purchased it and cannot be used by another person at any time.

Root Card Program/Residents

Effective May 19, 2015, the Root Card Program was established for eligible residents and business owners in the Village of Glenwood for discounted golf. Glenwood property owners, spouses/domestic partners of property owners, Glenwood business owners are eligible for 50% off golf, green fees, memberships, carts fees and bucket of balls as of part of the Root Card Program. Employees are to receive a ROOT card. Employees will receive a 50% discount on golf, range, ball and carts.

The first card is free and a \$10 replacement fee for lost cards.

- Glenwood property owners, domestic partners and Glenwood business owners can obtain their **Root Card** at the Village Hall. Those who qualify for the discount will have to provide all of the following proof of at the Village Hall:
 - ❖ *Property ownership.*
 - ❖ *Current paid tax bill.*
 - ❖ *Water bill account.*
 - ❖ *Drivers' License or State ID.*
- Applications are available at the Village Hall.
- Season Passes purchased has an expiration date in the current year, December 31.
- Spouses and domestic partners who are not on the property title to Glenwood real estate can obtain a ROOT card if he/she has a driver's license showing the Glenwood address. Taxes and water bill on the residence must be current.
- If the spouse has a different last name than the property owner, they also qualify as long as their driver's license in their name shows the same address as the property owner.
- Domestic partners also qualify for the ROOT card, they also have to show their Driver's License with the Glenwood address.

IV. Policy - Play for Associations and Schools

Glenwoodie Golf Club, in an effort to promote golf among young people and to allow high school and university students to compete in athletic golf programs, has adopted the policy of allowing high school and university students to play golf at the municipal golf courses at a reduced fee.



Only students who are members of a golf program at a participating school or university are eligible for the reduced fee. A limited number of partial season tickets will be issued to high schools and universities that sponsor a golf team participating in interscholastic or intercollegiate competition with other schools. All partial season passes shall be for the duration of high school, university golf season and shall not exceed three (3) months.

Each high school and university that uses the municipal golf course for practice and play must sign an agreement with the Glenwoodie Golf Club before the team will be allowed any playing privileges on the golf course. Each golf team coach or school athletic director must request permission from the General Manager to use the municipal golf course for each golfing season.

The Head Golf Professional or his staff will mail or fax an agreement to the high school or university to be returned with the proper school authority's signature agreeing to the fees and rules and regulations established by the Golf Department. All fees will be determined and approved by the Head Golf Professional. The golf professional at the golf course where a high school or university practices and plays will be responsible for making sure a signed agreement is on file in the General Manager's office, and will be responsible for collecting the fee for the team playing at their course. Greens fees for regularly scheduled team play between any of the local high schools or universities will be waived for the visiting team when such team play is also scheduled on the visiting team's home course during the school year. Visiting coaches of these teams will be granted the same courtesy. Schools or universities that have no special arrangements for team play must pay regular greens fees.

V. Policy - First Tee Program



As a program location of The First Tee of Greater Chicago, Glenwoodie participants will be introduced to The First Tee Life Skills Experience. Through this program young people around the world discover how skills essential to success on a golf course can also help them flourish in life. These skills include self-management, interpersonal communication, goal setting, mentoring, and effective conflict resolution. The First Tee of Greater Chicago at Glenwoodie is open to all young people ages 7-17. Young people progress through the Life Skills Experience program by moving through levels that introduce new and more advanced concepts of



golf and life skills. All participants begin at the PLAYer level regardless of age. Sessions available for the following ages:

- *Little Linkster* for children ages 5-6.
- *PLAYer Level* for children ages 7 and up. Introduction to golf and emphasis on “The Code of Conduct”. Everyone must begin at this level.
- *Par Level* for children ages 9 and up. Must be PLAYer certified. Continues emphasis on golf skills, etiquette and rules whilst focusing on self-management skills.

Birdie Level for children ages 11 and up. Must be PAR certified. Birdie Level focuses on goal setting and resilience skills. Encouraged to play competitive golf. The First Tee Foundation agrees to pay the golf professional for each lesson provided for the program. The payment will be entered in the Fore Up POS as lessons and payment will be paid to the golf professional according to the signed contract agreement between the Glenwoodie Golf Club and the golf professional. The First Tee Foundation also agrees to pay a portion of the green fees for each participant in the program as determined by the foundation.

VI. Policy - League Play

A "league" shall be defined as a group of golfers who are willing to establish a set time and day of the week to play and guarantee attendance. There will be an individual designated as the league contact person to communicate changes with the pro shop 7 days in advance. Leagues must have a signed contract.

VII. Policy - Outing Play

An “Outing” shall be defined as a group of players who have requested that the Golf Professional reserve a specific number of tee times for their organization's specific use. Reserved starting times for outings shall be secured by an official representative for the firm or organization. All golf outing sponsors must complete a registration form prior to the outing date. The Golf Professional or his/her staff will contact the tournament sponsor fourteen (14) days prior to the tournament date to confirm the number of players. A minimum of twenty (20) players is required in order to reserve tournament tee times. Shotgun Tournaments:

- All play must be completed within a six-hour time limit.
- Starting time for shotgun tournaments shall be authorized by the Golf Professional.
- All players must ride carts.



- Modified shotgun tournaments may be conducted at the golf professional's discretion. Granting tournament privileges for any national tournaments, such as the National Collegiate Athletic Association Annual Meet, will be considered on a case-by-case basis.

VIII. Policy - Complimentary Play

"Complimentary play" is defined as the privilege of playing golf (18 holes) granted to an individual without a fee charged for play when such individual qualifies under any of the stated category guidelines contained in this policy. Complimentary play (play without charge) for Golf Professional staff and Golf Course Maintenance staff is provided to familiarize these employees with course conditions in order to better serve the player/client. P.G.A. members and other officials are allowed complimentary play as professional courtesy at all municipal courses. No other complimentary play is allowed, except as detailed within this policy. All complimentary rounds will be recorded in the ForeUp POS. The golf professional at Glenwoodie Golf Club will maintain a log of complimentary rounds played that will include the date the round is played, the tee time, name of the player, and the player's organization that qualifies him/her for complimentary green fees. The following persons will be considered eligible for complimentary play. Complimentary play for these and any other individuals must be authorized and attested to by the Golf Professional and may include:

- Members of the P.G.A.
- Officials of the USGA and KGA (men's and women's)
- Members of Golf Course Owners Association
- Members of Club Owners Association
- Members of the American Society of Golf Course Architects
- Members of the Golf Course Superintendents Association
- Potential tournament sponsor representatives
- Members of CMA Club Managers Association

IX. Policy - Village of Glenwood and Glenwoodie Golf Club Personnel Golf

- A. All Village of Glenwood employees will be treated equally with the exception of full-time staff employed at Glenwoodie Golf Club. Full time staff of Glenwoodie Golf Club will be afforded free golf as it is essential in order for staff to understand the pace of play.



B. All other full and part-time employees of the Village of Glenwood SHALL pay the Fees below to golf and will be governed as follows:

1. During golf season:
 - o 18 Holes - \$12.00
 - o 9 Holes- \$9.00
2. No Tee Times, Non-Peak play only; i.e. Full-Paying customers receive PRIORITY on the daily tee sheet.
3. On a monthly basis, employees must fill out imputed income form from Village of Glenwood for each round played.
4. Immediate family members and guests of an employee are required to play with an employee to receive a discount; which is the next level rate of the day. Optional employee seasonal membership: \$600 are available. This membership is good for the current golf season only (Expires December 31st). If the employee is laid off for the season, his/her membership will continue through the end of the year. If an employee is terminated, his/her membership will become invalid, effective immediately from date of termination. All decisions are ultimately up to the discretion of management.

C. Employees must still check into the Pro Shop and be issued a receipt before they are to tee off.

There are no exceptions to this rule.

D. Failure to comply with these policies will result in fee changes for the employee, or other disciplinary actions, including termination.

X. Policy - Golf Simulator

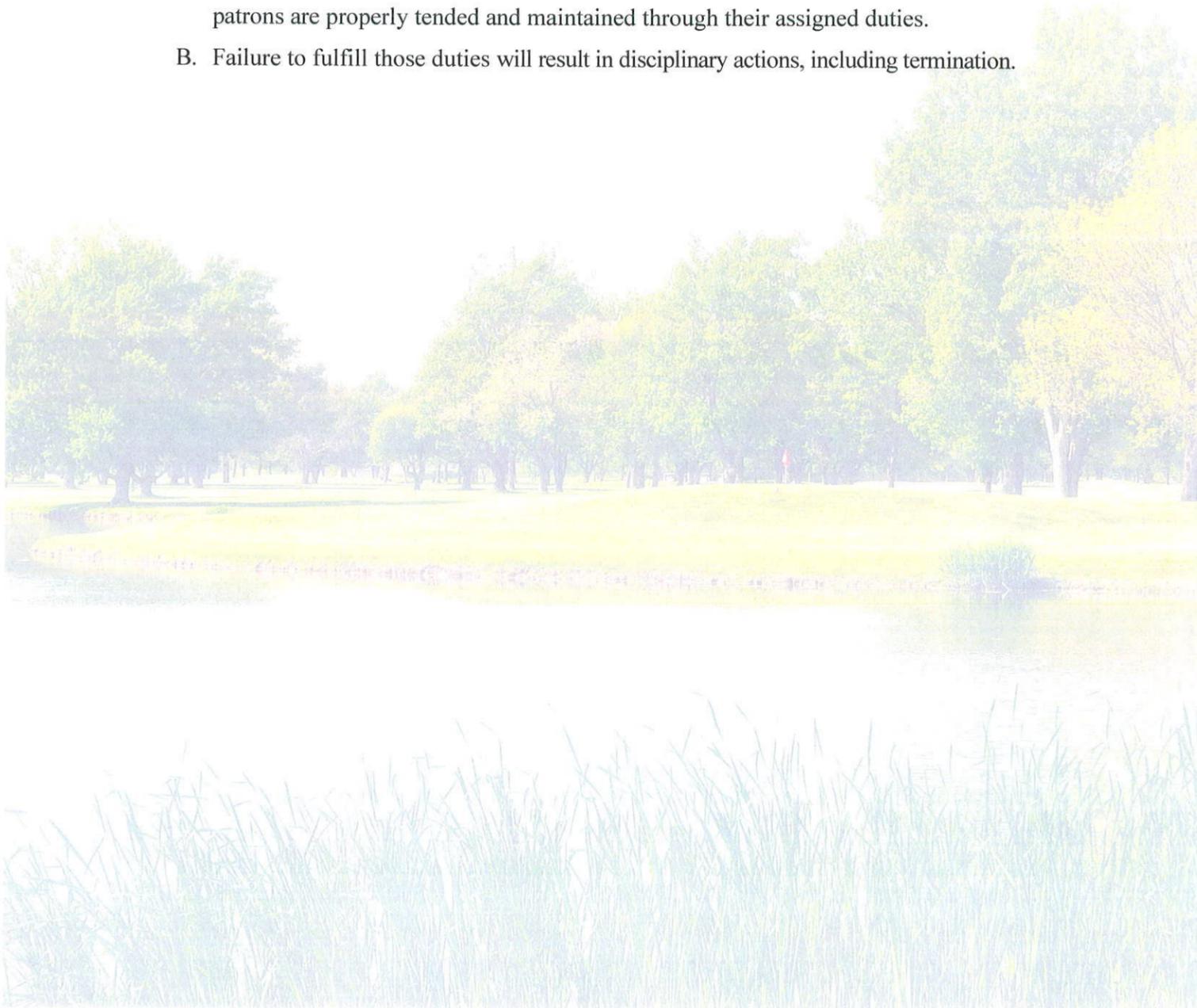
The Golf Simulator provides a realistic golf experience indoors. Hyper-realistic, and accurate, these PGA Tour simulators allow golfers to play real courses from world famous locations. Great for practicing and instruction, playing with friends, or getting competitive in tournaments, leagues, and other events.

- o Players may bring their own shoes. Golf shoes are accepted and tennis shoes.
- o Golfers bring their own clubs.
- o Full 18 holes must be completed within 2 hours.



XII. Policy - Attendant Duties

- A. An Attendant (Golf, Outing, Range, Cart and Starter) shall ensure areas that are used by patrons are properly tended and maintained through their assigned duties.
- B. Failure to fulfill those duties will result in disciplinary actions, including termination.





SECTION 2

FOOD & BEVERAGE AND BANQUET POLICIES





Section 2

Section 2.1 *Food & Beverage and Banquet Policies*

I. Policy - The Food & Beverage and Banquet Operations

It is the policy of the Club that the Clubhouse will operate in a professional manner, providing customers with snack service and other amenities, with a high level of courtesy and efficiency.

A. Responsibilities

1. The General Manager is responsible for the operation of the Food and Beverage, Banquet Services and Beverage Cart. This includes scheduling, establishing all operating procedures, hiring and training of staff, menu, pricing, and control of inventory and charge slips.
2. The Finance Committee, Golf Committee and Board of Trustees will approve all operating procedures.

II. Policy - Authority to Issue Food & Beverage

It is the policy of the Club that no food or beverage items be issued from the kitchen or bars without proper authorization.

- A. Food and beverage inventories are assets to the Club. They will not be issued to servers by the preparation and production staff without the proper authorization from the point-of-sale (POS) system.
- B. When orders are entered into the POS system, the authorization to issue is printed out in the kitchen and/or recorded as a sale in the computer.

III. Policy - Beverage Cart Operations

It is the policy of the Club that the Beverage Cart will operate on the golf course in a professional manner, providing members with snack service and other amenities, with minimal interference and impact on the play of golf.

A. Responsibilities

1. The General Manager is responsible for the operation of the beverage cart. This includes scheduling, establishing all operating procedures, hiring and training



of staff, menu, pricing, control of inventory and charge slips, and careful coordination with the Head Golf Professional and other golf operations staff.

2. All operating procedures will be coordinated with the Head Golf Professional and be approved by the General Manager.

IV. Policy - Security of Food & Beverage Inventories

It is the policy of the Club that all food and beverage inventories be kept under lock and key and be carefully controlled and monitored by General Manager.

A. Responsibilities

1. The General Manager is responsible for the security of all alcoholic beverage inventories.
2. The General Manager is responsible for the security of all food and food related inventories.

V. Policy - Menu Pricing – Pre-Costing

It is the policy of the Club that all menu items be pre-costed to determine their theoretical selling price based upon ingredient costs and standard mark-up.

- A. Profitability in a food service operation is directly related to pricing.
- B. Standardized Recipes are used to specify ingredients and Portion Control for all a la carte and catered menu items.
- C. Pricing for each menu item is based upon the ingredient costs in standardized recipes and the appropriate mark-up to ensure that all ingredient, labor, and overhead costs are covered.
- D. Each menu item will be pre-costed using Pre-Cost Menu Pricing, or other manual or computerized system accomplishing the same purpose.
- E. Once menu items are pre-costed, the General Manager will use the guidance from Industry Standards to mark-up each item and find the theoretical selling price.
- F. The actual selling price will be based upon:
 1. the theoretical selling price,
 2. the General Manager best assumption of what the market will bear,
 3. the expected popularity of the menu item (higher volume items with low margins do not help the bottom line as much as high volume items with high margins),
 4. adding in a cushion for any rising ingredient costs over the life of the menu,



5. rounding prices up to the nearest quarter (25¢, 50¢, 75¢, or 00¢). Avoid pricing items at \$X.95 or \$X.99 as this marketing technique is out of place in a Club.
6. It is the responsibility of the General Manager to ensure that all menu items are pre-costed.

VI. Policy - Standardized Recipes

It is the policy of the Club that all menu items for a la carte dining and catered functions be prepared from standardized recipes.

- A. Standardized recipes promote consistency of product by ensuring that all menu items are prepared using the same ingredients and cooking techniques.
- B. The General Manager will maintain files of standardized recipes for all menu items for a la carte dining and catered functions.
- C. When introducing new menu items, the General Manager will ensure that kitchen production staff are trained using standardized recipes, appropriate cooking techniques, and standardized plate presentations.
- D. Standardized recipes will help promote profitability by ensuring standard [Portion Control] and [Menu Pricing – Pre-Costing] based upon the actual ingredient costs of menu items.

VII. Policy - Portion Control

It is the policy of the Club that all menu items for a la carte dining and catered functions be served in specified portions based upon standardized recipes.

- A. Profitability in a food service operation is directly related to portion control.
- B. Portion sizes are specified in Standardized Recipes for all a la carte and catered menu items.
- C. Pricing for each menu item is based upon the ingredient costs in standardized recipes and the appropriate mark-up to ensure that all ingredient, labor, and overhead costs are covered.
- D. If portion sizes specified in standardized recipes are not observed, the selling price of a menu item may not cover associated costs.
- E. It is the responsibility of the General Manager to ensure that all food production staff are properly trained to serve correct portions of all menu items.

VIII. Policy - Alcoholic Beverage Control

It is the policy of the Club to strictly follow all guidelines stipulated by the Illinois Liquor Control Commission.



A. Laws and Rules

1. Alcohol may not be sold or served to persons less than 21 years of age.
2. Alcohol may not be possessed or consumed by persons less than 21 years of age.
3. Alcohol may not be sold or served to any person who is intoxicated.
4. States regulate the hours of sale and consumption
5. No alcohol may be removed from the premises
6. Happy hours, free drinks, or reduced drink prices cannot be offered during limited hours or to special groups of people. Special prices must be offered to all customers, for the entire business day.
7. Bartenders must be 21 years old to mix drinks containing liquor; servers must be 18 years old to serve drinks containing liquor.
8. Mixed beverages must be consumed on the premises.

B. Responsibility

The General Manager is responsible for ensuring a complete understanding of and adherence to all applicable laws relating to the sale and consumption of alcoholic beverages.

IX. Policy - Standard Beverage Pour

It is the policy of the Glenwoodie Golf Club that the standard beverage pour for liquors is one and one-quarter (1¼) ounces.

- A. Measuring liquor with a stop pour ensures the correct portion size of mixed drinks.
- B. Bartenders are encouraged to use a stop pour to measure drinks when not observed by the guest for whom the drink is being prepared. This works well for drinks served from the bar into the dining room.
- C. Bartenders will be trained to pour liquors in 1¼-ounce measures.
- D. Glenwoodie Golf Club may encourage accuracy of the pour by offering an incentive to bartenders for meeting the specified pouring cost for a given period.

X. Policy - Drink Recipes

It is the policy of the Club that standardized drink recipes be established and maintained to ensure consistency and cost effectiveness.



XI. Policy - Banquet/Catering Contracts

It is the policy of the Club that Banquet/Catering Contracts are prepared by the General Manager/ Banquet Coordinator covering the details of each catered event.

- A. Department heads have a need to know about catered events being held at the club.
- B. They will be kept informed of the details of all catered events by means of Banquet/Catering Contract.
- C. The General Manager or Banquet Coordinator will prepare a Banquet/Catering Contract for each event.
- D. Banquet/Catering Calendar will be distributed at the weekly Food and Beverage meeting. Catered events for the upcoming two weeks will be summarized on a Rolling Catering Forecast, which will also be distributed at the Food & Beverage meeting.
- E. Procedures must be developed at the Club to ensure that changes to previously distributed Banquet/Catering Contracts must be communicated to all involved staff consistently and quickly. Changed Banquet/Catering Contracts will clearly indicate that they are changed and all changes will be highlighted for ease of review.
- F. The General Manager must establish a designated location in their offices for Banquet/Catering Contracts.

XII. Policy - Banquet/Catering Policies

It is the policy of Glenwoodie Golf Club to establish policies for catered operations.

- A. Food and Beverage
 1. All food and beverage items must be supplied and prepared by the Glenwoodie Golf Club.
 2. Glenwoodie Golf Club may make an exception to this policy when special dietary, nutritional, or religious (i.e. kosher) needs are required and cannot be met by the Club's food service staff.
 3. Leftover food and beverage may not be taken from Glenwoodie Golf Club after an event.
 4. The host agrees to be responsible for the conduct of guests and that Glenwoodie Golf Club may refuse service in the event of violation of any State law.



5. Menu planning, room set up, and other pertinent details must be arranged at least fourteen (14) days in advance of the event.

B. Guarantee Policy

1. With all events involving per person food and beverage service, the event planner must call with a minimum number of guests fourteen (14) working days before the event. This is the number of guests for which food will be prepared, and the bill calculated.
2. Glenwoodie Golf Club will be provided services based upon the guaranteed number of guests stipulated in the Contract. Glenwoodie Golf Club will attempt to provide like services should the attendance be greater than the guaranteed number, however, if attendance exceeds 100% of the final guarantee, an additional premium charge of 15% of the per person price will be charged for each attendee over 100%.

C. Deposits & Payment

1. A non-refundable deposit of \$500.00 is required to hold the space and will be applied to the total charges incurred at the completion of the event.
2. Receipt of the deposit will confirm space requirements. A bill will be prepared and an account will be set up on Fore Up to track payments.
3. Final payment for all functions is expected fourteen (14) working days prior to the event for all remaining balances due. If arrangements have been made in advance, a client's company or organization may be direct billed. Exceptions must be pre-approved.

D. Contract Cancellation

1. In the event of cancellation all deposits are non-refundable. All cancellation requests must be made in writing and signed by the person(s) whose signature appears on this contract.

E. Service Charge

1. All food and beverage is subject to an 18% service charge and Illinois sales tax. Please note that sales tax will also be imposed upon the service charge, as required by state law.



2. Tax exempt organizations must provide us with a copy of their tax-exempt certificate prior to the event.

F. Event Space

1. Event space is assigned according to the anticipated number of guests and set up requirements. Glenwoodie Golf Club reserves the right to reassign the space should numbers fluctuate.
2. A room rental fee will be charged for reserved meeting space.
3. Room rental fees will be waived for groups who guarantee 12 or more guests and also use the space for a meal. The room rental fee will not be charged when an event is moved to one of these spaces for the convenience of the Club.

G. Displays, Exhibits, and Decorations

1. All displays, exhibits, or decoration must conform to the county fire ordinances and rules.
2. Room are available may be available up to four(4) hours prior to function for no additional charge. Other arrangements may be accommodated based on availability for an additional charge.
3. All displays, exhibits, and decorations must conform to fire ordinances and rules. Nothing is to be affixed to walls, floors, or ceilings of rooms with nails, staples, tape or any other substance unless approved prior to the date of the event. Use of such items without the express approval of Glenwoodie Golf Club may result in charges to repair such damages. No Confetti or glitter allowed.

H. Liability

1. Glenwoodie Golf Club reserves the right to inspect and control all functions. Liability for damage to the premises will be charged accordingly.
2. Glenwoodie Golf Club cannot assume responsibility for personal property and equipment brought onto the premises.

I. Engineering and Audiovisual

1. Special engineering requirements must be specified to the General Manager at least fourteen (14) days prior to the event.



2. Clients may provide their own equipment; however, special equipment that has not been approved of or arranged by Glenwoodie Golf Club will not be permitted.
3. Glenwoodie Golf Club reserves the right to charge a service fee for set-up of function rooms with extraordinary requirements. The client must have prior approval for all details of the entertainment, and/or any special arrangements from management.
4. Glenwoodie Golf Club will not permit the affixing of any items to the walls, floors, or ceilings with nails, staples, tape, or any other fastening devices. Any damages incurred will be the responsibility of the contract holder, whose signature appears on the contract.

J. Equipment

1. It is the Glenwoodie Golf Club's policy not to rent or lend equipment (tables, chairs, linen, glassware) for use outside of the Glenwoodie Golf Club property.
2. We will gladly assist you in procuring needed equipment from a professional rental service.

K. Club Attire Policy

1. Gentlemen and ladies are requested to dress in a fashion compatible with the appropriate occasion. For lunch, appropriate informal, casual sports attire may be worn.
2. Shirts and shoes must be worn at all times when on the Club Facilities.
3. The following is considered inappropriate attire: halter tops, tank tops, tee shirts, fishnet tops, cut-offs, jams, sweat pant, bathing suits, tennis shorts or other athletic shorts more than four inches above the knee are not permitted.

XIII. Policy - Rolling Catering Forecast

It is the policy of Glenwoodie Golf Club that a rolling two-week forecast of catering events be maintained and distributed weekly.

XIV. Policy - Catering Contract and Deposits

It is the policy of the Glenwoodie Golf Club to execute a contract for all catered events and require deposits at intervals prior to the event.

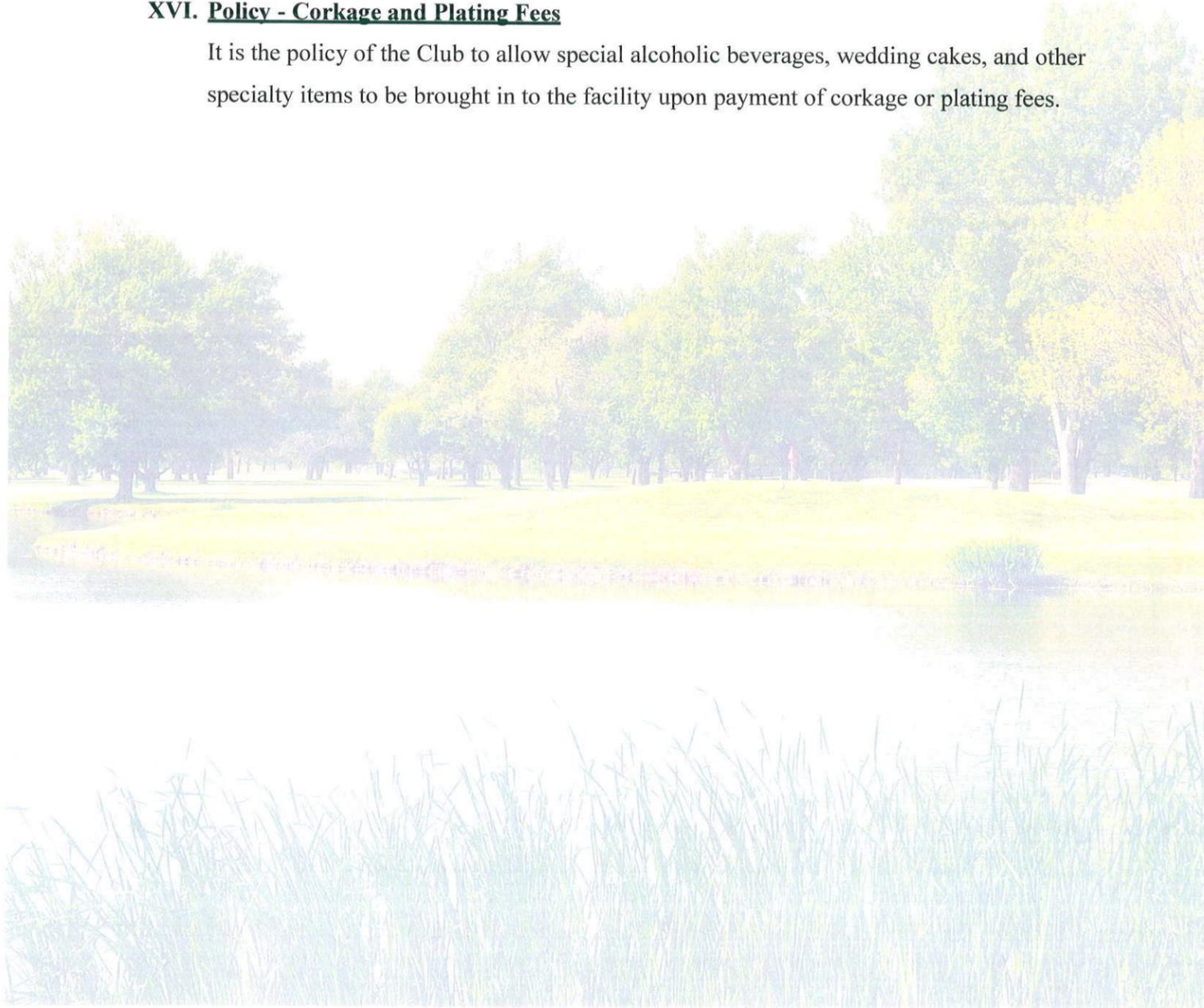


XV. Policy - Banquet/Catered Function Beverage Control

It is the policy of the Club that alcoholic beverages are monitored and controlled for all catered functions.

XVI. Policy - Corkage and Plating Fees

It is the policy of the Club to allow special alcoholic beverages, wedding cakes, and other specialty items to be brought in to the facility upon payment of corkage or plating fees.





SECTION 3 ACCOUNTING POLICIES





Section 3

Section 3.1 Accounting Policies

I. Policy - Accounting

It is the policy of the Village of Glenwood that all Accounting Policies are in written form, updated as necessary, stored on a shared drive, made available to all Glenwoodie Staff, and applied consistently in the conduct of Glenwoodie Golf Club business. Accounting Policies are an outline of the basic policies, procedures, and practices that govern the accounting functions of the Glenwoodie Golf Club.

A. Responsibilities

1. It is the responsibility of Glenwoodie Golf Club General Manager and Finance Department to propose Accounting Policies to the Finance and Golf Committees.
2. It is the responsibility of the General Manager and the Finance Director:
 - i. To ensure that all policies are kept current, that the Finance Committee, Golf Committee, Village President, Village Administrator, and other key employees are kept aware of changes to policy.
 - ii. Accounting Policies will be in written and electronic form on the shared drive. The Finance Committee, Golf Committee, Village President, Board of Trustees, Village Administrator, and other key employees will be kept abreast of changes to the Accounting Policies via email and delivery of a hard copy. The General Manager and Finance Department will provide proof of issuance of the e-mail and confirmation of receipt from the recipients as documentation.
3. It is the responsibility of the General Manager and the Golf Committee to recommend to the Finance Committee and Board of Trustees all Accounting Policies.

A. Administration

1. Accounting Policies will be stored on the shared drive at Glenwoodie Golf Club and reviewed annually in December for revisions or changes.



2. Revisions and changes will be announced by the General Manager and Finance Department via e-mail messages in written form and electronic format.
3. The General Manager may recommend changes in Accounting Policy to the Finance Director, however all policy additions and modifications must be reviewed by the Golf Committee and Finance Committee, respectively. All policies are approved by the Board of Trustees. Likewise, matters of importance not covered or inadequately covered by policy should be brought to the attention of the General Manager and the Golf Committee.
4. Questions of interpretation of a policy shall be referred to Golf Committee and Finance Committee or Finance Department for clarification and resolution.
5. As used in Accounting Policies:
 - o “Department Head” refers to the following or comparable positions with budgeting and bottom line responsibilities: Head Golf Professional, Banquet Coordinator and Golf Superintendent.
 - o “General Manager” means that individual with “full charge” responsibilities on the Glenwood Golf Club.
 - o “Policies Database” refers to the online, written and electronic version of the Glenwood Golf Club’s Policies and Procedures.

B. Managerial Discretion

1. Written policies and procedures cannot possibly cover every possible circumstance.
2. The Village of Glenwood and Glenwoodie Golf Club hires individuals for positions based upon their education, experience, maturity, and demonstrated ability so that they may use their judgment when confronted by situations not covered by policies and procedures.
3. While it is always recommended that staff consult with their superior in these situations, circumstances may require an immediate decision or action. In such instances, the General Manager should use their best judgment in making decisions or taking action. In this sense, policies and procedures are to be considered guidelines.
4. As a result, any policy or procedure may be modified as the situation demands, except those derived from the requirements of federal, state, and local laws or regulations.



These must be followed to protect Village of Glenwood and Glenwoodie Golf Club from legal action or regulatory censure and fines.

5. Having been provided this leeway in decision making, the General Manager must also understand that those who routinely and without good reason ignore Glenwoodie Golf Club policies and procedures will be required to explain their actions and will ultimately be held accountable for their decisions.

II. Policy - Fiscal Responsibilities

It is the policy of the General Manager and Finance Department to exercise fiscal responsibilities for the Club.

- A. The General Manager is responsible for the financial performance of Glenwoodie Golf Club. These responsibilities can be broken down into the following broad categories:
 1. Budgeting:
 - Budgeting is the process of establishing a financial operating and capital plan for a future fiscal year. Budgets are formulated using past history, benchmarks, knowledge of upcoming events or trends, and one's best professional judgment.
 - The General Manager is responsible for developing Annual Budgets.
 2. Comparing Actual Performance to Budget:
 - Once approved by the Board of Trustees, budgets are the fiscal plan for the year.
 - The General Manager is responsible for comparing actual performance to budgets on a monthly basis and intervening as necessary to achieve budget goals.
 3. Achieving Revenues
 - Achieving revenue projections is one of the two primary means of meeting budgets (the other being controlling expenses).
 - The General Manager is responsible for monitoring revenues by means of a sales reports and aggressively intervening when revenues fall short.
 4. Controlling Cost of Goods Sold
 - Areas with retail operations (Golf, Food & Beverage) also must control the cost of goods sold and investigate high cost of goods sold by Cost of Goods Sold Analysis.



5. Controlling Payroll Costs

- Use effective tools to compare actual to budgeted payroll costs.
- In order to control payroll costs, it is essential that the General Manager have timely and accurate data regarding their departmental payroll cost. Essential to getting this data is correctly following timekeeping procedures, setting schedules to meet forecasted levels of business, and determination to track payroll expenses closely to ensure that budgets are not exceeded.

6. Controlling Other Expenses

- Other Expenses comprise all of the other departmental operating expenses.
- The General Manager can do this by carefully reviewing expenditures on a monthly basis, using accounting tools to monitor expenses by expense category, and by periodic in-depth reviews of significant expense accounts.

7. Benchmarking

- Benchmarking is the act of measuring operating performance.
- The General Manager is required to track detailed benchmarks for their area of the operation.

8. Pricing

- The starting point for meeting revenue projections is proper to ensure there is sufficient markup to cover associated expenses.
- Pricing should be reviewed on a periodic basis to ensure that budgeted margins are being maintained.

9. Purchasing

- The General Manager is responsible for purchasing materials, supplies, and inventories for the Club.
- The General Manager must be familiar with all Club purchasing policies to (Village of Glenwood Accounting Manual) properly fulfill these responsibilities.

10. Expense Coding

- The General Manager is responsible to ensure that invoices for all purchased items are coded to appropriate expense accounts in a timely, accurate, and consistent manner.



o Confirm Expense Coding information from Finance Department.

11. Inventory Management and Security

- o Given that high inventory levels tie up capital that might be put to better use elsewhere, the General Manager must use common sense and good business judgment to maintain inventories at levels that balance business demands, lower pricing for bulk purchases, perishability of stock, and available warehousing space.
- o Food, banquet and golf inventories must be kept secured with access limited to as few individuals as possible.
- o Storerooms must be kept neat, clean, and organized to facilitate physical inventory counts and minimize damage and spoilage.
- o Retail inventories should be purchased using an adequate software, thereby constantly monitoring inventory levels and product mix while minimizing markdowns. All merchandise sales during the year should be noted and marked down items analyzed in comparison with prior year sales analysis to ensure that lessons are learned from purchasing mistakes.

12. Asset Management

- o The General Manager is responsible for protecting the assets of the Club.
- o Periodic inventories are required for various assets. See inventory policies (Village of Glenwood Accounting Policies) for more information.

13. Internal Controls

- o The General Manager and staff are responsible for ensuring the efficiency of their operations and the security of all assets in their care.
- o Further, they must ensure they follow all requirements of Club's internal controls (Village of Glenwood Accounting Policies).

14. Point of Sale Transactions

- o The initial entry for all revenue data is through point of sale systems.
- o The General Manager is are responsible for training the employees to correctly use the POS system and to retrain as necessary when a pattern of errors is evident in their departments.



15. Accounting Policies and Procedures

- The General Manager should be familiar with all aspects of Club Accounting Policies and Procedures.
- The General Manager is expected to follow all Accounting Policies and Procedures and recommend changes as necessary.

III. Policy - Accounting Functions

It is the policy of the Glenwoodie Golf Club that Accounting Functions are spelled out in detail and responsibilities assigned. Responsibilities of accounting is filled with fiscal, legal and regulatory issues and matters pertaining to operating performance, employee compensation and benefits, and economic viability of the Club. For these reasons it is imperative that the Club's Accounting functions be conducted professionally, transparently, and consistently. To do this, all matters of Accounting must be spelled out in detailed policies and procedures. General Manager or designee from Glenwoodie and the Village of Glenwood Finance Department must have a thorough understanding of Accounting Policies and their impact on their areas of operation.

A. Accounting Functions

1. Ensuring Glenwoodie Golf Club meets all federal, state, and local laws or regulations pertaining to its fiscal operation.
2. Ensuring that Generally Accepted Accounting Principles and Standards are applied in the exercise of all accounting responsibilities.
3. Establishing and maintaining a sound, thorough, and professional double-entry bookkeeping system to account for all the Club's revenues, expenses, assets, liabilities, and retained earnings.
4. Efficiently and accurately processing all accounting transactions of the Club.
5. Processing the Club's payroll in a timely and accurate manner. Maintaining all required payroll records.
6. Timely and accurate billing of all accounts receivable.



V. Policy - Revenue Report

It is the policy of Glenwoodie Golf Club that a Revenue Report (Daily Cash Receipt/Revenue Report) be prepared and provided to the General Manager (or designee) by the Finance Department staff. It is important for the General Manager or designee to know the daily revenue performance of the Club in a timely fashion.

- A. In an effort to provide the General Manager or designee with timely revenue information and operating statistics, the Finance Department staff will prepare a Daily Cash Receipt/Revenue Report.
- B. The Daily Cash Receipt/Revenue Report will be prepared Monday through Friday for the previous day's business. Weekend reports for Friday, Saturday, and Sunday will be prepared and distributed on Mondays. Reports for holidays will be prepared and distributed on the next business day. The General Manager or designee, Finance Director or designee will agree upon a time by which the reports are due.
- C. The following information should be contained in the Revenue Report:
 - 1) Month, day of week, and date.
 - 2) Golf data:
 - Number of rounds of golf by category and total.
 - Greens fees
 - Golf Simulator
 - Cart fees
 - Pro shop merchandise sales
 - Lesson income
 - Service Charges
 - Other golf income
 - Number of merchandise transactions.
 - 3) Food data:
 - Food Bar & Grill meals served (covers) for both lunch and dinner.
 - Food Bar & Grill sales (dollars) for both lunch and dinner.
 - Golf Outing meals served (covers).



- Golf Outing sales (dollars).
- Banquet counts (covers or numbers).
- Banquet sales (dollars).
- 4) Alcoholic beverage sales by location:
 - Clubhouse Bar
 - Banquet Bar
 - Beverage cart
- 5) Non-Alcoholic beverage sales by location:
 - Clubhouse Bar
 - Banquet Alcohol
 - Beverage cart
- 6) Miscellaneous food sales:
 - Clubhouse Bar
 - Beverage cart
 - Banquet Bar
- 7) Service charges
 - Room rental
 - Linens
 - Security
 - Bartender

VI. Policy - Cost of Goods Sold Analysis

It is the policy of the Club that out-of-line cost of goods sold be analyzed.

- A. Out-of-line cost of goods sold may be the result of a variety of problems.
- B. Analyzing out-of-line cost of goods sold is a process of elimination to pinpoint those processes or actions contributing to the problem.
- C. Cost of Goods Formula. The formula for determining the cost of goods percentage is as follows:

$$\text{Cost of Goods \%} = \frac{\text{Beginning Inventory} + \text{Purchases} - \text{Ending Inventory} (+ \text{ or } -) \text{ Transfers \& Adjustments}}{\text{Sales}}$$



D. Cost of Goods Analysis Checklist

1. Accurate Inventories (beginning and ending)
 - a. Correct physical counts.
 - b. All items counted.
 - c. Accurate extension of items times unit cost.
 - d. Consistent costing of inventory (LIFO).
2. Purchases All invoices received and correctly coded.
3. Receiving
 - a. All deliveries received and verified.
 - b. All received items counted or weighed.
 - c. Receiving records matched to invoices.
 - d. Shortages and back-orders noted.
 - e. Inventory correctly entered into POS software as received.
4. Transfers
 - a. All material transfers to other departments recorded on transfer forms.
 - b. All material transfers reported to Accounting.
5. Revenues. All revenues recorded.
6. Consumption
 - a. Sales mix analyzed. High levels of low margin sales will increase cost of goods sold.
 - b. Pricing of all items in accordance with target Cost of Goods Sold.
 - c. Food & Beverage (F&B) costs – Standardized recipes in use and followed by preparation staff.
 - d. F&B costs – Portion sizes correct and continually monitored.
 - e. Promos/comps/adjustments accounted for at cost.
 - f. Food Costs – Employee meals accounted for at cost.
7. Security
 - a. Physical security of premises and inventories.
 - b. Petty pilferage of inventories.
 - c. Theft.



8. Food Spoilage.

- a. Properly accounted for at cost.

VII. Policy - Point of Sale System

It is the policy of the Club to use Fore Up POS system to handle the Club's accounting function to include: initial data capture, bookkeeping, financial reporting, and key other data collection and reporting.

A. Point of sale systems are usually made up of the following components:

- o Point of sale devices – computerized cash registers that record revenue transactions at the “point of sale” (i.e., clubhouse, beverage car, ProShop, etc.).
- o Accounting or property management software – accounting software that handles the General Ledger, Accounts Receivable, Accounts Payable, Member Billing, Inventory, Financial Reporting, and other financial and management functions.
- o Computer server – a computer with special hardware and software to allow it to interact in real time with remote computers such as point of sale devices, timekeeping systems, and management personal computers.
- o Network – the configuration of connected point of sale devices, the server, and personal computers. Connectivity may be by telephone line, fiber optic cables, or wireless setup.

B. Fore Up POS systems allow all initial entry transactions to be captured in real time at the “point of sale,” i.e., dining room, snack bars, retail, etc. This data is summarized and balanced daily by the accounting software, automatically posting charges to member accounts and adjusting inventories to reflect the purchases. While the system greatly speeds the processing of accounting data, it also places the burden of correct data entry on line staff. This requires that all line employees who use the point of sale system be properly trained to enter transactions correctly and accurately.

VIII. Policy - Cash and Cash Equivalents Receipts and Deposits

Accurate internal control of Cash and Cash Equivalent receipts and deposits will be maintained at all times. Deposits will be made within 24 hours for any amounts. Weekend deposits will be



made the next business day. Every third business day, a reconciliation(Daily Cash Receipt/Revenue Report) of the bank account must be performed by the Finance Department or designee and documentation shall be included with monthly reporting.

- A. Glenwoodie Golf Club accepts payment types of cash, personal checks, money orders, Visa, American Express, MasterCard, Discover, Fore Up POS system-generated gift certificates and rain checks from customers.
- B. Counter checks, temporary checks or two party checks are not accepted. When accepting a personal check for payment, the check must have the name and address pre-printed on the check. The address printed on the check must match the address printed on the driver's license of the person who is paying by personal check. Staff must record the driver's license number, phone number and date of birth on the check for identifying purposes. If a driver's license or state identification cannot be provided for identification, the golf course will not accept the personal check as payment.
- C. Under no circumstances will employees hold a personal check, accept a post-dated check, or cash a check for a customer or employee.
- D. All gift certificates and rain check redemptions must be entered into the Fore Up system.
- E. No monies for awards and prizes shall be held or received by Glenwoodie Golf Club personnel at the Club. It is the responsibility of the client and/or tournament representative (or designee) to keep monies until the day of the event or outing and distributed by the client to recipients directly.
- F. Reporting and Resolution of Overages/Shortages
 - o A cash overage/shortage typically is realized during the balancing of cash receipts. Some cash shortages result from human error. However, objective reviews must be completed to eliminate misconduct and provide assurance that controls are effective. If misconduct is suspected, Glenwoodie Golf Club management, Finance Department, Finance Committee, Golf Committee and the Board of Trustees must be informed. All cash shortages/overages will be recorded to the expenditure account of Glenwoodie Golf Club.



- Shortages/Overages of \$5.00 or more will be documented on a “Cash Over/Short” section of the Daily Cash Receipt/Revenue Report. A copy of the report must be sent to the General Manager or designee and Finance Department.
- The General Manager or designee is responsible for tracking individual employee outages using Register Log reports. The General Manager or designee is also required to review this report of their employees’ over/short outages and should not wait for notification from the Finance Department, Finance Committee, Golf Committee or the Board of Trustees to begin the appropriate steps.
- The Daily Cash Receipt/Revenue Report, copy of the deposit slips, and Register Logs reports will be part of the daily closeout documentation and performed by the Finance Department or designee daily. The original copy of the Daily Cash Receipt/Revenue Report, Receipts and Deposit form with discrepancies greater than \$5.00 will be returned to the Village of Glenwood for storage, after signatures. Required signatures for the Cash Over/Short section are as follows:
 - ❖ \$.01 to \$5 must be signed by the Glenwoodie Golf Club Management (or designee).
 - ❖ \$5.01-\$20.00 must be signed by the Glenwoodie Golf Club Management (or designee) and Finance Director (or designee).
 - ❖ \$20.01 and above must be signed by the Glenwoodie Golf Club Management or designee and Finance Director (or designee) and reported to the Golf Committee and Finance Committee in a monthly report.

Cashier drawers will be subject to unannounced cash counts at the discretion of Finance Director. Cash counts will also be performed prior to scheduled absences, in addition to the monthly cash count.

G. Reporting Shortages Equal to or Greater than \$5- Single Transaction

- Report cash shortages equal to or greater than \$5 immediately. Therefore, when a cash shortage is discovered (equal to or greater than \$5) the Daily Cash Receipt/Revenue Report is completed and delivered to Finance Department within two hours of the knowledge of the shortage. General Manager must then report it to



Finance Committee and Golf Committee using the Notification of Loss Report in a cumulative monthly report.

H. Reporting Shortages Less than \$5 – Single Transaction

- o When a cash shortage (less than \$5) is discovered, the General Management (or designee) will review all transactions and count their funds prior to finalizing the deposit. If the shortage is not resolved, the General Manager or designee should run the Register Logs report to verify the amount of shortage.

I. Reporting Overages

- o The General Manager (or designee) must deposit overages when discovered. The Finance Director (or designee) should have the General Manager (or designee) review all transactions and verify the funds prior to submitting the deposit. The overage will be recorded on the deposit or through the cash receipting system and the Register Logs report will be included with a copy of the deposit.

J. Consequences of Employee Cash Differences

- o Probationary Period:
 - i. During the initial six (6) month probationary period, the employee may be subject to immediate dismissal for any reason, including but not limited to, any of the infractions listed below in accordance with all applicable Village of Glenwood policies.
- o Performance Improvement Process:
 - i. Employees shall be subject to the Performance Improvement Process (PIP) i.e., if any of the following should occur:
 - ❖ Cash drawer has cumulative differences totaling fifty dollars (\$50) over or short in any three-month period ;
 - ❖ An excessive number of cash outage incidents within a PIP period that may not yield the twenty-five dollars (\$25) over/short violation;
 - ❖ Any other significant deviation from cash handling standards;



- ❖ During the PIP period, the employee could be subject to dismissal if the cash drawer is out of balance more than twenty-five dollars (\$25) over or short on one or more occurrences.

o Dismissal

i. Employees shall be subject to immediate dismissal with all applicable policies and procedures in accordance to the Village of Glenwood if the following should occur:

- ❖ An employee has a single unresolved outage of \$25.00 or more;
- ❖ An employee's cash drawer is out of balance more than ten dollars (\$10.00) over or short on one or more occurrences during the time that that employee is in the PIP period;
- ❖ An employee engages in fraudulent activity;
- ❖ An employee engages in forced balancing.

IX. Policy - Petty Cash Funds

It is the policy of the Glenwoodie Golf Club that petty cash funds be established for emergency, small amount purchases or to make change of large bills and that petty cash funds be maintained, safeguarded, and replenished in accordance with established procedures or make change of large bills.

- A. Petty cash funds are established to allow the General Manager to make emergency, small amount purchases under \$50 or make change of large bills.
- B. Petty cash funds should not be used for large or ongoing purchases.
- C. No employee may borrow money from a petty cash fund.
- D. Petty cash funds may not be taken off of Glenwoodie Golf Club premises for any reason except for deposit.
- E. Management will be allowed to payout petty cash reimbursements up to fifty dollars (\$50). All receipts for the expense must be attached to the petty cash form. Signatures will be required for the employee requesting the reimbursement; the General Manager for approval of the reimbursement and the employee distributing the funds. If the General Manager requests reimbursement, the Village Administrator must sign as the approval signature. Any request for reimbursement over fifty dollars (\$50) will be paid by check at the next regularly scheduled



Board meeting. From time to time there may be a need to disburse funds over fifty dollars (\$50) in cash, this will be accepted as long as the Village President has approved the transaction.

- F. Petty cash funds should not normally exceed \$1,000.
- G. Petty cash funds will be issued in a metal strong box and must always be kept secured in this strong box and secured in a locked file cabinet. Access to the cash must be controlled by the General Manager to whom the funds are assigned.
- H. The Finance Department or designee will conduct frequent audits of each petty cash fund.
- I. Petty cash funds must be kept on an “imprest” basis. This means that receipts for items purchased and cash must always equal the nominal value of the fund.
 - i. For instance, a \$100 petty cash fund with \$52.47 in receipts must have \$47.53 in cash.
 - ii. To ensure the full value of the fund is always accounted for, whenever cash is advanced to make a purchase, leave a Petty Cash Receipt, of how much cash was advanced and to whom until the purchase is made and a receipt obtained.

X. Policy - Pricing of Products and Services

It is the policy of the Club that:

- A. Pricing for products and services are set according to established pricing formula using a Gross Profit Analysis and Break Even Analysis at the discretion of the General Manager that has been recommended by the Golf Committee and Finance Committee with approval by the Board of Trustees.
- B. A periodic review of the vendor selection and vendor contracts by the Golf Committee and Finance Committee to ensure no “kickbacks”, no misleading prices, products or services.
- C. Prices are reviewed on a continuing basis to ensure the maintenance of operating margins.

XI. Policy - Purchase Authority & Limits

It is the policy of Glenwoodie Golf Club to establish purchase authority and limits for Club purchases.

- A. Material capital expenditures, i.e., those \$5,000 and over, are approved in the Village of Glenwood Capital Budget.



1. Generally, a capital item implies a useful life of several years, excludes maintenance and repair items, and costs \$5,000 or more. Replacement of worn out equipment meeting these criteria qualifies as a capital item.
 2. The budget is approved annually during the budget process and departures from this budget must be approved by the Finance Committee and Board of Trustees.
- B. Purchases of food, beverages, operating supplies, etc., are not subject to these purchase limits.
- C. All non-recurring purchases are subject to the following provisions:
1. Purchases will be made from an approved vendor list. New vendors may be selected as approved by the General Manager.
 2. The General Manager may authorize purchases of less than \$2,500 as their budget permits.
 3. Purchases of \$2,500 or more must be submitted and approved in advance by the Manager's by use of Purchase Orders, available from the Accounting Office. Purchases between \$2,500 to \$4,999 must be approved by the Village Administrator. Purchases over \$5,000 must be approved by the by the Board of Trustees.
 4. Managers' will not break up a large purchase into multiple smaller purchases of less than \$2,500 for the express purpose of avoiding the requirement to submit a purchase order for approval.

XII. Policy - Contract Signing Authority

It is the policy of Village of Glenwood that all contracts are signed by the Village President and a designee approved by the Board of Trustees.

- A. Contracts obligate Glenwoodie Golf Club for some time into the future and could include provisions detrimental to or limiting the Club's courses of action.
- B. All Club contracts, including service contracts, must be reviewed by Golf Committee, Finance Committee and approved by the Board of Trustees.

XIII. Policy - Quarterly Resale Inventories – Food, Beverage, & Retail

It is the policy of the Club that all resale stocks be inventoried on a quarterly basis.

- A. Routine inventories are used as a control mechanism to verify the amount of stock on hand, to determine the cost of goods sold, and to ensure that the operation does not run out of any item of stock unexpectedly.



- B. The General Manager will ensure that inventories of Food & Beverage, and Pro Shop are properly conducted by the Accountant.
- C. A limited number of well-organized storerooms will make monthly inventories easier and less time consuming to conduct. The General Manager may also want to let stock levels decline in the period leading up to inventories to make the count less burdensome.

XIV. Policy - Merchandise Discounts

It is the policy of Glenwoodie Golf Club that slow-moving retail merchandise be discounted according to established procedures.

- 1. Inevitably some merchandise will not move quickly and will sit on shelves or racks for some time.
- 2. Merchandisers should attempt to make such slow-moving merchandise more attractive to members by reducing the price through a series of standard discounts.
- 3. All discounts on merchandise must be approved in advance by the Head Professional and the General Manager.

4. Procedures

- 1. Slow-moving items at the end of the season will be discounted according to the following guidelines.
 - a. After 30 days – up to a 15% discount
 - b. After 60 days – up to a 25% discount
 - c. After 90 days – up to a 50% discount
 - d. Special end of season sales – up to a 75% discount
- 2. If, after the above discounts have been offered, an item has still not sold, it is considered “Dead Stock”. It will be held until the next season to be sold again or sent back to manufacturer for a refund.

XV. Policy - Bank Reconciliation

It is the policy of Glenwoodie Golf Club that a monthly reconciliation of checking account(s) be completed on a timely basis and be properly reviewed and approved. The purpose of the reconciliation is to ensure that all written checks and all deposits received are accounted for



and that the checking account balance in the Glenwoodie Golf Club general ledger reconciles with the balance reported by the bank.

- A. The Finance Department receives and opens the Club's monthly bank statement.
- B. The Village of Glenwood Accountant or designee is responsible for completing the Bank Reconciliation.
- C. Completed Bank Reconciliations must be reviewed by the Finance Director and Village Administrator.
- D. Every third business day, a reconciliation of the bank account must be performed by the Finance Department or designee and documentation shall be included with monthly reporting.

XVI. Policy - Month End Closing Checklist

It is the policy of the Village of Glenwood that a checklist be used to ensure that all month end closing duties be completed. Closing the "books" at the end of the month requires that many different steps be taken to ensure that all necessary accounting functions are finished to properly complete the monthly reporting cycle.

XVI. Policy - Refunds

The General Manager (or designee) must authorize all refunds. The employee who processed the original transaction cannot process the refund, nor can the refund be paid from petty cash or fund. If there are no other employees on duty to process the refund, the employee and customer must complete a Refund Transaction Form and get a verbal approval by the General Manager (or designee) and record that information on the refund form. All refunds, must be processed through the "Fore Up POS" system. The refund log must be submitted to the Finance Department no later than the 5th business day of the following month.

XVII. Policy - Returned Checks

When a check is returned due to insufficient funds, account closed, etc., the customer will be charged a returned check fee of twenty-five dollars (\$25.00). The funds to replace the returned check and fees must be paid before providing additional services and an alert text message shall be placed on the account until the obligation is satisfied. The "Fore Up POS" system does not currently support the reimbursement of insufficient checks, thus all payments shall be forwarded to the Finance Department along with a copy of the hand written receipt for posting.



It policy of the Village of Glenwood to accept no more than two (2) Non-sufficient checks for any type of payment to Glenwoodie within a one year period. If a customer had a check returned more than two (2) times, Glenwoodie will flag the account, as cash only payments. If after two (2) years the account is in good standing and no checks for payment have been returned, a payment by check maybe resumed. If the customer has one additional check returned after this time the account will remained as flagged, indefinitely, for payments of cash, cashier's check or credit card only.

XIX. Policy - Point of Sale Failure

In the event the Point of Sale system is inoperable for any reason when the golf course is open for business, the following procedure should be used for all sales or services. The General Manager or designated employee will be required to issue a manual receipt to the customer and maintain records of all such transactions. The General Manager shall properly account for receipts and applicable sales tax from such transactions and contact Fore Up help center to report the interruption of service.

XIV. Policy - Accounting Forms

It is the policy of the Glenwoodie Golf Club that certain accounting forms be tightly controlled. Certain accounting documents or forms must be tightly controlled to ensure the integrity of the audit trail.

A. Controls are established by:

- Numbering forms sequentially. This is usually done in the printing process by pre-numbering the forms serially or the numbers are assigned sequentially by the point-of-sale (POS) system when the transaction occurs.
- Printing forms in multiple parts or copies, usually in a non-carbon-required (NCR) format. The number of parts is dependent upon the distribution of the form.
- Pre-numbered forms must be closely controlled by the Finance Department; that is they must be issued by serial number with the receiving party signing for all forms received.
- When using departments return used accounting forms to the Finance Department they should be in numerical order.
- Pre-numbered forms must be periodically accounted for by serial number by the Finance Department.



- B. Accounting forms remain under the control of the Finance Department, regardless of which department is using them. The Finance Department designs, orders, assigns numbers, receives, inventories, stores, and issues accounting forms to end users. Forms should be issued to Glenwoodie Golf Club in blocks with a permanent record of the numbers issued. “Back” or “hard” copies of forms will be returned to the Finance Department for audit and filing.
- C. The Accountant, then, is charged with beginning-to-end responsibility for accounting forms and has recorded the serial numbers at receipt, at inventory, at issue, and at final turn in.
- D. List of Pre-Numbered Accounting Forms
1. *Outing Agreements*. Recommend printing in three parts (2 copies, 1 hard copy). In some cases, a version of this form may be printed by the POS system. The original is kept by the generating department; two copies are submitted to the Accountant with the departmental daily report. The Accountant will send one of its copies to the General Manager for review.
 2. *Catering Contract*. Recommend printing in three parts (3 copies, 1 hard copy). The original is retained by the Banquet Coordinator and one copy is given to the client. Other copies may be given to General Manager and Finance Department.
 3. *Purchase Order*. Recommend printing in three parts (2 copies, 1 hard copy). The original is retained by the purchasing department head, one copy each goes to the vendor, and to the Finance Department, respectively.
- E. Responsibilities
1. It is the Accountant’s responsibility to periodically account for pre-numbered forms by serial number.

XX. Policy - Report Summary

It is the policy of the Village of Glenwood Accounting Manual that all accounting reports be prepared and distributed in a timely manner.



To assist in that end the following summary of reports is provided:

Report	Prepared by	Due	Distribution
Daily Revenue Report	Finance Department	Mon-Fri	General Manager
Weekly Activity Report	Finance Department	Wednesday	General Manager
Month End Reports Balance Sheet* Profit & Loss Statement	Accountant	Each month by the 10 th	General Manager, Finance Committee, Golf Committee (Department information only) Board of Trustees
Pay Period Summary Report	Human Resources	Each pay period	General Manager
Abstract of Sales	General Manager	Monthly	General Manager
Monthly Aged Accounts Receivable Report	Finance Department	Monthly	General Manager, Finance Director, Finance Committee, Golf Committee
Quarterly & Annual Inventory Summary Report	Finance Department	Quarterly & Annually	General Manager, Finance Committee, Golf Committee, Board of Trustees

XXI. Policy - Accounting Records & Records Retention

It is the policy of the Club that Accounting Records be established, filed, maintained, and kept secure by the Village of Glenwood Finance Department. Federal and state laws and regulations, as well as sound business practices, require businesses to maintain accounting records for specific periods of time. Sound administrative practices dictate that the Club establish and maintain standard accounting files. These records allow financial audits of operations, research and analysis of past performance, and provide a location to file monthly financial statements, member charge slips and monthly statements, employee payroll records, and other pertinent accounting records. From time to time the Board of Trustee and the Finance Department establishes retention or destruction policies or schedules for specific categories of records in order to ensure legal compliance, and also to accomplish other objectives, such as preserving intellectual property and cost management. Several categories of documents that bear special consideration are identified below. While minimum retention periods are suggested, the retention of the documents identified below and of documents not included in the identified categories should be determined primarily by the application of the general guidelines affecting document retention identified above, as well as any other pertinent factors.



A. Responsibilities

1. The Village of Glenwood, Glenwoodie Golf Club, Board of Trustees, Finance Committee and Golf Committee are responsible for establishing the system, format, policies, and procedures for properly maintaining Glenwoodie Golf Club accounting files. The following records retention schedule below subject to approval by the Board of Trustees:
 - a. Tax Records. Tax records include, but may not be limited to, documents concerning payroll, expenses, proof of deductions, business costs, accounting procedures, and other documents concerning the Club's revenues. Tax records should be retained for at least seven years from the date of filing the applicable return.
 - b. Employment Records/Personnel Records. State and federal statutes require the Company to keep certain recruitment, employment and personnel information. The Village of Glenwood Human Resources should also keep personnel files that reflect performance reviews and any complaints brought against the Club or individual employees under applicable state and federal statutes. The Village of Glenwood Human Resources should also keep all final memoranda and correspondence reflecting performance reviews and actions taken by or against personnel in the employee's personnel file. Employment and personnel records should be retained for five years after termination of employment, then dispose of retain work and salary history permanently.
 - c. Administrative & Legal Files. Legal counsel should be consulted to determine the retention period of particular documents, after case is closed, then dispose of as approved by the Board of Trustees. Retain legal opinions permanently.
 - d. Marketing and Sales Documents. The Club should keep final copies of marketing and sales documents for the same period of time it keeps other corporate files, generally five years. An exception to the five-year policy may be sales invoices, contracts, leases, licenses and other legal documentation. These documents should be kept for a least ten years beyond the life of the agreement.
 - e. Development/Intellectual Property and Trade Secrets. Development documents are often subject to intellectual property protection in their final form (e.g., patents and



copyrights). The documents detailing the development process are often also of value to the Club and are protected as a trade secret where the Club:

- i. derives independent economic value from the secrecy of the information;
- ii. the Club has taken affirmative steps to keep the information confidential. The Club should keep all documents designated as containing trade secret information for at least the life of the trade secret.

f. Contracts. Final, execution copies of all contracts entered into by the Glenwoodie Golf Club should be retained. The Club should retain copies of the final contracts beyond the life of the agreement, and longer in the case of publicly filed contracts as approved by the Board of Trustees.

g. Electronic Mail. E-mails that needs to be saved should be either:

- i. printed in hard copy and kept in the appropriate file; or
- ii. downloaded to a computer file and kept electronically or on disk as a separate file.

The retention period depends upon the subject matter of the e-mail, as covered elsewhere in this policy.

Failure to comply with this Document Retention Policy may result in punitive action against the employee, including suspension or termination. Questions about this policy should be referred to Golf Committee and Finance Committee, who is in charge of administering, enforcing and updating this policy.

XII. Policy - Employee Meal Purchases

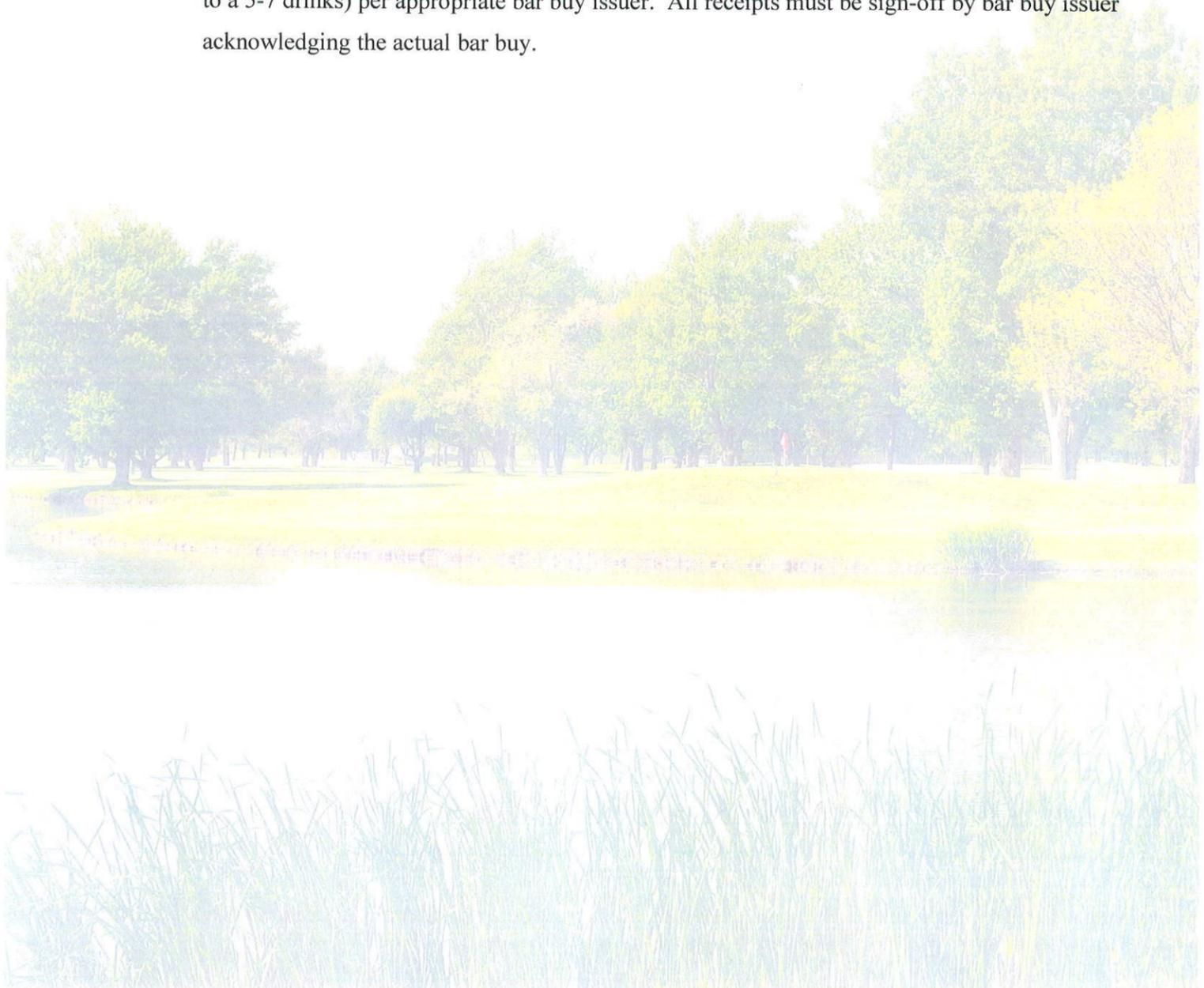
Employees of Glenwoodie Golf Club and the Village of Glenwood are offered a food/drink discount on scheduled and worked days. Employees will receive a 50% discount on food and non-alcoholic beverages. Discounts are applied a half-hour prior to start time and a half-hour after end time. Employees are NOT allowed to receive discounts on off or unscheduled days. All employees purchasing food, must sign receipts.

- o When the employee receives the discount, the employee signs the receipt, acknowledging their discount. The server would then drop the signed receipt in their daily “drop” at the end of the day (currently dropping receipts).



XIII. Policy - Bar Buy/Manager Bar Buy-

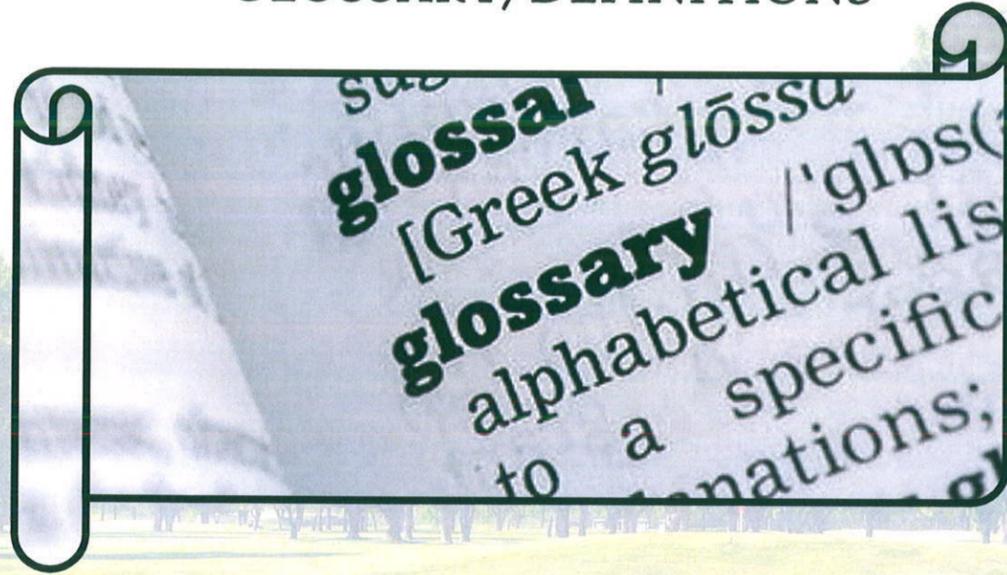
A Manager, Bartender-on-Duty or Head Golf Professional can issue a bar buy for a dissatisfied customer, a frequent customer, or a new customer. The limit is \$25.00 (equivalent to a 5-7 drinks) per appropriate bar buy issuer. All receipts must be sign-off by bar buy issuer acknowledging the actual bar buy.





SECTION 4

GLOSSARY/DEFINITIONS





GLOSSARY/DEFINITIONS

Accountant - Accounting employee under Finance Department.

Bar Buy - An “on the house” complimentary drink issued by authorized personnel to a dissatisfied customer, a frequent customer, or a new customer.

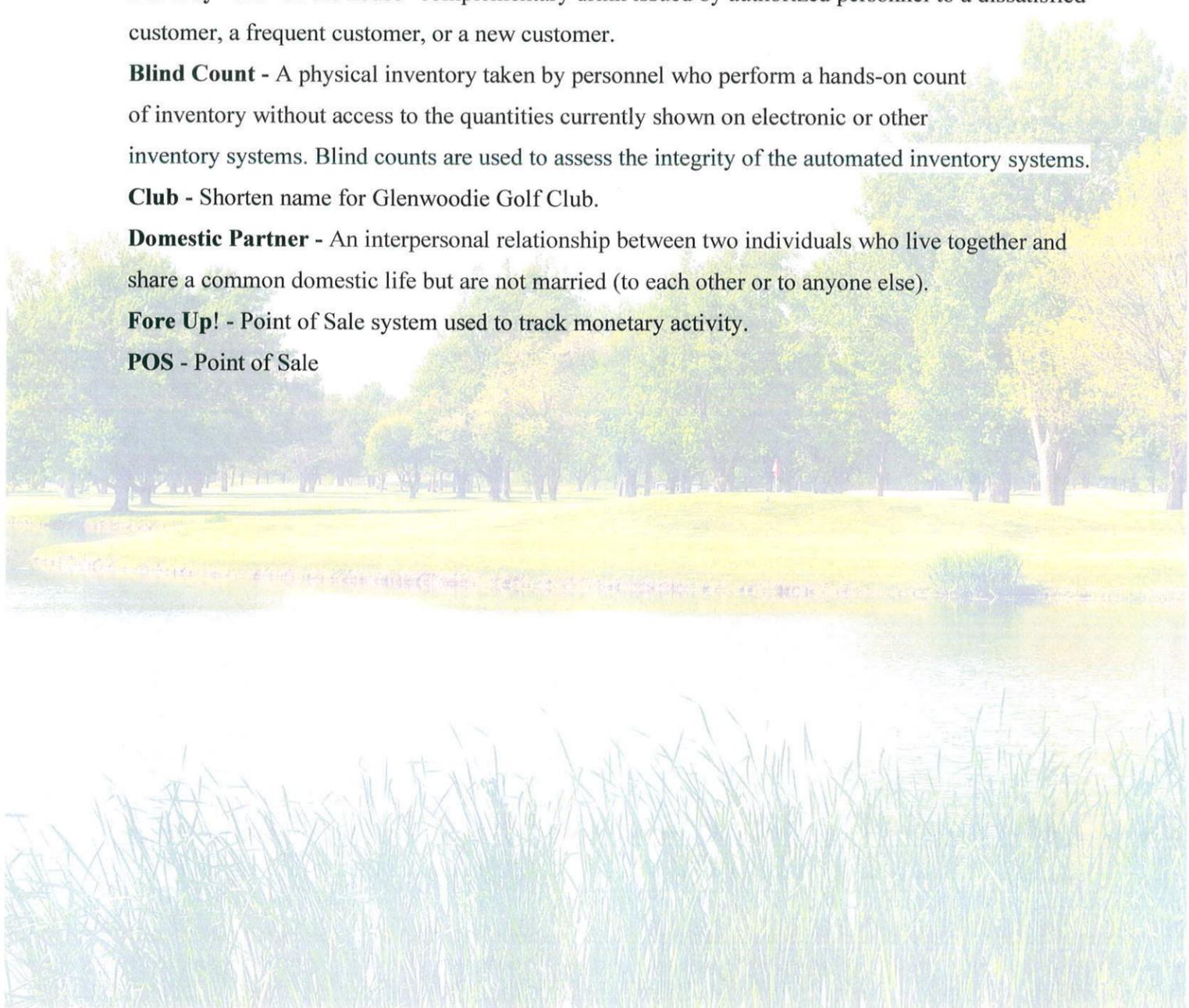
Blind Count - A physical inventory taken by personnel who perform a hands-on count of inventory without access to the quantities currently shown on electronic or other inventory systems. Blind counts are used to assess the integrity of the automated inventory systems.

Club - Shorten name for Glenwoodie Golf Club.

Domestic Partner - An interpersonal relationship between two individuals who live together and share a common domestic life but are not married (to each other or to anyone else).

Fore Up! - Point of Sale system used to track monetary activity.

POS - Point of Sale





GLOSSARY/DEFINITIONS

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Fore Up! - Point of Sale system used to track monetary activity.

POS - Point of Sale

Approved and Adopted this _____ day of _____ 2015

Ronald J. Gardiner
Village President

Village of Glenwood Reserve Policies

Reserve funds will be established and maintained to ensure the continued delivery of Village services to address emergencies, address a temporary revenue shortfall or provide stability during economic cycles. Sufficient reserve funds will be managed to provide adequate cash flow, stabilize the Village's interest rates and provide continuity in service delivery.

The Village shall maintain adequate cash reserves in each fund to maintain a positive cash position at any time during a fiscal year and at year-end.

General Reserve Fund

The Village will maintain a General Reserve Fund to:

Insulate General Fund programs and current service levels from a large and unanticipated one-time expenditure requirements, a revenue reduction due to a change in state or federal legislation, adverse litigation or any similar unforeseen action.

Temporarily insulate General Fund programs and current service levels from a slower revenue growth that typically occurs during an economic recession.

The level of the General Reserve Fund shall be a **minimum of 20 percent** of the General Fund revenues less any short-term borrowing receipts, intrafund and grant revenues.

There are two parts to the General Reserve Fund: the Emergency Reserve and the Debt Service Reserve.

General Reserve Fund: Emergency Reserve Fund

The emergency reserve is available to address unanticipated expenditure requirements, non-recurring needs, and anticipated future obligations or to offset unanticipated revenue fluctuations occurring during within the fiscal year. The Village may withdraw funds from the emergency reserve when the Village has declared an emergency by ordinance and after the General Fund's budgeted contingency is exhausted. The emergency reserve will be accessed only when emergency expenditures or an unexpected revenue reduction would result in a negative General Fund ending fund balance.

Authorized Uses of the General Fund Reserve Fund

Prior to the use of General Reserve Fund resources for an emergency the Finance Department and the Budget Officer will prepare and report to the Board addressing the requirements for use of the reserve and the amount of funds requested. The report shall be presented to the Village Board prior to the meeting at which the Village Board makes a decision on use of General Fund resources.

General Reserve Fund: Debt Service Reserve Fund

The debt service reserve fund will be designated to ensure full and timely payments for all outstanding debt. The Village may withdraw funds from the debt service fund when the Village has declared a shortage of available funds by ordinance.

Authorized Uses of the Debt Service Reserve Fund

Prior to the use of Debt Service Reserve Fund resources the Finance Department and the Budget Officer will prepare and report to the Board addressing the requirements for use of the reserve and the amount of funds requested. The report shall be presented to the Village Board prior to the meeting at which the Village Board makes a decision on use of General Fund resources.

Enterprise Funds Reserve

The appropriate balance shall be maintained to ensure adequate maintenance reserves, cash flow balancing requirements and legal restrictions. The Village shall maintain a minimum cash balance in its Enterprise Funds equal to approximately three months of operating expense.

This policy will replace the reserve policy of 3/1/2011

Approved and Adopted this 1st day of September, 2015

Ronald J. Gardiner
Village President

Proposal

JACK WATERS PLUMBING, INC.

446 West 194th Street
GLENWOOD, ILLINOIS 60425
708-756-1300 – 708-798-9100
Fax 708-756-1335

August 6, 2015

Village of Glenwood
Attn: Patrick McAneney

Ref: Athletic Fields – 192nd & Minerva

Furnish and install single stainless steel drinking fountain. Install waste and vent for fountain and sink in concession stand, tie into cold water line and run to fountain. Furnish and install 4” clean out where floor drain is now, and cement floor to match clean out height. Mount fountain on east wall between bathroom door and concession stand door. Run pipes exposed in corner of bathroom and concession room. Tie vent into 3” in attic space over bathrooms.

Total Labor and Material: \$2,607.00

WE PROPOSE to furnish labor and material – complete in accordance with above specifications, and subject to conditions found on this agreement for the sum of:
Two thousand six hundred seven and 00/100 dollars (\$ 2,607.00)

ACCEPTED. The above prices, specifications are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Respectfully Submitted,

Date of Acceptance _____

JACK WATERS PLUMBING, INC.

By _____

By: Benjamin C. Sims / SSO
Vice President

By _____

Note: This proposal may be withdrawn by us if not accepted within 30 days.

Calumet City Plumbing Co., Inc.

281 River Oaks Drive / P.O. Box 150

Calumet City, Illinois 60409

PH: (708) 868-0074

FX: (708) 868-0102

TO:

Glenwood, Village of P07E
13 South Rebecca
Glenwood, IL 60425

PHONE 708-753-2400	DATE July 13, 2015
JOB NAME / LOCATION Hickory Glenn Park 192nd & Minerva Glenwood, IL 60425	
Proposal 127683	

We hereby submit specifications and estimates for:

We propose to provide labor, material, & equipment for the following:

- 1- Open floor slab at floor drain and sink and expose the existing piping.
- 2- Remove the existing floor drain and install new 3" floor cleanout flush with the floor.
- 3- Install new waste connection at sink and extend to the proposed drinking fountain.
- 4- Remove all debris from site and restore concrete floor to existing.
- 5- Install new waste and vent using schedule 40 PVC for the existing 2 compartment sinks and proposed new drinking fountain.
- 6- Extend the waste line servicing the proposed drinking fountain through the wall into the Women's toilet room and extend to the exterior of the building.
- 7- Extend the vents servicing the 2 compartment sink and proposed drinking fountain to the attic space and connect onto the existing vent.
- 8- Install new cold water line using type L copper and follow the same installation as the waste line and extend to the exterior of the building.
- 9- Patch all wall openings and remove debris from site.
- 10- Furnish and install new Halsey Taylor model # 4705 wall mount drinking fountain extending rod through the wall for support. Note: Drinking Fountain has 2 to 3 week lead time

Total Labor: \$3,075.00
 Total Materials: \$1,670.00
 Total Sub Contractor: \$650.00
 Total Equipment: \$40.00
Total Cost: \$5,435.00

Payment terms to be made upon contract approval.

Exclusions: Permit fees, and painting of walls and floors where needed

Note: Contractor is not responsible for damages to existing utilities during removal of concrete and excavations.

We Propose hereby to furnish material and labor - complete in accordance with the above specifications, for the sum of:

(\$ _____).

Payment to be made as follows:

All material is guaranteed to be as specified. All work to be completed in a professional manner according to standard practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders and will become an extra charge over and above the estimate. All agreements contingent upon delays beyond our control. Purchaser agrees to pay all costs of collection, including attorney's fees. This proposal may be withdrawn by us if not accepted by the above due date .

Authorized
Signature _____

Note: This proposal may be
withdrawn by us if not accepted within **31** days.

Acceptance of Proposal - The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.



Quote Number: 27389

Quote Date: 7/11/2015

Job Number:

Quoted To: Village of Glenwood Public Works
1 Asselborn Way
Glenwood, IL 60425

Job Address: Village of Glenwood Public Works
1 Asselborn Way
Glenwood, IL 60425

Contact:	Patrick McAnaney	Phone:	(708) 753-2413	Fax:	(708) 753-2406	Cell:	(708) 491-8795
Job Contact:	Patrick McAnaney	Good Thru:	08/10/2015	Job Phone:	(708) 753-2413	Sales Rep:	Jay

Qty	Description	Unit Price	Extension
	Supply and install (9) Vanguard Picture windows or Deadlite windows and Side door and frame as follows: <ul style="list-style-type: none"> - We will remove all bars presently on Windows and discard - All frames to be White interior and exterior - Tempered Glass on all windows included - 3 Windows in Hall area will have clear glass - Full insulated mainframes - Reinforced Frames - Existing interior trim to stay - Clean and remove all job related debris - Removal and disposal of all job related debris. 		
9.00	Exterior windows as listed above	\$814.66	\$7,331.94
1.00	Door at side of building	\$1,478.66	\$1,478.66
9.00	Dead lite picture windows with Dead lite frame	\$681.22	\$6,130.98
		\$7,608.66	
		Sub-Total	\$14,941.58
		Sales Tax	\$0.00
		TOTAL	\$14,941.58
		Down Payment	
		Balance	

Sales Rep: _____ Date: _____

ACCEPTANCE: Purchaser authorizes delivery and agrees to accept and pay for the products and services described above ("Products"). Balance is due upon substantial completion. Purchaser agrees to pay service charge of 1.5% per month on all unpaid accounts, plus costs of collection including reasonable attorney's fees.

Purchaser: _____ Date: _____

RIGHT TO CANCEL If this agreement was solicited in your residence and you do not want the goods or services, you may cancel this Agreement by mailing a notice of cancellation to Preferred Window and Door Inc. This notice must be mailed before midnight on the third business day after you sign this agreement

PURCHASER AGREES that it is nearly certain that, should Purchaser cancel this agreement after the expiration of any applicable statutory cancellation period and after Preferred has ordered the goods, that, Preferred would be damaged, accordingly

Purchaser agrees that in such circumstances, in Preferred's sole discretion, Purchaser's down payment shall be forfeited to Preferred, not as a penalty for breach of this agreement, but as liquidated damages. In a situation when actual damages exceed the down payment amount the purchaser will be responsible to reimburse Preferred for any additional cost incurred due to cancellation

\$ 9,046.00

www.abetterdoorandwindow.com



MOKENA 9960 W. 191st St • Suite F • Mokena, IL 60448 708.479.5559 FAX 708.479.2371
CHICAGO HEIGHTS 203 Glenwood Rd • Chicago Heights, IL 60411 708.754.5588 FAX 708.754.559

VINYL WINDOW PROPOSAL

Today's Date: 7/8/14

Appointment Date: Day: We will call on the appointment day before 9:00am to set up a 2 hour time span unless otherwise specified

ATT: PATRICK

Customer Name VILLAGES OF GLENWOOD

Job Name FIELD HOUSE

Address

Job Address 1924 MINERVA

City State Zip

City State Zip

Phone Wk #

Phone Wk #

Cell Fax

Cell Fax

LOCATION FRONT, REAR, & EAST SIDE QUANTITY 8 Email PMCANENBY@VILLAGESOFGLENWOOD.COM

Remove Old Windows & Haul Away Furnish & Install Windows Listed Below

SERIES MODEL 3-Lite Slider Casement Awning Picture Window
Innovations Gerkin Silver Line by Andersen Double Hung 2-Lite Slider RS-2000

NOTES:

COLOR OPTIONS: White In & Out, Tan In & Out, Other
GLASS OPTIONS: Standard Clear Insulated Glass, Low E / Argon Glass, Obscure Glass - S, Tempered Glass - ALL, Other
OTHER: No Grills, Flat bar colonial Grills, Custom Grills, Half Screen, Full Screen, Exterior Aluminum Capping, No Exterior Aluminum Capping

NOTES THIS QUOTE FIGURED PREVAILING WAGES ON LABOR

-1 year warranty on parts and labor. Extended warranty may apply on certain products.
-Normal installation Monday through Friday, unless otherwise specified.
NOT RESPONSIBLE FOR: 1. Painting, staining, or varnishing of new lumber used in installation, if necessary. 2. Drywall work or taping, unless otherwise specified. 3. Any damage to existing casings or trim while removing or reinstalling. 4. Any unforeseen material needed once the job has started. 5. Any damage to alarm or doorbell button-No exceptions.

Showroom Quotation Inside Sales -All prices quoted in showroom are subject to final job site inspection -Deposit made in showroom is refundable if price quoted is greater than quoted in showroom

Submitted By CA Submitted Date 7/8/14

TOTAL AMOUNT (Tax and Labor Incl.) \$6873 = DEPOSIT

ALL OF THE ABOVE WINDOWS, COLORS, AND ACCESSORIES HAVE BEEN VERIFIED AND ACCEPTED BALANCE (Due Upon Completion)

X (Authorized By) Date Building Permits - Above price does not include building permit. Customer's responsibility.

Acceptance of services constitutes an agreement to these terms. In the event that payment is not received per the terms of this proposal, the customer is liable for all collection fees, including attorney fees and monthly finance charges for 1.5% per month.



www.abetterdoorandwindow.com

Proposal

203 Glenwood Road
Chicago Heights, IL 60411

Phone 708.754.5588
Fax 708.754.5592

Date	Proposal #
7/9/2015	18751

Billing Address
Village of Glenwood Attn: Patrick 1 Asselborn Way Glenwood, IL 60425

Job Address	
491.8795 Patrick 192nd & Minerva Glenwood, IL	
Rep	Location
JS/JJ	West Exit Door

Description	Total
Remove existing damaged door slab and frame and haul away. Rough opening size: 40" width x 82" height Install and anchor one (1) 5 3/4" wide knock down, 16GA, primed painted, steel frame Install one (1) 36" width x 79 1/8" height primed painted Ceco 18GA flush galvanized steel door slab Door and frame prep. for panic device exit only and closer reinforced RHR out swing to match existing	714.00
(3) roller ball bearing non-removable pin hinges	56.00
PANIC DEVICE OPTIONS LISTED BELOW MUST CHOOSE ONE	
One (1) 36" x 5" aluminum smooth saddle with bumper seal threshold	36.00
One (1) 36" clear aluminum brush bottom sweep	18.00
One (1) set of clear aluminum perimeter brush weatherstripping	59.00
One (1) LCN 4040XP heavy duty closer	310.00
Subtotal	1,193.00
Tax	
Labor	980.00
Panic Device Options: MUST CHOOSE ONE	
Install one (1) 36" Von Duprin 99 series 99EO heavy duty panic device exit only--\$ 691.00 X____Initials US28 anodized aluminum finish 990DT pull when dogged dummy pull handle exterior trim device--\$ 153.00 X____Initials US28 anodized aluminum finish	
Install one (1) 36" Von Duprin 22EO series standard commercial duty panic device exit only-\$ 307.00 X____Initials SP28 lacquer sprayed aluminum finish One (1) 230DT pull when dogged dummy handle exterior trim device---\$ 78.00 X____Initials SP28 lacquer sprayed aluminum finish	
This job is figured prevailing wage.	

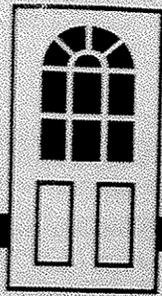
Balance due with in 30 days 1.5% finance charge. Authorized Signature	Total	\$2,173.00
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All material is guaranteed to be specified. All work to be completed in a professional manner according to standard practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents or delays beyond our control. Owner to carry fire, tornado, and other necessary insurance. Our workers are fully covered by Worker's Compensation Insurance.

ACCEPTANCE OF PROPOSAL - The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above. Normal installation Monday through Friday unless specified.

Acceptance of services constitutes an agreement to these terms. In the event that payment is not received per the terms of this proposal, the customer is liable for all collection fees, including attorney fees.

Date of Acceptance: _____ Acceptance Signature: _____



THE DOOR STORE
ESTABLISHED 1978

Website: www.thedoorstoremunster.com

PURCHASE AGREEMENT

235 Ridge Road
Munster, Indiana 46321
219-836-8202 Fax 219-836-8243

Toll Free 800-408-1752

\$ 9,270.55

SOLD TO Glenwood DATE 8/24/15
ADDRESS 192nd St Munster EMAIL ADDRESS _____
CITY STATE Glenwood, IL ZIP _____
TELEPHONE 708-491-8795 WORK MR. TELEPHONE MRS. _____

	AMOUNT
We purpose to furnish & install	
9 Prover pic windows all tempered	
① obscure glass	
③ clear	
white both sides	
cap any ext wood w/ aluminum clad	

SPECIAL INSTRUCTIONS <u>all to have white cut stop</u>	SUBTOTAL	4522.00
	SALE TAX	316.54
	INSTALL	1985.00
	TOTAL	\$ 6823.54
	DOWN PAYMENT	
HAUL AWAY ALL DEBRIS		
APPROXIMATE LEAD TIME <u>6</u> WKS	BALANCE DUE UPON INSTALLATION	

UNLESS OTHERWISE INDICATED, CEMENT WORK, OPENING PREPARATION, PAINTING AND ELECTRICAL WORK ARE NOT INCLUDED.

PURCHASER DATE _____
SALES REPRESENTATIVE Amy Law DATE 8/24/15

BUYER'S RIGHT TO CANCEL

If this Agreement was solicited at your residence and you do not want the goods or services, you may cancel this Agreement by mailing a notice to the seller. The notice must say that you do not want the goods or services and must be mailed before midnight on the third business day after you sign this Agreement. The notice must be mailed to The Door Store.



PURCHASE AGREEMENT

235 Ridge Road
 Munster, Indiana 46321
 219-836-8202 Fax 219-836-8243
 Toll Free 800-408-1752

SOLD TO Glenwood DATE 8/24/15
 ADDRESS 192nd & Minerva EMAIL ADDRESS _____
 CITY STATE Glenwood, IL ZIP _____
 TELEPHONE 708-491-8795 WORK MR. TELEPHONE MRS.

	AMOUNT
We propose to furnish & install Plush	
1 steel commercial door primed w/ hollow metal frame	
w/ Panic hardware & lever w/ key cylinder	

SPECIAL INSTRUCTIONS <u>None int. trim</u>	SUBTOTAL	1843.-
	SALE TAX	129.01
	INSTALL	475.00
	TOTAL	\$2,447.01
HAUL AWAY ALL DEBRIS	DOWN PAYMENT	
APPROXIMATE LEAD TIME <u>6-8</u> WKS	BALANCE DUE UPON INSTALLATION	

UNLESS OTHERWISE INDICATED, CEMENT WORK, OPENING PREPARATION, PAINTING AND ELECTRICAL WORK ARE NOT INCLUDED.

PURCHASER DATE _____
 SALES REPRESENTATIVE Amy Hae DATE 8/24/15

BUYER'S RIGHT TO CANCEL

If this Agreement was solicited at your residence and you do not want the goods or services, you may cancel this Agreement by mailing a notice to the seller. The notice must say that you do not want the goods or services and must be mailed before midnight on the third business day after you sign this Agreement. The notice must be mailed to The Door Store.