



Florida Department of Environmental Protection
CONCESSIONAIRE QUARTERLY EVALUATION

Park: Florida Caverns State Park

Concessionaire: Florida Caverns Gift Shop

Fiscal Year: 2022/2023

Quarter: OND

1. GROSS SALES:

	Point of Sale	Month	Previous Yr. Sales	Current Yr. Sales	% +/-	Previous Yr. Expenses	Current Yr. Expenses
A.	2022	July	\$183,699.55	\$187,448.61	0.00%	\$114,002.59	\$161,213.65
		August	\$88,154.68	\$101,994.25	15.70%	\$72,891.94	\$160,675.64
		September	\$66,039.17	\$86,904.99	31.60%	\$100,381.41	\$94,103.70
		Subtotal	\$337,893.40	\$376,347.85	11.38%	\$287,275.94	\$415,992.99
B.		October	\$80,928.57	\$76,185.59	-5.86%	\$71,383.52	\$85,954.73
		November	\$81,279.40	\$64,817.64	-20.25%	\$92,641.34	\$104,149.79
		December	\$70,961.72	\$59,770.52	-15.77%	\$76,586.15	\$73,153.01
		Subtotal	\$233,169.69	\$200,773.75	-13.89%	\$240,611.01	\$263,257.53
C.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
		Subtotal	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00
D.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
		Subtotal	\$0.00	\$0.00	#DIV/0!	\$0.00	\$0.00
E.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
		Subtotal	0	0	#DIV/0!	0	0

F.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
G.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
H.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
I.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
J.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
K.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
TOTAL GROSS SALES			\$571,063.09	\$577,121.60	1.06%	\$527,886.95	\$679,250.52

Comments required for change in gross sales:

--

PLEASE ATTACH QUARTERLY SALES TAX RETURN & INCOME STATEMENT FOR THE QUARTER.

2. ACCOUNTING

		Yes	No	N/A
A.	Books of original entry are maintained daily and kept on file for audit purposes (3 years minimum).	x		
B.	Source documents, including cash register tapes, are maintained on file for audit purposes (3 years minimum).	x		
C.	Inventories are conducted on a schedule acceptable to Park Manager's standards.	x		
D.	All invoices and checks are kept on file.	x		
E.	Purchases for supplies or services by the Concessionaire are made by check or through an imprest fund replenished by check.	x		
F.	Refunds are substantiated with a customer signed document using rubber stamp and ledger.	x		
G.	Adequate point of sale controls are used.	x		
H.	Sales personnel with access over cash are adequately supervised.	x		
I.	Responsibilities for receiving, depositing and recording cash receipts are assigned to different persons.	x		
J.	Personnel with access over cash do not clear cash register.	x		
K.	All sales are rung up on cash register.	x		

L.	Cash register has visual display facing customer and showing total sales transaction.	x		
M.	Cash register has dual tape system.	x		
N.	Each customer is offered a sales receipt and all points of sale have a clearly visible sign asking customers	x		
O.	Cash register drawers are closed after each transaction.	x		
P.	Pre-numbered receipts are used when specified by the agreement or when cash register is impractical.	x		

Comments required for all NO responses:

3. REPORTING/DOCUMENTATION

A. Insurance/Security

		Yes	No	Expire	Amount
1	General Liability Insurance (Department and Trustees named as additional insured)	x			
2	Automobile Insurance (Department and Trustees named as additional insured)		x		
3	Workers' Compensation	x			
4	Other as needed				

B. List the type of security, expiration date, and amount.

General Liability - State Farm -- Amount \$1,000,000 -- Expiration 02/20/2023	Workers'
Compensation Insurance -- Insurance Company of the West -- Amount \$1,000,000 -- Expiration 06/05/2023	

PLEASE INCLUDE COPIES OF INSURANCE POLICIES IF UPDATED FROM LAST QUARTER

C. Permits and Licenses

	Yes	No	Expire
Permits and Licenses are current	x		12/31/2022
Permit/License	N/A	N/A	
Permit/License	N/A	N/A	
Permit/License	N/A	N/A	

D. Commission Payments

	Yes	No	N/A
Payments are submitted accurately and on time.	x		

E. Other Required Reports and Documentation

		Yes	No	N/A	Expire	Amount
1	Annual Limited Engagement Documents are submitted accurately and by required deadline.	x			N/A	N/A
2	Annual Profit & Loss Statements are submitted accurately and by required deadline.	x			N/A	N/A
3	Monthly Gross Sales Reports are submitted accurately and by required deadline.	x			N/A	N/A

4	E-Verify Employment Eligibility Verification completed with copies of completed files for all personnel.	x			N/A	N/A
5	Sexual Offender Check completed with copies of completed files for all personnel.	x			N/A	N/A
6	Annual PCI Compliance Self-Assessment is complete, current, and on file.	x				
7	Safety Plan provided to Park Manager and is revised and approved annually.	x			N/A	N/A

Comments required for all NO responses:

PLEASE INCLUDE COPIES OF INSURANCE POLICIES IF UPDATED FROM LAST QUARTER

4. HEALTH/SAFETY

		Yes	No	N/A
A.	Employees follow basic personal hygiene practices.	x		
B.	Food storage areas and refrigeration units are maintained in clean condition.			x
C.	Food contact surfaces are properly maintained and cleaned.			x
D.	All other surfaces are cleaned daily (food surface areas, floors, walls, etc.).	x		
E.	Cleaning/chemical supplies stored separately from food.			x
F.	Cleaning/chemical supplies are in compliance with Environmental Protection Plan.	x		
G.	Leftovers are disposed of properly.			x
H.	Food is stored properly and in appropriate containers.			x

I.	Corrected all deficiencies noted in most recent health inspection.	x		
----	--	---	--	--

Comments required for all NO responses:

5. ADA/SAFETY

		Yes	No	N/A
A.	Concessionaire is located on safe and accessible route.	x		
B.	First aid kit is available and maintained. Suggested, but not required for boating operations to have AED. AED available?	x		
C.	Operations are equipped with EECs.	x		
D.	Facility is free of public safety hazards.	x		
E.	Provide the name of their A & I Liaison. <i>Brenda Shirah</i>	x		
F.	Accessibility and inclusion policy is made available to everyone. Employees are knowledgeable on accommodating persons with disabilities.	x		
G.	Provided accessibility information in written publications such as website and brochures.	x		

Comments required for all NO responses:

6. OPERATIONS

		Yes	No	N/A
A.	Concessionaire provides the services outlined in the terms of the Agreement.	x		
B.	Concessionaire maintains and posts operating days/hours as outlined in terms of the Agreement. (Any variances approved in writing.)	x		
C.	Inventories comply with agreed upon merchandise standards and are sufficiently stocked to meet demand.	x		
D.	Rate/Fee/Menu boards are properly maintained and prices are current.	x		
E.	Prices are fair and comparable with others in area, confirmed by Park Manager.	x		
F.	Merchandise is price marked.	x		
G.	All signage is appropriate, maintained and approved by Park Manager.	x		
H.	Sales area is neat, organized and clean.	x		
I.	Interpretive tour scripts are approved by Park Manager.	x		
J.	Website is well maintained, promotes a satisfactory image for the Park and provides information on fees and services accurately.	x		
K.	Concessionaire utilizes disposable serving supplies produced from recyclable or biodegradable materials.	x		
L.	Concessionaire offers alternative menu items such as vegetarian and gluten-free.	x		
M.	Corrects all deficiencies noted by Agreement Manager.	x		
N.	Concessionaire is open to suggestions for improving service to visitors.	x		

Comments required for all NO responses:

--

7. STAFF

		Yes	No	N/A
A.	Employees are identified by either uniform or name badge, and personal appearance standards and uniforms are in compliance with the terms of the Agreement.	x		
B.	Employees are knowledgeable about the Park.	x		
C.	Employees are courteous, helpful, and ensure an understanding and use of the principles of hospitality.	x		
D.	Sufficient number of employees to service visitors.	x		
E.	Number of employees. 20	x		

Comments required for all NO responses:

--

8. SPACE AND EQUIPMENT

		Yes	No	N/A
A.	Equipment maintenance is in compliance with terms of Agreement.	x		
B.	Building maintenance is in compliance with terms of Agreement.	x		
C.	Grounds maintenance is in compliance with terms of Agreement.	x		

Comments required for all NO responses:

9. CAPITAL IMPROVEMENTS

		Yes	No	N/A
A.	Schedule of Capital Improvements is maintained.	x		
B.	Capital Improvements are performed in accordance with the terms of the Agreement.	x		
C.	Any deviations from negotiated Capital Improvements are well documented and approved by the Department. Please attach documentation.	x		
D.	Capital Improvements are satisfactorily completed by scheduled deadline.	x		

Comments required for all NO responses:

10. CURRENT CONTACT INFO

Phone: (850) 526-2650 Fax: _____
Brenda Shirah, Manager
Email Address: floridacavernsgiftshop@gmail.com
Mailing Address: Florida Caverns Gift Shop LLC
3345 Caverns Road, Marianna, FL 32446

11. GENERAL COMMENTS

What plans are going well, and what could be improved?

Concessionaire Signature *Brenda Shirah, Manager*



Date *1/31/23*

Agreement Manager Signature *Bryan Kaczmarek, APM*



Date *31 Jan 2023*

Distribution:

[Email to Operational Services](#)

Email to District

Email to Concessionaire



Florida Department of Environmental Protection
CONCESSIONAIRE QUARTERLY EVALUATION

Park: Florida Caverns State Park

Concessionaire: Florida Caverns Gift Shop

Fiscal Year: 2021/2022

Quarter: AMJ

1. GROSS SALES:

	Point of Sale	Month	Previous Yr. Sales	Current Yr. Sales	% +/-	Previous Yr. Expenses	Current Yr. Expenses
A.	2021	July	\$0.00	\$183,699.55	0.00%	\$21,671.37	\$114,002.59
		August	\$32.22	\$88,154.68	273502.36%	\$14,595.45	\$72,891.94
		September	\$54.24	\$66,039.17	121653.63%	\$20,988.71	\$100,381.41
		Subtotal	\$86.46	\$337,893.40	390708.93%	\$57,255.53	\$287,275.94
B.		October	\$38,910.05	\$80,928.57	107.99%	\$11,640.13	\$71,383.52
		November	\$45,686.68	\$81,279.40	77.91%	\$35,853.81	\$92,641.34
		December	\$37,139.57	\$70,961.72	91.07%	\$43,354.30	\$76,586.15
		Subtotal	\$121,736.30	\$233,169.69	91.54%	\$90,848.24	\$240,611.01
C.	2022	January	\$45,390.64	\$61,569.80	35.64%	\$117,647.31	\$83,362.10
		February	\$18,438.63	\$75,740.60	310.77%	\$106,740.85	\$82,379.13
		March	\$76,199.79	\$131,713.10	72.85%	\$139,504.22	\$82,770.88
		Subtotal	\$140,029.06	\$269,023.50	92.12%	\$363,892.38	\$248,512.11
D.		April	\$67,306.67	\$100,151.16	48.80%	\$66,602.17	\$103,350.41
		May	\$94,693.67	\$100,687.67	6.33%	\$47,887.53	\$93,897.24
		June	\$141,360.66	\$158,329.16	12.00%	\$97,328.24	\$144,437.25
		Subtotal	\$303,361.00	\$359,167.99	18.40%	\$211,817.94	\$341,684.90
E.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
		Subtotal	0	0	#DIV/0!	0	0

F.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
G.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
H.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
I.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
J.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
K.					#DIV/0!		
					#DIV/0!		
					#DIV/0!		
Subtotal			0	0	#DIV/0!	0	0
TOTAL GROSS SALES			\$565,212.82	\$1,199,254.58	112.18%	\$723,814.09	\$1,118,083.96

Comments required for change in gross sales:

--

PLEASE ATTACH QUARTERLY SALES TAX RETURN & INCOME STATEMENT FOR THE QUARTER.

2. ACCOUNTING

		Yes	No	N/A
A.	Books of original entry are maintained daily and kept on file for audit purposes (3 years minimum).	x		
B.	Source documents, including cash register tapes, are maintained on file for audit purposes (3 years minimum).	x		
C.	Inventories are conducted on a schedule acceptable to Park Manager's standards.	x		
D.	All invoices and checks are kept on file.	x		
E.	Purchases for supplies or services by the Concessionaire are made by check or through an imprest fund replenished by check.	x		
F.	Refunds are substantiated with a customer signed document using rubber stamp and ledger.	x		
G.	Adequate point of sale controls are used.	x		
H.	Sales personnel with access over cash are adequately supervised.	x		
I.	Responsibilities for receiving, depositing and recording cash receipts are assigned to different persons.	x		
J.	Personnel with access over cash do not clear cash register.	x		
K.	All sales are rung up on cash register.	x		

L.	Cash register has visual display facing customer and showing total sales transaction.	x		
M.	Cash register has dual tape system.	x		
N.	Each customer is offered a sales receipt and all points of sale have a clearly visible sign asking customers	x		
O.	Cash register drawers are closed after each transaction.	x		
P.	Pre-numbered receipts are used when specified by the agreement or when cash register is impractical.	x		

Comments required for all NO responses:

3. REPORTING/DOCUMENTATION

A. Insurance/Security

		Yes	No	Expire	Amount
1	General Liability Insurance (Department and Trustees named as additional insured)	x			
2	Automobile Insurance (Department and Trustees named as additional insured)		x		
3	Workers' Compensation	x			
4	Other as needed				

B. List the type of security, expiration date, and amount.

General Liability - State Farm -- Amount \$1,000,000 -- Expiration 02/20/2023	Workers'
Compensation Insurance -- Insurance Company of the West -- Amount \$1,000,000 -- Expiration 06/05/2023	

PLEASE INCLUDE COPIES OF INSURANCE POLICIES IF UPDATED FROM LAST QUARTER

C. Permits and Licenses

	Yes	No	Expire
Permits and Licenses are current	x		12/31/2022
Permit/License	N/A	N/A	
Permit/License	N/A	N/A	
Permit/License	N/A	N/A	

D. Commission Payments

	Yes	No	N/A
Payments are submitted accurately and on time.	x		

E. Other Required Reports and Documentation

	Yes	No	N/A	Expire	Amount
1 Annual Limited Engagement Documents are submitted accurately and by required deadline.	x			N/A	N/A
2 Annual Profit & Loss Statements are submitted accurately and by required deadline.	x			N/A	N/A
3 Monthly Gross Sales Reports are submitted accurately and by required deadline.	x			N/A	N/A

4	E-Verify Employment Eligibility Verification completed with copies of completed files for all personnel.	x			N/A	N/A
5	Sexual Offender Check completed with copies of completed files for all personnel.	x			N/A	N/A
6	Annual PCI Compliance Self-Assessment is complete, current, and on file.	x				
7	Safety Plan provided to Park Manager and is revised and approved annually.	x			N/A	N/A

Comments required for all NO responses:

PLEASE INCLUDE COPIES OF INSURANCE POLICIES IF UPDATED FROM LAST QUARTER

4. HEALTH/SAFETY

		Yes	No	N/A
A.	Employees follow basic personal hygiene practices.	x		
B.	Food storage areas and refrigeration units are maintained in clean condition.			x
C.	Food contact surfaces are properly maintained and cleaned.			x
D.	All other surfaces are cleaned daily (food surface areas, floors, walls, etc.).	x		
E.	Cleaning/chemical supplies stored separately from food.			x
F.	Cleaning/chemical supplies are in compliance with Environmental Protection Plan.	x		
G.	Leftovers are disposed of properly.			x
H.	Food is stored properly and in appropriate containers.			x

I.	Corrected all deficiencies noted in most recent health inspection.	x		
----	--	---	--	--

Comments required for all NO responses:

5. ADA/SAFETY

		Yes	No	N/A
A.	Concessionaire is located on safe and accessible route.	x		
B.	First aid kit is available and maintained. Suggested, but not required for boating operations to have AED. AED available?	x		
C.	Operations are equipped with EECs.	x		
D.	Facility is free of public safety hazards.	x		
E.	Provide the name of their A & I Liaison. <i>Brenda Shirah</i>	x		
F.	Accessibility and inclusion policy is made available to everyone. Employees are knowledgeable on accommodating persons with disabilities.	x		
G.	Provided accessibility information in written publications such as website and brochures.	x		

Comments required for all NO responses:

6. OPERATIONS

		Yes	No	N/A
A.	Concessionaire provides the services outlined in the terms of the Agreement.	x		
B.	Concessionaire maintains and posts operating days/hours as outlined in terms of the Agreement. (Any variances approved in writing.)	x		
C.	Inventories comply with agreed upon merchandise standards and are sufficiently stocked to meet demand.	x		
D.	Rate/Fee/Menu boards are properly maintained and prices are current.	x		
E.	Prices are fair and comparable with others in area, confirmed by Park Manager.	x		
F.	Merchandise is price marked.	x		
G.	All signage is appropriate, maintained and approved by Park Manager.	x		
H.	Sales area is neat, organized and clean.	x		
I.	Interpretive tour scripts are approved by Park Manager.	x		
J.	Website is well maintained, promotes a satisfactory image for the Park and provides information on fees and services accurately.	x		
K.	Concessionaire utilizes disposable serving supplies produced from recyclable or biodegradable materials.	x		
L.	Concessionaire offers alternative menu items such as vegetarian and gluten-free.	x		
M.	Corrects all deficiencies noted by Agreement Manager.	x		
N.	Concessionaire is open to suggestions for improving service to visitors.	x		

Comments required for all NO responses:

--

7. STAFF

		Yes	No	N/A
A.	Employees are identified by either uniform or name badge, and personal appearance standards and uniforms are in compliance with the terms of the Agreement.	x		
B.	Employees are knowledgeable about the Park.	x		
C.	Employees are courteous, helpful, and ensure an understanding and use of the principles of hospitality.	x		
D.	Sufficient number of employees to service visitors.	x		
E.	Number of employees.	N/A	N/A	N/A

Comments required for all NO responses:

--

8. SPACE AND EQUIPMENT

		Yes	No	N/A
A.	Equipment maintenance is in compliance with terms of Agreement.	x		
B.	Building maintenance is in compliance with terms of Agreement.	x		
C.	Grounds maintenance is in compliance with terms of Agreement.	x		

Comments required for all NO responses:

9. CAPITAL IMPROVEMENTS

		Yes	No	N/A
A.	Schedule of Capital Improvements is maintained.	x		
B.	Capital Improvements are performed in accordance with the terms of the Agreement.	x		
C.	Any deviations from negotiated Capital Improvements are well documented and approved by the Department. Please attach documentation.	x		
D.	Capital Improvements are satisfactorily completed by scheduled deadline.	x		

Comments required for all NO responses:

10. CURRENT CONTACT INFO

Phone: (850) 526-2650

Fax: _____

Email Address: Brenda Shirah, Manager
floridacavernsgiftshop@gmail.com

Mailing Address: Florida Caverns Gift Shop LLC
3345 Caverns Road, Marianna, FL 32446

11. GENERAL COMMENTS

What plans are going well, and what could be improved?

Concessionaire Signature *Brenda Shirah, Manager*



Date
07/14/2022

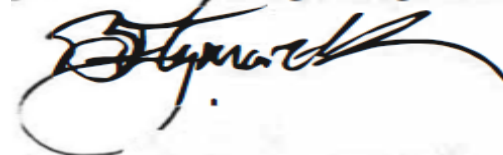
Distribution:

[Email to Operational Services](#)

Email to District

Email to Concessionaire

Agreement Manager Signature *Bryan Kaczmarek, APM*



Date
14 July 2022