



**Courtyard  
46 Cambrian Road  
Newport  
NP20 4AD**

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Hearing on 24 May 2018**

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# Induction NP Clubs

## Training Book 1

Name: .....

Phone number: .....

Email: .....

Signed: .....

Date: .....

Training done by :-.....

Date: .....

Signed: .....

Name:

## Manual Handling

Manual handling is defined as any transporting or supporting of a load. This includes lifting, pulling, putting down, pushing, pulling, carrying or moving, whether it is by hand or bodily force. The legislation which relates to manual handling is known as The Manual Handling Operations Regulations 1992.

### **How can I reduce the risk of manual handling injuries?**

Many of the accidents associated with manual handling can be prevented by training employees to handle loads correctly. Lifting something by hand is hard work, but by providing equipment to assist them with the job, such as trolleys, hoists etc you can help to reduce the risk of accidents and injuries occurring. The Health and Safety Executive recommend that employees use machines and tools to take the strain, this could include investing in a trolley to move cases of drinks about or installing a barrel hoist in your cellar. The solution could be as simple as reducing the size of barrels you have in your cellar.

### **There are a few simple rules to remember when lifting:**

**Keep it close to the body** The further away the load, the more stress on your lower back. Holding a load at arms length puts five times more weight on your back than holding it close to you. Keeping it close to your chest makes you more stable.

**Stand correctly** Get close to the job: Stand square to the load, facing the direction you're going to move in next.

**Use your legs** If you have to bend down to pick something up, bend the legs, and use your leg muscles to take the weight. It is not a good idea to handle loads when sitting down - you can't use your leg muscles, you can't use your body weight as a counter balance, and you're asking too much of your arms and upper body.

### **Pushing or pulling?**

You have more power when pulling or pushing if your footing is secure - make sure the floor is dry and solid. Grip the load between waist and shoulder to ease strain on the back and the arms. Even better, turn your back to it and push with your legs.

### **Size**

Make sure that the load is small enough to enable you to get a good grip, and see where you're going. If any side of what you're carrying - length, width or height - is more than 75cm then you run a greater chance of injuring yourself.

### **Distance**

If you can lift a load and carry it easily against your body, you'll also be able to carry it safely. Don't carry it too far, however: more than 10m and you'll probably be using all your energy in carrying the load, and have none left to put it down safely.

### **How heavy?**

It is difficult to give precise guidelines about how much weight people should be carrying, because people vary so much. Weight is only one of the risk factors to manual handlers. If in doubt ask for help. It is your responsibility to know your limits.

### **Don't twist**

You could hurt your back. Lift, carry and place in one direction where possible.

Signed: ..... Date: .....

Name: .....

## Noise Regulations

The aim of the Noise Regulations is to ensure that workers' hearing is protected from excessive noise at their place of work, which could cause them to lose their hearing and/or to suffer from tinnitus (permanent ringing in the ears).

Exposure to excessive noise is regarded as a major health hazard as it may cause temporary or permanent loss of hearing or tinnitus. The ear is able to cope with some intermittent exposures to loud noise although there may be some temporary changes to perception or a short-term ringing in the ears. Permanent damage can be caused immediately by sudden extremely loud noises, e.g. from cartridge-operated machines. But permanent hearing loss is usually gradual, caused by prolonged exposure over many years.

Ear Protection must be worn, if the employee is exposed to loud noises for long periods of time. All staff should know the areas and time lengths where sound protection is imperative.

Locations such as DJ Booths, Dance floors, Bottle Bins and Bars are all at high risk of the damaging effects that noise can cause. All areas of the club are exposed and therefore as an employee I am fully aware that it is my responsibility to wear hearing protection such as noise reduction earplugs due to the noise levels in a club.

I have been provided with the right training and equipment to ensure that my personal safety is protected and agree to use the correct protection when necessary.

You can calculate your daily and weekly exposure to noise at

<http://www.hse.gov.uk/noise/calculator.htm>

During club nights where noise levels are high we provide ear protection

Arco Classic SNR=28 H=30 M=24 L=22 EN352-2

**ALL STAFF MUST USE EAR PROTECTION ON CLUB NIGHTS.**

Failure to use protective equipment will result in disciplinary action

Signed: ..... Date: .....

Name: .....

### **Sale of alcohol to persons who are drunk**

You must refuse to serve a person who is drunk or appears to be drunk. It is illegal for you to serve a person who is the companion of a drunk who is trying to buy alcohol for that drunk person.

If caught by the relevant authority, you face an on the spot fine of £80 for serving someone who is or appears to be drunk, or for serving the person who is trying to buy drink for a drunken person, with alcohol.

In the event of discovering someone who is drunk, or under age, you are to refuse serving, inform your immediate manager on duty. In a night club environment, there will most likely be a door security operator who can deal with the situation once you inform him/her.

If a customer does not have identification, suggest they return with some and they will be served when they do. Do not serve a customer without identification if the customer appears to be under 25. If a customer becomes aggressive and/or refuses to leave inform the manager.

**Staff are required to record instances where service has been refused for any reason, a refusals register is kept behind every bar for this purpose.**

Signed: ..... Date: .....

### **Fire Training**

Everyone must.

1. Ensuring that escape routes and doors are kept clear and are available for use.

#### **If a fire is discovered,**

2. Ensure that the alarm has been raised.

3. Inform Management.

4. Evacuate staff and customers from the building or area involved and check that any staff or visitors with disabilities are assisted as planned – check all refuge areas.

5. Go to the designated fire assembly point **TRAIN STATION CAR PARK**.

6. Remain in assembly point so a register of persons present can be conducted.

7. Ensure all persons have been accounted for and remain in the fire assembly point area until instructed otherwise.

8. Report to the senior manager to confirm all persons are accounted for and report any persons missing.

### **STAFF MUST NEVER PUT THEMSELVES AT RISK WHILE UNDERTAKING THEIR ROLE**

Signature: ..... Date: .....

Name: .....

### Night time booklet

Please initial each topic to indicate you have fully understood the material in the night time booklet and have had the opportunity to ask questions.

Picking up glasses off the floor .....

Picking glasses off tables .....

Collecting glass from all other areas .....

Depositing glasses in the washroom.....

Moving tables and chairs.....

Breaks.....

Drying the floor .....

Cleaning vomit .....

Sweeping the floor.....

Dealing with broken glass .....

Checking the toilet .....

Reporting unusual behaviour .....

Reporting damage or maintenance.....

I have read the night time booklet and have understood all topics:-

Signed: ..... Date: .....

Name: .....

## Allergen Training

I have read and understood the Allergen information for loose foods (Food Standards Agency) and have understood the procedures outlined within. I have had a opportunity to ask questions and had the contents explained.

I am aware there is a procedure in place that must be followed when handling requests for allergen information. There is a notice on all bars informing customers that if they have allergies or intolerances they must ask staff before placing an order. When staff receive an enquiry of this nature, they must be referred to a manager/supervisor every time (never guess). A folder with a list of all products sold and associated information will be kept in Blind tiger Kitchen. If you think someone is having an allergic reaction contact a first Aider immediately.

Signature: ..... Date: .....



Name: .....

## Glass Handling

When clearing glass vessels you are to use glass carriers at all times, do not overfill or stack glasses in the carrier. Be especially careful around customers as they may not be aware of what you are doing or the hazards involved to both them and yourself. Once you have arrived back at the dedicated glass washing area for your venue, you are to dispose of the disposable vessels as outlined below.

Reusable vessels are to be placed top down in the glass wash tray, as shown and demonstrated in your training. They are then to be cleaned in the glass wash machine and placed in the glass storage shelving within the venue, as soon as the cycle has completed. Any broken vessels should be disposed of using gloves and following the procedure below.

All unbroken glass is to be disposed of carefully in the dedicated bins located within the assigned refuse area for your venue. Broken glass should be disposed of as outlined below.

Bottle bins are provided behind each bar. These are to be used to temporarily dispose of glass vessels during trading hours. Glass vessels that are to be disposed of are to be carefully placed in the bin and not thrown. This minimizes the risk of the glass breaking and will minimize any risk to persons transporting the bins. When the bins are full, they are to be carefully transported with a minimum of 2 people to the refuse area using the dedicated glass bin. If public areas have to be accessed whilst transporting, extra staff may be required to keep the public from harm. At no time are you to transport glass in any other container.

No glass is to be put in general paper waste bins or plastic bags.

### Broken Glass

When dealing with any broken glass, you are to use protective gloves at all times, available within the venue. Gloves for glass handling are puncture/cut resistant.

Any broken glass is to be cleared using the long handle dust pan and brush with a closing lid. The broken material is to be immediately disposed of in the refuse area whilst adhering to the glass handling procedure.

Signature: ..... Date: .....

Name: .....

## Newport Venues sale of alcohol policy

Newport Venues is committed to the responsible retailing of alcohol. All employees must ensure the conditions of the Premises Licence are met. Part B of a premise license should be displayed at all times for every venue, this is a legal requirement. This contains the opening hours, operating schedule and the licensing conditions for that premises. Employees should be aware of the law governing the sale and supply of alcohol and uphold the law at all times. Staff under 18 years of age must get each and every sale of alcohol authorised by their Manager/ Supervisor. They must not pour the alcohol but can deliver alcohol to the customer once authorised. Employees should at all times observe the law and do everything possible to ensure that alcohol is not served to people who are under 18 years old.

Newport Venues operates a No ID – no sale policy for all transactions that require the customer to be over 18 years of age. All venues observe a 'Challenge 25 policy'. **You must not sell alcohol to any person until you have received Challenge 25 training and you have read, understood and learnt Newport Venues Challenge 25 policy.**

If a customer appears to be under 25 then you should ask for proof that he/she is over 18. In these circumstances staff are required to:

- Explain that it is against the law to sell alcohol to under 18's.
- Ask for identification.

Examples of valid proof of age are:



Only three types are acceptable; Proof of age card with 'PASS' accredited hologram, a current International passport or a UK photograph driving licence

If a customer does not have identification, suggest they return with some and they will be served when they do. Do not serve a customer without identification if the customer appears to be under 25. If a customer becomes aggressive and/or refuses to leave inform the manager. It is best practice for staff to record instances where service has been refused for any reason.

**If you fail to adhere to the policy your actions may constitute gross misconduct and disciplinary action may be taken against you.**

**Sale of alcohol to persons under 18 years**

**It is an offence to sell alcohol to any person under 18 years of age or to permit a person under 18 to consume intoxicating liquor in a bar.** If you think somebody is under 18 or is buying for somebody who is under 18, you must not serve them without having seen a valid proof of age.

**Penalties – under 18 alcohol sales**

- The maximum penalty for selling alcohol to a person under 18 is a fine of £5,000.
- If you sell to under 18's 'persistently', that is twice in any 3-month period, the maximum penalty - currently £10,000 - is being doubled to £20,000.
- Fixed Penalty notices can be issued by the police to persons who sell alcohol to under 18's and also to those who buy for under 18s.

**Remember:**

These laws exist to safeguard the health of young people.

Offenders are prosecuted to the full extent of the law without warning.

If you are caught selling alcohol to a child you will face a legal interview.

Signed: .....

Date: .....

**Staff Handbook**

Staff have been given the web address where the "staff handbook" can be found and shown where a printed copy can be found. The staff have read and understood all sections of the handbook and had a opportunity to ask questions about any aspects they are unclear about. It has been made clear to the staff they are expected to follow the guidelines laid out in the handbook and are free to refresh themselves on the contents of the handbook at regular intervals.

**[Newportvenues.com/staffhandbook.pdf](http://Newportvenues.com/staffhandbook.pdf)**

Signed: ..... Date: .....

Name: .....

## Weights and Measures Act (Intoxicating Liquor) Order 1988

The Weights and Measures Act (1988) lays down specific rules about the measures in which some drinks are to be dispensed and the type of glasses in which some of them must be sold. If you are unsure how you should serve a drink in one of our venues, please ask you manager.

It is company policy that all drinks must be dispensed in the sight of the customer in the part of the public house where the customer ordered the drink.

There is to be **no free pouring** of alcohol in our venues under any circumstances. Under and over pouring, that is to serve a measurement of alcohol other than a predetermined quantity, is a criminal offence that carries up to a £5,000 fine to the person responsible.

### **Draught Beer and Cider**

Draught beer and cider **must** be sold in measures of  $\frac{1}{3}$  pint,  $\frac{1}{2}$  pint or multiples of  $\frac{1}{2}$  pint. The drink must be served in a **brim measure** glass and may consist of liquid and a reasonable head. It is agreed that the liquid content of beer and cider served in brim measure glasses, once the head has collapsed, should not be less than 95% of any of the permissible measures. If a drink does not meet this criteria, we are bound to 'top up' a drink if requested by the customer, but only **before** they have drunk any of the contents. If they have drunk from it, it is a tacit agreement by the customer that the product meets the above criteria.

Also, when sold for drinking on the premises, draught alcohol must be served in a glass corresponding to the measure, and is **government stamped** to confirm this. **This makes the practice of adding half a pint of beer into a pint glass illegal.**

This does not apply when the drinks are dispensed by a stamped measuring instrument designed to dispense predetermined quantities, such as a measuring device or certain machine equipment.

When beer or cider is sold as an ingredient of a mixture containing two or more drinks, such as shandy, the drink may be served in either metric or imperial measures. It is permissible to use pint and half pint glasses to serve such drinks and they must be described on the price list using the relevant measures.

### **Whisky, Gin, Rum and Vodka**

Whisky, Gin, Rum and Vodka must be sold for consumption in a public house in measures of 25 ml or multiples thereof, or 35 ml or multiples thereof.

Across Newport Venues, we serve measures of Whiskey, Gin, Rum and Vodka in multiples of **25 ml** (i.e. 25ml and 50ml) using metal jiggers kept on each bar. **These are brim measure devices.** Please ask your manager if you are unsure how to use these devices. They should be filled to the brim for each serving and cleaned after each use. These measure requirements for Whisky, Gin, Rum and Vodka do not apply under the following circumstances:

- When a drink including whisky, gin, rum or vodka contains a mixture of three or more liquids, for example a cocktail.
- When a customer specifies the quantity of any of these spirits required in a mixed drink.

**There are no prescribed measures for any other spirits or liqueurs. However, only metric measures may be used on price lists.**

## Wine

When sold by the glass, wine must be in measures of 125 ml or 175 ml or multiples thereof. Both measures may be used in the same premises. The operator must display a statement setting out the measures that are in use. The statement may be included on the menu or wine list. There is no requirement to serve the wine in a lined glass.

Across Newport Venues, we serve measures of wine in measures of **125 ml, 175ml and 250ml** using metal jiggers kept on each bar. **These are brim measure devices.** Please ask your manager if you are unsure how to use these devices

I have been trained and understood the importance of adhering to the law regarding weights and measures. Staff are aware if there are any questions a manager will be on hand to advise them on the correct procedure.

Signed: ..... Date: .....

## Passing off

We are legally bound to tell guests if the product we offer is different to the one they have asked for and we must seek their approval prior to dispensing the drink. For example, if a customer asks for Pepsi or Coke but we serve Cola. Coke is a brand name, whereas, Cola is a description of the product. **You must familiarise yourself with the Newport Venues product range.** Passing off is illegal and you could be prosecuted and fined

Signed: ..... Date: .....

## TIPS

- Never accept tips over the value of £3 from 1 customer each order.
- All tips must be recorded on a tip sheet including Bar, time, date and amount of tip.
- All tips to go in a glass on the back bar NOT in your pocket.
- Tip slips must be taken to your manager at the end of your shift.
- Tips must not be taken in the form of drinks (after or during a shift)
- Tips must be taken in cash and must never be put through the till.
- Change left on the bar is not a tip unless the customer says it is. Every effort must be made to return this money to the customer if this is not possible then the money must be passed on to your manager for safe keeping.
- You must always attempt to return any money found on the floor. If this is not possible then you must inform a manager ASAP. Any money found behind the bar that is not accompanied with a tip slip is assumed to belong to the bar and will be put in the nearest till with note indicating the amount and circumstances the money was found.

Signed: ..... Date: .....

Name: .....

## DRESS CODE

There is a minimum standard of dress code suitable for work.

- Black clothing
- skirts acceptable with tights or black shorts.
- No vests, hoodies or tracksuit bottoms.
- sensible closed toe footwear – no heels

There are venues and times when you will be required to dress smartly and project a more professional and mature image to the customers. You will be informed about these times by your manager. Failure to adhere to the dress code may result in you being sent home to change before you are allowed to start work. There are special events where you will be encouraged to dress up in fancy dress and the dress code will be relaxed to accommodate

Signed: ..... Date: .....

## Personal Mobile Telephones

Apart from breaks, you may not use your own mobile telephones during working hours. Personal mobile phones are not permitted on the bar or floor during your shift. Unless you have been given expressed consent from your manager, you are not to use your phone.

### Personal Calls

In the interest of safety and peace of mind, we will permit the use of company telephones under some circumstances, such as calling a family member in an emergency, or calling for a taxi or a lift home. This will be dealt with and is solely at the discretion of your manager.

**Use of Mobile Telephones while at work will result in a disciplinary action.**

Signed: ..... Date: .....

Name: .....

## **Panic Button**

Location of panic buttons differs on every bar. If it's your first time on that bar, or if you don't know where it is, ask at the start of your shift.

Only use the panic button in the event of an emergency. Do not use the panic button if you are out of change, vodka, glasses ect. The panic button is connected to the buzzers on the front door and security. Only use if you require an immediate security response.

To use a panic button press and hold button for 10 seconds (long enough for the front door to identify which bar requires assistance but not excessively so as not to alarm customers coming in).

Signed: ..... Date: .....

## **Importance of Punctuality and Rotas:**

Rotas are produced 2 weeks in advance, if there are any issues let us know ASAP. Only the Management can make changes to the rota, it is not acceptable to swap shifts without authorisation. The start time indicated on the rota for your shift indicates the time you should be at your post and ready for work.

You should make sure you have been to the shop, toilet and put your things away before this time. If you are going to be late your manager needs to be contacted. It is not acceptable to contact another member of staff, **YOU MUST CONTACT YOUR MANAGER**. All manager numbers are available in **BLIND TIGER**.

If you are late it is your responsibility to amend the rota to reflect your actual start time.

**FAILURE TO DO THIS IS THEFT**. If you are consistently late for your shifts you will be given a disciplinary warning, at risk of losing your job.

It is your responsibility to sign out at the end of your shift, if not your pay may not reflect the hours worked.

Signed: ..... Date: .....

Name: .....

## Dealing with Card payments.

Payments must be over £10 on credit cards.

We only accept Chip and Pin. It is not possible to accept swipe and signature.

Always monitor the level of paper in the machine when it is starting to run low a red line will appear on the paper. Always return the machine to the base after each use.

A transaction has been successful only if there is a authorisation code at the bottom of the receipt.

Merchants copy must go in the till. All card transactions must be processed correctly on the till (not cashed off)

Never take a customer's card out of there field of vision, also never allow the customer to take the card machine out of your sight. When finishing the transaction the first copy of receipt belongs to the customer the second goes in the till. Please make sure you press EFT and not cash. Always ask if the customer is ok with contactless transaction never assume.

With contactless there is normally only one receipt and that goes in the till. If the customer requires a receipt you will have to print a duplicate.

Signed: ..... Date: .....

## Breaks

By law you have the right to one uninterrupted 20 minute rest break during their working day (this could be a tea or lunch break), if you work more than 6 hours a day. You don't have the right to get paid for rest breaks but we chose to pay you during this time please make sure you are back at work when your time is up. Managers can say when employees take rest breaks during work time as long as the break is taken in one go. You don't have the right to take smoking breaks. If you intend on leaving the venue for your brake please inform your manager/colleges for fire safety reasons.

Signed: ..... Date: .....



## Nighttime

### **Picking up glasses off the floor**

Glasses on the floor are to be removed as soon as you see them they are a trip hazard and will cause an accident. If there is an obvious owner standing by the glass and it still has liquid in it ask them politely not place it on the floor. Drinks on the floor get spilled very easily and cause a trip or slip hazard. If a customer continually leaves a drink on the floor then ask a door person/bar staff / manager to explain the rules about drinks on the floor.

### **Picking up glasses off tables.**

If there is a drink on a table and it has been there a long time then you can take it away but only if you ask the people nearest if the drink is still in use. Never take glasses with liquid in them if there are signs it may still be in use. (Fresh drinks, still cold or if there are belongings on chairs or table or bar mats placed on top of the glass indicating they will return shortly). Leave the drinks until you pass again and only then can you take the glass. Unattended drinks should be removed but please try and find out if the drink has been left unattended before doing so.

### **Collecting glass from all areas.**

Check all areas within your section. It is very important to collect from all areas in your section. A spot that accumulates glasses will lead to them falling to the floor. Glasses and liquid on the floor can cause an accident and extra work for yourself. You should attempt to check the floor in your area every 5 min during busy periods. This is why time in the washroom must be kept to a minimum.

### **Depositing glasses in the washroom.**

Only when your basket is full take it to the washroom. When you get to the washroom leave the full basket and pick up a fresh one. Time spent in the washroom is time not on the floor looking after your area and must be kept to a minimum. Bottles should be taken out the back and put in the glass bin.

### **Moving tables and chairs**

When asked to move tables and chairs, always get help to move tables. When they are put away stack them tidily and in the most space conscious way, this leaves enough room for the rest of the furniture and prevents damage to the furniture. Be aware that the tables and chairs may be in use when you are asked to move them. Always be courteous, and if the customer requires an explanation get another member of staff to explain the situation. Drinks and belongings on tables and chairs being moved should always be treated with care and their owners found so misunderstandings can be minimised. If no owner can be found, put them on the bench as close to where they were. Never block the fire exit at any time with furniture, this is a fire hazard and will get us closed down.

### **Breaks**

By law you have the right to one uninterrupted 20 minute rest break during your working day (this could be a tea or lunch break), if you work more than 6 hours a day. You don't have the right to get paid for rest breaks but we chose to pay you during this time. Please make sure you are back at work when your time is up. Managers can say when employees take rest breaks during work time as long as the break is taken in one go. Your rest break will be timed so as not to leave the rest of your colleagues overstretched, so between midnight and 3am there will be no breaks. You don't have the right to take smoking breaks. If you intend on leaving the venue for your break please inform your manager/colleagues for fire safety reasons.

### **Drying the floor**

The floor must be kept dry at all times. A mop can be used for large spills and then finished off with blue roll. Blue roll will be used for most spills because it dries the floor unlike a mop. Your area should be checked completely for spills every 5 min in busy periods taking extra attention to danger spots doorways and stairs and steps. Please use blue roll until it is completely used and wet before disposing of it. Blue roll is expensive and if we run out on a night it will cause a lot of problems and extra work for you.

### **Cleaning up vomit**

If you see vomit it must be cleaned up immediately. Never leave it for someone else to deal with it straight away.

Cover the vomit with blue roll and sweep into a dust pan with a brush. While this will get most of it use gloves from the washroom and some clean blue roll to finish the floor to dry. Place all dirty blue roll in a bin bag and tie a knot in it to prevent spillage. After the clean up spray some air freshener in the area to get rid of the smell. Wash your hands after.

### **Sweeping the floor**

Periodically the floor in all areas must be swept for straws and rubbish. Even the smallest amount of rubbish when left on the floor can be a slip or trip hazard and will cause someone an injury. It also looks messy.

### **Dealing with broken glass**

Broken glass must be dealt with immediately. There is nothing that is more important than dealing with broken glass. The damage that can be done by broken glass is serious. Never pick up broken glass with your hands. Always know where the dust pan and brush can be found in your area. If you are working in an area with someone else collect the glass together and stand over it preventing customers from spreading it, or injuring themselves on it. Ask another member of staff to get the pan and brush. If you are alone in an area move the glass with a piece of blue roll, to

the edge of the room keeping it away from your hands at all times, and get the pan and brush immediately. When taking broken glass through the venue to a glass bin take special care to protect the safety of the customers and yourself. Broken glass goes in a glass bin and not a general waste bin.

#### **Cleaning vomit outside**

If the vomit is outside the front or back door a bucket of water and a brush can be used to remove the vomit down the drain. Remember to clean the brush afterwards.

### **Checking the toilets**

#### **Replacing toilet paper**

At the start and end of the shift the toilet paper in all toilets must be checked and filled up to the top. During the night the level of the toilet roll should be checked and topped up. When the toilet roll runs out customers are likely to complain and generate a mess that will need to be cleaned up by you. Never leave toilet rolls outside dispensers where customers can get hold of them. You will find they are used to block toilets/urinals or sinks that will have to be cleaned by you.

#### **Unblocking the sink**

Sinks should be checked every time you check the Men's/Ladies or disabled toilets. A blocked sink can cause the floor to become flooded. If this water runs out of the bathroom (and is upstairs) it will start to drip through the floor to the main room, causing extra work for everyone and a dangerous floor for the customers. This is why all tissue and blockages in sinks must be dealt with as soon as you see them.

#### **Removing rubbish and glasses**

Rubbish and glasses should be removed every time the area is checked. If not they will be broken or used to block toilets.

#### **Unblocking the toilet**

There are a few ways to solve a blocked toilet. The best way is regular checks so problems are found early. If the toilet is blocked with a mass of toilet roll it can be solved by using a plunger to push the mass through the u-bend. If the toilet is blocked with a glass or bottle or full toilet roll then the item must be removed. This can be done by removing the object with a plastic bag. We recommend using gloves and 2 plastic bags. This must be done slowly and carefully if there is broken glass involved it can cause a cut that will get infected because of the material involved. Always make sure any waste removed is disposed of out of the building and into the main bin. Always wash your hands after cleaning the bathrooms.

#### **Unblocking the urinal**

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There are 2 main ways to unblock the urinal one is with the plunger. If this does not work, then the sump under the urinal needs to be cleared. This is done by removing the stainless steel cover with a drill and unscrewing the sump. Before doing this make sure there is a red bucket underneath to catch the water. Once the blockage is removed the sump can be replaced and then the cover. Always use gloves for this and dispose of the water in the toilet. Wash your hands thoroughly afterwards.

**Reporting unusual behaviour**

If you see anything that looks out of place report it to door staff or a manager.

**Reporting damage or maintenance issues.**

If you see anything damaged or broken in the venue report it immediately to a manager.

# House Rules NP Clubs

## Training Book 2

Name: .....

Signed: .....

Date: .....

Training done by :- .....

Date: .....

Signed: .....

Name: .....

## Rota

The rota is NP clubs method of determining which shifts are allocated to each member of staff. This will include the start and finish times. This information is used to determine the hours you have worked and the pay you receive. It is your responsibility to check the rota to be present for work at the allotted time. It is also your responsibility to ensure this information is complete (start and finish times) and correct for each shift worked.

**Failure to do this will result in disciplinary action and if determined to be deliberate will result in dismissal.**

Signed: ..... Date: .....

## IMPORTANCE OF PUNCTUALITY AND THE ROTA

Rotas are produced 2 weeks in advance, if there are any issues let us know ASAP. Only the Management can make changes to the rota, it is not acceptable to swap shifts without authorisation. The start time indicated on the rota for your shift indicates the time you should be at your post and ready for work.

You should make sure you have been to the shop, toilet and put your things away before this time. If you are going to be late your manager needs to be contacted. It is not acceptable to contact another member of staff, **YOU MUST CONTACT YOUR MANAGER**. All manager numbers are available in BLIND TIGER.

If you are late it is your responsibility to amend the rota to reflect your actual start time. **FAILURE TO DO THIS IS THEFT**. If you are consistently late for your shifts you will be given a disciplinary warning, at risk of losing your job.

It is your responsibility to sign out at the end of your shift, if not your pay may not reflect the hours worked.

Signed: ..... Date: .....

Name: .....

## **Absences.**

In the event of your absence, for whatever reason, you or someone on your behalf should contact your manager no later than 4 hours before your shift is due to begin, inform him/her of the reason for your absence.

You must contact a manager for each and every shift you are scheduled for.

In the event the manager is not available, a text message should be sent and you should then attempt to call head office: 01633259144 or another manager. You should think about talking to a manager about being taken off the rota until you are able to return to work. A medical certificate signed by your doctor confirming the reason for a sick absence must be handed in or sent to NP Clubs if you are absent for a period of 7 days or more. A new medical certificate should be sent each week thereafter.

Unauthorised absence may lead to disciplinary action being taken. In such circumstances, medical certificates may be requested for all subsequent periods of absence.

Signed: ..... Date: .....

## **Staff Drinks**

Staffs while on shift are allowed Water or squash for free. Soft drinks must be paid for. All staff drinks must be kept out of the sight of customers.

Staff prices can only be charged for working staff only.

**No alcohol to be consumed by staff before or during work.**

Drinks after work must be authorised by management.

Staff drinks must be added to the waste sheet.

Signed: ..... Date: .....

Name: .....

## Replacing Drinks

Only managers and supervisors are authorised to replace drinks for customers. If it is our fault the drink needs replacing them with authorisation can be replaced. If the customer has changed their minds or their friend has ordered them the wrong drink and there is no fault on our behalf then you must explain to the customer that it's not our policy to replace that drink. All replaced drinks must be recorded with time on a waste sheet with a full description of reasons. This is very important as it will safeguard your position and avoid any suspicion that you are giving away free drinks. Failure to record such incidents can result in disciplinary action.

Signed: ..... Date: .....

## DRUG REPORTING

We at NP CLUBS have zero tolerance of drug use within our venue.

If you discover any substances you believe to be illegal you must bring it to your manager/or door staffs attention.

If you see or hear about drug use or sale within your venues you must bring it to the attention of your manager immediately. This includes times you are off shift. All substances must be handed in to door staff/manager immediately with a report of when and where they were found.

Anyone seen abusing substances or caught in possession within the venue will be asked to leave.

Only door staff can search a customer with customer consent.

Signed: ..... Date: .....



Name: .....

## Personal Mobile Telephones

Apart from breaks, you may not use your own mobile telephones during working hours. Personal mobile phones are not permitted on the bar or floor during your shift. Unless you have been given expressed consent from your manager, you are not to use your phone.

### Personal Calls

In the interest of safety and peace of mind, we will permit the use of company telephones under some circumstances, such as calling a family member in an emergency, or calling for a taxi or a lift home. This will be dealt with and is solely at the discretion of your manager.

**Use of Mobile Telephones while at work will result in a disciplinary action.**

Signed: ..... Date: .....

## Breaks

By law you have the right to one uninterrupted 20 minute rest break during their working day (this could be a tea or lunch break), if you work more than 6 hours a day. You don't have the right to get paid for rest breaks but we chose to pay you during this time please make sure you are back at work when your time is up. Managers can say when employees take rest breaks during work time as long as the break is taken in one go. You don't have the right to take smoking breaks. If you intend on leaving the venue for your brake please inform your manager/colleges for fire safety reasons.

Signed: ..... Date: .....

Name: .....

### Accident reporting

Accident reporting is a very important part of the business. We must do everything we can to prevent any accidents but accidents will happen, and when they do we must inform a first aider and a manager immediately and record the details in the accident book. All accidents to customers or staff must be recorded with details location and action taken even if it's just a case of a small plasters given it all needs to be logged. If it is a serious accident then further evidence needs to be taken for the insurance company, this is done by the manager so it is important to inform your manager immediately. There are 2 accident books in courtyard one in Blind tiger kitchen and one in the cctv office.

Signed: ..... Date: .....

### Hand Washing Guide

Use warm water and a liquid soap. Work up a good lather, making sure you wash your wrists, hands, fingers, thumbs, fingernails Rinse the soap off your hands and dry them thoroughly using disposable towels .Use the paper towel to turn off the faucet and discard the paper towel in the trash.

Effective cleaning gets rid of bacteria on the hands, equipment and surfaces, helping to stop bacteria from spreading onto foods.

**When Should Hands Be Washed** After taking out the garbage or trash After clearing tables or washing dirty dishes After touching soiled aprons or clothing After touching anything that may contaminate the hands (any surface not sanitized) After sneezing, coughing or using a tissue After smoking, eating, drinking or chewing gum or tobacco After using any cleaning, polishing or sanitizing chemical After using the restroom Before and after handling raw food After touching the hair, face or body

**Hand Hygiene** Fingernails should be kept short and clean. Nail polish, false nails and acrylic nails should not be worn while handling food. Cuts and sores should be treated and kept covered with clean bandages.

Signed: ..... Date: .....

Name: .....

## DRESS CODE

There is a minimum standard of dress code suitable for work.

- Black clothing
- skirts acceptable with tights or black shorts.
- No vests, hoodies or tracksuit bottoms.
- sensible closed toe footwear – no heels

There are venues and times when you will be required to dress smartly and project a more professional and mature image to the customers. You will be informed about these times by your manager. Failure to adhere to the dress code may result in you being sent home to change before you are allowed to start work. There are special events where you will be encouraged to dress up in fancy dress and the dress code will be relaxed to accommodate.

Signed: ..... Date: .....

## Card machine

When using a card machine you must make sure there is paper in it. Always monitor the level of paper in the machine when it is starting to run low a red line will appear on the paper. If there is no paper you can replace with one from the office. Make sure it is in the right way otherwise it will not print. If the card machine runs out during a transaction you can replace the paper and reprint by pressing menu or printing a duplicate. Card payments must be £10 or over. Please notify customers of the minimum charge As soon as you are aware that a card will be used. There will be signs on the bar informing the customer of the minimum but it's always better to tell them before completing the transaction. When processing a transaction the card must never be taken out of the customer's sight and the card machine must remain in your hand. When finishing the transaction the first copy of receipt belongs to the customer the second goes in the till. Please make sure you press EFT and not cash. Always ask if the customer is ok with contactless transaction never assume. With contactless there is normally only one receipt and that goes in the till. If the customer requires a receipt you will have to print a duplicate. We only accept Chip and Pin. It is not possible to accept swipe and signature. Always return the machine to the base after each use. A transaction has been successful only if there is a authorisation code at the bottom of the receipt. Never take a customer's card out of there field of vision, also never allow the customer to take the card machine out of your sight.

Signed: ..... Date: .....

BLANK

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

CLASS: \_\_\_\_\_

SECTION: \_\_\_\_\_

TEACHER: \_\_\_\_\_

SUBJECT: \_\_\_\_\_

TOPIC: \_\_\_\_\_

OBJECTIVES: \_\_\_\_\_

CONTENTS: \_\_\_\_\_

REFERENCES: \_\_\_\_\_

REMARKS: \_\_\_\_\_

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DATE: \_\_\_\_\_

# Dealing with Customers NP Clubs

## Training Book 3

Name: .....

Signed: .....

Date: .....

Training done by :-.....

Date: .....

Signed: .....

Name: .....

## How to deal with customer complaints and Aggressive Behaviour.

Having read the "How to Deal With Aggressive Customers" please initial each topic to indicate you have fully understood the material in the night time booklet and have had the opportunity to ask questions.

Defusing the Situation .....

Stay calm .....

Control your body language .....

Don't enter a customer's physical space .....

Listen to a customer's grievance .....

Ask questions to better understand the problem .....

Try and find a solution to the problem.....

Ejecting a Customer .....

Layout the repercussions for their behaviour .....

Explain why you're asking them to leave .....

Escort the customer out of the establishment .....

Don't put your hands on the customer .....

Call security or the police if necessary .....

Use discretion when asking a customer to leave.....

Signed: ..... Date: .....

Name: .....

## Bookings

When someone has a booking enquiry it is important to deal with it professionally. It is important to make it understood that we offer many different packages. When taking details please pass on the following information to your manager.

Name

telephone

email

date and time

number of people

basic information about requirements

Give them the office number 01633259144 to the customer.

Make sure they know that the booking needs to be confirmed (there might be a existing booking for that day and time). Any fee is to be determined by Iffy and/or management only.

Signed: ..... Date: .....

## Hospitality

This is defined as "hospitality is beyond excellent service and requires individuals to engage with their customers in a unique and insightful way"

Hospitality means you have to move beyond service standard manuals and basic service levels and contribute something of yourself. Genuine hospitality moments are unique experiences between a guest and a "host". Whereas great service is a professional transaction between a guest and a "servant".

Great service can and is standardised and should be consistent. Genuine hospitality is always tailor made, insightful and must come from the heart. Hospitality cannot be standardised.

Signed: ..... Date: .....

Name: .....

## Bottle serve

It is important to know and be able to serve a full bottle of spirits when a customer request's it. A full bottle of spirits is a high price item and a certain amount of care must be taken when serving a customer. There are many bottles already on the till in the full bottle section. If the bottle the customer requires is a bottle that is not on the list a manager must be consulted. All full bottles of spirits are for sale but the price must be agreed with a manager.

Full bottles are served with 2\* 2 pint jugs of draught soft drinks or juice. Enquire how many glasses are required and the same number of shot glasses if appropriate. The bottle is opened in front of the customer and placed in a champagne bucket with half ice half soda water with a speed pourer (the pourer must be all plastic not metal). If the bottle you are about to serve has a price from the cash and carry displayed on it all effort must be made to remove the price. Remember you are always governed by your legal obligations to check ID and not serve a drunken person who may be a danger to themselves or others.

Signed: ..... Date: .....

## Champagne

Champagne must be properly chilled before it's served. Of course there are always situations where it will suddenly need to be chilled down, and the best way to do that is to fill up an ice bucket with half soda water, and half ice. This will actually chill the Champagne down a lot more quickly than just being in a bucket full of ice alone. It should reach the right temperature in about fifteen to thirty minutes."

"Opening Champagne is a step-by-step procedure: whilst holding the bottle at the base, peel back the foil wrap on the cork end and unwind. Next, place a thumb on top of the capsule whilst keeping the pressure on the cork. Remove the wire covering. Take the capsule off and quickly put a thumb on top of the cork because there may be pressure building up in the bottle - this avoids having the cork fly across the room. Hold the cork firmly, and then twist the bottle not the cork. Gradually turn the bottle in order to slowly ease the cork out. Keep the pressure on the bottle to get a little sigh rather than a podium pop."

"The Champagne glass must be absolutely clean - any detergent remaining will kill off the bubbles. Then take the Champagne bottle, tilt the glass, and pour it in very gently. The mousse will rise up the glass. Wait a moment for it to go down, pour a drop more Champagne into the glass, and then get it to the level where you want to serve it."

Signed: ..... Date: .....



Name: .....

## **Wine**

It is important when serving wine to dispense the correct product. Talk to the customer to determine which wine they require. Make sure that the wine selected is available by the glass or in full bottles only. If you are unsure ask a supervisor or manager. Wine is served in quantities of 125ml, 175ml and 250ml and full bottles (750ml)

Use a measure or a lined glass to dispense the correct quantity

When selling a full bottle open the bottle in front of the customer and serve in a wine bucket with half water half ice.

Signed: ..... Date: .....

## **CUSTOMER'S CHANGE**

A customer's change is exactly that. It is not to be considered a tip. In the event that a customer has left his/her change, you are to make every effort to give that money to him/her. In the event that you are unsuccessful in doing so, you are to print a copy of the receipt (login to your till, go to the tabs page, click 'print last receipt' in the top right hand corner of your screen), hand a write a note of how much change was left, place in to a coin bag and put in to the till. This over payment will then be dealt with by your manager. This is a decent and honest request and any breach of this is considered gross misconduct and could result in immediate dismissal.

Signed: ..... Date: .....

Name: .....

## TIPS

- Never accept tips over the value of £3 from 1 customer
- All tips must be recorded on a tip sheet including Bar, time, date and amount of tip.
- All tips to go in a glass on the back bar NOT in your pocket.
- Tip slips must be taken to your manager at the end of your shift.
- Tips must not be taken in the form of drinks (after or during a shift)
- Tips must be taken in cash and must never be put through the till.
- Change left on the bar is not a tip unless the customer says it is. Every effort must be made to return this money to the customer if this is not possible then the money must be passed on to your manager for safe keeping.
- You must always attempt to return any money found on the floor. If this is not possible then you must inform a manager ASAP. Any money found behind the bar that is not accompanied with a tip slip is assumed to belong to the bar and will be put in the nearest till with note indicating the amount and circumstances the money was found

Signed: ..... Date: .....

## Cloakroom.

The cloakroom looks after customers possessions. Every transaction is important and procedures must be followed at all times. Mistakes can cause incident and bad feelings when a drunken customer comes to retrieve their belongings.

- 1, one item per hanger, one ticket.
- 2, take the money and give change.
- 3, take name and this goes on our ticket give the other one to the customer.
- 4, our ticket gets fastened to the sleeve of the item with a clip
- 5, if you run out of clips, hanger, space no further items can be taken
- 6, only customer items to be stored in the cloakroom
- 7 no ticket no item. They must come back at the very end of the night or next day for their item.

Only a Manager can give out Items without a ticket. ID must be produced and details of the customer taken in case of disputes.

8 Items will be retained for 7 days then given to charity

9 There will be a charge of £5 admin fee for the return of lost property

Signed: ..... Date: .....

Name: .....

## Refusal of service

If a customer is excessively drunk and attempting to purchase alcohol it is required that you refuse service. You will be trained on how to spot the signs. If a customer at the bar is abusive or grossly insulting you can chose to refuse service but remember they will be likely to remain at the bar for longer if they are refused.

When refusing a customer service it is always a good idea to have the support of your colleges in the decision and get someone else to explain to the customer the reason for the refusal. Handling this incorrectly can turn a simple refusal into an incident that has to be dealt with by the manager and/or security.

Every refusal should be logged on the refusal sheet that is given to every bar at the start of the shift. You must record a brief description of the customer the reason for refusal, time and date and bar

Signed: ..... Date: .....

## HOW TO POUR THE PERFECT PINT.

With lager you need to show some care as the product is very gassy and frothing will occur if you simply open the tap and allow the lager to flow in the glass.

For best results follow these steps.

**Step 1.** Position the glass at an angle so that the tap touches the side of the glass,

**Step 2.** Allow the lager to flow until roughly  $\frac{1}{2}$  way up the glass and,

**Step 3.** Gradually straighten the glass until it is upright and full.

If you do not have a decent head lower the glass while the lager is flowing just before it reaches full.

Bitter is not as gassy as lager so it is easier to pour.

**Step 1.** Position the glass at an angle so that the tap touches the side of the glass,

**Step 2.** Allow the bitter to flow until roughly  $\frac{1}{4}$  way up the glass to from the head and,

**Step 3.** Straighten the glass and let it fill.

There should be no head at all on pints of cider.

With Guinness only difference to bitter is that you stop when  $\frac{3}{4}$  full and let it settle for 60-90seconds before topping up by pressing the tap forward do not over pour the Guinness there should be no wastage with a well poured pint of Guinness.

Signed: ..... Date: .....

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## How to Deal With Aggressive Customers

Aggressive customers can be a nightmare. Don't confuse them with asser ve customers who simply insist on their rights; this article is about the customers who issue threats, shout, ruin the experience for other customers, and make unreasonable demands. They may even grow physically aggressive by putting their hands on employees or causing damage to property. If you work in the service sector, it's smart to educate yourself on how to deal with aggressive customers.

### Defusing the Situation

**Stay calm.** The worst thing you can do in this situation is to raise your energy level to theirs, at it might turn a combustible situation into an all-out explosion. However, because you, as an employee, cannot simply walk away from the situation, you must stay engaged with the customer without letting your own temper get out of hand.

- The most obvious thing to avoid is raising your voice.
- Don't be sarcastic with the customer.
- Do your best to maintain a soothing voice and mask any frustration you might feel.

**Control your own body language.** It's easy to read the nonverbal cues of aggression and anger in other people's bodies, but be aware of the messages your own body is sending to the customer. It's not enough to simply keep your voice down — you must soothe the customer's mood with all the communicative devices in your toolbox. Some nonverbal cues to control and avoid include:<sup>[1]</sup>

- Pacing
- Drumming your fingers or tapping your feet
- Clenching your fists
- Clenching your jaw
- Rolling your eyes
- Furrowing your eyebrows
- Staring the customer down
- Crossing your arms or putting your hands on your hips

**Don't enter the customer's physical space.**<sup>[2]</sup> Even when everyone's calm, violating someone's personal space can be interpreted as a show of aggression or lack of care for someone's level of comfort. When people get angry, they need a larger area of personal space, so give aggressive customers wide berth. Otherwise, they may think you're trying to

show aggression of your own, or that you're not taking the situation seriously by failing to recognize how agitated they've grown.

- For your own personal safety, try to stand behind a counter, table, or other barrier to reinforce the physical distance between you and the customer.

**Listen to the customer's grievance.**<sup>[3]</sup> Understand that no matter how unreasonable the customer is being in terms of the scale of their anger, there may very well be a kernel of truth to what they're saying. By letting the customer air their grievance, you're letting them vent off some of their frustration and hopefully stopping the situation from getting worse. Furthermore, you're showing them that you, as an employee, care about the customer's experience, gaining you good will.

- Don't ever interrupt the customer, even if you want to respond to something they've said.
- Even if they're being unreasonable, allow them to talk themselves out.
- Use positive nonverbal communication cues to demonstrate that you're actively listening and engaging with the customer. Examples include maintaining eye contact (but not staring), nodding along, and demonstrating concern on the customer's behalf at the appropriate moments with facial expressions.

**Ask questions to better understand the problem.**<sup>[4]</sup> In order to calm a customer down, you need to understand why they're upset in the first place. If the customer is so worked up that they're ranting instead of providing you with useful information that you could use to assess and resolve the situation, wait until there's a gap in the conversation to ask guided questions that will help you understand what's going on. Again, don't cut the customer off — wait for an opportunity for you to speak. Some questions you might ask include:

- "Is this the first time you've had this issue at our business? Can you tell me more about your previous frustrations, so I know specifically how to instruct our staff how to improve customer experience?"
- "Tell me exactly what happened today, from the beginning. What was the exact employee behavior that triggered your bad experience?"
- "Was there a single action that ruined your experience with us, or are you frustrated by the buildup of several small problems? Is there one large thing we need to change, or several small adjustments?"

- "Which employee or employees are you upset with right now? Is there one person in particular, or does our whole staff need to be addressed about their attitudes and performance?"
- If another employee is involved, use your discretion to determine whether or not it would calm the customer down to involve that employee in the conversation.

**Try to find a solution to the problem.** Ask the customer what you could do to make them feel better about the situation. If what they ask is reasonable and within your power, give them what they ask for. However, aggressive customers are sometimes irrational in their demands, or ask you to do something you are not authorized to do.

- Try to strike a compromise. Explain to the customer that you would give them what they want if you were authorized to do so, but that you would be punished yourself if you did that. Instead, offer them whatever you're authorized to give.
- Call a manager. If the customer would like something that you're not authorized to provide, call a manager or supervisor to see if it can be authorized.

#### Part 2 of 2: Ejecuting a Customer

**Lay out the repercussions for their behavior.** If you feel like a situation is getting out of control and either threatening your personal safety or the positive experience of your other customers, tell the angry customer that you will ask them to leave if they don't control their frustration. Everyone loses their temper from time to time, so give them a chance to get a handle on it. Remain respectful and calm; don't raise your voice or point your finger at them. Simply tell them what the next steps will be if their behavior doesn't change. Some things you might say include:

- "I understand that you're frustrated, but we both need to be calm to resolve this situation."
- "Your frustration at your bad experience is now making the experience worse for the rest of our customers. We'd like to work with you to fix the situation, but don't you agree that the rest of the people here have a right to a pleasant experience too?"

**Explain why you're asking them to leave.** Customers often take the slogan "the customer is always right" to heart, not realizing that the customer can very often be wrong.<sup>[5]</sup> Explain to the customer that their abusive behavior is personally threatening, and that they are ruining

the experience for all of their other customers, who have just as much right to good service as they do.<sup>[6]</sup>

- "While you have a right to voice your concerns, you do not have a right to be abusive towards our staff."
- "I am happy to work with you to resolve this situation, but your behavior is making me feel uncomfortable."
- "As an employee, it's my job to protect my colleagues and patrons, so I have to ask you to leave the building."
- "If you don't remove yourself from this situation voluntarily, I'll have to call the police to protect my staff and customers."

**Escort the customer out of the establishment.** To reinforce your verbal ejection of the customer, move toward the exit yourself and ask the customer to follow you. Even if the customer does not initially respond to the ejection, lead the way. Do this even if the customer does not take your lead and move toward the exit at first; when they see that the object of their anger is moving away, they will likely follow you toward the exit.

- The objective is to remove the customer from the premises in order to protect both the safety and the experience of the people in your business.
- Often, when the customer finds themselves removed from the business, they will move on even if they are still upset.
- Allow them to move away from the business on their own before you return to work. If they see you immediately go back inside, they might follow you back in.

**Don't put your hands on the customer.** Unless you feel that the customer has grown physically threatening to you, other employees, other customers, or themselves, avoid touching the customer. Touching someone who is overly agitated could cause them to react very poorly, and potentially violently.

- However, if the customer becomes physically aggressive either to you, someone else, or to themselves, you are within your rights to try to prevent injury by subduing them.

**Call security or the police if necessary.** If you don't feel safe around the customer or if the situation is disrupting your business and doesn't have an end in sight, call the police or a security service if your business pays for one. Try to limit the customer's impact by getting



them outside of your business. Don't try to physically detain the customer, as you don't have any legal right to do so unless they physically attack someone.

- If the customer puts their hands on someone or breaks property, do your best to get them out of your establishment. If they won't leave, move employees and customers away from the aggressive customer to protect them from physical harm.
- Stay calm and respectful, but do not try to engage the customer any further. You've done everything you can to resolve the situation, and you should just disengage and wait for the authorities.
- Keep the phone numbers for security easily accessible for the entire staff instead of keeping them in the back office. When customers get out of hand, employees almost always call the onsite manager to deal with the situation. If the situation truly gets out of hand, there's a good chance the manager is already busy with it, so all employees need to know how to reach out for help.
- Post the phone numbers somewhere out of the way of customer traffic, but regularly visited by employees — behind a cash register, or in an employee break room, for example.
- Make sure the number is clearly legible. If you have bad handwriting, print the number out using a computer.

**Use discretion when asking a drunk customer to leave.** If you work in a restaurant or bar that served enough alcohol to a customer to get them to that state, you may be held responsible for that person's actions once they leave your establishment.<sup>[7]</sup>

- If the customer seems drunk, offer to call them a cab while they wait outside.
- If they are with a group, ask a sober friend to drive them home.
- If they insist on driving themselves, write down a description of the car including the number plate, and call the police immediately with that information.

BLANK.

# NP Clubs Paper Work

## Training Book 4

Name: .....

Signed: .....

Date: .....

Training done by :-.....

Date: .....

Signed: .....

Name: .....

## PPE

PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE). Staff have read and understood the **PPE Doc**. There is always a manager on hand to advise if you are unsure of any aspects of the use of PPE. It is your responsibility to ensure you use PPE. Failure to use PPE or request PPE when needed will result in disciplinary action.

Signature: ..... Date: .....

## How to identify fake notes

Please initial each topic to indicate you have fully understood the material in the **take a closer look** booklet and have had the opportunity to ask questions.

When should I check banknotes?.....

What features should I check?.....

What should I do if I think I have a counterfeit note?.....

What type of ultra-violet (UV) lamp should I use to check a banknote is genuine?.....

Can I use a detector pen to check whether a banknote is genuine?.....

I have read the night time booklet and have understood all topics:-

Signed: ..... Date: .....

Name: .....

## STOCKING FRIDGES AND ROTATING STOCK IN THE FRIDGES

When re-stocking from the cellar always use stock that has the shortest date on it. This will prevent stock from going out of date in the cellar. If all the stock is of the same date always take loose bottles and open cases first this will keep the cellar tidy.

When putting stock in the fridge always place new stock at the back of the fridge. This will bring older stock to the front and ensure that we always sell cold products.

Bottles must be placed in neat lines from back to front with the product label pointing forward.

Stock must be kept within the same positions within the fridge this reflects the popularity of the product and products we are attempting to promote increase in sales. How the fridges look and the positions of the products have a significant effect on the sales. If you discover any out of date stock inform the cellar team and your manager ASAP.

Signed: ..... Date: .....

## CCTV

CCTV and audio recording is used for monitoring and surveillance in all Newport Venues premises. This is primarily for security and to further protect you as an employee. It should not be viewed as spying rather than to protect your innocence by way of evidence for any discrepancy. Your privacy is protected under UK Law. Use of such equipment may be used as the basis of disciplinary action following regular monitoring. Please be advised that all actions and potential conversations during work areas will be recorded and monitored.

Signed: ..... Date: .....

Name: .....

### Safe use of ladders and stepladders

Please initial each topic to indicate you have fully understood the material in the **Safe use of ladders and stepladders** booklet and have had the opportunity to ask questions.

When is a ladder the most suitable equipment?.....

Who can use a ladder at work?.....

Check your ladder before you use it.....

Using your ladder safely.....

What about the place of work where the ladder will be used?.....

What are the options for securing ladders?.....

What about ladders used for access?.....

What about the condition of the equipment?.....

I have read the safe use of ladders and stepladders booklet and have understood all topics:-

Signed: ..... Date: .....

### Barrels

#### Monday night

All empty barrels must be brought up on this day for pickup on the Tuesday morning.

Only completely empty barrels should be brought up any part barrels should be ladled "use me next" or "faulty" if you think a barrel is faulty you must report it to a manager. Only managers can label a barrel faulty.

Signed: ..... Date: .....

Name: .....

## **BIN SCHEDULE**

**GENERAL WASTE WILL BE EMPTIED ON MONDAY AND THURSDAY MORNING  
GLASS AND CARDBOARD WILL BE EMPTIED EVERY TUESDAY AND THURSDAY MORNING  
BINS MUST GO OUT THE NIGHT BEFORE**

Rubbish must be in a bag.

Bags must be inside a bin, not on top or on the floor.

Bins must not block fire exits at any time.

Bins must be brought in at the start of the next day if they have been emptied.

If a bin pickup is missed/not put out/not picked up you must inform a manager.

Bin area must be kept clean and clear at all times.

Signed: ..... Date: .....

## **Accident reporting**

Accident reporting is a very important part of the business. We must do everything we can to prevent any accidents but accidents will happen, and when they do we must inform a first aider and a manager immediately and record the details in the accident book. All accidents to customers or staff must be recorded with details location and action taken even if it's just a case of a small plasters given it all needs to be logged. If it is a serious accident then further evidence needs to be taken for the insurance company, this is done by the manager so it is important to inform your manager immediately. There are 2 accident books in courtyard one in Blind tiger kitchen and one in the cctv office.

Signed: ..... Date: .....

Name: .....

## Maintenance reporting

When things brake or are damaged in any way we need to get them fixed as soon as possible. For this to happen there is a procedure that must be followed. Protect the public and staff from injury. Cordon off area until it is safe, use tape and cardboard for windows, water needs to be turned off locally when there is a leak and electricity needs to be switched off when there is a electrical problem. Inform a manager immediately, how to resolve these serious problems is a manager's job the wrong decision can make a bad situation worse. Your job is to cordon off the area and inform a manager as soon as possible. If there is no manager then call one or call iffy for instructions. If the maintenance problem is of a less serious nature then as always ensure there is no danger to staff or the public and report it to a manager/ leave a note of problem date and location with the rota so the maintenance team can have a look next day.

Signed: ..... Date: .....

## Cloakroom.

The cloakroom looks after customers possessions. Every transaction is important and procedures must be followed at all times. Mistakes can cause incident and bad feelings when a drunken customer comes to retrieve their belongings.

1, one item per hanger, one ticket.

2, take the money and give change.

3, take name and this goes on our ticket give the other one to the customer.

4, our ticket gets fastened to the sleeve of the item with a clip

5, if you run out of clips, hanger, space no further items can be taken

6, only customer items to be stored in the cloakroom

7 no ticket no item. They must come back at the very end of the night or next day for their item.

Only a Manager can give out Items without a ticket. ID must be produced and details of the customer taken in case of disputes.

8 Items will be retained for 7 days then given to charity

9 There will be a charge of £5 admin fee for the return of lost property

Signed: ..... Date: .....



Name: .....

### Daily log sheets.

It is essential that Daily log sheets are filled out during the day.

It is part of the opening up procedure to ensure that a daily log sheet is started before the venue is opened to the public. The venue and date must be filled in clearly. The open up checks must be done including checking fire exits are clear, emergency lighting and fire equipment is present. The first check of every area of the venue should be done before the venue is opened.

After this the toilets must be checked every 20min and the venue checked every 30min for the period the venue is open. The daily log sheet must be updated after each check is done. Any damage/hazard or issues should be rectified immediately or reported to the duty manager. Spills on the floor should be dried up as soon as it is spotted, hazards removed and issues dealt with. Toilet checks should include toilet roll and hand soap dispensers. During the checks the cleanliness and presentation of the venue can be maintained

The staff have been trained and understood the importance of the daily log sheet and the procedures and checks that must be carried out during the time the venue is open. The staff have been informed of the damage, hazards and issues they should check for during the inspection of the venue. Including slip and trips hazards and wet floors, damage to venue, electrical hazards, blocked fire exits, damaged furniture, broken lights, fire hazards, blocked toilets or sinks. The staff have also been taught that the venue and toilet checks are a chance to tidy the venue keeping the high standards of presentation customers expect of our venue.

Signed: ..... Date: .....

### WASTAGE RECORDING

All waste must be recorded on a waste sheet. This includes mispours that cannot be sold, out of date stock, spills, breakages (on the bar and cellar) and drip trays.

Only managers can authorise a replacement drink for a customer complaint.

Always attempt to sell mispours within a reasonable time to preserve quality of the drink.

Signed: ..... Date: .....

Name: .....

## CHANGING KEGS

Please initial each topic to indicate you have fully understood the material in the **CHANGING KEGS** booklet and have had the opportunity to ask questions.

CHANGING KEGS.....

CHANGING THE GAS.....

CHANGING THE POST MIX.....

I have read the **CHANGING KEGS** booklet and have understood all topics:-

Signed: ..... Date: .....

# NP Clubs Extras

## Training Book 5

Name: .....

Signed: .....

Date: .....

Training done by :-.....

Date: .....

Signed: .....

Name: .....

## Posters

When posters come in they must be taken up to Ben's desk. It is not acceptable to just leave them anywhere on the bar in the washroom or in the office. They must be placed on Ben's desk. If this is not possible then they can be left on top of the big fridge in blind tiger with a note left for Ben. Posters must be checked and distributed to all the venues and it is Ben's job to do this. If posters are lost they might not be found before an event happens and this is a massive waste of money. When Ben hands you some posters that need to go up in our venue they must go up immediately, and it is your responsibility to make sure they go up.

Signature: ..... Date: .....

## Fire Training

You have fully understood the material in the fire extinguishers booklet and have had the opportunity to ask questions.

Fire escapes/exits.

Fire exit obstructions

Fire alarm test

Procedure when fire is found

Location and types of fire fighting equipment and their use

Leaving the building

Assembly point

Why keep rota up to date and informing your manager if you leave THE BUILDING

Never put yourself at risk

Disabled persons

Staffs trained and understand the importance of keeping fire escapes clear and unlocked. Staffs also know what fire alarm sounds like and how to set it off. Staffs know the location of fire points and fire fighting equipment. They also know what fire fighting equipment to use and on what types of fire. Staff know procedure when fire is found, leaving the building and assembly points. Staffs know never to put themselves at risk. Staffs have been trained to help disabled persons out of the building.

Signature: ..... Date: .....

Name: .....

### Free Pouring Alcohol

At absolutely no point are you to free pour anything from spirit and liqueur bottles. These are always to be measured into a glass using your jiggers. (One Jigger at 25ml, the other at 50ml).

This applies to both the making of any cocktails and or regular spirit serves. Here at NP Clubs we can NOT put anymore than 50ml of spirit in a single glass. If a customer orders a "triple" (or more) for example, you are NOT allowed to put a 75ml measure of spirit into their glass, you can however, put a 50ml measure of spirit into their glass, then serve a 25ml measure in a shot glass next to their serve. It is then the customers' choice to put that extra shot into their drink. Please insure you measure each spirit accordingly.

The only exceptions to the rule, whereby single and double measurements change are with the likes of Baileys or Martini. Where a single measure is 50ml and a double measure is 100ml; if you're ever unsure, please ask your Supervisor or Manager.

Signature: ..... Date: .....

### Wastage reporting and mispouring drinks

If you mispoure a drink for a customer there is a procedure that must be followed.

- 1 You must inform the customer of the mistake.
- 2 You can offer the drink to the customer at full price. (sometimes they will be ok with cola instead of lemonade)
- 3 If the customer does not want the drink it must be replaced.
- 4 The drink should be put on the back bar and all staff informed what it is (put a note under the drink so we know what it is and it is not a staff drink)
- 5 If you can sell it in less than 10min then please do so. (at full price)
- 6 If you cannot sell it must be disposed of in the sink and recorded on the waste sheet.

All waste must be recorded on a waste sheet mispoures, out of date stock, spills, breakages (on the bar and cellar) and drip trays.

Only managers can authorise a replacement drink for a customer complaint (If the customer has a complaint about his/her drink). Drip trays and wastage from barrel changes must be recorded on the waste sheet.

Signature: ..... Date: .....

Name: .....

### How to use a police Radio

Please initial each topic to indicate you have fully understood the material in the radio Scheme booklet and have had the opportunity to ask questions.

Basic Radio Etiquette rules.....

The four golden rules of radio communication.....

Phonetic Alphabet.....

Speaking the language.....

Making a call.....

I have read the radio sceme booklet and have understood all topics:-

Signature: ..... Date: .....

### How to spot fake ID

Licensing Law Awareness (do you know how to spot a fake ID?) booklet has been read and understood

Signature: ..... Date: .....

### How to deal with needles

Strict no-drugs policy, enforced by club security procedures.

If you find a needle or any sharp object prevent any staff or customers from getting injured by remaining with the object with out touching it. Try as best you can not to draw undue attention to the object. Inform a member of management or door staff who will dispose of the object safely. Never try and pick it up yourself.

- Staff trained in collecting discarded needles using 'sharps kit' - puncture-resistant gloves, tongs and sharps box.
- Staff trained to dispose of sharps container as clinical waste.

Signature: ..... Date: .....

Name: .....

## SLIPS, TRIPS AND FALLS

You have fully understood the material relating to slip's trips and fall's in the staff handbook and have had the opportunity to ask questions.

**[Newportvenues.com/staffhandbook.pdf](http://Newportvenues.com/staffhandbook.pdf)**

Signature: ..... Date: .....

## Receiving Deliveries

When taking in a delivery always check the delivery note given to you with the items being delivered to make sure they match and undamaged.

Do not sign a delivery note unless you are 100% sure it is correct. If in doubt ask a supervisor or a member of management.

If there is any difference between the delivery note and the actual items delivery make a manager aware immediately and let them sign for the delivery.

Once the delivery has been made make sure it is kept in a secure and safe place and making sure it will not be a trip hazard to anyone if left on the floor.

If money is to be given to the delivery man you are not authorised to give money unless a manager has gave you permission to do so, if not find the duty manager to make a payment.

Invoices must then be passed onto the duty manager and filed correctly.

Signature: ..... Date: .....

Name: .....

## Spirits and shots service

When pouring always hold the spirit bottle by the neck with the lable facing the customer. Always serve on the front of the bar so the customer can see what you are doing, it is a rule at NP Clubs that all drinks must be served on the bar front as it looks very unprofessional serving on the back bar.

When pouring a shot place the 25ml shot glass onto the front of the bar and pour making sure of no wastage.

Under Pouring is unacceptable so make sure the shot glass is full to the rim.

If it's a busy night and you find you are out of shot glasses get a Jager glass and pour one single shot into the glass using the 25ml jigger.

Signature: ..... Date: .....

## Accused of short changing

From time to time everyone is accused by a customer of short changing them. It is to be expected so don't panic. The procedure in this regard is well tested. First you talk to the customer without getting excited, the customer may be sober or drunk we deal with it the same way.

- First you inform a supervisor or manager.
- Need to take a note of the time, till, transaction and customers name and contact number.
- Cctv can be checked. (this is where dealing with money in a open way helps so we can see what's going on.)
- If its possible the till will be checked there and then and the customer informed straight away.
- If this is not possible then the till will be checked at the end of the night and any money owed will be returned.
- Never just give out money because the customer is adamant the till must be checked.

Signature: ..... Date: .....



Name: .....

### **Dealing with the Police**

Find the designated manager and let them know the police are waiting.

Do not volunteer any information without talking to a manager.

If no manager is available take details including the date of the incident, time and where in the venue the incident took place. (If they say downstairs dance floor try and ask if they know what area of the dance floor it was) also take the police officers contact telephone number and pass it on to the next manager you see.

Signature: ..... Date: .....

### **Reporting theft of stock or money**

It is imperative you inform a manager of any incident you may see or hear about where a member of staff is stealing from the company. This would be money or stock. Giving free or cheep drinks out is considered stealing also. When informing a manager please do so in private and the manager will ensure your anonymity. If we later find out you were aware of such an incident and fail to inform us we will consider you as equally responsible. There are very good cctv on every bar and we have experienced operators who on a regular basis check random shifts. If you receive a free/cheep drink on a night out they are not doing you a favour they are endangering your job.

Signature: ..... Date: .....

### **Terrorism and the night time economy**

Crowded Places Guidance night time economy booklet has been read and understood.

Signature: ..... Date: .....

Name: .....

## Taking orders and serving drinks

### The welcome

- Be warm and friendly always smile to the customer
- Try and acknowledge every customer as soon as you can
- Even if you are busy acknowledge every customer and let them know you will be with them as soon as you can

### Question time

- Get the whole drinks order in one go
- Offer a glass if you are serving the customer a bottled drink
- Ask if they would like ice in the drink
- Finish by asking "would you like anything else?"
- Repeat the order back to the customer. This confirms the order and helps you to remember it.

### Prepare glass

- Make sure the glass is cold, clean and chip free.
- Put the glass onto the front bar so you are serving the drink in front of the customer
- If you have more than one drink line up the number of glasses you need ready, this saves time which means a faster service
- Place the ice into the glass making sure you use a ice scoop
- Fill the glass up half way with ice so it's not too much

### Make drinks

- Always pour on the front of the bar
- Make sure you spirit label is facing the customer so they can see what you are pouring
- If the drink is a single fill the glass up  $\frac{3}{4}$  with the mixer
- If the drink is a double fill the glass up to the rim with the mixer

### Deliver

- Handel the glass correctly (by the base or the stem)
- Let the customer know which is which saving them having to guess

### Payment

- Take the payment and always remember to say thank you and goodbye.
- If its quiet check that the customers are happy with the drinks
- Offer further drinks if appropriate

Signature: ..... Date: .....



## NPCLUBS

54 Cambrian Road  
Newport  
NP20 4AB

Tel: 01633 259144

Email:

[info@newportvenues.com](mailto:info@newportvenues.com)

## DRUG POLICY

Use of queuing system covered by cctv to monitor and assess customers before entering venue. Observing behaviour and attitude of customers while in queue help inform our targeted searches on the door.

Searches are done on the front door. Searches are random and targeted. Male and female SIA door staff are used to search their own gender.

All staff are trained to identify and report and suspicious behaviour or customers who are in any distress. Bar's are placed in every room and garden not only to serve customers but to oversee the area and operate as a additional supervision of customer conduct.

Floor staff check toilets a minimum of every 20min. They are trained to identify and report any suspicious behaviour or customers in distress.

Managers enter and check toilet area on a regular basis.

Door staff stationed outside toilets where they can monitor entry and exit checking inside on a regular basis.

Have sign within the toilets informing customers of our 1 person per cubical policy.



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Doors to cubical in (male toilet only) have bottom of door raised off the ground to enable the number of occupants to be seen.

All toilets have very good lighting

We have number of cameras covering customer areas with a CCTV operator watching live.

CCTV sign in men's toilets only, informing customers of the CCTV camera covering the entrance, sink's and doors to cubical to identify suspicious behaviour and customers in distress. This camera and all others is monitored live by our CCTV operator. We are also registered with the information commission of London.

Any persons suspected of possession/use of illicit substances are given the opportunity to consent to a search. As it states at the entrance "Consenting to a search is a condition of entry". They have the right to refuse a search but are politely asked to leave as it's a condition of entry.

All SIA staff, managers and CCTV operators have 2 way internal radio allowing for good communication and the direction of staff to suspicious/problem behaviour.

All substances believed to be drugs are logged and put in drug safe supplied by Gwent Police.



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Protocol and procedure with the police

Any drugs found at any time are seized.

Drug book supplied by Gwent Police is filled out.

Item and original from the drug book are placed in a police evidence bag with the bag number recorded in the book. The book retains the carbon duplicate of the sheet within the sealed bag.

Bag is then placed in the drug safe provided by Gwent Police and they only have access to the contents.

When the police empty the safe they counter sign the drug book to indicate they have received all items logged.

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### DISSIPERSAL POLICY

Sign on entrance/exit informing customers to leave quietly and in an orderly manner and to respect our neighbours. Please don't loiter on the town centre.

Bar service is stopped at least 30 min before the end of the night. Bar serve only free water till customer leave the venue.

We have a staggered closing process where satellite rooms are closed which reduces the number of people within the venue at the end of the night.

Once the lights are switched on and the music turned off customers are give plenty of time to make their way to the exit minimising any friction or aggravation. SIA staff and managers are stationed at the exit to ensure no bottles and glasses are removed from the venue.

Customers are reminded on their way out not to loiter on the city streets. Any customers who engage in loitering or cause trouble outside the venue are captured on CCTV and are refused entry to the venue in the future.

Door staff and managers mingle with the exiting customers at the end of the night encouraging them to go home and help find taxis for people. All the time reminding customers that any problems caused by them outside the venue will impact their ability to enter the venue in the future.

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## Dispersal Policy

### Transport

Probably the biggest single factor triggering disorder and disturbance is a lack of public and private transport at the end of the evening, preventing the swift dispersal of customers away from the venue. There are a number of steps operators can take to reduce transport related problems:

- promote safety on leaving, for example through operating a concierge service and providing a safe place for customers to wait for taxis (particularly lone females);
- advertise reliable services by providing free phone numbers for licensed mini-cabs and details of nearby taxi ranks, bus timetables or other local transport networks;
- agree an operating policy with local private and public hire vehicles, for example banning the sounding of horns after 11 pm;
- discuss with the council the location of taxi ranks to ensure they are easily accessible without causing bottlenecks outside venues;
- consider, in discussion with the police and council, the use of stewards to act as marshalls at bus stops and taxi ranks; and
- work with the local authority and transport providers to agree bus routes, stops and timetables.

### Road Safety

Should the venue exit onto a public highway, operators should ensure separation of customers and traffic—if necessary by the installation of permanent or removable barriers.

### Car Parking

If appropriate, operators could advise customers of the best car park to use (either through their website or on printed material) so that they leave in a direction with minimum disturbance to local residents. Operators might also be able to negotiate with local car park operators to allow customer usage.

### Staffing

During the last half hour of trading, the service points in each bar may be reduced and some staff reallocated to collect glasses or work in the cloakroom. This will assist customer departure and reduces the potential for people to carry glassware out of the premises.

### Cloakroom

The cloakroom should be set up in order to assist the swift return of coats with staffing and control systems increased in the period prior to closure.

### Music and Lighting (internal)

Suppose that

is true

Prove that the following is true: If  $A$  is a set and  $B$  is a subset of  $A$ , then  $B$  is a set.

Let  $A$  be a set and  $B$  be a subset of  $A$ . We want to show that  $B$  is a set. By the definition of a set, we need to show that  $B$  is a collection of objects. Since  $B$  is a subset of  $A$ , every element of  $B$  is also an element of  $A$ . Therefore,  $B$  is a collection of objects, and hence  $B$  is a set.

Suppose that

is true. Prove that the following is true: If  $A$  is a set and  $B$  is a subset of  $A$ , then  $B$  is a set.

Suppose that

is true. Prove that the following is true: If  $A$  is a set and  $B$  is a subset of  $A$ , then  $B$  is a set.

Suppose that

is true. Prove that the following is true: If  $A$  is a set and  $B$  is a subset of  $A$ , then  $B$  is a set.

Suppose that

is true. Prove that the following is true: If  $A$  is a set and  $B$  is a subset of  $A$ , then  $B$  is a set.

Suppose that

During the last 20 minutes of trading, the DJ may typically play slower music and reduce the volume of the music played. In addition, lighting levels can be manipulated to encourage the gradual dispersal of patrons during the last part of trading and the drinking up period (see winding down).

#### Lighting (external)

Operators have found that the use of bright lights at the exit of the venue encourages customers to leave more quietly. Operators should liaise with the local council to establish guidelines on the positioning of these lights which will also prompt customers to leave the area quickly and enhance CCTV coverage.

#### Minimising Noise on Exit

If possible, a manager should be in the area close to the main exit to oversee the end of night departure period. DJ announcements should be used to remind customers to be considerate on leaving the premises. While highly visible notices can be placed in the foyer requesting exiting customers to leave quietly and to respect neighbours and their properties.

#### Bottles or glasses

Signage should make clear that customers will not be allowed to leave the premises with bottles or glasses. This policy should be supported by a vigilant door team searching customers where necessary. If appropriate, bins can be provided at exits for use by customers. Operators could also provide advice on any drinking ban in the area.

#### Litter

Operators should send out a "Rubbish Patrol" following closure. This patrol will pick up bottles, flyers, food wrappings etc in the immediate vicinity of the premises. As well as clearing rubbish, the patrol acts as another set of eyes and ears identifying potential disorder. Their activity, particularly sweeping the pavement, will also encourage customers to vacate the area outside the premises.

#### Door staff

The door team play a key role in the implementation of several aspects of any dispersal policy:

- encouraging customers to drink-up and progress to the exit within a venue throughout the latter part of drinking-up time;
- drawing the attention of exiting customers to the notices in the foyer and ask them to be considerate;
- ensuring the removal of all bottles and glasses from departing customers;
- actively encouraging customers not to congregate outside the venue;
- and



— directing customers to the nearest taxi ranks or other transportation away from the area.

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## Wristband policy

NP Clubhop and multivenue wristbands offer our patrons access to 5 NP Clubs venues for a single fee. These wristbands can only be brought from Warehouse54 and more recently from the Courtyard.

The benefit of a multi venue wristband and for having internal access routes between 3 of the 5 venues (namely Warehouse54, blind tiger, the courtyard) lies first and foremost in patron safety. This setup allows for our patrons to move freely between our 3 main venues without ever having to go back onto the street, where there is an increased risk of anti-social behaviour, and other potential safety risks.

It is a trend that people choose not to stay in a single venue all night, with many choosing to move between several venues. Without internal movement between venues this can encourage the rushing of drinks, with people rushing to finish one drink before moving to the next venue and buying another. Having linked venues means our patrons can carry their drinks through and it is discouraging irresponsible drinking.

Our two door entry system (one in warehouse54 and the courtyard) as part of the multi venue wristband policy means we can better monitor attendees with a team of at least 4 licensed door supervisors, and a manager at all POS (wh54 and cy) points at all times. Charging for entry allows us to interact with patrons at the point of entry; this allows us to make an assessment on whether or not this person should be in our venue. Places without a charge at point of entry have less of an opportunity to do so.

If our patrons leave wh54-blind tiger-courtyard complex, they can re-enter, however they may be subject to another search and id check. We will also check the validity of their wristband, in the past there have been cases of people removing a wristband and someone gluing it back together around their wrist, in order to either share a single wristband and avoid paying entry or to gain entry using an old wristband.

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Blank





*This is to certify that*

**ZARA ASHRAF**

*has successfully completed assessment in the following subject for the purposes of the Health & Safety  
(First Aid) Regulations 1981 and Health & Safety (First Aid) Regulations (Northern Ireland) 1982*

**QA LEVEL 2 AWARD IN  
EMERGENCY FIRST AID AT WORK (QCF)**

*Date of achievement*

**14 July 2016**

*This certificate is valid for 3 years.*

*Refresher training is recommended as follows:*

**3 hour annual update 1 - due July 2017**

**3 hour annual update 2 - due July 2018**

**1 day EFAW course - due before 14 July 2019**

*Certificate Number*

**1119347**

*Qualification Number*

**600/7620/3**

**Safeguard Medical Services Ltd**

Uskside Business Park, Church Street, Newport, Gwent NP20 2TX  
03330 065439

**Registered Centre 906144**

**QA**

**QUALSAFE AWARDS**

*Anita Goodfellow*

Anita Goodfellow, Chief Executive  
Qualsafe Awards

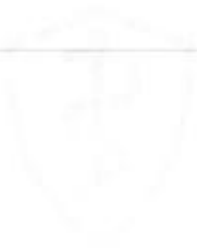
[www.qualsafeawards.org](http://www.qualsafeawards.org)

Regulation  
**Ofqual**  
For more information see <http://www.ofqual.gov.uk>

**CEA**  
Rewarding Learning



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**CLOVER**

# **CERTIFICATE OF COMPETENCE**

This is to certify that

***Zara Ashraf***

*Has attended a training course in*

***Understanding COSHH  
and Safety Data Sheets***

***Safe and correct use of  
Clover Chemicals products.***

***Correct use of cleaning  
schedules.***

***On behalf of Clover Chemicals Ltd***

James Tobias, Sales Director

Date: 31/03/2016

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## The Importance of Night Time Economy in Newport

Night life is a huge part of any functioning city, both culturally and financially. According to the Forward Into The Night report, which was produced by the Night Time Industries Association (NTIA), 6% of the UK's gross domestic product is generated by night-time businesses, which employ around 1.3m people. This importance is evident in Newport, NP Clubs currently employs over 90 staff both full and part time with an average annual wage bill of over £780,000. That is a large portion of money that is in turn being spent in businesses throughout the city. On top of our regular staff we often bring in contractors for maintenance and upkeep work again contributing to the local economy by using local trades people.

Far from fuelling binge-drinking and alcohol and drug-related crime, the NTIA claimed that the night-time economy is partly to thank for improving crime rates. Recorded crime is now 38% lower than in 2002/03. "Venues are now safer than ever," argued the report. "And most bars and pubs are careful to ensure that their customers enjoy a safe evening out."

**"The attempt to extend regulation of the night-time economy or curb its activities will do very little to reduce the problem of alcoholism or violent crime," it added. "Most alcohol is consumed outside licensed pubs and bars."**

"Lighting up our streets, employing 8% of our workforce - a large proportion of whom are young - paying business rates and as active stakeholders in our local communities, our industry simply makes Britain better," said Alan D Miller, founder of the Old Truman Brewery in London's East End and chairman of the NTIA.

Below I have listed to NTIA's recommendations in full:

1. For the night-time economy (NTE) to flourish in the UK, the industry needs to work together to collectively gain favour with policymakers and the police.
2. The evident social and cultural readjustment to the night-time economy should be accounted for through fair regulation across licensing, planning, entry procedures, and crime. The police and local authorities need to realise the value of the NTE to the local communities.
3. Nationally, licensing frameworks should work with operators to better support venues while ensuring the safe and effective operation of the industry.
4. Crime classifications need to be revisited to recognise that crime associated with the night-time economy is not committed by venues, but against them.
5. We should be encouraging a nationally accepted code of conduct for the industry, which ensures best practice, and protects the individual venues that are operating to the standards imposed and accepted by the industry.
6. The nature of the conversation around the industry needs to change - to support and champion one of the UK's most culturally significant industries, rather than belittle and stifle it.
7. Regular research into the quantitative value of the NTE should be undertaken, to ensure that policymakers and industry are made aware of the contribution to UK culture, economy and society.

One of the main criticisms of the NTE in Newport is the alleged negative correlation with crime statistics, I have considered these allegations and the figures I found where surprising to say the least:

**PUBLIC ORDER OFFENCES (England and Wales):**<sup>1</sup>

2006/2007 – 236,661

2014/2015 – 159, 528

**VIOLENCE WITH INJURY (England and Wales):**<sup>2</sup>

2006/2007 – 506,325

2014/2015 – 374,216

**DRUG OFFENCES (England and Wales):**<sup>3</sup>

2006/2007 – 194,233

2014/2015 – 169,964

This shows a clear decrease in the crimes most commonly associated with the NTE, contrary to the claims of local authorities within Newport. Below are some crime statistics comparing March 2015 to March 2018, these stats are for Newport and are provided by Gwent Police.

**ANTI-SOCIAL BEHAVIOUR**<sup>4</sup>

March 2015 – 1,783

March 2018 – 739

**DRUG OFFENCES**<sup>5</sup>

March 2015 – 145

March 2018 – 116

**TOTAL CRIME INCLUDING ASB AND PUBLIC ORDER OFFENCES**<sup>6</sup>

March 2015 – 5,367

March 2018 – 4,985

Again, this shows a decrease in crimes that are commonly associated with the NTE in Newport. It may be a case of sensationalism - with the advent of social media and people choosing to pull their phones out and record any incidences and share on social platforms that is causing a larger concern around crime during NTE trading hours. However, the facts are that the number of reported crimes has decreased in recent years, contrary to the dialogue of the masses on social media. However, this doesn't mean that this conversation about crime is detrimental to the NTE, it's quite the opposite. This sort of dialogue should be encouraged and contributed to by NTE businesses, emergency services and local authorities, by encouraging a regular and pro-active dialogue around these issues we can work together as a city and a community to combat them. Finger pointing and blame laying is detrimental to Newport, both financially and culturally. Historically, Newport has been known for its NTE but over the years it has lost large portions of it, historic venues such as TJ's falling to ruin and left abandoned and rotting. The cultural significance of the NTE should be recognised and should be a source of pride. Collaboration and transparency will ensure a safe and enjoyable environment for

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<sup>1</sup> <https://www.gov.uk/government/statistics/historical-crime-data>

A summary of recorded crime data from year ending Mar 2003 to year ending Mar 2015

<sup>2</sup> <https://www.gov.uk/government/statistics/historical-crime-data>

A summary of recorded crime data from year ending Mar 2003 to year ending Mar 2015

<sup>3</sup> <https://www.gov.uk/government/statistics/historical-crime-data>

A summary of recorded crime data from year ending Mar 2003 to year ending Mar 2015

<sup>4</sup> [http://www.ukcrimestats.com/Police\\_Force/Gwent\\_Police](http://www.ukcrimestats.com/Police_Force/Gwent_Police)

<sup>5</sup> [http://www.ukcrimestats.com/Police\\_Force/Gwent\\_Police](http://www.ukcrimestats.com/Police_Force/Gwent_Police)

<sup>6</sup> [http://www.ukcrimestats.com/Police\\_Force/Gwent\\_Police](http://www.ukcrimestats.com/Police_Force/Gwent_Police)

years to come. This in hand will ensure the people of our city remain in employment, and the money generated by the NTE is circulated back into the wider economy of Newport. Whilst many people state that they don't understand the need for late night (beyond 2/3am) bars and clubs, the figures show that there is a need. Once again, I direct you to the NTIA report 'Forward Into The Night'.

"There are more people awake and socialising at night-time than ever before, the study claimed, with 10% of UK employees regularly working a night shift, 500,000 more than in 2002."

To summarise, the NTE in Newport is responsible for a large portion of employment within the city, particularly amongst younger people, who maybe need a part time job to support themselves during further or higher education. The money generated by the NTE is circulated back into the wider economy of the city, helping it grow and flourish. Admittedly yes, where there is alcohol being served there will be crime, but with the correct procedures and the support of the local authorities and emergency services we can keep this to a minimum and will hopefully see the current downward trend continue. Culturally and financially the benefits far outweigh the negatives, it is in the best interests of the city of Newport to preserve and improve its NTE. Regarding the growth of our daytime economy, this would see a major slump if the NTE of Newport was left to fade away or be restricted by licencing, they both complement each other. Likewise, if the DTE was to take a hit in Newport our NTE would feel the effects of that. The one hand washes the other.

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**FAO,**

Chair of Cabinet, Newport City Council - Cllr Debbie Wilcox  
Chief Executive, Newport City Council - Mr Will Godfrey  
Chief Constable, Cwent Police - Mr Julian Williams  
Police and Crime Commissioner - Mr Jeff Cuthbert  
Councillors of Stow Hill Ward - Cllr Kate Thomas & Cllr Miqdad Alnuaimi  
Chair of Newport BID - Mr Alan Edwards  
Newport Members of Parliament - MP Jessica Morden & MP Paul Flynn  
Assembly Members Newport East & West - AM John Griffiths & AM Jayne Bryant  
Newport Now BID Manager - Mr Kevin Ward  
Lord Mayor, Newport City Council - David Fouweather  
Newport Political Party Leaders

Following our latest pubwatch meeting on 02.05.2018, and discussing the events on the morning of 29.04.2018 we have drawn up the following action plan. Whilst we appreciate this plan is very high level, and that some of the points may take a little while to implement. We are in agreement that the closure of Cambrian Road and High Street to unauthorised vehicles during peak club hours, must be implemented with immediate effect and be in force for the upcoming bank holiday weekend. You will find below the action points highlighted in the meeting, that we agreed will be a great step in improving the safety of patrons, the public and staff during night time trading hours, and in reducing anti-social behaviour.

1. The closure of Cambrian Road and High Street for cars and other motor vehicles, for the following time periods: Every Friday from 10pm until 5am, Every Saturday 10pm until 6am, any special dates throughout the year where a large number of people will be present at these hours (bank holidays, christmas, etc). Closure on Wednesdays could also be an option.

**NB. This closure would only apply to the public, access will be available for deliveries and other business services. There will also be access for emergency vehicles.**

2. A taxi rank should be provided on Queensway, enabling the pub and club goers to get from the venues into a taxi and home, quickly, efficiently and most importantly, safely.
3. To man the taxi rank there should be a taxi marshal(s) put in place, we believe this should be funded by Newport BID. We propose a taxi marshal in place from 11pm until 5am (Friday nights) or 6am (Saturday nights).
4. We propose the introduction (or enforcement) of fixed penalty notices for the following:
  - Consumption of alcohol in the street, including being in possession of an open alcohol container.
  - Illegal parking on Cambrian Road and High Street
  - Unauthorised vehicles entering Cambrian Road, or High Street during pedestrianised hours.
5. There should be a tougher stance on anti-social behaviour, including from those who are not customers of any of the night time businesses on Cambrian Road or High Street. There should also be a tougher stance on aggressive begging in the area, particularly around cash points.

6. All venues in the area should make it clear to their customers that when leaving the premises, they are not to loiter around the city centre, and should make their way home quickly, quietly and safely. Those who fail to do so, should face bans from the appropriate venues.
7. All venues should make a bigger effort to communicate with one another via radionet. Communication is key in making the city centre a safe and enjoyable area. We also believe all venues without exception should be represented at pubwatch meetings.
8. Cambrian Centre/Admiral has become a hotspot for drug use, drug dealing, and street drinking. We propose an increased police presence in order to cut down on this. This will make the surrounding area safer for both those working in the area and the general public.

To summarise, we propose the immediate closure of Cambrian Road and High Street during peak club hours. We will be banning customers that loiter around the area after leaving the venues. Most importantly now though, is to close down the area to vehicles immediately.

We look forward to hearing from you.



**Iftekhar Haris**  
Chairman Newport Pubwatch

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## LIST OF ACTION PLAN SIGNATORIES

Christopher Chick	NP Clubs
Bob Bevan	NBAC
Will Pannell	Tiny Rebel
Colin Simpson	Breeze
John Risani	Breeze
Jack Bannister	Greyhound
Trish Dixon	Safetec Security
Jim H	Safetec Security
Jason Dowling	Crosskeys
Gethin Hughes	The Courtyard
Gemma Roberts	NP Clubs
Jana Colosikova	The Courtyard
Shannon Chambers	La Bamba
Chloe Fitzgerald	Rootys

*\* Also in attendance and in agreement with the action plan but not signatories due to not being members of Newport Pubwatch were James Holliday and Barbara Watts of Newport City Council.*