

Hennessey Staff Policies and Procedures - Bar

Operations hours are 2pm-12:30am every day (subject to change, seasonal too) at **Hennessey Cocktail Lounge** and 10pm-3am at **Hennessey Sports bar** daily, **Hennessey Late Lounge** is our overflow downstairs bar which should only be open when Hennessey Sports bar has reached capacity. Hours may be extended due to I.E. Bank Holidays, events (weddings, birthday parties, new years etc.)

Your role consists of:

Ensuring we operate a challenge 25 policy (protection of children from harm) - ID all customers who don't visibly look over the age of 25 when entering ordering alcohol
Acceptable forms of Identification are:

Drivers Licence
Passport
Citizen Card

If you have any question about the authenticity of a document, we have an Ultraviolet light above the till to check for holograms.

Children must be asked to leave the premises at **9pm** - at hennessey cocktail lounge, and aren't permitted entry to any other of our premises.

Prevention of Public Nuisance

Guests smoking outside should be asked to do quietly, when a doorman is present they will monitor this area, when they are not then it is everybody else's job.

This area is limited to 8 patrons at Hennessey Cocktail Lounge.

Hennessey Sports bar should be capped at 15 patrons.

No glasses are permitted at either.

Whilst smoking guests should be reminded to keep noise to a minimum to avoid disturbing residents. After repeat warnings, failure to cooperate will result in refusal of entry back into the premises.

Our terminal hour is **00:30 at Hennessey Cocktail Lounge 02:30 at Hennessey Late Lounge and 03:00 at Hennessey Sports Bar**, this is the latest time where every customer should have left the building- ideally before. You are reminded to ask them to leave quickly and quietly and not to linger around the area. We have a direct radio to 'ace taxis' should they require a taxi back home.

Music

We have an in house sound system which we use to play all of audio through. On some occasions we may have a DJ present, but all other times we control the music.

Daytimes (2pm-9pm) the volume of music should be kept at approximately **number 4** we have found that this is a perfect background noise level. At midnight the sound

system must be dropped this this level **immediately**. Daytimes are peaceful and quiet, with lots of families, dogs and older couples inside. Appropriate spotify playlists have been created, search for 'chilled hits' 'chilled daytime' 'lounge' playlists as these are constantly updated with easy to listen to music. The bi-fold doors and windows can be open when this music is playing. No swearing on any track must be played.

Evenings (9pm-midnight) - We generally get a younger crowd in at the evenings who want a more upbeat feel. We have created custom playlists with the latest music on to listen too. Its important to vary playlists every night as we often see the same customers every friday and saturday so variety is important. An acceptable level for this music is between volume **6-7** on our system. Please do not let customers behind the bar who could tamper with this. This volume has been agreed with neighbours as appropriate.

Bifold doors/windows an front door must be closed from 9pm onwards before we switch the style and volume of music.

Prevention of crime and disorder

It is your job to ensure the safety of ALL customers and staff members inside the premises - if any issues arise you must record all details in full in our record book behind the bar, you must state:

The time of the incident

What happened

Who was involved - a description if you can't remember the name.

What you did to resolve the situation

Were the authorities called? Log number etc.

What can we do the avoid situations like this happening in the future.

We are not trained to step in should any issues arise, so if a doorman isn't present we must be vigilant towards peoples change in attitudes. If you believe that a fight could present itself you must call the police for protection immediately.

When a doorman isn't present, we should monitor the toilets every 10-15 minutes to check for any signs of drugs use.

We operate a zero tolerance policy towards drugs and anybody involved in the use or selling of drugs will be asked to leave immediately.

Their name and details of the incident should be recorded in our handbook and name be placed on our 'banned' list.

We must stop serving alcohol to anybody we believe to be too intoxicated, as this could prevent any further issues rising.

Public Safety

Our Capacities at each premises are the following:

Hennessey Cocktail Lounge - 150

Hennessey Late Lounge - 50

Hennessey Sports Bar - 125

It is very unlikely that we would reach capacity on a night where a doorman isn't present, but please be aware of these numbers.

UPDATE

During the Covid Pandemic, our capacities for each premises are as follows:

Hennessey Cocktail Lounge - 65

Hennessey Late Lounge - 30

Hennessey Sports Bar - 60

During the cover pandemic, the additional role of all staff is to enforce:

Tables of 6 inside only, this number cannot be compromised unless they are formed of 2 households. This has been the case at Hennessey Cocktail Lounge in the daytime, where children and families come together - but is very unlikely at the other premises as children aren't allowed inside so large households don't come together. Therefore are no exceptions to the rule of 6 at these premises.

Masks must be worn on entry into the premises, and can only be removed once seated. They must be worn whenever a customer goes to the toilet or leaves the premises - they cannot come to the bar.

Singing/Dancing/Chanting is not allowed, and therefore all guests must be reminded to sit down and stop singing/chanting at all times.

Failure to cooperate with these rules will result in ejection from the premises.

What you should wear

Black, branded hennessey T Shirts (provided) with appropriate footwear and trousers (skirt or smart shorts are acceptable - must be black.)

Additional Info

You must read through the terms of EACH premises licence and make sure you are familiar with the conditions - each site is different.

To summarise the key ones which you must adhere to and enforce are the following:

Please note; some I have adapted to help ensure we go above and beyond - for example, not serving in glass bottled 2 hours earlier than we are permitted to.

Glass bottles should only be served at Hennessey Cocktail Lounge until 9pm, after this time they should be decanted into a shatterproof glass or plastic. At all other premises glass bottles should NEVER be served.

You may serve alcohol until the following times:

Hennessey Cocktail Lounge - MIDNIGHT inside the premises 8pm off sales

Hennessey Late Lounge - 2AM inside the premises ONLY

Hennessey Sports Bar - 2AM both inside and off the premises.

Customers have a 30 minute 'cooling down' period where they can drink up, with quieter music after these times.

Hennessey Sports Bar has an hour where customers can drink up - but we should aim to get customers out by 2:30 to avoid confusion with our licence downstairs.

You may play recorded music until:

Hennessey Cocktail Lounge - midnight

Hennessey Late Lounge - 2AM

Hennessey Sports Bar - 2:30AM

after these music should be reduced tot background noise (very quiet!)

Failure to co-operate with any of these conditions will result in disciplinary action, as stated in your staff handbook.

I confirm I have received a copy of the Hennessey Cocktail Lounge Staff Handbook and that I have read this and understood the contents.

I also confirm that I have sought clarification from my line manager on any issues outlined in the Handbook which I am not clear about.

Signed: _____

Date: _____

Please return this form duly completed and signed to your line manager.