

Hennessey Staff Policies and procedures - Door Steward

Working hours are 9pm-12:30am every friday and saturday at **Hennessey Cocktail Lounge** and 10pm-3am at **Hennessey Sports bar and Hennessey Late Lounge** - with the option for extra hours as and when. I.E. Bank Holidays, events (weddings, birthday parties, new years etc.) These premises are a 2-3 person door, where one person will be situated at the entrance to the premises, whilst the other/s will be inside.

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 the premises.

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.

Prevention of Public Nuisance

At the beginning of every shift, you are required to put out our 'cafe barrier' system to create a smoking area towards to LEFT of the premises - i.e. alongside our building and not the building next door. (This applied to Hennessey Cocktail Lounge only - our other premises have designated outside smoking areas.)

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.

Prevention of crime and disorder

As a trained SIA steward, you will already be trained in methods of safely dealing with any fights or issues, should they occur inside or directly outside of our premises.

It is your job to ensure the safety of ALL customers and staff members inside the premises - in the likely event you do have to step in to protect a member of the public, 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 to avoid situations like this happening in the future.

As a 2 or 3 man door, one or more you will be based inside the premises. This person/s 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.

Public Safety

Our Capacities at each premises are the following:

Hennessey Cocktail Lounge - 150

Hennessey Late Lounge - 50

Hennessey Sports Bar - 125

You will be issued with a 'clicker' at each site, which you **MUST** use when a customer leaves or enters a premises to ensure we have an accurate reading of how many guests are present. If we reach capacity, guests who are queueing for entry must be told to keep noise to a minimum whilst waiting for others to leave.

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 addition role of the inside door steward/s are to ensure:

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

YELLOW branded, high visibility jacket at all times where you are working any of our doors.

Radio with earpiece - these are to ensure swift communication across all staff and sites. Any issues - i.e. ejection, refusal of service, drug use must be communicated via radio to our other sites so we can refuse entry to anyone we believe could be a nuisance.

Body Camera - these should be worn on your chest at all times where you are on duty. It is your responsibility to ensure these are charged, alongside your radio at the end of the night.

Appropriate black trousers and footwear (not supplied)

In date SIA badge on your arm - you must keep track on when your badge is nearing expiration, it is your responsibility to pay and renew your badge. An expired badge will result in immediately loss of work. We would cover the costs of renewal and recoup costs as a deduction from pay is required.

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.