

Hennessey Cocktail Lounge Training Manual and Policies Sep 22

This Operations and Training Manual contains instructions and guidance covering various policies and procedures.

The intention of this manual is to:

- Assist in staff training and awareness.
- Act as an 'aide memoire' for all staff
- Referencing valuable information quickly and easily
- Providing guidance to staff as part of their on-going training and development.

The Training Regime

All on-site staff will go through the training material provided with the DPS and then satisfactorily pass the subsequent written test before being authorised to sell alcohol. It is important that this information is fully understood, should a staff member not satisfy the Designated Premises Supervisor (DPS) that they understand all of this then the DPS will not authorise that staff member.

You are at risk of prosecution for making unauthorised sales.

Refresher training will be undertaken at least on an annual basis, to sell alcohol and a number of refresher quizzes should take place to help in testing all staff and their knowledge.

Due Diligence Measures

- Staff are to satisfactorily undertake a competency training quiz.
- Training sign off sheet is to be signed by staff member and countersigned by Designated Premises Supervisor (DPS).

All staff training will be properly recorded, as well as individual staff authorisations to sell alcohol, and retained in the premises licensing folder and kept on the premises. The DPS/Manager should complete both the alcohol training sign off sheet. It will contain their signature as proof of their understanding of the training they have received and the responsibilities that they hold in the sale of alcohol. Subsequently as staff are re-authorised to sell alcohol on a regular basis this should form part of the refresher training and they are indicating by signing the authority sheet again that they are still fully conversant with the rules relating to the sale of alcohol.

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New staff members should then be added as they join, subsequently signing again on a regular basis thereafter, after each refresher. The alcohol training and authority sheets are designed for quick reference by any of the Responsible Authorities, which may visit the premises and for you to identify and maintain all training requirements up to date.

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 incident 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.

Any incidents of disorder or of a violent or anti-social nature

All crimes reported to the venue, or by the venue to the police

All ejections of patrons

Any complaints received

Seizures of drugs or offensive weapons

Any faults in the CCTV system

Any visits by a responsible authority (under the Licensing Act 2003) or emergency service.

Any Major risks events that affect Public Safety or the Business (if unsure always speak to DPS)

Further more it's important to report "Here Say" whether on shift or out in the public. This could be from a friend or family member who may of heard of a breach or public nuisance coming from Hennesseys.

Premises licence – Licensable Activities

You can only carry out the sale of alcohol off the premises during the licensable hours of the premises licence. The penalty for selling outside permitted hours is substantial – and may include a possible review of the premises licence.

Staff Authorisation

Under the terms of the grant of the premises licence: It is an offence for a person to serve alcohol to anyone unless they have been authorised to do so by a personal licence holder.

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Underage Sales

It is an offence to sell alcohol to anyone under the age of 18, or to anyone purchasing alcohol on behalf of someone under the age of 18. It is an offence for any person under the age of 18 to buy or attempt to buy alcohol. It is an offence for anybody under 18 to sell alcohol unless authorised to do so by a responsible person. Responsible persons are defined as:

- The Premises Licence Holder
- The Designated Premises Supervisor (DPS)

It is an offence to allow alcohol to be served to someone under 18 if the staff member could have prevented it. If a Challenge 25 scheme is adopted, then each customer wishing to purchase alcohol who is unknown to the cashier serving as a person who is over 18 years of age must be asked for satisfactory identification to prove their age. If they cannot or are not asked; then the staff member may be committing an offence should the condition wording be specific in this regard. If a customer looks, under 25 they Must be challenged to prove that they are over 18 by producing photographic proof of age, which must include a photograph and state the full date of birth of the customer. The only forms of proof of age that we will accept are:

- A passport
- A photographic new style driving licence
- A PASS accredited Proof of Age ID card such as: The Citizen Card

Do not accept any other form of ID under any circumstances

Note: the penalty for the member of staff selling alcohol to an under aged person ranges from a fixed penalty notice to a criminal conviction and a substantial fine. You must ensure that you are completely satisfied as to the customer's age BEFORE you make the sale.

Do not ask staff members or 'take someone's word' that, they are over 18 and always use CHALLENGE 25.

DUE DILIGENCE PROCEDURE

All staff are to be regularly briefed on the following topics:

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- I Protection of children from harm.
- ii Test purchasing
- iii Age restricted products
- iv How to check proof of age v Follow the guidelines
- vi What the law says
- vii Due Diligence procedures

Protection of Children from Harm

To protect children from harm and comply with the law, the vast majority of retailers take under age sales very seriously. There can be major consequences for businesses, licensees AND individual members of staff. Penalties for breaking the law include substantial fines, loss of licences, even imprisonment. Individual members of staff may be taken to court, and prosecuted. They could also lose their job.

Trading Standards & Police are amongst the Responsible Authorities who are consulted on licence applications under the Licensing Act 2003. If a licence holder sees and the staff are not following the guidelines outlined in this booklet then these matters may be raised during the licensing process. Any evidence of underage sales can also trigger a review, which could lead to loss of the Licence.

Test purchasing

Trading Standards and the Police (sometimes-together) check that the law is followed and can carry out test purchases of all age-restricted products as part of their enforcement duties. The test purchases are made with volunteer young people who are to look their age.

These test purchases follow procedures supported by the government. They are allowed as evidence of underage sales. Following these guidelines and asking for proof of age and receiving appropriate proof (asking by itself is not a defence), should make sure that you do not make an illegal sale. Samples of 'proof of age' are shown on the photo cards poster in the support material

Age restricted products – age restrictions Alcohol Products 18

By following the rules regarding age related products, it will help you show you are taking 'all reasonable precautions and exercising all due diligence'. This is legal-speak to say that you must have behaved in a way that can provide a defence in law if an illegal sale takes place. You must be able to show that you are doing all

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that you possibly can to make checks. This is what the courts would look at should an illegal sale take place.

How to check proof of age ?

If a customer who looks under 25 and asks to buy an age restricted product, ask for one of the prescribed forms of proof of age and check it. If appropriate proof of age cannot be produced, you must refuse the sale and make an entry in the refusals register. You must only accept proof of age with date of birth and a photo. Remember to check that the photo matches the customer and that you can see their face clearly, including asking them to remove hoods and caps.

Proof of age cards need to carry a PASS hologram to show that they are part of an approved scheme and have been correctly issued. When you see a genuine PASS logo you can be more confident that it is valid proof of age, however there are good forgeries in circulation. Please see over page for checks.

- Always follow these checks

1. Check that the PASS hologram is genuine and flush with the body of the card.
2. Check that the photo matches the person using it and that it is printed on the card, not just stuck on top of it. Ask them to remove helmets, hoods and sunglasses if you are not sure.
3. Check that the date of birth is properly printed on the card and that you have calculated the date of birth correctly.
4. Check that the card has not been tampered with in any way.
5. Check the person. If you are unsure about any of the above, you must, and have the right to, refuse the sale.

- Acceptable proof of age includes

- 10-year passport
- Photo driving licence
- Citizencard
- "PASS " accredited proof of age card scheme

There are fake proof of age cards about so if you are unhappy with a card for any reason, refuse the sale. Items such as birth certificates and national insurance cards are not good enough. They carry no photo so can be passed between friends. Legally you have the right to refuse to sell to anyone, whether over or under age, if you are unhappy with the sale in any way.

REMEMBER – If in doubt Refuse the sale

- Don't try to judge ages. Only accept approved proof of age cards with photos and date of birth.

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- Follow the 'Challenge 25 Rule' and ask for proof of age from anyone who does not look over 25. Remember, if you guess wrong you could end up in court!
- Know when dates of birth will be correct. Are they 18 yet? Just having today's date with the relevant year of birth will do!
- Fill in a 'refusals book' each time a refusal takes place. The DPS should check entries regularly to make sure all staff are using the register.
- Do not sell to an adult you suspect of buying for under age young people. It is an offence for an adult to buy alcohol on behalf of someone under 18. This is known as proxy selling.
- Support colleagues when they refuse sales. It can be difficult to say 'no.'

Alcohol

The age at which product alcohol can be legally served and bought is 18. Do not sell to over 18s who you think may be purchasing for under 18s. Both the owner of the business and the seller may commit a criminal offence if alcohol is sold to an under 18. If you are found guilty of selling alcohol to a person under 18 the premises licence to sell alcohol is at risk.

Under 18s cannot legally purchase alcohol. Always ask for proof of age before you serve and check the details. You can face prosecution and a criminal record or alternatively the police can issue on the spot fine if under age sales are made.

What to watch out for regarding the ID of a person who is possibly under the influence of alcohol.

Signs of Intoxication

There are many signs that a person may display as they become intoxicated. As blood alcohol levels rise, differences can be noticed in coordination, appearance, speech and behaviour.

An intoxicated person may typically show some of the following signs:

i. Behaviour and Physical Signs

Becoming loud, boisterous and disorderly Dropping possessions, rambling conversation, becoming argumentative Fumbling and difficulty in picking up change Loss of train of thought e.g. forgot to pay for goods Annoying other customers and staff Swaying and staggering Difficulty in paying attention Becoming incoherent, slurring or making mistakes in speech Difficulty walking straight Not hearing or understanding what is being said

Becoming physically violent Bumping into fixtures/other customers Drowsiness, dozing or sleeping while in premises becoming bad tempered or aggressive

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Glassy/bloodshot eyes and lack of focus
Observe customers in difficulty lighting cigarettes whilst outside the premises using offensive language. Falling, Vomiting
Exhibiting inappropriate sexual behaviour
Flushed Face Dishevelled Clothing
Person smells of alcohol

DUTY TO REFUSE SERVICE

It is your duty to refuse to serve under 18s and you must refuse to serve a person if they are or appear to be drunk.

How to refuse a sale

Sometimes refusing a sale will make the customer angry. Here are some tips to help you handle difficult refusals.

Ask for proof of age. This helps the situation, as it is not a direct refusal. It says that you will make the sale if they can produce valid proof of age. Only accept proof of age with a photo, and only if you are happy it is correct.

Refuse politely. If necessary repeat your refusal clearly. Keep calm. Do not get into an argument.

Explain briefly, why you cannot sell. Try saying

- 'I'm sorry; if I serve you I might be breaking the law.'
- 'We have a policy of `no proof of age, no sale.'
- 'Our company policy is not to sell these products to young people.'

Show customers notices, posters and stickers that indicate you will not serve alcohol to under 18s or sell other age-restricted products.

Be positive in your refusal. Have a firm tone of voice, be confident and use direct eye contact. The law is on your side and you are doing the right thing.

Call your supervisor or manager for support if necessary.

Record details in your premises' refusal register as above.

Report incidents where you have felt threatened and/or intimidated.

Remember, you commit an offence if:

- You sell alcohol to a person who is under 18
- You allow alcohol to be sold to someone who is under 18 when you could have prevented that sale
- You sell alcohol to a person who is drunk
- You sell alcohol to a companion of a person who is drunk for the drunken Person's consumption
- You allow alcohol to be sold to someone who is drunk when you could have prevented that sale

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On the spot fixed penalty, notices can be issued for serving alcohol to someone who is drunk or under age with prosecution also being a possibility.

If someone is drunk or disorderly they can be ejected from the premises and the Police must assist if requested to do so - if you think a customer should be ejected please ensure that you seek assistance from a colleague and follow your company procedures in order to deal with the incident properly and safely.

Keep calm. Do not get into an argument. Explain briefly, why you cannot sell. Try saying

- 'I'm sorry; if I serve you I might be breaking the law.' 'We have a policy of `no proof of age, no sale.'

Other reasons to refuse service

If any member of the public or staff feels threatened or intimidated by somebody. Refuse service and ask them to leave.

If any member of the public or staff is being discriminated against. Refuse service and ask them to leave.

Our licence has a condition where all customers must be seated at all times, therefore if somebody refuses to sit down then they must be refused service and asked to leave.

Our licence has another condition where table service must be adhered to, therefore if somebody keeps lingering by the bar and ignoring this, then we will refuse service until they a) use the app b) order at the bar and sit down immediately or c) ask them to leave if they do not co-operate. We can use a slight bit of discretion when it comes to the app, ie if the customer is elderly then we can take their order at their table.

All refusals must be logged and recorded on our incident book.

CCTV Usage.

All staff members will be shown how to use the CCTV system and it should be used only to assist the responsible authorities. Under no circumstances should you tamper with the CCTV System. As part of our licence agreement we must Provide copies of CCTV images or data without delay, so it's important we adhere to this. Before and after each shift, staff members must check that the CCTV system is fully functional, and if any of the 9 cameras are showing as faulty then the DPS must be told immediately who will notify the police.

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Smoking Area

We Must work together and consistently as a team to ensure that the smoking area is used for a Cigarette break and not as a Social area. Under no Circumstances should there be more than 5 people within the smoking area after 10pm and you must be vigilant and calmly ask anyone who isn't smoking to leave the area. On Friday and Saturday nights, this task should be done by Door Stewards if they aren't engaged with other activities, IE toilet checks and searching.

We must make sure we regularly enforce this by either checking whilst glass collecting or via the CCTV Monitor regularly. We also need to log any instances in the log book as a potential breach and the retrospective action taken. Failure to act on this could lead to a licence review and/or disciplinary action for the shift workers.

On busy nights where our smoking area can be confused with the entrance/exit, our café barrier system will be used to manage the queue.

On the chance that we are at full capacity and a queue starts building for entry, people will be asked to leave and return later on, but tables will be on a first come first served basis.

Leaving the Premises

There will be signs reminding the clients to leave in a respectful and peaceful manner, however this responsibility falls on us. At the end of the shift, when we are calling last orders we need to politely and calmly ask people to leave quietly in respect of our neighbours. At least one member of the team during this time must operate around the front door, thank our customers for coming and kindly request people leave the area quickly and quietly.

On calling last orders, customers must be reminded to leave quietly by staff verbally.

At least one staff member shall be prominently placed outside the front door after the last patron has left to make sure customers leave in a quiet and orderly fashion.

Anyone who ignores these warnings will be logged in our incident book and repeat offenders will be barred.

All under 18s must be given a 30 minute warning at 20:30 and must be out of the premises by 21:00.

Fire Safety

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Fire exits must be kept clear at all times, during our daily checks we need to make sure that there are no hazards leading to the escape. There are 2 fire escapes one at the back of the bar turn left and enter through the escape to Newquay lane and the other exit is the front door. If the alarm has been raised or fire is spotted you must leave through the closest door and meet at the meeting point which is the front of Albero's restaurant.

In the event of any burns, a burn kit is available behind the bar.

A Run through of the fire emergency plan will be demonstrated at this point.

Drugs policy

It is the duty of all licensed premises to create a safe and secure environment for their customers and to take steps to promote all four of the licensing objectives: It is therefore vital that all licensed premises remain vigilant when it comes to illegal drugs.

Things to watch out for...

- Suspicious behaviours including frequent trips to the toilet, Smoking area.
- • Extreme hyperactivity or lethargy
- • Fearful or paranoid without logical reason
- • Tremors, slurred
- speech, giggling or lack of coordination (be aware of those with a genuine disability)
- • Bloodshot eyes or pupils much larger or smaller than usual
- • Hallucinations
- General signs of drug use in your premises –
- Torn up beer mats/ cigarette packets/bits of cardboard left on tables or in ashtrays
- Roaches (home-made filter tips from cannabis cigarettes)
- Empty packets made of folded paper, card or foil
- Needles, syringes, swabs, spoons, candles, pieces of burned tinfoil, filters removed from cigarettes, lemon juice or citric acid sachets
- Traces of powder on flat hard surfaces
- Strong, sickly sweet, smoky smells, or an ammonia-like smell
- Blood or blood stained items
- Payment with tightly rolled banknotes or notes that have been tightly rolled
- Traces of blood or powder on banknotes
- Solvent paraphernalia e.g. aerosol cans, lighter refills

If you suspect that someone is suffering from the

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effects of drug use, and is showing signs of distress or unconsciousness, you should move them to the recovery position and contact the emergency services. Ensure that the area around the individual is clear and free of dangerous objects whilst awaiting assistance.

What To do if you suspect Drug taking is going on...

- 1) Don't ignore it, report it to another worker and tackle the issue together. If you feel it is too risky contact the DPS/Licence holder straight away if not present. Never put yourself at risk of harm.
- 2) Maintain vigilance at all times and continue to supervise the entire premises including the toilets.
- 3) If you have witnessed consumption or find materials of any kind of illegal substances, you must ask the person(s) connected to leave immediately and ask never to come back.
- 4) Inform DPS/Licence holder straight away who will review CCTV and open dialogue with the licensing officer.
- 5) Log in the incident book with as much detail as possible including any material you have retained and details of the person(s) involved where applicable, including what door staff we have on (if Any) & how searches were carried out that day.

What to do to prevent drug taking on shift.

- 1) Maintain high standards of cleanliness to deter drug users and dealers. A commitment to high standards of service will highlight that you are unlikely to tolerate illegal activity.
- 2) Get to know your customers, engagement and managing expectations is a proactive way to limit Drug taking.
- 3) Make sure all Drug Free zone signs and Zero tolerance signs are visible and in the correct places.

Food and Cooking

We are running a very simple menu where all foods are 'freezer to fryer' which is arguably one of the safest ways to avoid cross contamination. Our menu consists of a few savoury meals, which are accompanied with various sauces and dressings. We are required by the conditions under the licence to offer food during opening hours & for any reason we can't offer any of our food menu options the business needs to be closed until we can resolve the issue. DPS needs to be informed straight away if not on site and incident book needs to be filled in with full details of incident.

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To prevent cross contamination we have labelled our separate fryers as gluten free and containing gluten. Proper Practical cooking and equipment training will be completed by yourselves separately Including all food hygiene standards and demonstrations including sign off by Manager.

Offsales

Drinks can only be sold in their original and unopened packaging, therefore cocktails and anything mixed cannot be offered as offsales. Examples of what we can sell to takeaway are bottles of beer with their lids on.

This training is paramount to our business and to demonstrate that we are showing our best endeavours to comply with the requirements of our premises licence and the licensing objectives of 2003 Licensing Act.

What the law says about selling alcohol & the penalty staff and the business can face if an underage sale occurs?

That the premises must hold a premises licence to sell alcohol. That they understand what the licence requires and the consequences for them and the business should any person sell alcohol in breach of any aspect of the alcohol licence.

What the alcohol licence and conditions of the operating schedule require.

Staff Conduct

Staff members must be fit and able to perform their duties and not under the influence of drugs and/or alcohol. At no point shall a bar member drink on duty, if drinks are bought by customers then they can be taken at the end of the shift (if you finish before last orders) or kept aside for a day off. Anybody who is found to be in breach of not following the steps given to you in this training manual, could result in disciplinary action, dismissal or prosecution. The DPS will carry out random audits on staff competency including spot checks on knowledge/ cctv checks and record keeping checks to provide feedback/ training in area's needed.

The induction training above must be undertaken to any members of staff before
Serving unattended and Signed off competent by Licence Holder or
DPS.

