

bath
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**UNION BAR
TRAINING MANUAL**

10/11

BAR STAFF TRAINING RECORD



Trainees Name	
Start Date	
Site	

No.	Unit Title	Date Completed	Trainees Signature	Trainers Signature
	INDUCTION			
1	Working For The Union			
2	Customer Care			
3	The BEST Welcome			
4	Body Language			
5	Communication			
6	Health and Safety			
7	Laws & Legislation			
8	Food Storage, Preparation & Hygiene			
9	Manual Handling			
10	Maintaining The Bar, Preparing For Service & Closing			
11	Serving Drinks & Food			
12	Bar Sales			
13	Organisational Skills			
14	Receiving Products & Stock Rotation			
15	Changing A Keg, Soft Drink Box & Gas Cylinder			
16	Cashing Up At The End Of The Day			
17	Door Duties			
18	Entertainments & Equipment			
19	Theft, Robbery & Security			
20	Dealing With Incidents			
21	Dispersal Procedure			
Additional Training Needs:		Date Completed	Trainees Signature	Trainers Signature

A copy of this record will be kept on file by the Union for a minimum of three years.

1. WORKING FOR THE UNION	
INTRODUCTION TO TRAINING	<p>The importance of well-trained and knowledgeable staff in the service industry cannot be understated. Customers make decisions very quickly on the service they receive from your staff. Good customer service can make for an enjoyable experience where the customer begins to build up a relationship with your outlets. Conversely, bad customer service can result in service failure in which the customer is no longer willing to spend their money in the Union bars.</p> <p>This manual is the first step towards the Union having a well trained and customer focussed staff team.</p>
GENERAL STAFF BEHAVIOUR	<p>How would we like staff team members to behave?</p> <ul style="list-style-type: none"> • Good conduct is essential for the efficient operation of the Students' Union, and for the safety and well being of everyone. You are therefore asked to conduct yourself in a manner appropriate to an organisation within Higher Education. This includes: • Acting in accordance with policies, procedures, practices, rules and regulations of the Students' Union • Showing respect at all times to colleagues, students and customers • Carrying out duties, performing tasks, accepting accountability and fulfilling responsibilities, with due diligence and in good faith • Observing confidentiality with regard to personal and other confidential information about members of the Students' Union, colleagues, and/or partner organisations of the Union • Acting as part of the Students' Union team - working together to achieve its goals. • Observing confidentiality with regard to commercially or legally sensitive information concerning the affairs of the Students' Union and/or its partner organisations • Acting in a manner which is open, trustful, decent and honest, showing integrity courtesy and loyalty to colleagues, Students' Union members and partner organisations • Behaving in a manner that takes due account of the Students' Union's interests and obligations, that avoids bringing the Students' Union into disrepute and that avoids adversely affecting the good standing of the Students' Union in the community and, by so doing • Giving a good example to Students' Union members of high standards of personal behaviour and integrity <p>None of this is intended to limit your statutory rights nor to restrict your freedom, within the law, to question and test perceived wisdom or to put forward new ideas, controversial views, or unpopular opinions, within your own area.</p> <p>Payment for goods & services</p> <ul style="list-style-type: none"> • You will be entitled to receive one free carbonated soft drink or water per shift. • You will be entitled to receive one free alcoholic drink at the end of a shift which is longer than 5 hours • You must pay for all other goods and services <p>Breaks</p> <ul style="list-style-type: none"> • In line with Union policy and employment legislation, you are entitled to receive a 20 minute unpaid break if your shift is longer than 6 hours. • No other breaks should be taken, unless agreed by the Bar Manager or Supervisor. <p>Uniform</p> <ul style="list-style-type: none"> • You are expected to wear at all times when on duty the Uniform provided by the Union, and maintain it in a clean and tidy state.
Statement Of Duties	<p>Your statement of duties sets out what duties and responsibilities you are expected to undertake as a casual employee of Bath Spa University Students' Union.</p>

STAFF MUST ALWAYS

ALL STAFF ALL THE TIME - LIST OF TO DO'S

ALWAYS BE ON TIME FOR YOUR SHIFT

Always be cheerful & polite to customers

Always be security conscious

Always work as a team

Always do your share of the cleaning

Always talk to customers

Always have a look at the duties list to see what you can be doing!

ALWAYS WASH YOUR HANDS REGULARLY

ALWAYS ASK FOR ID IF YOU THINK SOMEONE IS UNDER 18

Never swap a shift unless it is agreed with the bar manager

Never sit at the bar talking with friends

Never DO UNI WORK- you are paid to work!

NEVER give away or sell drinks cheap (this is a sackable offence)

Never serve friends first

Never argue with a customer (Refer them to the manager or supervisor)

Never leave the bar in a mess at the end of your shift

Never eat or drink behind the bar

NEVER SERVE ANYONE AFTER HOURS (It is illegal)

NEVER SERVE MORE THAN A DOUBLE OR SPIRIT IN A PINT GLASS (It is illegal)

NEVER SERVE SOMEONE WHO IS DRUNK (It is illegal)

NEVER SERVE A DIRTY PINT (It is illegal)

Never take stock (It is illegal), on duty staff are allowed one free soft drink per shift, and one alcoholic drink at the end of a shift longer than five hours at the discretion of the bar manager.

Always give priority to serving customers, only take breaks when it is quiet & only when given permission by the manager or supervisor.

You are legally entitled to a 20minute (unpaid) break for a shift lasting longer than 6 hours

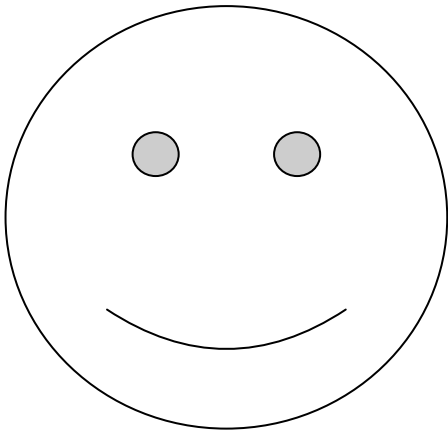
ALWAYS COMPLETE THE TIME SHEET at the start and end of each shift. Failure to complete the time sheet may result in late payment of your wages.

2. CUSTOMER CARE	
OBJECTIVES	<p>On completion of this unit, you will be able to:</p> <ol style="list-style-type: none"> 1. Deal with customers in a polite, friendly and helpful manner. 2. React to customer complaints quickly and to the customer's satisfaction. 3. Take appropriate action to deal with customer incidents.
INTRODUCTION	<p>It is important to ensure our customers have a good experience every time they visit the outlet.</p> <p>The Bar Manager or Supervisor should be informed immediately of any incidents or complaints.</p>
EXTERNAL CUSTOMERS	<p>It is important to create a 'Warm Welcome' and 'Friendly Farewell' whenever a customer visits the bar.</p> <p>Remember, by greeting the customer as they approach, even if it is busy, they will be quite happy to wait.</p> <p>An ignored customer usually becomes a lost customer.</p> <p>The Union bar has a number of hazards that effect disabled users.</p> <ol style="list-style-type: none"> 1. Access 2. Layout of facilities <p>The Union has special toilet facilities for use only by anyone with a disability. Please take time to find exactly how to find them so that you can direct someone when they ask.</p> <p>Always deal with disabled customers in a caring and considerate way.</p>
CUSTOMER COMPLAINTS	<p>Even with a complaint situation we can send the customer away feeling happy.</p> <p>Remember the 5 stages of successful complaint handling:</p> <ol style="list-style-type: none"> 1. Listen. 2. Empathise. 3. Don't justify. 4. Inform the Bar Manager or supervisor immediately and agree actions. 5. Undertake the agreed action.
DEAL WITH CUSTOMER INCIDENTS	<p>Ensure that in the event of an incident, appropriate help is called; Inform Senior Supervisor that incident has occurred. They will then call First Aider or Ambulance. Security should be informed of the incident and the action taken.</p> <p>An accident report form should be completed for the incident and should be completed by the member of Union staff dealing with the incident. This form should be forwarded to the Bars Manager who will review the incident with the Membership Services Manager.</p> <p>If unsure you quickly refer to the Bar Manager or Supervisor.</p>
COMMUNICATION	<p>It is important to have good communication skills when dealing with customers.</p> <p>It is important to consider everybody when you think of how you would communicate with a customer, as our customers may have any of the following language difficulties:</p> <ol style="list-style-type: none"> 1. Hearing impairment. 2. Speech impairment. 3. Physical disability. 4. Language differences. <p>It is important that everybody feels welcome and ensures they have a good time.</p> <p>Remember that your body language tells people a lot about you remember the following rules</p> <ol style="list-style-type: none"> 1. Do not talk to people with you arms folded 2. Do not lean---Q When is a lean not a lean? A When customers do not see it.

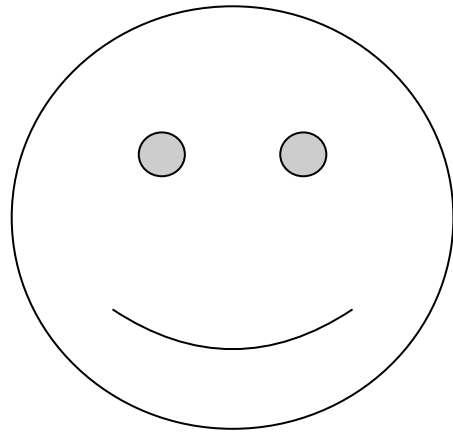
	<p>If you make two dead spiders with your hands and place the backs of your hands against the base of your back .If you rest your fingertips against the back of the bar</p> <ol style="list-style-type: none">3. If asked for directions do not point but indicate with an open hand4. You can put a customer off by slouching and looking bored
INTERNAL CUSTOMERS	<p>Teamwork is vital for a successful bar. It important to get on with your fellow team members, as you are also all customers of, and suppliers of your colleagues.</p> <p>There is a need for good communication between colleagues, and the need to be flexible at work in helping other team members.</p> <p>External customers benefit if a team is happy, because: 'Happy, relaxed staff means happy, relaxed customers'.</p>
Notes:	

3. THE B.E.S.T. WELCOME	
OBJECTIVES	On completion of this module, you will be able to: 1. State the elements of the B.E.S.T. Welcome. 2. Welcome every customer
INTRODUCTION	First impressions are of utmost importance; often bars and clubs in town are generally poor at getting the welcome right. This is our chance to beat them from the start.
BODY POSTURE	The first thing a customer will notice about a member of staff is their BODY POSTURE/BODY LANGUAGE. It is important to portray a welcoming, friendly look while still remaining professional.
EYE CONTACT	Once we notice the customer coming in, we should start to greet them by EYE CONTACT. Eye contact should be made with every customer as soon as possible.
SMILE	The next element of the best welcome is the all-important smile. You should smile at customers; it should be a reaction to the person and not a false feature of your face. Q. See fig 1 and which one do most customers dislike? A. No. 3 is often picked out because of its lack of emotion. All of us like to have emotion shown to us. This can be seen when a parent shouts at a child and they run away laughing. The best way to stop a child in their tracks is to look at them with no emotion; they can't deal with it and we carry this inability through to adulthood. It is better to show some emotion, even negative emotion, rather than none at all. A. Which one would you pick? What if, although No's 1 and 2 look very similar, one of them is just an everyday nice man, the other is a psychotic axe murderer? To disguise which one is which they have both shaved off their eyebrows. Once we replace them, it becomes clear which one is which. See Fig 2 These may only be lines on a page, but slight changes in facial expression have a marked effect on how we feel about them. It works the same way with the sad faces. If this was a complaint situation, I know whom I would rather face. Remember, when we smile we should use our whole face, not just turn up the corners of our mouths.
TALK	The final part of the best welcome is to TALK to the customer. It is important we talk first, even if we happen to be serving someone else. The customers' anxiety in waiting to be served disappears when we talk to them. You should talk naturally, use your personality. No customer deserves any less of a greeting than another. Our standards should be constant.
RE-CAP	Re-state the 4 elements of the best welcome, they are: Body Posture - Alert/Active/Enthusiastic. Eye Contact - As soon as possible. Smile - As a reaction, use the whole face. Talk - Talk first This welcome must happen within 10 seconds of the customers' arrival at the bar. This greeting is for all customers first to last and all in between.

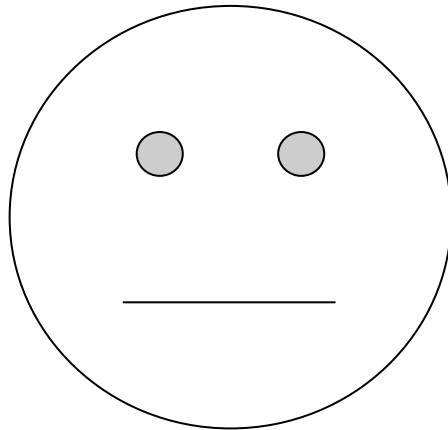
FIGURE 1



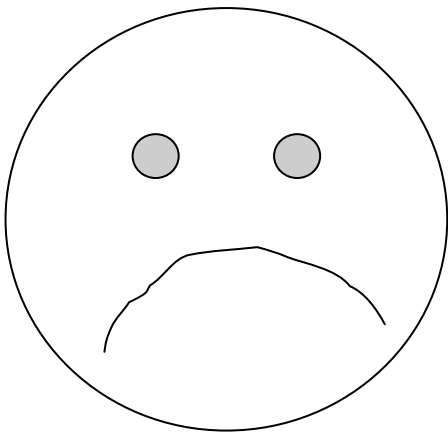
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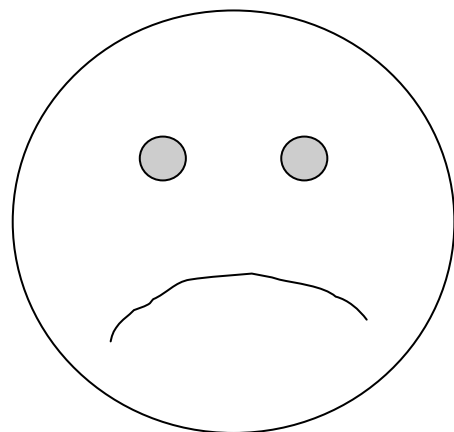
TWO



THREE



FOUR



FIVE

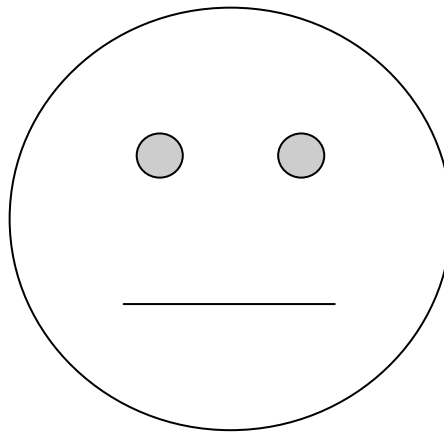
FIGURE 2



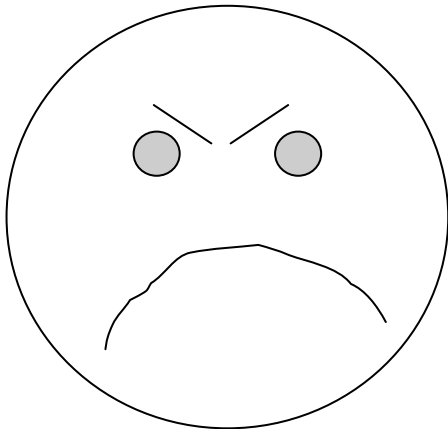
ONE



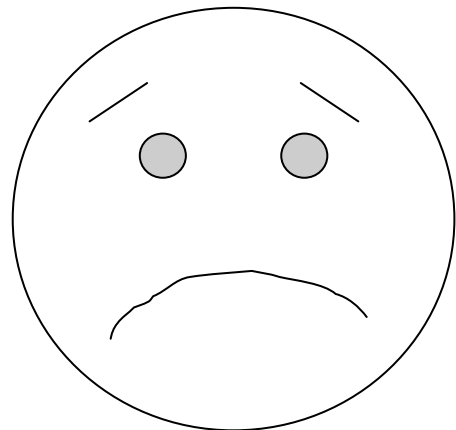
TWO



THREE



FOUR



FIVE

4. BODY LANGUAGE	
OBJECTIVES	On completion of this unit, you will be able to: Avoid the use of negative body language.
BACKGROUND	The way in which we carry ourselves, and use non-verbal communication says much about the type of person we are. Others who can see but not hear us may also misinterpret it.
DIRECTIONS	Throughout the working day you may be called upon to give directions to others. This may be to facilities within the outlet, toilets etc, or places outside the union itself it is usual in these situations to point a finger in the direction of place we are giving directions to. It can be quite un-nerving to have someone pointing at you. The usual pointing may be mistaken by a customer or even someone passing in the street as a finger pointing at them. To avoid this we should gesture using an open hand, the arm should be outstretched with the head facing laterally the place we are pointing to. This type of body language is unthreatening even if directed right at another person and is less likely therefore to promote a negative reaction in people in general.
LEANING	No crime is more often committed behind bars than leaning or slouching on the back bar fitting. There is always something to be done. Having said that it would be wrong for a customer to miss out on his/her greeting because all the staff were cleaning the shelves. When there is more than one of the team on the bar one should be deployed watching for customers, ready with the best welcome. The irresistible urge is to lean Q. WHEN IS A LEAN NOT A LEAN? A. WHEN IT IS NOT SEEN AS SUCH BY CUSTOMERS! If you make two `dead spiders' with your hands and place the backs of your hands against the base of your back. You can rest your fingertips against the back counter whilst keeping yourself upright and visibly unsupported. This is surprisingly comfortable. And is far preferable to slouching. THIS IS NOT A FREE PASS TO AVOID DOING CLEANING TASKS BUT IT WILL REMOVE THE CHANCE OF A CUSTOMER EVER BEING PUT OFF BY A LOOK OF LAZY DISINTEREST.

5. COMMUNICATION	
OBJECTIVES	<p>On completion of this module you will be able to:</p> <p>List the six most important factors in maintaining good communication.</p>
BACKGROUND	<p>The basis for all inter-personal skills is good communication; there can be various barriers that serve to impede or breakdown communication.</p> <p>If we avoid all these pitfalls we can be said to be communicating like ADULTS.</p>
A = AWARE	<p>To avoid communication breakdowns we must be AWARE that communication is complex, and AWARE of how to send and receive all types of communication.</p> <p>Communication may be verbal, non-verbal i.e. body language, written or even electronic. None of these media are problem free and all need care to ensure that the message sent is the one received and is not open to misinterpretation</p>
D = DESIRE	<p>There must be a genuine DESIRE to communicate held by both parties. Any time one party is unwilling to ensure that the communication is effective it is almost bound to fail</p>
U = UNDERSTANDING	<p>UNDERSTANDING must always be checked and is the responsibility of both parties.</p> <p>Who won the last world cup?</p> <p>Seems a straightforward question but is that rugby, cricket, football or some otherworld cup?</p> <p>The person who sends the message may have something different in mind from the person who receives the message.</p> <p>The only way to avoid this is for UNDERSTANDING to be checked.</p>
L = LISTENING	<p>LISTENING is a much underrated skill and does not come naturally.</p> <p>The natural instinct is to spend more time thinking what you are going to say rather than paying attention to what is being said.</p> <p>ACTIVE LISTENING will win you friends and help you communicate more effectively. This involves positive eye contact, nodding, making listening noises and smiling; of course you must do these in the right places during the conversation.</p> <p>The only way to ensure this is to PAY ATTENTION.</p>
T = TRUST	<p>An atmosphere of TRUST must prevail if people are to be open in their communication with others.</p> <p>If that TRUST breaks down, so too will effective communication, as people start to hide their true feelings and may even deliberately mislead one another.</p>

6. HEALTH & SAFETY (Maintain a Safe and Secure Working Environment)	
OBJECTIVES	<p>On completion of this unit, you will be able to:</p> <ol style="list-style-type: none"> 1. Perform their duties in a manner, which complies with statutory and Union Health and Safety requirements. 2. Demonstrate the practical application of Health and Safety principles in a licensed Outlet. 3. Explain the responsibilities of employees for their own safety and for other staff, customers and visitors to the premises.
BACKGROUND	<p>Employees have a legal duty to look after their own safety and of those they work with, and they must co-operate with their employer on all safety matters.</p> <p>Only by a total commitment to detail will the required standards of Health and Safety and Hygiene be achieved.</p>
REPORTING	<p>When checking for hazards, you may be able to repair, remove, or control minor hazards.</p> <p>If a hazard is not easily corrected, it should be reported to the Bar Manager or supervisor immediately, who will report it to the Membership Services Manager for attention.</p>
ENFORCEMENT	<p>Regular inspection of audits and visits by both internal and external agencies are likely, so constant vigilance towards hazards is necessary.</p> <p>Visits can be made by any of the following, but (a) and (b) are enforcing authorities.</p> <ol style="list-style-type: none"> a) Environmental Health Officers b) Local Fire Authorities. c) Union officials. d) The Police. e) H.M. Customs & Excise.
EXTERNAL AREAS	<p>Customer welfare, including that of any visitors must be safe guarded by staff vigilance towards hazards in the following areas:</p> <p>Exterior</p> <ul style="list-style-type: none"> •Paving in good repair. •Look for and remove any broken glass or debris. •Check that drains are not blocked by leaves/paper. •Ensure adequate lighting on exits. Faulty bulbs must be replaced or reported. <p>Yard and Storage Areas</p> <ul style="list-style-type: none"> •Check lighting is adequate and working •Keep housekeeping orderly, Clutter causes accidents particularly at night.
BAR AREAS	<p>The busiest' area, therefore some bar items need constant attention.</p> <p>Glasses and bottles</p> <ul style="list-style-type: none"> •The Union's glassware policy is that appropriately sized plastics should be used at all times. •Always handle plastic glasses and bottles at base and with care. Do not put fingers inside plastic glasses when collecting. •Regular bottle collections minimise breakages and accidents. •Empty bottles and crates, must not be left on the floor behind the bar and taken to the yard on a regular basis. •When using bottle skip, bottles must be placed in the skip with care, bottles that are dropped may cause glass to fly into the air. •Always remove broken glass immediately, safely recycle if appropriate. <p>Furniture and carpets</p> <ul style="list-style-type: none"> •It is important to check for damaged furniture, and that if found must be removed or reported immediately. •Stress that it is important not to put fingers down the seam of furniture; syringe

	<p>needles or bits of glass can be concealed there.</p> <ul style="list-style-type: none"> •Frayed or raised carpets must be reported and made safe •Stair treads must be secure and safe. •Handrails must be securely in place on stairs <p>GENERAL</p> <ul style="list-style-type: none"> •Sensible footwear should be worn. •Never stand on furniture to reach something high, use the steps provided. •It is important to mop up spillages as they happen. Whether they are behind the bar or in front of the bar. Unattended spillages are a major cause of accidents. •Fire exits must be kept clear at all times. If you notice anything obstructing one, remove it at once.
STORAGE AREAS	<ul style="list-style-type: none"> •Crates should never be stacked more than 5/6 high. •Fire exits must be kept clear at all times. <p>Do not leave bottles on the floor. Use shelving or wire racks where possible.</p>
CELLAR	<p>Staff should:</p> <ul style="list-style-type: none"> •Mop up spillages. Beer in particular becomes slippery if left. •Check drains regularly to ensure that they are working correctly. •Be aware of other hazards in the cellar such as equipment and stock stacked either on the floor or on shelves.
GAS STORAGE & LEAKS	<p>It is important not to mix cleaning agents, and that they should never be put into drinking vessels, bottles etc.</p> <p>CO2 and other gas cylinders must be secured upright when in use, and secured horizontally when not in use.</p> <p>The gas in cylinders is under very high-pressure vessel, so precaution should be used when working with them.</p> <p>It is imperative that suspected leakages of CO2 or other gas be reported immediately. The area should be vacated immediately, if this is not practical the area should be well ventilated if leakage occurs.</p> <p>CO2 and all the other gases used are toxic and will asphyxiate, and that bare skin must not come into contact with the gas because it causes a burn.</p> <p>There are CO2 alarms in the bar stores at both sites.</p> <p>If the panel on the bar store door has a green light, it is safe to enter.</p> <p>In the event of a minor leak the alarm will sound and the lights will flash slowly on the panel on the store door, in this case you can air bar store out by opening the door and then enter to turn off the gas (gas can be turned off outside at Newton Park). The Bar Manager or Supervisor must call BOC as soon as possible.</p> <p>In the event of a major leak the alarm will sound and the lights on the panel on the store door will flash fast. In this case don't open the storeroom door or enter under any circumstances. (The gas can be turned off outside at Newton Park). The Bar Manager or Supervisor must call BOC as soon as possible.</p> <p>If the alarm returns to green and the alarms stops it is safe to enter the bar store.</p>
MANUAL HANDLING	<p>There are a number of hazards in cellar work, they can cause e.g. back injuries, cuts and strains</p> <p>Demonstrate good kinetic handling techniques as follows:</p> <ul style="list-style-type: none"> •Good posture. •Avoid twisting. •Bend knees, and back. •Good balance and grip.

	<ul style="list-style-type: none"> •You must obtain help if something is too heavy. •Never try to carry a full keg, always roll it •Never try to move a full large gas cylinder.
CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH	<p>CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH ACT 1988</p> <p>The Company's Responsibilities</p> <ul style="list-style-type: none"> •To provide training and maintain records. •To ensure correct use of chemicals. •To supply protective equipment. •To supply product listing with all relevant details such as First Aid treatment. <p>Your Responsibilities</p> <ul style="list-style-type: none"> •Attend training sessions. •Use chemicals correctly. •Observe control measures as stated. •Know First Aid procedures. •Report any defects or loss of materials <p>Do's</p> <ul style="list-style-type: none"> •Always use as instructed by The Bar Manager. •Always wear protective clothing/equipment as directed. •Only use approved chemicals from supplier. •Always store securely away from food products. •Always return chemicals to correct store. •Always report accidents immediately to the Bar Manager or Supervisor <p>Don'ts</p> <ul style="list-style-type: none"> •Never mix chemicals. •Never pour chemicals into other containers. •Never use chemicals for any other purpose than that for which it was supplied. •Never use chemicals that you have not received training on. <p>Most cleaning substances used in the bar and cellar work is harmless, but certain cleaning substances, e.g. the corrosive nature of beer line cleaner, should be handled with care.</p> <p>These substances should be stored separately from other stock.</p> <p>Ensure you receive training on each product and take time to familiarise yourself with each product and take note of the precautions and possible hazards. Ensure you ask the Bar Manager or Supervisor if you are unsure.</p> <p>Do not use a substance that you have not been shown how to use safely.</p> <p>The gas in these cylinders is under very high-pressure vessel, so precaution should be used when working with them.</p> <p>It is imperative that suspected leakages of CO2 or other gas immediately, and the area should be vacated immediately, if this is not practical the area should be well ventilated if leakage occurs.</p> <p>CO2 and all the other gases used are toxic and will asphyxiate, and that bare skin must not come into contact with the gas because it may cause a burn.</p>
KITCHEN & FOOD PREPARATION	<p>One of the busiest areas, therefore some items needs constant attention.</p>

<p>AREAS</p>	<p>There is a need for the highest levels of hygiene during food preparation.</p> <ul style="list-style-type: none"> •Report any damaged tiles or flooring to the Bar Manager. •Never leave equipment on when not in use. •Never use a piece of equipment that you have not been trained on •Always cut away from yourself when using knives, •Always ensure that knives are clean and sharp at all times •All spillages should be cleaned and mopped up immediately •Handle and move all hot items carefully. Never use a damp cloth or towel to lift hot items. Always use a clean dry cloth of suitable thickness. (Warn other staff of potential hazard) •Never leave metal utensils in boiling liquids or on hot equipment •Never put sharp items into the bin. E.g. broken glass, broken crockery. Place in glass bin or wrap prior to putting in bin •Always use tongs when handling food on grills or hot equipment •Always store cleaning materials and chemicals away from food or food stores •Ensure passageways, doors and working areas are kept free from any obstructions and debris •Always turn off, disconnect and isolate electrical equipment prior to cleaning, adjusting or dismantling •Avoid overcrowding of work areas. •Beware of steam from hot equipment and foods •Always open hot equipment carefully without leaning over •Never put sharp implements, knives or glasses into an unattended sink •Always use the fire blanket in the event of a fire; never use a fire extinguisher through a pan of water over it.
<p>FIRE PREVENTION & EVACUATION</p>	<p>Fire Prevention</p> <ul style="list-style-type: none"> •No candles, naked flames or smoking is allowed on Union premises. •The appropriate number fire extinguishers and fire alarm system points set by the University Corporate Safety Adviser, are be available to Union staff in Union premises in the event of a fire. The extinguishers have a yearly check and are replaced when needed. •Smoking is not permitted within the Union building, Union staff are expected to ensure that customers obey these rules at all times; they may be banned from Union facilities if they are a repeat offender. •Fire exits and corridors must be kept clear and in working order at all times. •No flammable materials may be hung on walls or elsewhere within Union premises. •One of the biggest dangers is a smouldering cigarette left unattended; ashtrays should be emptied regularly into a metal drop lid bin if this is not possible then the contents should be dampened with a small amount of water before being placed in the bin. •Keep all areas clear of litter, tables in the bar area should be cleared regularly and litter placed a bin. Litter from behind the bar should be placed in the bin provided. •Rubbish bins should be emptied regularly to reduce the risk of fire if someone puts a cigarette in one. •It is important that all staff are aware that that some areas of the Union have heat detectors and not smoke detectors. Extra precaution should be taken at all times to ensure that anyone acting inappropriately with fire is stopped at once and asked to leave the premises. <p>In the event of a fire</p> <ul style="list-style-type: none"> •In the event of a fire the alarm must be sounded at once. •All on duty Union staff and security are expected to assist in the event of an evacuation. •Evacuation practices will be carried out on a semester basis. •Lifts should not be used in the event of an evacuation. •There is an evacuation chair outside the Union Office that should be used to evacuate anyone who is unable to walk safely down the stairs e.g. anyone who

	<p>used the lift to gain access to the first floor. (This evacuation chair should only be used by suitably trained staff)</p> <ul style="list-style-type: none"> • In the event of a fire alarm all music must be turned off immediately, this will happen automatically on the PA within the Union premises at Newton Park. • If a fire occurs, trained staff should assess if it is safe to tackle with an extinguisher. Flames should not be more than waste height; never tackle a fire single handily. <p>The Union should is required to evacuate all staff and customers in under 2 minutes, as any longer puts people’s lives at higher risk.</p> <p>Evacuation Procedure</p> <ul style="list-style-type: none"> • In the event of a evacuation the Bar Manager or Supervisor will designate areas of the bar facilities to members of Union staff, who will then be responsible for ensuring that everyone has left their designated area. • People evacuating from the building should be directed towards the designated assembly point. • Once a staff member has left the building, they must inform the Bar Manager or Supervisor immediately that their designated areas are clear or if anyone is still inside the premises. • Security will receive an automatic signal when the alarm is set off, they will ring the fire brigade. • The Bar Manager or Supervisor will be responsible for liaising with University Security and the Fire Services when they arrive. They should be informed immediately if anyone is still in the premises. • No one may re-enter the premises until the Senior Fire Brigade Officer has given the all clear.
<p>FIRST AID</p> <p>ACCIDENTS & NEAR MISSES</p>	<p>Any incident/accident or near accident must be reported, no matter how small.</p> <p>There are a number of people who are First Aid trained within the University “appointed persons”. These can be found on the list at the Back of the Bar. Within the Students’ Union Bars the Bar Manager and all Supervisors are “appointed persons”. In the event of an accident an “appointed person” should be called to deal with the casualty. – Untrained people should never administer first aid.</p> <p>All accidents should be recorded on an accident report form kept in the first aid kit. A report form should be completed by the appointed person attending the scene, and passed onto the Bar Manager who will forward it to the Membership Services Manger for processing.</p> <p>The First Aid Box is kept at the back of the bar. Please take time to make a note of what it contains. In the event of an accident, a note should be made of what’s used so that it can be replaced.</p> <p>In the event of a server incident/accident an ambulance should be called at once. Telling them your location, as much information about the casualty as possible, and keep them updated if the casualties condition gets worse.</p>
<p>No Smoking</p>	<p>The Union is legally required to be a smoke free premise in accordance with the Health Act 2006.</p> <p>See Section Under Laws & Legislation</p>

7. LAWS & LEGISLATION

OBJECTIVES	On completion of this unit you will be able to: <ol style="list-style-type: none">1. Understand the laws affecting the sale of food, drinks, and alcohol.2. Serve and deal with customers in compliance of legal requirements.
TERMS AND CONDITIONS OF CLUB REGISTRATION CERTIFICATE	<p>The Senior Management Team and Executive are the holders of the licence and are responsible under the Law for the observance of the terms and conditions attached to the licence.</p> <p>Any breach of the Licensing Laws may result in a criminal prosecution against the licence holder, and a member of staff.</p> <p>Opening Hours Our normal hours are:</p> <p>Mon, Tue, Thur, Fri -9.30 - 23.00 (Alcohol will only normally be served after 12.00) Wed, Fri – 9.30 -01.30 (Alcohol will only normally be served after 12.00) Sat -20.00 -23.00 Sun- 20.00-22.30</p> <p>Licensed houses may open for the sale of intoxicating drinks only during the permitted hours.</p> <p>It is illegal to serve alcohol after time has been called, including off sales</p> <p>A period of 20 minutes is allowed at the end of the permitted hours for a drinking up.</p> <p>You must ensure that the drinking up period is not exceeded.</p> <p>The Local Licensing Authority can impose a £5,000 fine if the Union is guilty of breaking the Law.</p> <p>Under 18's Staff must comply strictly with the licensing laws relating with persons under the age of 18.</p> <p>All staff must not serve intoxicating liquor to a person under the age of 18.</p> <p>Staff must not allow persons under the age of 18 to consume intoxicating liquor, if you suspect that there is a person under the age of 18 in the premises you must inform the Bar Manager of Supervisor immediately.</p> <p>General Sale Of Alcohol The Union is permitted to sell alcohol to members and their guests, and members of other NUS affiliated Unions.</p> <p>The Union is permitted to sell alcohol for on sale or off sale, but open drinks are not permitted to leave the Union premises.</p> <p>The Union has a duty not to permit entry or sell alcohol to anyone who is suspected to have been drinking excessively.</p> <p>The sale of more than a double or the sale of a spirit in a pint glass or a dirty pint is prohibited.</p>

	<p>Notices The Bar Manager is responsible for ensuring that all notices required by the Union are displayed in the correct places and kept in good order.</p> <p>Please take time to read these notices displayed in the bar area. The main notice is that of Licensing laws.</p> <ul style="list-style-type: none"> • The Gaming Licence under the 1968 Gaming Act • The 2003 Licensing Act • Price List
GAMING ACT	<p>There is a range of gaming machines at the outlet. AWP (Amusement with Prizes).</p> <p>Games of chance are not permitted i.e., brag, dice, pontoon, and if observed must be reported to the Bar Manager or Supervisor.</p>
TRADES DESCRIPTION ACT 1968	<p>The law required the prices of food and drink to be displayed in such a way that they can be clearly seen by customers when approaching the bar to choose food and drink.</p> <p>It is an offence of overcharge customers and a prosecution will normally arise.</p> <p>Any kind of incorrect description is an offence and could lead to prosecution.</p> <p>Should any person be misled about price; this could also lead to prosecution.</p>
DISCRIMINATION	<p>The Race Relations Act 2000 and the Sex Discrimination Act 1975 make it unlawful, for a licensee or staff to discriminate, when providing goods and services, against a person on grounds of colour, race, nationality, ethnic or national origin, sex or marital status.</p> <p>Discrimination means refusing admission, failure to give the same service, same facilities and on the same terms as to other persons using the premise.</p> <p>A person who claims he or she has been discriminated against may take civil proceedings in a County Court within 6 months of the alleged discrimination.</p>
WEIGHTS AND MEASURES ACT	<p>Drinks must be dispensed in the correct government standard measures. Draught products in pint or half pint measures and spirits in 25ml or 50ml (double) measures.</p>
DRUGS	<p>The University and Students' Union operates a zero tolerance policy. All incidences of Drugs and Drug abuse must be reported to management. (See text below for details on different drugs).</p> <p>Misuse of Drugs Act 1971 lists a number of drugs whose production, possession, supply, etc are generally illegal. These are known as controlled drugs.</p> <p>The Misuse of Drugs Act divides drugs into three classes:</p> <p>Class A: Ecstasy, LSD (acid), magic mushrooms prepared for use, heroin, methadone, crack, cocaine, opium, and any class B drug prepared for injection.</p> <p>Less common substances: dextromoramide (e.g. Palfium), dipipanone, fentanyl, mescaline, pethidine, PCP, all parts of the seeds of the opium poppy (after mowing).</p> <p>Max. penalties: possession: 7 years prison and/or a fine, supply: life imprisonment and/or a fine.</p> <p>Class B: Amphetamines (speed), cannabis (soon likely to become Class C), barbiturates, and codeine.</p> <p>Less common substances: dexamphetamine, dihydrocodeine (DF0118), methaqualone, methylamphetamine (Ritalin), phenmetrazine (Filon)</p>

	<p>Max penalties: possession: 5 years prison and/or a fine, supply: 14 years prison and/or a fine.</p> <p>Class C: Some tranquillisers like Temazepam, the supply of anabolic steroids.</p> <p>Max penalties: possession: 2 years prison and/or a fine, supply: 5 years prison and/or a fine.</p> <p>Other Some other drugs are controlled by the Medicines Act. It may not be illegal to possess drugs such as prescription medicines, ketamine or GHB (gammahydroxybutyrate) but supply is still an offence.</p> <p>HOW TO PREVENT PROBLEMS</p> <ul style="list-style-type: none"> • If drug misuse or dealing is suspected inform the management immediately. • Increase frequency of glass clearance and ashtray cleaning. • Inspect toilets frequently. • Be extra vigilant on music nights, discos, etc. <p>If someone takes an overdose and they are drowsy or unconscious, dial 999 and call an ambulance immediately, hospital treatment is essential; turn them on their side and try to prevent inhalation of vomit; make sure there is plenty of fresh air; collect powder, tablets and any other substance and give to ambulance or ita to help in antidote procedures.</p>
<p>Food Safety Act 1990</p> <p>Food Standards Act 1999</p> <p>Food Hygiene Regulations</p>	<p>The Food Safety Act 1990 & Food Standards Act 1999, sets out the legal requirements of the minimum legal requirements for the storage and preparation of food.</p> <p>The requirements have specific requirements for use by, temperature control, hygiene standards and lots more. See Food Storage, Preparation & Hygiene Unit, or Food Standards Guide for further details</p> <p>The above acts are now also backed up by EU Food Hygiene Regulations 2006.</p>
<p>Health Act 2006</p>	<p>The Health Act 2006 sets out the legal requirements for all places of work, work vehicles and enclosed public spaces to be Smoke Free from 1st July 2007.</p> <p>Employees of the Union are required to ensure the law is enforced. Failure to do so can result in a fine of up to £2,500 for the Union and £200 for the individual.</p> <p>Bath & North East Somerset are responsible for enforcing this area. They have the legal power to enter premises or board vehicles to determine if the new law is being upheld.</p> <p>A telephone line (0800 587 1667) is in operation to enable employees and members of the public to report possible breaches of the law. This information will be passed to local councils to follow-up as appropriate.</p> <p>From 1st July 2007 the Union is required to display no-smoking signs in a prominent position at every entrance to smoke free premises. Signs must meet the following minimum requirements: be a minimum of A5 in area (210mm x 148mm) display the international no-smoking symbol at least 70mm in diameter carry the following words in characters that can be easily read: ‘No smoking. It is against the law to smoke in these premises’.</p>

Anyone who does not comply with the law will be committing a criminal offence. The fixed penalty notice and maximum fine for each offence are set out below.

Offence	Who Is Liable?	Fixed penalty notice (if paid in 15days)	Fixed penalty notice (if paid in 29days)	Court awarded fine
Smoking in a smoke free place	Anyone who smokes in a smoke free place	£30	£50	Up to £200
Failure to display required no-smoking signs	Anyone who manages or occupies the smoke free premises or vehicle	£150	£200	Up to £1000
Failure to prevent smoking in a smoke free place	Anyone who manager or controls the smoke free premises or vehicle	N/A	N/A	Up to £2500

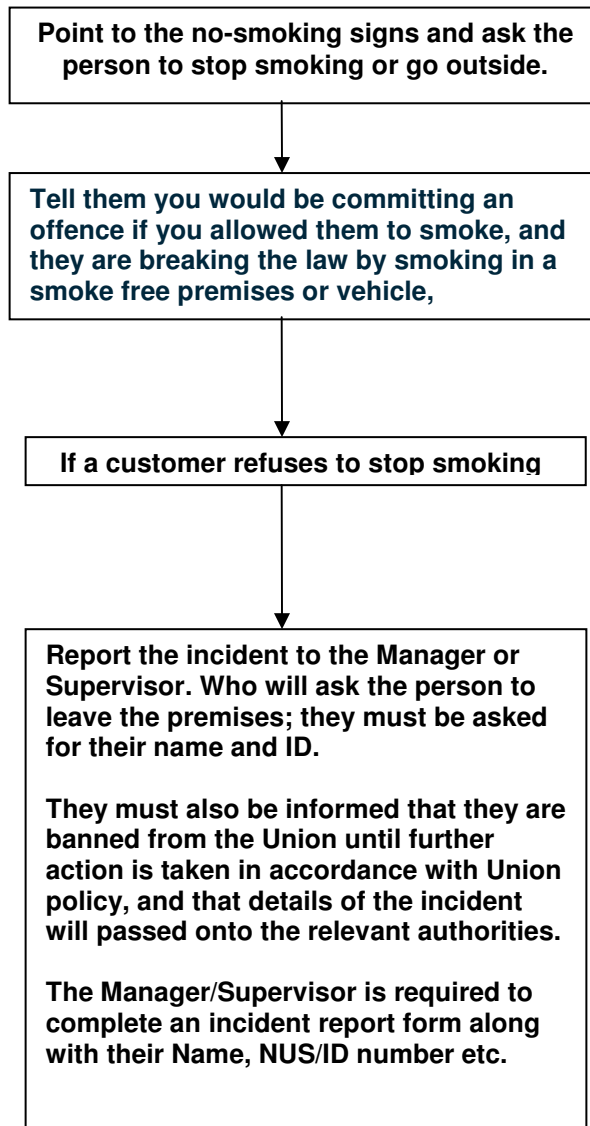
The fixed penalty notice includes information on the details of the offence and how payment is to be made. Anyone who receives a fixed penalty notice can choose to have the matter dealt with by a court. If a person does not pay a fixed penalty notice, the matter may also be referred to a court to be dealt with.

Union's Smoking Policy

1. The Union has a legal responsibility for all its staff members and guests to provide a smoke free environment for them to work and socialise in.
2. It is illegal to sell cigarettes and tobacco to anyone under the age of 18. Union staff should ensure that ID/proof of age is requested when they suspect someone is under the age of 18.
3. All enclosed areas of the Union and its vehicles shall be no smoking areas in accordance with the Law.
4. The Union shall ensure there are adequate signs telling members and guests that the Union is a no smoking area.
5. Union staff should ensure that anyone seen smoking within the Union premises is asked to stop smoking and leave at once. They should be informed that they are breaking the law and that they and the Union could be fined. Any incident should be recorded on an incident report sheet immediately.
6. Anyone found to be breaking this policy shall be immediately banned from the Union premises and activities until action is taken in accordance with the disciplinary procedure.
7. Union staff should only smoke during official breaks in designated smoking area. Staff should note that it is illegal to smoke during the service of food and drinks. Staff found to be breaking this rule shall be subject to the disciplinary procedure.
8. The Union will run Anti Smoking campaigns and shall highlight the issues relating to smoking. The Union shall also make available information on advice and support available for people who are considering giving up smoking.

HOW TO DEAL WITH SMOKING IN A SMOKE FREE PLACE

If you are in charge of smoke free premises and/or vehicles, you will have a legal responsibility to prevent people from smoking in them. If someone does smoke in any premises or vehicles you are responsible for, here are some practical steps you might take to deal with them.



8. FOOD STORAGE, PREPARATION & HYGIENE	
OBJECTIVES	<p>On completion of this module you will be able to:</p> <ul style="list-style-type: none"> •State his/her responsibility under the Food Safety Act 1990, Food Standards Act 1999, EU Hygiene Regulations 2006 •State why good standards of personal hygiene are important. •State main areas of importance for food handlers to achieve good standards of personal hygiene.
FOOD SAFETY	<p>We have a legal and moral obligation to ensure high standards of food and personal hygiene in order to:</p> <ul style="list-style-type: none"> •Ensure compliance with the Law. •Prevent contamination and cross contamination of food. •Maintain a clean and professional appearance. •Prevent accidents. •Support union image. <p>All staff bear this responsibility</p> <p>NB Beer is a food. Fines for offences are up to £2,000 per offence and/or 2 years imprisonment</p>
BASIC FOOD HYGIENE	<ul style="list-style-type: none"> •All food should be labelled and dated when stored •Always rotate the stock and make sure it is in date (remove and dispose of any out of date food, inform the Bar manager of your actions) •Remember, never put raw (uncooked) and cooked meat in the fridge on the same shelf •Check the fridge and freezer temperature daily and record the temperature below 5°C fridges and below -18°C freezers. If any of the temperatures are above the required levels you must report it to the •Always wash your hands before you handle food and when you go one type of food to another, to avoid cross contamination. •Always use the correct coloured chopping boards and knives to avoid cross contamination •Do not leave food out of the fridge •Make sure that all utensils and cooking equipment is thoroughly cleaned regularly, all equipment and utensils must be cleaned thoroughly at the end of the day. •Do not eat the food while you are cooking. •Make sure the kitchen is always clean <p>Food should always be served and stored at the recommended temperatures</p> <p>Serving HOT at or above 75°C COLD at or below 8°C</p> <p>FROZEN below -18 °C FRIDGE COOLED below 5°C</p> <p>See the new Food Standards Agency Guide for further details.</p> <p>Use by It is compulsory that we must not sell food beyond its use by date; this includes beer and other drinks.</p> <p>You must ensure that when restocking shelves and fridges, that you rotate stock to avoid the items at the back going out of date. You should also inspect items that have been on the shelf or in the fridge to ensure they are in date.</p> <p>Any food or drink that has gone out of date must be removed from display, clearly marked, and the Bar Manager notified who will dispose of them immediately.</p>

PERSONAL HYGIENE

By following a few simple rules will ensure that these standards are met. (*Please note some of the following do not apply to the serving of drinks or packaged foods).

1. PROTECTIVE CLOTHING

Protective clothing is to protect the food from you. Where 'food' is at risk from contamination by the 'food' handler, appropriate protective clothing must be worn. Food handlers - to protect the food from contamination, must wear washable and preferably light-coloured protective clothing.

Outdoor clothing and personal effects must not be brought into food rooms, unless stored in suitable lockers.

Once staff has changed their clothes, they should restrict their movements to food areas only.

2. HANDS AND SKIN

Hands must be kept clean and nails must be kept short, clean and free from nail varnish.

A coloured washable, waterproof dressing must cover cuts, spots and sores. Food handlers must wash their hands regularly throughout the working day and especially:

- On entering a food area after any break.
- Before handling food, drink and equipment.
- After visiting the toilet.
- In between handling raw and cooked foods.
- After handling waste and refuse.
- After eating, smoking and blowing the nose.
- After cleaning or using cloths.
- After handling deliveries, packaging or re-stocking bar/shelves.
- After coughing and sneezing.

3. HAIR

- Must be kept clean, neat and tidy. Long hair should be tied back.
- Head coverings should be worn where suitable.
- Moustaches and beards should be neat and tidy.

4. JEWELLERY

Food handlers should not wear earrings, watches, jewelled rings or bracelets as they cause accidents and contaminate food.

NOTE: Sleeper earrings and plain wedding bands are acceptable.

5. PERFUMES

Never wear strong smelling perfumes, aftershaves or sprays, as they taint food.

6. GENERAL HYGIENE

Staff must bath regularly and stay clean and fresh.

7. REPORTING OF ILLNESS

Staff must report the following to the Bar Manager or Supervisor:

- Symptoms of food poisoning.
- Skin infections.
- Heavy colds.
- Ear, eye or skin discharges.
- Viral infections.

8. SMOKING

It is illegal to smoke in any area of a licensed premise. Customers must not smoke either.

9. PERSONAL HABITS

Staff must not contaminate food by any of their personal habits e.g. biting nails, scratching, picking spots/nose, or eating.

All staff should be trained in Personal Hygiene Standards to ensure they understand both union and legal requirements.

Notes

9. MANUAL HANDLING

(Maintain a Safe and Secure Working Environment)

OBJECTIVES	On completion of this unit, you will be able to: <ul style="list-style-type: none">•Lift, carry or move any piece of equipment or item within the licensed operation without causing strain or injury due to incorrect practices.
BASIC LIFT	<p>Incorrect handling practices are one of the main reasons for injury and absence from work.</p> <p>The annual cost to industry of absence through manual handling (and back) injury is estimated to be around £3,000 million.</p> <p>Foot Placement</p> <ul style="list-style-type: none">•Leading foot in line with the side of the crate and pointing in the direction of movement and toes level with the front edge of the crate. <p>Knees / back</p> <ul style="list-style-type: none">•Bend knees and hips, tuck the chin in and keep the back straight 'from head to tail'.•If necessary it is acceptable to bend over the level slightly, but the back must not be inclined more than is absolutely necessary.•It is important to not put a knee on the floor to assist with the lift; it is an unstable position and can place excessive strain on knee joints and thigh muscles.
GRIP	<ul style="list-style-type: none">•Correct hand positioning is vital - a full, firm and secure grip on the load.•Where possible, the item should be held by the handle, or other means to assist with lifting.•The correct hand positioning for lifting a box or package is, gripping upper outer corner on side of leading foot. Tilt the load slightly and grip the opposite corner with the other hand, unless the shape of the object makes this positioning difficult.
LIFT	<ul style="list-style-type: none">•When lifting a box it is important to keep the rear arm straight.•Pull box firmly to the body, moving rear hand forward along lower edge of the item where appropriate.•It is important to stand up in one smooth co-ordinated movement, keeping load in contact with the body.
LOWERING	<ul style="list-style-type: none">•Lowering should be undertaken in the reverse if lifting.•Bend hips and knees whilst tilting, avoiding trapping fingers.
BODY WEIGHT	<ul style="list-style-type: none">•Body weight does not necessarily help with moving items. It is sometimes possible to move a load horizontally by using its own momentum having first got it moving using the body's own momentum. <p>Remember: Lift the load smoothly, don't be a jerk!</p>
PLAN THE LIFT	<p>It is always important to plan your lift.</p> <ul style="list-style-type: none">•Always check that the working area is clear and free from obstruction.•Can the load be modified to make it easier to lift? The lift should be able to be carried through to completion without interruption.•Always ask for assistance if the load is too heavy.•Use a trolley or other mechanical aids if it makes moving the load easier.•Divide large or heavy loads into smaller ones wherever possible.•A series of small return trips is preferable to one long carry. <p>- STOP, THINK, LIFT.</p>
Notes:	

10. MAINTAINING THE BAR, PREPARATION FOR SERVICE & CLOSING DUTIES

OBJECTIVES

On completion of this unit you will be able to:

1. Explain the importance of keeping customer and non customer areas to the highest standards
2. Prepare the bar for service to Union standards
3. Clean the icemaker and dishwasher.
4. Complete all closing tasks complying with all hygiene, safety and security requirements.
5. Explain the importance of maintaining the highest standards of security.
6. Explain the importance of clearing glass bottles and other rubbish from the bar during a busy shift.
7. Explain the importance of cleaning the front of house and back bar areas at the end of a shift.
8. Explain what duties are involved in maintaining and cleaning the front of house area and back bar.
9. State the legal requirements to be adhered to when closing premises.

BACKGROUND

The standard of cleanliness both behind the bar and front of house is of utmost importance. Many customers base their experience of the bar on how clean the place is, especially when deciding what pub to have a drink or something to eat in.

As well as the customer's opinion, there are also Laws that require the Union to maintain good standards of hygiene.

For these reasons the Union expects the highest of standards to be maintained by all staff members.

FRONT OF HOUSE DUTIES

A lot of time and effort is expended in ensuring that when the Union opens in the morning, everything is 'spot on'.

These standards must be maintained throughout the trading day. To make sure every customer finds the bar as appealing as the first customer of the day, it is vital that the following procedures are followed:

During a shift

The whole area must be clean and appropriately lit.

- Every day the outside area including entrances must be checked to ensure it is free from litter, debris and empty glasses.

Glass bottles

Care should be taken when collecting bottles, watch out for broken glass.

- Bottles should be collected from tables and the floor (in a crate during busier shifts) and disposed of in the recycling bin or put in crates for return, as appropriate. This should be done quietly as not to make too much noise.
- Breakages must be removed immediately

If glass bottles are left around the bar and on the floor they can easily be broken and result in injury.

At Newton Park bottles for recycling can be placed into the recycling bins under the back bar or in the internal venue bins during the day. These bins must be emptied regularly into the big red recycling bins outside the back of the bar

Take time to find out what bottles are returned and which are recycled.

Cans & Tins, Paper, Plastic Bottles & Glasses

Cans, paper, plastic bottles and plastic glasses should be recycled in the appropriate internal bin, which should be emptied regularly and the full clear bags stored outside the back of the bar for collection.

Please stack any plastic glasses to reduce the amount of space used in the bin.

On event nights, glass bottles and plastic glasses should be placed into the bins at the front of the Students' Union, if appropriate.

Cardboard

Cardboard should be flattened and put in one of the cage outside the back of the bar.

PLEASE NOTE WE CAN NOT RECYCLE COFFEE CUPS

General rubbish

Clear all general rubbish from tables and the floor on a regular basis. Use a plastic box to collect the rubbish and then place it into a rubbish bag before place the bag into a bin outside the rear of the Union.

The Students' Union has a commitment to recycle as much waste as possible, and all glass, paper, cardboard, plastic bottles and glasses should be recycled.

Inside bins

- Empty any bins inside the bar area as full bins give the customers a poor impression of the bar, replace bag. Full bags should be tied and placed into the appropriate bin or stored outside the back of the bar.

Wiping tables, drink shelves and mopping floors

- Spills on tables and drink shelves should be wiped as quickly as possible.
- Mop up any spills on the floor to avoid accidents, use a wet floor sign as appropriate.

Collecting plates and cups

- Collect all reusable crockery and cutlery from tables and place in dishwasher in kitchen. Leave items to soak if needed.

At the end of the day:

- Collect all bottles and recycle or place in return crates as appropriate.
- Clear all rubbish from tables and dispose of.
- Empty all bins and replace bin bags, this will prevent fires.
- Remove all large rubbish from floor, sweep if needed.
- Collect any rubbish etc from the corridors, toilets and foyer areas. Mop floors in toilets if needed.
- Wipe all tables with cleaning fluid or warm water using a cloth.
- Wipe any games and cigarette machines.
- Wipe any table legs and chairs as required.
- Stack all the chairs and stackable tables from the dance floor in the corner to the left of the bar. Avoid blocking the fire exit.

The following must also be done on a weekly basis: - Both sites.

- Wipe all chairs, sofas and table legs to ensure they are clean
- Pull any large furniture away from the wall and remove any rubbish from behind
- Remove cushions from sofas and remove any rubbish
- Dust all TV screens with a clean/dry cloth
- Wipe all games machines
- Remove any rubbish from the dj box. Dust equipment as needed.
- Clean any glass doors or mirrors in the bar area.

BACK OF HOUSE DUTIES

The 'back of the house' standards in many pubs leave a lot to be desired. These standards are indicative of how much staff care about the outlet in general and the customers in particular.

Although, not accessible to customers, low standards in these areas can impact on the service the customer eventually receives.

Glass bottles

Care should be taken when collecting bottles, watch out for broken glass.

- On a regular basis bottles should be collected from the bar counter and placed in the recycling bottle bins under the back bar put in crates for return, as appropriate. This should be done quietly as not to make too much noise.
- Bottle bins from behind the bar should be emptied as often as required into the glass recycling bins outside the rear of the bar.

Take time to find out what bottles are returned and which are recycled.

Cans & Tins, Paper, Plastic Bottles & Glasses

- Cans, paper, plastic bottles and plastic glasses should be recycled in the appropriate bin either behind the bar or at the end of the bar. These bins should be emptied regularly and the full clear bags stored outside the back of the bar for collection.

Cardboard

Cardboard should be flattened and put in one of the cage outside the back of the bar.

PLEASE NOTE WE CAN NOT RECYCLE COFFEE CUPS

General rubbish

General rubbish should be cleared from the area on a regular basis and placed into the general rubbish bins behind the bar.

Back bar bins

- Empty any bins inside the back bar area if they are full to reduce the risk of fires, replace bag. As appropriate full bags should be placed into the bins or stored outside the back of the bar.

Wiping surfaces

- Spills on bar counter should be wiped up and mop any spills on the floor to avoid any accidents
- Drip trays must be wiped and washed on a regular basis

Coffee machine

- Empty and wash the drip tray and granules bin on a regular basis during the day.
- Clean using cleaning cycle daily.

Bleeding Lines

- Air fob monitors must be bled into a bucket and any contents in the bucket emptied down the drain and the bucket washed.

At the end of the shift:

It is important to maintain the highest standards of security at close of business and the need to comply with all legal requirements.

Closing tasks

You must complete the following tasks at the end of every day.

- ***Ensure the shutters are pulled down at closing time***
- ***Ensure that drinks are all consumed before the 20 minute drinking up deadline. This is a legal requirement.***
- ***Politely ask customers to vacate the premises at closing time. We wish***

	<p>customers to return to the bar.</p> <ul style="list-style-type: none"> • Check toilets and all areas are clear of customers. • Lock all windows and doors. <p>It is now safe to start closing down and cashing up.</p> <p>Cleaning Duties</p> <ul style="list-style-type: none"> • Collect all bottles and recycle or place in return crates as appropriate. • Clear all rubbish from the front and back bar and dispose of. • Empty all bins and replace bin bags. Including Kitchen at Newton Park, if used. • Wipe all surfaces with cleaning fluid or warm water using a cloth, including the kitchen if used. • Collect any rubbish etc from the bar store and dispose of as appropriate. • Clean all kitchen equipment at Newton Park, if used. • Empty the dishwasher at Newton Park, if used. • All drip trays, spirit measures, ice buckets and wells, should be washed thoroughly. • Remove all nozzles and leave to soak in carbonated water. • Polish all fonts • Polish any stainless steel surfaces. • Wipe the wooden fronts of the bar. • Wipe all glass in fridge doors. • Sweep and mop the floor of the back bar. Also do kitchen floor if used. • Swap any full glass and general rubbish bins for inside the cage empty ones. <p>The following must also be done on a weekly basis:</p> <ul style="list-style-type: none"> • Remove and wash all optics. • Wash the inside of the dish washer at Newton Park • Empty and wash the icemaker, including the door seal • Sweep and mop the bar stores • Remove stock and wipe shelves • Clean the lines • All mirrors and glass should be cleaned • Clean the inside and door seals of all fridges • Wipe all tills • Sweep the bar cage area <p>Locking Down</p> <ul style="list-style-type: none"> • Check all doors and windows are locked • Check that all equipment that should be turned off is turned off • Turn off all lights • Set the alarms and exit the building
<p>LEISURE MACHINES</p>	<p>ON OPENING</p> <ul style="list-style-type: none"> • Switch on all machines. • Check that all machines are fully operational. If not report any fault to the Bar Manager or supervisor who will inform the service company. • Check all machines are clean and presentable. • If there is a fault with a machine you must report it to the Bar Manger or Supervisor. Turn the faulty machine off <p>DURING A SHIFT</p> <ul style="list-style-type: none"> • If a customer reports a fault inform Bar Manager or Supervisor, who will deal with any refunds. • Turn off any faulty machines.

<p>THE ICE MAKER</p>	<p>CLEANING OF THE ICE COMPARTMENT</p> <p>It is very important to clean the ice compartment regularly.</p> <p>When cleaning the Ice compartment use the following procedure: Ice compartment must be cleaned at least every 7 days.</p> <ol style="list-style-type: none"> 1. Electricity supply turned off for safety. 2. Surplus ice removed and discarded using the plastic scoop. 3. Wearing rubber gloves the ice compartment is cleaned using recommended sanitizer and a clean cloth. 4. The ice compartment must be rinsed with clean water after cleaning with sanitizer. 5. Remember to turn electricity supply back on. <p>CLEANING OF UTENSILS</p> <p>Ice scoops, tongs, ice buckets must be cleaned daily with recommended sanitizer due to the types of infection which can easily be transmitted via water and ice. Utensils must be thoroughly rinsed prior to re use.</p> <p>USE OF THE ICE COMPARTMENT</p> <p>Ice compartments should be used for no other reason than to make clean usable ice. The consequences under the Food Hygiene Act 1990 are harsh.</p> <ol style="list-style-type: none"> 1. Ice compartments must not be used for storage or cooling of bottles/cans as infection is easily transmitted from the outside of bottles/cans. Also if bottle fragments enter the ice compartments this is extremely dangerous. 2. It is advantageous to store ice buckets on the back fitting to prevent customers serving themselves. Obviously hands can transfer many types of communicable diseases into the ice bucket and eventually into many customers' drinks. <p>Food Hygiene Act 1990 states that food/drink must be of a standard that will not expose customers to the risk of infection. The maximum fine per offence is £20,000 or imprisonment for up to 2 years.</p>
<p>THE DISHWASHER</p>	<p>Please note that the dishwasher should only be used for food related utensils and crockery.</p> <p>When preparing crockery for the dishwasher, ensure that any food is scraped off into the bin and then washed off under a tap, before placing it in a basket.</p> <p>Ensure you take time to observe the filling and operating process of the dishwasher before using it for the first time. Ask the Bar Manager or Supervisor for help if you require it.</p> <p>It is important to have clean/dry crockery and cutlery.</p> <p>PREPARING ITEMS FOR THE DISH WASHER</p> <p>All dishes etc must be empty and any large food scraped off into the bin, to avoid contamination of wash tank and damage to machine.</p> <p>Items that are greasy must be rinsed off under a warm tap. Lots of our food products contain a little grease, this includes some of the drinks we serve e.g. Bailey's Irish Cream, cream liqueurs.</p> <p>Lipstick needs to be removed using a clean cloth.</p> <p>Ashtrays should never be washed in the dishwasher. They will cause deposits of carbon in wash tank. Spent matches and ash contain sulphur that can cause corrosion in the machine.</p>

USING THE DISH WASHER

The dishwasher utilises a detergent and rinse aid. Before using the dishwasher you will need to ensure that there are plenty of both liquids in the containers at the side of the machine. These must be correctly dosed to ensure satisfactory results.

Prior to filling machine, ensure interior of machine is clean and free from debris.

Ensure machine is up to temperature prior to loading a basket to guarantee correct cleaning.

Baskets should be filled on the drainer not on the door of the machine, to avoid draining being transferred to wash tank and damage to door.

Ensure Basket is filled to maximum capacity so that costs are minimised and correct cleaning takes place.

Once you have placed the basket in the dishwasher you will need to close the door and press the cycle button. A load will take about 2/3 minutes.

THE MACHINE IS NOT SELF-EMPTYING. For environmental reasons the machine is not self emptying, you will need to manually drain the water every 4/5 washes, this can be done using the following procedure:

1. Remove the plug from the bottom inside the dish washer
2. Press and hold the drain button until all the water has been drained from the washer.
3. Remove any debris from the bottom of the machine.
4. Replace the plug, and the machine is ready to use again.

CLEANING PROCEDURE

Machines are not self-cleaning and must be cleaned regularly for hygiene/safety reasons daily.

Always clean regularly and correctly.

1. Remove the plug from the bottom inside the dish washer
2. Press and hold the drain button until all the water has been drained from the washer.
3. Place the baskets in the washer and close the door, run the wash cycle for a few minutes to wash the empty machine.
4. Open the dishwasher and rinse down the inside of the machine if there is any debris remaining. You may need to use a cloth if they're any grease or other food matter stuck to the inside of the washer.
5. Press and hold the drain button until the machine is emptied
6. Remove any debris from the bottom of the machine, also empty the filters.
7. Replace the plug, and the machine is ready to use again.

BREAKDOWN PROCEDURE

Any breakdowns or faults should be reported promptly to the Bar Manager or Supervisor.

In any event of machine failure, dish washing should be performed by hand. Note the following points:

1. Use hand hot water.
2. Use washing up detergent ensuring that you change water/detergent frequently.
3. Rinse in warm water.
4. Allow to drain for 20 minutes prior to using, or until they are dry.

STORAGE OF CROCKERY & GLASSES	<p>Cups should be stored upside down on an appropriate shelf that is sealed and covered with a rack.</p> <p>Plastic glasses should be stacked upside down and stored in plastic bags before use.</p> <p>Plates and other dishes should be stored in stacks, upside down on a sealed shelf.</p> <p>Care should be taken before using any item of crockery or a glass to ensure it is clean.</p> <p>Crockery should be used in rotation to prevent sticking of seldom-used items.</p>
Notes:	

11. SERVING DRINKS & FOOD

OBJECTIVES	On completion of this module, you will be able to: <ul style="list-style-type: none">•Dispense a drink to Union Standards and also ensuring all legal and hygiene requirements are met.
UNION ALCOHOL POLICY	<p>Each member of staff will be issued with a copy of the Union's Alcohol, Drugs and Smoking policy and will be expected to abide by all rules within it and ensure members and guests using the bar do also.</p> <p>Alcohol Policy Summary</p> <p>The Union has a legal responsibility for all its members and guests who are consuming alcohol in its bars, both while they are within the premises and outside the premises as they leave. Failure to properly regulate the consumption of alcohol by members and guests using the bar, and controlling their behaviour, can result in fines for the Union and can even result in the loss of the Union's Club Premises Certificates (Alcohol Licences).</p> <ul style="list-style-type: none">•It is illegal to serve alcohol to anyone under the age of 18 years old. ID will be requested by bar staff if they suspect someone is under 18, and for all customers if they know under 18's are attending a private event.•Anyone consuming alcohol within Union premises must be a member of the Union, an NUS cardholder or a guest of a Bath Spa University member who has signed the guest into the guest book. (ID will be required for guests at the point of signing in).•The consumption of alcohol purchased from the Union Bar is permitted to be consumed by members and guests. Alcohol not purchased from the Union Bar may not be brought onto or consumed on Union premises. Anyone found consuming alcohol not purchased from Union bars will be asked to leave the premises and further disciplinary action considered.•The Union reserves the right to refuse access to its premises to anyone that is felt to have been consuming alcohol excessively prior to gaining entry to the Union.•Union staff should try to ensure that members and guests do not drink excessively within the Union Bars. Staff should not serve drinks to anyone who appears to have been drinking excessively, and must serve no more than a double spirit in a glass, or add a spirit to a bottled or draught drink (this is the law).•One of the main forms that drinks are spiked with is more alcohol. Staff should take care and ensure that they do not allow members or guests to pour one drink into another to make it stronger.•Staff who witness a member or guest who is drinking in an irresponsible manner must report the incident to the bar Manager or Supervisor who will deal with the incident. The Union does not permit drinking games or any such drinking activities that may result in a member or guest becoming excessively intoxicated.•Irresponsible drinks promotions will not be permitted and a culture of responsible drinking will be encouraged.•The Union will run safe drinking campaigns and promote the consumption of non-alcoholic drinks. These campaigns shall include drink limits, drink driving and advice and support information for people who consider they have a drink related problem.•The Union will be a member of, and actively promote the DES (Designated Driver) Campaign. Designated drivers will be allowed free carbonated soft drinks on production of his/her car keys as proof they are a designated driver.•The Union shall ensure that there is free tap water available during the bar opening hours for anyone who asks.•Food or snacks shall be made available from the bar or vending machines during bar opening hours.•The Union Senior Management Team will set bar prices on behalf of the Executive Committee on a yearly basis. Income from the Union's commercial services contributes a significant amount of funds towards running the core services of the Union. Union funds must never be used to subsidise the price of a drink from the Union Bars.

	<ul style="list-style-type: none"> •Members or guests that are deemed to have been drinking excessively within a Union bar will be asked to leave the premises. The Bar Manager or Supervisor shall ensure that the person is in a fit state to leave the premises safely. •Union staff may ask for proof of identity at any time and may confiscate Bath Spa University ID Cards from members or guests who are deemed to have been involved in an incident that requires action under the Unions Disciplinary Procedures. •Anyone deemed to be acting inappropriately and breaking Union Policy or being violent, abusive or destructive to Union property or property of other members or guests will be asked to leave the premises. The incident will be reported to the police as deemed necessary by the Bars Manger or Bar Supervisor. Any incident will result in an immediate ban from the Union premises and activities for the member involved, until further disciplinary action is taken by the Union as part of the Union’s Disciplinary Procedure. (Members shall be responsible for the actions of their guests). •Staff must always be sober whilst at work. Staff should not drink whilst at work or during their lunch or other work breaks unless it is a special occasion, i.e. at a lunchtime leaving party or a staff drink at the end of a shift. Any incidences will be reported to the General Manager and may result in disciplinary action being taken by the Union. •The Union recognises that alcohol dependency is a treatable condition and will assist staff in the prevention, early detection and diagnosis and treatment of dependency, all in the strictest confidence. The Union encourages staff to seek help voluntarily and the Union will help put them in contact with the relevant support organisations and endeavour to do all they can to help staff through this process. Absence from work for treatment will be regarded as normal sickness and the Union recognises that relapses may occur. A member of staff who feels that they need help with a problem can contact their Manager, the General Manager or the Membership Services Manager.
<p>BEER DISPENSING FREE FLOW</p>	<p>SELECTING THE GLASS</p> <ul style="list-style-type: none"> •The Union only uses plastic glasses in all its bars. •Appropriate glass size should be used at all times. •Clean glasses must be used for all drinks, no glasses can be reused. •Do not put fingers inside glasses at anytime. •You should still use the correct glass size 20fl oz/1 pint or 10 fl oz/1/2 pints. <p>DISPENSING THE BEER</p> <ul style="list-style-type: none"> •When dispensing a drink the glass should be held at the appropriate angle for the product. Take note of recommendations made by the bar manager and the product suppliers. •Gradually bring the glass to the vertical as it fills to reduce wastage. •Check discreetly for clarity and correct measure before presenting to the customer.
<p>SERVING BOTTLES</p>	<p>SELECTING A GLASS</p> <ul style="list-style-type: none"> •Use the same procedure as for serving beers <p>OPENING THE BOTTLE</p> <ul style="list-style-type: none"> •When opening the bottle with a crown cap opener, the bottle must be held firmly and the cap slowly removed. •Ensure the cap is deposited in bin to avoid tripping hazard on floor for yourself and others. <p>SERVING THE BOTTLE</p> <ul style="list-style-type: none"> •When selecting the product, the date must be checked to ensure it is within the supplier’s shelf life guidelines. •The bottle should be held firmly with the label facing the customer. <p>When serving a bottle keep in mind the following key points:</p> <ul style="list-style-type: none"> •When opening the bottle, listen for the sound of pressure being released.

	<ul style="list-style-type: none"> •Ensure the bottle is held firmly whilst opening. •Check the bottleneck to ensure it is not chipped or broken - for hygiene and safety reasons. <p>If pouring the drink, remember:</p> <ul style="list-style-type: none"> •Do not allow the bottle and the glass to touch. •Hold the bottle and glass at a 45 angle, allowing the drink run down the side of the glass, gradually bringing to the vertical to avoid wastage. •If presenting the bottle and the glass to the customer you must place the bottle to the customer's right hand.
<p>SERVING A SPIRIT</p>	<p>You must:</p> <ul style="list-style-type: none"> •Never serve more than a double spirit in a glass •Never add a spirit to a bottled or draught drink •Never serve spirits in a in a half pint or pint glass <p>SELECTING THE MEASURE</p> <p>There are 2 methods of dispensing a spirit:</p> <ul style="list-style-type: none"> •The optic. •The thimble measure. <p>The legal required measure must always be 25mls, per single measure, or multiples of 25mls (doubles).</p> <p>The optic measures the correct amount of spirit, which we are legally required to serve (25mls)</p> <p>The thimble measure, as with the optic, holds the required legal measure, and is government stamped accordingly (25mls or 50mls)</p> <p>SELECTING THE GLASS</p> <p>Before selecting the glass, the customer must be asked if they require ice, and mixer as appropriate.</p> <ul style="list-style-type: none"> •Never serve a spirit in a pint glass •Never serve more than a double in one glass •Remember health, safety and hygiene factors must always be considered. <p>SERVING THE SPIRIT</p> <p>When serving a spirit (optic measure) the following key points must be observed:</p> <ul style="list-style-type: none"> •Hold the glass by the base or stem under the optic. •Gently push up optic dispense bar by hand, holding until the optic measure is empty. •The optic measure will refill on release. <p>When serving a spirit (thimble measure) the following key points must be followed.</p> <ul style="list-style-type: none"> •Place thimble measure on flat surface in VIEW of the customer. •Pour required spirit slowly into thimble until full. •Select correct glass, ensuring it is clean, not chipped or cracked. •Add ice, if requested. •In view of the customer, pour full thimble measure into glass. •Note - Always clean thimble measure after use. •Remember that if a double measure is required exactly the same method should be followed. •When presenting the drink to the customer, the glass must be held firmly by the base or stem. <p>If the customer requires a mixer with the spirit, only a small amount of the mixer should be poured into the glass. Both the glass and the bottle must then be presented to the customer.</p>

<p>SERVING SOFT DRINKS)</p>	<p>Soft drinks are a very important part of our product portfolio; the fact that they are non-alcoholic should not detract from the manner in which they are served.</p> <p>PRODUCTS</p> <ul style="list-style-type: none"> •The Union stocks a range of bottled and canned soft drinks as well as those on tap. •Soft drinks on tap are served as 20fl oz/1 pint or 10 fl oz/1/2 pints, and should be served in the appropriate size glass. •You should never try to pass off e.g. Coke not Pepsi. Always tell the customer that we don't sell the product they asked for but we do sell 'x' instead. <p>SELECTING THE GLASS</p> <ul style="list-style-type: none"> •It is very important to enquire as to the customer's requirement (e.g. large or small). •Select the correct glass <p>SERVING A SOFT DRINK</p> <ul style="list-style-type: none"> •Add ice etc. to glass before pouring the drink. •The customer must always be asked prior to adding ice etc. •Selection of the correct product and size and within shelf life guidelines. •Hold the bottle firm and remove Crown Cork, if Carbonated listen for the hiss. •Check rim of bottle, clean and sound - hygiene/health and safety. •Pour drink down inside of tilted glass always ensuring bottle, can or tap and glass do not touch. •Present drink to customer holding glass by the base. •Do not shake bottles or cans of carbonated soft drinks - but fruit juices must be shaken to mix contents. •When dispensing via free flow systems, select the product and appropriate size and the system will automatically dispense the correct measure. Always ensure you use the correct glass size and add ice etc. before filling the glass.
<p>SERVING DRAUGHT BEER SHANDY</p>	<ul style="list-style-type: none"> •There should be no wastage due to fobbing. •Pour half a glass of lemonade and then with glass tilted fill glass with beer (half and half) •Shandy must now only be referred to as large or small NOT PINT OR HALF. This is due to E.C. regulations on metrication.
<p>SERVING WINE</p>	<p>It is very important that wine is served at the correct temperature:</p> <ul style="list-style-type: none"> •Red Wine - Room Temperature. •Rose Wine - Chilled. •White Wine - Chilled. <p>When dealing with wine it is important to remember the following points:</p> <p>OPENING THE WINE</p> <p>Opening a bottle of wine is not as easy as it sounds.</p> <ul style="list-style-type: none"> •Remove the top of the plastic/metal capsule that covers the cork. Use a small sharp knife/waiters friend. (Do not rotate the bottle). •Pierce the centre of the cork with the tip of the corkscrew. •Raise the corkscrew to upright and twist into cork. •Lever cork out by placing waiter's friend against the rim of the bottle and lever out a short distance (may need to twist corkscrew in again and lever some more). •Gently extract the cork using fingers. •Remove the cork from the corkscrew. <p>SERVING A GLASS OF WINE</p> <p>When serving wine you must ask the following to ensure the customer receives what they want.</p> <ul style="list-style-type: none"> •Red or white wine. •Sweet, medium or dry wine. •Use the wine measure for a glass of wine. •The Union's glassware policy is that plastics should be used at night and when the bar is full. Appropriate glass size should be used at all times.

	<ul style="list-style-type: none"> •The glass must always be held at its base for hygiene reasons. •Do not put fingers inside glasses at anytime. <p>SPARKLING WINE NB Safety: Always keep cork covered by hand with a napkin.</p> <ul style="list-style-type: none"> •Hold bottle firmly in one hand, hold at an angle of 45 degrees away from anyone and cover top of cork with hand. •Locate the wine muzzle with the other hand and untwist to free it. •Take a firm grip of the top of the cork in one hand and the bottle in the other. Twist bottle and cork in opposite directions •As the cork begins to move, ease out with thumb and forefinger; continue to hold napkin over the cork. The cork should come out with a gentle hiss. <p>STORAGE Whenever possible, wine is stored laid down. This will ensure the cork does not become dry, shrink and so allowing air into the bottle thus spoiling the wine.</p>
<p>SERVING HOT DRINKS</p>	<p>Hot beverages are a very important part of our product portfolio; the fact that they are non-alcoholic should not detract from the manner in which they are served, far from it, the preparation of tea and coffee actually takes more care than most alcoholic drinks.</p> <p>When serving a hot drink you should follow the following procedure.</p> <ul style="list-style-type: none"> • Confirm the drink required with the customer, make sure you ask if black or white. • Ask them if it is to take away or staying in. If takeaway use paper cup plus lid, if staying in use china mug or paper cup. • Place the cup on the tray at the bottom of the coffee machine. • Press the number on the machine that corresponds to the drink required • Place the drink on the front counter and direct the customer to the milk and sugar. • Give the customer a lid for the paper cup, if required.
<p>SELLING & SERVING FOOD</p>	<p>The sale of food is a growing into a very important area within the Bar, especially during the day shifts.</p> <p>The standards of hygiene required for the preparation and serving of food products is much higher than those required just to serve a pint.</p> <p>All staff preparing food within the kitchen should have undergone a Food Hygiene Course, in house or the nationally recognised Basic Food Hygiene certificate.</p> <p>Selling Food If there is a wait for food at the present time, make sure you tell the customer before you process their order.</p> <p>When selling food products the following process should be used:</p> <ul style="list-style-type: none"> •Sign in to the till as described above. •Enter the items into the till as described above, make sure you ask about and enter any toppings •Confirm order with customer •Add any drinks •Sub total •End transaction •Give the customer a number –Raffle ticket <p>The printer will print off the order, any special requirements should be written on the printout and take into the kitchen along with the raffle ticket stub (order number), read the order out to the cook (make sure they are put on the board in order).</p>

	<p>Serving Food All bar staff are asked to assist in the delivery of food to the customer once it has been plated up in the kitchen. You should keep an eye on food orders and once one is ready it should be taken to the customer as soon as possible.</p> <p>Before you take any order to a customer, make sure you wash your hands on entering the kitchen.</p> <p>When you pick up a plate, make sure you do so from the edge and do not pick it up with your bare fingers.</p> <p>Make sure you have the order number and the correct cutlery with you before you take the order out to the customer.</p>
<p>Notes:</p>	
<p>DAILY DUTIES SHEETS</p>	<p>In the back bars there is a list of duties to remind you what you need to be doing during your shift. REMEMBER THERE IS ALWAYS SOMETHING TO BE DONE...</p> <p>Each week a new copy of the list is put behind the bar, this should be initialled by staff once a job has been undertaken. If it is done more than once in the shift, then initial it twice.</p>

STAFF DUTIES

BEGINNING OF THE DAY- LIST OF TO DO'S

Please Initial When Task Is Completed

	MON	TUE	WED	THUR	FRI	SAT	SUN
Check the Fridge temperatures * *							
Put furniture out (Wipe any that are dirty)							
Put till drawers in with correct float and change							
Fill ice wells							
Put menus out (Wipe any that are dirty)							
Put nozzles on coke dispensers							
Put the beer nozzles on							
Check the coffee machine is filled ready for use							
Put the filter coffee machine on and fill							
Put cups ,sugars stirrers etc out							
Check on menu availability							
Put cutlery and sauces on the counter							
Make sure bar counter is clean							
Ensure all bins are empty with new bags in							
Turn the pasty machine on and fill dish with water							
Sweep and mop the stage							

** If temperature is wrong, inform the manager/supervisor who will take the appropriate action.

END OF DAY THINGS TO DO

Please Initial When Task Is Completed

	MON	TUE	WED	THUR	FRI	SAT	SUN
Clean and put away tables							
Clean and put away chairs and stools							
Put the small tables away							
soak beer nozzles in soda water							
Soak coke nozzles in soda water							
Wash all drip trays							
Wash all thimble measures							
Wipe down all bar surfaces							
Clean bar drainers							
Empty & clean ice wells							
Put all washing up away in kitchen							
Wipe all kitchen surfaces							
Sweep and mop kitchen floor							
Put cardboard (broken down) in cage							
Empty all bins and replace bags							
Empty all bottle bins							
Clean and polish bar counter							
Make sure cutlery is wrapped							
Clean and fill coffee machine							
Fill and put away sauce bottles							
Make sure the freezers are not blocked							
Clean kitchen for next day							
Clean rubbish from entrance							
Clear outside tables							
Check toilets, remove rubbish, mop if needed							
Sweep venue floor if needed							
Sweep and mop back bar floor							
Lock ALL fridges							

DURING THE SHIFT WHEN NO CUSTOMERS TO SERVE

ALWAYS BE ALERT TO WAITING CUSTOMERS

Please Initial When Task Is Completed

	MON	TUE	WED	THUR	FRI	SAT	SUN
Clean and polish bar counter							
Clear and wipe the tables							
Do the washing up							
Polish and wrap cutlery							
Clean and refill the coffee machine							
Refill sugars and stirrers							
Empty and wash used teabag container							
Restock crisps (rotate stock)							
Clean speed rails							
Clean and polish beer fonts							
Refill fridges (rotate stock)							
Empty bins and replace bags (RECYCLE)							
Clean and fill sauce bottles							
Breakdown cardboard and put in cage							
Clean the back bar (wash measures)							
Polish Fridges (Fronts and seals)							
Clean and tidy the cellar (rotate stock)							
DO NOT BLOCK FREEZERS							
Clean the coke dispensers (As directed)							
Clean the sinks							
Clean the wooden front of the bar							
Change empty optics							
Clean the kitchen							
Clean glasses shelves							
Clean and fill ice wells							
Clean and restock the coffee cupboard							
Sweep and mop bar and cellar floors							
Clean and empty rubbish and bottle bins							
Sweep and mop the stage							
Clean the dj box (empty bin)							
Sweep and tidy the cage							
Clean and remove debris from outside tables							
Clean drinks shelves including legs							
Clean table legs							
Clean stools including legs							
Clean fixed seating							
Clean optics (As directed)							
Check toilets, remove rubbish, mop if needed							

STAFF MUST ALWAYS

ALL STAFF ALL THE TIME - LIST OF TO DO'S

ALWAYS BE ON TIME FOR YOUR SHIFT

Always be cheerful & polite to customers

Always be security conscious

Always work as a team

Always do your share of the cleaning

Always talk to customers

Always have a look at the duties list to see what you can be doing!

ALWAYS WASH YOUR HANDS REGULARLY

ALWAYS ASK FOR ID IF YOU THINK SOMEONE IS UNDER 18

Never swap a shift unless it is agreed with the bar manager

Never sit at the bar talking with friends

Never DO UNI WORK- you are paid to work!

NEVER give away or sell drinks cheap (this is a sackable offence)

Never serve friends first

Never argue with a customer (Refer them to the manager or supervisor)

Never leave the bar in a mess at the end of your shift

Never eat or drink behind the bar

NEVER SERVE ANYONE AFTER HOURS (It is illegal)

NEVER SERVE MORE THAN A DOUBLE OR SPIRIT IN A PINT GLASS (It is illegal)

NEVER SERVE SOMEONE WHO IS DRUNK (It is illegal)

NEVER SERVE A DIRTY PINT (It is illegal)

Never take stock (It is illegal), on duty staff are allowed one free soft drink per shift, and one alcoholic drink at the end of a shift longer than five hours at the discretion of the bar manager.

Always give priority to serving customers, only take breaks when it is quiet & only when given permission by the manager or supervisor.

You are legally entitled to a 20minute (unpaid) break for a shift lasting longer than 6 hours

ALWAYS COMPLETE THE TIME SHEET at the start and end of each shift. Failure to complete the time sheet may result in late payment of your wages.

12. BAR SALES

OBJECTIVES

On completion of this unit, you will be able to:

1. Use the till system according to the manufacturer's instructions and in accordance with unions standards.
2. Understand the need for security when handling cash

BACKGROUND

It is essential to have a good working knowledge of the till system essential for the security of the unions cash but also for good customer service. How we handle cash is indicative of our professionalism.

TILL USE

At the start of a shift the draw with the correct float should be removed from the safe and placed in the till.

Please take time to ensure you know the following, if you do not then ask for help.

- Signing on to the till

(Type in clerk number followed by clerk ID button)

- Checking the float level and accuracy

- Ringing in single products

(Press product key or find it via a group menu then press the relevant key)

- Ringing in multiples of a single product

(Enter quantity then press x button then press the product key e.g. 2 X Stella)

- Sub totalling

(There is no need to press the subtotal button as the till automatically gives you a running total.

- Say to the customer that will be x pounds and x pence please.

- Ending a transaction

Count the change into the customer's hand saying the running total as you go.

- Food sales

- Sign in to the till as described above.

- Enter the items into the till as described above, make sure you ask about and enter any toppings

- Confirm order with customer

- Add any drinks

- Sub total

- End transaction

- Give the customer a number –Raffle ticket

The printer will print off the order, any special requirements should be written on the printout and take into the kitchen along with the raffle ticket stub (order number), read the order out to the cook (make sure they are put on the board in order).

- Voids Policy

(There should be no need to void an item. An order should be confirmed with a customer before all the drinks are poured, this way no mistakes can be made. In the event of an incorrect item pressed into the till then you should scroll up to the item on screen and press error correct.

Please note that you must be able to explain any error correct to the Bar manager or Supervisor as they will be keeping an eye on the number of corrections.

- Refunds Policy

(There should not be any need to do a refund, but in the event that there is a need you should ask the Bar Manager or supervisor.

	<ul style="list-style-type: none"> •No Sales Policy (The till should not be opened at any time other than by selling a drink. If someone needs change then they should be asked to wait until the till is opened. (At Newton Park there is a change machine so they should be told to use that, and only if it is out of order should change be given via the till). •Procedure for the replenishment of change (In the event that the float gets low, the Bar Manager or Supervisor should be asked to replenish it. In the event of their absence change should be purchased from another till. If you need £20 of £1 coins then you should take £20 from the first till and place it in the till you are getting the change from (second till). Count out 20 £1 coins from the second till and put in the first till. NEVER take change from the safe or change bag. •Replacement of till roll (The only time the till role will need to be replaced is at the end of the day when the Bar Manager or Supervisor is cashing up. In the event you need to change the till role then you should <ol style="list-style-type: none"> 1. Open the printer. 2. Remove the spoil. 3. Insert the new roll. 4. Feed the roll through the printer, ensuring the paper comes from the correct way (bottom up). 5. Close the printer. 6. Test the printer by pressing the button on the front. •Procedure for checking for forged notes. (All notes should be checked for forgery, with a detector pen when possible). •Procedure to be followed in the event of being given a forged note (In the event you are given a forged note, you should inform the customer that the note is forged and call the Bar Manager or Supervisor who will deal with the situation. They will inform the customer that the Union has to hold any forged notes and hand them into the bank for disposal. •Signing off the till (The till will automatically sign off any clerk who has completed a transaction. In the event that you do not end a transaction then it will need to be corrected at the end of a shift or the till will not be able to be x'ed at the end of the day.)
HANDLING CASH	<ul style="list-style-type: none"> •When the customer gives you the money or cheque, if it is a note, verbally say what denomination they have given you. •Go to the till and enter the amount tendered and then press cash or cheque. If it is a note place the note on the top of the till until you have counted out the change. Check the note corresponds to that tendered and place it in the till, then close it. •When giving change to customers the amount of change should be stated •Change should always be placed in the customers hand •Coins should be given to the customer before notes i.e. not notes placed onto the hand and the coins placed on top. •Always thank the customer •Policy on tips (Any tips should be placed in the staff tips glass and collected at the end of the shift, the customer should be thanked).
SECURITY	<p>Security of cash is vital to the efficient running of the bar, and it is essential that you adhere to the following key points to ensure security at all times.</p> <ul style="list-style-type: none"> •The safe must be kept locked at all times it is not in use. <p>When the tills are operational, the following points must apply:</p> <ul style="list-style-type: none"> •Never leave the till drawer open when no transactions are taking place.

<ul style="list-style-type: none">•Large notes should be removed from the till by the supervisor or Bar Manager on a regular basis. If you notice the till has a large amount of notes, inform the Bar Manager or Supervisor. They will remove them and place them in that days sealed container in the safe, counted to ensure balancing of tills at the end of session.•Knowledge and compliance of the till (change) float system to ensure balancing of tills at the end of session. If you need change for your till ask the Bar Manager or Supervisor who will buy it from the change bag in the safe or store room. If you need £20 pound coins then £20 must be taken from the till and placed in the change bag in the safe and £20 in coins removed. Never remove change without putting the equal amount back in.•Problems relating to takings, payments, large notes and change must be referred to the Bar Manager or Supervisor in charge.•Business related activity i.e. takings should at all times be treated in a confidential manner. <p>When cashing up ensure that the bar is secured before tilling up. This will reduce the security risk.</p>
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Under no circumstances can food or drinks be given away or sold cheap unless instructed to do so by the Bar Manager or Supervisor. It is a sackable offence.

<p>Notes:</p>	
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13. ORGANISATION SKILLS, EMPOWERMENT & ACCOUNTABILITY	
OBJECTIVES	<p>On completion of this module you will be able to:</p> <ul style="list-style-type: none"> •Serve a round of drinks in an organised manner to comply with Union Standards. •Take a phone call in a manner that complies with Union standards
SERVING CUSTOMERS	<p>SERVING DRINKS In order to be an effective bar person, there is a need to ensure drinks are poured in sequence, i.e. spirits prior to draught beers to avoid beer standing too long and the head reducing before the customer leaves the bar area.</p> <p>TOTALLING THE AMOUNT Ensure when totalling the amount that no drinks are forgotten.</p> <p>Check the right amount is served to the customer, go through the order with the customer if needs be.</p> <p>All products should be entered on to the till as they are poured. E.g. if you sell 2 half-pints enter 2 half-pints not 1 pint of a product.</p> <p>TILL PROCEDURE When entering items into the till ensure you do it in accordance the Union's till procedure.</p> <p>You must</p> <ul style="list-style-type: none"> •Check the amount entered in the till is the same as the customer is charged. •Check that the change given is correct.
BAR AREA	<p>Always keep in mind the following key points:</p> <ul style="list-style-type: none"> •Ensure the bar area is wiped clean of spillage after an order is served. •Check all empty bottles are stored away safely and recycled where applicable. •Ensure all items USED are clean if required - e.g. clean used measure before placing in their storage positions. This will avoid drinks tasting of the wrong product. •It is important to replace items used to their original position so that you and other bar staff can find them later. •Remember - this contributes to an efficient and quality service by all bar-staff.
EMPOWERMENT & ACCOUNTABILITY	<p>EMPOWERMENT What empowerment means to staff.</p> <ul style="list-style-type: none"> •The Union is giving them the power to make things better for all customers. •Each member of staff has a personal responsibility to ensure that complaints are turned into opportunities. •In this situation each member of staff should ask themselves "What do I need to do to make it right?" and then do it. •If it means replacing a drink - do it but check quickly with the manager/supervisor. •Apologise to the customer. •Thank them for letting you know there was a problem. <p>ACCOUNTABILITY The Union is not only empowering you to make decisions, we will also expect staff to be accountable for what they do or do not do in a complaint situation.</p> <ul style="list-style-type: none"> •Any replacement product given away must be written down and signed by the member of staff. This will aid the management of stock and monitoring of staff performance. The manager/supervisor must be asked before any product is replaced. •MANNERS - the manner of all union staff in these situations is always to be polite, courteous and understanding. The attitude towards a customer is never to be; aggressive, dismissive of the complaint, or rude.

**TELEPHONE
TECHNIQUE**

When you answer the phone, and even before, the Union's image is on the line.

THE GREETING

All staff will be expected to answer the phone using the following greeting "Good Morning/afternoon/evening", (as appropriate) the ----- (name of the bar or union) -- ----- (name of the person answering the phone) speaking, how may I help.

This is a measurable standard that can be checked at anytime from anywhere by anyone. It is; therefore, vital that this is adhered to at all times. Convey your personality in your voice it is your our biggest asset.

ATTITUDE

At all times the attitude towards the caller must be positive, friendly and helpful. Nothing is to be too much trouble to solve the customer's query. There is no place for the attitude 'It doesn't matter they are only students'.

MESSAGES

If there is a need to take a message the following information must be taken:

- Date
- Time
- Callers name
- Caller contact number
- Message
- Name of the person who took the message

In order for this to be possible, there must always be a note pad and pens by the phone.

It is the responsibility of the person who took the message to ensure that it gets to the person who it is for.

Notes:

14. RECEIVING PRODUCTS & STOCK ROTATION	
OBJECTIVES	<p>On completion of this module trainee will be able to:</p> <ul style="list-style-type: none"> •Take delivery of products •Explain and carry out the procedure for restocking products and the importance of maintaining product quality management
RECEIVING PROCEDURES	<p>In most cases the Bar Manager or Supervisor will handle deliveries, but in case this is not possible...</p> <p>POINTS TO NOTE ON RECEIVING PROCEDURES</p> <ul style="list-style-type: none"> • Deliveries should be stacked so that merchandise can be easily viewed and counted which allows you or the manager to check quantities before the merchandise is integrated with stock already on display. • When receiving directly into the cellar, make sure the door is re-locked when the delivery person leaves. • Check all relevant paperwork must accompany each delivery. The person responsible for receiving should check the account number and address to ensure that the delivery is for the shop. • The Receiver should check the quantity of incoming merchandise against items shown on the delivery note. Any difference or damaged goods should be noted on the delivery note. • Item descriptions should also be checked to ensure that the bar is receiving the correct products. • Contents of unsealed cartons should be checked against the delivery note. • The person receiving should sign his full signature legibly for receipt of the merchandise (not just initials) which means if any queries arise the person concerned will be identifiable and able to deal with it. • The copy of the delivery note should be given to the Bar manager or Supervisor. • After the delivery vehicle leaves you may find there is a shortage of goods, or damaged goods in shipment make a note of the items and inform the Bars Manager or Supervisor immediately, who will phone the supplier immediately and request a credit. • Remember also temperature control requirements as detailed in earlier sections • Spirits will need particularly stringent checks due to their high value and pilferage risk.
STOCK LEVELS AND ROTATION	<p>STOCK ROTATION</p> <p>The rotation of stock in display cabinets, shelves and storage areas to ensure the older goods are sold before the younger goods. This also reduces the risk of wastage due to out of date stock.</p> <p>It is also important in maintaining stock levels to meet customer demand.</p> <p>ROTATION OF STOCK</p> <ul style="list-style-type: none"> •Stock rotation ensures `old' stock is sold before `new' stock •When restocking products on shelves, in cooling units etc, ensure new stock is placed behind (show dates) existing stock. •Wipe bottles and place with the labels facing forward. •Restock as directed by the bar Manager or Supervisor, to merchandising opportunities. •Check `best before dates' and remove from sale and report any out of date products to the Bar Manager or Supervisor. <p>The above are major factors, which contribute to product quality management and satisfied customers.</p>

15. CHANGING A KEG, SOFT DRINK BOX OR GAS CYLINDER	
OBJECTIVES	<p>On completion of this unit you will be able to:</p> <ul style="list-style-type: none"> • Safely change a keg, soft drink syrup box, or gas cylinder
CHANGING A KEG	<p>There are two types of kegs used - 11 gallon used at both sites for most products, and 22 gallon primarily used at Newton Park for beers. If you are required to move a 22 gallon keg, then ask for help as it often takes two people to move them.</p> <p>A good sign that a keg needs changing is that the product stops flowing. If the product is slow it is likely to be the gas.</p> <p>CHANGING THE KEG Do not change a keg if you have not been shown how to do it.</p> <p>If there is not a spare keg of the product you need to change then you will need to get one in from the yard. The empty keg must be rolled out of the storeroom and a new one rolled in and stood upright. Ask for assistance if needed.</p> <p>When changing a barrel use the following procedures:</p> <ul style="list-style-type: none"> • Turn off the gas for that barrel which is the yellow switch next to the fob monitor. • Release the pressure from the barrel by grasping the handle found at the end of the line attached to the keg and pressing the button in at the same time as pulling the handle up. • Turn the mechanism until it comes away from the top of the keg. The keg can now be removed and placed outside the cellar and secured. • Move a new keg into place and. ask for help if required. • Remove the protective cap and dispose of in a bin. • It is now safe to connect the new keg, by placing the mechanism over the barrel top and twisting it into place until it is secure. • Press the button in while pushing the handle down. • Turn the tap of the fob monitor (you will see it fill) once it is full, close the tap. You will need to catch any waste liquid in a bucket and dispose of it. • Release the float in the chamber by pushing the plunger up (remember to pull the plunger back down once the float is released). • Some beers have motors attached and need to be reset by pressing the button on the side • Turn the gas back on • Close and lock the cellar and return to the bar. • Draw the product through the tap until it starts to flow. <p>The keg has now being changed.</p>
CHANGING A SOFT DRINK SYRUP BOX	<p>Coca cola, diet cola, lemonade and hi fruit are products that are delivered as syrup in a box. They all need to be diluted and carbonated in the correct proportions, this is done automatically.</p> <p>The syrup box needs changing if the product appears watery.</p> <p>CHANGING THE BOX It is important to be confident when changing syrup box. Do not change one if you have not been shown how.</p> <p>Follow the following procedure:</p> <ol style="list-style-type: none"> 1. Collect a new box of the correct syrup from storage. 2. Unscrew the pipe from the box using the plastic nut. 3. Replace the empty box and replace with the new full one. 4. Screw the pipe to the bow using the plastic nut. 5. Return to the bar and draw the syrup through by pressing the relevant product button until it flows correctly.
CHANGING A GAS	<p>There are two types of gas cylinders Supergas (Co2) and Surermix (Nitrogen/Co2).</p>

CYLINDER	<p>Never swap one type for another.</p> <p>Both used and unused cylinders are securely stored just outside the bar store.</p> <p>When in use cylinders should be securely fixed vertically with a chain.</p> <p>Always replace like for like.</p> <p>NEVER replace one type of gas with another type of gas.</p> <p>When do I change the gas? When the product is not flowing properly (Slow and flat). This is a sign that there is something wrong with the gas; check the gas level (using the gas clock connected to the pipe) to make sure it is the gas before replacing it, ask the Bar Manager or Supervisor if unsure.</p> <p>CHANGING THE CYLINDER It is important to be confident when changing a gas cylinder. Do not change one if you have not been shown how.</p> <p>Use the following procedure to change a gas cylinder:</p> <ul style="list-style-type: none">• Turn off the gas using the tap on the top of the cylinder; ensure it is tightly closed as directed by the arrow on the tap.• Unscrew the pipe using the spanner supplied by the manufacturers. DO NOT use force; if the nut will not turn ask the Bar Manager or Supervisor.• Unhook the chain and remove the cylinder.• Replace empty cylinder with a new full one from the yard, ensuring it is the same type of gas.• Secure the new cylinder using the chain.• Connect the pipe to the cylinder using the nut and spanner provided; ensuring it is properly connected before moving on.• Open the tap on the top of the cylinder gradually.• Place empty cylinder outside and secure. <p>At Newton Park large gas cylinders are used and are kept outside at all times. There is no need to move the cylinders to change it just turn the gas off then follow the process above.</p>
Notes:	

16 .CASHING UP	
OBJECTIVES	<p>On completion of this unit you will be able to:</p> <ol style="list-style-type: none"> 1. Explain the importance of maintaining the highest standards of security. 2. Explain the process for cashing up.
BACKGROUND	<p>It is vital to keep accurate records of takings, and for this reason tills should be cashed up on a daily basis.</p> <p>If daily reports (x readings) are not taken then the accuracy of the Students' Union's epos system will be put at risk.</p>
CLOSING TASKS	<p>It is important to maintain the highest standards of security at close of business</p> <p>Before cashing up at the end of the night shift:</p> <ul style="list-style-type: none"> •Shut the bar and lock the doors <p>It is now safe to cash up.</p> <p>Supervisors will be trained on the procedure for taking an x reading from tills after they are appointed.</p> <ul style="list-style-type: none"> •After an x reading has been taken, the till floats must be counted and the takings must put in the safe in the correct pot with the daily till report. •The safe should be locked.

SUPERVISORS MUST ENSURE THAT THEY ARE TRAINED ON THE CASHING UP PROCESS BEFORE THEY UNDERTAKE A SHIFT AS THE SENIOR MEMBER OF BAR STAFF ON DUTY...

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17. DOOR DUTIES	
OBJECTIVES	<p>On completion of this unit you will be able to:</p> <ol style="list-style-type: none"> 1. Explain the importance of maintaining the highest standards of security. 2. Explain the Students' Union policy on entry 3. Explain the process for signing in guests and non Bath Spa SU NUS members. 4. Explain the process for the removal of members and guests from the premises
BACKGROUND	<p>It is important to maintain the highest standards of security at all times during opening hours, and especially when the bar is busy.</p> <p>Door staff, are there to improve outlet security and to ensure the Students' Union complies with its Club Premises Licences. On nights with bars running after 11.30pm or if the night is expected to be busy, University Security will be on duty to support the door staff.</p>
RULES	<p>Entry The full list of rules regarding entry and removal of members and guests from the bar can be found in the Students' Union's 'Door Entry & Removal Policy'.</p> <p>The Union is legally required under the requirements of its Club Premises Certificate, and its Social Club Rules to restrict entry to Union Premises and Union organised events to members of the Union and their guests, and NUS card holders.</p> <p>A member of Bath Spa University Students' Union will be required to present their Bath Spa University NUS card to gain entry to Union Premises and events.</p> <p>Members of Bath Spa University Students' Union may sign in up to two guests. (Guests must be signed into the Union's guest book).</p> <p>All guests remain the responsibility of the member who signed them in. In the event of an incident in the Union premises or at a Union organised event, the member will be disciplined under the Disciplinary Procedure for the acts of their guests. Guests involved in an incident will be banned, as well as the member.</p> <p>Guests must have a valid proof of ID to be signed into the Union. Driving licences, passport, Prove it cards will be accepted as proof of ID.</p> <p>Current NUS cardholders from other institutions may use our facilities but may not sign in other guests.</p> <p>NUS cardholders from other institutions must sign themselves into the guest book. They will also be required to produce a valid NUS card.</p> <p>People attending conferences, short courses or holding a private event booked for business with the University shall have temporary membership rights. Temporary members may use the Union facilities but will not be allowed to sign in any guests.</p> <p>All guests must be over the age of 18, unless they are attending a private event; this must be pre arranged with the Union.</p> <p>A Bath Spa University Students' Union card must be produced along with a ticket in order to gain entry. However, each member may sign in up to two guests providing that they have tickets or there are tickets available on the door. Guests must also produce ID on entry. NO ID NO ENTRY</p> <p>People/acts named by the Bar Manager/Supervisor are allowed free entry. Union Executive Offices are allowed free entry on production of their Union Officer card. Everyone else must pay.</p>

Restrictions on entry

Security and door staff have the right to refuse entry and right to remove persons at the discretion of the Bar Manager or Supervisor. In such a case they must report the incident to the Bar Manager or Supervisor. In the case of an incident, the member should be informed they are banned until further notice and further action will be taken under the Union's Disciplinary Procedure.

Alcoholic drink may not be brought onto Union premises. Anyone found consuming alcohol not purchased from Union bars will be asked to leave the premises and further disciplinary action considered.

Entry will be refused to anyone who is known to or suspected to be in possession of illegal substances, dangerous or hazardous substances, knives and other dangerous weapons, or alcohol not purchased from Union bars.

Entry will be refused to anyone who is in possession of large bags. Large bags may be left in the cloakroom at large events

Entry will be refused to any person or persons deemed to be intoxicated prior to attempting to gain entry to the Union, at the discretion of the Bar Manager/Supervisor.

Entry will be refused for anyone whose details are on the banned list. Door staff should ensure they are familiar with the names and faces of all members and guests who are banned from Union facilities.

Capacity

It is a legal requirement that the Union does not allow more people into Union Premises than stated in the capacity that was set as part of the Unions Club Premises Certificate.

The University Corporate Safety Advisor has set the capacities at: Newton Park 700 and Somerset Place 150. These limits reflect the size of the premises and the number of fire exits and fire safety equipment.

Door staff and bar staff should ensure the premises are not over capacity at any time. Counters must be used at larger events, to ensure an accurate count of numbers is kept.

Ticketed Events

The Union will not pre sell more tickets than the total capacity of the event. However, additional tickets may be sold on the night of the event when the total numbers in the Union premises falls below capacity, at the discretion of the Bar Manager.

A Bath Spa University Students' Union card must be produced along with a ticket in order to gain entry. However, each member may sign in up to two guests providing that they have tickets or there are tickets available on the door. Guests must also produce ID on entry.

NUS cardholders from other institutions may not purchase tickets for ticketed events. However they may pay entry on the door if there are tickets available, on production of their NUS card. They must also sign the guest book.

Cloak Room

The Union will have a cloakroom for all events over 200 people. However, the Union reserves the right not to open the cloakroom.

Union staff shall take responsibility for clothing and bags whilst they are in the cloakroom and shall issue the items on production of the relevant ticket.

Members and guests who deposit an item of clothing or bag in the cloakroom will be

	<p>issued a numbered ticket.</p> <p>Items will not be returned without the correct ticket. In such a case the customer should be informed that they can collect it from the Students' Union Officer on the next working day.</p> <p>Items not collected from the cloakroom by the end of the event will be placed behind the bar, and they will be transferred to the Union's lost property in the General Office the next working day.</p> <p>The Union accepts no responsibility for the loss of any property left unattended within the Union. On nights when the Union provides a cloakroom, unattended bags and clothing may be removed and put into lost property.</p> <p>Right of Removal The Union reserves the right to ask any member or guest to leave the premises at the discretion of the Bar Manager or Supervisor.</p> <p>Anyone deemed to be acting inappropriately and breaking Union Policy or being violent, abusive or destructive to Union property or property of other members or guests will be asked to leave the premises. The incident will be reported to the police as deemed necessary by the Bars Manager or Supervisor. Any incident will result in an immediate ban from the Union premises and activities for the member involved until further disciplinary action taken by the Union as part of the Union's Disciplinary Procedure. (Members shall be responsible for the actions of their guests).</p> <p>Anyone removed from the premises should be informed that they are banned from Union premises and activities until further action has been taken under the Union's Disciplinary Procedures.</p> <p>Union staff may ask for proof of identity at any time and may confiscate Bath Spa University ID Cards from members who or guests of whom are deemed to have been involved in an incident that requires action under the Unions Disciplinary Procedures.</p> <p>Members or guests that are deemed to have been drinking excessively within a Union bar will be asked to leave the premises. The Bar Manager or Supervisor shall ensure that the person is in a fit state to leave the premises safely.</p> <p>Any normal member of the Union has the right to complain to the President during normal working hours if he/she feels they have been unfairly treated.</p> <p>Any incident or person removed from Union premises must be immediately reported to the Bar Manager or Supervisor who will forward the information of the incident to the Membership Services Manager and the President at the earliest opportunity. The Membership Services Manager will liaise with the President to ensure appropriate disciplinary action is taken, in accordance with the Union's Disciplinary Procedure. (This also applies to incidents dealt with by security).</p> <p>The following information must be contained within an incident report: Name and ID number of member/s involved; name of any guests involved with any further details; date and location of incident; what happened; action taken; details of any witnesses; witness statements; name of person submitting incident report.</p> <p>Anyone who is banned from the Union will have their details and photograph (when possible) added to the banned list for the length of time of their ban. A copy of this list will be attached to the guest signing in book for reference purposes.</p> <p>Union staff will be responsible for ensuring that people whose details are on the banned list do not gain entry to Union premises or take part in Union activities or use Union services.</p>
	<p>At the start of a shift:</p> <ol style="list-style-type: none"> 1. Collect the signing in book, incident report book, accident report book, stamps

- and float from the Bars Manager/Supervisor
2. Arrange a door table if require. (On small event nights at Newton Park this should be set up opposite the shop).
 3. Set up coat rails; ensure that all hangers have tickets on them ready.
 4. Ensure that everyone in the bar is either staff or acts, or they have paid for entry and have received a hand stamp.
 5. Ensure that those paying customers present in the bar are recorded on the ticker counter. (At Newton Park their monies must also be rung into the till, student acts and Union officers who are working that night should be entered into the till under the free customer button).
 6. Put the evening's poster on the table as well as the one for the forthcoming event.

It is now safe to start allowing people into the bar.

During the shift:

Always be alert and do not let anyone behind the table or near any coat rails.

1. Ask every customer for his or her current Bath Spa ID or NUS card.

Anyone who does not have a current Bath Spa ID must be signed in. Bath Spa ID card holder may sign in two guest and valid NUS cardholders from other institutions may sign themselves in.

All guests must produce a valid proof of ID such as Driving licences, passport, Bankcards, Prove it card.

DOOR STAFF MUST INSPECT ALL BSU ID AND NUS CARDS AND OTHER PROOF OF ID. NO ID NO ENTRY

NO ENTRY IS ALLOWED FOR GUESTS UNLESS THE GUEST BOOK IS FILLED OUT CORRECTLY. GUEST BOOK MUST NOT BE DEFACED AS IT CAN BE INSPECTED BY POLICE & LICENSING AUTHORITIES

Ensure that the signing in book is not defaced as the police can inspect it or licensing authority at any time.

2. If there is a cloakroom, ask the customer if they have a coat/bag they want to leave in the cloakroom, tell them the price if they ask. If they do have an item to put in the cloak room:
 - Take the item off the customer and hang it on a coat hanger.
 - Take off one of the tickets off the hanger and hand it to the customer, inform them that they will need to keep the ticket to collect the item later.
3. Ask the customer for the entry fee saying "that will be X pounds and X pence please.
4. Place monies in the cash draw/box. At Newton Park any transactions must be entered into the till.
5. Count any change into the customer's hand.
6. Once you have received payment, clearly stamp the hand of each of the paid customers and add them to the clicker.

If you suspect anyone to be in possession of alcohol, illegal substances, and weapons or is intoxicated, you must refuse entry. Inform the customer that you can't let them in and you are going to call for the Bar manager or Supervisor. Call for the Bar manager or Supervisor to deal with the incident, never get into an argument.

If you have any problems during your shift inform the Bar Manager or Supervisor, or security if on duty, who will deal with the situation.

7. If someone is leaving the premises:
 1. Ask them if they have a coat in the cloakroom if the cloakroom is in operation, return the coat on production of the correct ticket. If they can't produce the correct ticket they must be informed that they will need to collect it from the Students' Union Office lost property on the next working day.
 2. Or ask them if they are going to be returning. If yes, ensure their hand stamp can be clearly seen. If they are not returning, wish them a good night.
 3. ENSURE THAN NO DRINKS ARE TAKEN OFF THE PREMISES. Customers trying to take drinks off the premises should be informed that it is not permitted.
8. Do not stand and chat with friends.
9. If there are two door staff working and it is quiet:
 1. Collect bottles from tables and put in recycling bins
 2. Clear rubbish from tables and put in bins outside
 3. Brush up any broken glass
10. DO NOT CONSUME ANY ALCOHOLIC DRINKS DURING YOUR SHIFT
11. Do not leave the door unattended

At the end of the shift:

1. Handout coats and bags on the presentation of a valid ticket. NO TICKET NO COAT.
2. Stop anyone taking a drink out of the premises.
3. Take the door money, signing in book, incident report book, accident report book, and stamps to the Bar Manager or Supervisor.
4. Return any tables, and clean up any rubbish from the foyer, cloakroom and around the door entry point.
5. Clear any rubbish from on and around the tables outside, and sweep the entrance.
6. Hand any lost property into the Bar Manager or Supervisor.
7. Return bottle bins.
8. Put rubbish bags in bins (Tie them up)
9. Assist your fellow team member with the cleaning duties.
10. Only finish when the manager or supervisor tells you that you can, remember you are part of the team.

Remember that this job is a very responsible one and should always be treated so.

Notes:

18. ENTERTAINMENTS & EQUIPMENT	
OBJECTIVES	<p>On completion of this unit you will be able to:</p> <ol style="list-style-type: none"> 1. Explain the importance of Union events 2. Explain the reason why the Union charges entry fees 3. Understand what equipment the Union Bars have.
BACKGROUND	<p>The Union has spent over £75,000 on entertainment equipment over the last two years, dramatically improving the quality of the services we can offer.</p>
ENTERTAINMENT EQUIPMENT	<p>Bar-</p> <ul style="list-style-type: none"> • Two plasma TV's and one large screen projector • Entertainer system with, music player (over 12,000 tracks), bingo, race night, karaoke, raffle, and lots more • Bar footsie system • Freeview TV • DVD and video player • DJ box with decks, cd player and cdj's- also a live music mic input panel for small bands • Live music desk, band equipment and stage monitors- lives under stage • LED colour changing lights on front and back of bar • LED colour changing light panels • Lighting rig with disco lights and parcan lights for lighting stage • Dimmable house lights <p>Gym-</p> <ul style="list-style-type: none"> • Please note the gym system is linked to the main SU system, appropriate music should be used to cater for both areas at the same time. <p>All sound levels can be controlled and sound zoned (select what sound is played in bar and what in lounge) by Bar Manger or Supervisor from behind the bar.</p> <p>All the plasma screens, projector, bar footsee, and the entertainer system are controlled in the DJ box.</p> <p>It is possible to have different sound in the bar and lounge, and different picture on each screen all at the same time.</p>
ENTERTAINMENTS	<p>Ents Programme</p> <p>The Union tries to run a varied entertainments programme at both bars. Entertainment will usually be run on a Monday, Wednesday and Friday at Newton Park and Tuesday and Wednesday.</p> <p>The Union reserves the right not to run entertainments on the above days and also to run extra events on days not specified above to cater for the varied needs and tastes of the membership.</p> <p>The Entertainments Officer and the Bar Manager with the Ents Team devise and deliver the entertainments programme. Any student can get involved and any suggestions are welcomed.</p> <p>If a student has a suggestion, tell them to contact the Bar Manager d.starling@bathspa.ac.uk</p> <p>The entertainments programme is published on the Union website www.bathspasu.co.uk, it is also promoted in h2o and on posters. Staff are expected to make sure they are aware of what events are in the week ahead so they can answer customer's questions and help promote the events.</p>

Entry Fees
The Union reserves the right to charge for admission to any event held on Union premises or events organised by the Union.

The Union reserves the right to charge guests and NUS card holders from other institutions a higher entry fee than for members of Bath Spa University Union.

Entry fees are charged to pay for the cost of the events. Most events are run on a break even budget, but any profits go back into the nets budget to help pay for more costly and less profitable events, e.g. comedy costs £500 and only brings in £150/£300 from door entry fees.

The Union restricts the number of nights it holds events to three nights, with the exception of Freshers', Refreshers' and Rag weeks. The Union reserves the right to hold more events at the discretion of the Senior Management Team.

For further information see the Entertainments Policy.

Notes:

19. THEFT, ROBBERY & SECURITY

OBJECTIVES

On completion of this unit you will be able to:

1. Explain the importance of vigilance and good security
2. Explain the procedure for dealing with theft and robbery.

CUSTOMER THEFT

Customer Theft

Customer theft is against the law and reduces the profitability of your shop. Anyone could be a potential thief; most are opportunists and will only take advantage of a situation to get a free drink. YOU MUST BE VIGILANT.

Customers who intend to steal use many methods; here are a few for you to think about:

Take an item from an unattended bar and run -

Take a drink from a beer tap when you are not looking

Try to distract you so that you do not charge them for all their items

Walk away with drinks when you turn your back to get drinks from the back bar

Preventing Customer Theft

The best defence there is against shoplifters is for everyone to be alert.

- Make contact with customers by greeting them as they enter the bar and approach the bar for service. This will make any genuine customer feel welcome and also let your potential theft know that you are alert and on your toes.
- Approach the customer and offer assistance, when they approach the bar.
- Never leave the bar unattended, if you do leave the bar unattended to clear tables, make sure customers cannot get behind.
- Walk the back bar regularly and keep an eye on stock levels, and be aware of where customers are at all times, never leave the tills unattended.
- There must be a minimum of two staff in the bar at peak trading times.
- Work together with other members of staff when dealing with a suspect customer.

Types of customer theft

Watch for the following types of people – they may be thief.

- Those that are nervous and keep looking around to see if they're being watched
- Those that refuse your offers to help and assist
- Those that are unwilling to confirm what their order is when you are confirming what you have given them

If you spot a thief call the Bar Manager/ Supervisor for assistance and keep watching the suspect. Do not accuse or try to detain a customer without proof. If you wrongly detain a customer, you may well be liable

It is not enough to suspect someone of stealing; you must be able to prove that the goods belonging to the bar were taken out of the premises without payment, permission or other authorisation being given.

If you suspect a customer of theft you should:

Alert the Bar Manager/ Supervisor

Be sure the goods you suspect of being taken can be identified as belonging to the bar

Wait until the suspect customer has left the bar counter area, making certain that the goods that have not been paid for are still in the possession of the suspect and that the item and suspect can be identified by you e.g. unopened bottles.

The Bar Manager/ Supervisor will approach the customer and politely ask the customer to return with you to the. If necessary, they will state that you believe stock

has been stolen whilst they were on the premises and that their assistance would be appreciated.

YOU MUST NOT USE FORCE UNDER ANY CIRCUMSTANCES

Internal Dishonesty
Internal dishonesty is theft. People who steal from their employers are also stealing job security and better pay conditions from their colleagues.

Internal dishonesty usually involves the following:
Theft of stock
Theft of cash

To avoid internal dishonesty we ask that all staff are vigilant, and report any suspicious behaviour to the Bar Manager/ Supervisor.

Robbery
Robbery thankfully is not such a common occurrence as shop theft, but it is best to be prepared in case it happens. Most robberies take the form of:

- Till snatch
- Bank Takings snatch

The general guidelines to follow are:

1. Stay calm
2. Don't be a hero, give the robber exactly what he or she wants
3. Observe the robber all of the time so that you can give as best description as possible to the police
4. Activate the panic alarm- but only if it is safe to do so or call security on 5555
5. Inform the Bar Manager/ Supervisor immediately who will contact the police immediately after the robbery, they will also have the key to turn off the alarm.

REMEMBER THAT YOUR OWN SAFETY COMES FIRST

Reducing risk
Whilst there are no sure defence or deterrent against robbery, there are actions that bar staff can take to reduce the risk. These are:

- The Bar Manager / Supervisor will carry out regular cash lifts from the till— keeping the values of money in the till low will be noted by any potential robber. It reduces the reward for the high risk crime and this will obviously be off putting.
- When going the Finance/General Managers Office the Bar Manger/ Supervisor will vary their time, and will never be consistent and always carry the money in a conspicuous bag.
- All cash is kept in a safe when the Bar is closed. The safe is kept locked at all times.

Notes:

20. DEALING WITH INCIDENTS	
OBJECTIVES	On completion of this unit you will be able to: 1. Explain the process and procedures of dealing with conflicts and incidents
BACKGROUND	The Union believes that all its facilities should be a fun and safe place to visit and work, in line with the Union's Equal Opportunities Policy and other Union policies. The Union will not tolerate violence or discrimination towards others or damage to Union or personal property.
DEALING WITH INCIDENTS &	<ul style="list-style-type: none"> •When dealing with an incident or a customer that is acting in an inappropriate manner, it is important to stay calm and not panic and do not put yourself at risk. •If someone is acting inappropriately, report the incident directly the Bar Manager or Supervisor immediately. The Bar Manager or Supervisor should deal with the incident. •If required University Security should be called to assist with the incident or person. Security will be in the building for large events at Newton Park. <p>The Bar Manager/ Supervisor should deal with all incidents.</p> <p>Process</p> <ul style="list-style-type: none"> •The Union reserves the right to ask any member or guest to leave the premises at the discretion of the Bar Manager or Supervisor. •Anyone deemed to be acting inappropriately and breaking Union Policy or being violent, abusive or destructive to Union property or property of other members or guests will be asked to leave the premises by the Bar Manager or Supervisor. The Bar Manger or Supervisor will report the incident to the police as deemed necessary. •Any incident will result in an immediate ban from the Union premises and activities for the member involved until further disciplinary action taken by the Union as part of the Union's Disciplinary Procedure. (Members shall be responsible for the actions of their guests). •Anyone removed from the premises should be informed that they are banned from Union premises and activities until further action has been taken under the Union's Disciplinary Procedures. •Union staff may ask for proof of identity at any time and may confiscate Bath Spa University ID Cards from members who or guests of whom are deemed to have been involved in an incident that requires action under the Unions Disciplinary Procedures. This should be done in a polite manner; if possible the Bar Manager or Supervisor should do this. •Members or guests that are deemed to have been drinking excessively within a Union bar will be asked to leave the premises. The Bar Manager or Supervisor who shall also ensure that the person is in a fit state to leave the premises safely should do this. •Any normal member of the Union has the right to complain to the President during normal working hours if he/she feels they have been unfairly treated. •Any incident or person removed from Union premises must be immediately reported to the Bar Manager or Supervisor who will forward the information of the incident to the Membership Services Manager and the President at the earliest opportunity. The Membership Services Manager will liaise with the President to ensure appropriate disciplinary action is taken, in accordance with the Union's Disciplinary Procedure. (This also applies to incidents dealt with by security). •The following information must be contained within an incident report: <ul style="list-style-type: none"> Name and ID number of member/s involved; name of any guests involved with any further details; date and location of incident; what happened; action taken; details of any witnesses; witness statements; name of person submitting incident report. •Anyone who is banned from the Union will have their details and photograph (when possible) added to the banned list for the length of time of their ban. A copy of this list will be attached to the guest signing in book for reference purposes. •Union staff & Security will be responsible for ensuring that people whose details are on the banned list do not gain entry to Union premises or take part in Union

	<p>activities or use Union services.</p> <ul style="list-style-type: none"> • On event nights with security anyone removed from the premises should be supervised by security until they return to their room on campus or leave the site by bus or taxi. On other nights, University Security should be informed of the incident and they will keep an eye out for the individual. Thus preventing further damage or disruption elsewhere on the site. <p>Remember when dealing with an incident or a customer who is acting in an inappropriate manner, stay calm, be polite, and do not put yourself at risk.</p>
<p>ALCOHOL & DRUGS POLICY</p>	<p>Full details can be found in the Alcohol, Drugs & Smoking Policy.</p> <p>Alcohol</p> <ul style="list-style-type: none"> • Anyone deemed to be acting inappropriately and breaking Union Policy or being violent, abusive or destructive to Union property or property of other members or guests will be asked to leave the premises. • Any incident must be reported to the police as deemed necessary by the Bar Manager or Bar Supervisor. • Any incident will result in an immediate ban from the Union premises and activities for the member involved, until further disciplinary action is taken by the Union as part of the Union's Disciplinary Procedure. (Members shall be responsible for the actions of their guests). <p>Drugs</p> <ul style="list-style-type: none"> • It is an offence under the Misuse of Drugs Act for a person to knowingly allow illegal drugs to be used. To promote good health and conduct and satisfy its legal obligations, the Union and the University does not tolerate the abuse of drugs on its premises or activities organised by the Union. • In the event of a member or guest being found in possession of or dealing in illegal substances the person will be put under citizen's arrest and the police and University Security will be called. • Any drugs related incident will result in an immediate ban from Union premises and activities for the member involved until further disciplinary action taken by the Union as part of the Union's Disciplinary Procedure. (Members shall be responsible for the actions of their guests). The incident will also be reported to the police immediately. • In the event that illegal substances are found they should be handed in to a member of Union staff, and the Bars Manager/Supervisor informed. The substance should be placed in a clean plastic bag and a label attached to it stating who found it, time and date. The bag should be placed in the bar safe and the police informed who will arrange for its collection and disposal. <p>Drink Spiking</p> <ul style="list-style-type: none"> • Staff should be vigilant at all times and report any suspicions to the Bar Manager or Supervisor. Recorded CCTV will be used at Newton Park to increase the management and security of people within the bar. • The Union shall also make available free, or at a minimal cost, anti drink spiking devices to reduce the number of incidences. • The Union shall make members and guests aware that Union staff shall remove and dispose of any drinks that are unattended on tables etc. The Union will not replace these drinks as it is deemed that if left unattended for any length of time the owner no longer wants it. • If anyone suspects their drink has been spiked, staff should inform the Bar Manager or Supervisor who will deal with the incident, which should be reported to the police immediately. • Anyone suspected to have spiked a drink of another member or guest, will result in an immediate ban from Union premises and activities for the member involved until further disciplinary action is taken by the Union as part of the Union's Disciplinary Procedure. (Members shall be responsible for the actions of their guests). This is as well as the police been called. •
<p>DISCIPLINARY PROCEDURE</p>	<p>Offences</p> <p>It shall include offences:</p> <ul style="list-style-type: none"> • During any meeting of the Union or event organised by the Union. This

includes meetings or events of affiliated Sports and Societies, within Union premises or at Union events.

- Against any rules laid down by the Union's Constitution, or its Rules
- Against any Union policy, including the Union's Equal Opportunities Policy

An offence shall be:

- Damage to the property of the Union.
- Unruly or disorderly behaviour, including intimidation, violence, or harassment towards another Union member
- Unreasonable interference with the welfare of the Union
- Interference with the democratic processes of the Union
- Communication with persons or organisations outside the Union in the name of the Union without authority
- Imparting material confidential to the Union to unauthorised persons.
- Incurring unauthorised expenditure of Union monies.

Disciplinary action shall not take place:

- Where the student has been convicted of a criminal offence as a result
- Where action has been taken by the University against the student.

Disciplinary Action

- If such an offence occurs in any of the Union facilities or activities organised by the Union, including Clubs and Societies, then the matter should reported in writing to the President on the next working day, by the Department Manager or member of staff or Executive Committee that dealt with the situation.

This process shall be applied in all cases, with the exception of:

- In the event of an offence being committed that is serious in nature and will lead to a ban, any Union Manager or their nominees may suspend that members rights and ask them to leave Union premises or activities. The incident must be reported in writing to the President on the next working day. The suspension will remain in place until the decision of the disciplinary panel.
- Upon receiving the detail of the offence, the President shall discuss the incident with the Membership Services Manager and decide if the offence is minor or serious in accordance with the Offence Penalty Framework. Any offence that is likely to result in the suspension of the members rights shall be considered to be a serious offence.
- In the case of a non serious offence, the President will write to the offender raising the matter and stating what the Union policy the member has broken. No further action shall be taken.
- If the case is an offence that is against the law or University policy, the relevant authority will be informed.
- If the offence is serious and is likely to require the suspension of the member's rights, the President will write to the offender informing them that their membership is suspended until further notice. The President will also ask for the member to make an appointment to discuss the incident with him/her and that he/she is allowed to invite witnesses to attend.
- In the case of a serious offence, after the President has met with those involved in the incident, the President shall convene a Disciplinary Panel consisting of himself/herself and one other member of the Executive Committee and the Finance/General Manager or Membership Services Manager.
- The disciplinary panel shall meet and consider the evidence presented and decide an appropriate level of disciplinary action, in accordance with the Offence Penalty Framework. The disciplinary panel shall take into account suspension time already served when deciding on disciplinary action to be taken. The outcome of the disciplinary hearing will then be communicated to the offender by letter.

Notes:

21. DISPERSAL PROCEDURE

OBJECTIVES	On completion of this unit you will be able to: 1. Explain the procedure the Union uses for safe dispersal of customers at the end of a day/event.
	<p>The Union shall ensure that its customers leave Union premises in a calm and orderly manner.</p> <ul style="list-style-type: none">• For the final hour of opening, the music will be reduced in volume and will be discernibly quieter and should be music of a more calming nature.• Lighting levels of the house lighting will be gradually raised over the last twenty minutes of the event to encourage the gradual dispersal of customers before the venue finally closes.• DJ's playing for the last hour of an event will make announcements reminding customers to be considerate to others when they leave the premises. On non-event nights bar staff will undertake these announcements.• The bar shall close half hour before the end of any event, but shall make water available to any customer requiring it.• Any food van or other food outlet must close five minutes before the end of any event• The Union will run sshh Campaigns to reduce noise levels and disturbance to residents in the local area by members and guests as they leave the premises. Sssh signs will be displayed on the exit of all Union venues and security, door staff or bar staff shall point these notices out to customers leaving the premises.• The Union will liaise with bus and taxi providers to ensure that there is adequate transport provision available for customers leaving Union premises on all event nights.• Litter receptacles will be placed outside Union premises for customers to use, and be emptied daily. University staff will pick up litter in and around the grounds of the University Campus.• A prominent notice will be displayed at the exit to the venue, requesting customers to place rubbish in bins when leaving the premises and local area, and respect the environment and the needs of others.• Open drinks will not be permitted to leave Union premises at any time, and no drinks will be permitted to leave on event nights, in accordance with the Union's Alcohol, Drugs & Smoking Policy. Signage will be displayed at the exit to Union venues and security, door staff or bar staff shall point these notices out to customers leaving the premises.• During the last half hour of trading (last hour of the event), the number of staff serving at the bar will be reduced and staff reallocated to collecting bottles and other rubbish. This will help reduce the amount of rubbish dropped by customers leaving the premises and reduce the potential of glass bottles leaving the premises.• On event nights where a cloakroom is operated the number of staff allocated to cloakroom duties will be increased for the last half hour of the event to assist in the swift return of coats.• On event nights when security are employed, security will: (if no security employed for the night, these duties will be undertaken by any door or bar staff)<ul style="list-style-type: none">• Encourage customers to drink-up and progress to the exit throughout the last ten minutes of the event.• Draw the attention of existing customers to the notices regarding noise and litter displayed in the foyer.• Ensure the removal of all bottles and drinks from departing customers• Actively encourage customers not to congregate outside the venue• Direct customers towards the next bus or assist them with numbers for local taxis etc.

Security on event nights will also:

- Supervise customers outside the premises and ensure the catch any buses or taxis in an orderly manner.
- For the last half hour of the event and after the event, patrol the area between the Union premises and the halls of residents to reduce any disturbance to others and prevent any damage to University or others property.

Notes:

NP SU OFFICE

01225 87 5588

NP SU BAR

01225 87 5404

www.bathspasU.co.uk