

## **Sedgefield Winter Beer Festival 2016**

### **Staff Training**

**Please read the following carefully and ensure you are familiar with the requirements and your responsibilities to ensure the event runs smoothly and we meet the requirements of our policy regarding the licensing objectives and our obligations for hiring the Parish Hall. Then sign the record of training – which is in-itself a requirement.**

**You must be over 18 to serve behind the bar and you must have received training.**

### **Risk assessment**

Please read the attached risk assessment for the event and ask if you are unsure of anything. Take particular note of the items marked 'High' namely the fire and emergency evacuation procedure and medical cover.

### **Protection of children – under age policy**

- You must not under any circumstances serve alcohol to anyone under the age of 18, this includes the selling of drinks tokens and the direct service of alcohol.
- Persons under age will be allowed into the event between 7pm and 8pm on Friday 5<sup>th</sup> February and between 1pm and 8pm on Saturday 6<sup>th</sup> February.
- A 'Challenge 25' policy will be operated. If you believe anyone to be under the age of 25 you must ask for proof of identity. Proof can be passport, photocard driving licence and a PASS accredited identification card i.e. ID4U. If in doubt, do not serve.
- You must not serve alcohol to anyone who you believe will give alcohol to anyone under age. (This is known as proxy).
- When you refuse to serve anyone in the circumstances outlined above you must make an entry in the refusals log.

### **Crime and disorder**

- Do not serve alcohol to anyone who appears to be drunk.
- Advise any incidents to the duty manager so action can be taken.
- Record details of any incidents in the incident log.

### **Prevention of nuisance**

- Door staff should encourage persons leaving the event not to congregate in the car park - this is to prevent the possibility of noise and disturbance.
- Advise any incidents to the duty manager so action can be taken.
- Record details of any incidents in the incident log.

### **Measures**

- The standard measure for the sale of beer and cider is a half pint and beer and cider will be sold in half pint or pint glasses. Where a quantity is not specified a half pint must be offered.

### **Cash**

- Keep cash in a closed container at all times.

- Cash will be collected by the Duty Manager from time to time and removed to a safe place.
- Keep a note of amounts handed to the Duty Manager.
- If there is a dispute with a customer about an amount handed over change given contact the Duty Manager and make a note in the incident log.

### **Cleaning**

- Collect glasses regularly; this is to prevent danger from breakages and broken glass.
- Clear up spillages promptly; this is to avoid slips, trips and falls.

### **Set-up & take-down**

- When setting up take care to ensure equipment and areas are set-up and laid-out in a safe way.
- When taking-down remove rubbish to avoid fire hazards and slip, trip and fall hazards.
- The hall needs to be handed back cleared and clean at midnight on Saturday so please help with clearing equipment, cleaning the kitchen and stacking chairs and tables etc.

### **Door and access**

- Children and young people under the age of 18 are allowed access before 8pm each day but must be accompanied by an adult.
- A 'Challenge 25' policy will be operated. If you believe anyone to be under the age of 25 you must ask for proof of identity. Proof can be passport, photocard driving licence and a PASS accredited identification card i.e. ID4U. If in doubt, do not allow access.
- The capacity of the hall as set by Sedgefield Town Council for fire and safety reasons is 120 in the main hall and 30 in the Fletcher Room. Control of this is by control at the door and the duty manager will advise when they consider the numbers to be at capacity. When this happens no one will be allowed access until people have left.
- Try not to let persons leaving the event to congregate in the car park where there is potential for noise and disturbance.
- Advise any incidents to the duty manager so action can be taken.
- Record details of any incidents in the incident log.
- Report accidents to the duty manager and for any serious accidents call 999 without delay.

### **Duty Manager training**

- It is important to have a general overview of the event at all times to ensure it is safe and the policy towards meeting the four licencing objectives are being observed.
- In the event of a fire or emergency the hall must be cleared promptly via the main entrance, the fire door behind the stage and the emergency exit from the Fletcher Room.

- In the event of a fire or emergency ensure (delegate if necessary) the emergency services are called. The address is The Parish Hall, Front Street, Sedgfield TS21 2AT – opposite the church.
- Familiarise yourself with the emergency exits and check them from time to time during the event making sure pathways are clear e.g. equipment, cases etc. have not been stacked in the way.
- Ensure the bar is adequately staffed at all times.
- Check cash and remove to a safe area when necessary and give a receipt to the staff from where the cash is taken.
- Count cash at the end of each night and remove from the Parish Hall. Keep notes.
- Check toilet areas regularly including cubicles – ensuring no-one is ill and needing attention.
- In the event of threatening behaviour call the police; note the incident in the incident log – this is important in case the police need to return for evidence at a future time e.g in the case of domestic violence.
- Ensure the 'Challenge 25' policy preventing the sale of alcohol to anyone under age is being observed and refusals are recorded in the refusals book.