

Brisbane Hotel

Licensee: Brisbane Hotel Tradings Pty Ltd

MANAGEMENT PLAN



Address:

292 Beaufort Street, Perth, WA, 6000

Contact Phone:

(08)9227 2300

Staff Training and Responsible Service of Alcohol

- The Licensee (or representative) and approved manager will be accredited through the completion of the mandatory liquor licensing training.
- It is our policy to train all our service staff in responsible server practices. This will normally be achieved by completing in-house and RSA training and through the Staff Handbook provided to each staff member.
- Our management team has also been trained in responsible service practices and will support the service staff at all times in their duties and responsibilities under the Liquor Control Act 1988 with regard to harm minimisation.
- Staff are encouraged to be alert for the signs of intoxication of patrons.
- Staff members will be made aware of the Director of Liquor Licensing's policies on the Responsible Promotion of Liquor.
- We will discourage any activity that could result in excessive consumption of alcohol (such as drinking competitions) or the promotion of alcohol involving excessive or rapid consumption of alcohol.
- Low and non-alcoholic beverages are available on the premise and glasses of tap water are available, free of charge, upon request at all times.
- Toilet facilities will be maintained using the Director of Liquor Licensing's Standards of Licensed Premises Policy.

Patron Security

- The Licensee will ensure that CCTV is operational during the trading hours outlined on the Liquor Licence and as per the below:
- CCTV will incorporate a video surveillance system, able to identify individuals and showing times and dates, must be in place, operational and maintained.
- A closed-circuit television video (CCTV) surveillance system, able to identify individuals and showing times and dates must be in place and operational.
- The CCTV system must comply with the minimum requirements as identified in the Director of Liquor Licensing's 'Safety and Security at Licensed Premises' policy. It is expected that the system will provide and record continuous images of the entrances and exits to the premises during the normal trading hours and until one (1) hour after trading ceases.
- Images recorded via the CCTV system must be retained for twenty-eight (28) days and must be made available for viewing and/or removal by an authorised officer.
 - The recorded vision when viewed or removed must include:
 - Time/date stamp.
 - Camera location.
 - Camera identifier.
 - Watermarking or method of verifying the original image for authenticity ensuring tamper prevention.

Juveniles

- We will not serve alcohol to persons under the age of 18 years.
- If a staff member is in any doubt as to whether a person is aged 18 years or more, the staff member will request that the person provide proof of age.
- The only acceptable proof of age will be:
 - Current Australian Driver's Licence with a Photograph
 - A current passport
 - A current Australian learner's driver permit with photograph
 - WA Proof of Age Card (note new cards will not be issued after 1/1/2015)
 - Proof of Age card or equivalent issued in an Australian state or territory
 - A current WA Photo Card
 - A current NSW Photo Card
 - A Photo Card issued by any Australian state or Territory similar to the NSW/WA Photo Card

Intoxicated Patrons

- We will not serve intoxicated patrons any alcohol. If someone is displaying signs of intoxication our staff must, in a calm, courteous and non-judgmental way, inform the patron that they will not be served any alcohol and explain why service is being refused.
- The patron will be offered water or other non-alcoholic beverage.
- Intoxicated persons will be asked to leave the premises.

Noise Complaints and Neighbours

- Management of Brisbane Hotel will maintain a record for any complaints regarding noise and disturbance in the area. Any complaint received is entered into the incident register book and management reports with the date, the time, the staff member who received the complaint and the action taken.
- No glass recycling is to be placed into the bin after trade during the evening and in line with the venue's waste management plan.
- Patrons will be required to disperse from the property in an orderly manner encouraged by management and security and be considerate of neighbouring businesses and residents.
- The Licensee (or representative) and approved manager will take necessary action to ensure all activities carried out on premise will not exceed the noise levels stipulated under the Environmental Protection (Noise) Regulations 1997.

Food Service

- Food will be delivered, stored and prepared in a safe and hygienic way, as per the City of Vincent and WA Health Regulations.
- Staff will diligently clear food plates and clean surrounding areas, including the open areas in front of the venue and the passageway, before, during and after food service.
- Food preparation, storage and service areas will be kept clean at all times.

Any concerns about the way in which Brisbane Hotel operates should be directed to the venue's approved manager.

Trading Hours

Trading hours will be as per Section 98 of the Liquor Control Act 1988.

The following opening and closing procedures are to be followed at all times:

Opening procedures

- Check for rubbish in and around venue, including carpark.
- Check toilets are clean and have ample toilet paper.
- Prepare for service
 - Turn music on
 - Turn coffee machine on
 - Turn air-conditioners on to ambient level
 - Turn tills on and ask the approved manager to put till float / change in
 - Place any nozzles/nip pourers in place
 - Check open wines are appropriate to serve
 - Unlock doors
- Set up tables (cutlery, crockery, reservation signs etc.)
- Look at the venue as if you were a customer to gauge any necessary improvements.

Closing procedures

- Turn till off prior to next session or have approved manager ring off at end of night
- Clean and backwash coffee machine (chemical clean as required) and turn off coffee machine
- Check all areas for rubbish
- Clean behind service counters
- Wipe chairs and highchairs where needed
- Clean glass doors of drinks / cool room fridge

- Wipe all tables including under the lip
- Clean & polish glasses and cutlery
- Wipe spirit bottles
- Seal any opened bottles of wine
- Close and lock windows and doors
- Check venue for glasses and rubbish
- Check all is secure and all lights, air conditioning and kitchen appliances are off
- Set alarm system and exit
- Close and lock doors

At the end of each shift make sure that the venue is clean and tidy and request the approved manager or supervisor on duty to check all is done before signing off.