

Management of Outside – IT Restuarnt

1. Roles and Responsibilities

- 1.1. The manager in charge will be responsible for ensuring the plan is fully implemented.
- 1.2. There will be a briefing each trading night where staff are assigned specific roles and responsibilities.
- 1.3. The briefing will be documented and will address any issues or complaints from the previous trading night.
- 1.4. Each briefing will consider any aspects of trading that could cause a nuisance to neighbours and put appropriate measures in place accordingly.
- 1.5. The briefing will also ensure that each member of staff has an effective means of communicating with the manager and other members of staff.

2. Entry Controls

- 2.1. Whenever there is a queue it will be supervised at all times by at least one member of staff to ensure guests do not congregate outside and obstruct the pavement.
- 2.2. Guests in the queue will be advised on likely waiting times.
- 2.3. If waiting times for entry are excessive customers will be asked to leave.
- 2.4. Any guests causing noise or disturbance or who appeared to be impaired / intoxicated through alcohol or drugs will be REFUSED ENTRY and asked to leave.
- 2.5. A manager will check the outside area regularly throughout the night.
- 2.6. A manager will be on duty at the entrance on busy nights.
- 2.7. The entrance must not be obstructed.

3. During Trading

- 3.1. Staff will supervise tables and chairs at all times to ensure social distancing is maintained.
- 3.2. Staff will monitor activity in the vicinity of the premises and act to prevent noise or disturbance arising from customers.
- 3.3. Staff will ensure customers do not congregate outside. Any guests outside will either be directed to a table or inside the premises if there is availability.

4. Guests Smoking

- 4.1. Guests will only be permitted outside to smoke in line with Smoking Policy.

5. Exit Controls

- 5.1. Staff will endeavour to control a slow stream of customers and guests leaving the premises.
- 5.2. Guests will be encouraged to leave the area quickly and quietly.
- 5.3. Guests will not be allowed to take drinks with them as they leave.

6. Other Measures

- 6.1. Guests will be supplied with information on transport options available late at night.
- 6.2. Notices will be prominently displayed at exits requesting the guests to respect the needs of local residents and to leave the area quietly in a considerate manner.
- 6.3. The Licensee will ensure that staff will conduct a litter and cleaning patrol of the Street at the close of business.

7. Complaints procedure and contacts

- 7.1. A telephone number will be available to local residents for them to call should they have an issue. The telephone number will be published on the website.
- 7.2. Any complaint will be dealt with promptly by the senior member of staff on duty. The complaint will also be reviewed and followed up by the DPS on the next working day.
- 7.3. A detailed record will be kept of any complaint received. This will include the nature of the complaint and action taken together with the details of the complainant.