

ALL STAFF MUST READ BEFORE SIGNING RESPONSIBLE SALE OF ALCOHOL POLICY

Notes for staff about the sale and supply of age restricted products

The Licensing Act now requires all licensed premises to have in place a 'Premises Age Verification Policy'. Anyone serving alcohol must therefore take steps to verify the customer's age.

All staff will be trained in the responsible sale of alcohol prior to commencing employment and a minimum of every 6 months. Training will be documented. Training will confirm that it is an offence under the Licensing Act 2003 to sell alcohol to a person who is drunk or under age.

It can be very difficult for you to judge the age of a young patron but if you sell age restricted products to someone underage you will have committed a criminal offence and could be liable for a substantial fine or prison sentence and a criminal record. You could also lose your job.

These notes are to reinforce how important it is to make sure you always ask for proof of age.

Sections

1. Introduction
2. Test purchasing
3. Age restricted products
4. How to check proof of age
5. Follow the guidelines
6. How to refuse a sale
7. Advertising alcohol
8. Measures



1. Introduction

Trading Standards are part of the Licensing and Public Protection team and work in partnership with the Police and local traders. If you do not follow the provisions of the Premises Age Verification Policy adopted by your employer and sell alcohol to underage customers, your actions may trigger a license review which may lead to your employer facing a suspension or loss of license to sell alcohol.

2. Test purchasing

Under the Licensing Act 2003 Trading Standards staff has a duty to ensure that the law in relation to underage sales is enforced and regularly asks underage volunteers to try to buy alcohol from licensed premises.

Always following these guidelines and making sure that you always ask for proof of age should prevent you from making an illegal sale to help you we have a Challenge 25 policy.

3. Age restricted products

Even though we don't sell some of these common items all have age restricted to purchase them in the UK.

Age restricted product	Age restriction
Alcohol	18
Cigarettes and tobacco products including from vending machines	18
Fireworks	18
Knives, blades and axes (not including folding knives with blades under 3 inches long)	18
Solvents and lighter refills	18
Lottery tickets and scratch cards	16
Petrol	16
Spray paints	16

4. How to check proof of age.

If a customer is buying alcohol and looks under 25 according to the Age Verification Policy we use ask them for identification, and if they cannot prove their age you must refuse the sale and make an entry in the refusals register.

Acceptable forms of identification for proof of age are:

- a photo card driving licence
- a passport
- or a proof of age card bearing the PASS hologram e.g. Citizen card or Validate card



There are fake proof of age cards about so if you are unhappy with a card for any reason, refuse the sale. Items such as birth certificates and national insurance cards are not recommended as they do not carry photo ID so can be passed between friends. Legally you have the right to refuse to sell to anyone, whether over or under age, if you are unhappy with the sale in any way.

Checking ID

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

To find out more go to here:

Remember - better safe than sorry. If you sell an age restricted product you are responsible.

5. Follow these guidelines

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

- Always follow the 'Challenge 25?' Scheme used by your employer and ask for proof of age from anyone who does not look 25 or over. Remember, if you guess wrong you could end up in court!
- Always have application forms for approved 'proof of age' cards available that can be given out when refusing a sale.
- Follow any till prompts for all age restricted goods to act as a reminder.
- Fill in a 'refusals register' each time a refusal takes place. Your manager should check and sign entries regularly to make sure all staff are using the register.
- Do not sell age restricted products to anyone wearing a school uniform.
- Do not sell to anyone you think may be buying for anyone under age. You can refuse the sale even when the customer buying is old enough to be served. It is an offence for a member of the public to buy alcohol on behalf of someone under 18 and should always be recorded in the Refusals Book and reported to Trading Standards or the Police.
- Support your colleagues when they refuse sales as it can be difficult to say 'no'.

6. Some tips on how to refuse a sale

You are entitled to refuse to sell anything to anyone, so if your customer appears to be under age and they are unable to produce valid proof of age, **YOU MUST REFUSE** to sell any age restricted products

Ask for proof of age. This helps the situation as it is not a direct refusal. Suggest that you would be willing to serve them the goods in question if they returned to the store with valid proof of age. Say you must ask for proof of age from anyone who might be under 25.

Explain briefly why you cannot sell. Try saying;

I'm sorry; if I serve you I might be breaking the law' or

We have a policy of 'no proof of age, no sale' – point to the notices, posters and stickers that indicate you follow a 'Challenge 25' Policy and will not serve alcohol to under

You can find more details or download posters and resources at:

www.wsta.co.uk/Challenge-25.html

and

www.acs.org.uk/en/Advice/advice_guides/responsible_retailing/

Offer an application form for an approved proof of age card scheme.

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

Avoid confrontation - if they become aggressive or abusive, stay calm and polite.

Be confident about your knowledge of the law and maintain eye contact. If you are subjected to verbal abuse do not respond.

Remind them that their actions are being captured by the CCTV camera.

If the situation gets worse:

- Don't allow yourself to be drawn into any arguments
- Don't use confrontational body language and keep a safe distance
- Call your manager or supervisor for support if necessary
- Tell the customer that you are just complying with the law and that the rules are the same for everyone
- Tell them that their behaviour is unacceptable and ask them to leave the premises in a clear and calm voice.
- If all else fails, advise them that you will have no option but to call the police
- If this does not work call the police.

We at The Alexander Hotel do not sell alcohol or welcome to any person who may drunk or intoxicated if any person shows signs of as below asked them to leave. **YOU MUST REFUSE TO SELL** especially any age restricted products.

Slowed, dulled response times

Signs of this are:-

Glazed eyes

Slurring words

Supported by friends

Slumped

Loss of co-ordination

Having difficulty with Picking

up change

Removing cash from wallets or purses

Loss of inhibited behaviour

Loudness

Disrupted behaviour

Raised voices

Exaggerated movements

Rudeness

After the situation has been dealt with make an entry into the

Refusals Register.

If possible, take some time to cool off, and seek the advice of your manager or supervisor or another colleague.

7. Advertising Alcohol

No sale of alcohol at the premises falls within the definition of an "irresponsible promotion". The premises does not encourage irresponsible consumption of alcohol and complies with the mandatory conditions in this regard and free tap water is available on request.

8. Measures

The standard measure for spirits and liqueurs is: 25 millilitres or multiples thereof

For Port, Sherries and Vermouth: 50 millilitres or multiples thereof

Wine by the glass: 175 millilitres

All the above drinks must be served at all times from the government stamped measures provided.

No other measures should be used unless any of the above drinks form the basis of a cocktail where three or more liquid ingredients are used.

It is company policy that you measure accurately and do NOT short measure or over measure. Accidental spillage during service to the customer must be made up before the drink is served. If you are not sure of this point, you must seek advice from your superior immediately.

Price Marking Order 2003. Weights & Measures Act 1985

Under various acts governing above points, we are required to display our prices, the measures used for the sale of spirits, beer and wine, other than bottled, in such a way that this information can be readily seen by the intending purchaser.

ALL STAFF MUST READ BEFORE SIGNING CONTACTING OR CALLING POLICE/AMBULANCE POLICY

STATEMENT

This is an essential policy that every company must have and it is vital that all staff are aware and fully understand the procedure and when to use it.

There is a relationship between city centre venues and the Police that must exist to help maintain a low level of alcohol related crime and disorder. It is encouraged that the staff at the venue be trained to handle most issues on site and not rely on the Police for every occurrence. There are instances however, when the Police must be called and it vital that all relevant information be at hand for when the authorities arrive. Typical information might be time of the incident, CCTV footage, and names of the people involved.

The Alexander Hotel phone located at the next to the reception which can be used to call emergency services. If this phone is not available then use any office landline phone. To dial out using these phones press '9' and wait for the dial tone before dialling '999'.

The Alexander Hotel Basic Policy

It is ultimately the responsibility of the DPS to contact the Police in the event that one of the following occurrences takes place.

In the event that the DPS is not on site, then it is the responsibility of senior management to make that decision when needed. In turn if management are not available then it is the responsibility of the staff involved with the incident to make the call when necessary.

DPS or authorised duty officer must call when:

- Illegal drugs have been found or seized on premises.
- A patron is found using or selling illegal drugs.

DPS's or authorised duty officer decision to call when:

- An assault has occurred
- An act of theft or vandalism
- A weapon has been found on premises or on a patron
- A patron refuses to leave when requested to do so
- A patron is causing a disturbance outside the entrance or exit to your premises
- Customer reports a sexual assault
- Customer reports being threatened

*** Licensees must report any illegal drug activities identified on the licensed premises to the Police.**

*** Local Police Tel. no. 101**

All staff are trained on recognising the issues of when the Police should be called (Ref. Restaurant & Bar manual 'Intoxicated customer - Drug Awareness') Refresher training classes are mandatory. All staff are trained to act responsibly and professionally throughout this process.

Upon calling the police/ambulance it is the responsibility of the staff member to log the call in the "CONTACTING OR CALLING POLICE/AMBULANCE" log sheet is located on the premises at the earliest opportunity.

SHOULD YOU NEED TO CALL THE EMERGENCY SERVICES FOLLOW THE PROCEDURE BELOW



Contacting the emergency services procedure

1. Identify and collate the incident. Write information down if necessary. It is important to be able to get your point across quickly and clearly when calling any emergency services. If you need, use an interpreter to make the call stating that it is being made on behalf of the named colleague
2. Dial '999' and ask for the Police/Ambulance services
3. Once through state your name, where you work and the immediate issue.
4. Give the address of The Alexander Hotel: 29 Osbourne Road, Blackpool, FY4 1HJ
5. Follow up with any other information asked of you by the operator.
6. Hang up. Log the call in the 'contacting or calling the Police/Ambulance' log sheet.
7. Wait for the authorities to arrive. Make sure you have all the relevant information at hand for when the emergency services arrive.
8. When the authorities arrive, co-operate fully to ensure you have done your best to ensure the authorities have accurate helpful information so investigations can happen speedily if needed.

DISPERSAL POLICY

STATEMENT

There are many reasons as to why the public would need to be evacuated from The Alexander Hotel. Once this is done there could be a dispersal problem. It is our responsibility to ensure dispersion happens efficiently in a natural and safe manner. The Alexander Hotel is committed to upholding the four principals of the Licensing Act:

1. The Prevention of Crime and Disorder
2. Public Safety
3. Prevention of Public Nuisance
4. Protection of Children

AIM

To encourage patrons away from the restaurant quickly and safely without disturbances, especially at weekend closing times.

To ensure the safety of patrons until the monitored vicinity is cleared and that loitering does not occur.

Ensure external noise levels are always kept to a minimum during operating hours.

Ensure that the exits are kept free of departing patrons and dangerous debris unless an incident has taken place.

METHOD

Thirty minutes before the end of the time permitted for the provision of regulated entertainment in the restaurant, music levels will be gradually reduced volume or off.

Notices will be displayed at the exit requesting customers to leave the area quickly and quietly. Staff will request visitors to leave The Alexander Hotel in an orderly and quiet manner as to not disturb neighbouring residents.

Details of a local taxi company will be displayed inside the restaurant. This Company will operate a "ring back" scheme.

One staff member will be positioned outside the premises asking departing customers to leave the area quickly and quietly where possible. Patrons will be directed towards the taxi rank round the corner outside the premises and towards the side of taxi rank

Patrons who refuse to leave quietly will be barred from entering The Alexander Hotel in future.

Where possible staff member will supervise the outside area of The Alexander Hotel to prevent customers from congregating. Customers congregating will be asked to disperse quickly and quietly.

ALL STAFF MUST READ BEFORE SIGNING

HEALTH AND SAFETY POLICY

"It is the policy of The Alexander Hotel to protect all persons including employees, patrons, contractors and members of the public from potential injury and damage to their health which might arise from work activities.

The company will provide and maintain safe working conditions, equipment and systems of work for all employees, and to provide such information, training and supervision as they need for this purpose.

The company will give a high level of commitment to health and safety and will comply with all statutory requirements."

As such, The Alexander Hotel has carried out operational risk assessments and fire risk assessments and these documents are kept on site and reviewed every six months. These documents are available for inspection by the emergency services at any time. However, as an employee, if you feel that there is any area of operation that is unsafe, or has the potential to cause members of the public or staff to be at risk, please inform your manager immediately.

All employees must undergo fire induction training. This will provide you with a clear understanding of what to do in the event of a fire, and what responsibilities you have to ensure the safe evacuation of the building.

We are delighted we have introduced Safer Food Better Business For Catering by The Food Standards Agency ensure you read and understand this documents before working in the kitchen.

All employees will receive Health and Safety training as recommended by The Health and Safety Executive (HSE) that is specific to their positions, however, the following basic principles should always be followed:

1. We are all responsible for Health and Safety - if you see a hazard, you **MUST** report it at once to your manager.
2. Always check your area of work for any hazards prior to starting your shift – make sure corridors and passage ways are clear of blockages.
3. Never lift anything heavy unless you have had manual handling training.
4. The Alexander Hotel has a DPS in place who have received full training in conflict management.

Slips and Trips

Slips and trips are the main cause of workplace injuries in the UK. And more slips and trips occur with chefs, kitchen assistants and waiting staff than anyone else.

Generally speaking, three simple remedies can prevent many slips and trips happening.

The first remedy is footwear. Restaurant workers should wear shoes with anti-slip soles. And they should avoid high-heeled footwear.

The Second remedy relates to food and liquid spillages. Restaurant workers should clean up any spillage as a priority. This applies as much to leaking plumbing and fridges as it does to other spills.

A risk assessment should highlight slip and trip hazards. Employers should fix a damaged floor, for example. They should make sure staff understand the need to keep walkways clear of obstacles. And they should ensure workers empty equipment such as deep fat fryers with care.

The Alexander Hotel has a first-aid ask your management who it is in case of emergency.

Responsibility

Safety for restaurant workers is a serious responsibility. Employers must take every precaution necessary. And staff must take personal responsibility for keeping safety standards as high as possible.

Personal Hygiene

Personal Hygiene is essential in preventing germs as they can be transferred onto anything that the person comes into contact with. It is therefore vital that personal hygiene of the very highest standard is maintained at all times:

- Always wash your hands after visiting the toilet.
- Always report any skin, bowel or throat infection to your Manager.
- Always cover cuts and sores with a waterproof dressing.

ALL STAFF MUST READ BEFORE SIGNING CUSTOMER SERVICE TRAINING POLICY

Whatever department you work in, you should always have a general understanding of other areas of The Alexander Hotel - if you do not - ask!

The Alexander Hotel is a stunning restaurant – but it is all our responsibility to ensure that we make the customer experience memorable - for all the right reasons.

You will receive a guidance booklet and full customer service training throughout your employment at The Alexander Hotel, however, the following points should be used as a guide at all times:

1. Always make eye contact with the patrons.
2. Always smile
3. Always offer a warm greeting - use the patrons name wherever possible.
4. Make an effort to exceed the patrons' expectations.
5. Enjoy your job and take pride in your work.

If you have been provided a uniform, make sure it is always clean, ironed and has no buttons missing or rips.

Training for your job

Over the next few months you will be given full training in the detail of your job and may have the opportunity to go on a QCF level 2 in customer service and QCF level 2 Safeguarding and prevent.

All training will be documented and kept in this folder as a record of your progression at The Alexander Hotel.

ALL STAFF MUST READ BEFORE SIGNING SMOKING POLICY

The Alexander Hotel operates a strictly no smoking policy. Smoking on the premises is strictly prohibited apart from (E Cig), E Liquid electronic smoking devices with no restriction.

Statement

At The Alexander Hotel it is very common for patrons to have a smoke in-between stages of their time with us. It is and can be said that the busier we are, the more smokers there will be this includes shisha products.

Aim

Encourage customers smoking outside the restaurant to behave in a responsible manner. Ensure that no litter is created by smokers.

Where possible supervise manage external smoking area.

Ensure that non-smokers and the public are not affected in The Alexander Hotel Smoking area. Ensure the safety of The Alexander Hotel patrons and non-patrons outside the building

Method

Smokers will be asked by staff to smoke in designated smoking area.

The smoking area will be monitored times where possible.

Customers of The Alexander Hotel who are smoking will be requested by staff to act responsibly and to keep disturbance levels to a minimum.

Smokers misbehaving will be barred from The Alexander Hotel unless their behaviour immediately improves.

Notice is displayed on entry that smoking is not permitted inside and that a smoking policy is in force.

ALL STAFF MUST READ BEFORE SIGNING ENVIRONMENTAL POLICY

•The Alexander Hotel recognises that its activities impact upon the environment both through its routine internal operations, its infrastructural development, and through its influence and effects on the wider community. It acknowledges a responsibility for, and a commitment to, protection of the environment at all levels. The Alexander Hotel will comply fully with environmental legislation and is in addition committed to continued efforts to:

- Promote environmental management at every level and in every department of The Alexander Hotel.
- Increase awareness of environmental responsibilities among staff.
- Minimise waste and pollution and develop and operate environmentally sound waste management procedures.
- Continue to reduce the consumption of fossil fuels and to incorporate long term strategies for energy efficiency into planning and development;
- Continue to encourage and facilitate modes of transport by staff which minimise environmental impact, and to apply environmentally friendly principles.
- Reduce water consumption.
- Promote a purchasing policy which will give preference, as far as practicable, to those products and services which cause the least harm to the environment.
- Avoid wherever practical the use of environmentally damaging substances, materials and processes.
- Maintain the grounds and buildings of the company in an environmentally sensitive way, having regard to protection of local natural habitats and preservation of biological diversity.
- Consider environmental factors in respect of the growth of the company, seeking as far as is practical to reduce harmful environmental impacts and to integrate new developments into the local environment.
- Work with other local, national and other agencies as appropriate to promote environmental policies.

I have read and fully understand all the information given and have received full training in all work area at The Alexander Hotel. I hereby agree to the policies as below.

- Responsible Sale of Alcohol Policy
- Contacting or Calling Police/Ambulance Policy
- Dispersal Policy
- Health and Safety Policy

ALL STAFF MUST READ BEFORE SIGNING

- Customer training Policy
- Smoking policy
- Environmental Policy

Print Staff Name	Staff Signature	Date

If you are unsure about any of the policies please do not sign ask and we will go through it again if you have any issues contact your manager/duty officer or the DPS as management we are always here to support you.

Having received full training on The Alexander Hotel policies and procedures I am satisfied with their level of knowledge of the documented regulations, I hereby authorise the above named person to sell or supply alcohol strictly in accordance with the terms of the Premises Licence relating to the place where the alcohol is being sold.

Signature

Full Name:_____

Licence Holder & DBS