



CONNAUGHT HALL

36-45 TAVISTOCK SQUARE
LONDON WC1H 9EX

Guidance for bar staff

v1.4 | 2014.10.18

All bar staff must read this document and sign the log, held by the Bar Manager, to confirm they have read, understand, and agree to abide by the provisions herein.

FROM THE WARDEN

Dr Adrian Clark MBBS MCEM

PART I: RULES & REGULATIONS

1. Rota & shifts

- 1.1 The Bar Manager will circulate a rota indicating when you are on duty.
- 1.2 You must be on time for your shift and keep the bar open for the advertised hours unless agreed otherwise in advance with the Bar Manager.
- 1.3 You should be behind the bar when on duty except when cleaning, changing music, or for comfort breaks, etc. Some exceptions might be made on quiet nights, but during a party shift, you **must** be behind the bar for the duration of your shift.
- 1.4 If you are not available in the bar when you are supposed to be on duty, your pay will be reduced for that shift.

2. Opening the bar

- 2.1 **Only** authorised, on-duty bar staff, the Warden and Senior Members, and Hall management staff may be in possession of the bar keys at any time.
- 2.2 The bar keys **must** always be signed out from reception at the start of your shift and back in at the end of the night.
- 2.3 Off-duty bar staff may not sign out the keys.
- 2.4 Count the float at the start of your shift and record the amount in column C of the **bar takings record**.

3. Tabs

The Warden's Team —

Enhancing opportunities for personal, social, academic and cultural development through: welfare and pastoral care; discipline and conflict resolution; community and social life; Residents' Club and Hall bar; out-of-hours emergencies; and re-admissions.

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3.1 The bar does not extend credit to anyone. No tabs are allowed.

4. End of night procedure

- 4.1 Sound “last orders” ten minutes before closing time.
- 4.2 The sale or supply of alcohol **must** stop at the time required by our licence. Ring the bell and close the shutters.
- 4.3 Turn down the music to minimum volume at 23.00.
- 4.4 Do not allow anyone into the garden after 23.00.
- 4.5 Perform a Z-reading on the till (turn the key to “Z” and press the “CH” button). Record the calculated takings in column E of the **bar takings record**.
- 4.6 Take all the money out of the till. Then return the float to the till. This must be the same amount as what you counted at the start of the shift. (I.e. you have all the money out of the till, then if your float was £220, count £220 back into the till in coins and £5 notes.)
- 4.7 Count the money that left. This is the takings for the night and should be the same as the figure on the Z-reading.
- 4.8 Record the cash takings in column F of the **bar takings record**.
- 4.9 Explain any discrepancy between columns E and F. If it is complicated, send an email **that night** to the Bar Manager.
- 4.10 Turn the till key to “off”. DO NOT switch the till off at the wall socket.
- 4.11 Deposit the night’s takings in the safe, along with the Z-reading printout.
- 4.12 Clear the bar area of all residents and guests twenty minutes after closing time.
- 4.13 The bar **must** be completely empty and locked no later than half an hour after closing time.

5. Essential licensing & legal regulations

- 5.1 You **must not** serve alcohol to a person who is – or appears to be – drunk.
- 5.2 You **must not** serve alcohol to the companion of a person who is drunk for the drunken person’s consumption.
- 5.3 You **must not** serve alcohol to a person who is less than 18 years old.
- 5.4 You **must not** serve a person who you think is attempting to purchase alcohol on behalf of someone who less than 18 years old.
- 5.5 You **must not** serve alcohol in anything other than standard measures. You **must not** guesstimate, “eye”, or “free-pour” what you think is the right amount. You **must always** use a measure (125mL or 175mL for wine; 25mL for spirits).

- 5.6** Alcoholic drinks that have not been bought at the bar **must not** be consumed in or brought in open containers into the bar, Bell Room, or courtyard garden between 19.00 and 23.00, or during the hours of a temporary event notice (whichever is longer).
- You **must** enforce this rule within the bar and the sheltered area of the garden, but you are not expected to be aware of what is happening in the Bell Room or at the far end of the garden.
- 5.7** You **must not** distribute cups or glasses for customers to use for their own drinks. Cups and glasses should only be given with a drink in them.
- 5.8** You **must not** sell or hand out any sealed bottles: wine must have the cork or screw cap removed, and beer & cider must have the top removed. Our licence does not permit sale of alcohol for consumption off-premises.
- 5.9** You **must not** allow the sale or supply of alcohol from the bar outside of our licensed hours.
- 5.10** You **must not** allow any smoking in the bar.
- 5.11** You **must not** allow disorderly conduct in the bar.
- 5.12** You **must not** allow recreational drugs to be used or supplied in the bar.

6. Miscellaneous regulations

- 6.1** You **must not** allow anyone behind the bar when you are on duty except those persons specified in paragraph 7 of the *Residents' Club Constitution appendix 2 – Bar Management*.
- 6.2** Specifically, ordinary residents and off-duty members of bar staff are **not** allowed behind the bar for any reason.
- 6.3** You *should not* drink alcohol when you are on duty in the bar.
- 6.4** You **must not** be intoxicated with alcohol or drugs when you are on duty in the bar.

7. Obtaining help

- 7.1** If you have any problems during your shift relating to finances, the till, tabs, or other routine bar procedures, contact the Bar Manager.
- 7.2** If you have any difficulty or reluctance with enforcing any of the regulations in sections 5 and 6, call reception and ask for the Duty Senior Member to assist you.
- 7.3** Additional contact details for the Senior Members will be provided so you can ask for non-urgent help or advice.
- 7.4** The Duty Senior Member may contact the Warden at any time.
- 7.5** In an emergency (e.g. serious disorderly conduct), you are authorised to call **999** for the police. You must also inform reception and the Duty Senior Member immediately.

8. Gross misconduct

8.1 Paragraph 6d of the *Residents' Club Constitution appendix 2 – Bar Management* provides as follows:

The Warden of Connaught Hall may require that a person be removed from the bar staff for conduct which in the view of the Warden renders it undesirable that he should remain in post.

8.2 Any significant breaches of the *Intercollegiate Halls of Residence Licence Agreement* and/or *Connaught Hall Supplementary Regulations* shall be considered **gross misconduct** and fall within paragraph 8.1 above.

8.3 The following breaches of bar procedure shall be considered **gross misconduct** and fall within paragraph 8.1. above. This list is not exhaustive.

8.3.1 Theft from the bar (single offence).

8.3.2 Giving away free drinks except where authorised in advance and in writing by the Warden or Bar Manager (single offence).

8.3.3 Extending credit to any person (single offence).

8.3.4 Allowing the sale or supply of alcohol other than within the terms of our licence (single offence).

8.3.5 Consuming or bringing your own alcoholic drinks in open containers into the bar, Bell Room, or garden between 19.00 and 23.00 or during a temporary event notice, or being in a group where others are doing so (single offence).

8.3.6 Being found on three separate occasions to have allowed an unauthorised person behind the bar.

8.3.7 Failing to submit all required information on the bar takings record for your shift on three separate occasions.

8.3.8 A discrepancy of greater than 10% between the z-reading takings and actual counted takings on three separate occasions.

9. Minor misconduct

9.1 Any failure to observe any provision contained in this document, *Residents' Club Constitution appendix 2 – Bar Management* (inasmuch as it applies to you), or *The Licensing Act 2003 – a guide for Connaught Hall bar staff* shall be considered **minor misconduct**, unless already specified as gross misconduct in section 8 above.

9.2 Any five counts of minor misconduct shall automatically be considered gross misconduct, except where alternative provision is made in section 8 above.

10. Enforcement of discipline

- 10.1** Allegations of misconduct may be made to the Bar Manager or Warden.
- 10.2** If the Bar Manager receives an allegation of gross misconduct, they are obliged to report this immediately to the Warden.
- 10.3** Allegations of minor misconduct shall normally be investigated by the Bar Manager. The member of bar staff concerned shall be required to attend an interview with the Bar Manager and a Senior Member.
- 10.4** If minor misconduct is found proven, the Senior Member attending the meeting shall inform the Warden who will keep a record of the offence.
- 10.5** No financial or disciplinary penalty other than a written or verbal warning may be imposed for minor misconduct.
- 10.6** You may appeal against a finding of minor misconduct in writing to the Warden, within five working days of the finding being communicated to you.
- 10.7** Allegations of gross misconduct shall be investigated by the Warden.
- 10.8** The Warden shall have full authority to determine the appropriate action in response to cases of gross misconduct, but the default penalty shall be dismissal from the bar team. Where the offence is also in breach of University or Hall regulations, further penalties may be applied as per Schedule 3 of the *Intercollegiate Halls of Residence Licence Agreement*,
- 10.9** You may appeal against a finding of gross misconduct in writing to the Warden, within five working days of the finding being communicated to you. The Warden shall normally consult with the Warden of another hall of residence to consider the appeal.

11. Raising concerns

- 11.1** If you have any concerns about the performance of your colleagues on the bar, you should discuss these with the Bar Manager or Warden.
- 11.2** If you have any concerns about this guidance or its application, please speak in confidence with the Warden.



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v1.2 | 2013.10.06

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FROM THE WARDEN

Dr Adrian Clark MBBS MCEM

PART 2: THE LICENSING ACT 2003

WHY DO YOU NEED TO KNOW ABOUT LICENSING LAW?

The Connaught Hall Residents' Club is allowed to sell alcohol to its members and their invited guests in the Hall bar by virtue of a club premises certificate (similar to a premises licence that a pub or nightclub would have, with some important differences explained below).

Our licensing authority is the London Borough of Camden. Both their officers and the police may visit our bar without warning, and it is possible that they may employ "mystery customers". So it is important that we comply with the law at all times.

The Licensing Act 2003 defines four groups of licensable activity:

- sale of alcohol by retail;
- supply of alcohol in club premises;
- provision of regulated entertainment (dancing, playing live or recorded music, showing films, indoor sporting events, performance of plays, etc.);
- late night refreshment (hot food & drink between 11 p.m. and 5 a.m.).

Our club premises certificate allows us to sell alcohol to residents and their signed-in guests between the following hours only:

Monday – Saturday	11.00 to 23.00
Sunday	12.00 to 22.30
Good Friday	12.00 to 22.30
Christmas Day	special conditions apply (restricted hours)
New Year's Eve	special conditions apply (24 hour drinking)

The Warden's Team —

Enhancing opportunities for personal, social, academic and cultural development through: welfare and pastoral care; discipline and conflict resolution; community and social life; Residents' Club and Hall bar; out-of-hours emergencies; and re-admissions.

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The penalty for allowing licensable activities to take place other than in accordance with the terms of our club premises certificate is a fine of up to £20,000, or six months' imprisonment, or both.

Depending on the circumstances, these penalties could be applied to the bar staff on duty at the time of the offence, the Bar Manager, other members of the Residents' Club Committee, or the Warden.

Any offence committed under the Licensing Act would probably lead to our club premises certificate being reviewed and possibly revoked.

OBJECTIVES OF LICENSING LAW

The Hall bar must always be operated in such a way as to promote the four objectives of the Licensing Act 2003:

- **prevention of crime and disorder** - making sure that whoever you sell alcohol to doesn't cause trouble inside or outside the venue;
- **public safety** - operating safe premises and ensuring that people drink alcohol responsibly;
- **prevention of public nuisance** - ensuring that the behaviour of your customers doesn't cause a nuisance;
- **protection of children from harm** - making sure that children under 18 are not exposed to alcohol.

TO WHOM CAN YOU SELL ALCOHOL?

Because the bar sells alcohol under a club premises certificate (not a regular premises licence such as a pub or nightclub would have), you cannot sell alcohol to the general public. You can *only* serve:

- Connaught Hall residents,
- the Warden and Senior Members,
- the Hall Manager and Assistant Manager,
- the invited guests of any of the above (who *must* be signed in at reception).

The penalty for failing to observe this condition would be a fine of up to £20,000, or six months' imprisonment, or both.

YOUR RIGHTS

You have the right to refuse to serve alcohol to any person. You do not have to explain your reasons.

You have the right to ask a person who is drunk or disorderly to leave the bar immediately. If the person refuses, they are committing an offence.

SUPERVISION

The Warden has the final say in determining any matter in relation to the conduct of licensable activities in Connaught Hall. In the Warden's absence, the Duty Senior Member (DSM) may act on his behalf. The Bar Manager is available to advise on any matters.

Please discuss any problems, concerns, or anything you do not understand with the Bar Manager or Warden; in an emergency, call the DSM via reception.

If someone is being difficult because you have refused to serve them or asked them to leave, ask for help early from the Bar Manager, DSM, or Warden.

SALE OF ALCOHOL TO DRUNK PEOPLE

You must not serve alcohol to a person who is – or appears to be – drunk. You also must not serve alcohol to the companion of a person who is drunk for the drunken person's consumption.

It is a criminal offence to sell alcohol to someone you believe is intoxicated, or for the consumption of someone you believe is intoxicated.

Use your own judgement, and if at all unsure, you should refuse the sale. There are several signs that can indicate someone is drunk:

- slurring their words, using a loud voice, repeating the same drink in an order;
- asking for big quantities of alcohol for themselves, or asking for very strong drinks (e.g. a triple vodka coke);
- stumbling or not standing up straight;
- eyes not focusing / dilated pupils / strange facial movements;
- strong smell of alcohol.

If you are unsure about someone's suitability to drink alcohol you should decline the sale. Offer the customer a soft drink and/or a glass of water instead. Inform your colleagues on the bar to make sure nobody else serves that customer. Avoid getting into confrontational arguments: if a customer insists that they are not drunk, do not offer a second opinion - stand away from the customer and inform the Bar Manager, DSM, or Warden.

SALE OF ALCOHOL TO PERSONS UNDER 18 YEARS OF AGE

You must not serve alcohol to a person who is less than 18 years old. You also must not serve a person who you think is attempting to purchase alcohol on behalf of someone who less than 18 years old.

It is a criminal offence to sell alcohol for the consumption of a child. The penalty for selling alcohol to someone less than 18 years of age is a fine of up to £5,000 for each sale that takes place.

If you are unsure, ask for photographic proof of age. Acceptable proof of age includes: passport, driving licence, national ID card, or recognised proof of age card; but note that college / university ID cards are not proof of age as they usually do not include the holder's date of birth. Most of our residents are over 18, but beware that one or two residents in each year may be younger than 18.

If someone who *looks* younger than 18 can't *prove* their age, do not serve them alcohol.

ENCOURAGE RESPONSIBLE DRINKING

Make efforts to encourage customers to drink responsibly. Never sell any drink containing more than two shots of strong (>30% ABV) spirits. The strongest drink we sell at Connaught Bar is the “Fugative”: two shots of vodka (40% ABV) + one shot of Sourz (15% ABV) with plenty of lemonade.

MEASURES

The Weights & Measures Act 1985 very strictly requires that we always serve drinks in approved measures. Beer and cider may be sold by the bottle “as-is” – because the bottle tells the customer how much is in it and how much alcohol it contains. Wine and spirits **must always** be sold using a measure: either the optics hanging on the wall or the thimble measures along the back of the bar (125mL or 175mL for wine; always 25mL for spirits). Do not be fooled by the volumetric indicators on some of our shot glasses: they are not a government-approved measure.

DISORDERLY CONDUCT

Under the Licensing Act 2003, you commit an offence if, as a member of bar staff on duty, you knowingly allow disorderly conduct in the bar area.

If someone is causing trouble, get help early. The police may be requested to assist in the removal of drunk or disorderly individuals (but you should involve the DSM or Warden first if possible).

DRUGS

Heavy penalties can be imposed on staff who permit drug-related offences to take place on licensed premises. The police would be able to close the bar if they become aware of certain drugs being supplied on the premises, and any drug-related activity would lead to a review of our club premises certificate.

If you suspect any drug offence is taking place in the bar, you should report it to the DSM immediately and inform the Warden at the next opportunity.

AUTHORITIES' RIGHTS OF ENTRY

A police officer or an authorised person (local authority licensing officer, environmental health officer, fire officer, or health & safety officer) may enter the Hall bar (including behind the bar / wash-up area) at any time if they have reason to believe that a licensable activity is being – or is about to be – carried out.

A police officer may enter *and search* the Hall bar at any time if they have reason to believe that an *offence* under the Licensing Act has been, is being, or is about to be committed. No warrant is required.

A police officer or authorised person can demand to inspect the original or a certified copy of the Hall's club premises certificate at any time.

If any of the above situations arise, you must notify the Bar Manager and the DSM or Warden immediately.

LATE PARTIES / TEMPORARY EVENT NOTICES

We can hold parties including the sale of alcohol and other licensable activities outside of our normal licensed hours when the Warden submits a temporary event notice (TEN) to the licensing authority.

When the bar is open late under a temporary event notice, the notice must be prominently displayed on the premises and a police officer or authorised person can demand to inspect the notice at any time.

The bar will stop serving drinks half an hour before the end of the party (e.g. 01.00 for a party that finishes at 01.30). The music should get quieter and more mellow for the remaining half hour, and finish 5 minutes before the end of the party. The DSM will turn on the house lights at final closing time. Please assist them in encouraging guests to vacate the bar area.

SMOKING AREA

The Health Act 2006 requires us to restrict smoking to designated areas. When on duty behind the bar, it is your responsibility to ensure that no one smokes in the bar.

There is a small smoking area in the courtyard garden (left out of the doors from the bar, beyond the end of the shelter). Smoking is not allowed anywhere else in the garden. People should not be smoking under the shelter just outside the bar.

Bar staff must help enforce this rule.

ALCOHOLIC DRINKS NOT BOUGHT AT THE BAR

Residents in the Bell room, bar, and garden **must not** drink alcoholic drinks bought anywhere other than in our bar between 19.00 and 23.00 every day. Bar staff must help enforce this rule and ask residents to leave if they are drinking their own drinks.

“ON-LICENCE”

Our licence only allows us to sell alcohol for consumption on the premises. To meet this licensing requirement, all bottles and containers must be open when they are given to the customer (cork / screwtop removed from wine; top removed from bottles of beer or cider) and we never sell bottles of spirits.

DRINKING ON DUTY

You **should not** drink alcohol when you are working behind the bar.

You **must not** ever be intoxicated when you are working behind the bar.

You **must not** use recreational drugs when you are working behind the bar.

“Should not” is strong guidance. “Must not” is an immediate dismissal offence.

We are trusting you with our licence. Don't lose our licence because you wanted to have a beer while you were working: it won't make you very popular!

CLOSING TIME

N.B. these points are relevant to licensing in that they help prevent noise disturbance in the local area after 23.00. Too many reports of noise late at night could cause our licence to be reviewed.

1. Sound “last orders” ten minutes before closing time, and warn residents who are outside that the garden is about to close.
2. The sale or supply of alcohol must stop at the time required by our licence. Ring the bell and close the shutters. The DSM will check that service has stopped on time.
3. The DSM will close the garden at 23.00. Do not allow anyone to go back out to the garden after this time.
4. Turn down the music to minimum volume at 23.00, so that it cannot be heard at all outside the bar after closing time.
5. Perform a Z-reading on the till (turn the key to “Z” and press the “CH” button). Record the cash takings and PayPal takings in columns D and E on the bar takings record.
6. Count all the money out of the till. Record the total amount of cash in the till in column F of the bar takings record.
 - This should equal the float you started with (column C), plus the Z-reading cash takings that you have recorded in column D.
 - If there is a discrepancy of more than a few pounds, email bar@connaught-hall.org.uk within 6 hours to explain why.
7. Put your cash takings in the safe, along with the Z-reading printout for the night.
 - The amount you put in the safe should be as close as possible to the cash takings given on the till Z-reading, but make it a round number, using mostly £20 and £10 notes. This helps to conserve coins and £5 to use as float.
8. Return a cash float to the till. This should be similar to how much float you started your shift with, preferably in coins and £5 notes as much as possible.
9. Turn the till key to “off”. DO NOT switch the till off at the wall socket.
10. Deposit the night’s takings in the safe, along with the Z-reading printout.
11. Clear the bar area of all residents and guests twenty minutes after closing time.
12. The bar must be completely empty and locked no later than half an hour after closing time. The DSM will check that this has happened. There are no reasons to keep the bar area open later: finishing drinks, games of pool, “one more song”, playing the piano... everyone must be out by 23.30 at the latest.

Function keys on the till

Updated 28/03/2013



CONNAUGHT HALL RESIDENTS' CLUB

36-45 TAVISTOCK SQUARE
LONDON WC1H 9EX

Key(s)	Function
1 ⁵ 2 ⁶ 3 ⁷ 4 ⁸	Department keys – tell the till whether you've sold an alcoholic drink, soft drink, food, or merchandise
PLU	Quick key for commonly sold items (1-9) – automatically enters the price and department (PLU stands for price look-up)
#/ST	Subtotal – (optionally) press this after you've entered all the prices or PLU codes for the items you've sold, and the till will display the amount due.
CL	Clear – Use this to clear the display if you pressed the wrong number (will not work after you press PLU or a department key – then you must use the void function)
Q/TM	Multiplication – e.g. to sell 9 items at £1.20 in department 2: 120 → x /TM → 9 → 2 ⁶
∞	Void – if you enter the wrong price and/or department, press this key to void the entry.
CH	Press this key when the till is in "Z/PGM" mode to print a Z-reading.
TL/AT/NS	Total / Amount tendered – this is the last button you press in the transaction; it opens the drawer. If you entered the amount tendered, the change due will be displayed; if you did not enter the amount tendered, then the total amount due will be displayed.

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Connaught Hall Bar
on Foursquare



Department codes

Updated 28/03/2013



**CONNAUGHT HALL
RESIDENTS' CLUB**

36-45 TAVISTOCK SQUARE
LONDON WC1H 9EX

Key	Dept	Product
1 ⁵	1	Alcoholic drinks
2 ⁶	2	Soft drinks
3 ⁷	3	Food
4 ⁸	4	Tickets & merchandise
SHIFT 1 ⁵	5	Refunds manager only

e.g. to sell an alcoholic drink costing £2.60 and the customer gives you £3.00:

260 → 1⁵ → 300 → TL/AT/NS (change due is displayed)

e.g. to sell two soft drinks at 40p + a packet of crisps at 80p, and the customer gives you the right money:

40 → 2⁶ 2⁶ → 80 → 3⁷ → TL/AT/NS (the total cost is displayed)

e.g. to sell a Sourz shot at 60p + chocolate bar at 60p, and the customer gives you £5.00:

60 → 1⁵ → 60 → 3⁷ → #/ST (the total cost is displayed) → 500 → TL/AT/NS (change due is displayed)

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Connaught Hall Bar
on Foursquare



BAR STAFF TRAINING RECORD



<i>Name</i>	
-------------	--

<i>Training date</i>	
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Please tick off each item when you feel you have received adequate training in that aspect of the bar. Return these sheets at the end of the training session so we can identify any areas in which you do not feel properly prepared and provide additional training – either just for you or for the whole group – on that area. Read the Instructions for bar staff document!

#	Training need	✓
1	Legal & licensing	
1.1	Licensed hours & late parties; rights of inspection by police, licensing authority, environment officers, and University of London	
1.2	Refusal of service to children & drunk people; duty to prevent disorderly conduct and drug use	
1.3	Drinks measures, on-licence only; no drinks to take away; no drinks to be brought in from outside.	
2	Bar team management	
2.1	Bar team web page: online rota, bar team mailing list, written bar staff instructions; signing the “authorised persons” list to sell alcohol	
2.2	What do do if you have any concerns – either long-term (e.g. management / stock / prices) or immediate (e.g. disruptive customer) – where to get help	
3	Opening the bar	
3.1	Signing out the keys (who can sign them out and when) & opening the bar area	
3.2	Preparing the bar, lights, music, etc	
3.3	Restocking & preparing behind the bar (how to put an optic up on the wall, where the stock is, where spare glasses are, etc)	
3.4	Basic procedures on the cash register & counting the float at the start of the shift	

#	Training need	✓
3	During service	
3.1	How to use optics, measures, bottle openers, etc. Which glass for which drink? Ice machine.	
3.2	Stock rotation (always put longer best before dates to the back of the fridge) & restocking when the bar isn't busy	
3.3	Keeping things fresh: Baileys, white wine, fruit juices, and open bottles of soft drink must be kept in fridge at all times.	
3.4	How to use the cash register to record a sale	
4	Closing up	
4.1	Restocking all fridges & cleaning the bar surface and the floor behind the bar after every shift	
4.2	How to do a z-reading on the till, countt he float back, and count the takings	
4.3	What to do with the money & z-reading	
4.4.	Completing the “bar takings record” sheet & what to do if the numbers don't add up	
4.5	Keeping people out of the garden after 11pm, locking up the bar area always before 11.30, signing the keys back in within 30 minutes of the end of shift	

