

Operations Policy & Training Manual

Munchies

This Training Manual contains instructions and guidance covering policies and procedures for Munchies. This manual is to:

- Assist in staff training and awareness.
- Act as an 'Aide Memoire' for all staff
- Something for staff to reference information quickly and easily
- provide guidance to staff as part of their on-going training & development.

The Training Regime

All staff will be fully trained by either the Licensing Consultant or Premises Licence Holder. They will be required to read the training material provided and then satisfactorily pass the subsequent written test before being allowed to make sales. It is important that this information is fully understood by all staff, should a staff member not satisfy the trainer that they understand all of this then the Premises Licence Holder will not authorise them to conduct sales.

Due Diligence Measures

- Training Statement, to be signed by staff member and countersigned by Premises Licence Holder.
- Staff Authorisation sheet, to be signed by staff member and countersigned by the Premises Licence Holder.

All staff training will be recorded, as well as individual staff authorisations.

All current staff should be listed on the authority record and it should contain their signature as proof of their understanding of the training they have received and the responsibilities they hold. Subsequently as they are re-authorized on a regular basis this should form part of their refresher training

and they are indicating by signing the authority sheet again that they are still fully conversant with the legislation.

New staff members will be then be added as they join, subsequently signing again on a regular basis thereafter, after each refresher. The alcohol training and authority sheets are designed for quick reference by any of the Responsible Authorities which may visit the premises, and for you to identify and maintain all training requirements.

Premises licence – Licensable Activities

You can only carry out Licensable activities during the licensable hours of the premises licence.

Protection of Children from Harm

The protection of children from harm is a national licensing objective. Premises Licence Holders must also consider the need to protect children from sexual exploitation when undertaking licensing functions. The term “children” refers to all babies and children and teenagers i.e. from birth until their 18th Birthday. The Act details a number of offences designed to protect children in licensed premises. The Licensing Authority is concerned to ensure that Premises Licence Holders of fixed premises or organisers of temporary events create safe environments for children (in terms of their physical, moral and psychological welfare) who may be on the premises. Children should be unable to access alcohol or drugs and be subject to an appropriate level of care and supervision at all times. The Licensing Authority will work closely with the Police and other agencies to ensure appropriate and efficient enforcement of the law, and promotion of best practice, in these respects.

Entitlement to Work in the UK

Individuals applying for a premises licence for the sale of alcohol or late night refreshment must be entitled to work in the UK. From 6 April 2017 licensing authorities must be satisfied that an individual who applies for a premises licence is entitled to work in the UK. This includes applications made by more than one individual applicant. An application made by an individual without the entitlement to work in the UK must be rejected. This applies to applications which include the sale of alcohol and the provisions of late night refreshment, but does not include applications which apply to regulated entertainment only. For example, a person applying for a licence for a music venue who does not intend to sell alcohol or late night refreshment is not

prohibited from applying for a licence on grounds of immigration status. However, they will commit a criminal offence if they work illegally

Staff Training

| | |
|--|--|
| Staff member [Full name] | |
| Trainer delivering training [Full name] | |
| <p>A new checklist will be used to record when;</p> <ul style="list-style-type: none">• a new staff member is appointed• changes to the premises licence or policies have occurred• when carrying out refresher training for existing staff. <p>This is paramount to our business and to demonstrate that we are showing our best endeavours to comply with the requirements of our premises licence and the licensing objectives of 2003 Licensing Act.</p> | |
| What the law says about selling within your licensable hours & the penalty staff and the business can face..? | |
| That the premises has to have a licence to operate after 2300 hrs. That they understand what the licence requires and the consequences for them and the business should any person sell outside of these hours. | |
| What the premises licence and conditions of the operating schedule require. EG: [i] ensuring we adhere to the licensing hours, [ii] mandatory conditions as well as any conditions that are set out in the operating schedule that are specific to our premises, | |
| Where and how to record any incidents, or any other incidents such as aggressive or abusive customers etc? | |
| Why it is important to record incidents...? | |

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| All staff must have produced their right to work documentation, and copies will be held by the Premises licence holder. | | | |
| | | | |
| Full name of person trained | Signature | Position in shop | Date dd/mm/y |
| | | | |
| Full name(s) of trainer(s) | | | |
| | | | |
| Full name of Premises Licence Holder, carrying out training. | | | |
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