

# Staff Policy

These policies are in place to ensure the very best practices and service, promoting responsible management, as well as responsible retailing. This is communicated through to all members of staff working at the *Gardeners Arms/Murderers*, to ensure improving standards, in a professional and safer environment for our patrons.

The full policy statement, as well as risk assessment is available to view, and read upon request.

Despite all these written policy statements, it is advised that care, and common sense is undertaken at all times.

## Fire

### Broken Glass

### Smoking

- The 2007, Smoke Free act, requires these premises, and those within it to be protected from the harm caused by cigarettes.
- Staff have a responsibility to ensure patrons smoke any tobacco products **OUTSIDE** the premises.

### PDQ Slips

### Cleaning Products

- Care should be taken whilst using any chemicals, or detergents.
- If you are uncertain, or unaware of any cleaning detergents, consult the COSHH sheets.
  - COSHH sheets are available to view in the kitchen, office, or behind the bar
- Specific care should be taken with corrosive or caustic materials
  - Goggles and gloves are available in the cellar, and **MUST** be used.

### Responsible retailing

- Serve drinks, not drunks
- Reducing the risks of 'binge-drinking'

### Underage sales Alcohol/Tobacco/Lighters

- It is an offence to serve alcohol to anyone under the age of 18 years of age.
- These premises operate a 'Challenge 21, sales policy.'
  - Anyone who appears to be under the age of 21, will be required to produce valid identification to satisfy this requirement. (Passport, Portman 'Prove It' card, Drivers Licence)
- Each staff member is responsible for each sale of alcohol/tobacco/flammable products.

- Patrons, who wish to purchase alcohol, tobaccos or flammable products, require to be a minimum of 18 years of age.
- All, tobacco products are held securely behind the bar.
- Our premises licence contains conditions unique to these premises. These will be explained to you

### **Till training**

- All staff will be fully trained in aspects of the tills standard operation, during your induction
- Any aspects that you are uncertain of, it is your responsibility to **ASK A DUTY MANAGER** for clarification

### **Tills/Till Cards**

- All staff will be allocated one operative till card on the commencement of their employment.
- This card is the sole responsibility of each staff member to be available during EVERY shift
- Using the card of any other member of staff is strictly prohibited.
- Your server name, will appear when 'signing in' – This will be your Christian name, or name that you are generally known by
- Using another member of staffs card, will lead to disciplinary action being taken.
- Any damaged till cards will be exchanged, with the discretion of a manager
- A lost/forgotten replacement card will be charged £5.00.(Taken out of your wages)
- Tabs, or open tables, are the responsibility of the member of staff who opened them.
- A credit card should be taken as security for payment, and an allocated 'table' should be arranged. This requires to be communicated to all staff for clarification
- Unpaid tabs remain the responsibility of the server until paid in full.
  - Under discretion of the management, payment may be expected for unpaid tabs for the member of staff who originally opened the tab.