

CODE OF CONDUCT

“This tavern and its staff are committed to the principles of responsible service of alcohol and to taking all reasonable steps to minimise the harm caused by the abuse of alcohol. We expect the same commitment from our patrons.”

1. INTOXICATION AND OTHER NON ACCEPTABLE BEHAVIOUR

As is required under the Liquor Licensing Act:

- We will not allow you to enter the premises, get service at the bars or otherwise remain on the premises if you are visibly intoxicated.
- We will not tolerate any disorderly, disruptive or offensive behaviour on these premises. If you have been offended by the behaviour of any of our patrons please bring it to the attention of the tavern's approved manager.

2. CONTROLLING JUVENILES

As is required under the Liquor Licensing Act:

- We will not allow you to enter or remain on the premises if you are under the age of 18 years unless you are under the supervision of a responsible adult or on the premises for the purpose of obtaining a meal (or as may otherwise be authorised under the Liquor Licensing Act).
- We will not serve alcohol to anyone under the age of 18 years. If you are asked to show proof of age, please do not be offended. We have to be very cautious as the penalties under the law for serving juveniles are very severe. We will not serve you if you do not produce the required form of identification.
- You may like to be aware that it is an offence for a juvenile to attempt to buy alcohol, and it is also an offence for any adult to procure alcohol for a juvenile.

3. CUSTOMER / RESIDENT COMPLAINTS

We will at all times make ourselves available to respond to the concerns of our patrons and our neighbours. If you have any concerns over the way in which the tavern operates please call TBA and ask to speak to the tavern's approved manager.

4. PATRON CARE

If you are driving please do not drink, we would like to see you more than once! We have food available and we also provide a range of non and low alcoholic beverages. We are more than happy to call a taxi on request.

Our Approved Manager is accredited through the Liquor Licensing training course and all staff involved in the service of liquor have been trained on liquor licensing legislation, patron care, responsible service of liquor and harm minimisation strategies by completing in-house training and through the Staff Handbook provided to each staff member.

5. RESPECT THE NEIGHBOURS

If you have enjoyed yourselves at the tavern today, please tell your friends, but NOT OUR NEIGHBOURS!! Please keep the noise down when you are leaving. Thank you.

6. RESPONSIBLE SERVER PRACTICES

As is required under the Liquor Licensing Act we will not allow promotional activity in which drinks are offered free or at reduced prices or encourages the irresponsible consumption of alcohol.

HOUSE MANAGEMENT POLICY

Our policy is to serve customers in a friendly, responsible and professional manner and to provide, at all times, a safe and comfortable venue in which our patrons may enjoy themselves.

This will be achieved through ongoing training and development of our staff and through regular maintenance of the tavern and drive thru browse building and facilities.

Our company is committed to minimising liquor related harm to people by the adoption of harm minimisation strategies.

Staff will not serve liquor to juveniles or any person who appears to be intoxicated.

MANAGEMENT PLAN

"We will at all times make ourselves available to respond to the concerns of our patrons and our neighbours."

Address:

Lot 454 Russell Road, Hammond Park

Contact email:

mario@hospitalitytotalservices.com.au

Contact Phone:

(08) 9316 8699

Staff Training and Responsible Service of Alcohol

- The Licensee (or representative) and approved manager will be accredited through the completion of the mandatory liquor licensing training.
- It is our policy to train all our service staff in responsible server practices, this will normally be achieved by completing in-house training and through the Staff Handbook provided to each staff member
- Our management team has also been trained in responsible service practices, and will support the service staff at all times in their duties, and responsibilities under the Liquor Licensing Act with regard to harm minimisation.
- Staff are to be encouraged to be alert for the signs of intoxication of patrons.
- Each staff member will be given a copy of the Director of Liquor Licensing Guidelines on the Responsible Promotion of Liquor (refer attachment).
- We will discourage any activity that could lead to, or result in excessive consumption of alcohol (such as drinking competitions) or the promotion of alcohol involving excessive or rapid consumption of alcohol.
- Low alcohol drinks and non alcoholic beverages are promoted and available on the premise and glasses of tap water are available, free of charge, upon request.
- Food will be served from 10.30am to 10.00pm daily in all areas, excluding the drive thru.
- Our commitment to the responsible service of alcohol is also demonstrated by the display, in very conspicuous locations, of Responsible Service of Alcohol posters. Staff are requested to draw patrons attention to these posters as and when necessary.
- We view signage as an important operational tool, to assist us in fulfilling our obligations to minimise the harm caused by the abuse of alcohol.
- Toilet facilities will be maintained using the Director of Liquor Licensing's Maintenance of Toilet Facilities Policy (refer attachment) as a guideline.

Security, Crowd Controllers and Police

- The approved manager is tasked with monitoring the activities of the licensed crowd controllers (when there are any on duty), to ensure that they do not allow unaccompanied juveniles or intoxicated persons onto the premises. Our crowd controllers are also instructed to be calm and courteous at all times towards patrons, including those that may be refused entry or asked to leave the premises.
- We will not employ any unlicensed person (other than the licensee or approved manager) to perform crowd control functions.
- Except for the lawful sale of packaged liquor, crowd controllers and other staff are to ensure that no alcohol is taken from the premises.
- We will ensure that contact telephone numbers for local police are readily available to staff at all times.
- When crowd controllers are in attendance they will remain for 30 minutes after closing, to monitor people dispersing.
- Security will patrol the area on a random basis during operating hours.
- CCTV will be present at each entry / exit point.
- Signage will also be put up near the entrances advising of the dress standard, which will be, "Neat casual dress is required at all times. Management reserves the right to refuse entry to anyone not suitably attired".
- Security at the licensed premise will be in accordance with the attached Department of Racing, Gaming and Liquor's Security At Licensed Premises policy

Juveniles

- We will not serve alcohol to persons under the age of 18 years.
- If a staff member is in any doubt as to whether a person is aged 18 years or more, the staff member must require that the person provide proof of age.
- The only acceptable proof of age will be:
 - Current Australian driver's licence with a photograph
 - Current passport
 - Proof of Age Card
- Signage is to be displayed in the bars informing patrons that it is an offence to obtain alcohol for a juvenile, and that the person so doing commits an offence.

Intoxicated Patrons

- We will not serve intoxicated patrons any alcohol. If someone is displaying signs of intoxication our staff must, in a calm, courteous and non-judgmental way, inform the patron that they will not be served any alcohol and the reason why service is being refused.
- The patron will be offered coffee or other non-alcoholic beverage. Where appropriate, our staff will inquire as to how the patron is getting home and offer to call them a taxi.

Noise Complaints and Neighbours

- Quarie Bar & Bistro management will maintain a log book for any complaints regarding noise and disturbance in the area. Any complaint received is entered into the book - with the date and time of the complaint, the staff member who received the complaint and the action taken. The approved manager will then contact the complainant to ascertain whether the action taken is sufficient to answer the concern expressed. The approved manager will then thank the complainant for bringing the complaint to our attention.
- The staff will clean up the immediate surrounds of the premises each night.
- To prevent the disturbance of amenity in the area deliveries will occur between the hours of 7.00am and 7.00pm only. All food must be delivered in a safe and hygienic way, per City of Cockburn's health regulations.
- All entry / exit points will be fitted with door closers.
- No rubbish to be cleared from the premises or keg movement after 10pm and before 7am, on any day.
- Quarie Bar & Bistro patrons will be requested to disperse from the property in an orderly manner.
- Piped music throughout the venue will come from one controlled sound system that allows different themed music and sound levels to play in each area. The control station will be locked and only accessible by the licensees (or representative) and / or approved manager.
- DJs or acoustic duos/trios will also be provided in the bistro/function room, cocktail and lounge area. The bi-fold doors between the lounge and alfresco area will remain closed whilst DJs or amplified music is playing with access to the alfresco area via air lock entry/exit doors.
- The sound system will also have a limiter, which shall be set, so as not to exceed the noise levels stipulated under the Environmental Protection (Noise) Regulations.
- The Licensee (or representative) and approved manager will take necessary action to ensure all activities carried out on premise will not exceed the noise levels stipulated under the Environmental Protection (Noise) Regulations 1997 and in line with the recommendations of the Environment Noise Report by the sound consultants – Gabriels Environmental Design Pty Ltd conducted in February 2008.

Food Service

- Food will be delivered, stored and prepared in a safe and hygienic way, as per the City of Cockburn's requirements.
- Food will be delivered to patrons via the kitchen to the Bistro/Function, Bistro, Cocktail, Lounge and Alfresco area.
- Staff will diligently clear food plates and clean surrounding food service areas before, during and after food service.
- Food preparation, storage and service areas will be kept clean at all times.

Any concerns about the way in which the Quarie Bar & Bistro operates should be directed to the venue's approved manager.

Trading Hours

As per Section 97 of the Liquor Licensing Act [1988], albeit the proposed trading hours are:

- Monday – Wednesday 10am – midnight
- Thursday – Saturday 10am – midnight
- Sunday 10am – 10pm
- The proposed venue can operate from 6am for breakfast, when required.

The following opening and closing procedures are to be followed at all times.

Opening procedures

- Check for rubbish outside front door areas e.g. cigarette butts
- Check toilets are clean and have ample toilet paper
- Set up bar / Drive Thru Browse
- Open bars
 - Sign lights on, music on
 - Turn coffee machine on
 - Lights on in bar

 - Air-Conditioners (at all times) on ambient level
 - Turn tills on and ask the approved manager to put till float / change in
 - Place nozzles and nip pourers in place
 - Check drip trays have dye
 - Check wines in opened bottles are still ok to serve (bottles should be dated when opened)
 - Open sign on
 - Unlock doors (do not wedge the door open at any time, sound must be contained within the premises for the sake of our neighbours)
 - Open bi-folds as required
 - Drive Thru Browse – Open roller doors and remove bollards
- Make sure floor is clean, use the vacuum cleaner to lift up the rubbish etc. off the floor and around the customer areas
- Face up all bottles in bar/browse
- Set up tables (cutlery etc, reservation signs as required, ash trays in appropriate places)
- Clean all
- Look at the facility as if you were the customer and ask yourself, “would I come here and be happy?”

Closing procedures

- Turn till off prior to next session or have approved manager ring off at end of night
- Clean up bar / Drive Thru Browse
- Set up bar for next day
- Clean and backwash coffee machine (chemical clean as required) and turn off coffee machine
- Check all planters for rubbish e.g. cigarette butts etc
- Clean behind bar / Drive Thru Browse counters
- Wipe chairs and highchairs where needed
- Take nozzles off post mix machine
- Clean tray from post mix machine and beer trays
- Clean glass doors of drinks / Cool room fridge
- Wipe all tables including under the lip
- Clean & polish glasses and cutlery
- Wipe spirit bottles
- Put nip pourers in soda water and place cloth over spirit bottles
- Check for rubbish outside front door areas e.g. cigarette butts
- Date and vacuum seal any opened bottles of wine
- Close bi-folds and windows and lock doors
- Check venue for glasses and rubbish, turn lights off
- Drive Thru Browse – Close and lock roller doors and secure bollards
- Check all is secure and all lights and kitchen appliances are off
- Set alarm system and exit
- Close and lock doors (**No rubbish to be taken out after 10pm**)

At the end of each shift make sure that the Bar and Drive Thru Browse is clean and tidy at all times and request the approved manager or supervisor on duty to check all is done before signing off