

Site Operations & Training Manual

This Operation Training Manual contains instructions and guidance covering policies and procedures. The intention of 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 and development.

The Training Regime

Either the Licensing Consultant, PLH or DPS will train all on-site staff. They will be required to read the training material provided and then satisfactorily pass the subsequent test before being authorised to sell alcohol. It is important that all staff members understand this information, should a staff member not satisfy the trainer that they understand all of this then the DPS will not authorise that staff member.

You are at risk of prosecution for making unauthorised sales.

Refresher training must be undertaken at least twice per year; to sell alcohol and some refresher quizzes will take place in order to ensure staff are kept up to date with current legislation.

Due Diligence Measures

- Training Statement, to be signed by staff member and countersigned by Designated Premises Supervisor (DPS).
- Staff Authorisation sheet, to be signed by staff member and countersigned by Designated Premises Supervisor (DPS).

All staff training will be recorded as well as individual staff authorisations to sell alcohol. All staff will be issued with their own confirmation of having received their initial training, keeping the originals for premises records, and being made available to Responsible Authorities as required.

All current staff listed on the authority record and it will contain their signature as proof of their understanding of the training they have received and the responsibilities that they hold in the sale of alcohol. Subsequently as they are re-authorised to sell alcohol 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 relating to the sale of alcohol.

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 for quick reference by any of the responsible authorities, which may visit the store, and for you to identify and maintain all training requirements.

Premises licence – Licensable Activities

You can only carry out the sale of alcohol off the premises during the licensable hours of the premises licence. There are large penalties for those selling outside permitted hours, plus a possible review of the premises may be called.

Staff Authorisation

Under the terms of the grant of the premises licence: It is an offence for a person to serve alcohol to anybody unless you have been authorised to do so by a personal licence holder. It is an offence to sell alcohol to anybody from premises without a premises licence and/or without a named Designated Premises Supervisor who is in possession of a personal licence.

Underage Sales

It is an offence to sell alcohol to anyone under the age of 18, or to anyone purchasing alcohol on behalf of someone under the age of 18. It is an offence for any person under the age of 18 to buy or attempt to buy alcohol. It is an offence for anybody under 18 to sell alcohol unless authorised to do so by a responsible person. Responsible persons are defined as:

- The holder of the premises licence
- The Designated Premises Supervisor (DPS) if any, for the Premises Licence
- An individual aged over 18 authorised in writing to sell alcohol for consumption on or off the premises by either the Premises Licence Holder or the Designated Premises Supervisor.

It is an offence to allow alcohol to be served to someone under 18, if the staff member could have prevented it. The premises will operate a Challenge 25

scheme, and this will be a condition of our licence, then each customer wishing to purchase alcohol who is unknown to the staff serving as a person who is over 18 years of age must be asked for satisfactory identification to prove their age. If they cannot or are not asked, then the staff member may be committing an offence should the condition wording be specific in this regard.

If a customer looks, under 25 they **Must** be challenged to prove that they are over 18 by producing photographic proof of age, which must include a photograph and state the full date of birth of the customer. The only forms of proof of age that we will accept are:

- A passport
- A photographic new style driving licence
- A PASS accredited Proof of Age ID card such as: the Citizen Card

Do not accept any other form of ID under any circumstances

Protection of Children from Harm

To protect children from harm and comply with the law, the vast majority of retailers take under age sales very seriously. There can be serious consequences for businesses, licensees and individual members of staff. Penalties for breaking the law include substantial fines, loss of licences, even imprisonment. Individual members of staff can be taken to court and may be prosecuted. They could also lose their job.

Alcohol

The age at which product alcohol can be legally served and bought is 18. Do not sell to over 18s who you think may be purchasing for under 18s. Both the owner of the business and the seller may commit a criminal offence if alcohol is sold to an under 18. If you are found guilty of selling alcohol to a person under 18 the premises licence to sell alcohol is at risk.

Under 18s cannot legally purchase alcohol. Always ask for proof of age before you serve and check the details. You can face prosecution and a criminal record or alternatively the police can issue on the spot fine of £90 if under age sales are made.

Signs of Intoxication

There are many signs that a person may display as they become intoxicated. As blood alcohol levels rise, differences can be noticed in coordination, appearance, speech and behaviour.

An intoxicated person may typically show some of the following signs:

i. Behaviour and Physical Signs

Becoming loud, boisterous and disorderly Dropping possessions, rambling conversation

Becoming argumentative Fumbling and difficulty in picking up change Loss of train of thought e.g. forgot to pay for goods Annoying other customers and staff Swaying and staggering Difficulty in paying attention Becoming incoherent, slurring or making mistakes in speech Difficulty walking straight Not hearing or understanding what is being said

Becoming physically violent Bumping into fixtures/other customers Drowsiness, dozing or sleeping while in premises becoming bad-tempered or aggressive Glassy/bloodshot eyes and lack of focus Observe customers in difficulty lighting cigarettes whilst outside the premises using offensive language. Falling down. Vomiting Exhibiting inappropriate sexual behaviour Flushed face Dishevelled clothing Person smells of alcohol

DUTY TO REFUSE SERVICE

It is your duty to refuse to serve under 18s and you must refuse to serve a person if they are or appear to be drunk.

Staff Guidance - How to refuse a sale

Sometimes refusing a sale will make the customer angry. Here are some tips to help you handle difficult refusals.

Ask for proof of age. This helps the situation, as it is not a direct refusal. It says that you will make the sale if they can produce valid proof of age. Only accept proof of age with a photo, and only if you are happy it is correct.

Refuse politely. If necessary, repeat your refusal clearly.

Keep calm. Do not get into an argument.

Explain briefly, why you cannot sell. Try saying

- 'I'm sorry, if I serve you I might be breaking the law.'
- 'We have a policy of 'no proof of age, no sale.'
- 'Our company policy is not to sell these products to young people.'

Show customers notices, posters and stickers that indicate you will not serve alcohol to under 18s.

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.

Call your supervisor or manager for support if necessary.

Record details in your premises' refusal register.

Report incidents where you have felt threatened and/or intimidated.

Remember, ***you commit an offence*** if:

- You sell alcohol to a person who is under 18
- You allow alcohol to be sold to someone who is under 18 when you could have prevented that sale
- You sell alcohol to a person who is drunk
- You sell alcohol to a companion of a person who is drunk for the drunken person's consumption
- You allow alcohol to be sold to someone who is drunk when you could have prevented that sale

On the spot fixed penalty, notices can be issued for serving alcohol to someone who is drunk or under age with prosecution also being a possibility. If someone is drunk or disorderly they can be ejected from the premises and the Police must assist if requested to do so - if you think a customer should be ejected please ensure that you seek assistance from a colleague and follow your company procedures in order to deal with the incident properly and safely.

Keep calm. Don't get into an argument.
Explain briefly why you cannot sell.

Try saying

- 'I'm sorry; if I serve you I might be breaking the law.' 'We have a company policy of **'no proof of age, no sale.'**

Staff Training

Staff member [Full name]	
DPS or Personal Licence Holder delivering training [Full name]	

A new checklist will be used to record when;

- a new staff member is appointed
- changes to the premises licence or policies have occurred
- when carrying out refresher training for existing staff.

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.

1. What the law says about selling alcohol & the penalty staff and the business can face if an underage sale occurs?	
2. That the premises has to have a licence to sell alcohol. That staff understand what the licence requires and the consequences for them and the business should any person sell alcohol in breach of any aspect of the alcohol licence.	
3. What the alcohol licence and conditions of the operating schedule require. EG: [i] ensuring alcohol is only sold during licensing hours, [ii] mandatory conditions as well as any conditions that are set out in the Annexes to the alcohol licence that are specific to our individual premises,	
4. Why selling alcohol underage and underage drinking is a problem for local communities, as well as the harm caused to underage drinkers themselves?	
5. What our policy is for challenging customers for proof of age? Challenge 25	
6. What our policy is, for the types of proof of age (ID) staff should accept?	

7. How to operate the 'till prompt' system installed?			
8. The signs to look out for that the customer may be buying alcohol for others who are underage ('Proxy purchasing')?			
9. What staff should do if they suspect the person they are serving is a 'proxy purchaser'?			
10. Where and how to record any refusals to sell, challenges for proof of age, use of fake ID or any other incidents such as aggressive or abusive customers etc?			
11. Why it is important to record incidents/refusals to sell?			
12. The law that staff under the age of 18 are not allowed to sell alcohol to anyone and the consequences for breaking this law?			
13. What the policy is for an under 18 year old to get authorisation for sales involving alcohol?			
Full name of person trained	Signature	Position in shop	Date dd/mm/yy
Full name(s) of trainer(s)			
Full name of Designated Premises Supervisor or personal licence holder, authorising person trained to sell alcohol. (NB Under 18's cannot be authorised to sell alcohol).			

ACDL 2019 LEAGUE FIXTURES

[illegible]



VENUES 2019

WASPS
165/167 CLAPHAM MANOR STREET
CLAPHAM
SW4 6DB

HAMPTON HAWKS
10 HAMPTON ROAD
ASTON
B6 6AE

BRADFIELD GIANTS
86 BELLENDEN ROAD
PECKHAM
SE15 4RQ

REVOLUTION ALLSTARS
MOREISH RESTAURANT AND BAR
337-339 SOHO ROAD
HANDSWORTH
BIRMINGHAM
B21 9SF

BRIXTON IMMORTALS
297-299 COLHARBOUR LANE
BRIXTON
SW9 8RP

SOHO JAGUARS
REMINISCE CLUB
178 SOHO HILL
HANDSWORTH
B19 1AG

CLAPHAM EAGLES
165/167 CLAPHAM MANOR STREET
CLAPHAM
SW4 6DB

UNITED FRIENDLY
THE FLOWER POT
137 SPON LANE
WEST BROMWICH B70 6AS

COSMOPOLITON TIGERS
HENRY PRINCE COMMUNITY HALL
ST JOHN'S DRIVE
GARRETT LANE
SW18 4UW

WOLVES OF WOLVERHAMPTON
THE HERITAGE CENTRE
CLIFFORD STREET
WHITMORE REANS
WV6 0AA

CROYDON UNITED
448 PORTLAND ROAD
SOUTH NORWOOD
SE25 4PQ

Moreish

Premises Licence Application

**Birmingham City Council
Licensing Sub-Committee
6 November 2019**

Overview of application lodged on behalf of the applicant

Acting for the applicant, we have liaised extensively with Responsible Authorities; and have offered much in mediation.

We have discussed this application in detail with Police Licensing team, and signed their suggested conditions; in addition to producing a template form for submission when other events take place. We have also made contact with Environmental Health in order to find a solution, as yet we are awaiting a response; and are hopeful to find middle ground.

We believe we have offered a comprehensive suite of conditions within the operating schedule, which will fully uphold the licensing objectives. We do not believe that this type of premises will add to any negative cumulative effect of any of the licensing objectives.

The following documents were used for the application and mediation:

- Premises Licence and Site Operations Training Manual
- ACDL League fixtures
- List of venues for 2019
- Challenge 25
- Agreed conditions with WM Police licensing
- Template form for submission to police licensing
- Incident Log book
- Refusals Register
- Staff Training

Moreish
337-339 Soho Road, Handsworth,
Birmingham, B21 9SD.

EVENT BOOKING DETAILS

The primary use of the premises between the hours of 2330 – 0400 will be for the playing of Dominoes in an organised Domino league. Domino competitions must be being played through these hours, with the sale of alcohol and regulated entertainment being ancillary for the usage of the premises.

When the premises operates through the hours of 2330-0400 for any other event/purpose than the above condition, then they must supply the following

Action required	Action Taken	Comments
A full completed risk assessment		
List of DJs		
Security provisions		
Name of promoter		
Copy of the flyer		
Noise management plan		

Event (Type)	
Date	
Hours of event	

To Birmingham Central Police Station (Licensing department), a minimum of 28 days before the event. Birmingham Central Police Station (Licensing department) retain the power to veto any such use of the premises, if any of the licensing objectives are/likely to be compromised. If the veto power is exercised, this will be done in writing to the Premise Licence holder, detailing the reasons why the veto has been used.

Premises Licence Holder

Signed

Dated

_____ **2019**

UNDER 25?



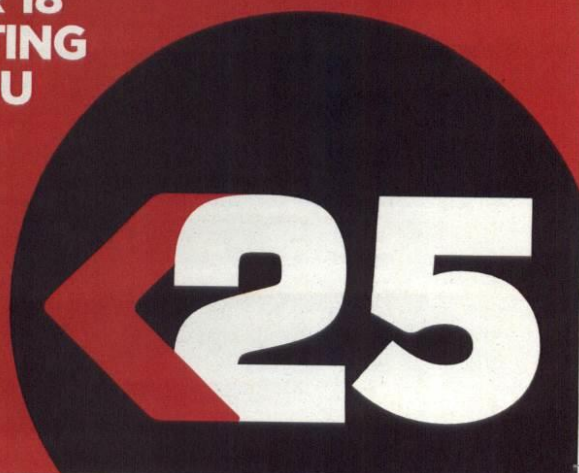
**IF YOU ARE LUCKY
ENOUGH TO LOOK UNDER
25 YOU WILL BE ASKED
TO PROVE THAT YOU ARE
AGED 18 OR OVER WHEN
YOU BUY ALCOHOL**

**IF YOU ARE UNDER 18
YOU ARE COMMITTING
AN OFFENCE IF YOU
ATTEMPT TO BUY
ALCOHOL**

SCOTTISH
BEER & PUB
ASSOCIATION

drinkaware.co.uk
for the facts about alcohol

WWW.CHALLENGE25.ORG



REFUSALS LOG BOOK

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If a customer appears to be under 25 and fails to produce a valid ID photo, the sale should be **Refused** and recorded in this refusals log. Staff should write an entry whenever an age-related sale is refused.

No ID - No Sale

Licence Leader Limited
Alcohol Licensing Services
www.licence-leader.co.uk

Incident Log Book

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Please use a separate page in this log for each incident.

Do not put yourself or staff at risk, call 999 or 101 when appropriate

Staff should write an entry whenever an incident occurs.

Licence Leader
Alcohol Licensing Services
www.licence-leader.co.uk

Incident Report Log

Date of incident

Time of incident

Location

Value of Losses/Damage

Description of Incident

Images available

YES/NO

Are still images available	
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YES/NO

Was it reported to West Midlands Police YES/NO

If reported to West Midlands Police, was it reported at the time of incident or afterwards:-

Which staff member was involved with this incident

What further action has been taken by Premises Licence Holder

Final comments:

Incident Report Log			
Date of incident	Time of incident		
Location	Value of Losses/Damage		
Description of Incident			
Images available	YES/NO	Are still images available	
Was it reported to West Midlands Police	YES/NO	Crime Number	
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What further action has been taken by Premises Licence Holder			
Final comments:			

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