

Blanche Bare

Proposed Licensee: Haybar Pty Ltd

MANAGEMENT PLAN

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



Address:

U119 Pelago Centre
Karratha WA 6714

Contact Phone:

(08) 9185 6667

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 and RSA 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 Control Act 1988 with regard to harm minimisation.
- Staff are encouraged to be alert for the signs of intoxication of patrons.
- Staff members will be made aware of the Director of Liquor Licensing's policies on the Responsible Promotion of Liquor.
- We will discourage any activity that could result in excessive consumption of alcohol (such as drinking competitions) or the promotion of alcohol involving excessive or rapid consumption of alcohol.
- Low and non alcoholic beverages are available on the premise and glasses of tap water are available, free of charge, upon request at all times.
- Food will be available at this venue at all times whilst open.
- Toilet facilities will be maintained using the Director of Liquor Licensing's Standards of 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 will request 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
 - Western Australian Proof of Age Card

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 explain why service is being refused.
- The patron will be offered water 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.
- Intoxicated persons will be asked to leave the premises.

Noise Complaints and Neighbours

- Management of Blanche Bar 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, the time, the staff member who received the complaint and the action taken.
- The staff will clean up the immediate surrounds of the premises each night including the open areas in front of the venue.
- Patrons will be requested to disperse from the property in an orderly manner.
- 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.

Food Service

- Food will be delivered, stored and prepared in a safe and hygienic way, as per the Shire of Roeburn and WA Health Regulations.
- Food will be delivered to patrons at their tables.
- Staff will diligently clear food plates and clean surrounding areas, including the open areas in front of the venue and the passageway, 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 Blanche Bar operates should be directed to the venue's approved manager.

Trading Hours

Trading hours will be as per Section 98(F) of the Liquor Control Act 1988.

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

Opening procedures

- Check for rubbish in and around venue.
- Check toilets are clean and have ample toilet paper.
- Prepare for service
 - Turn music on
 - Turn coffee machine on
 - Turn air-conditioners on to ambient level
 - Turn tills on and ask the approved manager to put till float / change in
 - Place any nozzles/nip pourers in place
 - Check open wines are appropriate to serve

- Unlock doors

- Set up tables (cutlery, crockery, reservation signs etc.)
- Look at the venue as if you were a customer to gauge any necessary improvements.

Closing procedures

- Turn till off prior to next session or have approved manager ring off at end of night
- Clean and backwash coffee machine (chemical clean as required) and turn off coffee machine
- Check all areas for rubbish
- Clean behind service counters
- Wipe chairs and highchairs where needed
- Clean glass doors of drinks / cool room fridge
- Wipe all tables including under the lip
- Clean & polish glasses and cutlery
- Wipe spirit bottles
- Seal any opened bottles of wine
- Close and lock windows and doors
- Check venue for glasses and rubbish
- Check all is secure and all lights and kitchen appliances are off
- Set alarm system and exit
- Close and lock doors

At the end of each shift make sure that the venue is clean and tidy and request the approved manager or supervisor on duty to check all is done before signing off.