

Guidelines for Writing

Standard Operating Procedures



LIQUOR CONSULTANCY
services

Prepared by *Liquor Consultancy Services* with advice from Industry Representatives, Licensing Police, and Metropolitan Fire Brigade representatives; for use only as a guide to licensees to assist them in developing their own plans. Inquiries relating to the writing of individual S.O.P's for specific venues and any associated training should be directed to *Liquor Consultancy Services*.

Disclaimer:

These guidelines have been provided as nothing more than a generic set of circumstances for licensees to consider as they write their own site-specific management plan. Every effort has been made to ensure that these procedures are free from error or omission; however you should undertake your own inquiries and seek professional advice before relying on any fact, statement or other matter contained in these guidelines. Liquor Consultancy Services is not responsible for any injury, loss or damage as a result of material included or omitted from this plan.

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These are some of the topics, which are covered during the preparation of some of our Standard Operating Procedures or S.O.P.'s. They are also sometimes referred to as Patron Management Plans.

Some of these topics may not be relevant to your operations and indeed there may be some topics not covered in these suggested topics.

These topics are by no means an exhaustive list and whilst every effort has been made to ensure that this booklet is free from error or omission; you should undertake your own inquiries and seek professional advice before relying on any fact, statement or other matter contained in this booklet. Additionally, these suggested guidelines should in no way be considered where specific legislation and regulations provide direction (such as the Liquor Control Reform Act, Private Security Act, or Occupational Health & Safety Act.

All S.O.P.'s should be written in a manner that does not allow for the discretion by staff.

S.O.P.'s should be just that – procedures, and not policy statements.

S.O.P's should be written with step by step instructions

S.O.P.'s should include training schedules.

S.O.P's should include induction and should include that managers can prove having inducted.

When writing your S.O.P. you should develop a system that undertakes a risk assessment, and there should be a review of the plans at least every two years.

When writing your S.O.P. you should understand what common industry practices are for like premises.

Remember, a formalised system is better than an unformulated system.

Any S.O.P. should be version controlled. Which version was each staff member inducted to? If the system has been updated, train staff in the new version and get them to sign off that they have read and understood the changes to the S.O.P.

Consider these topics:

Staff

Arrival at Work

Uniform Requirements

Bussys

Bar Staff

Security

Dress standards

Position Responsibilities

Bussy

Ice

Cleaning Spills

Clearing Tables/Shelves

Stock

Patron Observations

Bussys Assisting Crowd Controllers

Bar Staff

Arrival (time, sober)

Free Drinks for Patrons / Staff

Recording of sales

Customer Service

Maintaining the Bar

Refusal of service

Signs of Drunkenness and Intoxication

Selling or Supplying Liquor to Minors (Under 18s)

Proof of Age: Power to demand

Responsible Serving of Alcohol

Operations/Duty Manager

Areas of responsibility

Placement of staff

Security Manager

Areas of responsibility

Placement of staff

Supervision of staff
Supervision of ejections

Cloak room attendant

General Instructions

Alcohol and Drugs
Cloak Facilities
Lost Property
Disabled patrons
Drink Spiking:
Illicit drugs
Incident Reports
Complaints
Crimes Committed within the premises
Legal Compliance
Privacy

Occupational Health & Safety

Material Handling Data Sheets
Noise – OH &S Regulations
Job Safety Audits
Power Cord Inspections Power Cord Placements
Recording/Reporting of incidents
Slippery Floors
Dark (poorly lit) areas
Noise Protections
Heat Protection – Hot Plates, carriage of food and plates
Crowd Control safety equipment, communication devices
Hanging (positioning) of lighting & Sound Systems
Handling of industrial gases – security of cylinders etc
Workplace layout
Guards and barriers – Basement access Refrigeration guards cooking
guards
Proximity of electrical connections and appliances to liquids
Manual handling – eliminate risks and substitute systems
Maintenance of equipment
Rotation of tasks for workers

Confined spaces – considerations and procedures
Access control around hazards
Training of staff in OH &S
Welfare considerations – workplace harassment and bullying
Prevention of falls – temporary work platforms above 2 metres
Fall injury prevention systems
Broken glass disposal
Sharps containers and handling
Enforcement of safety procedures
Election of workplace Safety Representatives
Duty for Employers to Consult with employees over safety

Public Liability

Duty of Care
Foreseeability
Probability
Preventability
Consequences
Patrons Foreseeing Incidents
Public Liability Incident Reports
Access control around hazards
Slippery Floors
Dark (poorly lit) areas
Fall injury prevention

Security

Security Selection Criteria
Access Control
Egress Control
Patron Numbers
Electronic Security Systems
Demeanour
Non-Violent Conflict Resolution
Conflict Resolution Techniques
Internal Observations – Key Positions
Female Toilets
Male Toilets
Rear Emergency Exits
External Observations
Ejection of Patrons
Barred Patrons

Communications
Crowd Controllers Register
Intoxicated persons
Drunk and Disorderly Individuals
Seizure of 'Evidence of Age'
Under-aged Persons on licensed premises
Pass Outs
Crowd Controllers' Equipment
Personal Logbooks
Patrons Foreseeing Incidents

Promotions and Promoters

Compliance – they won't care about your liquor licence obligations
Admission of Patrons
Gratuities
Interaction between patrons and entertainers
Behaviour of Entertainers
Movement Around Venue
Behaviour of Entertainers
Touting for Business
Positioning of Entertainers

Emergency Management

Appointment of Responsibilities
Definition of an Emergency
Venue Knowledge
Location of Fire Escapes
Emergency exit locations
Fire Prevention
All Staff
Wardens
Deputy Warden
Area Wardens
Evacuation
Fire
Bomb Threat
Injury
Gas Leak
Hazardous Materials
Natural Event
Terrorist Attack or Serious Activity
Emergency Management Training
Emergency Management Conclusion