

# Venue Staff Training Pack 1 Induction & Basic Training

2017/18



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# Introduction

**Congratulations on your successful application to work for Imperial College Union venues. I am happy to welcome you to the team and introduce you to the organisation.**

## About Us

As a charitable organisation representing all students of Imperial College we try to live our values in everything we do including the running of all our commercial ventures. That means we all need to strive to deliver an **excellent** service, creating an **inclusive** environment, being **innovative**, bold and different as we look for new ways of constantly improving the student experience; and ensuring we are **democratic, empowering** students to influence the workings of the Union at all levels of our operations. We hope that you enjoy working for us and develop some great transferable skills along the way.

## About Our Training

At Imperial College Union we are committed to the training and personal development of everyone who works for us and with this in mind we have created this pack to make sure you are comfortable with everything you need to know about working in our venues. Our training is designed to not only provide you with the skills you need to perform the role to a great standard but to offer opportunities for constant development and improvement.

Our training is divided into three levels that you will need to complete:

1. Bar Induction and Basic Training
2. Intermediate Training
3. Advanced Training

This booklet is the Bar Induction and Basic Training file that you will have to have completed before you start working within any of our venues. This is regarding the legal aspects, health and safety and basic bar and venue skills that you will need to know in order to be able to successfully do the work.

Once the basic section is complete and signed off by one of our managers you are good to go, but the training process does not stop there. We expect all staff to complete the Intermediate and eventually advanced sections of training as you gain more experience working with us. At any point of the process please do not hesitate to ask us any questions or highlight any area you would like additional support with; it's our job to help you out, but it's your job to ask.

Welcome, once again, to the Imperial College Union venues Team and I look forward to working with you soon.

# Paul Gallagher

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# Health & Safety

## Manual Handling

### Manual handling includes:

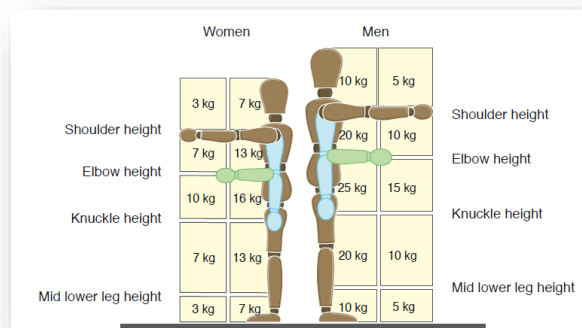
- ▲ Lifting, pulling, pushing of loads by hand
- ▲ The manual component where lifting or moving equipment is used
- ▲ Movement of materials on delivery into storage and later movement out of storage
- ▲ Moving equipment and supplies within the site
- ▲ Carrying equipment and materials into the field
- ▲ Packing and unpacking vehicles for the transport of equipment and materials
- ▲ Less obvious tasks such as: digging and hammering in posts
- ▲ Repetitive tasks which may not involve lifting heavy loads but are repeated frequently.

### To minimise the need and likelihood of injury:

- ▲ Where possible you should avoid the need for manual handling of loads
- ▲ You should assess the load to minimise the risk where manual handling cannot be avoided
- ▲ Check the indicated weight of loads before attempting to lift
- ▲ Minimising the loads/distance carried etc. and devising safe systems of work to minimise the likelihood of injury
- ▲ Use appropriate 'aids' and equipment such as trolleys and chair dollies to provide mechanical assistance

### Common sense rules:

- ▲ Always wear suitable loose fitting clothing and safety footwear. Make use of personal protective equipment where appropriate e.g. gloves, safety hats etc.
- ▲ Always make use of appropriate handling aids e.g. barrows, trolleys, sack barrows, pallet trolley etc. to minimise carrying distances.
- ▲ Where possible avoid carrying loads up stairs.
- ▲ If you have to move loads around the corridors then get somebody else to open fire doors.
- ▲ Avoid storing heavy loads on the floor or at height (above chest level) – the safest height from which to lift and put down loads is at waist level.
- ▲ Avoid using kick steps and folding stepladders for manual handling operations – both are inherently unstable. Use suitable fixed steps, staging, platforms and walkways to retrieve loads above head height.
- ▲ Be very careful where the working environment makes what would otherwise be a safe load to handle a high risk operation. Examples are when removing loads from the boot of a car and it is impossible to bend knees or get close to the load or where space is so restricted that the standard precautions for safe handling cannot be adopted.
- ▲ NEVER intentionally create large loads when a number of small loads are a safer alternative. Making sure everything is kept together may be a convenient method of housekeeping but is unacceptable if it creates an unsafe manual handling operation.
- ▲ When packing boxes, crates etc. to form a load for transport, always provide an indication of the weight and centre of gravity on the outside. However, when handling loads use common sense if you suspect that such information may be misleading i.e. the information applied to the original load but the box has been repacked – always test the load.



Learning and following the correct method for lifting and handling heavy loads helps prevent injury and avoid back pain. Follow these safe lifting and handling steps when you cannot avoid the manual handling activity, cannot use aids to help move the load and have minimised the weight to be lifted:

- ▲ Think before you lift

- ▲ Plan the lift. How heavy is the load (if above HSE threshold a more detailed assessment may be required)? What is the weight distribution of the load (keep heaviest side close to body)? Are there other problems in grasping load (e.g. no grip, mobile, sharp edges etc.)? Where is the load going to be placed? Use appropriate handling aids where possible. Will help be needed with the load? Remove obstructions, such as discarded wrapping materials. For long lifts, such as from floor to shoulder height, consider resting the load mid-way on a table or bench to change your grip on it.
- ▲ Keep the load close to the waist
- ▲ Keep the load close to the waist for as long as possible while lifting. The distance of the load from the spine at waist height is an important factor in the overall load on the spine and back muscles. Keep the heaviest side of the load next to the body. If closely approaching the load isn't possible, try to slide it towards the body before trying to lift it.
- ▲ Adopt a stable position
- ▲ Your feet should be apart with one leg slightly forward to maintain balance (alongside the load if it's on the ground). Be prepared to move your feet during the lift in order to maintain a stable posture. Wearing over-tight clothing or unsuitable footwear, such as heels or flip flops, may make this difficult.
- ▲ Ensure a good hold on the load
- ▲ Where possible, hug the load close to the body. This may be a better option than gripping it tightly with the hands only.
- ▲ Don't bend your back excessively when lifting
- ▲ A slight bending of the back, hips and knees at the start of the lift is preferable to either fully flexing the back (stooping) or fully flexing the hips and knees – in other words, fully squatting.
- ▲ Don't flex the back any further while lifting
- ▲ This can happen if the legs begin to straighten before starting to raise the load.
- ▲ Don't twist when you lift
- ▲ Avoid twisting the back or leaning sideways especially while the back is bent. Keep your shoulders level and facing the same direction as the hips. Turning by moving your feet is better than twisting and lifting at the same time.



- ▲ Keep your head up
- ▲ Keep your head up when handling the load. Look ahead, not down at the load once it has been held securely.
- ▲ Move smoothly
- ▲ Don't jerk or snatch the load as this can make it harder to keep control and can increase the risk of injury.
- ▲ Know your limits
- ▲ Don't lift or handle more than you can easily manage. There's a difference between what people can lift and what they can safely lift. If you're in doubt, seek advice or get help.
- ▲ Lower down, then adjust
- ▲ Put the load down and then adjust. If you need to position the load precisely, put it down first, and then slide it into the desired position.

# Introduction to COSHH

## What is COSHH?

The Control of Substances Hazardous to Health (COSHH for short) provides a legal framework to help protect people in the workplace against health risks from hazardous substances.

During your work at Imperial College Union you will have to use various chemicals for cleaning. It is vital that you know how to use each of these chemicals prior to handling them, to avoid the risk of any serious injury.

COSHH is the law that requires us as your employer to control substances that are hazardous to health and prevent or reduce your exposure to them by:

- ▲ Finding out what the health hazards are
- ▲ Deciding how to prevent them
- ▲ Providing control measures to reduce harm to health
- ▲ Making sure the controls are used
- ▲ Providing information and training
- ▲ Planning for emergencies

Imperial College Union and Imperial College have a responsibility to ensure you are informed on and able to use correctly any substances that you will come into contact with whilst at work. This will include correct training, providing COSHH documentation for reference and ensuring adequate PPE (Personal Protective Equipment) is available for use.

## What is a 'substance hazardous to health'?

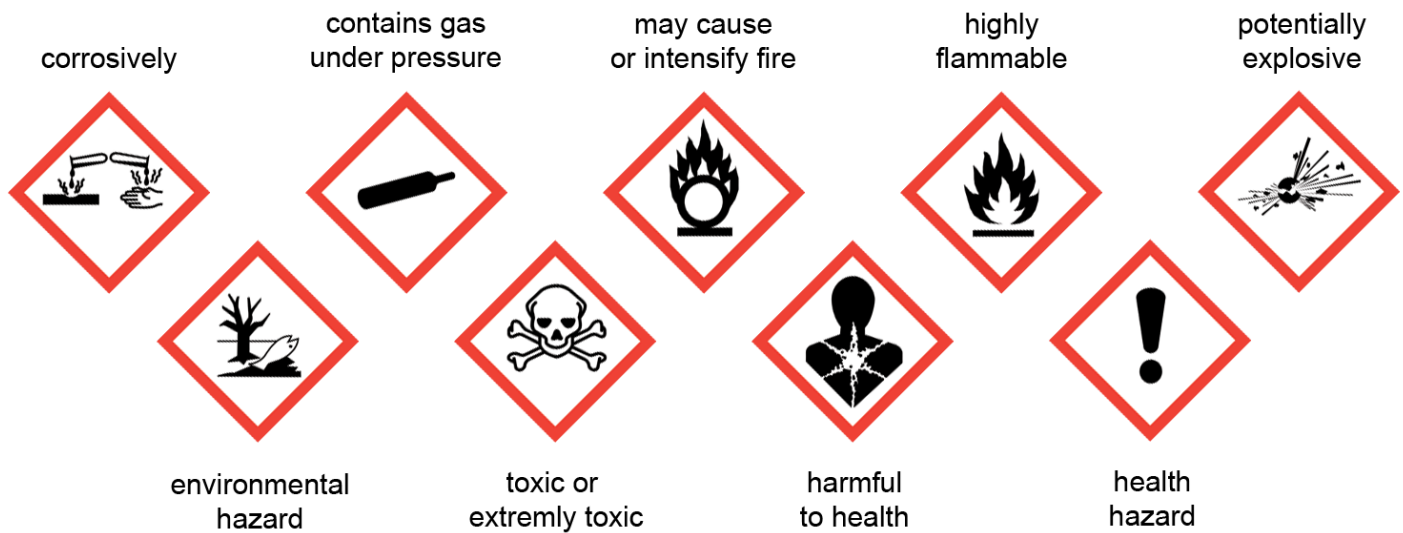
COSHH covers substances that are hazardous to health. Substances can take many forms and include:

- ▲ chemicals
- ▲ products containing chemicals
- ▲ fumes
- ▲ dusts
- ▲ vapours
- ▲ mists
- ▲ nanotechnology
- ▲ gases and asphyxiating gases and
- ▲ Biological agents (germs).
- ▲ Germs that cause diseases such as leptospirosis or legionnaires disease and germs used in laboratories.

The main substances you will come into contact with in your roles are cleaning chemicals, so it is important you are aware how and when to use each of these. If the packaging has any of the hazard symbols then it is classed as a hazardous substance.

## The Hazard Symbols

The Hazard symbols for chemicals are pictograms defined by the European Economic Community (EEC) for labelling chemical packaging for storage, workplaces and containers for transportation.



## What can I do?


As a member of staff, there are a number of things that you can do to help control substances hazardous to health and ensure the safety of yourself, colleagues and customers.

### You should:

- ▲ **Always** read the label before use
- ▲ **Never** use a chemical that doesn't have a label
- ▲ **Always** wear the correct PPE (Personal Protective Equipment)
- ▲ **Never** mix chemicals
- ▲ **Always** report spillages, broken packaging or other issues to a manager or supervisor immediately
- ▲ **Never** store chemicals near food or drink
- ▲ **Remember**, if in doubt ask a manager or supervisor



# Use of Cleaning Chemicals

Chemical	When to use	How to use
D2 	Clean tables, bar and sinks etc. during the shift. Used to sanitise surfaces, but not to be used for end of night cleaning.	The spray bottle should be fitted into the lock system underneath the spout. One push of the button is the correct amount for a spray bottle. Then fill with water.
D10 	Clean tables, bar and sinks etc. at the end of the night. Can be used on both the wooden tables and metal bar surfaces.	The spray bottle should be fitted into the lock system underneath the spout. One push of the button is the correct amount for a spray
D2 (spray bottles) 	Clean tables, bar and sinks etc. during the shift. Used to sanitise surfaces, but not to be used for end of night cleaning.	Simply spray the surface and use blue cloth/blue roll to clean Wash hands after use.
D10 (spray bottles) 	Clean tables, bar and sinks etc. at the end of the night. Can be used on both the wooden tables and metal bar surfaces.	Simply spray the surface and use blue cloth to clean. For tough stains leave on surface for a minute before wiping down. Wash hands after use.
Pine Gel	Mopping floors only NEVER for cleaning tables etc.	100 ml should be diluted into the correct coloured mop and filled with hot water
Trigon (handwash)	Hand washing only, shouldn't be used for any surfaces.	2 – 3 squirts on to wet hands. Use the guide above the sink area to properly wash hands and make sure nothing is missed.
Clear (large 5l bottles)	Refill Clear spray bottles only (not Est-eem or Kitchen Sanitiser bottles)	Pour into spray bottles, filling them completely No need for dilution
General Purpose detergent	Hand washing of glasses, coffee equipment and deep cleaning of surfaces.	1 push of the dispenser button in 5L of warm water. Should be used in sink or metal buckets, never service jugs/pitchers.
Rinseaid	Glass washer use only- Used at the end of the cycle to removed and detergent and stop streak marks	Remove empty bottle and place tube into the new bottle
Glass wash	Glass washer use only – Used during cycle for the cleaning of the glasses.	Remove empty bottle and place tube into the new bottle
Renovate	Glass washer use only. Used for deep cleaning of glassware and glass wash machine.	Only to be used by Supervisors or Managers – replaces glass wash.

- ▲ Only use chemicals listed above. If it is not listed, then please refrain from touching or using it without the permission or instruction of a Supervisor or Manager
- ▲ Only use a chemical for the reason listed above, they should not be used for anything other non-listed purpose
- ▲ Never mix chemicals
- ▲ Never refill bottles with anything other than what is written on the label
- ▲ Only use the amount listed above
- ▲ Always follow the rules of COSHH – found on the walls of the Glass Washer area
- ▲ If you are ever in any doubt, please do not use the chemical and contact a Supervisor or Manager

# Knife Safety

Knives are an essential piece of kit and learning the importance of knife safety is essential when working in the venues.

## What are the risks?

- ▲ Accidents involving knives are common in the catering industry. They usually involve cuts to the non-knife hand and fingers but can lead to injuries on the upper arm and torso.
- ▲ Cleavers are commonly used for chopping and the same controls for knives should be adopted.
- ▲ Ways to minimise the risk

## Do

- ▲ Use a knife suitable for the task and for the food you are cutting
- ▲ Keep knives sharp
- ▲ Cut on a stable surface
- ▲ Handle knives carefully when washing up
- ▲ Carry a knife with the blade pointing downwards
- ▲ Store knives securely after use, e.g. in a container
- ▲ Use protective equipment as required. Ask your supervisor or duty manager if unsure.

## Do not

- ▲ Leave knives loose on worktop surfaces where they can be accidentally pushed off
- ▲ Try to catch a falling knife
- ▲ Use a knife as a can opener
- ▲ Carry knives while carrying other objects
- ▲ Engage in horseplay with a knife
- ▲ Carry a knife in your pocket

Your knife should always be sharp – HOWEVER, the sharpening of knives is not something that is permitted unless you have been trained specifically on how to do it. If in doubt please speak to your supervisor or duty manager as to the procedure for having knives sharpened



# Noise

**The Control of Noise at Work Regulations 2005** are regulations requiring employers to take action if daily or weekly exposure to noise is at or in excess of certain exposure action levels.

As working in the Union's venues can at times be noisy due to recorded music, live bands and performances it is important that you understand this and what precautions are in place to reduce the danger of a noisy environment

- ▶ **Where possible eliminate exposure to noise at source:** Where possible it is advised that staff are to be rotated in their area of work where the exposure to noise could be concerned high.
- ▶ **Provide Personal Protective Equipment (PPE):** Staff are advised to wear earplugs when working in areas where exposure to noise could be high. Earplugs are available in all Union venues.
- ▶ **Regularly monitor and review the effectiveness of the measures:** During events when high noise levels are present noise readings will be carried out to check that the noise being generated is not at a level that would be considered high. These noise readings are done every hour and are logged.



Ear plugs are recommended to be used when working around noise. Ask your supervisor or duty manager if you are unable to find any and always follow the manufacturer's guidelines on how to insert the ear plugs into your ears.

# Fire Evacuation

## IF YOU HEAR THE ALARM

**NB: Entry and exit turnstiles and magnetic-lock doors are linked to the fire alarm and will automatically switch to bi-directional free flow mode. If in the unlikely case that these doors do not operate, break the GREEN break glass and push the release button to operate the door.**

**Music playing through the internal PA system will cut-out to allow the alarm to be heard clearly.**

### Staff and users, except Fire Wardens

- 1) Stop working immediately and exit the building using the nearest available exit. Encourage customers to leave via their nearest available exit as you leave.
- 2) Do not enter any area where there is evidence of fire or smoke. Before opening any door to a room which does not have a vision panel, check if the door handle is hot. **Do not open any door if the handle is hot. Report the location.**
- 3) Close any doors through which you pass.
- 4) Do not use the lifts.
- 5) Do not stop to collect personal belongings.
- 6) Report to Fire Assembly Point
  - a. Beit Bars – Beit Quadrangle
  - b. h-bar – Queens Lawn
  - c. Reynolds – Hospital Car Park
- 7) Help to ensure that users keep well away from the building, and that there is no unauthorised access to the building.
- 8) Do not re-enter the building without permission.

### Fire Wardens/Stewards

- 1) Encourage users to evacuate the building, using all available exits - please try to encourage users to use their nearest available exit to reduce congestion.
- 2) Check your area to ensure all staff/users have left.
- 3) Do not enter any area where there is evidence of fire or smoke. Before opening any door to a room which does not have a vision panel, check if the door handle is hot. **Do not open any door if the handle is hot. Report the location of the door to the Evacuation Co-ordinator.**
- 4) Close all room doors.
- 5) Note any problems - e.g. users refusing to leave, disabled users.
- 6) Use the Evacuation Lift to help disabled users to leave the building if possible. If the location of the fire prevents the use of the evacuation lift, direct the users to another Refuge Point or to an area where there are one or two fire doors between them and the fire if possible. Reassure them that their location will be reported and their rescue will be first priority. Fire marshals should not stay with the refuge user.
- 7) Evacuate the building, checking staircases as you leave.
- 8) **Fire Wardens are not fire-fighters.**

**Do not put yourself at risk while carrying out these duties.**

# Food Allergens

The Food Standards Agency (FSA) in conjunction with DEFRA have introduced a new food allergen law which came into force on 13th December 2014 they are called the Food Information Regulations EU1169/2011 (FIR Regs)

## What do you need to do as part of the new food allergen law?

With the new food law, all food service organisations serving unpackaged food or food that is packaged on site for immediate consumption will have to supply details of the menu items that contain the EU Top14 allergens within the dishes they serve.

Details of the Top-14 allergens will have to be listed clearly in an obvious place such as a menu, chalkboard, information pack (Each dish on your menu requires a breakdown of allergens). The allergens contained in each item on the menu are on display in the kitchen of your workplace but there is also a copy in the staff folder located in the bar area that contains allergen information of each dish. **Make sure to check this first if you are asked about an allergen, but if you ever unsure, it is always best to check with kitchen staff.**

Please be aware that

- ▲ You can no longer state that you don't know if an allergen is present
- ▲ You can no longer state that all foods "could" contain allergens

If you are unsure about what allergen could be contained in a menu item please ask your supervisor, manager or kitchen staff

## Here are some key facts about food allergy

- ▲ People suffering severe reactions need emergency expert help from a trained paramedic, usually with injectable adrenaline.
- ▲ In the UK, about ten people die every year from food-induced anaphylaxis.
- ▲ There are also about 1,500 asthma deaths, some of which might be triggered by food allergy.
- ▲ For those at greatest risk, the tiniest trace of food allergen can trigger severe symptoms and, in some cases, cause fatal or near-fatal symptoms.
- ▲ Many of those who die or suffer 'near miss' reactions had no idea that they were at risk. Those who are aware of the risk can find the day-to-day unpredictability of living with food allergy risks stressful.
- ▲ Teenagers and young adults seem to be at particular risk of severe reactions.
- ▲ Many people with a food allergy also have asthma, which can make food reactions more severe if it's not controlled by regular medication.

## Which foods can cause allergy?

- ▲ Cereals containing gluten, namely: wheat (such as spelt and Khorasan wheat), rye, barley, oats
- ▲ Crustaceans for example prawns, crabs, lobster, crayfish
- ▲ Eggs
- ▲ Fish
- ▲ Peanuts
- ▲ Soybeans
- ▲ Milk
- ▲ Nuts; namely almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts
- ▲ Celery (including celeriac)
- ▲ Mustard
- ▲ Sesame
- ▲ Sulphur dioxide/sulphites, where added and at a level above 10mg/kg in the finished product. This can be used as a preservative in dried fruit.

- ▲ Lupin which includes lupin seeds and flour and can be found in types of bread, pastries and pasta
- ▲ Molluscs like clams, mussels, whelks, oysters, snails and squid



# Licensing Law

## Introduction to Licensing

This section of your induction pack is about Licensing Law. It will tell you the key things you need to know when working for a venue licenced to sell alcohol. It is vital that everyone understands and adheres to Licensing law; as the legal consequences of failing to do so can be very severe. All of our venues are slightly different but the core principles remain the same; the areas of difference are indicated below.

It is the responsibility of everyone working within any of the venues operated by Imperial College Union to help protect the licence which gives us our ability to trade. By the end of this section you should have a good understanding of the law and what it means for you day to day behind the bar. Please don't hesitate to ask questions and seek support from Supervisors and managers because we are talking about THE LAW and we can't afford to get it wrong.

### By the end of this section you must:

- ▲ Understand the basics of the Licensing act 2003.
- ▲ Know the procedures we have in place to ensure that no person under the age of 18 year olds is served alcohol.
- ▲ Recognise which forms of identification are acceptable
- ▲ Understand the different customers each Union venue is allowed to serve and how we ensure that we do not serve individuals not covered by our licence.
- ▲ Understand the Weights and Measures act.
- ▲ Know the standard opening times of all our venues.
- ▲ Recognise the signs of intoxication
- ▲ Understand our response to illegal substances
- ▲ Understand our Smoke Free Policy
- ▲ Know the opening and closing times of all venues.
- ▲ Be confident in your ability to uphold all the policies and procedures laid out in this document.

## The Basics & the Terminology

Under the Licensing Act 2003 all licensed premises in England and Wales that sell alcohol must have a licence to do so. This licence relates to the premises and is referred to as the PREMISES LICENCE. There are two parts to the PREMISES LICENCE; these are PART A and PART B.

**PART B** is two or three pages of information which **MUST** be on display on the wall of the premises at all times. It will state the trading hours allowed by the licence.

**PART A** of the premises licence is a thicker document which is kept somewhere safe like the office. Your Manager will show you where to find this. **IT IS AN OFFENCE IN LAW NOT TO BE ABLE TO PRODUCE THESE WHEN REQUIRED BY A POLICE OFFICER OR AUTHORISED PERSON** and as such it is important that they are kept safe and that you know where to find these documents. PART A of the licence lists all of the conditions that must be fulfilled to sell alcohol legally on the premises. Also listed in PART A will be an individual who is entitled the **Designated Premises Supervisor (DPS)**.

The DPS is the person nominated by the premises licence holder to be in day-to-day control of the premises; their application must be approved by the police and licensing authority (local council). The DPS is **NOT** the duty manager or the most senior person in the bar at the time. A DPS must be a personal licence holder and licensed premises cannot sell alcohol legally without an appointed DPS. A DPS is the person ultimately responsible for the sale of alcohol on the premises and as such he will delegate his authority to you to sell alcohol following suitable training.

A personal licence is granted to an individual and authorises them to sell alcohol in accordance with the terms of the premises license relating to the place that the alcohol is being sold.

Personal licence holders have the duty to produce their licence when required by specified authorised personnel such as the police, local authority officer, environmental health officer, fire officer or health and safety officer).

Managers must hold a Personal Licence before they can authorise/deputise staff to sell alcohol OR have written permission to sell alcohol from the DPS.

Different Union venues have different Nominated Designated Premises Supervisors. The licensing act 2003 requires that every sale of alcohol must be made or authorised by a Personal License Holder.

### **You are authorised to sell alcohol by:**

- ▲ Paul Gallagher DPS of FiveSixEight, Metric, The Union Bar, South Kensington Union building and Beit Quad
- ▲ Paul Gallagher is the DPS of Reynolds bar.
- ▲ Asher Forester DPS of h-bar

**There are four licensing objectives that, as a licensed premises we must look to promote at all times. These are:**

- ▲ The prevention of crime and disorder.
- ▲ Public safety.
- ▲ The prevention of public nuisance.
- ▲ The protection of children from harm.

## **Your Role as a Worker within Our Venues**

As a member of staff you must know the following information and be able to answer questions in relation to these four points at any time that you are working:

- ▲ Where the licence is kept?
- ▲ Understand the conditions of the licence
- ▲ Know who the DPS is and how he/she can be contacted
- ▲ Understand your role with regards to the key licensing objectives.

A Police Constable or authorised person such as a local authority officer, environmental health officer, fire officer or health and safety officer may enter licensed premises to ensure that all the activities are being carried out in accordance with the conditions of the licence.

## **Key Information**

### **It is illegal to:**

- ▲ Sell alcohol to anyone under 18. There are no exceptions to this.
- ▲ Sell alcohol to someone you suspect of buying for an under 18 year old.
- ▲ Sell alcohol outside the licensed hours of trade.
- ▲ Sell alcohol without the presence and/or deputised authority of a Personal License Holder.
- ▲ Sell alcohol to a person who is drunk, or to a drunken person's companion, if the alcohol is not for their own consumption.
- ▲ Expose alcohol for unauthorised sale (e.g. Shutters open, fridge accessible – when alcohol is not for sale.)

**THE PENALTY FOR SUCH AN OFFENCE CAN BE UP TO 6 MONTHS IMPRISONMENT  
OR A FINE OF £20,000 OR BOTH!!!**

- ▲ If an offence is committed, the customer, the person serving them, the Personal Licence Holder present, the Designated Premises Supervisor and the Premises Licence Holder could ALL be prosecuted.
- ▲ There are NO excuses in law; you must be able to demonstrate that you have always practiced 'due-diligence'.
- ▲ In order to protect yourselves and your colleagues, you must ID anyone who looks under 25. This will be referred to by visiting police and responsible authorities as Challenge 25! As this is a national scheme.

### **Documentary evidence can be:**

- ▲ A UK photo driving license.
- ▲ A proof of age scheme that carries the PASS logo (with hologram)
- ▲ Any passport

### **In all cases do not accept any ID if you are unsure!**

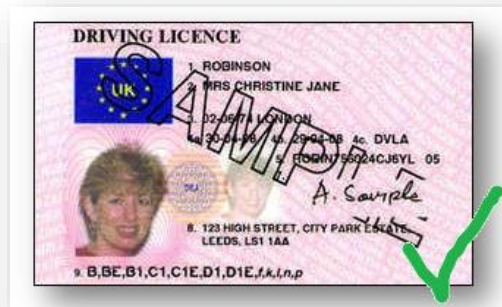
Please note, in some situations a student may be studying at Imperial College who is 17 years of age. This may be because such students have been accepted early into university due to their high academic performance or that their 18<sup>th</sup> birthday is early in the academic year. The Imperial College ID card for students under the age of 18 years of age will have a red box surrounding the photo indicating they are not yet 18 years of age.

# Acceptable ID for Age Validation

Identification carrying the "Pass" holographic logo



A UK Drivers Licence



A valid passport



# Non Valid Forms of ID (not limited to)

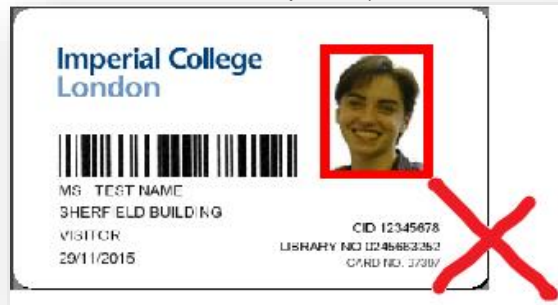
European Drivers Permit (there is no such thing, these are all fake ID's)



College Guest access passes (these will not have photos on them)



College ID with a red box around the photo (student under the age of eighteen)



If you believe someone to be under the age of 18 then they should be asked to provide a valid and accepted form of identification that shows they are of legal drinking age. The till has a function which allows all bar stewards to log the refusal by indicating whether or not the person is under or over 18 years of age when prompted after the first product has been entered into the till system.

All refusals must be noted on the paper copy of the refusals log as soon as they happen – **this can be found currently in the checklists folder on the bar.**

### Under 25 Schemes

All our venues operate a Challenge 25 age verification policy. This means we must ask for proof of age from anyone we consider to look under the age of 25, before they are served alcohol. This scheme is designed to protect our staff and the premises licence by ensuring that there is no ambiguity



## Who Can We Serve?

The license for each venue will stipulate who we are allowed to serve and allow use of our facilities. This varies between all sites. The section below outlines who we can serve at each venue in turn.

### South Kensington, Union Building

At all venues within the Union building you **must** check for a valid Imperial ID card before we serve any potential customer.

**Our Licence states that:**

Alcohol may only be sold to:

- Employees of Imperial College, the Royal College of Music, the Royal Albert Hall and the Royal College of Art, The Victoria and Albert Museum, the Science and Natural History Museum, the Royal Geographical Society and their bona fide guests.
- Students and former Students of Imperial College, members of the Imperial College Union or Imperial College Union Refectory Club, the Royal College of Music, the Royal College of Art and their bona fide guests.

And/or to visitors to the University who (i) are attending a bona fide conference; or (ii) are attending a private pre-booked ticket only function or event.

**Alumni:**

Imperial College Alumni are very welcome into our bars but we must have evidence about who they are.

The college has kindly given the bars team access to the Imperial College Alumni database. This allows us to check whether a person has attended the college as a student. For this, we need some ID with their name on, and their approximate year of graduation, which you will then need to give to the manager on duty. Then will then check this on the database, and if they are found, you can issue them a guest card to be served for the day.

It is always best to direct the concerns of Alumni to your manager if proof of membership cannot be verified. Life membership cards can be purchased for £60.00 through Imperial College Union. There are a selection of different Alumni cards which we can accept, but if in doubt always seek the advice of a supervisor or manger on duty.

**Royal College of Art:**

We welcome students and staff from the Royal College of Art.



**Royal College of Music:**

We also welcome students and staff from the Royal College of Music.

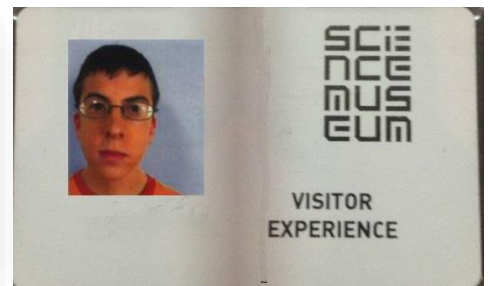


**Royal Albert Hall & local museum staff:**

Although we are able to serve the staff of The Royal Albert Hall, Science Museum, Natural History Museum and the Victoria & Albert Museum we must ensure that we are sure that they are employed by these establishments

before they are served. Ask for Staff ID Cards and if in doubt seek the advice of your Supervisor or the Manager on Duty. If in doubt, do not serve!

The Royal Albert Hall employ a number of agency staff, which often come into the bars. For these, we have a dedicated signing in sheet. You will need to ask for some government issue ID to fill this in. You will then fill in their name, ID type and number, then they will sign at the end. Only once this has been done can we serve them.



### Refectory Club:

Our bars can become very busy with trade from customers and performers at the nearby Albert Hall during the summer months in particular. At present Refectory Cards are available for £2.50 only and last for 1 year; which can be renewed for £1.00. Supervisors and Managers deal with the renewing and issuing of these.

### Ticketed Events:

For ticketed events, your manager or supervisor will inform you in advance so you are aware of who can be served.

### Conference and Function attendees

We hold host to a number of conferences and functions throughout the year, and we are able to serve guests at these events. In order to ensure that we protect our licence the Beit venues team (who arrange these events) will provide attendees with 'conference cards' which must be presented before a drink is sold.

## h-bar

At the h-bar we must check for a valid Imperial ID Card which States they are a Post Graduate Student (PG/PGT/PGR) or Staff Member.

### Our licence states that:

- ▶ Alcohol may only be sold to staff and post-graduate students of the Imperial College and their bona fide guests and/or visitors to the university attending a private pre-booked ticket only function or event. There shall be no more than four bona fide guests per member of staff or post-graduate student

## Reynolds Bar

At the Reynolds Bar we must check for a **valid Imperial ID card before we serve any potential customer**. For many events these will be checked on the door at the time of entry. We can also **accept NHS ID** as our licence allows us to serve any NHS staff.

Any member of Imperial College or Staff can sign in up to four guests and are responsible for the behaviour of these individuals whilst on the premises. All guests must be signed in to the relevant sign in form and show valid documentary evidence as proof of identity.

### **Our licence states that:**

- ▶ Intoxicating liquor shall be sold only to members, associate members, employees or contractors of the NHS, honorary members of the Student Union, staff of Imperial College or Imperial College Union, former students of Imperial College, persons attending a formal lecture or conferences in the Brian S. Drewe Lecture Theatre, and any person attending a pre-booked function and any bona fide guests of the above.

## Guests within all our venues

Any member or associate member of Imperial College Union or Imperial College Staff can sign in up to four guests and are responsible for the behaviour of these individuals whilst on the premises. All guests must be signed in to the relevant sign in form which will be kept in a folder or clipboard easily accessible on the bar. You must also ensure that valid documentary evidence as proof of identity is checked. Once they are signed in, you may issue them with a guest card, which will have the date on and be valid for that day only.

# Imperial College & Imperial College Union Membership Cards & Identification

Over the years there have been many designs of membership cards that validate a person's Imperial College Union membership. Although some of these membership cards may never be seen it is important that you are aware of what could be shown when asking for valid membership

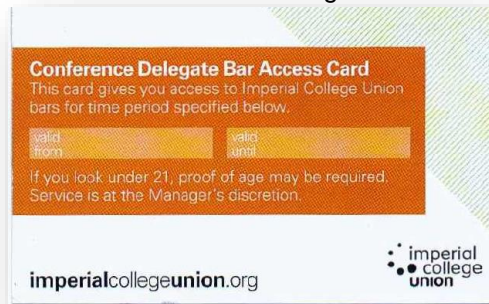
Current Staff Member or Student of Imperial College ID card (no red box around photo)



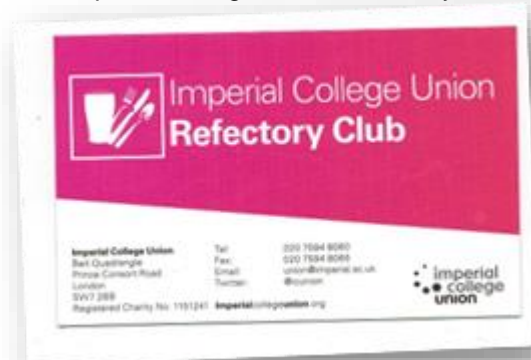
Current Associate Membership Cards



Conference Delegate Card

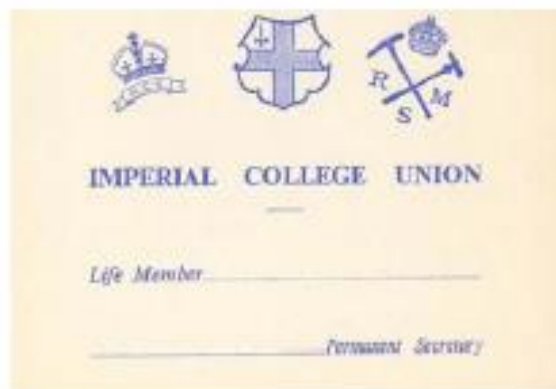
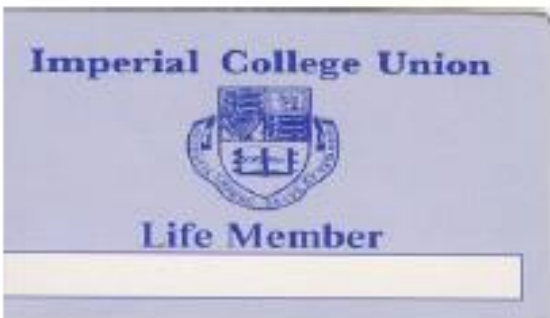


Imperial College Union Refectory Club Card





Other Life membership cards to look out for



# Opening Hours

Each venues licence allows for the retail of alcohol, as well as the performance of entertainment, and other functions for a specified time period each day. It is ILLEGAL to trade outside of this time period unless a special 'Temporary Event Notice' is applied for to extent the licenced hours of trade. The times listed below are our 'standard' hours of trade in term time. Please note that our licence may allow us to stay open later on certain nights, but this is at the discretion of the Manager on Duty.

## South Kensington, Union Building

### Bar

Monday, Tuesday and Thursday:	12:00 - 23:00
Wednesday:	12:00 - 01:00
Friday:	12:00 - 02:00
Saturday:	12:00 - 00:00
Sunday:	12:00 - 22:30

### Kitchen

Monday – Friday	12:00 – 22:00
Saturday and Sunday	12:00 – 21:00

## Reynolds

Cafe run by Taste Imperial Open 08:30 – 16:00 weekdays

### Bar

Monday, Tuesday, Thursday:	17:00 - 23:00
Wednesday:	17:00 – 00:00
Friday:	17:00 – 01:00
Saturday:	Closed
Sunday:	Closed

### h-bar

#### Bar

Monday – Thursday:	17:00 - 23:00
Friday:	16:00 – 23:00
Food Served in bar:	17:00 – 21:00
Saturday:	Closed

### Café

Monday – Thursday:	10:00 - 19:00
Friday:	10:00 – 16:00

# Weights & Measures

The Weights and Measures Act (Intoxicating Liquor) Order 1988 specifies the measures in which some drinks are to be dispensed and type of glasses in which they must be sold. It's important these are followed by everyone to make sure we are not breaking the law. Please see the specifics below:

## Draught Beer & Cider

- ▲ Draught beer and cider can be sold in measures of 1/3 pint, ½ pint, or multiples of ½ pint. A measure of these drinks served in brim measure glasses may consist of liquid and a reasonable head (foam at top). It is essential that a measure of beer served with a head must include a minimum of 95% liquid. We should be aiming for 5% head on every serve; however, if customers request their drink is topped up to remove excessive head, you should always do as asked.
- ▲ When sold for drinking on the premises draught beer and cider must be served in a glass which corresponds to one of the measures stated above. The glass must have a government stamp to confirm this.
- ▲ When beer or cider is sold as an ingredient of a mixture containing two or more drinks, such as a “shandy”, it is acceptable to use pint and half pint glasses to serve these drinks - they must be described on the price list using imperial measures without reference to the metric equivalent.

## Whisky, Gin, Rum & Vodka

- ▲ Whiskey, gin, rum and vodka have to be sold for consumption in a bar in measures of 25ml or multiples thereof, or 35ml or multiples thereof. At all our bars we serve spirits in either 25ml (single) or 50ml (Double) measures at all times.

**Note: These measure requirements do not apply:**

- ▲ When a drink including whiskey, gin, rum or vodka contains a mixture of three or more liquids (i.e. a cocktail)
- ▲ Remember, the customer should always be able to see you pouring the measure either via optic or thimble measure.

## Wine

- ▲ When sold by the glass the wine must be in measures of 125ml or 175ml or multiples thereof.
- ▲ In all our venues we serve wine in measures of 125ml and 250ml only.
- ▲ We must display a statement setting out the quantities contained in our different wine glasses this statement may be included on the menu or wine list.
- ▲ We can, and do, also serve wine by the bottle (750ml).

**Adulteration is Illegal**

- ▲ You must not add any other substance e.g. water to any drinks unless requested by the customer.

# Recognising Signs of Intoxication

It is against the law to serve anyone who is intoxicated and therefore important that all staff recognise the side effects of over consumption of alcohol.

## Behavioural Signs

How to recognise intoxication and the over-consumption of alcohol

Intoxication is an observed state, with early signs including impaired judgement, loss of self-control and inhibitions.

Each person will be affected by alcohol differently - many factors influence intoxication including age, gender and body type.

Possible signs of intoxication include stumbling, poor hand-eye coordination, changes in speech and nausea.

Make an initial assessment and watch for a change in behaviour or abnormal behaviour.

The effects of alcohol in combination with drugs

Alcohol in combination with drugs intensifies effects.

Watch for exaggerated symptoms and have emergency numbers handy.

The licensees and the staff of Imperial College Union have a duty of care to patrons and innocent third parties. Under licensing law duty of care lasts until the patron arrives home or somewhere he or she can sober up. We all have a responsibility to patrons on the premises, patrons leaving the establishment, and the general public who may be affected by patrons' behaviour.

In order to minimise the legal risk regarding a customer's consumption of alcohol staff should:

- ▲ Serve no one to the point of intoxication. If in doubt always ask the manager on Duty who will make the call.
- ▲ Ensure an intoxicated patron has been identified to the duty manager who can then ensure the customer has a safe ride home or leaves with a responsible person over the age of 18.
- ▲ Do not serve or sell alcohol to minors or intoxicated patrons under any circumstances.
- ▲ Ensure free water is available at all times from the bar.
- ▲ Be aware of what is going on in the venue and keep an eye on individuals drinking at a fast pace. Don't be afraid to raise concerns at any point with your supervisor or manager.
- ▲ Ensure that no one is consuming their own alcohol on the premises. No alcohol that is purchased from outside of our bars may be consumed in any of our bars at any time.
- ▲ Ensure people are not allowed to leave the venue with alcohol.

## Zero Tolerance to Drug Use

Drug usage in our bar could result in our licence being revoked. Do not accept it. Report it!

Please look out for tell-tale signs of drug use which include:

- ▲ Ripped up cigarette packets/spilled tobacco
- ▲ Powder residue/empty 'baggies' in toilets

- ▲ Metal cylinders, balloons; signs of nitrous oxide use
- ▲ Physical signs of drug taking by customers e.g. pupils dilated, erratic behaviour, etc.
- ▲ Multiple people going into the same disabled toilet, toilet cubicle.

**DO NOT** deviate from the above! Penalties for breach of the conditions of the licence can be severe and, in some circumstances can lead to the premises licence being revoked. If you ever suspect anyone of drug use or possession, report it to a supervisor or manager immediately. They have been trained on the steps to take for this. We also possess wipes we can use to detect whether a surface has been in contact with certain substances. If you suspect a toilet of being used, let a supervisor or manager know.

## Smoke Free Premises

Under the Health Act 2006 Smoking was banned in pubs and bars (as well as most other public spaces). Imperial College also has a policy against the use of electronic cigarettes. In 2017, Imperial College made the decision to have a 'Smoke Free' campus. This means there is absolutely no smoking on any college grounds inside or outside.

There is one exception to this rule. During ticketed events at Beit Quad (Wednesday + Friday nights etc.) smoking will be allowed in the quad. This is to avoid the logistical complications of having to create a smoking area out on the street. At all other times however, smoking is not allowed, even in the quad area.



## Zero Tolerance to Abusive Behaviour

No staff member should be expected to deal with aggressive behaviour from any member of the public. If you ever feel threatened in any way you should report it immediately to the Duty Manager or an SIA member who will then take over dealing with the situation.

As an organisation we will not accept any form of abusive, verbally or physically aggressive behaviour towards our staff; never accept it.

In 2016 the Union introduces a safe space policy. This was designed to protect both staff and students from all abusive and inappropriate behaviour, and outlined the response to any reported allegations or incidents of either happening on or off college premises.

# Safe Space Policy

The aim of this policy is to create an environment in our venues that all students, staff and visitors feel safe, happy and protected in. The Safe Space Policy will encompass all Union-run venues and would involve adopting a zero tolerance approach to the following behaviours towards any members, staff or other persons:

- ▲ Violence
- ▲ Sexual harassment
- ▲ Discriminatory comments and behaviour
- ▲ Abuse and unwanted attention

This policy will ensure that complaints of this nature are dealt with in a consistent way which is fair to all parties, that staff are supported and trained to handle these situations, and that we actively encourage reporting of incidents which can be under-reported due to their sensitive nature.

- ▲ Definitions
- ▲ Violence
- ▲ In this context, violence would include all acts of physical intimidation or aggression, including threats of violence.
- ▲ Sexual Harassment

The definition of sexual harassment is any of the following behaviours performed without the consent of the other party:

- ▲ Unwelcome sexual gestures or innuendoes
- ▲ Wolf-whistling, cat-calling or other offensive sexual noises
- ▲ Groping, pinching or smacking someone's body
- ▲ Exposing sexual organs to someone
- ▲ Entering a toilet ascribed to a gender you do not identify as
- ▲ Discriminatory comments or behaviour

All students should be treated equally and not be subject to abuse because of their gender, race, sexual orientation, disability status or any other protected characteristic under the Equality Act.

Violations of this policy would include:

- ▲ Verbal expressions of discrimination e.g. direct insults, chants, etc.
- ▲ Physical expressions of discrimination e.g. acts of violence or exclusion
- ▲ Discriminatory dress including offensive slogans and costume e.g. 'blackface'
- ▲ Abuse and unwanted attention

Everyone has the right to visit and work in an environment free of intimidation and abuse. As a Union, we would tolerate no physical or verbal abuse towards anyone in our venues. This includes all afore-mentioned violations of the policy.

## Consequences of incidents

Incidents can be either brought to the attention of staff working in the venue on the day the incident occurs or they can be raised through a web-form<sup>1</sup>. Each term, the Deputy President (Welfare) will collate an anonymised report of these incident reports.

If someone is found to have been in breach of this policy, there are various actions that may be taken against them:

- ▲ Verbal warning – in some cases due to misinterpreted social cues, a simple request to stop the behaviour can be sufficient action. This would be the decision of the Designated Premises Supervisor (DPS) or the nominated staff member on the day.
- ▲ Ejection from the venue – in cases of harassment or intimidation, it may be appropriate to remove the person from the venue. This would be the decision of the DPS or the nominated staff member on the day.

- ▲ Exclusion from the Union's Licenced Premises – it may be appropriate that person may be barred from entering these spaces. This is the decision of the DPS or the manager of the site in which the incident took place. This decision will be upheld by all of the Union's Licenced Premises.
- ▲ Union disciplinary procedures – for more serious incidents or repeated incidents, the Union may take disciplinary action, as outlined in Bye-Law E. This would be the decision of the Union President.
- ▲ College disciplinary procedures – for serious incidents, it may be appropriate to refer to College disciplinary systems. The decision to refer the case will be made by the Union President.

### Beliefs

- ▲ The Union should be a social space that all users feel equally safe and protected in.
- ▲ The Union, as an employer, should take steps to ensure staff members are working in a safe environment.
- ▲ The Union takes all cases of harassment seriously and action must be taken to ensure our Union is free from harassment.
- ▲ Users of our venue should know how to report cases of harassment, be supported through this process, and all complaints should be dealt with in a consistent, fair way.

## Active Bystander

As part of the training process, we train our staff to be 'Active Bystanders.' The following information is paraphrased from the presentation given by Emelie Helsen (Student Development Manager). The purpose of this training is to empower the College community to challenge unacceptable behaviors, by continually reinforcing messages of unacceptable behavior, the boundaries of what is considered normal and acceptable will change.

This training is usually given at the annual staff training in September. If you would like this training before this time, please get in touch and we can look at putting you on a session at a sooner date.

The main point of this training is to reinforce the idea that we should be actively looking for instances of inappropriate behavior or harassment, rather than waiting for a complaint to be made. If you do ever see anything concerning, always let a manager or supervisor know, who will have the training to deal with the situation.

Things to look out for:

- ▲  Bullying
- ▲  Harassment
- ▲  Rude, mean, inconsiderate, or other unacceptable behavior
- ▲  Swearing in a formal setting such as classes, during laboratory work, meetings
- ▲  Inappropriate or offensive humor
- ▲  Raising voices in anger and frustration/losing temper
- ▲  Disrespectful or derogatory comments about others/ spreading rumors
- ▲  Violation of ethical standards
- ▲  Threats or potential violence
- ▲  Persistently demeaning, ridicule, exclusion, or isolation of someone.
- ▲ Comments, notes, publications or posts on social media that are derisory, disparaging, abusive or offensive.

# Alcohol & Responsible Drinking Policy

## Licensing Objectives

When working in any of our venues it is important to be aware of the licensing objectives and how to enforce the Union's Responsible Drinking policy. These objectives are covered in more detail in the licensing section of this training pack

- ▲ The prevention of crime and disorder
- ▲ Public safety
- ▲ The prevention of public nuisance
- ▲ The protection of children from harm.

The following good practice guide is designed to facilitate these commitments:

- ▲ All Bar Team Leaders to be trained to a level of national qualification, which is to include the monitoring of excessive consumption of alcohol and how to deal with it.
- ▲ All staff will receive induction training before they commence employment with specific focus on issues relating to alcohol abuse and underage drinking.
- ▲ Where there is a doubt as to a person's age, a photographic proof of age will be sought, i.e. a Portman Prove It card, a valid passport or a current (new Style) driving licence.
- ▲ Free tap water will be provided in all of our licensed premises.
- ▲ We will take a responsible approach to drink promotions to ensure they do not encourage over consumption. We will not promote offers that encourage excess drinking such as "Buy One Get One Free" or collector card promotions that are restricted to less than seven days.
- ▲ We will provide reasonably priced soft drinks in all our licensed premises and ensure that soft/non-alcoholic drinks are given prominent positions and adequately promoted.
- ▲ We will refuse service to anyone who is, or appears to be intoxicated or under the influence of drugs or who is acting in a violent or disruptive manner. These persons will not be allowed to remain on the licensed premise. Staff will also refuse service to any person who attempts to obtain alcohol for someone who is deemed drunk or under the influence of drugs.
- ▲ Ensure that information regarding the alcoholic strength of products is clearly displayed on all price lists and promotional literature.



# Service

## Single Quality of Serve

Customer service and the quality of every serve is a priority in any business in order to help make customers feel welcome, enjoy their time in your establishment and leave having had a positive experience with a view to return again.

The single quality of serve is key to this, helping the Union's commercial outlets be recognised as a quality, professional and consistent service for our members. From the moment a customer enters the space, it is our job to make them feel as comfortable as possible and offer them a consistent level of service across the organisation. The following steps will help you ensure that the customer's journey is positive and to the same standard each time they visit.

## When a customer comes to the bar you should

- ▲ **Acknowledge them:** Even if they are not the next customer in line, a simple hello and smile will let them know you have seen them and will serve them in good time.
- ▲ **Be friendly:** Communicate in a polite, friendly manner. Use verbal and non-verbal communication to welcome the customer and interact with them. Non-verbal communication can include facial expression, body language, making eye contact, and tone of voice.
- ▲ **Ask what they would like:** Do not make assumptions on someone's order, even if they are regular. Offer advice or options if someone asks for it, and make them aware of any specials or offers that may be running.
- ▲ **Give them your full attention:** It is impolite to be chatting to other members of staff or customers when serving someone. It could also result in errors through mishearing an order. Ensure you are focussed on the customer you are serving for the entirety of their order.
- ▲ **Be able to answer questions:** Having a basic knowledge of our key food and drink ranges is essential to answering customer queries. For example, you should be able to answer questions like 'Which wine is dry?', 'What gins do you have?' and 'What food is halal?' easily. Always give the customer the correct answer, even if it means finding a manager or supervisor to ask.
- ▲ **Know in advance 'off sales':** If products are not on sale, they will be taken off the till. However, it is better customer service to know in advance and let a customer know when they order. Ask your supervisor or manager at the start of your shift for any 'off sale' products that day.

## Serving Drinks

The following instructions give a basic guide to serving drinks as a member of Imperial College Union bar staff

### Spirit & Mixer

- ▲ Always ask people if they would like a double measure before you begin to pour the drink
- ▲ Use House Spirit unless specified
- ▲ Always serve the drink on the bar top. Clean, undamaged glass placed on the bar top with ice and garnish already - add spirit, add mixer, add straw. Remember, lime garnish for Gin based drinks, lemon for Vodka!
- ▲ Use a thumb pouring technique to minimise wastage, particularly when making more than one of the same drink.
- ▲ Always pour spirits into measurers over the glass to ensure that any spilt spirit goes into the glass. The measured pour should be compensated so as the full measure poured and what is spilt into the glass is that of the measuring thimble
- ▲ Never pour spirits across the rims of two adjacent vessels. The amount spilt between the two rims can add up quickly over a night which increases the total wastage
- ▲ Take money. (Cash, card, Yoyo, voucher). If using card, always ask customer if they'd like to use contactless payment and do not assume. If using contactless payment, show the customer the card machine before you tap their card on it so they can verify the correct amount has been charged.
- ▲ Thank customer and give change (if applicable)

- ▲ Clean measure
- ▲ Clean bar top whilst taking next order

## **Draught Keg, Cask Beers & Ciders**

- ▲ Always ensure a clean, undamaged glass is used (if branded glasses are used then ensure the brand matches the product)
- ▲ Always hold glass at 45 degree angle whilst pouring
- ▲ Begin to level up the glass
- ▲ Always aim for a 1-1.5cm head on products
- ▲ Place drink on bar top and make sure that the glass is not dripping
- ▲ Take money. (Cash, card, Yoyo, voucher). If using card, always ask customer if they'd like to use contactless payment and do not assume. If using contactless payment, show the customer the card machine before you tap their card on it so they can verify the correct amount has been charged.
- ▲ Thank customer and give change (if applicable)
- ▲ Clean bar top whilst taking next order

## **Wines & Champagne**

- ▲ When serving in a glass always upsell to large glass
- ▲ Know which wine brand and types we have. Is it dry, sweet or medium?
- ▲ Check for clean, undamaged glass
- ▲ Pour wine to measured line of glass if appropriate or if using measurers use the correct one
- ▲ Wine to be poured on the back bar
- ▲ If wine bought by the bottle ask customers how many glasses are needed and if an ice bucket is required
- ▲ Always present bottle to customer label facing
- ▲ Champagne and Prosecco is always sold by the bottle and with an ice bucket and flutes
- ▲ Take money. (Cash, card, Yoyo, voucher). If using card, always ask customer if they'd like to use contactless payment and do not assume. If using contactless payment, show the customer the card machine before you tap their card on it so they can verify the correct amount has been charged.
- ▲ Thank customer and give change (if applicable)
- ▲ Clean bar top whilst taking next order

## **Packaged Products (alcoholic & non)**

- ▲ With bottled ciders and soft drinks always ask if customer would like ice
- ▲ When serving a packaged product always ask the customer if they would like a glass. If yes, ensure glass is clean and undamaged.
- ▲ Tops of bottle must be taken off. A bar blade or hand held bottle opener must be used
- ▲ Certain products may have garnish - ensure that if the product requires a garnish one is provided
- ▲ Always place packaged product on bar with label facing the customer
- ▲ Take money. (Cash, card, Yoyo, voucher). If using card, always ask customer if they'd like to use contactless payment and do not assume. If using contactless payment, show the customer the card machine before you tap their card on it so they can verify the correct amount has been charged.
- ▲ Thank customer and give change (if applicable)
- ▲ Clean bar top whilst taking next order

## Pitchers

- ▲ Always use a clean, undamaged pitcher
- ▲ Be able to answer questions about the pitcher that a customer may have.
- ▲ Ensure pitcher is made to specification. You should familiarise yourself with the ingredients of the pitcher list, however there are specification sheets available.
- ▲ Fill pitcher 1/2 full of ice, then add spirit, mixer and any garnish.
- ▲ Ask customer how many glasses they would like.
- ▲ Pitchers are not intended for single customers but as sharing products, so DO NOT put straws in the pitcher.
- ▲ Take money. (Cash, card, Yoyo, voucher). If using card, always ask customer if they'd like to use contactless payment and do not assume. If using contactless payment, show the customer the card machine before you tap their card on it so they can verify the correct amount has been charged.
- ▲ Thank customer and give change (if applicable)
- ▲ Clean bar top whilst taking next order

## Serving Food

The following instructions give a basic guide to serving food as a member of Imperial College Union bar staff

- ▲ Ask for table number. If they don't know it, try to find out
- ▲ Inform customer of any delays on food (if any)
- ▲ Always be able to answer questions about products, including specials and any deals or offers on that day
- ▲ Always offer additions and modifiers (extra toppings for pizzas, cheese or bacon on a burger etc.)
- ▲ Always offer a dessert option
- ▲ Repeat order back to customer to clarify what they are purchasing
- ▲ Take money (cash, card, Yoyo, voucher). If using card, always ask customer if they'd like to use contactless payment and do not assume.
- ▲ Inform customer where condiments and cutlery are kept
- ▲ Thank customer and give change (if applicable)

# Coffee

Here in Imperial College Union we prepare a number of different styles of coffee. The main ones are: Espresso, Americano, Flat White, Latte and Cappuccino. Below is a basic guide to coffee preparation.

## Espresso

Espresso is coffee brewed forcing a small amount of nearly boiling water under high pressure through grinded coffee beans. As result of the high pressurised brewing process, the flavours and chemicals in a cup of espresso are very concentrated. Espresso is also the base for the other drinks listed above.

### Espresso preparation

- ▲ Remove the portafilter from grouphead
- ▲ Flush the grouphead
- ▲ Empty the portafilter and wipe the basket
- ▲ Fill up the basket fully and scrape off excess, making sure to level the ground coffee in the basket
- ▲ Tamp ground coffee using your body weight, making sure it is a level tamp
- ▲ Polish the packed coffee
- ▲ Polish the rim of the portafilter and spouts
- ▲ Lock the portafilter into the grouphead and press the double espresso button immediately or the heat from the grouphead will burn the coffee
- ▲ Monitor the extraction time of your espresso, you should generally aim for 22-26 seconds

## Americano

Americano is a style of coffee prepared by brewing Espresso over hot water. The strength of Americano varies with the number of the shots of coffee and with the amount of water added in the cup.

## Flat White

Flat white is a style of coffee prepared pouring microfoam, which is steamed milk consisting of small bubbles with a velvety consistency, over a double shot of Espresso. It is somewhat similar to Latte although smaller in volume, therefore having a higher proportion of coffee to milk, allowing the Espresso to dominate the flavour, while being supported by the milk. The ratio of coffee to milk is 1:1. Furthermore, the layer of microfoam is extremely thin, about 0.5 cm.

## Latte

Latte coffee is a style of coffee which consists of a double shot of Espresso mixed with steamed milk and topped up with a creamy layer of foam 1 cm thick. The drink is somewhat similar to a Cappuccino; the difference being that a Cappuccino consists of a double shot of Espresso mixed with steamed milk and topped up with frothy foam 2cm thick.

## Cappuccino

Cappuccino is a coffee style prepared with a double shot of Espresso, hot milk and steamed frothy foam on top. It is typically smaller in volume than a Latte with a thicker layer of microfoam about 2 cm thick. Cappuccino proportion consists of: a third of coffee, a third of hot milk and a third of foam, eventually topped up with a dust of chocolate powder.

To prepare Flat White, Latte and Cappuccino we need to pour steamed milk over a double shot of Espresso. The correct steaming technique will help to produce silky and sweet milk. However, the time and the steaming technique vary slightly between the three styles of coffee.

## General Cleaning of the Coffee Machine

### At the beginning of every shift

- ▲ After the machine has been switched on and has warmed up, it is essential to make 2 coffees as wastage as they will be very bitter and might contain traces of cleaning powder used.
- ▲ Refill grinder with fresh coffee beans. Make sure the grinder is empty before refilling.

### While the machine is in use

- ▲ Make sure to purge and clean the steam wand and flush water from the group head every time before and after you make a coffee.
- ▲ Clean and dry the basket before and after making coffee.

### At the end of the shift

- ▲ Run hot water from the group head and purge the steam wand.
- ▲ Clean the filter basket and put on the mirror head to the portafilter. Use this to put half a scoop of cleaning powder, and press the red and the whole cup button together to activate the machine cleaning process. Make sure to brush the group head after the process is finished.
- ▲ Make sure the coffee waste holder is emptied.
- ▲ Wash and dry all the removable equipment. Do not forget the drip tray in the cupboard.
- ▲ Store any leftover coffee beans in a sealed bag or container for the next day.

### Rules for serving a good coffee

When ready to serve, place the full coffee cup on a saucer and add

- ▲ Sugars - brown for coffees, white for teas. Sweeteners instead on customer request
- ▲ Teaspoon or Stirrer
- ▲ Milk - added to teas or black coffees if desired by customer. Non-dairy alternatives to be available on request
- ▲ Plastic Lid (for takeaway drinks)



# Bar Stations & 'Zoning'

Unless your work space is well organised, bartenders will be bumping into each other and wasting time running back and forth to fulfil orders during service periods.

Bar and back bar areas are organised into 'zones' so that the major drink-making stations are laid out the same. For instance, beer taps are grouped together so that when making an order of beer, you will not have to run from one end of the bar to another to pour two different brews.

Similarly, the station should be laid out so that all products and equipment you will need are within easy reach. This includes glassware, house spirits, fruit, ice and straws. A properly zoned bar station will mean that a bartender will never have to move more than one or two steps in any direction to complete any drink order.

Sticking to your work station is not only important to ensure customers are served quickly, it also ensures accountability at the end of a shift for each station's till. If a till does not balance and every bartender has remained at their station throughout the shift, it will be a simpler process for managers and supervisors to work out any discrepancies. Mistakes do happen, so if you do make an error, ensure you let a supervisor or manager know as soon as possible!

**Each area of the bar should include the following:**

## Bar Station

**Draught Taps/Ale Pumps** are used for dispensing all draught beers and ciders, including cask ales. If a draught product runs out, inform your manager or supervisor immediately. Spouts cleaned and taps wrapped in Clingfilm at the end of each shift.



**Postmix Guns** are used to dispense all draught soft drinks. Guns should be cleaned and left dry at the end of each shift, and nozzles removed and washed. If a postmix product runs out, inform your manager or supervisor immediately.

**Cordials** are stored with pourers on. Pourers washed and replaced at the end of each shift, ends covered with a bottle condom.

**Spirit Measures** come in 25ml and 50ml sizes. Used for making spirits and mixers. Rinsed after each serve and washed at the end of the shift. Larger measures may be used for wines (125ml and 250ml) if no measured glasses are available. You may also see 35ml measures when working with cocktails.



**Ice Well and Ice Scoop** are filled with cubed ice, these should be topped up regularly. Always ask if a customer wants ice in their soft drink or bottled cider. Always use scoop to put ice into glasses. Ice well emptied and cleaned and ice scoop washed after each shift.

**Fruit and Tongs**, generally lemons (cut into half-moons) and limes (cut into wedges). Lemon served in soft drinks and vodka and mixers. Lime served in some beer bottles, gin and mixers, as a garnish with tequila and in rum and mixers. Certain other fruit garnishes may be used at times, which will be communicated to you accordingly. Tongs are to be used to serve any fruit and cleaned after each shift. Fruit is to be covered and placed in fridge after service.



**House Spirits** Vodka, Gin, Whiskey, Tequila, Sambuca. These are stored in a speed rail for ease of access, with pourers attached. To be used unless a customer specifies a particular brand of spirit. House White and Dark Rums may also be stored in the speed rail. Pourers washed and replaced at the end of each shift, ends covered with a bottle condom. Spirits can be replenished from bar cupboards or spirit store.

**Bottle Opener/Bar Blades** are to be used to open any bottles. Bar blade to be kept on your person at all times.



## Bar Top

**Beverage Napkins** are used to wipe spillages or customer glasses before serving. These should be kept stocked up at all times.

**Straws** are to be placed in every spirit and mixer or soft drink served in a glass before placing in front of customer.

**Bar Runners/Mats** are used to collect drips or spillage from customer drinks, and to advertise certain products. Drinks are to be placed on the bar runner when serving a customer. Bar runners should be washed at the end of each shift.

**Deal Signs & Promotional Material** are used in order to make customers aware at the point of sale as to what offers and deals are available or what events may be coming up soon.

## Tills & ePos Systems

**Terminal** is the alternative name for the till you are assigned to on your shift. Only use this till unless asked to move stations by a supervisor or manager. All transactions are completed on this till.

**Cash Drawer**, all cash, card receipts and vouchers should go into the cash drawer. Change to be checked carefully. Drawers can only be opened when a transaction is completed, or manually by a supervisor or manager. Notes should be placed in always facing the same way.

**PDQ Machines** are used to complete card transaction, both with PIN entry and contactless. Some cards may need to be swiped; others may need a signature to verify the transaction. Give one receipt to the customer when returning the card, and place the second one in the cash drawer. Contactless payments do not print a customer receipt unless specifically requested. Remember, we do not accept AMEX.



**Printer**, all receipts will print here. Remember to always give the customer their receipt if ordering food as this will be collected by staff when taking food to the table.

**Yoyo Scanners** validate our cashless form of payment which is present across all Imperial outlets. Each till will have a scanner box for the front bar, and a handheld scanner for customers who are between tills.



## Under Bar / Back Bar

**Glasses** come in both branded and unbranded versions for pints and half pints. These glasses are stored on shelves. Wine glasses stored on racks or shelves. Other storage areas for pitchers or specific glassware will be shown to you by your bar manager or supervisor.

**Plastic Glasses** are used at certain times, where specified in the bar license or decided by your bar manager.

**Spirits** are stored on shelves or back bar displays with pourers attached. Some spirits may be stored in and dispensed from wall-mounted optics. Spare bottles of spirits can be found in the spirit locker.



**Red Wine** is to be stored at room temperature on the back bar display.

**Shot Glasses & Shot Racks** are used for serving individual or multi-buy shots. Shot glasses are 25ml serves. Remember to use the thumb pouring technique for serving shots!



## Fridges

**Soft Packaged Drinks** include cans, bottled soft drinks and juice cartons. No more than one juice carton of each type to be open in a fridge at any time.

**Alcoholic Packaged Drinks** include bottled and canned beers as well as ciders and alcopops.

**Wines** including White Wines, Rose Wines, Prosecco and Champagnes. No more than one of each variety of wine to be open in a fridge at any point.

**Spirits** or the Herbal liqueur variety

**Milk** is used in coffees and some cocktails. Regularly check date labels and use by date.

**Fruit** that has been cut up as spare stock for specific drinks.

# EPOS System

The bars use two different EPOS systems, depending on which outlet you are working for. At Beit Bars and Reynolds, the Orbis system is used. This was introduced in February 2017 and was specifically designed for use in the Union bars and retail outlets.

A different system is used in h bar. This is because the h bar system is part of the college collection of outlets, and needs to work with the college system.

You will receive extensive training on how to use the tills during your induction to the bars.

# Cash Handling

Cash is defined as coins and paper money – ready money as opposed to credit and debit cards and third party payment methods such as YOYO.

If you take payment in cash and place it in the till it is difficult, if not impossible to identify whom the money came from.

To prevent errors and dispute you should:

- ▲ Check the amount when handed to you with the Customer.
- ▲ Always check your notes whenever exchanging them with someone to ensure they are genuine.
- ▲ Always ring in the same amount of cash as you place in the till.
- ▲ Tills automatically show you the amount of change you need to give
- ▲ Where possible count back the change to the customer.
- ▲ Keep the cash drawer shut when not in use and after each transaction.
- ▲ Do not leave the till unattended when there is money in it.
- ▲ Tills will be checked against readings at least once a shift, and when the operator changes.
- ▲ IOU's to customers or other members of staff are forbidden.
- ▲ Do not put any tips or other cash in the till unless it is rung in.

# Counterfeit Notes

Counterfeit notes can sometimes be difficult to spot, and every note should be checked with a UV light or Detector Pen before being placed in the till. When checking a note, you should expect to see the following on a genuine note:

- ▲ Some of our venues have Ultraviolet Note Detectors at the tills. When using a UV light, a UV number will be visible on the note. No UV number means the note is counterfeit.
- ▲ When using a Detector Pen, after marking the note no pen ink should be visible. If a brown ink mark is visible, the note is counterfeit.

If a UV light or Detector Pen are unavailable, you can try the following:

- ▲ Run your finger across the front of the note - you should feel raised print across the words "Bank of England".
- ▲ Hold the note up to the light and check the watermark. You should see an image of the Queen in the clear oval area in the middle of the note. Carefully check £20 notes which, contrary to popular belief, are the most widely counterfeited notes, not the £50. A bright £20 should also show up in the watermark on a £20 note and a bright £50 on a new £50 note.
- ▲ Look for the metallic thread running through every genuine note. It appears as silver dashes on the back of £5, £10, £20 and old £50 notes. If you hold a note up to the light, this thread should show up as a continuous dark line. The thread is fully embedded in new £50 notes so there are no silver dashes, but held up to the light it should still show up as a dark line.

# Hygiene

Remember that cash is unhygienic; it could have been in contact with harmful and dangerous bacteria. So Remember:

- ▲ Do not handle food as well as cash
- ▲ Wash your hands after handling cash



## Till Etiquette

Untidy tills can cause delays in the cashing up process at the end of shift and can make it harder to identify errors when they occur. In order to keep your till station tidy, please adhere to the following:

- ▲ Always put notes in the correct tray, all facing the same way.
- ▲ Ensure coins are left in and taken from the correct compartment of the till drawer.
- ▲ Keep card receipts and vouchers in a separate compartment, the same way round and held in place securely.
- ▲ If any of the note or card receipt trays are getting too full, ask your manager or supervisor to perform a cash lift.
- ▲ If you are running low on any denomination of cash, inform your manager or supervisor so they can replenish the till as waiting until you have ran out will slow down service and cause delays.
- ▲ Do not put tips or extra cash into that till that has not been rung through.

## Stock Control

### What is stock control?

All of our venues rely on good control of the incoming and outgoing stock so as to minimise losses and maximise financial turnover efficiency. Incoming stock could be deliveries from our suppliers but also transfers of stock between our venues. Outgoing stock mainly refers to sales but can also again be transfers between our venues. Outgoing stock is also considered to be wasted stock, complimentary drinks and band/DJ riders amongst others things. Controlling these in and out transactions is essential to what we do so it is extremely important that the data of every single instance of stock movement is captured in some form whether it be through till sales or keeping delivery notes and transfer notes for reference later on.

### What is wastage?

Wasting stock is not what we should be doing but if it does happen it **must** be recorded so it being missing from our stock on hand figures is accounted for. Wasting stock can happen by spilling or dropping, pouring the wrong drink for someone or expiration dates on products coming to their end. These are not the only ways wastage can happen but in all instances the wasted amounts must be recorded. In most of our venues the wastage will be recorded on a daily wastage sheet which your supervisor or manager will consolidate at the end of the shift.

#### **It is extremely important that you**

- ▲ Record every single piece of wastage that you make regardless of how insignificant it may appear
- ▲ Do not get worried about admitting that you have wasted any product; accidents do happen!
- ▲ Do not try to remember your wastage to record at a later point; record the wastage immediately so you don't forget
- ▲ Learn from your mistakes. If you are wasting due to over pouring a spirit in the measures for example, then take some time to practice your pouring technique and ask your supervisor or manager for help if needed

### What are tabs & vouchers?

Tabs are when we record sales made to authorised persons for payment at a later time or date. For example, the most common form of tab usage is for Clubs & Society Bar Nights where an *agreed* number of vouchers for an *agreed* maximum price are distributed and can be exchanged for an *agreed* product or products. As there is no monetary transaction at the point of serving the drink it may at times be easy to forget to record the sale through the till system. **With the new EPOS system, we now use a special 'club' button to put through voucher transactions. The manager on the evening will add a 'Tender type' button to the till with the name of the club/society on. You can then use this as you would for a cash transaction, making sure to store the vouchers so they can be counted by the manager at the end of the night.**

#### **It is extremely important that you**

- ▲ Record every single serve you make just as if you were taking money for the product
- ▲ Use the same discretion in terms of meeting our licensing objectives as you would if you were making a cash sale
- ▲ Do not try to remember the transaction in order to record it at a later point; as soon as you make the transaction record it!

## ACC Nights

Beit Bars host around two ACC nights in a term. These are usually very busy nights, where everyone coming in can buy 4 x drinks for certain drinks. As a result of these, a large number of drinks are sold using these vouchers. This is a high risk night for our stock, as if only a small percentage of the drinks given out are not put through the till, we lose out on a lot of stock. On these nights, we therefore every sale to be put through before the drink is poured, and the voucher to be put inside the till to be counted by the manager at the end of the night.

## What is line checking?

All of our venues complete line checking procedures daily. Line checking is the process of referencing the starting stock on hand at the beginning of the day to the stock on hand at the end of the day after sales, deliveries and transfers. Our managers or supervisors will count the stock first thing in the morning across key product lines. Once the sales data for the day has been compiled and all deliveries and transfers have been accounted for we can calculate how much stock should be left. This is then counted and checked against the calculated remaining stock level.

## What are stock takes?

At least once a month all of our venues will complete a stock take with an external auditor. This is a validation of our stock on hand levels and also the success of our stock management techniques. Using a similar approach to how our line checking is done, full venue stock takes count all product lines to produce a report for stock on hand and variances.

## Product Knowledge

Our venues serve a vast array of different products so it is important that our bar tenders understand what it is that they are serving to our customers. In this section we will touch on what types of drinks we serve and what it is that makes them different from each other

### Distilling

Distilled-Every time you distil, you increase the alcohol by volume because you are taking the products of one still and putting it into a second one. The more you distil, more heavy components are left behind. So it's believed that triple distilled whiskies are "lighter" because that third distillation removes more of the heavier components like oils and proteins. Distillation applies generally to spirits, triple distilled mainly to vodkas and whiskies

### Whisky

**Single malt whisky** is made at one particular distillery from a mash that uses only malted grain, ordinarily barley. Minimum age maturation of 8 years in wooden casks

**Bourbon** is made from mash that consists of at least 51% corn. Mash is a mix of barley and a combination of one or more milled grains (corn, rye). Minimum age maturation of three years in wooden casks.

**Blend whiskies** are the product of a fusion of many single malts (number not specified) normally from distilleries in the same region.

### Rum

It is made strictly from sugarcane. Dark rums have been left to age in wooden barrels whereas white rums are the distillate product post fermentation.

It does not always come with an age statement although some might use terms such as vieux to indicate three years or anejo (old rum)

White rum is bottled soon after distillation whereas dark rum is matured in wooden casks the period decided by the distillers. Some dark rums have caramel also added to them for extra colour or sweetness.

## Vodka

A distilled spirit composed primarily of water and ethanol, sometimes with traces of impurities and flavourings. Traditionally, vodka is made by the distillation of fermented cereal grains or potatoes.

## Tequila

A distilled beverage made from the blue agave plant.

There are five aging processes:

- ▲ Blanco: white tequila bottled straight after distillation.
- ▲ Joven: unaged tequila infused with caramel for a gold colour
- ▲ Reposado: aged in wooden casks for at least two months but less than a year
- ▲ Anejo: aged in wooden casks for at least a year but less than three.
- ▲ Extra anejo: aged in wooden casks for at least three years

## Brandy

Produced from grapes and then matured in wooden casks mainly oak. There are three age statements:

- ▲ V.S (very special)-matured for at least three years in wooden casks.
- ▲ V.S.O.P (very special old pale)-matured for at least four years in wooden casks.
- ▲ X.O (extra old) - matured for at least six years in wooden casks.

**Cognac**, named after the town of Cognac in France, is a variety of brandy. It is produced in the wine-growing region surrounding the town from which it takes its name. For a brandy to bear the name Cognac its production methods must meet certain legal requirements. In particular, it must be made from specified grape. The brandy must be twice distilled in copper pot-stills and aged at least two years in French oak barrels from Limousin or Tronçais. Cognac matures in the same way as whiskies and wine when aged in barrels, and most cognacs are aged considerably longer than the minimum legal requirement.

## Gin

The name gin comes from the French genièvre or the Dutch jenever, both of which mean juniper.

**Botanicals** is the plant matter and spices that are used to flavour the Gin.

**A Steeped Gin**, the most common way to make Gin, is a process by which the botanicals are placed in the still boiler along with the spirit and then left for twenty-four hours. After that the mixture including botanicals is heated in the still boiler to extract the spirit.

**Vapour infused Gin** is different in that they place the botanicals in a special container through which they pass the spirit vapour picking up the flavours on the way.

**London gin** is obtained exclusively from ethanol of agricultural origin. The term London gin may be supplemented by the term "dry" .It is rarely made in London (only one distiller remains in the city) and is dry only in the sense that it lacks sugar to make it sweet.

## Beer

**Ale** is a type of beer brewed from malted barley using a warm fermentation. Ale yeast ferments more quickly, and often produces a sweeter, fuller-bodied and fruitier taste. Most ales contain hops, which help preserve the beer and impart a bitter herbal flavour that balances the sweetness of the malt.

**Stout** is a dark beer made using roasted malt or roasted barley, hops, water and yeast. Stouts were traditionally the generic term for the strongest or stoutest porters, typically 7% or 8%, produced by a brewery.

**Lager** is a type of beer that is fermented and conditioned at low temperatures. It varies in colour e.g. dark, amber, golden and pale.

**Bitter** is a type of pale ale ranging in ABV from the minimum 3% to the maximum 7% for the premium bitter.

## Wines

**Pinot Grigio** is the Italian variety of the French pinot gris grape, normally a brownish pink to black in appearance. Varieties of pinot gris are grown now in all wine producing regions across the world

**Chardonnay** is a green grape originally from the Burgundy region in France. Grown now in all wine producing regions across the world

**Merlot**, a dark-blue grape variety grown mainly in the Bordeaux region of France. Grown now in all wine producing regions across the world

**Shiraz** or Syrah is a dark-skinned grape variety originating in the Rhone region of south-eastern France and now grown in all red-wine producing regions of the world.

## Liqueurs

A liqueur is an alcoholic beverage made from a distilled spirit that has been flavoured with fruit, cream, herbs, spices, flowers or nuts and bottled with added sugar or other sweetener such as high-fructose corn syrup.

## Cocktails, the Basics

The Oxford English dictionary defines a cocktail as: *'An alcoholic drink consisting of a spirit or spirits mixed with other ingredients, such as fruit juice or cream'*

Imperial College Union have identified cocktails as a growth area and therefore all of our venues share a common cocktail menu as well as offering speciality menus which vary between the sites. We have trialled different cocktail night formats over the past 2 years and now feel that we are in a position to develop our cocktail trade, with the aim being to have cocktails served from every bar every day of the week as a staple part of our menu.

Although the origin of the 'cocktail' is a much debated topic we do know that by 1862 Professor Jerry Thomas of the USA was to publish the first bartenders guide including 10 recipes he named 'cocktails'. From 1920 to 1933, Prohibition of alcohol in America made mixing drinks to cover the bad taste of bootleg liquor even more popular; and today, cocktail bars are popping up everywhere selling huge ranges of classic and recent inventions.

Through all these iterations the key to a cocktail has remained the same: balance. To get the flavours right it's about balancing sweetness with sourness (sugar with citrus fruit for example), and ensuring that ingredients are mixed thoroughly and chilled to perfection; mixed in front of the customer, served in the right glass, and garnished appropriately. It's nearly as much about the show as it is about the taste!

As part of your intermediate training we will be going into this in far more detail and showing you how to make all the cocktails on our menu to a high standard. At this stage however we thought we would just introduce you to the cocktail, it's going to be more and more important going forward.

Cocktails are currently served at different times at each outlet as follows;

### South Kensington, Union Building

Tuesday – Cocktail Night in Metric	18:00 – 23:00
Wednesday and Friday - Metric	18:00 – 21:00

### Reynolds

Friday	19:00 – 23:00
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### h-bar

Monday – Friday	All opening time
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# Stewarding & Floor Staff

## Background

Stewarding is an integral part of the operations of the venues and a wide range of responsibilities and skills are called upon in order to ensure the safe running of Union events. Stewarding may differ from event to event but there are key elements that are present regardless of the event type. So, whether you are working as a cashier on the door for an event, working in the cloak room, working the floor or even facilitating in the running of a formal sit down dinner, fully understanding the role of stewarding is important.

## Entertainments Stewarding

The entertainment stewarding team is present at our larger event nights such as Friday nights; end of term carnivals, summer balls and at some of our venues Wednesday nights. This however is not an exclusive list. When working as an Entertainment Steward your duties can be divided into three areas.

## Floor service

- ▲ **Assisting the floor staff working that night** - For full details of these responsibilities, see the *Floor Staff* section below. Particular attention should be paid to Health and Safety responsibilities including watching for customers who may have had too much to drink and general tidiness e.g. clearing up spillages and sweeping up broken glass.
- ▲ **Keeping fire exits clear** - This is especially important during busy nights where coats and bags (especially those belonging to sports teams i.e. kit bags) tend to congregate around the fire exits.

## Cloakroom

- ▲ **Using the till** - You will be shown how to work the cloakroom till on your first shift. However, you will be handling money, so always double check the money handed to you and the change you return is correct, and that you are not printing excess tickets. You are responsible for the till and will have to explain any variances to the Manger.
- ▲ **Handling customers' items** - You will be attaching the cloakroom tickets to each item and storing them in the cloakroom. Make sure the ticket is firmly attached to the item before storing, and that you double check tickets match when returning the item at the end of the night. If a customer loses their ticket, they will have to leave a description and return the next day.
- ▲ **Collecting used tickets** - Always make sure you collect both parts of the ticket once you have returned the item. Under no circumstance is the customer to keep their ticket after their item has been returned.
- ▲ **Managing your till roll and change levels** - You should make sure that you have enough till roll and change to last the night. If you being to run low, inform the Senior Steward on the radio immediately before you run out, as this will slow down service.

## Door Entry

- ▲ **Using the till** - You will be shown how to work the front gate till on your first shift. However, you will be handling money, so always double check the money handed to you and the change you return is correct, and that you are not printing excess tickets. You are responsible for the till and will have to explain any variances to the Manger. It is the SIA Security's responsibility to stamp customer hands or wrist-band them to prove entry has been paid, but you should also be vigilant that this is happening.
- ▲ **Managing the guest list** - A guest list will consist of people who are entitled free or reduced entry into the event that day. The guest list could be (although is not limited to) a list names of people who have brought tickets in advance, a Facebook cheap entry list, a list of performers or other guests as stipulated by the Management Team. It is your duty on the front gate to mark off the list when these people arrive and ensure they pay the appropriate entry fee. These guests should still be ID checked and stamped/wrist-banded like other customers.

- ▲ **Refusing entry to non-members** - Even in instances where SIA Security are present you have a duty to help us adhere to the terms of the Union's license. As such, learn the types of membership IDs we accept (see *licensing* section) as soon as possible, and make sure that no one other than these members and their signed in guests are entering the Venue.
- ▲ **Controlling age appropriate entry** – In most cases our late night events will be for people over the age of 18. While SIA Security will manage this when present you must also be active in the managing of this. If you feel that a customer looks underage you may ID them or ask Security to do so for you.
- ▲ **Managing your till roll and change levels** - You should make sure that you have enough till roll and change to last the night. If you being to run low, inform the Senior Steward on the radio immediately before you run out, as this will slow down service.

## Additional responsibilities

- ▲ **Toilet checks** - You may be asked to check the toilets every hour on busier nights. You are checking for customers that have had too much to drink, any cleanliness issues, or maintenance issues. You will be expected to fix any issues and sign the checklist to say you have done so. Talk to the Senior Steward if you feel you can't fix any issues.
- ▲ **Noise checks** - You may also be asked to take sound readings every hour. For example, in relation to events in our Union building bars these are to be taken on the Royal Albert Hall and in front of the flats, behind the Union building. These must be recorded on the sheet and given to the Senior Steward at the end of the night. This is to help us to complete the licensing objective of **The Prevention of Public Nuisance** where loud music may disrupt the lives of our neighbours.
- ▲ **Room numbers** - For safety reasons, you may also be asked to count and record the number of customers and staff in each of our bars every half hour. Please record this on the sheet and give it to the Senior Steward at the end of the night.

## Supervisor & breaks

- ▲ **Breaks** will be organised by your supervisor. Always tell your supervisor when you are going on your break and when you have returned.
- ▲ **Your supervisor** will be the Senior Steward on duty.
- ▲ **Always** let the Senior Steward know if one of the Mangers or Bar Supervisors asks you to help out on the bar for a while, so they can resign your role.

## General tips

- ▲ Always keep customer and your own safety in mind. If you need help, let your Senior Steward know immediately.
- ▲ If required to use a mop to clear up spillages or fluids, ensure you are using the correct coloured mop. Refer to information sheets in the bars for guidance.
- ▲ When on the front gate or cloakroom, always double check with the Senior Steward the prices that are being charged tonight.
- ▲ If given a radio, be sure not to lose it and that you know how to use it. Ask to be shown if you are not sure, and that you return it to the Senior Steward at the end of the night, and no one else.
- ▲ If any medical, criminal or violent situation occurs, inform Security, the Senior Steward or a Manager immediately.
- ▲ Never put yourself in danger.
- ▲ Don't be seen to stand around, there is always something to do. If in doubt...ask!

## Floor Staff

When a customer first enters our venues we want their first impression to be a positive one. Dirty tables, floor and surfaces do not present the image that we wish to portray. It is therefore of the highest importance that we have staff that maintain a clean and tidy venue. Front of house is an extremely important position and its importance is easily overlooked. Floor staff are responsible for the delivery of food to the customer's table and also the collection of used plates and cutlery.

### Typical responsibilities

- ▲ **Delivering food to tables** - Remember to check the customer's receipt as a way of ensuring you are giving the food to the right customer, i.e. table number, server, time stamp etc.
- ▲ **Delivering food to take away customers at the hatch** - Similar to above, with the added responsibility of keeping the hatch area clear.
- ▲ **Clearing tables** - This includes collecting glasses and plates, but also clearing any rubbish and wiping up any spillages. There's nothing worse than sitting on a table with ketchup and spilt beer all over it. If it's dirty, clear it up. Glasses go to the glass washer and cutlery, plates and coffee cups go to the kitchen.
- ▲ **Washing glassware** - Once a tray of glassware is full, it needs to go through a glass wash cycle. These take about 1 minute to complete, and once finished, the tray should be sat to cool.
- ▲ **Restocking glassware** - Once the glasses have been washed and have cooled, it will be your responsibility to put them behind the bar ready for them to be used again. Make sure that the glasses are spread out along the bar, with a particular focus on where it is busiest.
- ▲ **Keeping an eye on the condiments** - Every now and again, check the condiments are not empty and if used that there are enough ramekins (paper pots) next to the sauces.
- ▲ **Keeping the back bar tidy and restocked** - Ensure spirit bottles are replaced when needed, fridges are restocked and the bar top and the surfaces behind the bar are clean and clear of empty glasses and debris. Spirits and packaged stock are restocked from a spirit cupboard or the cellar/store.
- ▲ **Watching for externally purchased drinks** - You are the eyes and ears of the Venue. It is your responsibility to learn what drinks we sell, and thus be able to see when customers are drinking their own alcohol. If you see this occurring, then it is your job to inform your supervisors immediately.
- ▲ **Watch out for customers that may have had too much to drink** - To protect our customers' safety, it is important that you inform your supervisor if you see anyone that has had too much.
- ▲ **General tidiness** - Broken glass, spilt drinks and rubbish on the floor should be cleared up immediately. This is not only for safety, but to keep the Venue looking clean and tidy. Spillages should be covered within 1 minute by a wet floor sign, and cleaned up within 3 minutes. Smashed glass should be swept up within 3 minutes.

### Your supervisor and breaks

- ▲ Breaks will be organised by your supervisor. Always tell your supervisor when you are going on your break and when you have returned.
- ▲ Your supervisor will be the Bar Supervisors or Duty Manager, except on busier nights when a Senior Steward will be on duty (in certain venues)
- ▲ Always let the Senior Steward know if one of the Managers or Bar Supervisors asks you to help out on the bar for a while, so they can reassess your role.

### General tips

- ▲ Even if on floor, always bring your till card so that you can help on the bar if needed, order your food from the kitchen for your break and sign in/out on the tills for your shifts.
- ▲ Don't walk back from the tables empty handed after serving food etc., there is always rubbish or glasses that can be brought back to the bar, saving you time, energy and a wasted trip.
- ▲ We operate a recycling system, so always sort out rubbish into recyclable, food waste and landfill rubbish.
- ▲ There's always a job that needs to be done. If you have nothing to do, then ask your supervisor or the manager on duty for a job – please don't stand around.
- ▲ At the beginning of your shift, the Supervisor may assign a particular job, i.e. focussing on keeping Metric clean etc. Please make sure you are doing this role, and let them know if you need extra help or are going to help out a colleague.

## Functions Stewarding

During events when there is no member of the events team at a function you will at times be representing the Union in the eyes of the Client which is why a full understanding of what the role of a functions steward is. You will be their point of contact for any needs or requirements during their event.

### Typical responsibilities

- ▲ External alcohol is not permitted at private events. If any persons attending a private event are found to have their own alcohol, this is to be confiscated. Any repeat offenders at the event should be asked to leave the premises.
- ▲ Alcohol is not permitted at any event involving persons under the age of 18, even if it has been purchased at a Union Bar.
- ▲ If the event has got pre-booked alcohol, the Stewards will be responsible for control of dispensation of this within the event room. Usual duties in regards to monitoring to ensure that the alcohol is consumed responsibly, people's welfare etc. apply in these situations
- ▲ If the event has a live band, DJ or pre-recorded music, even if it is not in one of the Bar areas, sound level readings will still be required
- ▲ Health & Safety monitoring – ensuring that fire exits are kept clear, checking for trip hazards around the space, ensuring that pathways are kept clear for evacuation, monitoring capacities of rooms
- ▲ In case of emergency, you will be responsible for ensuring safe evacuation from the building as per the Union's evacuation plan

### Additional responsibilities

- ▲ The Organiser of the event may have specific tasks for you to carry out, e.g. to assist on the registration desk, offer directional information etc.
- ▲ You may be required to assist with room set ups/break downs, but you will be briefed about this in advance
- ▲ If there is catering, you may be required to:
  - ▲ Assist the kitchen team in delivering the catering on time
  - ▲ Liaising with the kitchen team to make them aware of when catering needs refreshing or clearing away
  - ▲ Watching out for spillages/breakages and clearing them up as soon as possible



# Tankards

## Tankards Policy

- ▲ Imperial College Union the Union Bar is home to one of the largest collection of pewter tankards in Europe, while there are indeed over 700 in the collection we've never been able to verify the claim that it is in fact the largest collection in Europe. Some date back to the early 20th century and a few more are added each year.
- ▲ Even though the Union Bar is seen as the main user of tankards at Imperial College Union the Reynolds Bar is also home to a number of tankards
- ▲ Every tankard represents a volunteer position within the Union - whether that is the President or Captain of a Club or Society, an Academic Representative or a role within one of the Constituent Unions. There are also tankards related to membership and positions within the 22's, Links and Chaps Clubs that Imperial College Union is no longer affiliated with.

## Use of tankards

- ▲ Each tankard may only be used by the people whose names are engraved upon it and the member currently holding the position.
- ▲ The bar staff will allow the use of a tankard when exchanged for some form of suitable identification which they will keep until the tankard is returned. Acceptable identification include: Imperial College identification card, Imperial College Union Associate or Life Associate Membership card, credit or debit card.
- ▲ Requests for tankards kept in storage must be made two days in advance, in order to give time for them to be brought out of storage.



## Other Items in the Union Bar: Trophies & Memorabilia

There are other items on display within the Union Bar. These pieces of memorabilia are a collection of trophies, plaques and even a bowling ball! None of these items are to be given out during service without the permission from the manager on duty. This is including the yards of ale on display also which must be booked out in advance if there is a wish for their use at a planned event.



# House Rules

Our approach is to treat our employees like adults and professionals by making it clear what we expect to avoid the need for further action due to any issues or misunderstandings. This is your introduction to the house rules.

- ▲ Lateness/failure to turn up for a shift you are scheduled for is not acceptable, and could result in further action being taken. Lateness is closely monitored and will be documented.
- ▲ In the event of sickness you must notify the manager on duty by phone at least four hours prior to your start time.
- ▲ Changes to the rota/swapping shifts are permitted only when authorised by a manager.
- ▲ You will be issued with a Uniform when you begin work with us. It is your responsibility to turn up to each shift with a clean uniform and appropriate clothing.
- ▲ No bags, jackets or personal items are to be kept behind the bar.
- ▲ Friends are as welcome in our venues whilst you are working as any other guests. Any discounts to their purchases are strictly prohibited and will be treated as theft, unless they are granted by the manager on duty.
- ▲ Personal mobile phones must not be used behind the bar while on shift.
- ▲ Bad or offensive language will not be tolerated.
- ▲ Imperial College Union is an inclusive organisation that challenges any form of physical or verbal abuse. You are expected to act as an ambassador of the Union at all times, and failure to do so may result in disciplinary action being taken.
- ▲ You are an ambassador of the bar and are expected to behave appropriately whilst in the space, even if you are not on shift, bearing in mind the licencing objectives, health and safety and bar policy; failure to do this could result in disciplinary action.
- ▲ Drinking alcohol before or during your shift is strictly forbidden unless you have permission from Management. This is regardless of whether the alcohol has been paid for or not.
- ▲ Anybody under the influence of drugs and/or alcohol during working hours may be subject to disciplinary action which could lead to the offer of work being retracted.
- ▲ Bringing drugs and/or alcohol onto the premises is strictly prohibited. Anybody caught with drugs and/or alcohol on their person during working hours will be subject to disciplinary action which could lead to the offer of work being retracted.
- ▲ Cigarette/comfort breaks are allowed; however you must get permission from your supervisor or a manager before leaving your post. The times for breaks are generally scheduled at the start of your shift. You will be informed of when your break is to be taken.
- ▲ Smoking on Union property is strictly prohibited; the College also has a policy that no electronic cigarettes are to be smoked on site either at any time.
- ▲ No eating or chewing gum is allowed behind the bars or on the floor during service.
- ▲ Any person found deliberately mistreating or damaging Union property may face disciplinary action.
- ▲ Anyone caught stealing will be subject to disciplinary action which could lead to the offer of work being retracted and the decision to take the matter further may be made.
- ▲ All hygiene, health and safety and licensing laws must be adhered to at all times; if you are unsure of anything, it is your responsibility to seek help from your manager/supervisor.
- ▲ You are expected to ensure you follow our safe cash handling procedures; payment of bills are the bar stewards responsibility. Every effort must be made to ensure that guests do not walk out without paying their bill.
- ▲ All employees will be expected to make themselves available to attend training and departmental meetings as and when notified by management.
- ▲ All employees are requested to comply with any reasonable request made by a manager or senior staff member.
- ▲ You are expected to read all staff memos that are posted whether they be individual memos or group.

- ▲ Staff are expected to make themselves regularly available to work at the venues especially on Wednesdays and Friday evenings and for one off significant events (end of term carnivals, Summer Ball etc.). This is due to these being the venue's busiest nights. The venue management will monitor closely the availability given by staff each week to ensure shifts are evenly spread across staff.
- ▲ If you choose to terminate your employment at any time after the training period venue management would appreciate the courtesy of a seven days' notice period.
- ▲ As a students union we will where possible look to work around your academic work or exams. You are expected to agree to give at least two weeks' notice of any prolonged absence of availability. This is to ensure we have adequate time to fill any potential gaps in the rota. Please also let us know if you are:
  - a) going home or on holiday.
  - b) entering into anything else which means you will not be able to work for a period of time
- ▲ A response to all rota availability requests is expected (except in the instances mentioned above). Failure to respond to rota requests may result in your name being struck from the staffing pool. If you are taken off of the staffing list a meeting with your manager will be required to discuss and a decision as to being re-added will be made.

# Payroll & Letter of Understanding

## What Documents Do We Need & Why Do We Need Them?

### A copy of your passport

**Why do we need this?** A copy of your passport is needed by the payroll department as a proof that you are who you say you are and also that you are legally eligible to work in the United Kingdom

### A completed Casual Worker Joining Form (Pay 8A form)

**Why do we need this?** The Pay 8A form is needed so that the payroll department have all of the information needed to get you onto payroll and process your documents in order for you to be paid correctly for the work you do. This will be emailed to you, to be filled in and sent back.

### A completed Casual Workers Letter of Understanding

**Why do we need this?** As this is a casual position the Casual Workers Letter of Understanding is the terms and conditions regarding what the casual post entails.

## What Do You Need To Do When You Wish to Leave This Role?

As this is a casual position you are in no way contracted to give any notice of wishing to leave the role. However, we like to think of all of the staff working here at Imperial College Union as part of the larger team and would therefore expect common courtesy from all of its team members to inform us of any changes in your situation that could limit or even stop your ability to work at Imperial College Union.

# Casual Workers - Letter of Understanding

**1. This letter of understanding is between:**

Imperial College London (“the College”) of [Exhibition Road South Kensington London SW7 2AZ and  
**Name:** .....  
**Address Line 1:** .....  
**Address Line 2:** .....  
**Address Line 3:** .....

**2. The services to be carried out:** Casual Bar Steward

**Place of work:** [Imperial College Union]. However, the College may choose to offer you work at any of its other campuses in London.

**Hours:** The nature of the work covered by this contract is casual and intermittent. There is no obligation on the College to offer you work and, where work is offered, there is no obligation on you to accept it.

**Pay:** Your rate of pay will be at the hourly rate for the job at the time at which the work is carried out. You will be told what the rate is at the time the offer of work is made to you.

**Holidays:** You are entitled to holiday in accordance with your statutory rights. The College will pay you an additional percentage of their normal hourly rate of pay as payment for your entitlement to statutory annual leave; this will be paid at the rate of 12.07% with effect from 1 September 2011.

**7. Status & Liability:**

The parties agree that you are not an employee of the College and that nothing in this letter is intended by the parties to render you an employee of the College and you agree that you will not hold yourself out as such.

You agree that you are not entitled to benefit from or participate in any policies, schemes or other arrangements which exist for the benefit of employees of the College.

**8. Sickness, etc:**

If you have accepted an offer of work but are subsequently unable to work the hours agreed (for example, due to sickness), you should notify the bar duty manager as soon as possible.

As is set out at 5 above, you will only be paid for work actually carried out and will not be entitled to any payment should you be unable to work any agreed hours due to sickness or for any other reason.

**Safety:** When you are working, you are expected to adhere to the College’s safety procedures. A copy of the College’s Safety Policy can be obtained from **Joe Cooper** (Imperial College Union Managing Director)

**10. Ending the Arrangement**

As the College is under no obligation to offer you work and as you are under no obligation to accept work offered to you, the parties may end the arrangement at any time without notice.

However, as a matter of courtesy, the College will try where possible to inform you should it no longer wish to offer you work and you are asked, albeit not obliged, to inform [e.g. Finance at icu.finance@imperial.ac.uk] should you no longer wish to accept work from the College.

I have read, understand and accept the terms set out above.

Signed [*individual*]: ..... Date: .....

Signed [*College*]: ..... Date: .....

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