

Life in an Amber pub – part of the Operator’s roles & responsibilities

Weekly Revenue Sheet

The weekly revenue sheet should be completed on a daily basis. Insert the net sales from the financial till summary, the amount banked and record the daily PDQ amount (bank reconciliation from end of day report), list any Petty Cash expenses and enter machine refills daily.

This will enable the Area Manager (AM) to undertake a regular cash check.

Reconciliation

Ensure that the Management Fee is worked out correctly and the float is correct at the end of every week.

The House Float should always be correct.

Personal cash that is kept in the safe would not be insured under the Amber insurance policy. This cash should be kept in a separate lockable cash box if kept in the safe.

Any over/under banking should be reconciled the same day and recorded on the cash sheet.

Certification

Ensure that you sign and date the weekly revenue sheet.

The weekly revenue sheet should be sent to head office following the final banking on Monday morning (Tuesday following a bank holiday).

Submit an Operator Fee form fully completed and signed.

End of Week Checklist

Weekly revenue sheet and pink copy.

All banking receipts.

All Z reads from tills and PDQ/ATM receipts.

Weekly PDQ Tamper & Inspection Report.

All entertainment and petty cash receipts.

Weekly H&S report.

Toilet check lists.

Any communication or bills sent to site.

AWP Machine collection docketts.

Operator Fee Invoice.

Copy of Incident reports and associated CCTV recordings (retain a copy on site). AM must check CCTV copy is clear and concise.

Door Staff time sheet / invoice.

Please inform your Area Manager if any of the above items are not included in your weekly envelope or if there are any delays in banking or posting envelope.

The envelope should be sent by recorded first class post – keep the tracking reference if there are any issues.

Operator Fee Invoice

This should be fully completed and include full company name and registered number, VAT number (if applicable) and the amount claimed. It is a legal requirement to have supporting documentation for any payments.

Meter Readings

Ensure all Gas, Electric and Water meter readings are entered onto the weekly sheet, this enables accounts to accrue costs in the unit P&L.

Petty Cash

Enter the petty cash daily and ensure a valid receipt is sent in the envelope. Without the receipt the amount will be classed as under-banking, which you will have to bank.

Daily Sales and Banking Figures

You must text your daily sales and banking figure to your Area Manager or appointed person at the end of each day (or before 8.00am the following day).

Under / Over Bankings

Any banking anomalies should be corrected as soon as notified by the office or Area Manager.

Toilet Check List

This should be completed daily, and a copy sent with the weekly envelope. Any issues should be noted and dealt with immediately – the majority of claims are slips and trips.

Glass collector Schedule

If applicable this should be completed and sent in the weekly envelope.

Incident and Accident Reports

All incident and accidents no matter how small or trivial you think they are should be reported and sent to head office with the relevant CCTV.

Health and Safety Checklists

This is an extremely important document and should be fully completed weekly and sent in with the weekly envelope.

AWP Machine Refills

All AWP machines must be refilled daily.

Stocks

Stocks are done at each outlet every 4/5 weeks, Venners plan all stocks directly with each operator in a strict two-week window. Should you require a holiday stock please request via your Area Manager.

Operators cannot cancel or change stocks without AM approval.

Line Checks

It is the responsibility of each operator to do regular line checks and make them available for the Area Manager on request. Completing weekly/daily line checks will ensure that positive yields are maintained.

Induction Training

All operators are required to attend a minimum of two weeks induction training and a day at the Preston and Blackpool office to undertake formal training on the weekly paperwork and procedures. From time to time additional training will be required.

A comprehensive induction booklet for your staff is available from head office, please ensure all your staff complete this when appointed.

Training

New Openings, Sparkles or Refresher Training should be requested by your AM.



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CPL Training

You have a legal responsibility to ensure that all your staff receives adequate training. You should register all your staff online at CPL to complete all courses relevant to their position and they also need to complete the house Induction Book.

All your staff should complete Age Verification, ALPS (SALPS for Scottish sites) and Allergens training and pass the tests prior to starting work on the bar.

Internal and external advertising

All pubs have an internal screen advertising system called Startle as well as social media support from One Media. Operators should ensure that Startle is updated on a regular basis and adopt the guidelines in the Startle training manual. This is a great way of driving footfall and maximising sales. Startle can be personalised specifically for your pub using numerous background templates available. Should you require bespoke backgrounds, order via your Area Manager.

Social Media

All pubs are set up with Facebook, Twitter and Instagram. Generic content is uploaded by One Media on a regular basis. For maximum impact bespoke articles, features, stories, images are always better. One Media can help you develop these assets. Plan ahead, give them time to create great assets.

All Operators have access to upload their own content especially live videos of events.

Goods Received

The Goods Received Book / Back Office should be completed following each delivery.

The AM will sign off the goods received weekly.

Security Personnel

Amber Taverns appoint an SIA registered security company to provide security personnel to your premises. We enter into a formal contract and ensure they hold a valid insurance certificate. It is the responsibility of the DPS to ensure that all security personnel they provide are SIA registered and carry their badge whilst on duty.

Relevant Authorities

You should report any visits by Police, Licensing, Trading Standards, HandS or EHO to your Area Manager at the earliest convenience.

Any documentation or letters should be forwarded to head office immediately.

Premises Licensing Conditions

Each outlet has a premises licence which is specific to that outlet. The Operator, DPS, Duty Manager and all personnel should be aware of the conditions within the licence. Particular attention should be paid to:

Age Verification Policy (All sites should now be Challenge 25).

Authorisation to serve alcohol form should be completed for all members of staff and signed by the DPS, remember to add new staff as they are recruited.

Some outlets require a personal licence holder to be on site at key times – you should encourage any assistants or supervisors to take the personal licence course (book via you AM).

Monitoring noise nuisance – regarding sound levels at the nearest sensitive premises – ensuring windows and doors are closed when entertainment is on.

Ensuring that no irresponsible drinks promotions and offers are offered to customers.

Note the opening and closing time of the premises and that they are strictly adhered to.

Note any specific conditions relevant to your outlet.

If you apply for a TENS ensure that all staff are aware of any extra conditions.

Zero Tolerance

Amber Taverns Ltd operate a strict zero tolerance approach to anti social behaviour and drug abuse. All operators and their staff should adopt the same zero tolerance approach.

Serving Drunks

It is an offence to serve a ‘drunk’ person. As an operator you and your staff should be aware of your responsibilities and should refuse service.

Smoking

It is an offence for anyone to smoke in the workplace at any time – This includes back of house area including the office and any staff rooms.

Health and Safety Audits

These are completed bi-annually by DF Licensing. The audits are booked in advance so take the time to review your procedures and outlet to ensure you fully comply.

CCTV

It is a licensing condition that you check the CCTV is working on a daily basis. Any issues should be reported immediately to your Area Manager

It is important that you regularly test and burn copies of CCTV to disk or usb to verify that the recording quality is good, and to ensure you can do it, also train any assistant managers. If the police or relevant authorities request any footage from the CCTV this should be provided at the earliest convenience (also advise Area Manager).

Maintenance

Any reactive maintenance issues should be reported to your Area Manager who will log a call and ensure the work is prioritised accordingly. Planned maintenance should be discussed at weekly meetings with your Area Manager.

Housekeeping

It is important that standards of housekeeping are maintained to a high standard. This includes ensuring that appropriate staffing levels are applied to clean the premises and that the bar staff and glass collectors keep the standards high during service. Pay particular attention to the toilets especially at peak times.

Quarterly House Audit

Your Area Manager will conduct a quarterly house audit and inspect all areas of the business including the cellar and accommodation/trainee flats – please highlight any areas of concern. During the audit the Area Manager will do a full cash count, discuss stocks and PandL’s – it’s a great opportunity to discuss forthcoming plans and promotions.

