



The following procedure covers:

- Dealing with the public
- Communicating with customers
- Dealing with complaints

Dealing with the public

The Battle Bar will be safer if users are aware of potential hazards, and act responsibly. As far as is reasonably practicable, the hazards should be brought to User's attention as soon as possible.

This is achieved in a variety of ways:

- Mandatory admission policy and activity supervision policy notices displayed at Reception and appropriate locations.
- Battle Bar Rules, information notices and safety briefings
- Signage displaying specific safety notices for each activity area, including pictorial notices
- Safety aspects incorporated into publicity material available to new customers on arrival, including adults supervising children, and to be distributed to those in charge of organised groups
- References in contracts with club organisers, schools, etc., hiring out the Battle Bar
- Use of visual and audible alarms, and whistles used by Staff
- Verbal reminders and explanation where necessary, by Staff. This message should be communicated before the session's starts in the safety briefing room, highlighting specific rules for each activity area and the rules of high risk areas.

Communicating with customers

To supervise a Bar properly requires being able to communicate with users, other Team Members and the management team.

Staff on shifts' posture, appearance, facial expressions and gestures communicate all kinds of messages. A friendly, firm and professional manner will get the most positive response.

In dealing with customers, especially where there is a potential discipline problem, the following should be considered:

- Smile and appear approachable
- Establish eye contact
- Be courteous but firm
- Give reasons for any warning or instruction
- Avoid anger or inappropriate language
- Never try to intimidate Park users
- Above all, always remain calm and in control

Hand signals usually need to be followed by an explanation.



The Battle Bar should have an effective system to alert all available staff to respond to an emergency situation. This is defined in the Emergency Action Plan procedure.

Dealing with complaints

Staff must provide good customer care without compromising supervision of the Battle Bar. If a customer has an extended enquiry, comment or complaint, staff should take the following action:

- Position themselves to ensure the customer does not inhibit vision of his/her supervision zone
- Explain that he/she is listening but is also responsible for supervising the Battle Bar.
- Contact the Duty Manager or another member of staff to cover his/her supervision position or deal with the enquiry.
- Where no additional staff are available, ask the customer to enquire at Reception.

Action Required:

- ✓ Ensure that all courts monitors have whistles and radios
- ✓ Ensure that members of staff are trained in this procedure as part of the health and safety induction training for all staff members and a refresher training programme is in place, the training must be recorded on the members of staff's ***Individual Training Record***.

Associated Forms:

- Individual Training record

Associated Risk Assessments:

- Disorderly Behaviour Risk Assessment
- Arcade
- Crazy Pool
- Seating Area
- Shuffle Board
- Electronic Darts
- Beer Pong
- Axe Throwing

Associated Guidance and Legislation:

- None

Training on this procedure is required for the following staff:

- All Staff
- All Managers
- Receptionists and Multi Skilled Staff

Updates of procedure:



Revision	Issue	Description of Amendments	Date	Action By
2	1	None - First Issue	May 2021	Train designated staff and incorporate the procedure into QMS.

Date of Next Update:

This procedure is reviewed every two years or updated as and when necessary, the next review is January 2023.