Policy to Assess Sobriety

Before entering the Battle Bar/Premises all customers will be assessed for sobriety from either alcohol or drugs. The purpose of this is to protect staff, other customers and the premises as a whole.

Refusing entry

A licence holder has the legal right to refuse entry to whom he/she chooses, provided the refusal is not on grounds of sex, race, disability, gender, sexual orientation and religion or belief. A "public house" is not a "public place" and a member of the public cannot insist on being there. Being refused actual entry to premises is a simple extension of the right of refusal to serve. A door supervisor is acting on behalf of, or under instructions from, the licence holder and therefore can exercise the right of refusal on the licence holder's behalf. No reason need be given. A drunken person must always be refused entry

How to monitor signs of physical impairment;

Various indicators would alarm staff such as staggering, slurred speech or loss of control with movement. Staff will complete Customer Service training so they have a wide understanding on how to deal with a customer in such event. Customers that appear intoxicated will be refused entry of the Battle Bar.

Within the 'Difficult Customer' procedure it advises the steps Shift Managers & Staff should take to resolve the situation effectively if a customer believes to be intoxicated.

Staff to complete online training and re-visited yearly to ensure they have full knowledge on how to assess intoxicated situations.

How to assess?

- Use a breathalyser to identify whether the customer is heavily under the influence of alcohol before entering the premises.
- Door Supervisors to have permissions to do searches for drugs on customers. Signs stating this is a measure that could be taken at the entrance

    Door Supervisors will have SIA licenses. All Door supervisors will have completed the appropriate training so they will know what to look for in a customer believed to be intoxicated.

Steps to take on how to handle customer conflict

- Validate Your Customer
- Avoid Arguing
- Be Assertive
- Focus on a solution

Staff onsite

Staff to complete appropriate training which will advise the process to take when to stop serving customers if they are believed to be intoxicated. This is done on face value opinion with on shift manager. This can then be reviewed/investigated if believed to be correct or incorrect decision.

Intoxication Marshall

An intoxication Marshall has a proactive roll in monitoring the intoxication of customers inside and outside the premises.

Responsibilities;

• To identify customers or potential customers who are intoxicated

• To identify the level of intoxication the customer or potential customer is at

• To take care of the customer, who is intoxicated

• To have knowledge of ABVs and Alcohol units

• To assist a customer getting home

• To communicate with management and/or door staff at all times

• To write a brief statement of the night to give to the manager at the end of the night

Measures taken to ensure the Battle Bar is a safe environment

- Ensure that all staff (including your door staff) are trained to look for the signs of intoxication
- or evidence of preloading
- Refuse entry to anyone who is or appears to be drunk
- Making sure staff have knowledge of ABVs and Alcohol units. Staff will have knowledge of all the drinks for sale on the premises, particularly the most popular
- Be vigilant with customers buying on behalf of drunken people. It is an offence for a customer to buy alcohol on behalf of someone who is already drunk
- Ensure all promotions are responsible and do not encourage drunkenness. We will consider the Government's sensible drinking guidelines. Promotions should not encourage speed drinking or condone or encourage excessive or irresponsible drinking
- We will keep track of social media relating to your premises. Customer may unwittingly have become known as a place where it is acceptable to be drunk. Customers may have become an enforcement target for the police and local licensing teams