

WORLD  
CUP  
TRAINING  
MANUAL

# FIRE INSTRUCTION

## FIRE EXITS

- Must be kept unlocked
- Must not be obstructed inside or out
- Must be clearly marked
- NB Fire doors must be closed at all times

## ALL EMPLOYEES SHOULD KNOW

- The location of the fire extinguishers
- How to use the equipment
- The correct type of extinguisher to use
- Must be aware of Escape routes
- The location of alarm call points
- The location of the Fire Assembly point

## WHAT TO DO ON DISCOVERING A FIRE

- Act carefully and quickly
  - Immediately activate the nearest fire alarm control point
  - Inform your manager
  - Only tackle a fire if it is reasonably safe to do so.
1. EVACUATE – closing doors behind you
  2. DO NOT STOP to collect personal belongings
  3. DO NOT panic and run
  4. Ensure that the public and yourself use the most direct route out of the building.
  5. Assist in an orderly evacuation by assisting the public
  6. DO NOT reenter the building under any circumstances once you have left your area
  7. Go to the pre-determined fire assembly point

# LICENSING

## KEY POINTS

- Your Responsibility
- Work within the law
- If you are unsure ask, you could be breaking the law

## DON'T

- Sell drinks to anyone under 18
- Give short or long measures
- Sell alcohol outside the permitted hours
- Sell drinks to a drunken person
- Give credit for drinks at the bar

## UNDER AGE DRINKING

It is an offence for the following:

- For licensees or their employees to sell intoxicating drinks to a person under 18 years of age
- For a person under 18 years of age to attempt to buy any intoxicating drinks and consume them in the bar
- For any other person to buy such drinks for consumption by a person under 18 years of age in the bar

## PROOF OF AGE

Seek Proof of Age – Follow these instructions:

- Challenge 25 – Request I.D from persons trying to purchase alcohol who do not look over 25.
- Acceptable I.D – Photo Driving Licence, Passport, Portman (prove it) card, Citizen Card, Pass Photo I.D cards & Military ID cards. (NO OTHER ID WILL BE ACCEPTED)
- If ID is produced: check it, confirm it is valid.
- Enter onto the refusal/challenge 25 Register

**REMEMBER: NO ID - NO SALE. IF IN DOUBT DO NOT SERVE**

## INTOXICATION

We are in the hospitality business. Customers come to a pub for fun and enjoyment in the friendly atmosphere.

**However**, a customer who has drunk too much alcohol can become a nuisance to others and a danger to him or herself, it is also an offence to serve a person who is Drunk.

Listed below are the tell tale signs of intoxication.

- Becoming drowsy
- Becoming loud, argumentative, mean, obnoxious or similar
- Becoming over friendly to customers and staff
- Spilling drinks
- Drinking too fast and mixing drinks, binge drinking
- Altered speech patterns, clumsiness and falling over!

**OBSERVE** – do not wait until the situation is out of control, inform your manager of any potential problems.

# HEALTH & SAFETY

## SPILLS AND BREAKAGES

- If you spill it, wipe it up
- If you drop it pick it up
- Always keep the floor clean, dry and unobstructed

## ACCIDENTS

- In the event of an accident always ensure you report to the manager
- The details are entered into the accident report book

## BEER GARDEN SAFETY

- Check the condition of all tables and chairs regularly, report to your manager if any are worn or damaged
- Check the garden for litter, glass, bottles, etc, at the end of every session; removing any remaining items.

## TABLES AND GLASS WASHING

- Glasses never stacked
- Tables, bar counter and public areas are to be kept clean and tidy
- Furniture correctly repositioned as and when required
- Correct procedure is used to wash, rinse and dry glasses
- Storage shelves for glasses kept clean, tidy and regularly sanitised
- All the tables are cleaned and cleared when customer leaves

## BOTTLING UP

- Remove glass bottles and replace
- Clean shelves on a regular basis
- Ensure old stock is brought forward to the front of the shelves, new stock to the back
- Check sell by dates report any anomalies to the manager
- Clean bottles before bottling up
- Bottle up with labels facing the front
- Return part full cases to the bottle store