# Operations Manual

for

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ST Lounge
Gentlemens
Club

### INTRODUCTION

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The ST Lounge Gentlemen's Club and Champagne Bar was set up in Wilmslow after 9 years of successfully operating the ST1 Gentlemen's Club in Stoke on Trent.

With all the experience and contacts gained, when the opportunity arose to open another Club the management jumped at the chance.

The companies aim is to build a brand that people will recognise, by employing friendly professional staff and providing a safe, clean and enjoyable environment that will encourage customers to relax, enjoy themselves, tell their friends and most of all, spend their money and keep coming back.

The Operations Manual is for the use and guidance of all operations personnel, who are to ensure that all actions are planned and executed in accordance with its policies and requirements. All its rules and regulations shall always be adhered to by the relevant personnel. During any situation not covered in this Operations Manual or in any emergency situation the personnel shall not be prevented from using their best judgement.

The purpose of this manual is to explain all the companies' policies and procedures. Included are all staff forms, job descriptions and training manuals. As well as all necessary paperwork required to run the business on a daily basis along with the certificates and licenses required by all the appropriate authorities.

The manual starts with all the paperwork and procedures required to employ new staff.

Then it covers the opening and operating procedures of the business on a day to day basis.

All the notices required by law to be displayed in the premises.

In depth and comprehensive staff training manual.

Finally, copies of all certificates and licences.

### **COMPANY DETAILS**

Van Leisure Ltd T/A
ST Lounge Gentlemens Club & Champagne Bar
16 Grove Street
Wilmslow
Cheshire
SK9 1DR

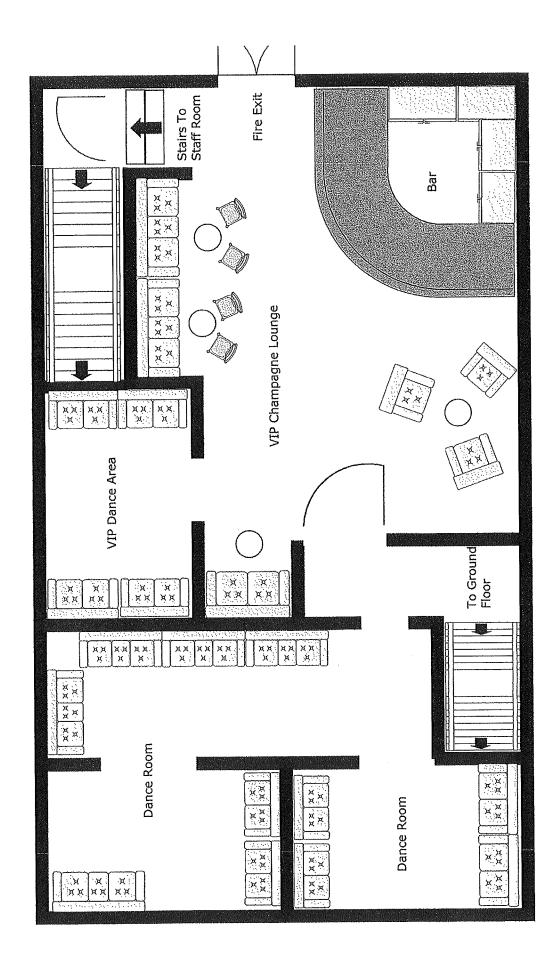


# Premises

Floor

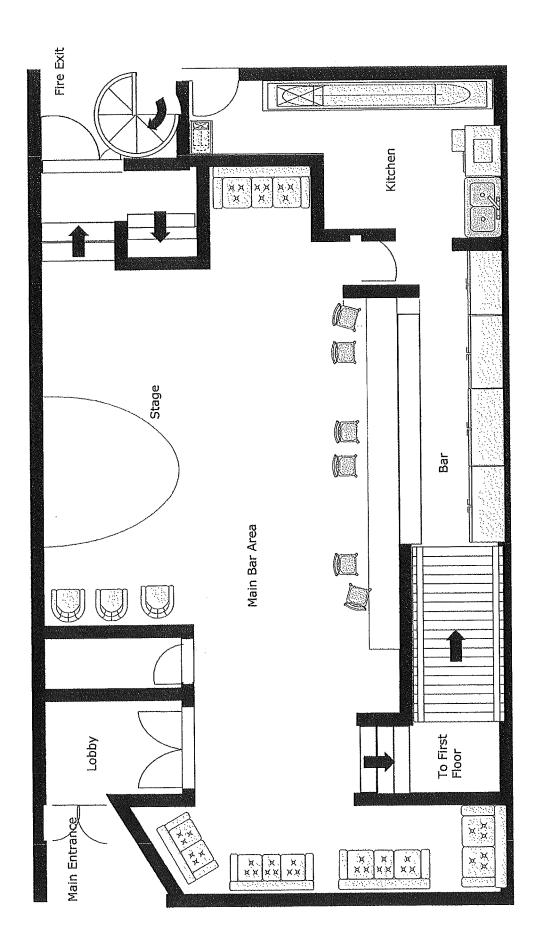
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# Application & Starter forms.

Contracts & Terms & Conditions

All applicants must fill in an application and personal details form.

Successful candidates must complete starters details form then be taken through the employee safety orientation checklist and the terms and conditions of employment.

Employees must sign that they have read and understood all the paperwork and theirs and our entitlements.

Then depending on position, be explained their job description and our expectations of them including our rules and regulations. Explain the general attitude we expect and working dress code.

Encourage staff to ask questions, this helps gauge how much experience they have and how much training is going to be necessary.

There is also an appraisal questionnaire to go through with employees once they have been with us for a period of time. This is helpful for both parties, for us to learn what they think about the business and to keep the training on going and to explain where we think they are performing well and where they may be able to improve.

For applicants who are applying for jobs as dancers they must fill in the personal details form then be taken through the Performers Terms and Conditions in detail. This must be signed to prove that they have read and understand the rules.

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All completed paperwork must be kept together in the company personnel file.

# Thank you for applying to Van Leisure Ltd for employment. Please read this application form carefully and complete all sections. We wish you every success in your application.

SURNAME:CURRENT ADDRESS:		FIRST NAME(S): PERMANENT ADDRESS:		
D.O.B:				
	POSITIO			
Application for the position o	of:		FULL-TIME 🗖	PART-TIME
	0			_
How did you hear about the v	acancy?			
•	terviewed or employed by this		Maria	
Details:	terviewed or employed by this	Company? YES D N	то 🗆	
Have you previously been int	terviewed or employed by this	Company? YES D N	то 🗆	
Have you previously been int  Details:  Notice required to terminate	terviewed or employed by this	Company? YES D N	то 🗆	
Have you previously been int Details: Notice required to terminate	terviewed or employed by this	Company? YES D N	й 10 П	
Have you previously been int  Details:  Notice required to terminate	terviewed or employed by this your present job? ADDITION	Company? YES D N	io 🗖	
Have you previously been int Details: Notice required to terminate	terviewed or employed by this your present job?  ADDITION	Company? YES D N	io 🗖	
Have you previously been int Details: Notice required to terminate Leisure interests, hobbies, etc.	terviewed or employed by this your present job?  ADDITION	Company? YES ON NAL INFORMATION	N NO D	
Have you previously been int Details: Notice required to terminate y  Leisure interests, hobbies, etc Do you hold a current full dr	terviewed or employed by this your present job?  ADDITION  c.: iving license?	VES NO If yes, g	NO CO	
Have you previously been int Details: Notice required to terminate y Leisure interests, hobbies, etc Do you hold a current full dr	cerviewed or employed by this your present job?  ADDITION  c.: iving license? o work in this country? YES	Company? YES NOTES NOTES NOTES NOTES NOTES 15 YES NOTES 15 YES, go you will be required to p	NO CO	

	<u>I</u>	DUCATION	AND TRAINING		
Date From – To		School/College Attended		Qualifications Obtained	
<u> </u>		***************************************			
					www.comensensensensensensensensensensensensense
		ious positions h	LOYMENT RECORD eld, showing most recent fi of be contacted without yo	irst.	ment.
Date From – To	Name and Address of Employer	Tel No.	Position Held / Duties	Gross Salary/Rate	Reason for Leaving

Please provide any other relevant information about yourself, your experience, and why you feel you would be suitable for this position:

REFER If yo	ENCES: Ple	ase give na have just le	mes / tel.no.o ft school/Coll	f two referees, o lege, please give	ne being a name / tel.	previous emp no of your be	loyer if possible: ad teacher:
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Times most suitable	for you for int	erview:		en water to the company			
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Please indicate time	s that you are a	evailable to	r work:	THURS	FRI	SAT	SUN
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EVENING						<u> </u>	
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Are you willing to u	ndergo a medi	cal examin	ation if requi	ired? YES 🗆	ио 🗆		
DECLARATION							
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that any misreprese	nswers and par intation of fact	nculars giv s, or omissi	on thereof, n	nay be cause fo	r dismissal		every actain. I understand
I understand that all offers of employment are subject to the receipt of satisfactory references and that in the event of my commencing employment prior to the receipt of references, the subsequent receipt of unsatisfactory references would render the contract of employment void.							
Signed:	Market		*****			ate:	

Please note that only applicants short-listed for interview will receive a reply.

### Van Leisure Ltd - Starter Form

A. SCISCIBI DECOILS	
First Name: Last Name: Mr/Mrs/M	ls/Other
Address:	anggabanahaannagan mangangganggi
Home Phone No: Mobile No:	
Date of Birth:/ Age:	
2. Employment Details	
Department: Role:	
Start Date:/ Gross Rate of Pay: E Full Time Pa	art Time 🔲
National Insurance Number:	
• If first time employment form P46 completed YES NO	
• Induction Hand Book received? YES NO	
Uniform: Quantity Received: Shirt(s) Tie(s): Apron(s):	
4. Emergency Contact Details:	
Allergies/Medical Conditions:	
Next of Kin/Emergency Contact Details:	
Name: Tel No:	
Address:	
Relationship to you:	
Are you first aid trained? YES NO NO	
If yes, please give details & date of expiry:	
Employee's Signature: Manager's Signature:	

### **Employee Safety Orientation Checklist**

Instructions: Each employee will receive a safety orientation before beginning work. Please check off each item that was covered in the orientation. Employees will sign this form once all items have been covered and all questions have been answered satisfactorily.

The e	mployee (name)	_has been:
	Informed about the elements of the written safe efforts.	ty program that outlines the company's safety
	Informed about monthly crew safety meetings.	
	Told to report all injuries and shown how to do the	nis.
	Told to report all hazards to her/his supervisor ar	d shown how to do this.
Ъ	Informed about all machinery/equipment haza prohibited duties.	rds and if < 18 years of age, instructed about
	Informed about all other hazards and ways to p floors, etc.)	rotect themselves (i.e., chemicals, slippery
	Shown where the first aid supplies are located o	nd who to call for first aid.
	Told what to do during any emergencies that c	ould be expected to occur.
	Shown how to operate a fire extinguisher.	
	Informed of and trained on chemical hazards of training requirements including how to read a la	
	Trained on the safe methods to perform the spe any hazards associated with that job.	cific job the employee was assigned including
) <b>D</b>	Provided any formal training required to do his/ and fryer operation, spill clean-up etc.	ner job, such as proper lifting, use of knives, grill
The si partie	gnatures below document that the above oriento es accept responsibility for maintaining a safe and	ntion was completed on the date listed. Both I healthful work environment.
Date:	Supervisor:	
Date:	: Employee :	

They will also sign an attendance form for each individual safety briefing attended and a copy of that form will be attached here.

### PERSONAL DETAILS

Name	Addition of the second of the
Address	
Postcode	
Telephone	
Mobile No.	
Date of Birth	
EMERGENCY CONTACT	
Name	
Contact Number	
PROOF OF IDENTIFICATION	
Passport	
Driving Licence	
Other (please state)	
Signed	
Witnessed by	
Cianad by Witness	

### **Reception duties**

- 1. take monies from paying guests
- 2. use the counter clicker to number guests in **and** out
- 3. fill in entry sheets in the red folder
- 4. sort out flyers that are returned
- 5. keep reception area clean and tidy
- 6. do not write on books and walls

make sure all till transactions go through <u>correctly</u>, if there is a lot of people entering at once <u>then make sure</u> they wait in turn and slow the queue down (doorman will assist) each guest will pay or hand in flyer.

Do not rush! Get it right!

Due to recent mistakes on the door till a counter sheet must be filled in every night.

### **EMPLOYEES RESPONSIBILITY**

A. Report all on the job injuries promptly.

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- B. Report all equipment damage to your supervisor immediately.
- C. Don't take chances use your safety equipment as directed.
- D. Follow instructions ask questions of your supervisor when in doubt about any phase of your operation.
- E. Observe and comply with all safety signs and regulations.
- F. Report all unsafe conditions or situations that are potentially hazardous.
- G. Operate only equipment you are qualified to operate. When in doubt, ask for directions.
- H. Talk to management at any reasonable time about problems that affect your safety or work conditions.

The most important part of this program is the individual employee - You! Without your cooperation, the most stringent program can be ineffective. Protect yourself and your fellow worker by following the rules. Remember: Work safely so you can go home to your family and friends - they need you.

### Don't take chances - SAFETY FIRST

### THINK!

(Customise this page by adding any additional responsibilities and deleting those that may not apply to your company.)

## Job Description

This job description forms the basic requirements of your employment. This is not an exhaustive list and there may be occasions when you are required to perform duties outside the scope of your job description. Bonuses, benefits and promotions will be based on the success of the following.

### Bartender

All bar staff are ultimately responsible for providing timely, accurate and friendly service in the bar area.

### Responsibilities and duties:

- Taking beverage orders from customers and floor staff, and preparing and serving same in a timely manner.
- Preparation of alcoholic and non-alcoholic beverages, including cocktails.
- Ensuring company standard operating procedures are adhered to at all times.
- Record drink orders accurately and provide customers with a till receipt for their purchase.
- Accept customer payment, process credit card charges and make change (if required).
- Wash and stack all glassware correctly.
- Assisting in the restocking of the bar.
- Prepare garnishes for drinks.
- Clear down tables in bar area and ensure tables are reset as required.
- Maintain cleanliness in all areas of the bar including counters, sinks, utensils, shelves and storage areas.
- Report any problems directly to the Bar Manager.
- Make best efforts to learn the names and personally recognise the regular customers.

### **Basic Requirements:**

- Be age of 18 years or over.
- Ability to communicate well and understand the English language to a high standard.
- A good knowledge of beer, wine, spirits and common drink recipes.
- Possess basic math skills and have the ability to handle cash and operate a cash register.
- Ability to work in a standing position for long periods of time (up to 5 hours).
- Ability to reach, bend, stoop and frequently lift up to (but not exceeding) 16 kilos.

Accepted by Employee:	Print Name:	***************************************
Manager Signature:	Dated:	·

### Model Release

TAP Leisure Ltd, ST1 Club, 81 Trinity Street, Hanley, Stoke on Trent, ST1 5NA

For good and valuable consideration herein acknowledged as received, and ny signing this release I hereby give the Photographer and Assigns my permission to license the images and to use the Images in any Media for any purpose which may include, among others, advertising, promotion, marketing and packaging for any product or service. I agree that the Images may be combined with other Images, text and graphics, and cropped, altered or modified.

I agree that I have no rights to the Images, and all the rights to the Images belong to the Assigns. I acknowledge and agree that I have no further right to additional consideration or accounting, and that I will make no further claim for any reason to Photographer and/or Assigns. I acknowledge and agree that this release is binding upon my heirs and assigns. I agree that this release is irrevocable.

I represent and warrant that I am at least 18 years of age and have the full legal capacity to execute this release.

### Definitions:

- "MODEL" means me and includes my appearance, likeness and form.
- "MEDIA" means all media including digital, electronic, print, television, film and other media now known or to be invented. "PHOTOGRAPHER" means photographer, illustrator, filmmaker, cinematographer or any other person or entity photographing or recording me.
- "ASSIGNS" means a person or any company to whom Photographer has assigned or licensed rights under this release as well as the licensees of any such person or company.
- "IMAGES" means all photographs, film or recording taken of me as part of the Shoot.
- "CONSIDERATION" means something of value I have received in exchange for the rights granted by me in this release.
- "SHOOT" means the photographic or film session described in this form.

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	Date		

### The ST Lounge Gentlemen's Club Performers Terms and Conditions

Stage	Name		 	
DECI	T ATTO	NC		

### HOURS OF WORK

The house fee is to be paid immediately on entering the building and must be paid before you start work. No exceptions. The house fee is to be paid to the management team. Failure to pay will result in the shift being cancelled. The Company reserves the right to change the fees at their discretion. Payment of fees can be taken by Credit Cards but will be subject to a 10% administration charge.

### **COMMISSION**

Charges for VIP are as follows: customer is charged £80 for a half hour session in the VIP suite of which £30 goes to the house. Customer is charged £150 for an hour session in the VIP suite of which £50 goes to the house. The security persons tally is final, any non payment of monies owed to the house will result in cancellation of any further shifts.

### HOURS OF WORK AND TIMEKEEPING

All performers must arrive no later than 9.30pm and be dressed and ready to work no later than 9.45pm. Good timekeeping is essential and an explanation for lateness is always required. Time lost due to unpunctuality will be subject to you being fined and the cancellation of future shifts. Persistent lateness will be dealt with by the club management.

### STANDARDS OF DRESS AND PERSONAL BEHAVIOR

The Company expects its staff to conform to its high standards of appearance, Personal hygiene, dress and behaviour at all times. Performers will wear longer dresses until midnight. Where applicable, staff uniforms are supplied free and remain the property of the Company. All such clothing should be kept in good repair and must be returned to the Manager when you leave the company.

### CONFIDENTIAL INFORMATION

Performers working for the Company must not disclose to any person outside the Company any information relating to the Company's business, which is of private or confidential nature. This restriction also applies after the termination of employment without limit in point of time, but will cease to apply to information, which may come into the public domain.

### RESTRICTION OF OTHER ACTIVITIES

Performers working for the Company must obtain the consent of the Company before engaging in any business relating to or conflicting with that of the Company. Performers are strictly forbidden to work at any other lap-dancing venue within a 10-mile radius of Wilmslow, failure to comply will result in suspension leading to dismissal.

### PRIVATE TELEPHONE CALLS

Private telephone calls are not allowed except in cases of genuine emergency where hardship would otherwise result. Mobile phones are not to be carried around while working.

### MISCONDUCT OUTSIDE WORKING HOURS

Because of the nature of our business the Company expects employees and Performers working for the Company to maintain the highest standards of integrity outside their work. Certain activities, which result in adverse publicity to the Company or cause the Company to lose confidence in the persons integrity, may therefore give the Company grounds for dismissal.

### **PARTNERS**

No partners are allowed on the premises during opening hours without prior permission from the management on each occasion they wish to enter.

### **ENTERTAINMENT**

Customers are to be entertained at all times if having a dance or not. When called to the pole you must comply, if you do not you will be fined £10 and not allowed to work another shift until the fine is paid.

### DANCING RULES

A minimum distance of 12 inches between Performer and Client must be kept at all times. No physical contact between Performer and Client whilst performing at any point. One foot to be kept on the floor whilst performing.

No standing on the furniture.

Each dance is to last a minimum of 3 minutes or 1 song. All dances are full strip (fully nude) knickers MUST be removed! The charges for a dance are £10 or £20

### SHIFTS

All shifts must be booked for the week ahead by close of business on the Saturday. The Management must also confirm all shifts, failure to adhere to these rules will result in you being sent home if you turn up for work where it has not been booked and confirmed. Failure to turn up for a booked and confirmed shift will result in further shifts being cancelled. If you cannot attend for a booked shift you must inform the Management as soon as possible.

### SOLICITING

This or any action perceived as soliciting is strictly forbidden, no phone numbers are to be exchanged, no kissing or leaving with customers. Failure to comply will result in instant dismissal on the grounds of gross misconduct.

### **CHANGING ROOMS**

The changing room is you and your fellow performers responsibility and must be kept clean and tidy at all times. No smoking or drinking is to take place in this area. Personal belongings are left at your own risk.

### LOSS OR DAMAGE TO PERSONAL BELONGINGS

You are responsible for your own belongings, as the Company cannot accept liability for loss or damage to the personal property of its staff or the self-employed performers. Except where there exists an obligation in law the Company disclaims any responsibility for loss or damage to employee's clothing or other personal belongings, which may be caused at work. Cars, Motorcycles, Bicycles etc., are parked at the owner's risk whilst on Company premises.

### RIGHT OF SEARCH

The Company reserves the right to ask the employees and Performers working for the Company, to co-operate in having their personal effects searched at any time on the Company's premises or in the course of an investigation carried out by properly authorised Company personnel. Should the person so wish, the search will be made in the presence of a witness, nominated by that person. The witness, however, must also be a person working for the Company. Under no circumstances may an article of equipment, cash or foodstuff (including drinks) belonging to the Company be removed from the premises without written authorisation from the appropriate authority. Employees and Performers working for the Company are advised in their own interests to declare on arrival at work any personal articles.

### **ILLEGAL SUBSTANCES**

The Company will not accept under any circumstances, the possession or use of, illegal substances. Failure to adhere to this rule will result in instant dismissal and the Police being informed with the possibility of criminal charges being brought against you.

### **SMOKING**

Smoking is only allowed in the designated smoking area of the premises. Performers must not pester customers for cigarettes this gives a bad image of the club and will not be tolerated.

### ALCOHOL

Performers are allowed to drink alcohol whilst working provided it is done in moderation. If the management considers that you are intoxicated then you will be asked to stop work and leave the venue. No alcohol is to be brought onto the premises.

### **CLIENT PAYMENT**

It is your responsibility to obtain the payment for your performances for a client. The Company and its management will not become involved in any disputes regarding this matter.

### SELF-EMPLOYMENT

All performers are to be aware that they are self-employed and do not work for the Company. They are fully responsible for the payment of taxes on their earnings. The Company advises that all performers obtain personal injury insurance, as the Company is not liable for any injuries sustained while working in the premises.

### SIGNING IN BOOK

All performers must sign in at the start of a shift and out at the end. The signing in/out book is kept in the reception area.

### FIRE REGULATIONS

Anyone who works on the premises must read and fully understand the Fire regulations and be aware of the meeting point in the case of an emergency. The Fire book kept in the reception area must be signed to confirm that this rule has been complied with.

### **PHOTOGRAPHS**

Any photographs taken by the Company or in the Venue are the property of the company. Please indicate that the images may be combined with other images, text and graphics, and cropped, altered or modified and used for promotional purposes for the Company.

### YES/NO

### Definitions:

"Performer" is the person working for the Company signing this declaration.

"Client" is a customer who the performer is dancing for.

"The Company" means Tap Leisure Ltd t/a ST lounge Gentlemen's Club.+

### **DECLARATION**

2° 1

I have read, fully understand, and will abide by the terms and	conditions of the Company.
Name	
Signed	
Date	
Witness Signature	
PERSONAL DETAILS	
Address	
Postcode	
Telephone	
Mobile No.	
Date of Birth	
EMERGENCY CONTACT	
Name	
Contact Number	-
PROOF OF IDENTIFICATION	
Passport	
Driving Licence	
Other (please state)	

### Employee Safety Orientation Checklist

instructions: Each employee will receive a safety artentation before neglianing work. Please check off each item that was covered in the orientation. Employees will sign this form once all items have been covered and all questions have been answered satisfactorily.

The	employee (name)
	Informed about the elements of the written safety program that outlines the company's safety efforts.
	Informed about monthly crew safety meetings.
	Told to report all injuries and shown how to do this.
	Told to report all hazards to her/his supervisor and shown how to do this.
П	Informed about all machinery/equipment hazards and if $<$ 18 years of age, instructed about prohibited duties:
	informed about all other hazards and ways to protect themselves (i.e., chemicals, slippery floors, etc.)
П	Shown where the first aid supplies are located and who to call for first aid.
П	Told what to do during any emergencies that could be expected to occur.
	Shown how to operate a fire extinguisher.
	Informed of and trained on chemical hazards according to the Hazardous Chemical Program training requirements including how to read a label and precautions to take when using them.
Ü	Trained on the safe methods to perform the specific job the employee was assigned including any hazards associated with that job.
	Provided any formal training required to do his/her job, such as proper lifting, use of knives, grill and fryer operation, spill clean-up etc.
	signatures below document that the above orientation was completed on the date listed. Both ties accept responsibility for maintaining a safe and healthful work environment.
Dat	re: Supervisor:
ET 11F	Torrinda Roses 1

They will also sign an attendance form for each individual safety briefing attended and a copy of that form will be attached here.

# Van Leisure Ltd

Regulations

and

**Conditions of Employment** 

This co	ontract of employment is made theeen (Employee name)	_ of (Employe	e address)
(Emplo	Employee', and (Employer name) oyer address)		
herein	after known as 'the Company'.		
constit legisla	egulations and Conditions of Employment as set out h tute a "Contract of Employment", in fulfilment of tion. All Employees will be required to sign at the spac conditions, agreeing to adhere to the Company's Con	of current er e provided at	nployment the end of
(i)	Date of Commencement: day of 200		
(ii)	Place of Work: The Employee shall be based	for the time	being at
(ili)	Job Function: The Employee shall be employed as _ shall also be required to carry out associated function from time to time require.		
(iv)	<b>Probationary Period:</b> A probationary period of apply. A letter, notifying the Employee of his/her apstaff, will be issued at the end of a successfully Period.	pointment to p	permanent
(v)	Hours of Work: The hours of work shall be a.m. number of hours per week, as shall be set out time to time but in any event shall at all times be provisions of the Organisation of Working Time Act, 19	t by the Com in complianc	pany from
(vi)	<b>Salary:</b> The Employee's hourly salary shall be £_reviewed Payment shall be by coweek.		
(vii)	Annual Leave: Twenty working days holiday is allow year, 1st January to 31st December in accordance of Organisation of Working Time Act, 1997.	-	
	On termination of employment, the entitlement will appropriate annual holiday based on the number completed during the calendar year of departure period of notice under the Minimum Notice and Tel 1973-1991.	er of calend , subject to o	lar months a minimum
(viii)	Absence Through Illness: The Manager must be no after 9.00 am in all cases where a member of the stathe place of work. A medical certificate is requibely ond three consecutive days and should cover member is declared fit for work. Dental appointment etc, should, where possible, be arranged outside work.	aff is unable to red if absence the period un ents, visits to the	o attend at ce extends til the staff

Compassionate Leave: Compassionate leave will be at the discretion of the management but, in the case of near relatives, will be such as to allow full

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attendance at funeral services.

- (x) Leave of Absence: Approval and duration of unpaid personal leave shall be at the discretion of the Company.
- (xi) Grievance Procedure: The Company is most anxious that legitimate grievances raised by an Employee are expeditiously and fairly resolved. Any member of staff who has a grievance relating to his/her employment should discuss it with the Company.
- (xii) Dismissal: The Company hopes that it will not become necessary to dismiss an Employee, however, it must be understood that there are certain breaches of Company Rules for which, after the facts have been ascertained, an Employee may be summarily dismissed or suspended, without pay, pending further investigations. In such an event, an Employee will be afforded a full right of representation of his/her case to the Company before a final decision is made. Continued failure to adhere to normal Company requirements, including timekeeping, attendance, job performance, confidentiality in relation to all the Company's affairs and general conduct will result in an Employee being subject the following procedure:
  - The Employee will receive a verbal warning.
  - The Employee will receive a first formal written warning advising that continued failure to improve on the specific aspect of performance will lead to disciplinary action.
  - The Employee will receive a final formal written warning.
  - The Employee will be suspended for a fixed period, without pay.
  - The Employee will be dismissed in the event of it becoming absolutely clear that no, or insufficient, improvement on the aspect of performance is forthcoming.

At all times the Employer will abide by procedural fairness under current employment legislation when dealing with dismissals from the Company.

(xiii) Notice Periods: Staff who wish to terminate their employment with the Company are expected to give the following notice:

All Employees on Probation – 1 week

Employees appointed to Permanent Staff – 1 month

Senior/Management Staff - 2 months

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or in times of conflict in accordance with Section 4 of the Minimum Notice and Terms of Employment Act, 1973. Notwithstanding the foregoing, the Company, may, at its discretion, waive its right to notice.

(xiv) Standard of Dress: All Employees are expected to conform to an acceptable standard of dress to ensure that the image as presented to customers, colleagues and associates is in keeping with the proper professional approach of the Company.

Where uniform is required dress, no personal additions will be made to the uniform, and it shall be cleaned by the Employee for the duration of their contract.

- (xv) Confidentiality: The Employee will not, during or at any time after the termination of your employment, disclose to any person or persons (except to senior Employees of the Company) nor use for your own benefit any confidential information that you may receive or obtain in relation to the affairs of the Company or its Clients.
- (xvi) Alteration to Terms of Employment: Any alterations in the Regulations of Employment affecting staff individually will be notified by a letter or memorandum, but any general alteration will be communicated in a Circular to be seen by all members of staff.

I agree to be bound by the Regulations and Conditions of Employment as contained in the Foregoing

Signed:	
Date:	
Signed for and on behalf of The Company:	
Signed:	

# Blank Paperwork &

Procedures

The following pages contain all the instructions and blank paperwork to run the business on a day to day, week to week basis.

This includes;

Opening procedure and preparing venue for customers.

Reception duties.

Management procedure for setting up tills.

Till counting sheets.

Staff rotas.

Maintenance check sheets.

Dancer signing in and house fee list.

Dancer pole / stage show rota.

Performers dance log.

Spillage / staff drink sheets.

Stock count sheets.

Beer ordering check list.

General closing procedures.

Management counting and closing procedures.

All completed paperwork to be kept in appropriate files.

### START OF THE NIGHT CHECKLIST

Open doors

Set correct lighting level

Open fire door locks

Sweep alleyway at rear

Sweep both smoking areas

Empty bottle bins & ashtrays in smoking area

Put up the shutters brush and mop front.

Float up and set up the tills

Ensure all bars are set up

Person on the door kiosk has sign in book and is ready to take house fees from the dancers

Door staff to be given dance sheets

Turn the music on

2 people to go flyering

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Bar floats			
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	Monday	Tuesday	Wednesday Thursday		Friday	Saturday	Sunday
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£20							
£10							
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10p			·				
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Receipts							
Change							
Total Cash	0	0	0	0	0	0	0

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	DANCER	AMOUNT PAID	PAID IN FULL
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BAR CLEANING CHECKLIST

DATE FROM

DANCER	£10	£20	VIPs time
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### LINE CLEANING INSTRUCTIONS

- 1. fill bottle in cellar for line clean
- 2. pull water through all taps
- 3. pour a pint of savol line cleaning fluid into bottle
- 4. pour half pint of coloured fluid into bottle
- 5. pull fluid through all taps
- 6. leave for half hour
- 7. pull off two pints from each line
- 8. leave for another half hour
- 9. pull through till clear water comes out
- 10. pull off two three buckets of water off each line
- 11. re-connect barrels if water is clear and pull beer back through

when possible put the lines in water the night before to make it a quicker and easier job

DANCER	POLE TIME	STAGE SHOW
	10.30 pm	
	10.50 pm	
	11.10	
	11.10 pm	
	11.30 pm	
	11.50 pm	
	Tribo pin	
	12.10 am	
	12.30 am	
	12.50 am	
	01.10 am	
	01.30 am	
	01.50 am	
	02.10 am	
	02.30 am	
	02.50 am	
	03.10 am	

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Maintenance Check Sheet	Check	Action Required
ST Lounge		
Date:		
Fire Log filled in		
Light Bulbs		
Emergency Lights		
Door Handles, Hinges and Locks		
Flooring and Carpets		
Toilets all Taps and Flushes		
Stools, Chairs and Fixed Seating		
TV's and Sound System all Working		
Mail Opened and Acted on where Applicable		
Cleaning Supplies and Glassware		
Office, Cellar and Kitchen Area Tidy		
Bar Areas including Spirits and Glassware		
Check Gas Stock		
Full Stock Take		

( )

Sunday Saturday Friday Wednesday Thursday Tuesday Monday Staff member Reception Ticketers Bar

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Security Check Sheet

Date

-									1
	initials							aggraphic data pil vi www.	
	changing room								
	fire exits								
	vip								
	disabled								
	gents								
	balcony								
	Time	врт-9рт	9pm-10pm	10pm-11pm	11pm-12am	12am-1am	1am-2am	2am-3am	3am-4am

Wine Red Bull WKD Amaretto Vodka JD Malibu Baileys Tequila Sambuca Becks Corona Peroni Carlsberg Magners Baby Juice Tonic Dash J2O Water Jaegerbombs Waste			
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Date	<u>-</u>				
	units		stock item	units	
Stock item	units				
O-viele and	~		Wine Red sml	187ml	
	gal		Wine Rose sml	187ml	
	gal		Wine White sml	187ml	
	gal		AAllie AAllife 21111	1071111	
	gal		Wine Red	70cl	
Guinness	gal			70cl	
			Wine White	7001	
			400 D. H.	70cl	
	doz		1/2 Botts	70cl	
	doz		Laurent Perrier	7001	
	doz		P. 11.	70-1	
	doz		Bollinger	70cl	
	doz	A substitution of the subs	Dom Perignon	70cl	
Peroni	doz				
			Laurent Rose	70cl	
			Cristal	70cl	
				<b></b>	
Smirnoff Ice	doz		Red Bull	doz	
Smirnoff Black	doz		Tonic		
VS Blue	doz		Baby Orange		
VS Ice	doz		Baby Pineapple		
WKD Blue	doz				
WKD Irn Bru	doz		Water	<u> </u>	
VVKD IIII DIU	402		J2O Apple		
			J2O Orange		
A F.	70-1		020 Grange		
Aftershock	70cl			╁──	
Amaretto	70cl	\		<del> </del>	
Archers Peach	70cl				
Bacardi	70cl			-	
Baileys	70cl				
Bells	70cl				
Bols	70cl				The state of the s
	70cl			┿	
Chambord	70cl			_	<b>_</b>
Cointreau	70cl				
Galliano	70cl				
Glenfiddich	70cl				
Gordons	70cl		A STATE OF THE PARTY OF THE PAR		
Jack Daniels	70cl				
Jamesons	70cl				
Lambs Navy Rum	70cl				
Malibu	70cl	The state of the s			
Martel Brandy	70cl				
Midori	70cl				
Pernod	70cl				
Sambuca	70cl				
Smirnoff Red Vod					
					The state of the s
Southern Comfort	70cl		***************************************		***************************************
Taboo			1	+	
Tequila	70cl				
Tia Maria	70cl				
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### **Beer Ordering**

Make sure that for a Wednesday you have the following in stock:

**BUD: 5 Cases** 

**Becks: 5 Cases** 

**Smirnoff Ice: 4 Cases** 

WKD Blue: 3 Cases

WKD Irn Bru: 2 Cases

Water: 2 Cases

Corona: 4 Cases

Peroni: 3 Cases

Magners: 2 Cases

Red Bull: 6 Cases

J2O O+P: 2 Cases

J2O A+B: 2 Cases

**VS Blue: 8 Cases** 

**VS Lemon: 8 Cases** 

**Britvic Orange: 2 Cases** 

**Britvic Tonic: 2 Case** 

**Britvic Pineapple: 2 Cases** 

Pepsi: 1 on 1 spare

Diet Pepsi: 1 on 1 spare

Lemonade: 1 on 1 spare

Carlsberg: 16 Cases

Rose: 5 Cases

White: 5 Cases

Red: 2 Cases

## Public

&

Staff

Notices

The following notices <u>MUST</u> be displayed in the premises.

There are notices for the attention of staff to be displayed in staff only areas and notices for the attention of the general public.

Beware of new laws requiring signage which inform the public of various dangers or rules.

Obviously on top of these are the Licences , No Smoking and Emergency Exit signs that also must be on display.

## RIGHT OF SEARCH POLICY

We reserve the right to refuse admission at any time. From time to time we conduct random searching in the venue for the safety of our staff and other customers, we kindly request that you co-operate with such requests or admission may be refused.

# 

Gentlemen's Club & Champagne Bar

### Opening Times

Tuesday – 9.30pm till 3am

Wednesday - 9.30pm till 3am

Thursday – 9.30pm till 3.30am

Friday – 9.30pm till 4am

Saturday – 9.30pm till 4am

Sunday - 9.30pm till 3.30am

# NO PERSON UNDER 18 YEARS OF · AGE WILL BE ADMITTED

### FIRE & BOMB THREAT EVACUATION INSTRUCTIONS

### IF YOU DISCOVER A FIRE

- 1. Immediately raise the alarm.
- 2. DO NOT attack the fire unless you have had training, do not put yourself or others at risk.

### ON THE ALARM BEING RAISED

- 3. The RECEPTIONIST is the nominated person who will call the fire brigade immediately.
- THE STAFF will open the doors and escort the public from the building and report to the person in charge of the assembly point.
  - THE ASSEMBLY POINT IS **CHESHIRE BUILDING SOCIETY** across from front entrance.
- 5. The **DOOR SUPERVISORS** and **DPS** will ensure that no-one is left in the building.

**USE THE NEAREST EXIT AVAILABLE** 

DIRECT PUBLIC FROM THE BUILDING

### IN THE CASE OF BOMB SCARE

COLLECT ALL BELONGINGS AND OPEN ALL DOORS AND WINDOWS.

### IN THE CASE OF FIRE

<u>DO NOT STOP TO COLLECT PERSONAL BELONGINGS.</u>

DO NOT RE-ENTER THE BUILDING OR ALLOW THE PUBLIC TO RE-ENTER THE BUILDING.

### Premises Age Verification Policy

Name a	and address of premises
	6
Name (	of premises licence holder
Name -	of designated premises supervisor
,	
	This policy applies in relation to the sale or supply of alcohol on this premises.
2.	For this policy the responsible person is one of the following:  the holder of the premises licence;  the designated premises supervisor;  a person aged 18 or over who is authorised to allow the sale or supply of alcohol by an under 18; OR  a member or officer of a club present on the club premises in a capacity which enables him or her to prevent the supply in question
3.	Staff serving alcohol on the premises must require any individuals who appear to the responsible person to be under the age of 18 years of age to produce on request, before being served alcohol, identification bearing their photograph, date of birth, and a holographic mark.
4.	Examples of appropriate identification include:  o A photo card driving licence o A passport o A proof of age card bearing the PASS hologram
5.	The premises licence holder or club premises certificate holder will ensure that staff are made aware of the existence and content of this policy.
Si	gnedPREMISES LICENCE HOLDER / CLUB PREMISES CERTIFICATE HOLDER

### Hygiene and safety

### A few guidelines to remember on hygiene and safety in a bar.

Always be clean, tidy and diplomatic.
Always rinse/wash bar equipment like cocktail shakers and strainers after use, even between drinks.
Always wash and dry your hands frequently, especially after contact with citrus fruit/juices. This helps prevent hand dermatitis.
Look after your hands, especially your fingernails, as these are always in view. Keep fingernails short, and if using nail polish, use neutral colours.
Don't smoke or drink while working behind a bar, it is considered unsanitary and in many countries is also illegal.
Don't allow a champagne corks to 'pop' on removal, this is of bad taste and dangerous.
Handle a glass soda siphon by the plastic or metal part only. The heat of your hand may cause the glass to shatter.
Never fill a glass to the brim.

### **CLUB RULES**

No touching during performances.

Clients must remain at least 12" from dancers during performances.

Clients must remain seated during performances.

No propositioning.

No audience participation.

No bad language or rowdy behaviour.

The use of cameras or mobile phone cameras is strictly forbidden.

## DANCING

A distance of of 12 inches between dancer and client at all times.

No physical contact between dancer and client whilst performing at any time.

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One foot to be kept on the floor at all times whilst working, no standing on the furniture.

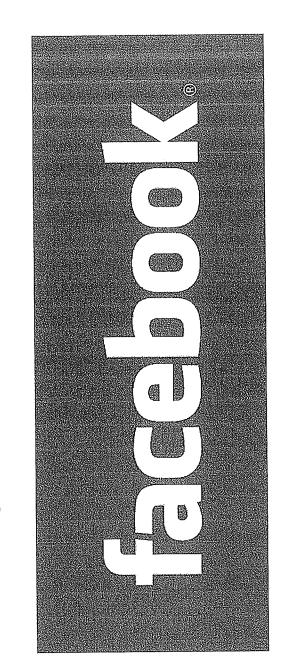
One dance to last the minimum of 3 minutes or 1 song.

All dances are full strip (fully nude)
The prices of a dance are £10 main room, £20 G spot unless announced otherwise.

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# ST LOUNGE GENTLEMAN'S CLUB & CHAMPAGNE BAR

### NOTE:

Bar Training Manual – document submitted as part of application but not published as contains information subject to copyright. The document will be available in hard copy at the meeting.

### NOTE:

Communication Skills Manual – document submitted as part of application but not published as contains information subject to copyright. The document will be available in hard copy at the meeting.

# Fire Risk Assessment

# Licence and Conditions

### Outline Paperwork for Fire Safety.

For in depth detail see separate Crime and Fire Prevention file.

That file fully complies with Regulatory Reform (Fire Safety) Order 2005.

All management MUST have read, understood and implicated all procedures and practices laid out in the Fire Safety manual.

KEYHOLDER DETAILS

	INSTALLATION ADDRESS
NAME	
ADDRESS	
TELEPHONE	
MOBILE	
MOBILE PASSWORD	
(maximum of 10	
characters)	
DIRECTIONS FOR THE	
POLICE	
Those must be at least #	wo key holders at separate addresses available for call outs. They
must be contactable by	telephone at their home address and reside not more than 20 minute
travelling distance from	the protected premises. They must have their own transport to ensure
prompt attendance.	
Please put in order of	contact for the Alarm Receiving Centre
KEYHOLDER 1	
NAME	
ADDRESS	
TELEPHONE	
MOBILE	
MOBILE	
PASSWORD	
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NAME	
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MOBILE	
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KEYHOLDER 3	
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### Fire Risk Assessment

### At

ST Lounge
Gentlemen's Club
& Champagne Bar
16 Grove Street
Wilmslow
Cheshire
SK9 1DR

### Documentation.

The premises hold a current electrical certificate, issued by Grundys Electrical Limited. The inspection report serial number is HP/

The Fire Alarm system, manufactured by Receptor, was inspected on 15<sup>th</sup> July 2009 and meets all current specifications and criteria.

Fire Extinguishers are supplied and maintained by Chase Fire Protection Limited. All records are in date.

Records of Staff Fire training and Evacuation procedures are documented and available.

There are smoke and heat detectors and emergency lighting installed throughout the premises. Records of testing are available.

### FIRE ACTION PLAN

A fire action plan is in place and all staff are explained the details of the plan upon employment and at regular intervals. The employer keeps records of signatures from the employee's to say that they have read and understood the information.

#### FIRE TRAINING / EMERGENCY EVACUATION PROCEEDURE

All management, security and senior bar staff should have adequate fire training and be competent to assist the public in the event of an emergency evacuation. This is monitored on a regular basis with fire evacuation drills being undertaken and recorded.

#### FIRE ALARM SYSTEMS

The fire alarm is tested on a weekly basis, at different points each week. Each test is recorded.

The Emergency lighting is continuously monitored and tested and staff made aware to report any faulty lighting to management so that it can be rectified immediately. The management and security staff make regular checks and record them. The systems are also serviced by a competent person annually, records and certificates are kept.

#### FIRE EXTINGUISHERS

Appointed staff are aware of the position of each fire extinguisher as per the fire plan. Checks are made on a weekly basis to ensure that these are in place and have not been damaged or discharged. The extinguishers are recharged each year, this is documented on each extinguisher.

Detail by	Observations
Area	
Main Entrance	The main entrance is by access of a pair of double doors through steel roller shutters. The doors have an illuminated fire exit sign above them.
	The doors are manned at all times by a minimum of one member of fully trained security personnel. They have also received fire training.
	The walls are painted and the floor covering is hard wearing floor matting. Above the door is a ceiling mounted fan heater.
Ticket	This area is adjacent to the main entrance.
Office & Cloakroom	It is permanently manned during opening hours.
	The room contains the security and fire logs, a till and coat hooks.  There is also a plug in fan heater.
Main Bar Area	This area has a long centre space with a fixed seating area to the right. A small stage is opposite from the bar. Next to the bar is a kitchen containing glasswasher and ice machine equipment.
	All fire exits are clearly marked and well illuminated.
	There is an air conditioning heater above the main entrance door and an air conditioning unit above the stage.
	All fixed seating and furniture upholstery is in good condition. As are floor coverings.
	Fire Extinguishers are located in correct areas.
Gents Toilets	This consists of a main area with urinals and wash hand basins, it is in the building basement and accessed via a stairwell at the rear of the main room.
	Also there is an electric hand dryer.
	There is a single separate toilet cubicle.

Detail by	Observations
Area	Crosel vacionals
Ladies	This room consists of three toilet cubicles and three sinks.
Toilet	There is a wall mounted electric hand dryer.
	Also there is emergency lighting and a security camera viewing the entrance.
Staff	The room is on the second floor and accessed via two stairwells.
Changing Room	There are mirrored walls and soft furniture
	There is a sink and hand dryer, there is also a plug in fan heater.
	The room has emergency lighting and a foam fire extinguisher.
Stairwells	The stairs are covered with new fire retardant carpet and non slip nosings.
	There are supportive hand rails on both sides.
	There is emergency lighting in both the stairwells.
Champagne	This consists of a main area with a bar in one corner.
Bar Area First Floor	There is a double door fire exit at the far end of the room leading to an external steel fire escape directly down to street level and out of the rear of the building. These fire doors are also access to the smoking area.
	All inner walls have fixed seating to them, with tables and armchairs. All fixtures are in good condition and made from fire retardant material.
	In the middle of the room there is a small private dance room.
	There is more than adequate emergency lighting in the main room and fire exit stairwells.
Dance	The dance room and VIP lounge has fixed seating around the walls.
Room	The furniture is in good condition and made from fire retardant material.
	There is emergency lighting in the Dance room.

### FIRE RISK ASSESSMENTS THE ST LOUNGE GENTLEMEN'S CLUB & CHAMPAGNE BAR

As at 18<sup>TH</sup> July 2009

Risk assessments are done by area and for the situations noted on the date of the audit. Areas are stated as in the fire plan.

- 1. Main Entrance, Ticket Office and Cloakroom.
- 2. Main Ground Floor Bar.
- 3. Gents and Disabled / Ladies Toilets.
- 4. Staff Changing Room and Stairwell.
- 5. First Floor Main Bar Area.
- 6. Dance Room and VIP Area.
- 7. External Perimeter.

The ratings for the assessments are as follows:

L (LOW) M (MEDIUM) H (HIGH) remote or unlikely possible or likely probable or certain

### **Priority**

- 1. Action should be taken immediately
- 2. Requires action within next few weeks
- 3. Measures should be taken to make improvements when possible.

ST LOUNGE GENTLEMEN'S CLUB

Date 16/07/09

FIRE RISK ASSESSMENT Area: Entrance / Ticket Office / Cloakroom / Main Bar Area

HAZARD / RISK	WHO IS AT RISK	CONTROL MEASURE	LIKELIHOOD	PRIORITY
Carpet and flooring if damaged has potential to cause trips and falls.	Staff and Public	The carpets and flooring should be maintained in good repair and any damage should be repaired immediately.	IJ	1
Portable appliances in the ticket office. Risk of electrical fire.	Staff and Public	All appliances should be PAT tested. Cables should not be overloaded into extension sockets. The amps of each unit should be evaluated to ensure that the correct fuse is in place and that the wall socket is not loaded above 13 amps.	M	
Clothing in the cloakroom risk of ignition from wall heaters.	Staff and Public	Clothing should be kept well away from from any heat source, i.e. portable heaters.	M	,I
Overhead light units suspended from ceiling danger of bulbs failing and overheating.	Staff and Public	Ensure that all light fittings are securely fixed. Lighting is to be maintained by a competent person and regular inspections made.	M	,
Fire exit doors obstructed causing blockage during evacuation.	Staff and Public	All fire exits to be clearly signed and illuminated.  Exits to be kept clear at all times.	н	<del>,</del> d
Sound equipment speakers faulty wiring, incorrect fuse in plugs. Overloading electrical sockets. Trailing wires, cables.	Public and Staff	All electrical equipment should be tested by a competent person. All cables should be carefully routed to ensure no trip hazard. Plugs checked for correct amp fuses. Any multiway adaptors used should not be loaded with more than 13 amps. Cables should be checked for damage and be repaired immediately.	Z	qued

Date 18/07/09

ST LOUNGE GENTLEMEN'S CLUB

Area: Main Bar Area / Cleaning Storage Room / Toilets / Changing Room

FIRE RISK ASSESSMENT

HAZARD / RISK	WHO IS AT RISK	CONTROL MEASURE	LIKELIHOOD	PRIORITY
Upholstered chairs / seating igniting from cigarettes, matches or arson.	Public and Staff	Upholstery of chairs to be of a suitable fire retardant material and relevant B S standard for fire resistance to cigarette and match ignition.  To be maintained in good repair.	M	1
Flammable liquids igniting in the event of a fire. Explosion from canisters.	Public and Staff	Flammable cleaning items must be kept in a fire resistant cabinet when not in use. Only designated staff to use.	J	p(