



Responsible service & security

FOR THIS MONTH WE FOCUS ON THE IMPORTANCE OF RESPONSIBLE SERVICE OF ALCOHOL, THE SECURITY OF OUR VENUE AND THE SAFETY OF OUR TEAM WHEN MANAGING CONFLICT SITUATIONS

We not only provide exceptional service but also ensure a safe environment for our guests and team members. Key to achieving this is responsibly serving alcohol, being vigilant with security, and effectively managing conflict to reduce the risks of violence to our teams.

When serving alcohol, keep a close eye on guests to prevent over-service. Early intervention is essential – if someone is showing signs of intoxication, offer non-alcoholic drinks, slow down service, or suggest food. If a situation escalates and a guest needs to be removed contact security immediately, don't engage further and ensure your own safety. Remember, dealing with intoxicated guests calmly and professionally helps diffuse potential conflict before it turns into something more serious.

For your safety and the security of the venue, it's important that you're familiar with our security measures. This month, ensure that you are familiar with our duress buttons – they're there to provide immediate assistance if you feel threatened.

Other venue security protocols include providing sharps containers in bathrooms for safe disposal of sharps, ensuring safety of both guests and team members. Managing cash properly by keeping cash levels secure and limiting cash movement reduces security risks, communicate with your manager if cash clearances are required.

CCTV surveillance is an important layer of security. Make sure all cameras have clear views of counters, registers, and key areas. This not only helps protect against theft but also provides support in any incident that might occur.

When facing potential conflict or aggressive behavior, always prioritise de-escalation. Use a calm tone, listen actively, and keep your body language open and non-threatening. Never hesitate to ask for support from a manager or security, especially if you sense a situation is escalating or feel unsafe. Your role is to reduce risk, not to handle threats alone.

By focusing on responsible alcohol service, security, and effective conflict management, we maintain our high standards and create a safe and welcoming space for guests and our team.



**ACTING GENERAL
MANAGER HOSPITALITY**

This months checklist requires we ensure that:

Cash levels / cash movement is maintained appropriately

Duress buttons are installed and confirmed to be working

Sharps containers are available in public bathrooms

CCTV surveillance of counters / registers is appropriate

Staff know how to contact security to request removal of intoxicated persons

To complete the
checklist on
Donesafe scan
the QR code

