Newmarket Kings Theatre

BAR TRAINING MANUAL

LICENSING HOURS

Under the Licencing Act 2003 we are required by law to ensure all members working behind the bar are fully trained and understand the rules concerning the sale of alcohol and basic hygiene. The Premises are licenced for the following hours;

- During the performance of a Play/Musical/Pantomime
- Monday to Saturday - 9am to 11pm
- Sundays, Bank Holidays (except Christmas/New Year's Day) - 2pm to 11pm
- Any other type of entertainment i.e. Live Music, Comedy Nights, Concerts, Open Mic Nights – same times as above
- **We are not licenced to serve alcohol after 11pm to the public unless we apply for a special licence**

UNDER AGE DRINKING

- Alcohol must not be served to anyone under the age of 18 years old
- If you are unsure of the age please ask for photographic identification, examples below;

MEASURES

Under the Weights & Measures Act 1963 it is illegal in the UK to short measure customers.

- All Alcohol must be sold in the correct measures and not free poured.
- Wine must be offered as follows;

  Small 125ml or Medium 175 ml or Large 250 ml (Prosecco 200ml)

If customer does not ask please offer the different sizes.

- Spirits must be given in the correct measures. Each bottle has a self-serve optic of 25ml or 50ml or must be measured using the correct spirit measures.

HEALTH & SAFETY

- Ensure you read the NKT Emergency Evacuation Procedure
- In the event of an emergency please lock the till by turning the key to the off position and take it with you before leaving. Hand the till key to the Front of House Manager
- First Aid boxes are situated in the kitchen along with a list of First Aiders
- Any accidents or near misses must be reported in the accident book which is held in the Box Office
- Please ensure you read the Hygiene Fact Sheet, remember to wash your hands, not touch your face and regularly sanitise. Hand sanitisers are behind the bar for staff and on the bar for customers
- When cleaning please ensure you use the correct equipment, all listed in Hygiene Fact Sheet, FOH/Bar are allocated green or yellow cloths to avoid cross contamination (separate coloured cloths are used for sinks and toilets)
- Remember to use clean tea towels for every shift, the bar have their own blue/white tea towels
- Please ensure you do not leave the ice scoop in the ice machine and it is put in the glass washer at the end of each shift

RESPONSIBILITIES

- Please arrive to start at 18.45pm
- Sign in and collect a FOH badge
- Turn on the glass washer
- Fill the ice bucket
- Open the bar shutters
- Check the fridge stock, re-stock if needed, also re-stock fridge after interval NB to rotate stock i.e. older/less cold stock at the back
- Don't forget to offer people the opportunity to order interval drinks using the forms provided
- Please get ice creams out of the FOH freezer 15 minutes before the interval to assist FOH staff
- Wash, dry and put glasses back on correct shelves after the interval
- Empty bottle bin & rubbish bins, clean and tidy the bar area including behind the bar
- Shut the bar up at end of shift, sign out and hand in your badge

RULES & INFORMATION

- Please read your job description and ask the Bar Manager any questions
- As a charity we are not allowed free drinks and must not give discounts or tabs to anyone
- Report any errors on the till/credit card machine by leaving a note for the Bar Manager
- Tea/Coffee is free for FOH/Bar staff from the kitchen
- Please remember to keep the noise down during the performance

ANY QUESTIONS?

- If you have any questions or comments please tell the Bar Manager or FOH Manager in their absence
- Thank you for all your help keeping the theatre running
- We appreciate everything you do