



COOGEE BAY HOTEL
PLAN OF MANAGEMENT
Version: 210329 - 2

VENUE: COOGEE BAY HOTEL

LOCATION: CNR COOGEE BAY ROAD & ARDEN STREET, COOGEE

LICENCE NUMBER: LIQH400101449

LICENSEE: CHRISTOPHER CHEUNG



PLAN OF MANAGEMENT

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INTRODUCTION

The key to successful operations at the Coogee Bay Hotel is **Pro-activity** and **Prevention** rather than reaction. If clarity is required please refer any questions relating to this document to Venue Management.

Coogee is an extremely popular area to visit attracting thousands of people from all over the world. As security personnel are the first point of contact for guests at our venue, it is essential we carry out our duties in a **professional** and **friendly** manner. Always be aware how the guests and passers-by perceive your actions.

Remember first impressions are always lasting!



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COOGEE BAY HOTEL HOUSE POLICY

This establishment has a policy to serve guests in a responsible, friendly and professional manner.

Our staff are on hand to assist guests in their decision to drink in moderation and where appropriate, avoid the dilemmas of combining drinking with driving. Staff will provide water upon request. Staff will not serve and person under the age 18 years nor to any patron who is intoxicated.

It is also the policy of this establishment not to allow intoxicated, violent or quarrelsome behavior on the vessel.

This policy in no way limits people's choice to drink and enjoy themselves. What we do not want is to allow people to drink to excess and place themselves, our other guests and the community at risk.

DRESS REGULATIONS

Neat and casual attire is required at all times, each area of the Venue has specific requirements:

Venue Dress Regulations

Neat casual attire is required after 9pm daily. Marrah Bar & Restaurant from 4pm daily.

Gentlemen: No thongs, dirty work clothes or singlets.

No Nike TN shoe to be worn inside the venue

Selina's

Neat casual attire is required at all times

Gentlemen: No thongs, shorts, singlets, running shoes, hats or hoodies.

Management Reserves the right to refuse entry at any stage.

VENUE CAPACITY - COVID (As of 29th March 2021 - Vertical Drinking Inside Allowed)

Maximum number of guests permitted in each area as follows, as per current NSW Public Health Order:

Sports Bar	= 196
Gaming Room	= 30
Marrah Bar & Restaurant	= 242
Garden Bar	= 111
Garden	= 403
Arden Lounge	= 92
Selina's	= 734
Conference Balcony	= 124
Conference Inside	= 185
Coogee Bay Barrel	= 166
FWS	= 50



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VENUE FACILITIES

ATM Machines

1 ATM machine is located in the Sports Bar (Western End)
1 ATM machines are located in the Arden Lounge

Children (Minors)

All areas of the Venue are authorised to have minors with a responsible adult except for the gaming room. The Gaming room is strictly over 18yrs only.

Cigarette Machines

1 in Gaming Room

Vending Machines

1 in the Arcade
1 in Gaming Room Entry

TAB Facilities

Sports Bar

Amassment Machines (Not Currently in use)

2 Pool Tables in Sports Bar
2 Electronic Darts in Sports Bar
1 Buck Hunter in Sports Bar



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VENUE OPERATIONAL HOURS

The venue operates during the below trading hours for each area:

OUTLET	MON	TUE	WED	THU	FRI	SAT	SUN
Coogee Bay Barrel	9:00am – 10:00pm	9:00am – 10:00pm	9:00am – 10:00pm	9:00am – 10:00pm	9:00am – 10:00pm	9:00am – 10:00pm	9:00am – 9:00pm
Bottle Shop	10:00am – 12:00am	10:00am – 12:00am	10:00am – 12:00am	10:00am – 12:00am	10:00am – 12:00am	10:00am – 12:00am	10:00am – 10:00pm
Gaming Room	10:00am – 4:00am	10:00am – 4:00am	10:00am – 4:00am	10:00am – 4:00am	10:00am – 6:00am	9:00am – 6:00am	9:00am – 10:00pm
Sports Bar	10:00am – 4:00am	10:00am – 4:00am	10:00am – 4:00am	10:00am – 4:00am	10:00am – 6:00am	9:00am – 6:00am	9:00am – 10:00pm
Marrah	7:00am – 12:00am	7:00am – 12:00am	7:00am – 12:00am	7:00am – 12:00am	7:00am – 3:00am	7:00am – 3:00am	7:00am – 10:00pm
Garden Bar	12:00am – 3:00am	12:00am – 3:00am	12:00am – 3:00am	12:00am – 3:00am	12:00am – 3:00am	10:00am – 3:00am	10:00am – 10:00pm
Selina's (As required)							

HOTEL RECEPTION - BOUTIQUE

Operates 24 hours, 7 days per week. Front doors are locked and an access card is to be used for entry from 11:00pm, 7 days per week.

ACCOMMODATION CHECK IN

Direct all guests wishing to Check-In, Check-Out or enquire about Accommodation to Boutique Reception Area on Vicar Street

FUNCTION CENTRE

The Coogee Bay Hotel Function Centre is located on the first floor (above the Garden Bar). The entrance to the Function Centre is located near Gate 9. The Function Centre hosts a wide range of events from high profile corporate clients, 21st birthday parties, through to weddings. The Function Centre is licensed to 12:00 midnight.

Under no circumstances is the venue to close before the advertised closing time. The Sports Bar and the Gaming Room are to close at the exact time, not before and not after.

- Monday to Thursday - 4:00am
- Friday and Saturday - 6:00am
- Sunday - 10.00pm



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VENUE OPERATIONAL POINTS

DOOR AND GATE CLOSURES

The closure of entry points at certain times are pivotal to the safe operation of the venue. Due to the different Operations Days and Plan of Management around those days (Generally Ops 3) the MOD will have the right to overturn the list times below should they think it is in the best interest and safety of the venue.

Closing Times for each door or gate are as follows:

- Door 1 (Boutique Accommodation Entry) - 10.00pm
- Door 2 (Fine Wine and Spirits) - When the Shop Closes
- Door 3 (Gaming Door)
 - o Monday - Thursday (Ops 1) - 4.00am
 - o Friday and Saturday (Ops 2) - 6.00am
 - o Sunday (Ops 2) - 10.00pm
- Door 4 (Sports Bar entry)
 - o Monday - Thursday (Ops 1) - 4.00am
 - o Friday and Saturday (Ops 2) - 6.00am
 - o Sunday (Ops 2) - 10.00pm
- Door 5 (Main Entry) - This door remains "open" at all times for Hotel Guest to gain access
- Door 6 (Marrah Bar Corner Entry) - 9.00pm
- Door 7 (Marrah Restaurant Entry) - 9.00pm
- Gate 8 (Garden Entry - Arden Street)
 - o Monday to Saturday - 12.00am
 - o Sunday - 10.00pm
- Gate 9 (Garden Entry - Coogee Bay Barrel Driveway) - 10.00pm
- In accordance to the DA regulation of the hotel the roller shutters to the Garbage Room located in the Loading Dock under the Boutique Reception is to be closed at 8.00pm each and every night.

OPERATIONAL CATEGORIES AND TIMES

Coogee Bay Hotel operates under one of the following 3 categories:

- **Operations 1:** Monday through Friday Lunch Tarde (Excluding Special event days)
- **Operations 2:** Friday evening, Saturday and Sunday Trade (Excluding Special event days)
- **Operations 3:** Special Events Days/ Weekends (Operations 3 is in effect when the Risk has been heightened by a Special Event e.g. Australia Day, NYE, ANZAC Day, October Long Weekend, Christmas/ New Year period.

Management, Staffing and Security are management differently on each of the 3 Operational Categories.

Senior Management are required onsite for all Operations 2 & 3 trading periods, this is at least Assistant Manager and above. For all Operations 3 trading times, a bespoke POM with Security and Staffing needs along with key activities within the venue is completed and communicated by the Operations Manager - Coogee Bay hotel.

Please see COVID-19 Additions for operational plans for current restriction as of 7th December 2020.



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ALARM USE AND MONITORING

INTRODUCTION

This Alarm Use procedure is to ensure the correct use and “arming” of the venue. It is compulsory that Coogee Bay Hotel is “alarmed” upon exit, when the closing manager leaves, to ensure proper security of the building when there is no one in it after each day’s trade.

The alarm will then need to be “disarmed” upon the entry of the opening manager, or cleaner, whoever enters the building first.

PROCEDURE

Alarm Operation - Main Panel located inside the MOD Office

1. Enter your unique PIN CODE
2. Select either # (On) or * (Off)
3. Select “0” for ALL LEVELS to “arm” or “disarm” the building or select which “Area” you wish to disarm
4. Press # to Confirm
5. Red Lights for each “Area” on the keypad will now show ON or OFF

NOTES:

List of Areas for CBH

- 1: Main Office
- 2: Beach Bar
- 3: Selina’s
- 4: Sports Bar
- 5: Liquor Barn
- 6: MOD Office
- 7: Cash Office
- 8: FWS Bottleshop
- 9: Function Centre
- 10: CC Office
- 11: C!NC Office
- 12: Maintenance
- 13: Off Premise Huts
- 14: Garden Bar
- 15: Gaming Room
- 16: Selina’s Fire Exit Doors

Contacts in case alarm is triggered or not armed in the following order. During the conversation with the monitoring company, the staff member will be asked the Venue Password.

1. CBH Main Number - 02 9665 0000
2. CBH Operation Manager - 0401 443 799
3. C!NC CEO, Joseph Akle - 0418 165 402
4. CBH General Manager - 0423 557 568
5. C!NC Managing Director, Chris Cheung - 0416 780 000

Alarm Monitoring:
Sapio Pty Ltd
96 Anzac Ave, West Ryde NSW
NSW License # 000101018

Secondary Supplier:
Interlec Electrical Pty Ltd
Jose de Barros - Director
Ph: 0423 549 999



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VENUE OPERATIONAL REQUIREMENTS

The Venue shall adopt, promote and operate as per the New South Wales Liquor Industry Intoxication Guidelines, Responsible Promotion of Alcohol Products Guidelines and Prevention of Intoxication on Licensed Premises Guidelines at all times alcohol is sold or supplied on the premises.

- The Licensee and all staff, including contracted security, will make themselves familiar with, and at all times comply with, the conditions as listed on the Coogee Bay Hotel Liquor License No. LIQH400101449.
- The venue shall be operated in accordance with the requirements of any Randwick City Council development consent or approval granted under the Environmental Planning and Assessment Act 1979, relating to the engagement and duties of security personnel and/or RSA Marshalls.
- The venue will operate in accordance with any current 'Local Licensing Agreement' developed and agreed upon by the Licensee and Eastern Beaches LAC Licensing Police.
- The Licensee and all staff, including contracted security, will make themselves familiar with, and at all times comply with, the Liquor Act, 2007 and associated regulations, Gaming Act 2001, and the Environmental Planning and Assessment Act, 1979 in so far as they relate to the operation of the Venue.
- The Licensee and staff shall ensure that any issues raised by the Eastern Beaches Local Area Commander or delegate, shall be processed as soon as practicable, with the intention of obtaining a suitable outcome for all parties involved.
- The Licensee and staff shall ensure that any issues raised by nearby residents affected by the operation of the venue, shall be dealt with in a sympathetic and timely fashion, with an emphasis on maintaining the venue's ongoing support in the community.
- All takeaway alcohol sales will cease at 12:00am at the latest or in accordance with Venue Closing Times.
- The Licensee or Manager on Duty, are to ensure adequate staff are rostered to ensure the safe and compliant operation of the venue at all times.
- The Licensee or Manger on Duty, are to ensure that in the absence of contracted security, regular patrols of the venue are conducted to identify and address any issues relating to intoxication, anti-social or violent behavior, and patron safety.
- The venue will be operated under the direct supervision of the Licensee or appropriately experienced supervisory staff whenever liquor is being sold or supplied at the premises.
- Where possible staff and management will assist guests with transport enquiries.
- The venue will try and facilitate safe public transport travel options for all guests.



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STAFF INDUCTION AND TRAINING

- All managers and employees of the venue, whom are involved in the sale or supply of alcohol, and any contracted security guards employed at the venue, will have completed an approved course in the Responsible Service of Alcohol.
- The Licensee will maintain a register, containing copies of Certificates or Competency Cards showing the satisfactory completion of Responsible Service of Alcohol Courses undertaken by the Licensee and all staff required to complete such a course.
- That register shall be made available for inspection on request from an NSW Police Officer or OLGR Special Inspector.
- All staff performing duties in bar related areas of the venue must have on the premises their RSA Competency Card whilst on duty.
- The Licensee shall ensure all new and current employees (including contracted security) are informed of the contents and requirements of the 'Coogee Bay Hotel Alcohol Plan of Management', at the commencement of their employment, and through regular staff training / information sessions and meetings.
- All management, staff and contracted security guards are required to read and comply with the contents of the 'Coogee Bay Hotel Plan of Management - Alcohol'.
- All management, staff and security are required to sign an Acknowledgement Declaration indicating they have read and understand the contents of the 'Coogee Bay Hotel Plan of Management - Alcohol'
- The Licensee shall conduct regular staff training and meetings to ensure up to date knowledge of industry guidelines, practices and procedures regarding the responsible service of alcohol, and record when such training has occurred.

COOGEE BAY RD - FOOTPATH CROWDING/ SMOKING

During time of trade, all management and security personnel will ensure the footpath along Coogee Bay Road remains as clear as possible. Security guards stationed at either Door 3 (Gaming) Door 4 (Sports Bar) or Door 5 (Main Entry) will constantly monitor this area.

If a guest is seen having a smoke outside the venue, staff and security are encouraged to advise ALL guest of the designated area within the venue located in The Garden. Although Guest are allowed to smoke around the outside of the venue (4m away from any entry, as per Health NSW conditions), it will be encouraged that all guest utilise the Smoking Area designated in The Garden.

The designated smoking area is located on the eastern end of The Garden.

In addition, from 10pm on Friday and Saturday evening and on any other evening when live bands or music for dancing is being provided, the security guard patrolling the immediate vicinity of the licensed premises will add the Coogee Bay Pathway to the patrol.



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CCTV

As we continue to strive for the best and safest venue for our staff and guest our CCTV plan and camera positioning is always being review.

As technology improves, we endeavor to update our key areas all over the venue to the best possible equipment.

A full CCVT masterplan can be provided from the Operations Manager - Coogee Bay Hotel or the General Manager - Coogee Bay Hotel.

CCVT Footage is kept for a period of 28 days in accordance with the law.

SECURING A CRIME SCENE

Securing a Crime Scene is essential if and when an incident occurs, this ensures that a crime scene is protected immediately following a crime being committed and kept intact prior to the arrival of the Police. The crime scene is crucial to the police in solving the crime and can be the best evidence available to them. In order to assist the police in investigating the crime and locating the culprit it is important that you assist in securing and preserving the crime scene.

PROCEDURE

- 1. Secure the area**
Immediately after an incident/crime has occurred where a person has been injured secure the area by roping it off or locking the door.
- 2. Check the welfare of all people present**
This can be achieved by calmly asking every person present if there are any injuries. This information can then be relayed to the emergency services if an ambulance is required.
- 3. Observe the departure route or mode of transport if safe**
If it is safe to do so; attempt to observe the escape route or mode of transport of the perpetrator(s).
- 4. Call the Police and Ambulance**
Call 000 to obtain assistance from the police and Ambulance if required.
- 5. Notify your Manager**
You must contact the Manager on Duty who will contact the General Manager or his designated person and inform them of what happened.
- 6. Preserve the Crime Scene**
The crime scene will be crucial to the police in solving the crime and realistically is the best evidence available to them. In order to assist the police in investigating the crime and locating the culprit it is important that you assist in preserving the crime scene.

The best way to protect a crime scene is to isolate or seal it from all other persons. When the Police arrive, they will take charge of the scene. You should point out to them the areas where the incident took place.

- 7. Take note of the incident**



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There is a chance that you may be called to give evidence in court. Therefore, it is important to make notes of the incident as soon as practicable after the incident. If signed and dated the notes can be classified as contemporaneous notes and can be used to refresh your memory if need be.

Make your note independently of other witnesses.

If there are other witnesses present after the incident and they have to leave the scene prior to police arrival request their names and contact details and give them to the police. If you have a description pad you should fill it in as soon as possible and hand it to the police.

8. Incident Reporting

When the police have taken control of the situation you will need to work with the manager on duty to complete an incident report form which needs to be submitted to the Human Resources Department as soon as possible so that workers compensation or public liability insurers can be notified if required.



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MANAGING SOUND AND NOISE

Due to the close proximity of local residents the venue shall turn off the Music in The Garden at 12am (Midnight) each day. The control for The Garden music can be found behind the bar of Garden Bar. The music can be allowed to stay on within the Garden bar and Arden Lounge area however this level will need to be managed.

From 10pm each and every night the Manager on Duty will take noise readings at 4 key location on the Perimeter Boundary along the Liquor Barn Drive Thru on the hour (10.00pm - 3.00am).

1. Liquor Barn Driveway next to Arden Street
2. Liquor Barn Carpark (next to Ice Fridges) against perimeter wall
3. Loading Dock at the base of ramp against perimeter wall
4. Top of ramp at driveway on Vicar Street

Once the readings have been taken the Manager on Duty is to enter reading into WOW! This can be found:

1. Operations - Forms and Reports - New Forms and Reports - Noise Level Reading

PAGING AND RADIO USE

Due to the large size of the venue Radio Use is utilised throughout the entire venue. Each manager and Security Guard wear a 2-way Radio whilst on shift too communicate all things venue operations. During the operational times of the venue, the Radio channels between Security and the MOD are the same and the Managers and Supervisors use a different channel.

1. MOD and Security - Channel 1
2. Managers and Supervisors - Channel 2

Paging is also used throughout the venue, the Managers, Gaming Machines, Useful Supervisors and Food Runners will have a pager on them during their shift. All staff can page for a Manager through the BePoz POS terminals located in each area. These page requests will show as:

1. Change Needed
2. Escort Needed
3. Manager Needed
4. Roamer Needed
5. Security Needed
6. Change Keg
7. Skim Needed

Useful Supervisor will have automated messaging come up during their shift to remind them of the operational needs for the business at that specific time, things like COVID cleaning checklist and compliance, DA Compliance needs and Liquor License Requirements.

Food Runners have a paging watch that allows the Kitchen Team to page when food is ready to be collected and delivered to the guest. This is run via and touch table on the pass in the upstairs kitchen.

Manager pagers also have operational requirement reminders throughout their shift.

Gaming Guest can page the Gaming Attendant from the machine they are playing for service to them, this could be collecting of winnings, beverage service or machine malfunction.



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SPORTS BAR BI-FOLD WINDOWS

In accordance with the DA attached to the Sports Bar Bi-Fold windows the venue commits to the follow conditions during the operational hours of the Sports Bar.

Condition 24 - The bi-fold window may remain open until midnight (12am) provided that the sound system levels are kept to a low background level. Where higher sound noise levels are desired (such as for significant sporting events), the windows and doors are to be closed (even prior to midnight).

Condition 24A - At any time when the windows identified as W1 and W2 on the Plan titled "Condition No. 24A and 24B Sight Plan" (Below) are open, TV1 on the site Plan is to be off.

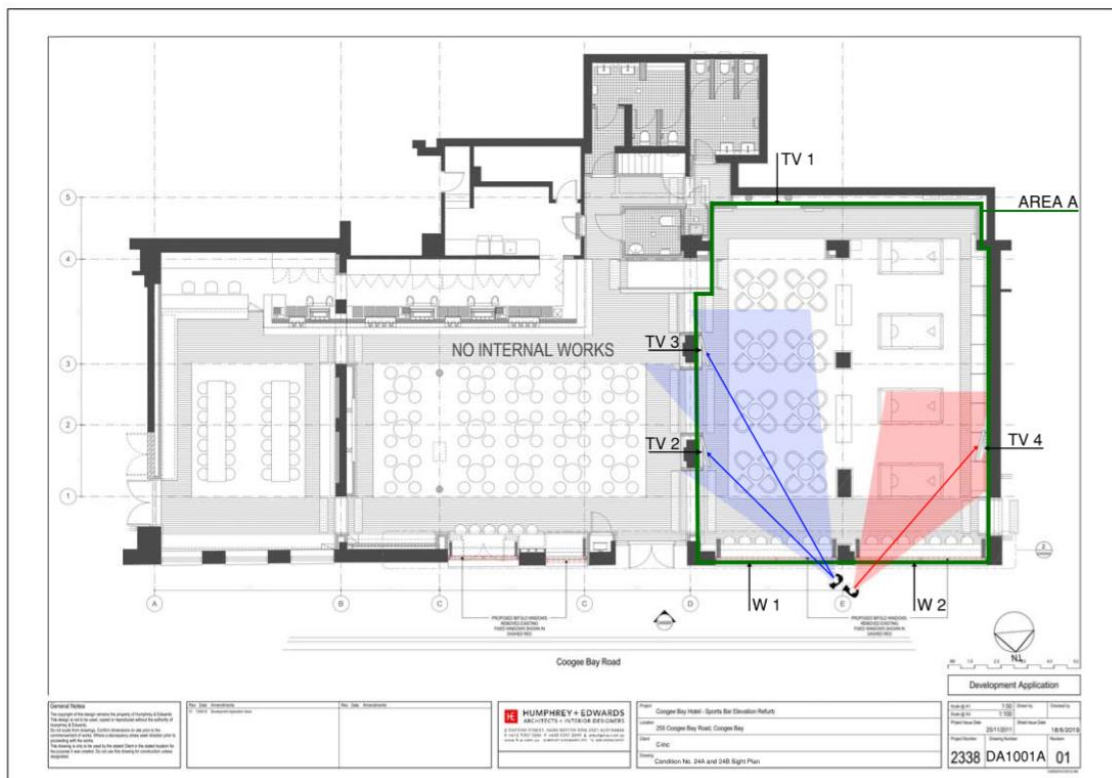
Condition 24B - The television screens identified as TV2, TV3 and TV4 on the Plan titled "Condition No. 24A and 24B Sight Plan" (Below) are to be permanently fixed at an angle no less than 105 degrees from Coogee Bay Road.

When the Bi-Fold Windows are Open:

1. TV 1 (as per below image) is to remain turned off.
2. TV 2, 3 & 4 are able to be turned on for viewing.

When the Bi-Fold Windows are Closed: on the

1. TV 1 (as per below image) can be turned on for viewing.
2. TV 2, 3 & 4 are able to be turned on for viewing.





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RESPONSIBLE SERVICE OF ALCOHOL

- Alcohol consumption by all guests of the venue shall be actively supervised by the Licensee/Management/Staff of the premises.
- The Licensee and staff shall ensure that any patron entering the premises while the venue is open shall be actively monitored regarding their level of sobriety at the time of entry.
- The Licensee and staff shall ensure that any liquor promotion that is conducted on the premises is done in accordance with the relevant Liquor Promotion Guidelines.
- Low-alcoholic and non-alcoholic beverages will be available at all times, and action shall be taken to make venue's guests aware of this availability.
- The venue's food model is an important and integral part of the business plan. The venue will have menu's available and provide food service in the Brasserie for breakfast, lunch and dinner. The venue will provide other suitable food options available at all other times the premises is open and trading.
- As per the 'Prevention of Intoxication Guidelines', the following drinks shall not be sold or supplied whilst the venue is open for trade:
 - Any drink (commonly referred to as a 'shot', a 'shooter' or a 'bomb') that is designed to be consumed rapidly.
 - Any ready to drink beverage with an alcohol by volume content of more than 5%.
 - Any drink prepared on the premises that contain more than 30 ml of spirits or liqueur, other than a cocktail that contains spirits or liqueur (or both) mixed with other ingredients and that is not designed to be consumed rapidly.
- Complimentary drinking water shall be available at all times the venue is open and trading and suitable promotional methods will be used to ensure guests are aware of this availability.

GUEST BEHAVIOUR

The Licensee and staff shall not permit intoxication or any indecent, violent or quarrelsome conduct on the premises, and any patron displaying such behavior shall be refused service and asked to leave the premises. If a patron does not leave the premises on request, Police will be called.

- Venue staff and security will decline entry to any person who is already showing signs of intoxication, or observed consuming alcohol in the immediate vicinity of the premises.
- Venue staff will not serve any alcoholic beverage to any person who exhibits signs of approaching intoxication.
- Venue staff will not permit a patron who is identified as showing signs of intoxication to remain on the premises.
- Venue staff will not serve any alcoholic beverage to any person under the age of eighteen (18) years at the Venue.
- When Security Guards are not engaged, management and staff will conduct regular patrols of all areas of the Venue to ensure no patron is showing signs of intoxication or stock piling drinks.
- Venue staff will request the production of photographic identification of anyone who appears under the age of 25, and the only acceptable proof of age identification shall be in accordance with the Liquor Act 2007 and Liquor Regulations 2008.
- Any guest attending a bar and attempting to purchase a drink whom staff identify as showing signs of intoxication, will be refused service and asked to leave.



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- Any guest whom staff identify as asleep or falling asleep, is to be considered as showing signs of intoxication and asked to leave.
- Any guest whom refuses to leave the premises on request, shall be informed that Police will be called as a result, which may incur a fine.
- If a guest refuses to leave the premises on request, Police are to be called as soon as practicable and informed of the situation.
- If Police are called as a result of a patron refusing to leave on request, immediately after contacting Police, the details of the incident and Police phone call must be recorded in the Venue Incident Book.



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RESPONSIBLE SERVICE OF ALCOHOL - OPERATIONAL STEPS

- **Intoxicated Person Attempting to Gain Entry**
 - Staff: Inform Manager/ Security
 - Manager: Refuse Entry - Ask to Leave - On Failure Call Police
 - Security: Refuse Entry - Ask to Leave - Fail to Leave - Call Police

- **Refusal of Service to Intoxicated Patron**
 - Staff: Refuse & Inform Manager/ Security
 - Manager: Ask to Leave - Offer Transport
 - Security: Ask to Leave - Offer Transport

- **Removal on Fail to Quit**
 - Manager: Notify Security/ Call Police
 - Security: Inside - Physically Remove (if staff or guests in danger)

- **Proof of ID Checking**
 - Suitable Documents: NSW Photo Card/ Driver's License/ Passport
 - On Entrance: Security/ Management
 - Bar Service: Bar Staff
 - Floor: Management/ Staff/ Security
 - Action Points: Authenticity/ Date of Birth/ Appearance
 - Suspected Fraudulent: Retain/ Call Police

- **Secondary Supply**
 - Staff: Notify Manager
 - Manager: Ask whole group to leave
 - Security: Ask whole group to leave

IMPORTANT NOTE:

ANY PERSON THAT IS ASKED TO LEAVE, OR IS REFUSED ENTRY TO THE PREMISES, MUST BE INFORMED OF THE FOLLOWING:

- You are required by law to move more than 50 meters away from our premises.
- You cannot return to our venue for at least 24 hours.
- You are not permitted to re-enter the vicinity (50m) within 6 hours.
- If you fail to comply you commit an offence and Police may take action.



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EMERGENCY SERVICES: AMBULANCE AND FIRE

If for any reason Emergency Services are needed at the venue, for any reason the following steps are to be taken at ALL times.

If a guest or staff member are in need of an **Ambulance**:

- Staff: Notify Manager Immediately
- Manager: Notify MOD Immediately
- Assigned Manager: Call 000 and stay on the phone until the Ambulance arrives relaying any messages from the call.
- Ambulance: Once arrives, take over the situation and the manager to stay at the incident
- MOD: Complete **Guest Injury/Incident Report OR Employee Injury/Incident Report** in WOW! And fill in the Incident Register
- MOD: Notify either the GM, Operations Manager and/or Managing Director

If the **Fire Brigade** need to be call due to a Fire within the venue:

- Staff: Notify Manager Immediately
- Manager: Notify MOD Immediately
- MOD: Call 000 and follow all instructions from the call operator
- MOD: Notify and enforce the Emergency Evacuation Procedures for ALL Staff and Guests (Below)
- MOD: Notify the GM, Operations Manager and Managing Director As soon as possible after 000 call and Evacuation Procedures have been safely carried out



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EMERGENCY EVACUATION PROCEDURES

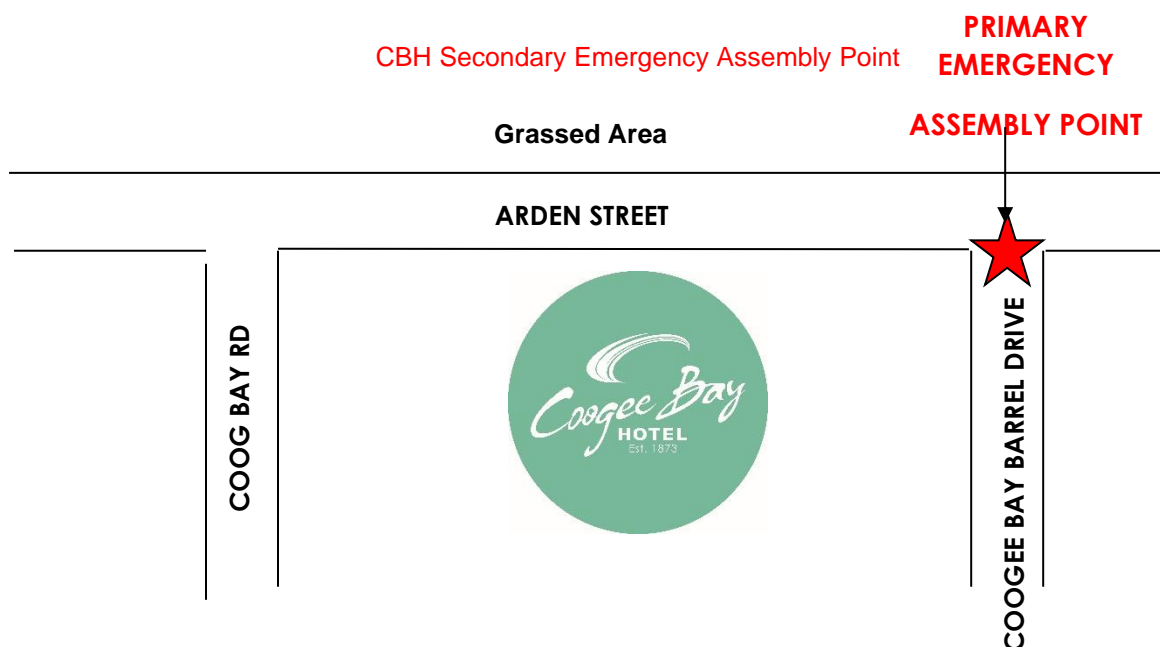
ON-PREMISE AREAS

In the event that the public address system advises to evacuate the building or you are instructed to evacuate by an Emergency Warden or Manager, these procedures are to be followed:

1. Switch off all computers, printers and electrical appliances (if applicable)
2. Ensure that venue property is secured, including tills, products and access to service areas
3. Ensure that venue property that may obstruct walkways or corridors is stored away
4. Close all windows and doors
5. Collect your personal belongings (only if in immediate area and it is safe to do so)
6. Proceed to the closest exit at a fast walk - do not run
7. Assist customers and other employees in immediate area to the exits
8. Don't use the lifts
9. Make your way to the primary CBH Assembly Area - Driveway Entrance to Liquor Barn on Arden Street (see below). In the event that the primary Assembly Point is unsuitable, move directly across the road to the Grassed Area of the beach side on Arden Street.
10. Report to the Emergency Warden at the Assembly Area and inform them if there is anyone who was unable / refused to leave the building
11. Remain in the Assembly Area until you are informed otherwise by an Emergency Warden
12. Follow all instructions given by the Emergency Wardens

MANAGERS ONLY:

13. Take staff rosters and guest lists to Assembly Area to take roll. Advise Emergency Warden of any missing persons



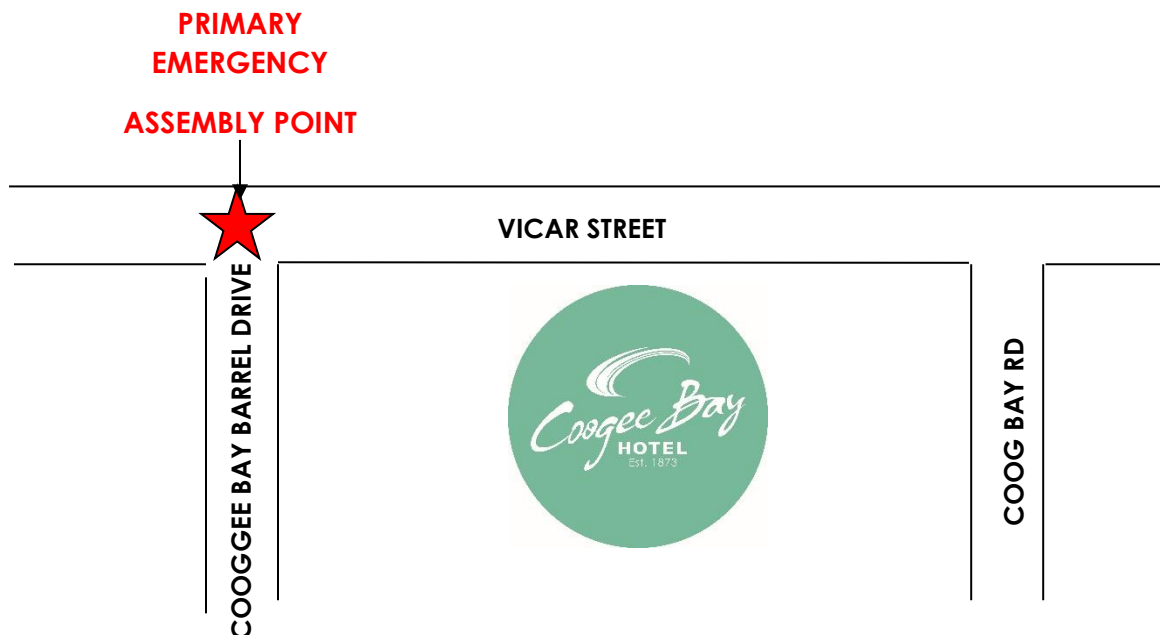


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BOUTIQUE ACCOMMODATION AREAS

In the event that the public address system advises to evacuate the building or you are instructed to evacuate by an Emergency Warden or Manager, these procedures are to be followed:

1. Switch off all computers, printers and electrical appliances (if applicable)
2. Ensure that venue property is secured, including tills, products and access to service areas
3. Ensure that venue property that may obstruct walkways or corridors is stored away
4. Close all windows and doors
5. Collect your personal belongings (only if in immediate area and if it is safe to do so)
6. Proceed to closest exit at a fast walk - do not run
7. Assist customers and other employees in immediate area to the exits
8. Do not use lifts
9. Make your way to the primary Assembly Area - Driveway Entrance from Vicar Street (see below). In the event that the primary Assembly Point is unsuitable, move up the road towards the top of Vicar St
10. Report to the Emergency Warden at the Assembly Area and inform them if there is anyone who was unable / refused to leave the building
11. Remain in the Assembly Area until you are informed otherwise by an Emergency Warden
12. Follow all instructions given by the Emergency Warden



MANAGERS ONLY:

13. Take staff rosters and guest lists to Assembly Area to take roll. Advise Emergency Warden of any missing persons.



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COMMUNICATION IN AN EMERGENCY

Good communication is essential when responding to an emergency. Emergency communications must be efficient and reliable. This document will provide some hints for how to maximise the quality of communication during an emergency.

THE COMMUNICATION NETWORK

Coogee Bay Hotel uses a number of communication methods during an emergency.

1. RADIOS

All radio communications require a transmitter and a receiver. Coogee Bay Hotel uses 2-way radios, which are so called because the transmitter and the receiver are built into the same unit. The hotel uses hand-held UHF (Ultra-High Frequency) radios. The principal advantages of UHF radios are that they are cheap, light weight, and easy to use. The principal disadvantages are their short range and poor performance when signals are not within line-of-sight. These pros and cons need to be kept in mind during an emergency.

General Radio Procedures for an Emergency:

- Think about your message before sending.
- Messages need to be short and concise.
- Before sending your message always listen for at least 5 seconds to be sure that nobody else is talking. If you talk when others are telling you will jam their communications.
- Before talking hold down, the 'press to talk' button for at least 1 to 2 seconds. If you start talking before the button has been activated then the start of your message will be lost.
- Talk across the microphone, and not into it.
- Always ask for the person you wish to talk to.
- Always identify yourself in radio calls.
- End messages with 'over'.
- Break longer messages into shorter messages. Remember that your message is not complete until you say 'over'.
- Speak using the RSVP mnemonic:
 - **Rhythm**: maintain a natural speaking rhythm to make your message more understandable.
 - **Speed**: speak a little slower than normal.
 - **Volume**: speak a little louder than normal, but don't shout.
 - **Pitch**: higher pitched speech tends to be more understandable.
- In normal operating conditions you can expect to find managers and security on UHF channel 1, and useful's and RSA hosts on UHF channel 2.



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Troubleshooting with UHF radios:

- Hold the radio vertical.
- Hold the radio away from objects.
- If you are having trouble getting good reception you may need to move your location slightly, or hold the radio above your head whilst listening to messages.
- If reception is still poor use repetition when sending your message. Example “Sam, Sam, Sam, this is, Steven, Steven, Steven, etc”.

Standard message formats

To facilitate radio communications during an emergency we use standard formats and words.

Word	Meaning
Over	I have finished speaking, and I am now listening. This is important because it tells the other person what’s happening when you stop speaking.
Affirmative	Yes
Negative	No
Roger	The message is understood
Wilco	I will comply
Say Again	Repeat your last message
Wait	Stand-by, I’m busy
Out	I have finished talking to you, and will keep listening for further transmissions
I spell	I am about to spell words using the phonetic alphabet (see appendix)



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Example conversation

Speaker	Listener
"Sam, Sam, this is Steven. Over."	"Steven, this is Sam, send your message. Over."
"Fire, fire, fire. Room 405 is on fire. Over."	"I will call triple 0. Over."
"I need help to evacuate Boutique. <Pause>. Send four people to assist with evacuation. <Pause>. Send first-aid kit. Over."	"I will send four people to assist with evacuation. <Pause>. Say again your last message. Over."
"I say again. Send first-aid kit. Over."	"Roger, I will send first-aid kit. Over."

Try practicing the standard message formats during your daily operations so that they become second nature during an emergency.

2. Telephone land lines, and the Hotel's internal PABX

The hotel's telephone lines must be kept open during an emergency, because they may be needed for communications. For example, guests may need to contact reception for advice on how to evacuate, the duty manager may need to call reception to find out which rooms are occupied, or you may be asked to call triple zero (000). This is especially important for reception staff to understand.

Keep telephone conversations short and concise during an emergency. You should also know how to politely end a conversation with a customer during an emergency, for example: "I'm sorry, the hotel is performing an emergency evacuation at this time, can you please call again at another time? Thank you."

3. Mobile phones

Mobile phones, both work and personal mobile phones, are powerful tools during an emergency when they are used sensibly. If possible, try not to use them for long conversations during an emergency. Think about the KISS acronym: 'Keep it simple silly'. For example, unless you have an urgent need to call the Manager-On-Duty on their shift mobile phone then try not call them during an emergency.

The preferred method of contacting the Manager-On-Duty is via the shift mobile phone: 0406 640 000.



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4. Paging System

Pocket paging devices are available for use by a number of staff. The On-Premise managers and supervisors carry pagers. Security may also carry pagers. Staff may page a manager, or security, to their point of sale by using the paging menu in BePOZ. In Accommodation the houseman will carry a pager whilst on shift. Messages for the houseman are sent from the Genesis client software on the front desk.

5. Hotel Security Guards

The Coogee Bay Hotel has contracted an external security company to provide qualified and licensed security guards to work in the licensed premises. The security guards are primarily tasked with assisting the hotel to manage its liquor licence, which includes ensuring compliance with the intoxication guidelines issued under the NSW Liquor Laws. The guidelines aim to minimise the harm associated with misuse and abuse of liquor, encourage responsible attitudes and practices towards the sale, supply, service, and consumption of alcohol, and ensure that the sale, supply, and consumption of alcohol contributes to the amenity of community life, and does not detract from it. The security guards are also tasked to assist managers and staff to maintain the safety and security of the venue. The number of guards and the security rosters are managed around the operating demands of the venue. Therefore, it is important for all staff to know how, when, and why to request the assistance of hotel security. When staff request security to their point of sale it must be done in such a way that does not negatively impact upon the overall operation of the venue.

There are **three** established methods for how staff may contact hotel security. These include:

- Two-way radios,
- Paging system,
- Manager-On-Duty's shift phone.

There are also **three** established radio calls which identify the need for security. These include the following **key words**:



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Roamer

The word “**roamer**” is used to request the assistance of hotel security during **low to medium threat** circumstances. Examples might include: when a patron is refused service, when a patron is asked to leave, when a patron is intoxicated on licensed premises, anti-social or quarrelsome behaviour, patrons using or in possession of prohibited drugs, and smoking in a smoke free area.

Example conversation:

Bar Supervisor	Security Supervisor
“Roamer. I need a roamer to the Garden Bar. Over.”	“Copy. Willie this is Luke, can you go to the Beach Bar. Over.”
Security Guard (Willie)	
“Luke this is Willie. Wilco. Over”	

Security

The word “**security**” is used to request the assistance of hotel security during **high threat** circumstances. It should only be used when there is an immediate threat of violence or damage to the property. Examples might include: any form of violence; including staff being threatened with violence, any crime; including bomb threat, theft, vandalism, or arson, first aid emergencies; including stroke, cardiac arrest, or suspected drug overdose.

Example conversation:

Bar Supervisor	Security Supervisor (optional)
“Security. Security to the Garden Bar. Over.”	“Copy. All available roamers this is Luke, security to the Beach Bar. Over.”
All roamers	
“Security to the Garden Bar. Over”	

Typically, the available guards will acknowledge a security call as a way of telling other guards who may not have heard the initial call or the security supervisor’s call. A **security** call will set off a chain reaction. Guards and managers will respond in haste. This may leave other parts of the hotel exposed to increased risk of a breach of the Liquor Act. For example, if a door guard needs to respond to a security call then the door may be left unattended for a short period, and an intoxicated patron who has previously been asked to leave the venue may return and gain access to venue again. Therefore, whilst all staff should feel confident that they can request security when the need arises, a **security** call should only be used in high threat circumstances!



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Escort

The word “escort” is used whenever cash needs be moved throughout the venue. It is used to **low to zero threat** circumstances to ensure the safety of staff carrying cash. One security guard will be tasked to accompany the staff member moving the cash to their intended destination. Examples might include: carrying a till back to the office after the Bay Bar has closed, carrying change from the office to the Brasserie, carrying a till skim from the Bottleshop to the office.

Example conversation:

Bar Supervisor	Security Supervisor
“Escort. Can I get an escort from the office? Over.”	“Copy. Willie this is Luke. Please escort Sam from the office. Over.”
Security Guard (Willie)	
“Luke this William. Copy. Over.”	

6. EWIS system (Heritage building Fire Alarm)

The fire alarm in the Heritage building can be triggered by smoke detectors, thermal detectors, heat sensitive sprinklers, manual break glass alarms, or faults in the system. When the fire alarm is triggered it will automatically call NSW Fire & Rescue, and crews will respond from Randwick and Maroubra Fire Stations.

If you find smoke or fire in the building you should call triple zero (000) immediately.

A EWIS (emergency warning and intercommunications system) is configured for the Heritage building, and it is connected to the Heritage Fire Panel. Both the fire panel and the EWIS are located in the ground floor duty manager’s office, behind Heritage reception.

A EWIS is required for some classes of buildings, in accordance with the Building Code of Australia. EWIS are installed for the purpose of enabling the orderly evacuation of the building.

The EWIS will provide:

- Manual and automatic alarm activation
- **Alert signal** (continuous **Beep...Beep...**)
An audible signal, or combination of audible and visible signals to alert occupants, staff, and customers.
- **Evacuation signal** (continuous **Whoop.... Whoop**)
An audible signal, or combination of audible and visible signals to alert occupants, staff, and customers.
- Ability to provide verbal address to one or more areas of the building via the public address (PA) system.



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- Ability to communicate to one or more Wardens via the Warden Intercommunication Points (WIPs – Emergency Red phones).

Duration of the Alert Signal (Beep...Beep...):

The alert signal will continue until the Chief Warden takes manual control of the system. If not responded to within a prescribed time from start of the alarm the automatic evacuation sequence will commence, and the EWIS will shift to the **evacuation signal (Whoop...Whoop...)**. The prescribed time shall be established to suit the particular building, but it shall not exceed 10 minutes. The majority of EWIS are programmed to roll-over from the Alert to the Evacuation tone within 3 minutes.

Manual Operation:

Should an emergency arise the Chief Warden may utilise the features of the EWIS to alert and direct occupants, staff, and customers. For example, to direct people to evacuate, lock-down, or shelter-in-place. The PA may be used to provide an announcement to one or more zones, or to the whole building if required. The Alert and Evacuation tones can be manually operated to enable a partial alert or evacuation of one or more zones if required.

The Chief Warden is provided with additional training in order to manually operate this equipment.

Occupants, Staff, Patrons, and Hotel Guests:

On hearing the **Alert Tone** staff and hotel guests are to cease activities and standby for further instructions from the Warden or Chief Warden.

Wardens should make their way to the nearest red WIP phone in their area and pick it up. It will automatically call the EWIS panel, and the Chief Warden will speak to you when they are ready to.

On hearing the **Evacuation Tone** staff and hotel guests are to commence evacuation via the nearest safe exit, or as instructed by the Warden/Chief Warden.

7. Boutique hotel Fire Alarm

The fire alarm in the Boutique hotel uses bells that are located on each floor, and therefore has only one sound. There is no PA system in the Boutique hotel. The Fire Panel is located near the Front Desk at Boutique reception. The Boutique fire alarm will also automatically call NSW Fire & Rescue.

If you find smoke or fire in the building you should call 000 immediately.



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8. Always call triple zero (000) in a life threatening and time critical emergency.



Triple zero (000) is the number for the emergency control centre in your area, and it is available Australia-wide. You will be asked for Police, Fire, or Ambulance. When you have been transferred to the appropriate call centre you will need to provide some important information about the emergency. It is a good idea to take a moment to think about what sort of information you may have to provide before you call triple zero (000). For example, the address of the premises, what is the emergency? how many people are affected? Have you started an evacuation?

However, think about this for a moment; if it's bleeding you will most likely ask for an ambulance, and if it's on fire you will definitely ask for the fire brigade. All other jobs will probably be logged with the Police. However, are the Police the most suitable agency to help you with your particular emergency? Can you think of any other types of emergencies which would require the help of other agencies? For example, the best agency to call for relief during a storm or flood is the SES (132 500). The NSW Rural Fire Service will respond to bushfires, and are advised by calling triple zero (000). NSW Agriculture will respond to Animal and Live Stock Health Emergencies. Other agencies also work to protect the community in NSW, and most of them will be activated by calling triple zero (000).

The international standard emergency number is 112. In Australia calling 112 from a landline will **not** connect you with your local emergency control centre. However, you can call 112 from all mobile phones in Australia and be connected to the emergency services. Keep in mind though that if you are in an area with no mobile phone coverage then will not be able to use your mobile phone to call 000 or 112.

Those with a hearing impairment can call 106 during an emergency to reach a text-based service. This may be helpful to know if you have to evacuate someone from the hotel who has a hearing impairment.



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9. Police Assistance Hotline (13 14 44)

The Police Assistance Line (13 14 44) operates 24hrs a day, 7 days a week.

If you are a victim of a crime, other than life threatening or time critical emergency situations, you should contact the Police Assistance Line (131 444). Keep triple zero (000) for emergencies.

Phoning 131 444 allows you to report crime over the phone. Once your report is completed by a customer service representative, your information is immediately available to your local police.

If the crime you wish to report cannot be taken over the phone, due to its serious nature, the operator will assist you by advising where you can go to make the report, or by arranging for police to come and see you.

Types of crime you can report to Police Assistance Line (131 444) include:

- Break and Enter
- Fail to Pay for Fuel (Service Stations Only)
- Motor Vehicle/Vessel Theft
- Stealing
- Malicious Damage, including Graffiti
- Minor Traffic Crashes*
- Lost Property
- Taxi Fare Evasion

When a police response is required, Police Assistance Line (131 444) will arrange for police officers to attend. Police Assistance Line (131 444) can also assist you with general police inquiries.

The number for Maroubra Police is 02 9349 9299.

Appendix - phonetic alphabet

Radio transmission can sometimes become hard to understand because the speech is mixed with radio static, or the signal is weak. Problems can often be overcome by spelling a word or a name.



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The **phonetic alphabet** is used for spelling.

Alpha	Hotel	Oscar	Victor
Bravo	India	Papa	Whiskey
Charlie	Juliet	Quebec	X-ray
Delta	Kilo	Romeo	Yankee
Echo	Lima	Sierra	Zulu
Foxtrot	Mike	Tango	
Golf	November	Uniform	

Example:

'I am at Coogee.

I spell: Charlie, Oscar, Oscar, Golf, Echo, Echo.

Over.'

PLAN REVIEW/ MAINTENANCE

This Plan of Management - Alcohol will be reviewed by Coogee Bay Hotel Management on a quarterly basis.

If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the venue, the Licensee and Management will make such changes as deemed appropriate.

A full and current copy of this Plan of Management - Alcohol must be kept on-site and made available to Police and ILGR Inspectors upon request.



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COVID-19 ADDITIONS

The Coogee Bay Hotel is a registered COVID Safe Venue. Additional security measures have been put in place during the COVID-19 pandemic. As of 29th March 2021, the following trade restrictions are in place on the venue.

Trading Times and Areas

On Premise

- **Normal licensed trading times**
 - o Operational at a capacity of 1 guest per 2 sqm.
 - Garden Area - **606 guest capacity**
 - Garden (Outdoor Space) - Vertical Drinking allowed
 - Garden Bar - Vertical Drinking allowed
 - Arden Lounge - Vertical Drinking allowed
 - Sports Bar/TAB - **196 guest capacity**
 - o COVID Safe Plan in place for these areas

Gaming

- **Normal licensed trading times**
 - o Operational at a capacity of 1 guest per 2 sqm
 - Gaming Room - **40 guest capacity**
 - o COVID Safe Plan in place for these areas

Marrah Bar and Restaurant

- **Normal licensed trading times**
 - o Operational at a capacity of 1 guest per 4 sqm
 - Bar & Restaurant - **242 guest capacity**
 - o COVID Safe Plan in place for these areas

Off Premise

- Trading as per normal in both Coogee Bay Barrel and Fine Wine Spirits.
- Deliveries are also permitted during this time
 - o Operational at a capacity of 1 guest per 2 sqm
 - Coogee Bay Barrel - **166 guest capacity**
 - FWS - **50 guest capacity**

Conference & Events

- **Normal licensed trading times**
 - o Operational at a capacity of 1 guest per 2 sqm
 - Conference & Events - **185 guest capacity**
 - Conference & Events Balcony - **124 guest capacity**
 - o Booking taken in accordance with the currently COVID-19 restrictions with Corporate, Wedding, funeral or social bookings
 - o COVID Safe Plan in place for these areas

Accommodation

- Trading as per normal



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Security

- Rostered accordingly with operational requirements

Operations 1 - Monday to Thursday and Friday AM

Guest entry points will remain the same as previous. Guest entry will be through Door 3 (Gaming), Door 4 (Sports Bar) and Gate 8 (Garden). Staff within each area to ensure guests and scanned the QR code for COVID compliance before being served.

Security Placements:

- **Gaming Lounge**
 - o Guard to Stand inside Door 3 to manage guest entry and also access from Sports Bar
- **Sports Bar/ Main Entry and Marrah Bar & Restaurant**
 - o Guard to be Located at Door 5 for Guest entry and exit
- **Garden, Garden Bar & Arden lounge**
 - o Guard to be Located inside Garden area

Operations 2 - Friday (4pm) to Sunday Close

Guest Entry point will be through Door 5 on Coogee Bay Rd. Guest will still be able to access the Gaming Lounge through Door 3 but all other entry point to the venue will turn into Exit points.

Selina's when activated will have an additional guard, number of guards will be dependent on the activation and number of guests within Selina's.

Security Placements:

- **Door 5: Main Entry**
 - o 2 Guards to be located at Door 5
 - o Supervisor Guard to roam between all areas.
 - o CBH Host to be located just inside Door 5 to ensure Contact Tracing QR Code sign in are completed. Additionally, to communicate to the guests any activations and events.
- **Gaming Lounge**
 - o Guard to Stand inside Door 3 to manage guest entry and also access from Sports Bar
- **Sports Bar**
 - o Guard to be Located at Door 4 for Guest exit Only
 - o Guard to be located at TAB entry from Door 5 to manage numbers in and out of the Sports Bar
 - o Roaming Guard to active throughout the Sports Bar, TAB and Gaming Lounge
- **Marrah Bar & Restaurant**
 - o Guard to be Located at Door 6 for Guest entry and exit
- **Garden, Garden Bar & Arden lounge**
 - o Guard to be Located at Door 8 for Guest exit Only
 - o Guard to be Located at Gate 9 for Guest exit Only, additionally to assist in monitoring line to Garden Bar
 - o Guard to be located next Selina's entry manage numbers in and out of the Garden area, additionally to manage the no entry or exit from Marrah
 - o 2 Roaming Guards to active throughout the Garden, Garden Bar & Arden lounge



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- **External**
 - o External Guard to conduct patrols in accordance to license conditions

COVID-19 CONTACT TRACING

As per the Public Health Order from January 1st 2021 ALL guest to the venue MUST sign in through the Service NSW Contact Tracing App. From this date the original BePoz QR code is not acceptable.

This COVID Digital Tracing procedure is to be followed by ALL Coogee Bay Hotel Staff and Security when hosting or at any point of entry to the venue as set out by the NSW Government during the COVID-19 Pandemic. ALL Guest are required to use the QR Code and enter their details as a requirement of entry to the venue. As of the 1st January 2021, the only acceptable QR Code the venue is through Service NSW.

PROCEDURE:

1. Guest to use their Smart Phone to take a picture of the QR Code
2. Guest to opening the Service NSW TAB in their Smart Phone Brower
3. Guest to enter their details: Full Name and Phone Number
4. Staff and Security to Check details and cross reference to Guests Identification
5. Guest to Enter Venue

If a guest cannot use their device or they don't have the app they are either to download the Service NSW App or we can use on of the iPads at each entry point to sign in the guest. We would encourage the guest to download the app for future as it is the only contact tracing method allowed to be used in NSW.



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PAGE BREAK



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CHRISTMAS DAY OPERATION

Christmas Day is the one day of the year the venue is in complete closure, from close of trade Christmas Eve through to Boxing Day open of trade.

At the end of the evenings trade the following is to be heard to and double checked before leaving the venue.

Christmas morning the following is to be completed:

All External Doors

1. Door 1 - Boutique Accommodation Main Entry (Open)
2. Door 2 - Fine Wine and Spirits (Locked and Bolted)
3. Door 3 - Gaming Door (Locked)
4. Door 4 - Sports Bar (Locked and Chained Internally)
5. Sports Bar/TAB Entry from Foyer (Locked and Chained Externally)
6. Door 5 - Main Entry (Chained Internally)
7. Marrah Bar Entry from Foyer (Locked and Chained Externally)
8. Door 6 - Marrah Bar Entry (Locked and Chained Externally)
9. Door 7 - Marrah Restaurant Entry (Locked and Chained Internally)
10. Gate 8 - Garden Entry (Chained Internally)
11. Gate 9 - Only to be Chained if no Guest are staying in Heritage (**Accommodation to upgrade ALL guest to Boutique if possible**)
12. Conference and Events Entry (Locked and Chained Externally)
13. Coogee Bay Barrel Entry (Locked and Bolted)
14. Coogee Bay Barrel Entry from Loading Dock (Locked)
15. Cellar Entry from Loading Dock (Locked)

Marketing

- Signs to be put up directing Heritage guests (if applicable) through Gate 9
- Christmas Trading Hours signage "Closed Christmas Day"

Cellar

- Unhook and De-Gas ALL kegs - Front and Back Cellars
- Full Property walk to ensure all fridges are working
- Ensure all entry doors to Front and Back Cellars are closed and lock where applicable
- Liquor Barn Ice Freezers Padlocked

Fire Door and Emergency Exits

- ALL Internal Fire Doors to be checked and closed
 1. Selina's Mezz - Leading to Heritage Balcony and Leading to Loading Dock
 2. Selina's Floor - Right Side of Stage and ALL Left Side of Stage
 3. Heritage Accommodation
 4. Boutique Accommodation



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Kitchen Entry and Exits

- All Marrah Doors (Internal) Locked
 1. Kitchen Entry
 2. Kitchen Entry from Arcade
 3. Marrah entry to Garden

Venue Wide

- ALL Air Conditioner Units to be Turned Off
 1. On Premise
 2. Off Premise
 3. Conference & Events
 4. Management Offices
- ALL Lights to be turned off
- MOD final walk around to be completed as per ***Duty Manager Daily Procedure***
- Christmas Day Signage to be posted on all external doors - Double Check just in case guest have removed during nights trade

Security

- 1 Security Guard is to patrol the premises after all patrons & staff have left
- At 6:00am 1 additional guard is to remain outside the Count Room until Count Team has finished
- Once the Count Team has finished & left the 7:00am guard is to replace the external guard & continue patrolling the premises until 7:00pm
- At 7:00pm a replacement guard will take over from the 7:00am guard & work through to 7:00am
- Security Guard is to Patrol the entire venue every hour on the hour, checking in with the Accommodation Team

Emergency Contacts

- In case of an emergency on Christmas Day, the following people can be reached
 1. Christopher Cheung - 0416 780 000
 2. Operations Manager - 0401 443 799
 3. MOD Phone (Security will carry) - 0406 640 000
 4. Maroubra Police - 02 9349 9299
 5. 000 (if needed)



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AUTHORITIES

Being the Coogee Bay hotel come with its fair share of visit and inspections from Authorities, the 4 different governing bodies that visit the venue throughout the year are:

- NSW Police: Eastern Beaches LAC
- Liquor & Gaming NSW
- Randwick City Council
- NSW Health

Each of the governing bodies will complete different inspections and ask different question based on what their visit or inspection is regarding. At all times, when any of the above governing bodies enter the venue, ALL staff are to contact either the Operations Manager or the Manager on Duty (MOD), immediately.

The most common one that we receive is a **Business Inspection or Police Walk Thru**. This Police Walk Thru or Business inspection FAQ's Procedure is to ensure the MOD (Manage on Duty), Security Guard, Bar Manager or any other member of staff are aware of what to say and what not to say.

1. First and Foremost, it at all possible all staff are to get the MOD to complete the walk through or business inspection
2. Questions that will be asked and answers to be given:
 - **Name, DOB and Suburb (Your details)**
 - **Security Yes or No and how many?**
 - It is important you know and understand the liquor license conditions
 - **How Many Guest?**
 - During COVID, make sure you are aware of the maximum number of Guest in each area.
 - Outside of COVID, make sure you are aware of the Licensed Number of Guest as per the Liquor License
 - **Is Food available?**
 - Food is available 24hrs a day at Coogee Bay Hotel. Breakfast, Lunch and Dinner during Kitchen Trading time and late-night food option available from the Sports Bar
 - **Is there any Entertainment?**



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- **Are there any Promotions on within the Venue?**
 - This could be things such as: Pint for Schooners, Happy Hour, ANZAC Day 2UP, Selina's Music etc
- **Is CCTV all working and Recording?**
 - Coogee Bay Hotel has CCTV cameras across the property (you may get ask this from time to time.
 - CCTV is recorded and store for 28 days, as per legislation
- **Have you had and ATL's, FTQ or Refusals?**
 - ATL means Ask a Guest to Leave the venue for whatever reason
 - FTQ means a Guest Failed to Leave the venue once being asked and the Police have had to be called to remove them. This will require CCTV footage to be recorded of the guest removal incase the guest challenges in court the \$550 on the spot fine they will receive
 - Refusals means Refused a Guest Entry to the venue for whatever reason
- **What time does the Venue Close?**
 - Ensure you understand the Licensed Closing times of the venue
 - Monday to Thursday 4am
 - Friday and Saturday 6am
 - Sunday (COVID Trading) 10pm
 - Sunday (Normal Trading)
 - Marrah 12am
 - Rest of Venue 10pm
- **Any other Issues?**



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GAMING - LOUNGE ROYAL

The gaming room is a vital part of the venue, aside from adopting venue guest service standards there are some additional factors that are specific to our gaming lounge. It is important that we understand the varying guest preferences and needs and strive to provide a comfortable, professional and well-presented gaming area for our guests.

Below are a number of guidelines and expectations that should form a minimum of service standards.

1. Greeting Guests

- It is expected that all guests shall be greeted upon entering the gaming room bar area in a polite and welcoming manner.
- It is expected that where a guest's name is known, it is used in the above greeting.
- Should a team member not see a guest enter, it is expected that the team member will approach the guest and greet accordingly (this is easily managed as outlined in section 2)
- All guests whose name is known and actively playing should be passed onto the incoming team member at shift change

2. Floor Presence

- It is expected that the bulk of an on-duty team members time will be spent on the gaming floor and not behind the bar.
- It is expected that the above time on the floor should be split in 70/30 – 70% being time spent on the floor as an active presence and 30% being bar work, cashier duties etc.
- Engaging guests should be done on a regular basis to ensure their comfort at the same time being mindful and observant of guests' preference of engagement levels.

3. Do's

- Do be friendly and upbeat when engaging guests
- Do ask how someone's day has been and engage in brief small talk
- Do wish guests good luck as you end a conversation
- Do offer drinks at intervals that are acceptable under RSA

4. Do Not's

- Do not mention a guest who may have won a jackpot on the machine the guest was playing after they left yesterday or earlier in the day
- Do not ask guests how much they have spent
- Do not write down or record any personal information about the guest including drink preferences, days they visit or ANY personal information
- Do not use inappropriate or false comments such as "It's due to hit" or "Keep going, it's coming"



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As mentioned, these are a base level of expectations. It is important that as a gaming team member, you are sensitive to varying guest preference in terms of engagement and it is expected that you are able to understand such and always create a warm, welcoming and friendly environment for our guests.

At no time should you push or encourage any guest to continue to gamble or return to the gaming room.

From time to time, things out of the venues control will happen. This is where our ***Disaster Recovery Plan*** come into effect especially within the Gaming Room.

There are a number of steps that should be taken in the event of any form of disaster that results in the sudden shutdown of electronic gaming machines or our in-house computer servers. In any instance that sees us unable to provide funds owed to our guests as a result of a disaster beyond our control, the below steps should be followed. Prior to commencing the below, if they are not already aware, the Manager on Duty (MOD) or Gaming Manager should be notified immediately.

1. Gather Information

- Manually collect guest's information whilst they are sitting at the machine with guest information sheet.
- Include guest's name, machine number and contact details for the guest.
- Advise guests that it is usual that the machine shall retain current data when they are reactivated.
- Do not ask guests for the amount they think they had in the machine. This can lead to exaggerated amounts and exorbitant claims when recovery is complete.

2. Payout Tickets

- Should the technical issue cause an inability to pay tickets through our CRT or AutoPay, tickets held by guests should be paid manually and noted on "Paid" list so as to be completed upon restoration of systems.
- In the instance of such a process taking place, **all** payouts shall be performed at the cashier counter, **no** payouts are to be made to the guests at the machine.

3. Disputes

- Should a guest dispute the process and insist on payment of credits in the machine, the guest should be advised that unfortunately, we cannot make payment until the credits are confirmed.
- If a guest wishes to leave and return to their machine at a later time or date to collect their credits, this is acceptable and the machine can be placed in reserved mode for a period of time that may be required for the guest to be contacted and return to collect.
- If the above is an un-realistic timeframe and general operation and revenue would be impacted, the machine should be re-enabled, a photo taken of the machine with credits and machine number visible. The credits shall be cashed out and voucher placed in the unclaimed pile with guest information added to the detail area of the voucher for later collection.
- Upon the return of the guest, the voucher shall be presented to the guest and an offer of photo verification made.
- After following the above process and guest accepting the voucher payout, the voucher shall be signed by the guest and staff member as a means of agreement to the amount paid.

4. Unclaimed Tickets



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- All guests with outstanding tickets that are not claimed the same or following operating day after being contacted shall have their tickets held as per unclaimed ticket procedures dictated by regulatory bodies and shall be able to claim for up to 12 months after date of issuance.
- For the above purpose, date of issuance shall reference the date printed on the ticket, not the date of machine failure/shutdown.

Additionally, it is vital we do everything possible to help our guest should we see a change or recognise a behavioural change in them. It is extremely important that if this occurs, we report it. The following is a guide to help.

What is Problem Gambling?

Problem Gambling is when a person's gambling causes harm to themselves and/or to those around them such as a partner, family, friends, or others in the community. When gambling begins to consume more money and time than a person can afford it can affect many parts of their lives, including physical and emotional health, finances, relationships, work and study.

Problem gambling affects a small percentage of the population, but it can have devastating effects on the individuals concerned, their families and the wider community. It's estimated that for every one person with a gambling problem there are between 5 and 10 others who are negatively affected.

Recognising Behavioural Changes

As you would know from your RCG training, there are many visible conditions that may lead us to believe someone has a gambling problem. Some of these may include but are not limited to the below.

- Increasing number of visits to the gaming room
- Increasing levels of spend or increased bet levels
- Frustration over losses
- "Chasing" losses - Returning shortly after losing money, with more money, to try and win it back.

Aside from these which are important but not entirely physical. It is extremely important to notice the below changes and be mindful that your safety is priority one when recognising and reporting such concerns.

- Verbally abusive toward machines
- Verbally abusive toward other winning patrons
- Physically bashing buttons or screens
- Abusing staff and blaming them for losses



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What Should You Do?

1. Familiarise yourself with our self-exclusion policy and partner
2. If a guest raises their problem with you, offer them a help card
3. If they wish to self-exclude, explain the process and immediately contact the Gaming Manager or Manager on Duty
4. **DO NOT** differ the person by telling them to wait and that they need to speak to someone else. We have a duty of care to immediately provide someone who seeks help with the necessary tools to do so. We can be liable if a person asks and does not receive advice or assistance at the time.
5. Be understanding and patiently wait with the guest and wait with them until the attending Manager can take over.
6. **NEVER** put yourself in harm's way with aggressive guests. In these instances, **IMMEDIATELY** contact the Manager and security.

The Venue operates a guest Multi-Venue self-exclusion scheme through our provider AHA NSW - GameCare. The GameCare Representative can be contacted on 1800 99 77 66 or alternatively NSW Gambling Help can be contacted on 1800 858 858 or visiting www.gamblinghelp.nsw.gov.au.

As a GameCare member the venue meets the requirement of Clauses 52-53 of the Gaming Machines Regulation 2010(NSW) ('GMR') for the provision of a Problem Gambling Counselling Service and Self-Exclusion Scheme.

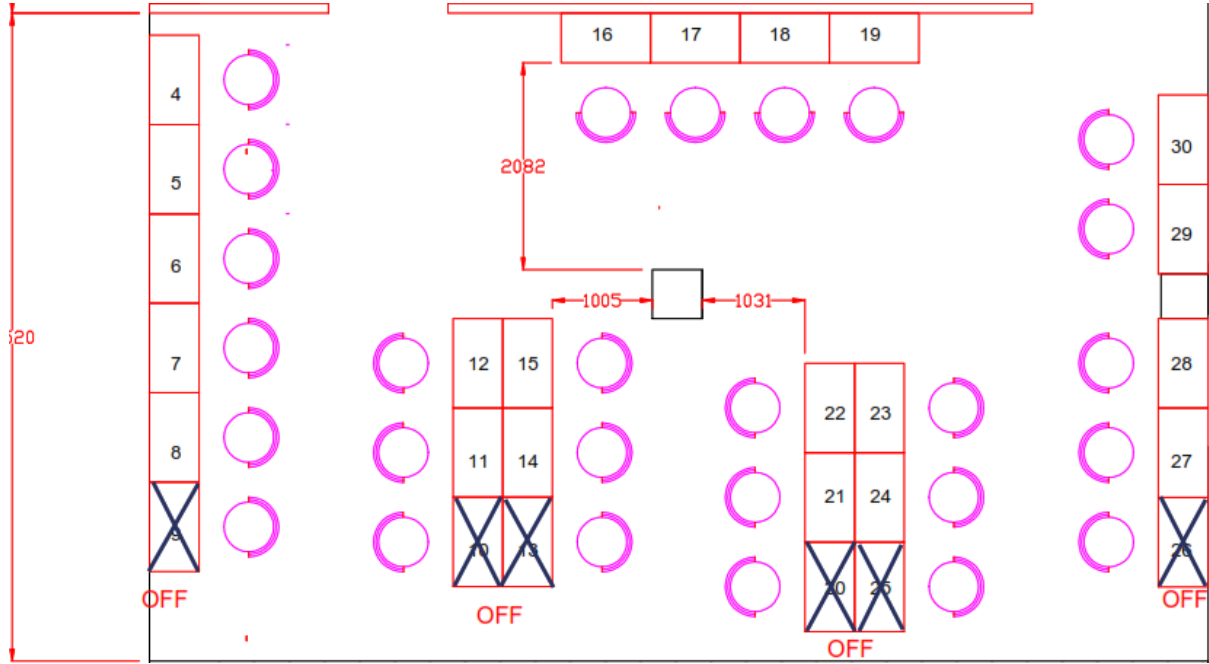
If the venue is hit with Severe Wet Weather, which can happen from time to time as we are situated on the coast, we are to act as quick as possible to help minimize the impact to both Guest and Gaming Machines.

The below is to be utilised during severe wet weather and storms that have potential to impact guest and staff safety or damage electronic gaming machines.

- Extreme wet weather should be considered such that water has made it unsafe for guests to utilise our electronic gaming machines.
- In accordance with the wet weather floor plan, electronic gaming machines shall be shut down to prevent safety concerns. See below image extract of outdoor area. Those marked with X and OFF shall be immediately shut down during severe wet weather concern.
- Machines that will be immediately shut down are those closest to water concerns but shall not be limited to those outlined on the wet weather floor plan.
- Machines may be progressively shut down should the Gaming Attendant, in conjunction with the Gaming Manager or Manager on Duty, feel that the safety of guests or staff is an ongoing concern or, damage to Coogee Bay Hotel equipment is likely.
- Should a machine become overly effected by water, DO NOT attempt to switch the machine off at the machine, contact the Gaming Manager or Manager on Duty who can arrange access to have power switched off at safety breakers.



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ACCOMMODATION

The Coogee Bay Boutique Hotel is an integral part of the Coogee Bay Operation. With 74 room across both the Boutique and Bay Rooms there is a room for all occasions. Like all areas of the venue's operations, Guest Service Standards are at the forefront of the Accommodation Team.

This below has been developed in conjunction with the Guest Services Standards for CBH Accommodation. Outlined below will help to ensure a high level of guest engagement, and provide a framework for CBH Accommodation staff to exceed our guests' expectations at every opportunity.

Guest services will be provided in a welcoming, friendly, consistent, accurate, and efficient manner.

GREETING GUESTS

Refer to the Guest Service Standards

- 100% of guests are to be acknowledged upon entering the reception area.
- Greet all guests at reception in a friendly & professional manner.
- Look up and make eye contact, even if you are on the phone.
- If you are working in the office immediately come out to reception to acknowledge the guest.
- Always SMILE!
- Greet guests with:
02:00am - 11:59pm: "Good morning, how may I help you today? <smile>"
12:00pm - 5:59pm: "Good afternoon, how may I help you today? <smile>"
6:00pm - 01:59am: "Good evening, how may I help you today? <smile>"

CHECK-IN

Refer to the Guest Services Standards

- 100% of guests are to be acknowledged upon entering the reception area.
- 95% of return guests are to be welcomed as returning guests on check-in.
- All guests' names are to be used twice during check-in.
- 75% of guests are to be asked about the purpose of their stay on check-in.

Example conversation:

Guest: "Good morning, I'd like to check-in. I have a booking under the name Smith."

Staff: "Welcome to the Coogee Bay Hotel Mr Smith. Is this the first time that you have stayed with us?"

For return guests who have stayed at the hotel before:

Staff: "Welcome back to the Coogee Bay Hotel Mr Smith...."

For new guests who have not stayed at the Coogee Bay Hotel before:

Staff: "Welcome to the Coogee Bay Hotel. Check-in will just take a moment, during which time I will need to collect some details from you and provide you with some information about the hotel....."

GUEST REGISTRATION



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The guest's registration card needs to be completed in full, and in plain readable English, at the time of check-in. The following details are **mandatory** on the guest registration card, and must be collected before the guest can be issued with a room key:

- 1. The correct room numbers**
Double check both CMS Guest Centrix and the guest registration card.
- 2. The correct room rates**
- 3. Arrival and departure dates**
Ask the guest to confirm the dates of their stay.
- 4. The guest names and addresses**
Additional guests can complete the sections on the back of the guest registration cards.
- 5. Email addresses for all guests, including privacy (opt in / opt out) ***
*Please note that this will be printed on the next batch of guest registration cards.
- 6. Ask the guest if they require car parking**
A nightly fee applies. The height restriction is 1.85m
- 7. Photo ID for all guests staying in the room**
Use the scanner or photocopier to make a copy. The copy is then attached to the guest registration card.

The approved forms of photo ID are:

- Driver's licence
- NSW Photo Card
- Passport
- Proof of Age Card (except NSW)
- Keypass identity card issued by Australia Post.

- 8. All guests are to provide a signature**
Please ask the guest to sign-in if they accidentally miss the signature panel.
- 9. The correct payment details**
There are **three** acceptable billing options:
 - 1. Pay Own Account.**
The guest pays for the amount of the accommodation plus a \$100 room bond.
 - 2. Pay Own Incidentals / Extras.**
The accommodation component is either pre-paid, guaranteed, or to be transferred to a master folio. Guest to pay a \$100 room bond.
 - 3. All charges to back.**
The accommodation and incidentals are either pre-paid, guaranteed, or to be transferred to a master folio. The guest does not need to provide any payment upon check-in.

You will need to carefully read the notes in the reservation during check-in to ensure that you obtain the correct payment method. More detail below.

MAKING ROOM KEYS



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- Go into the Front Desk menu in CMS Guest Centrix and select check-in, and then the guest's reservation.
- Whilst the customer fills in the registration card, click check-in on the pop-up box, and select *Male Encode* for the key.
- Enter a blank card key into the Onity machine. The machine will accept it and automatically encode it.
- Ask the guest how many keys they would like, and make another key if necessary.
- Once the guest has completed the registration card ensure that all of the fields have been completed correctly. Guests will often forget to sign the bottom of the registration card.
- Remove the top section of the guest registration card which provides the guest with their room number.
- Place the keys, room number, and any vouchers into a key wallet.

CAR PARKING

- Car parking is only available to guests paying for parking.
- Ensure that car parking is selected as a *Special* request in the reservation.
- Enter the correct daily price for car parking.
- Car Parking fees:
 - Leisure \$25.00 per night.
 - Conference & Corporate \$15 per night.
- The height restriction is 1.85m.
- Guests are not to park in the Liquor Barn drive-through bottle shop, or on the ramp leading to Vicar Street.

CREDIT CARD PRE-AUTHORISATIONS

- Ask the guest for their credit card, and explain that you are taking a pre-authorisation on the credit card.
There is a separate procedure for how to do a credit card pre-authorisation.

Pre-authorisations lock credit on the guest's account, and the guest will not be able to access these funds until the transaction is completed, or until the pre-authorisation expires. A typical pre-authorisation will last for up to 7 days. You should use the word "pre-authorisation", and let the guest know how much you will be holding on their card. Do use the word "refund".

- Alternative payment options are cash or / EFTPOS. Both of these require the full payment upon check-in, plus a \$100 bond. You must also obtain a copy of the guest's photo ID.

PRODUCT KNOWLEDGE

Important information about the Coogee Bay Hotel should be explained to the guest during check-in. All guests will benefit from this engagement and interaction. Remember to ask guests about the purpose of their stay. This might lead to an opportunity to pamper the guest, or to offer an upsell.



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COMPLETING THE CHECK-IN

- Explain to the guest how to get to their room. This might involve providing directions for how to swipe their key in the lift. Or it might involve providing clear and concise directions for guests who are staying in the Pub-Style accommodation.
- Be patient, and make sure that the guest has understood your directions.
- Explain to the customer that the Boutique reception is open 24 hours per day, and that they simply need to dial 9 if they require assistance during their stay.
- Explain that the Brasserie is open for breakfast.
- Mention that room service is available for dinner.
- Mention the hotel's Wi-Fi offering.

ENJOY YOUR STAY

Always finish your check-in by saying:

“Enjoy your stay at the Coogee Bay Hotel Mr Smith, and if there is anything that you need during your stay please feel free to contact reception.”

- Close with a smile.

UPDATING THE GUEST REGISTRATION CARD

- After check-in fill in the guest's address details, credit card details, and their credit limit in CMS.
- Staple the pre-authorisation receipt to the registration card, and place the registration card into the appropriate in-house guest folder, which is located in the centre of the front desk.



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CONFERENCE & EVENTS

Ensuring that all customers feel welcomed when they arrive at the Coogee Bay Hotel Conference & Function Centre. The goal is that all conference floor staff. Greet customers in the same way ensure efficient and friendly delivery of customer service, that specific details on their conference/function is discussed and that we are able to assist in anyway with last minute changes to accommodate the client needs.

Guest Arrival to Conference & Functions Centre

The scripted prompts will indicate on how to greet a guest arrival to the Conference & Functions Centre. This should be followed at all times

Greeting clients

- Greet all clients on arrival at the conference/functions center in friendly & professional manner.
- Look up and make eye contact.
- Always SMILE!
- All staff will greet customers with an introduction
 - **“Good morning/ Afternoon/ Evening, my name is (name)”**
- Inform the client you will be looking after their meeting/ function
- Inform the client on evacuation procedures in case of fire
- Inform the client of bathroom facilities
- Inform the client of the conference supervisor’s contact number should he/she need to be contacted and offices are located.

Client BEO Run Sheet

The BEO Run Sheet must be discussed with the client once they arrival at the Conference & Functions Centre. Things that need to be discussed are:

- 1, AV requirements for the day & any additional requests
- 2, Breakout times - morning, lunch and afternoon tea
- 3, Changes to the number of delegates
- 4, Internet connection
- 5, Collect conference menu requirements if client will be having lunch in the Brasserie
- 6, Check if the conference will be finalized as what is speculated on the BEO



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Product & Equipment Knowledge

It is important that all conference/ function's staff understand the importance of product and equipment knowledge and be able to answer all of the clients enquires on the day. Clients who have conferenced or held functions at our Conference & Functions Centre before will benefit the most from this interaction. This process can be streamlined for return clients, which will allow you more time to interact with the regular customer in a friendly and welcoming manner.

- Explain basic instructions on the control panel & how this can be utilized correctly (opening and closing of curtains, use of data projector, connection on iPod, lighting & sound)
- Evacuation procedures, exit locations.
- Explain procedure of ordering of the conference menu should the client have preferred this option prior to holding the meeting/conference with the Conference co-coordinator.
- Advise client on hotel's Wi-Fi offering.

Enjoy your stay

Always finish your interaction with the customer by saying:

"It was a pleasure to meet you and host your event/functions today; we hope to welcome you back in the near future"

- Close with a smile and hand shake

Completion of Conference / Event

- Thank the client for hosting their conference or function at the Coogee Bay Hotel
- Check with client is there will be anything left behind to be picked up at a later date.
- Advise the client that the conference/functions coordinator will be in contact to obtain you feedback on the event.

Documentation at the completion of Conference / Event

- Invoice is sent to client for any outstanding amount
- Immediate follow-up call by the conference coordinator to determine if all went well with the conference
- Thank you, email is sent along with feedback link, for client to provide their comments on their event



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Conference & Functions Enquiry Prompt

External Calls:

Open the call with:

“Good morning / afternoon / evening,

Conference & Functions Department this is <your name>. How may I help you?”

Information to obtain from client:

- *Contact Name/ Company Name*
- *Contact Number/ Company Number*
- *Dates for Conferencing or function*
- *Number of guests*
- *Full or Half Day Delegate Packages, Room Hire etc.*
- *Catering & Beverage requirements if a function (canapés , buffet, sit down dinner)*
- *AV Requirements*
- *Upselling (Wi-Fi connectivity, dinner options, canapés and cocktails at completion of event, Healthy Breakout options, Upgrade food options etc.)*
- *Procedure should client would like to go ahead with function or conference (Rooming list, deposit, Catering changes, Final Payment)*
- *Email Address*



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To ensure conference clients are provided with consistent, high level service throughout the duration of their event.

1. Switch main lights on, open door to Function Centre to allow guest entry, check toilets are clean and stocked.
2. Take the clipboard that has the event orders for the day to the function room.
3. Open all function room doors, turn lights on, check air conditioning is on and the right temperature, check the signage is correct on each door and the main display panel. Check conference room is setup according to the event order, ensuring that the room layout is correct, the correct number of settings, all required AV is in the room, all cords are taped down, etc
4. Ensure the conference lobby phone is in correct working order and the details of how to contact the Functions Team Leader / Functions Coordinator are accurate.
5. Place water jugs on the tables or water station if the room is set theatre style. Don't forget to place water jugs on the head table for presenter.
6. If organizer has not arrived as yet, ensure that you wait for him/her near the function room.
7. Once your contact person has arrived, introduce yourself and offer him/her any beverages. Ensure you always write down the name of the person you are dealing with on the event order if it is not already there.
8. Let them settle into the room, give them at least 5 minutes to prepare themselves.
9. Once they seem organized, approach him/her and double check the following:
 - If room is setup to their satisfaction
 - If they require any extra tables for extra papers or handouts
 - Double check all times with facilitator – starting, morning tea, lunch, afternoon tea and finishing times
 - Show them break locations, toilets, lobby phone
 - If they are having lunch in the Brasserie, give order form and give them the instructions and inform them when you will be picking up the filled in order form from them
 - If the room is required for an event in the evening, remind them of the importance of finishing on time
 - Check that all AV Equipment is correct and in working order or if they require
10. Explain emergency exit procedures, the closest fire exits and assembly points.
11. Inform facilitator and delegates to secure their belongings for security reasons and that we take no responsibility for loss of damage to belongings or equipment.
12. Show facilitator AV, lighting and curtain control panel.
13. Organize Coffee on arrival if required.
14. Ensure all dirty coffee cups are cleared away from Coffee Stations after breaks finish.
15. Coffee Stations should be setup ready to go 10 minutes prior to scheduled break in case group breaks early. Check that all food and beverages stated on the event order are provided at each break.



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Refreshing of rooms during breaks

1. Rooms are refreshed at morning tea, lunch and afternoon tea. The following items must be refreshed and replenished at each break:
 - Morning Tea – refill water jugs, refill mentos, clear empty wrappers, straighten all chairs, remove any dirty cups, saucers and plates, remove any empty takeaway coffee cups and empty bottles
 - Lunch – Refill water jugs, refill mentos, clear empty wrappers, straighten all chairs, remove any dirty cups, saucers and plates, remove any empty takeaway coffee cups and empty bottles, change water glasses, take out all dirty glasses and replace with new glasses
 - Afternoon Tea – refill water jugs, refill mentos, clear empty wrappers, straighten all chairs, remove any dirty cups, saucers and plates, remove any empty takeaway coffee cups and empty bottles
2. Refreshing of rooms commences once the group has left the room.