ALCOHOL MANAGEMENT PLAN

The West Kempsey Hotel has developed this plan to maintain the highest standards of responsible alcohol service and patron welfare. In making this commitment the Hotel will continue to participate in our local liquor accord and will consult, as required, with the local community and Police regarding the safety of the hotel.

Business Philosophy

We endeavour to create an environment which is safe and enjoyable for both patrons and staff. We are committed to providing an enjoyable experience and will serve our customers in a friendly, professional and responsible manner.

Target Market

Our target market is the 25 years plus bracket along with families with a strong focus on providing good value for money food promotions.

Responsible Service of Alcohol

It is our legal duty to ensure that alcohol is served responsibly and we comply with all legislation affecting our service to our customers.

- All staff are trained in RSA.
- An RSA register is maintained by management.
- Management reinforce RSA principals and practices in every day trade.
- Management support staff who practice and reinforce RSA practices.

Responsible Hospitality Practice

- We provide Water free of charge.
- We provide food throughout trading hours.
- We sell light or mid-strength beer options at cheaper prices than full strength beer.
- We encourage patrons to monitor and control their consumption of liquor.
- We deter patrons from rapidly and excessively consuming liquor.
- We supply alcohol in a standardised quantity that can be recognised by patrons.
- We serve half measures of spirits if requested.
- We do not sell 'shots', double shot measures or drinks with an excessively high alcohol content.
- We stop selling alcohol at least 30 minutes before the hotel closes.
- We do not allow patrons to enter our premises after 10pm on Friday evenings unless approved by the Licensee or Duty Manager. Lockdown may be enforced at any time to regulate the number of patrons on the Hotel premises.
- We do not serve takeaways after 10.00pm.
Minors

Minors will not be permitted entry to the premises, in accordance with the License conditions. Where minors are allowed on premises, they will not be served Alcohol at any time.

- The responsible adult for any minor entering or on the premises will be identified as soon as practicable and informed of their responsibilities under the Liquor Act.
- Individuals procuring drinks for minors will be removed from the premises.
- All patrons are required to provide acceptable evidence of age when there is any doubt they are under 18 years of age.
- All staff are trained in what constitutes acceptable evidence of age under the Liquor Act.
- Management support staff who practice and enforce ID checking.

Intoxicated & Disorderly Patrons

If persons are intoxicated or disorderly, they will not be permitted entry to our premises.

Patrons who are behaving in a disorderly, violent or quarrelsome manner, or are showing signs of intoxication will be refused service and asked to leave.

We reserve the right to define “intoxication and signs of intoxication” for this purpose.

If a patron does not leave the premises on request, Police will be contacted accordingly.

- All staff are trained in identifying signs of intoxication.
- Management support staff who refuse service to patrons showing signs of intoxication.
- A Taxi can be called for patrons showing signs of intoxication, to take them home safely.
- All staff are encouraged to monitor alcohol consumption and levels of sobriety of all patrons.
- All staff are trained to inform the Licensee, Duty Manager and other staff members when they make a decision to refuse service of alcohol to a patron to ensure consistency.
- All ejected patrons must speak with the Licensee before being allowed to return to the premises.
- Management do not support drinking practices which foster a culture of binge drinking and encourage irresponsible consumption practices.
- Management seeks to meet its duty of care obligations to all patrons.

Safety and Security

We are dedicated to the safety and security of everyone who enters or works on our premises. There is a sophisticated 30 camera CCTV system to help monitor and record work activities and patron behaviour. This system monitors internal and external areas of the hotel.

Management employs a local reputable security firm, Country Security, for all their security requirements. This includes nightly security presence on Close and nightly lock-up service, nightly car patrols, and crowd control as required.

Security will be employed by management on nights of entertainment (in accordance with our licence conditions) to ensure RSA principles are observed.

An incident register is kept on premises as a record with full details of incidents involving patrons, staff and security in and around our premises.
**Staff Training**

- Management encourage staff to be trained efficiently and effectively for their jobs.
- Management ensure all staff are RSA trained.
- Staff are trained to clear empty bottles, cups, plates etc, to ensure a safe environment is maintained for all patrons.

**Promotions**

- The West Kempsey Hotel is committed to engaging only in promotions that encourage responsible consumption of alcohol.
- Free liquor and multiple quantities of liquor are not promoted off the premises.
- Management do not heavily discount or offer free alcohol to encourage excessive drinking.
- Management do not promote activities that encourage harassment of patrons or staff.
- We strive to provide patrons with a relaxing, entertaining and enjoyable evening which encourages repeat patronage.

**Noise Management**

Staff and management of The West Kempsey Hotel monitor noise levels throughout trading hours to ensure that there is no excessive noise emanating from the venue.

- We respect our neighbours and ask patrons to respect them too.
- We monitor entertainment and patron noise.
- We scrutinise behaviour in and around the vicinity of the premises.
- We maintain an incident register recording all incidents on or around the premises.
- We can organise taxis if transport is required.
- We have provided lighting around the venue for patron comfort and safety.

A copy of this policy is displayed in the front of the RSA and RCG folders for staff and security to refer to at any time.

To ensure continued effectiveness of the hotel’s alcohol management plan, management will regularly review this plan.

Tim Smith & Tammy Hancock
Hotel Owners