

## **Policy for Licensed Premises - Bistro1**

All staff are instructed **never** to serve customers who are, or appear to be, drunk, under any circumstances. A person is likely to be drunk if they display some, or all, of the following symptoms:

- Glazed, possibly reddened, eyes
- Slurred speech
- Poor co-ordination (staggering, being unsteady on their feet, being unable to count out cash or use a mobile phone)
- Inability to respond appropriately to clearly stated questions or requests
- Strong smell of alcohol on the breath

If any member of staff is not sure if a person is too drunk to serve, they should always seek the assistance of a manager. We acknowledge that it is the police and not our staff who will ultimately decide whether or not a person is, or appears to be, drunk.

However, we train all of our serving staff to be diligent in ensuring that no person who is, or who appears to be drunk is served with alcohol and ensure they are fully aware of the **legal and financial penalties for serving drunks**.

### **A customer who is or appears to be drunk, will be asked to leave!**

If a customer who is, or appears to be drunk, asks for an alcoholic drink, they will be offered a soft drink or a glass of water as an alternative.

**If a customer who is, or appears to be drunk, refuses a soft drink when offered and persists in requesting an alcohol drink, then they will be asked to leave.**

**If the behaviour of any person gives staff reason to believe that by refusing service they may endanger the safety of staff or customers, then the police will be called prior to that person being asked to leave.**

**Those under the age of 18, or who cannot prove they are 18 or over, will not be sold alcohol under any circumstances. The forms of identification we train our staff to recognise and accept as proof of age are :**

- UK passport
- UK Photo Driving Licence

## **Disorder and Violence**

All staff are instructed to intervene in verbal disputes only when they believe that by doing so will not put them, other staff or customers in danger of physical assault.

Customers will be advised that if their behaviour is judged to be having an adverse effect on others, they must stop or they will be asked to leave. Staff will only intervene to prevent the escalation of physical disorder if they believe doing so will not put themselves, other members of staff or customers at risk of injury. If the behaviour or attitude of any person gives staff reason to believe that any further verbal intervention with that person, or requests for that person to leave, may increase the likelihood of that person being physically violent towards staff or customers, then the police will be called **prior** to that person being asked to leave. In instances of physical violence occurring inside the premises, we will always dial **999** and ask for the police.