

Holiday Inn Express, Portsmouth – Review

Index of Documents

NO.	DOCUMENT	PAGES
1.	Submissions of Premises Licence Holder	1-3
2.	Statement of Martin Coombes, Group Operations Manager for Atlas Hotels (dated 21 August 2017)	4-14
3.	Statement of Keith Ian Griffiths, Managing Director of Atlas Hotels (dated 21 August 2017)	15-18
4.	Statement of Lee Price, General Manager at Holiday Inn Express, Portsmouth (dated 10 August 2017)	19-28
5.	Statement of Caroline Sanders, Deputy General Manager at Holiday Inn Express, Portsmouth, dated (9 August 2017)	29-33
6.	Statement of ██████████, Guest Services Manager at Holiday Inn Express, Portsmouth (dated 22 August 2017)	34-36
7.	Statement of Daryl John Brown, Guest Service Manager at Holiday Inn Express, Portsmouth (10 August 2017)	37-38
8.	Statement of Sharon Graham, Guest Services Manager at Holiday Inn Express, Portsmouth (11 August 2017)	39-41
9.	Statement of George James Brumfield, Guest Services Supervisor at Holiday Inn Express, Portsmouth (11 August 2017)	42-43
10.	Statement of Rosemary Rogers, Guest Services Assistant at Holiday Inn Express, Portsmouth (9 August 2017)	44-45
11. (a)	Proposed Conditions for Minor Variation	46-47
(b)	Copy of ██████████ Day Two Training Checklist	48-50
(c)	Copy of ██████████ Authorisation to Serve	51
(d)	Copy of Extract from Employee Training Log showing the training of ██████████	52
(e)	Copy of ██████████ Completed IHG Be Safe When You Serve Documentation	53-55
(f)	Copy of ██████████ Letter of Dismissal	56
(g)	Email from Martin to Coombes to Peter Rackham of Hampshire Police dated 6 July 2017	57-58
(h)	Award in Responsible Alcohol Retailing Course Details	59-61
(i)	Photographs showing the Express Café Bar	62-64
(j)	Copy of the Menu at the Express Café Bar	65-68
(k)	Certificates from Booking Agencies	69-70
(l)	5 Star Food Hygiene Certificate	71-72
(m)	Copy of the Day Two Licensing Module	73-74
(n)	Blank Authorisation to Serve Form	75
(o)	Copy of ██████████ Day Two Licensing Training Checklist	76
(p)	Copy of ██████████ Flow Certificate	77
(q)	Copy of the Investigatory Meeting Minutes of 3 April 2017	78-79
(r)	Copy of the Final Written Warning issued to ██████████	80
(s)	Copy of email from Lee Price to Peter Rackham of Hampshire Police dated 5 April 2017	81-82
(t)	Information on Refusal of Sales provided as training after April 2017 Test Purchase	83-94
(u)	Extract from the Refusal of Sales Log dated 23 April 2017 and Further Refusal Records	95-100
(v)	Screen Shot of the Till	101
(w)	Copy of email from Peter Rackham of Hampshire Police to Lee Price dated 5 August 2017	102-103
(x)	Copy of Letter Provided to Guests on Check-in	104
(y)	Copy of the Challenge 25 Poster	105
(z)	Shift Handover Document with Reference to Challenge 25	106

PORTSMOUTH CITY COUNCIL

APPLICATION FOR REVIEW OF PREMISES LICENCE

HOLIDAY INN EXPRESS, EASTERN ROAD, PORTSMOUTH PO6 1UN

SUBMISSIONS OF PREMISES LICENCE HOLDER

1. This review has been rightly brought following three failed test purchases at the hotel.
2. Atlas Hotels apologises unreservedly for what has occurred. It has diligently set out to ensure that through its training and procedures there will be no repetition.
3. Atlas Hotels is appreciative of the representation of Nickii Humphreys, the Licensing Manager of Portsmouth City Council, in her letter of 1st August 2017, in which she makes clear that Atlas Hotels have not been guilty of lack of engagement with responsible authorities, or insufficient processes being in place, or poor management or supervision of the premises. To the contrary, sufficient measures have been put in place to address the concerns identified. Most of those measures have in fact been adopted across the entire chain of 47 hotels operated by Atlas Hotels. Atlas Hotels employ over 1000 members of staff, 765 of which serve behind the bar and have been retrained.
4. The Sub-Committee will find attached to these submissions nine witness statements which deal with the circumstances of the failed test purchases, the procedures operated by the business to avoid underage sales and the further steps which have since been taken by Atlas Hotels.
5. The protective measures now in place are as follows, with new measures underlined.
 - a. All employees whose responsibilities include service of alcohol receive training, which they must pass, before they are permitted to work behind the bar.
 - b. An authorisation to serve mandate is signed by the DPS for each server.
 - c. There is continuing training through an online training portal named Flow.
 - d. Challenge 25 is operated, rather than merely Challenge 21.
 - e. Challenge 25 posters are displayed at the bar.

- f. All employees whose duties include alcohol sales have been required to complete the online Challenge 25 training module, whether they had done it before or not.
- g. Staff have also received further one to one training on refusal of sales.
- h. Caroline Sanders has been installed as the DPS.
- i. Atlas submitted a minor variation to update the conditions on the licence, with the agreement of the Police and licensing authority, including conditions regarding training, Challenge 25 and maintenance of a the refusals register.
- j. The staff member who served alcohol to an underage person on 1st July 2017, who was a very experienced barman and who had only recently been trained, has been dismissed. He accepts that this was a fair outcome in the circumstances.
- k. Atlas has instructed the independent test purchasing organisation Serve Legal to conduct regular test purchases, both in Portsmouth and across its entire estate. The hotel has passed the test purchases, and has also passed a further Police test purchase, on 5th August.
- l. Atlas has continued to liaise with the Police and the licensing authority as to the measures it is undertaking.
- m. All employees whose duties include alcohol sales are being trained in the Award for Personal Licence Holders.
- n. All duty managers are to hold personal licences.
- o. All staff whose duties include alcohol sales will undertake the British Institute of Innkeeping's Award in Responsible Alcohol Retailing.
- p. Payments are only being accepted by credit or debit card until it is clear that the new systems are embedded.
- q. Till prompts have been fitted requiring the cashier to confirm that Challenge 25 has been considered before a sale can be completed.
- r. The Group Operations Manager, Martin Coombes, and the General Manager, Lee Price, are personally checking the refusals logs to ensure that they are being used, and to ensure that all staff are completing the logs when required.

6. The licensing authority, in recognition that Atlas Hotels have exercised all due diligence to avoid repetition, have recommended four further conditions be added to the licence, as per their letter of 1st August 2017, and that the licence be suspended for a period of 72 hours. Atlas accepts that the suggestion is fair, reasonable and proportionate. In order for it to be able to pre-notify customers and adjust their rates, it asks that the 72 hours commence on 22nd or 29th September 2017.
7. Atlas fully understands that underage sales are unacceptable. It has taken professional advice from the responsible authorities and its own advisers, and has implemented all the measures suggest without demur. It is fully committed to eradicating the risk of repetition, and again expresses the deepest regret for the circumstances which have brought it here. The upshot has been an improved compliance framework not only at its Portsmouth hotel but nationwide.
8. The Sub-Committee is therefore respectfully requested to adopt the recommendation of its Licensing Manager.

PHILIP KOLVIN QC

16TH August 2017

Cornerstone Barristers

London WC1

Statement of Martin Coombes

Martin Coombes will say as follows:-

INTRODUCTION

1. I am the Group Operations Manager for Atlas Hotels. I am now directly responsible for the operation of our Portsmouth Hotel. I assumed direct responsibility due to the failed test purchase on 1st July.
2. I started with Atlas in 1998 as a Duty Manager at the Holiday Inn Express in Taunton. I worked my way up through the company, became General Manager at Taunton and in 2002 I moved to Holiday Inn Express Bristol North as General Manager to open the hotel. In 2006, I was promoted to Divisional Operations Manager. I became Senior Divisional Operations Manager in 2011. In 2016, I was further promoted to Group Operations Manager with overall responsibility for the operational teams at all of the Atlas's 47 hotels.
3. I make this statement to assist the Licensing Committee with regard to the review application made by Hampshire Police in respect of Holiday Inn Express, Eastern Road, Portsmouth PO6 1UN. I have investigated fully the circumstances of the test purchase failures prior to my responsibility for these premises and am authorised by the company to give evidence on its behalf.
4. The purpose of this statement is to outline the circumstances leading up to the failed test purchases in March and April. It will then outline the actions taken following those

incidents before dealing with the test purchase in July 2017 and the actions taken subsequently.

5. All employees whose responsibilities include the service of alcohol to customers receive training before they are permitted to work behind the bar and sell alcohol. Training is provided via a comprehensive induction pack in which every new starter is assigned a training buddy who is responsible for that training. The training is on the job training with the employee working through the induction folder along with their training buddy.
6. As far as licensing is concerned, there is initial licensing training which takes place on day 2 and 3 of an employee's induction. A new employee is not permitted to work behind a bar until the licensing modules are covered and the training buddy is satisfied that the individual is aware of the responsibilities and obligations in relation to alcohol sales and the Company's Challenge 25 policy.
7. It is only when the general manager is satisfied that a new employee is aware of their responsibilities and obligations that training is signed off by the DPS. An Authorisation to Serve mandate is signed by the DPS and the employee permitted to work behind the bar.
8. In addition there is further ongoing training through an online training portal called Flow. This is a training portal used by a number of major hotel operators. This covers licensing responsibilities and a new starter has a two week window to complete the module.

Test purchases 12th March 2017 and 2nd April 2017

9. I am aware that on 12th March 2017 an employee, [REDACTED] sold alcohol to a 16 year old test purchaser organised by the police. He did not challenge that 16 year old and was issued with a fixed penalty notice.
10. After the failed test purchase on 12th March a team meeting was held at the hotel. Our Challenge 25 policy was explained again to all staff who confirmed that they had understood it. The police had told us they would be re-testing us in the future.
11. [REDACTED] was on duty on 2nd April 2017 (Sunday) when again he was the subject of a test purchase where he failed to challenge the purchaser and served alcohol to an underage person.
12. Following the failed test purchase on 2nd April 2017 further steps were taken to ensure that the Challenge 25 age verification policy operated by the hotel was understood and would be implemented by all members of staff. These steps were implemented by the General Manager of the hotel, Lee Price, and included a further team meeting with re-training of all staff on Challenge 25 via the Flow training portal. In addition, Lee Price contacted trading standards to see if an external training course could be held at the hotel for all team members.
13. Whilst the Portsmouth hotel has always operated Challenge 25 as its age verification scheme the majority of our hotel estate operated Challenge 21. Following the failed test purchase in April, Challenge 25 was implemented across all hotels.

14. In addition, we also requested that 765 members of staff (every employee whose duties may include alcohol sales), complete the online Challenge 25 training module to further emphasis this message throughout the company. Every employee was required to do this irrespective of whether they had done it before.
15. At the time of the failure, the DPS was Steven McQueen. We also made arrangements for the premises licence to be varied to specify the deputy manager, Caroline Sanders as DPS.
16. My predecessor, Pippa Walker also contacted our company solicitors on 3rd April. It was agreed that a closure notice would be issued by the police and accepted by the hotel. The effect of this would be to suspend alcohol sales for 4 days over the bank holiday weekend.
17. It was also agreed that we would submit a minor variation of the premises licence to update the conditions upon it. The premises licence that existed was an old Justices Licence that had been converted into a premises licence. It had many obsolete and out of date conditions. Our solicitors, the police and licensing authority agreed a minor variation to delete all of the existing conditions and replace those with conditions suggested by the police.
18. I attach a list of conditions requested by the police at (11(a)). These included conditions with regard to training, Challenge 25 and a refusals register. These conditions reflected the updated policies and procedures being operated by the hotel management.
19. The application for minor variation was submitted and granted.

Test purchase 1st July 2017

20. On 1st July 2017, there was a further test purchase operation at the hotel. On this occasion, the employee who sold the alcohol to the underage person was [REDACTED]
21. [REDACTED] had started at the hotel on 14th June as a Guest Service Manager. He had been recruited as he was an experienced bar manager.
22. [REDACTED] had been through his standard induction training. This had been supervised by Sharon Graham and I produce evidence of his Day Two training completed on 15th June 2017 (11(b)), his authorisation to serve dated 16th June 2017 (11(c)) and his employee training log (11(d)). The Authorisation to Serve details the Challenge 25 policy and is signed by both [REDACTED] and the DPS Caroline Sanders.
23. [REDACTED] had also further completed the IHG "Be Safe When You Serve (Alcohol)" training and completed the quiz at the end (11(e)). This was an additional training aid that the hotel had introduced to further emphasis the message of the responsibilities of serving alcohol.
24. I am satisfied that [REDACTED] received all of the training and was well aware of company policy and procedure with regard to age verification. Indeed [REDACTED] has subsequently confirmed that he was aware that he should have challenged the young person for identification and cannot explain why he failed to do so.
25. [REDACTED] was summarily dismissed. I produce a copy of his letter of dismissal (11(f))

Actions following 1st July 2017

26. We were extremely disappointed to have failed once again.
27. I am aware that the manager Lee Price immediately contacted the police and sent the Authorisation to Serve training mandate and details of [REDACTED] training.
28. I also contacted Peter Rackham on Monday 3rd July and subsequently emailed him (on 6th July) with details of my investigation and the actions I was implementing with immediate effect. I attach a copy of that email (11(g)).
29. The same week (before the review proceedings were issued) I instructed Serve Legal, an independent test purchasing organisation to conduct weekly test purchase operations at the hotel to ensure that all staff are implementing the Challenge 25 policy we operate at the hotel. I also instructed Serve Legal to test all our 46 remaining hotels. This test purchasing started immediately in Portsmouth and for the remaining 46 hotels in August. The frequency of the testing at the other hotels will be on an initially three monthly basis.
30. I have also changed the Challenge 25 training requirements across all 47 hotels. Now on day 2 of the training, in addition to the original Day Two and Day Three training, the more detailed Challenge 25 on-line training module must be completed before an Authorisation to Serve may be signed.

Meeting with the Police 20th July 2017

31. I am always extremely keen to work with the authorities. I asked Peter Rackham from the police if it would be possible to meet up to discuss both the actions that I'd taken, the

actions that I proposed and to investigate whether, from a police perspective, there was anything more that we could have done.

32. Peter Rackham agreed to meet. The meeting took place at the hotel on 20th July. The Atlas MD, Keith Griffiths, also attended.

33. At the meeting, I explained the actions that we'd taken. I explained about the Serve Legal Testing, the training that had been done, the arrangements for all staff whose duties included alcohol sales to be APLH trained, the "card only" alcohol transactions policy that I'd implemented and the fact that I'd assumed personal responsibility for reviewing the refusals register. I asked him whether he felt there was anything more that we could be doing.

34. Peter Rackham told me that in his view, the steps we were taking went beyond what he would have suggested.

35. Details of the steps that we discussed and have implemented are below.

APLH Training

36. I advised the police that I would be making arrangements for all duty managers to be APLH trained following which they will be able to apply for a personal licence so there will be a personal licence holder at the hotel at all times. This training has now been completed.

37. In addition on 11th August, all remaining staff whose duties include alcohol sales within the hotel also completed the APLH training meaning all staff have now received this training.

Further Training

38. We have also been liaising with the BIIAB over further external under age sales prevention training. Arrangements are being made, on their recommendation, for all staff whose duties include alcohol sales to undertake the Award in Responsible Alcohol Retailing. Details of that course are attached (11(h)). This training has been arranged for 7th September and 21st September.

Card Only Transactions

39. I advised Peter Rackham that we had implemented a "card only" policy for alcohol transactions. This means that any person seeking to purchase drinks at the hotel may not do so by paying cash. I will leave this policy in place until I am satisfied that the Challenge 25 policy is being rigorously operated by all staff at the hotel.

Till prompts

40. The tills now have a requirement that upon an alcohol sale, the seller must confirm that Challenge 25 had been considered before a sale can be completed. This IT change had been implemented across our estate at all 47 hotels. I demonstrated these changes to Peter Rackham during our meeting.

Refusals register/Review

41. Finally, I have personally taken responsibility to review the refusal log and training records at the hotel. My review of the refusal log will identify which members of staff are refusing alcohol sales / checking for identification and will enable me to target any further training that may be required.

New Premises Licence Conditions

42. I have now seen a copy of the licensing authority representation dated 1st August 2017. I was pleased to note the acknowledgement that we have been working hard with all of the authorities to ensure that there are no problems moving forward. I was also pleased to see that there has been no lack of engagement or any suggestion of poor management or supervision.

43. The licensing manager has suggested 4 further conditions be attached to the premises licence. Those conditions are as follows:-

- (i) The licence holder will ensure that an internal age verification process is put into place for the purposes of ensuring due diligence checks are undertaken by staff when selling alcohol.
 - a) Random checks must be undertaken once every three months and a formal record must be kept of those occurrences;
 - b) Those records must contain details of the date and time of the check and the outcome;
 - c) A copy of these records will be provided on request to either the Police or PCC Licensing; and

- d) In the event of a failure, the Police and PCC Licensing will be notified in writing within 48 hours of the failure being notified to the premises licence holder.
- (ii) All duty managers shall hold personal licences issued in accordance with the Licensing Act 2003 and will not be permitted to undertake their role until such time as the personal licence has been granted.
- (iii) No cash payments for alcohol transactions will be accepted until the premises licence holder is satisfied that employees are adhering to its Challenge 25 policy.
- (iv) The premises licence holder will undertake regular monitoring of training and refusal logs. These checks will take place at least once a month and a written record shall be kept of the date that this was undertaken.

44. I have no objection to these conditions being attached to the premises licence. Indeed they reflect the additional measures that I have put in place since 1st July 2017.

45. The licensing officer has also suggested that the licensing subcommittee give consideration to suspending the licence for 3 days. Again, if the committee is minded to suspend the licence, then I have no objection to it or that the suspension be over a weekend. I would ask, however, that if the licence is to be suspended for a weekend then the suspension is after 1st September as we will need to advise guests who have booked at the hotel that there will be no bar facilities available.

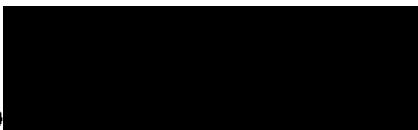
46. As the decision to suspend is a decision of the committee, I do not believe that we can agree a period of suspension now for the first or even second week in September and thereafter have sufficient time to advise guests of the difficulties. We may need to amend

the pricing structures once we know the date of the suspension in order that all guests may be fully aware that we cannot operate bar facilities.

47. For reasons outlined above, if the committee is minded to impose a three day suspension over a weekend, then I would ask if this could be from Friday 22nd September to Monday 25th September or from Friday 29th September to Monday 2nd October 2017.

48. I cannot say how much I regret this further failed test purchase. I am confident, however, that moving forward there will be no further issues.

SIGNED



MARTIN COOMBES

DATED

21/8/17

Statement of Keith Ian Griffiths

Keith Ian Griffiths will say as follows:-

Introduction

1. I am the Managing Director of Atlas Hotels, with responsibility for the management of the whole estate.
2. I have been with the company since 1999, originally as Operations Director, and have been Managing Director since 2003.
3. I held a number of Justices Licences prior to Licensing Act 2003 coming into force. I am a personal licence holder (that personal licence being issued by Wychavon District Council).
4. Atlas currently owns and operates 47 hotels. We own a further hotel that is leased to another operator. All except one of our hotels operate as Holiday Inn Express.
5. We have a franchise agreement with Inter-Continental Hotel Group (IHG) who own the Holiday Inn Express Brand. Our franchise agreement with IHG requires us to comply with a brand standard manual. This ensures that, from a customer perspective, there is consistency of experience for guests using Holiday Inn Express irrespective of who owns and operates the hotel.

6. The brand standard for Holiday Inn Express includes the operation of a bar in the hotel.

Holiday Inn Express Portsmouth North

7. This hotel was acquired by Atlas in 2014. It had traded as a Hilton but when we acquired it, we did so without branding.
8. We operated the hotel as a Portsmouth Park Hotel whilst it was being refurbished and converted into a Holiday Inn Express.
9. We spent around £5m on the refurbishment. This does not include acquisition costs. The hotel re-opened as Holiday Inn Express in February 2016.
10. As Managing Director I am wholly responsible for the operation of Atlas Hotels. This includes all licensing matters and I take full responsibility for what has happened in Portsmouth.
11. We have procedures in place to deal with licensing, training and good practice and have always taken our compliance responsibilities in this and all statutory matters very seriously. The circumstances at Portsmouth have however made me realise that there are opportunities to improve the training that we offer and the policies and procedures operated.

12. Consequently these incidents have led us to review our processes and procedures, not only in relation to Portsmouth but the whole group.
13. I met with Mr Rackham, the Police Licensing Officer at the hotel along with my Group Operations Manager Martin Coombes on 20th July. At that meeting we explained how seriously we take this, the steps that we had already taken and the further steps that would be taken to ensure that these problems do not recur. In addition we briefed Mr Rackham on the changes that we were making across the entire group.
14. I have personally assured that Martin Coombes, the Group Operations Manager and his whole team have all of the resources that they need to ensure that we are "best in class" both in Portsmouth and across the company in respect to licensing compliance, training and process.
15. In order to be compliant with the requirement of the brand to operate a bar and to retain the Holiday Inn Express brand, we need to be licensed to sell alcohol. If the licence is revoked this could ultimately lead to the brand being removed and the hotel reverting to being an unbranded property.
16. If we were unable to maintain the brand standard then this would result in a significant loss of trade and consequential job losses. It may be that the hotel would no longer be viable, not least as significant funds would be needed to debrand the hotel and there would be a significant reduction in income as a consequence of that debranding.

17. I would like to apologise to the Police and Licensing Committee for the failures in licensing compliance that have led to this review. I am committed to strengthening our procedures, policies and training to ensure that there will be no further failure to comply and that these regrettable events will never be repeated.

SIGNED.....



KEITH IAN GRIFFITHS

DATED.....

21/08/2017

Statement of Lee Price

Lee Price will say as follows:-

Introduction

1. I am the General Manager of the Holiday Inn Express Portsmouth North and the Holiday Inn Express at Southampton West. I have overall responsibility for the day to day management of both hotels. I have been in that position since August 2014. I am the designated premises supervisor for the Southampton West hotel. My deputy, at Portsmouth, Caroline Sanders is designated premises supervisor for that hotel.
2. I have been in the hotel trade since 1989. I have worked my way up through the ranks and was originally working for a Holiday Inn Express in Newport in South Wales. That hotel was acquired in 2006 by Somerston Hotels. That company subsequently became Atlas Hotels.
3. I have been a personal licence holder since 2009 and moved to Portsmouth in 2014 when Atlas acquired the hotel that is now the Holiday Inn Express, Portsmouth North. This hotel was originally a Hilton hotel. I came to this hotel as General Manager.

Holiday Inn Express Portsmouth North

4. The hotel has 150 bedrooms. It is a 3 Star hotel which opened as a Holiday Inn Express in February 2016 after a £5m refurbishment. The hotel has the Express Café Bar which serves food all day and features a small bar servery selling a limited range of beers, wines and spirits. I attach copy photographs showing the Express Café Bar at (11(i)) and a copy of the menu at (11(j)).

5. I am the General Manager. I have a Deputy General Manager (Caroline Sanders) and 5 Guest Service Managers. There are then 11 Guest Service Assistants, 2 dinner cooks and 2 maintenance engineers.
6. The hotel is very successful. It is ranked as the 8th best Holiday Inn Express in the UK out of 139 hotels. It is ranked 12th out of 239 in Europe.
7. The hotel has also received extremely favourable reviews from Booking.com, Trip Advisor, Hotels.com and Late Rooms.com. I attach at (11(k)) certificates from some of those booking agencies.
8. Standards within the organisation are very high. We hold a 5 star food hygiene certificate (11(l)) and to my knowledge we have never had an issue with licensing in the past.

Licensing Training prior to April 2017

9. All employees whose responsibilities included the sale of alcohol received training on licensing – the hours when alcohol may be served and our age verification policy. In Portsmouth we have always operated Challenge 25 as our age verification scheme. Challenge 25 was operated before Atlas took over at these premises.
10. A new starter at the hotel goes through an induction course with a “buddy manager” who is allocated to him/her. This is “on the job” training. The new starter effectively shadows the buddy manager who explains the hotel’s policies and procedures and takes the starter through written training modules in an induction manual.

11. On the second day of the induction course there is a module that covers licensing. On either day two or three of induction, a new starter is signed up by head office to an online training portal called Flow. This provides further licensing training. Until recently a new starter had a 2 week window to complete the Flow module.
12. The new starter also receives direct training from the buddy manager responsible for him/her with regard to the Challenge 25 policy operated in the hotel. It is only when the buddy is satisfied that the employee understands and will implement the company's policy that an "Authorisation to Serve" mandate is signed and that individual permitted to work behind the bar.
13. I produce at (11(m)) a copy of the Day Two licensing module.
14. I produce at (11(n)) a blank Authorisation to Serve form.

Jacob Hanvey-Walket

15. [REDACTED] started at the hotel when it was a Hilton. He was employed as a food and beverage assistant by Hilton from 29th May 2013.
16. I understand that he received training from Hilton but when Atlas took over he received training on our policies and procedures. He undertook training given by Somerston Hotels trainer and completed the Day Two module which includes licensing on 13th August 2014. I produce at (11(o)) a copy of the Day Two checklist signed off by the training manager at the time, Lauren McGinn.

17. [REDACTED] also completed the Flow hospitality training module on Licensing and Social Responsibility on 19th April 2015. I produce at (11(p)) a copy of his Flow certificate.

Circumstances of failed test purchase 12th March 2017

18. The failed test purchase took place in the early evening at around 6.40 pm. [REDACTED] was working on the bar. He served alcohol to a person under 18 and was issued with a fixed penalty notice.
19. The next day (Monday) I telephoned our HR Department. I was told that I needed to investigate with [REDACTED] whether or not he needed further training. I spoke to him and he told me that he understood everything. He accepted that he had failed to implement his training to challenge.

Retraining

20. The only further action that I took was within the team meeting that took place on 15th March. I reiterated the company policy and procedures on Challenge 25 and everyone confirmed that they understood. I did not take any further action against [REDACTED] as he'd had to pay a £90.00 fixed penalty notice. I felt that this was punishment enough.
21. I also advised the team that the police had told me that we would be re-tested. I made everyone aware that there would be further tests.

Test purchase 1st April 2017

22. [REDACTED] was working on the bar again. He failed a second test purchase.

23. An investigatory meeting was held on 3rd April 2017. I produce a copy of the minutes at (11(q)). In that investigatory meeting, █████ explained that he had received all the training and knew what was expected of him.

24. Following the investigatory meeting, a final written warning was issued after a disciplinary hearing on 5th April. I produce a copy of the final written warning issued to █████ on 5th April at (11(r))

Actions taken after April test purchase

25. After the second failed test purchase, I emailed Peter Rackham of Hampshire Police to explain the immediate steps that I would take. I attach a copy of that email (11(s)). In that email I told Peter Rackham that I would be arranging for all staff to be re-trained, that I would arrange a DPS variation, that I had requested external training and that I would re-do the authorisation to serve mandates. I also advised that I would contact our solicitors with regard to the notice served at the hotel.

26. After the second failed test purchase all staff were trained. All staff underwent specific Challenge 25 training through the Flow portal. In addition, we provided all staff with the IHG document entitled "Be Safe When You Serve (Alcohol)" which finished with a small quiz.

27. Caroline and I also had a one to one with all team members to introduce the Refusal of Sale log book. We took each individual through the sales refusal training. I attach a copy of that training at (11(t)).

28. I attach at (11(u)) an extract from the refusal log dated 23rd April 2017 demonstrating that [REDACTED] had refused the service of alcohol to a customer of 5' 11" wearing biker leathers on the basis that he was unable to produce identification. I also enclose further refusal records at (11(u)) showing that the staff had implemented training.
29. The DPS at the time of the failed test purchase was Steve McQueen. He was the only personal licence holder on site as the deputy general manager, Caroline Sanders had yet to obtain a personal licence. She had passed the course and made an application for a personal licence. We were therefore able to replace Steve as designated premises supervisor.
30. I also arranged through head office for the Challenge 25 policy to be reinforced at the point of sale through the till itself. I attach a screen shot of the till at (11(v)) showing that an alcohol sale cannot proceed until the member of staff has considered whether or not the individual looks over the age of 25. The policy requires that acceptable identification is produced.
31. I am aware that our solicitors were in discussions with the police and licensing authority and ultimately an application to change the licensing conditions was submitted to add conditions onto the premises licence acceptable to the police.
32. As an alternative to prosecution, it was agreed that we would accept a closure notice. The effect of this closure notice was to suspend the ability to sell alcohol over the bank

holiday weekend at the end of May. It was agreed that we would not sell alcohol from 5.00 am on Friday 26th May 2017 to 5.00 am on Tuesday 30th May 2017.

██████████

33. I was responsible for recruiting ██████████ ██████████ was recruited to replace ██████████ ██████████ who had left the premises following his two previous failed test purchases.

34. ██████████ started with us on the 14th June 2017. He was a Guest Service Manager and I was responsible for his recruitment. He was an attractive proposition as he was local ██████████ and had significant experience as a restaurant and bar manager. He had worked for ██████████ for 5 years up to December 2016 when he was forced to give up that job due to a car accident.

35. His bar experience was also very attractive to us as we had just come out of a four day suspension. ██████████ training manager was Sharon Graham. Sharon took him through his induction training and I attach at (11(b)) a copy of the day two licensing module and check list initialled by both ██████████ and Sharon Graham on 15th June 2017.

36. I was responsible for taking ██████████ through his additional training. We went through the Challenge 25 policy and the IHG Be Safe When You Serve documentation (11(e)) on 16th June 2017. I completed his authorisation.

37. On 16th June Caroline Sanders, as DPS, signed off [REDACTED] authorisation to serve. I produce this at (11(c)).

38. On 16th June I also completed [REDACTED] employee training log which is produced at (11(d)). Unfortunately, I had run out of pages within the LP training log and was doubling up. You will see that I have used the same record as was used for [REDACTED] on 19th April but you can see my signature and [REDACTED] signature dated 16th June 2017.

39. Having completed his training with us, [REDACTED] was then ill for a week before returning to work on 27th June 2017.

40. On 1st July, [REDACTED] was working on the bar and failed the police test purchase. He was dismissed the same day. I attach a copy of his letter of dismissal at (11(f)).

Steps taken since 1st July - Training

41. Following the test purchase failure on 1st July, I have arranged additional training for all staff involved in alcohol sales. This is external training arranged by CPL training.

42. Arrangements had been made for all members of staff who served on the bar to receive APLH Licence Course training. Four duty managers attended the APLH course on 25th July. A further course for 9 Guest Services Assistants was run on 11th August. My intention is to make personal licence applications for all of the duty managers.

43. Once the training is completed we should have 16 members of staff who are trained to a personal licence holder standard. Only personnel who have had this training will then be permitted to work on the bar.

44. I have also made arrangements for all staff members (including myself) to undertake an additional under age sales prevention course. This is more in depth than the APLH training. That training will take place on both 7th September and 21st September 2017.

Independent test purchasing

45. Atlas have arranged for the hotel's Challenge 25 policy to be independently tested by Serve Legal, an independent test purchasing company. The tests are weekly. At the time that I make this statement, there have been 4 serve legal tests and on each occasion, the young person has been challenged to produce identification.

46. In addition, we have passed a further police test purchase. I attach a copy of an email from Peter Rackham to me sent on 5th August confirming that we passed a test purchase on 5th August (11(w)).

No cash transactions for alcohol purchase

47. Since early in July, we have stopped accepting cash for alcohol sales over the bar. At the moment, alcohol purchases over the bar may only be made by credit/debit card or charged to a room. Every alcohol purchaser is asked to give identification. This policy is to remain in place until my superiors are satisfied that all of the staff will implement the training that they have received.

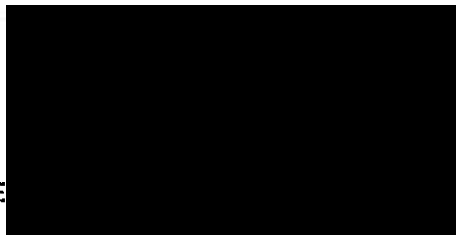
Challenge 25

48. Challenge 25 is now being rigorously enforced in the hotel. I attach at (11(x)) a copy of a letter handed to every hotel guest on check-in. This letter confirms that we are not accepting cash payment for alcohol and will be seeking identification for alcohol purchases.

Conclusion

49. I am extremely disappointed and frustrated to have been put into this position. All staff have received training and were well aware of it. I cannot explain how we have had these repeated failures. I am confident, however, that there will be no further problems moving forward.

SIGNED.....



LEE PRICE

DATED.....10-8-17.....

Statement of Caroline Sanders

Caroline Sanders will say as follows;-

Introduction

1. I am the Deputy General Manager of Holiday Inn Express Portsmouth. I am now the DPS. I report directly to Lee Price, the General Manager, who is responsible both for the Holiday Inn Express Portsmouth and Holiday Inn Express Southampton.
2. I have worked for Atlas since they took over in 2014 but I have worked at the hotel since 2000 having originally been employed by Hilton.
3. I became Deputy Manager in 2016. At the time, Marie Legg was DPS. She left and Steve McQueen, one of our managers, became DPS as he was the only manager who had a personal licence.
4. I enrolled on the APLH course with a view to taking over as DPS when I had got a personal licence.
5. Following the second failed test purchase an application was made for variation of the premises licence to specify me as DPS.

6. After [REDACTED] failed the test purchase in April I conducted the disciplinary investigation meeting with him. I produce a copy of the notes of that meeting at (11(q)). During that investigatory meeting, [REDACTED] explained that he felt that he had received all training and he knew what was expected of him.

[REDACTED]

7. [REDACTED] training buddy was Sharon Graham. Part of the reason we appointed [REDACTED] was that he had bar and restaurant experience. From my perspective he was competent and had understood his training. I therefore signed off his authorisation to serve on 16th June (11(c)).

8. Following the failed test purchase on 1st July, Sharon Graham telephoned me at home. I telephoned Lee Price immediately and we decided that as we had a zero tolerance policy on identification and challenge 25 due to the original two failures then we had no choice but to dismiss [REDACTED]

9. I came into work that afternoon and told him that he would be dismissed. I attach a copy of his letter of dismissal dated 1st April 2017 at (11(f)).

Additional measures taken since July 2017

10. There have been a number of changes at the hotel since 1st July 2017.

No cash at the bar

11. We no longer take cash at the bar. Every person who approaches the bar is asked if they are a resident. If they are not a resident and are purchasing alcohol then they are asked for identification irrespective of how old they are.

12. If the purchaser is a resident and appears to be under 25, then they are asked for identification and not served unless identification can be produced.

Point of sale

13. The till has been changed. It says Challenge 25 on every screen. Whenever an alcohol sale is rung up on the till there is a Challenge 25 pop up. The sale cannot proceed until the seller confirms that Challenge 25 has been considered.

14. We also now display Challenge 25 posters at the bar along with a letter from Lee Price to all guests explaining the Challenge 25 policy in force and the no cash rule. I produce this letter at (11(x)) and the poster at (11(y)).

15. The letter to guests is also handed to all residents upon check in. The reception team also explain the alcohol sales policy to new guests when they check in.

Training

16. The policy with new starters training has changed. A new starter cannot work on the bar until all training has been completed. That is not only the Day Two module training but also the Flow, Challenge 25 training and the Flow licensing and social

responsibility training. It is only when all of this is completed that an Authorisation to Serve form is signed.

17. Arrangements have been made for all staff that work on the bar to take a personal licence course. Personal licence applications will then be made for all managers.

18. I have also arranged for additional training from Inn Dispensable. They are going to run the BIIAB Award in Responsible Alcohol Retailing Course at the hotel. All staff that work on the bar will take this course. In addition, I am due to undertake a further course, the Level 2 award for designated premises supervisors.

Test Purchasing

19. All staff are made aware that there will be further test purchases at the hotel – both by the police and by Serve Legal. The staff are all aware that we operate a zero tolerance attitude to failure. Failure would result in dismissal.

Shift handover

20. On all shift handovers, specific reference is made to Challenge 25. There is a handover document (produced at 11(z)) which is passed from one duty manager to the next at a shift change. This specifically refers to Challenge 25.

21. I am on a family holiday on the 29th August and am unfortunately unable to attend the licensing hearing. I apologise for this.

SIGNED.



CAROLINE SANDERS

DATED.....

9/8/17

Statement of [REDACTED]

[REDACTED] will say as follows;-

Introduction

1. I started working at Holiday Inn Express Portsmouth on the 14th June 2017 as a guest services manager. I was interviewed by the general manager Lee Price.
2. Between February 2010 and December 2016 I worked for [REDACTED] as a restaurant co-ordinator. My duties included running the A La Carte restaurant and wine bar. I worked [REDACTED] which was [REDACTED] [REDACTED] Alcohol could be served to any person over 18. If there was any doubt about a person's age, we would ask for identification and as it was a [REDACTED]
3. I left [REDACTED] following a serious car accident and was out of work for six months.
4. I was elated to get the job at the Holiday Inn Express.
5. When I started I was allocated a training buddy. This was Sharon Graham. I was with her every day that I worked.
6. I went through an online training module which had a test at the end. I also received direct training from Sharon. She told me the hours that we could serve alcohol to customers, the different hours for residents and non-residents and the Challenge 25 policy operated in the hotel.

7. Sharon told me that if any customer appeared to be under the age of 25, I had to ask for identification to prove that the customer was over 18. The only identification that we would accept were the passport, photo card driving licence or PASS card with the hologram.
8. I also had training with other members of staff.
9. The training that I was given was thorough and I knew that I must ask for identification from any person who appeared to be under the age of 25 if they were attempting to purchase alcohol.
10. On one occasion I did challenge a young person to produce identification. The young man did so and I served him his drink.
11. July 1st was a Saturday. I was working a 7.00 am to 3.00 pm shift. At about lunchtime I was positioned at the reception desk. I was learning checkouts from my training buddy, Sharon.
12. I saw a young man walk in and approach the bar. I went to the bar to serve him. I think that he asked for a half pint of Stella.

13. Looking back, he was quite young – 18 to 20. Without thinking I served him the drink. I handed him his change. He then handed the change to an older man who I thought was his father.
14. The older man then showed me his police warrant card and asked to see the duty manager.
15. I didn't ask for identification. I thought that he was over age. Because of the environment that we were in (the hotel is directly on the main road and you have to drive to it) I thought that he was over 18 and I was safe to serve him.
16. I know that I should have challenged him for identification. This was the training that I had received. I did not follow that training.
17. Later that day, I had a meeting with Caroline Sanders, the DPS, and I was dismissed.
18. Since I was sacked I have been to the police station where I received a £90.00 fixed penalty.
19. I am gutted that I lost my job and that I let down my friends who work at the hotel. I have jeopardised their employment by my failure. Some of the staff have children and I would hate them to lose their jobs due to my mistake.

SIGNED.....

DATED.....

22/8/17

Statement of Daryl John Brown

Daryl John Brown will say as follows:-

Introduction;

1. I am a Guest Service Manager at the Holiday Inn Express Portsmouth.
2. I started at the hotel when it was a Hilton. I undertook an external alcohol licensing course for Hilton when I started. This was the APLH course. I do not, however, have a personal licence as Hilton were not prepared to pay for it.
3. When Atlas took over I received all of their training. I know who I can serve and who I can't serve. I know that I must ask anybody who appears to be under the age of 25 for identification to demonstrate that they are over 18. I know that I cannot serve anybody who cannot prove that they are over 18.
4. I have just re-taken the APLH course. I did this on the 26th July and have been told that Atlas will make a personal licence application for me when I receive the results.
5. I worked alongside [REDACTED], [REDACTED] on many occasions. I also worked alongside [REDACTED]. This was only on a couple of occasions as he wasn't with us very long.
6. [REDACTED] had lots of experience. He knew who he could and who he couldn't serve. Looking back, it may be that he failed the test purchase as he didn't like confrontation

and didn't have the confidence to challenge when he knew that he should have done.
I know, however, that he had received all Atlas training and was well aware of what he should be doing.

7. [REDACTED] was only with us for a short period of time. I only worked with him shift for a couple of times. I knew that he was an experienced barman and had received training in his last job and the Atlas training.

8. I can't understand why he didn't challenge the young person on 1st July.

9. I am very worried that I will lose my job if we lose our licence. I understand that the hotel may have to close if this happens.

SIGNED...

[REDACTED]

DATED.....

10-8-17

Statement of Sharon Graham

Sharon Graham will say as follows;-

Introduction

1. I am a Senior Guest Service Manager at Holiday Inn Express Portsmouth. I have worked at the hotel for 4 years. I was employed originally by Hilton and moved over to Atlas when they took over the hotel.
2. I was [REDACTED] training buddy.
3. A training buddy is an experienced member of staff who is shadowed by a new starter. This shadowing usually takes place for a few weeks and lasts until we are satisfied that the new starter is competent and able to operate the company's policies and procedures.
4. A training buddy takes a new starter through the Atlas induction folder. This is a large lever arch file which details everything from reservations, check in, housekeeping, maintenance and includes a module on bar service.
5. The liquor licensing policy module is done on day 2.

6. I took [REDACTED] through his liquor licensing module on 15th June. I signed it off and he signed it to confirm that he understood. I attach a copy of the signed Day Two checklist at (11(b)).

7. On 16th June, I took [REDACTED] through the "IHG Be Safe When You Serve (Alcohol)" document and he completed the quiz on that date. I produce this at (11(e)).

8. On 16th June I gave him further training on refusal of sales. This is new training that we had introduced since [REDACTED] had failed the test purchases. I produce at (11(u)) an extract from our refusal of sale log which details the training given and (at 11(d)) a copy of the employee training log signed by [REDACTED] and Lee Price confirming that he had understood the training.

9. On 16th June, I confirmed to Caroline Sanders, the DPS that [REDACTED] had understood his training and that I had no concerns about his competence. On that basis, she signed his authorisation to serve form.

10. On 1st July I was working with [REDACTED]. At about lunchtime he was on reception and I was in the back office. That morning he had been shadowing me whilst I was dealing with checkouts.

11. The first I knew of the failed test purchase was when [REDACTED] came into the office and told me that he needed a duty manager.

12. I came out and immediately recognised Peter Rackham from the last test purchase. I took him and another gentleman into the back office. They explained what had happened. [REDACTED] was very upset and couldn't believe that he had done it.

13. I then telephoned Caroline Sanders at home to explain what had happened.

SIGNED. [REDACTED]

SHARON GRAHAM

DATED..... 11.08.17

Statement of George James Brumfield

George James Brumfield will say as follows;-

Introduction

1. I am now a Guest Services Supervisor at Holiday Inn Express Portsmouth. I have been in this position for about 3 months. I was a Guest Services Assistant before that.
2. One of the roles of a Guest Services Supervisor is to cover the night manager role when he/she is not working.
3. I have worked at the Holiday Inn Express Portsmouth for about 9 months. I have received all of my liquor licence training. I am aware that the age verification policy at the hotel is Challenge 25.
4. In the middle of June I came into work one evening to start a night shift. [REDACTED] was working as a Guest Services Assistant that evening. He was working on the bar, taking and serving food and alcohol orders.
5. I was at the reception pods doing the handover from the shift manager. The reception pods are immediately next to the Express Bar Servery.

6. I witnessed a young man who I would estimate to be in his early 20's order a pint of beer from [REDACTED] asked him for identification. The man provided this identification and was served with his drink.

7. As far as I am aware, [REDACTED] knew the Challenge 25 policy in force. It's very difficult not to know this policy as it has been repeatedly drummed into us since [REDACTED] [REDACTED] served alcohol to underage people earlier this year. [REDACTED] knew the policy and was prepared to ask for identification when necessary.

SIGNED

[REDACTED]

GEORGE JAMES BRUMFIELD

DATED

11/09/17

Statement of Rosemary Rogers

Rosemary Rogers will say as follows;-

Introduction

1. I am a Guest Services Assistant at Holiday Inn Express Portsmouth.
2. I have worked at the hotel for over 10 years. I was originally employed by Hilton.
3. I have received licensing training from Atlas. I have been through the Flow training, the Day Two licensing module together with the IHG training and quiz. On top of that I have had recent one to one training on refusals with Caroline Sanders.
4. I am due to attend a personal licence course on Friday 11th August.
5. I work behind the bar alongside [REDACTED]. He knew what he was doing. He was an experienced barman.
6. I never saw [REDACTED] refuse service but he had had as much training as everyone else and should have known that he should have asked for identification if he had any doubt.
7. I am absolutely gutted that we are in this position and very concerned that I may lose my job. It is particularly frustrating as we were all on high alert having been told that we would be re-tested by the police.

SIGNED..........

Rosemary Rogers

DATED.....9/8/17.....

Holiday Inn Express – Proposed conditions for minor variation

Removal of the following conditions:

Annex 2 – Conditions consistent with the operating schedule

All of the conditions contained.

Replacement Proposed Conditions

CCTV

1 - The CCTV system must be fully operational whilst the venue is open to the public. The recording equipment shall be stored and operated in a secure environment with limited access.

The system shall be regularly maintained and serviced.

The system clock shall be checked regularly for accuracy taking account of GMT and BST.

Digital systems shall have sufficient storage capacity for 31 days good quality pictures.

The images produced will be date and time stamped.

Access

It is important that the Police are able to access data from the systems quickly and easily and therefore provision shall be made for someone to have access to the secure area and also be able to operate the equipment.

Ensure all operators receive training from the installer when equipment is installed and that this is cascaded down to new members of staff.

Have a simple operator's manual available to assist in replaying and exporting data (particularly important with digital systems).

At all times that the premises is open for trade a person shall be on site that is able to work the CCTV system and provide a copy of any footage to the Police or officers of the Licensing Authority on request.

CCTV shall cover the full licensable area including the entrance to the premises.

2 - All staff must receive comprehensive training in relation to the sale of alcohol. No member of staff shall be permitted to sell alcohol until such time as they have successfully completed this training. Training shall cover:

- Sale of alcohol to persons under 18
- Challenge 25 and acceptable forms of Identification
- Signs of Drunkenness
- Refusal register and when/how to use
- The Licensing Objectives

This training shall be documented and records kept on the premises. Police and the Licensing Authority shall have access to an individuals training records upon request.

3 - Any person appearing to those engaged in selling or supplying alcohol to be under the age of 25 and who is attempting to buy alcohol will be required to produce satisfactory photographic identification as proof of age. Acceptable ID shall be as per the latest Home Office guidance.

4 A refusals register in paper or digital format shall be kept and maintained at the premises. The register shall be made available for inspection upon request by an authorised officer of the Police or Local authority.

5 The premises shall operate a challenge 25 policy. Challenge 25 signage shall be visible to customers attending the bar.

6 The holder of the licence will ensure that if any guest room is to be occupied solely by persons under the age of 18, all alcohol is removed from any mini bar installed in the room or that the minibar is locked shut and that the key is not made available to the occupiers of the room.

Liquor Licencing

Make a
Connection

Be
Helpful

Be
Efficient

During this section your Buddy will:

- Advise you who the Designated Premises Supervisor/Personal License holder are
- Advise you what measures wines and spirits are served in within your hotel
- Explain the legal requirements for the serving of alcohol – **STS > Great Room and Bar 1.16**
- Describe your responsibilities in complying with these

By the end of this session you will have:

- Signed the Authorisation to Serve Alcohol form (Over 18s only)
- Signed the Liquor Mandate (England and Wales) and completed the Licensing & Social Responsibility training on Flow

PERMITTED HOURS

The hours for sale (for non-residents) are detailed below:

Monday to Saturday:	11.00am – 11.00pm
Sunday, Christmas Day and Good Friday:	12.00pm – 10.30pm

Permitted hours for residents are 24 hours per day. However, the bar is usually only open between 9am and 2am

The result of this is that any persons may be served alcoholic beverages during these permitted hours providing they are of a legal age

No measuring instruments or capacity must be used unless it is Government stamped and in good condition

BEER AND CIDER

Draught beer must be served in a Government stamped glass or tankard. Full measures must be given when bottled beer or bottled cider is serviced. The customer must be given the entire contents of the bottle.

All spirits and liquors (gin, vodka, rum, whiskey, brandy etc.) must be dispensed only in quantities of 25, 35 or 50ml and only through Government stamped measure. It is an offence for any member of staff to dilute alcoholic liquor with a non-alcoholic liquid, except when a customer makes such a request. Failure to obey this instruction could result in instant dismissal.

IF YOU ARE IN ANY DOUBT YOU MUST ASK YOUR MANAGER

The price of alcoholic liquor which is offered or exposed for sale in our Hotels must be indicated in writing, either by means of a notice behind and/or on the bar and in the bar area. Notices should be clear and legible and easily read by an intending purchaser. The Company will provide appropriate notices, price lists and wine lists, and it is your duty to ensure that these are always available to the customer during the periods of service of alcoholic liquor.

IF YOU HAVE ANY DOUBT AS TO THE APPLICATION OF THIS ORDER, YOU MUST ASK YOUR MANAGER

PASSING OFF

It is an offence under the Trade Descriptions Act, to substitute a different brand of drink for one ordered without the customer's knowledge, e.g. if Bacardi is asked for and only Dry Cane is available. You must tell the customer before serving it to him. Another example is Pepsi Cola being substituted when a coke is asked for. This must not be done, and failure to comply with this instruction could result in instant dismissal.

UNDER AGE DRINKING

It is an offence, under the Licensing Act (Amended) 1988, to knowingly sell intoxicating liquor to anyone under the age of 18 years to be consumed on or to be taken away from the premises. It is also an offence to sell to anyone who is attempting to buy alcoholic liquor on behalf of a person under the age of 18 years to be consumed on or off the premises.

IF THERE IS ANY DOUBT AS TO WHETHER THE PERSON IS UNDER THE AGE OF 18, THEY SHOULD NOT BE SERVED AND THE DUTY MANAGER SHOULD BE CALLED

No persons, whatever age, have the right to be served alcoholic beverages and may be refused without being given a reason. You should never refuse service without first consulting your Manager.

DRINKING UP TIME

The time allowed for the consumption of alcoholic beverages purchased during normal permitted hours by non-residents is twenty minutes. No further alcoholic beverages may be served after normal permitted hours but persons may consume beverages purchased before the end of permitted hours for up to twenty minutes. At the end of this time, all non-residents should be respectfully asked to finish their drink. If you encounter any problems with persons refusing to finish their drinks after the twenty minute period, you should call the Duty Manager. Non-residents may continue to consume alcohol after permitted hours provided those drinks are purchased willingly by a bona fide hotel resident for his guests.

STAFF DRINKING

Drinking on duty or on Company premises is not permitted at any time unless the prior approval of Management has been gained. Failure to comply may result in dismissal.

GRATUITIES

It is not permitted to canvas customers, directly or indirectly regarding the fact that gratuities are not included in accounts presented to them.

Additions to customer accounts are not permitted without the specific instruction and signature of the customer. It is not permitted to imply or infer to a customer requesting a gratuity to be added to an account, that cash is preferred. If offered a drink by a customer, it must be explained that drinking on duty is not permitted.

The following course of action may be followed:

- 1 On a cash transaction, request that the value of the drink be set aside, ringing the remaining total balance of the customer order into the till.
- 2 On a credit transaction, the value of the drink should be entered on the bill as a gratuity and the bill signed by the guest in the normal manner.
- 3 Non-alcoholic beverages given by a customer may be consumed whilst on duty but not in public view, and with prior permission of the Management.

UNDER NO CIRCUMSTANCES IS IT PERMISSIBLE FOR MONEY TO BE REMOVED FROM THE TILL/FLOAT

Day Two Checklist

Make a Connection

Be Helpful

Be Efficient

As you complete each subject, task, activity or mandate, please sign the relevant section below and ask your Buddy to countersign and date in the space provided. When the section is completed don't forget to sign the Master Checklist at the front of this pack.

	Buddy	Employee	Date
General Information and House Rules			15/6/17
Human Rights Policy			" "
Anti Bribery Policy			
Uniform			
Health and Safety			
Liquor Licencing			
PCI Introduction			
Service Recovery Module			
IHG Merlin/myLearning			
Brand Orientation on Flow			
Contract and Handbook			↓

Authorisation to serve

This is to authorise:

Name

DOB

On behalf of

Atlas Hotels

the Designated Premises Supervisor of

Holiday Inn Express Portsmouth North
Eastern Road, Farningham PO6 1UN

to sell alcohol, wine and beer to hotel customers under the terms and conditions as specified as part of the Licensing Act 2003 which states the objectives are as understated:

- The prevention of crime and disorder
- Public safety
- The protection of children from harm
- The prevention of public nuisance

Further to the above, please also acknowledge that it is a criminal offence for any person to sell alcohol (a drink where the alcohol by volume is 0.5% and over) to a person who is under the age of 18. As part of the challenge 25 policy for dealing with proof of age, this requires staff to request the customer to prove that they are over the age of 18. The only exception to this is a 16 or 17 year old is allowed to drink beer, wine, or cider with a table meal provided an adult purchase the drink and also the adult must accompany the 16 or 17 year old at the table meal. This however does not include bar meals.

- Proof of age scheme – Documentary evidence can be
- Photo driving licence
- A passport
- A proof of age scheme card, which carries the pass logo

Please note it is also an offence to sell alcohol to a person who is or appears to be drunk. Sale of alcohol to a non-resident customer beyond or before the time specified on the premises licence part B schedule 12 displayed at the bar counter. It is important to note that we maintain a zero tolerance policy to illegal drug activity.

A police officer or authorised person (local authority office, environmental health office, fire office or health and safety office) may, at any time, enter the premises to which a current premises licence application or temporary event notice relates, to assess its effect on the licensing objectives.

Employee name

Employee signature

Date

June 16th 2017

Designated Premises Supervisor

Personal licence holder

CAROLINE SANDERS

1735

Annual review of mandate

Initials

Date

EMPLOYEE TRAINING LOG

Employee's Name: [Redacted]

I have received and understand the training on underage sales. I am fully aware of what type of action I should take to prevent the sale to an underage person.

Signature: [Redacted]

Date: 19, 06, 17

Trainer's Declaration

I have given the above employee full training in the legal requirements relating to the age restricted products current proof of age schemes.

16/06/17

Trainer: Lee Price

Signature: [Redacted]

Date: 19, 4, 17

16 6 17

Employee's Name: [Redacted]

I have received and understand the training on underage sales. I am fully aware of what type of action I should take to prevent the sale to an underage person.

Signature: [Redacted]

Date: 19, 04, 17

Trainer's Declaration

I have given the above employee full training in the legal requirements relating to the age restricted products current proof of age schemes.

Trainer: Lee Price

Signature: [Redacted]

Date: 19, 4, 17

Employee's Name: [Redacted]

I have received and understand the training on underage sales. I am fully aware of what type of action I should take to prevent the sale to an underage person.

Signature: [Redacted]

Date: 01, 08, 17

Trainer's Declaration

I have given the above employee full training in the legal requirements relating to the age restricted products current proof of age schemes.

31/05/2017

Trainer: Lee

Signature: [Redacted]

Date: 1, 8, 17

Employee's Name: [Redacted]

I have received and understand the training on underage sales. I am fully aware of what type of action I should take to prevent the sale to an underage person.

Signature: [Redacted]

Date: 03, 07, 17

Trainer's Declaration

I have given the above employee full training in the legal requirements relating to the age restricted products current proof of age schemes.

Trainer: [Redacted]

Signature: [Redacted]

Date: 03, 07, 17



InterContinental Hotels Group



This program is designed to introduce employees to the need and importance of serving alcohol responsibly.

10 MINUTE SAFETY TRAINER

Target Audience
□ All Staff

Training Tip:
Discuss the signs of intoxication

These include but are not limited to:

- Inappropriate Speech Volume
- Poor Hand/Eye Coordination
- Slurred Speech
- Red Eyes and/or Excessive Sweating
- Decreased Level of Alertness

Questions, Comments & Suggestions
Contact Risk Management Training at
risktraining@ihg.com

BE SAFE WHEN YOU SERVE (ALCOHOL)

1. Due to the effects of alcohol upon a person's judgment and activities, reasonable care should be taken when serving alcohol.
2. "Dram Shop" Laws involve civil complaints alleging that a business "illegally" served alcohol to an individual who then (as a direct result of having been "illegally" served alcohol) caused the plaintiff (victim) to experience suffering or loss.
3. Have you ever been asked to guess someone's age? How many times were you able to guess the exact age of that person? How close were you to the actual age? One year ... one month, week...etc. Unfortunately, even missing someone's age by a day may be the difference between "legally" and "illegally" serving alcohol. Do not rely solely on the visual appearance of an individual when determining their age. The best way to be sure that the person you are serving is of legal drinking age is to check their ID.
4. Do not serve alcohol to someone who appears intoxicated. In many cases it is not only illegal to serve alcohol to an individual who is intoxicated, it can increase the probability of that person being injured or injuring a third party in an accident. Learn how to recognize the signs of intoxication. Refuse service to anyone who appears intoxicated. Notify the other servers and the Manager on Duty (MOD) that you have refused service and why.
5. Know your surroundings and customers. Learn to identify problem drinkers early. By identifying problem drinkers early, you can take the appropriate actions to help reduce the potential of them becoming intoxicated.
 - Have been asked to serve alcohol to someone who is not of legal drinking age.
 - Suspend the service of alcohol.
 - Take action to deter someone from becoming a problem drinker.
 - Attempt to deter someone from driving after drinking.
6. Keep control of alcohol distribution by serving only one drink at a time to each customer. If you serve more than one, the additional drink may be given to a minor or to someone who is intoxicated.
7. Take reasonable care in deterring someone who is intoxicated from driving. However, refrain from physically restraining a customer. Instead, offer alternatives for the intoxicated person. These may include offering to call a taxi, friend or relative. Attempt to offer the person a meal or non-alcoholic beverages. When approved by hotel management, offer the person a free ride home in a taxi. If a person insists on driving, obtain a complete description of the person's vehicle (make, model, color, license number, etc.), and notify the MOD who can call the police.
8. Document all incidents and actions. In order to protect yourself and the hotel, you should always complete a shift activity report whenever you:
 - Have been asked to serve alcohol to someone who is not of legal drinking age.
 - Suspend the service of alcohol.
 - Take action to deter someone from becoming a problem drinker.
 - Attempt to deter someone from driving after drinking.

Appropriate actions may include increasing the time between drinks and offering suggestions about possible food options. Again, notify the other servers and the MOD of what actions you have taken and why.

Continued

Be Safe When You Serve (Alcohol)

In addition, document work shifts when no unusual activity occurs. It's simple. If no activity occurred on your shift, simply state "no activity" on your report. You never know when something that you consider to be a minor incident can turn into a major lawsuit. Play it safe – document!

9. Secure alcoholic beverages when service has ended or the bar is closed. To help protect against the unlawful dispensing of alcohol, all of the beer taps should be either equipped with tap locks or disconnected from the kegs. The cabinet containing the keg should be secured as well. Liquor should be contained and secured in cabinets, by shutters, or by other similar arrangements.
10. Following these simple rules will help ensure you serve alcohol responsibly and will help protect our guests and the public from drinking related accidents.

Quiz

Be Safe When You Serve (Alcohol)

1. Under "DRAM Shop" Laws, the hotel can serve any amount of alcohol to a customer and NOT be held responsible for the customer's actions.
 - A. True
 - B. False
2. Visual appearance is the best way to tell if someone is of legal drinking age.
 - A. True
 - B. False
3. To verify if someone is of legal drinking age, always:
 - A. Check their ID
 - B. Ask if they are old enough
 - C. Assume that if they are requesting to be served, they are old enough
4. If someone appears intoxicated:
 - A. Serve them beer instead of liquor.
 - B. Continue alcohol service. You can never assume someone is intoxicated.
 - C. Refuse alcohol service, offer nonalcoholic beverages/food and document your actions.
5. If you identify someone as a problem drinker, you should attempt to increase the time between drinks.
 - A. True
 - B. False
6. If someone is attempting to drive after appearing intoxicated, you should:
 - A. Physically restrain them.
 - B. Continue serving alcoholic beverages until they become unconscious
 - C. Offer to call a taxi, friend, or relative
 - D. Never document your actions
7. You should complete an shift activity report, if you:
 - A. Suspend the service of alcohol
 - B. Deter or slow down a problem drinker
 - C. Have no activity during your shift
 - D. All the above
8. Securing alcohol includes:
 - A. Disconnecting taps from the keg or securing them with tap locks.
 - B. Placing liquor in a cabinet and locking it.
 - C. Taking unfinished alcoholic bottles home with you.
 - D. Both (a) and (b)

When you have completed this quiz, turn it in to your supervisor

Name: _____

Date: 16/06/17

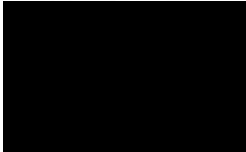


Atlas Hotels Limited
Bridgeway House
Bridgeway
Stratford upon Avon
CV37 6YX

t: +44 (0)1789 415 015
f: +44 (0)1789 206 738

atlashotels.co.uk

Private and Confidential



Saturday, 01 July 2017

Dear 

Re: Probationary Review

I refer to our recent meeting, which was held in the Holiday Inn Express Portsmouth North, at 2.15pm on 1st July 2017.

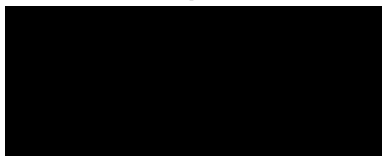
At the meeting we discussed the recent breach of licensing policy.

It is clear that although the team has worked closely with you to assist your progress in the role, this breach of licensing policy means you have not been successful in reaching the standards expected. Following our discussions, it is with regret, I have decided to terminate your employment with us due to your capability.

Under the terms and conditions of employment during the probationary period you are entitled to one week's notice. This will be paid in full, together with any adjustments for outstanding holiday accrual.

Your P45 and pay advice will be forwarded in due course. Please return your uniform and any other company property to the hotel within seven days.

Yours sincerely



Caroline Sanders
Deputy General Manager

Richard Taylor

From: Martin Coombes [REDACTED]
Sent: 06 July 2017 12:23
To: Richard Taylor
Subject: FW: Holiday Inn Express Portsmouth

FYI

Martin Coombes
Group Operations Manager
ATLASHOTELS

[REDACTED]
w: atlashotels.co.uk

Atlas Hotels Ltd. Registered address: Bridgeway House, Bridgeway, Stratford upon Avon, CV37 6YX. Registered company number 3218948, England

From: Martin Coombes
Sent: 06 July 2017 11:31
To: 'Peter.rackham' [REDACTED]
Subject: Holiday Inn Express Portsmouth

Good morning Pete,

Furthermore to our discussion on Monday and my follow up email, I wanted to further update you on action that has been taken this week and continue to reassure you that we are taking this matter very seriously and are extremely committed to our responsibilities not only in Portsmouth but also throughout our 47 hotels.

As the Group Operations Manager, I have now taken ownership for the hotel in Portsmouth and I have personally fully reviewed our training and procedures within the hotel and company. I can confirm [REDACTED] only completed 8 working days with us before his dismissal, in this time he did receive 2 separate training sessions which covered licensing law and objectives, challenge 25 and ID checks, refusal register and responsibilities in addition, he had also started a third extensive on-line training course entitled social responsibility and licensing. I am still disappointed that he was unable to put this extensive training into practise and I know the team are very committed to getting this right. With this in mind, we have also taken the further action in Portsmouth as follows:

- I have instructed Serve Legal to begin immediate regular ID and compliance testing visits/audits which will start next week to the hotel and will be carried out weekly for the foreseeable future
- We are committed to ensuring that all duty managers will be trained and then apply for a personal license meaning that we will have personal license holders on every shift. Currently, we have 2 duty managers to send for this training. The other 2 managers are already personal license holders including a recent starter who was again mainly recruited due to her qualification in this area
- The hotel will also not accept "cash only" transactions for the foreseeable future until I am convinced through the partnership with Serve Legal that we are consistently carrying out ID checks/refusing sale and adhering to our Challenge 25 policy. ID checks will of course continue to be encouraged for all guests.
- Team meetings have been carried out which highlighted the continuing importance and our zero tolerance to failure as demonstrated by the immediate dismissal of [REDACTED]
- The hotel will also report to me on a weekly basis with their refusal of sale log records and training records of any new starters which will be reviewed alongside the Serve Legal audits

Additionally we have also asked Serve Legal to explore carrying out compliance checks in all our 46 remaining hotels and continue to highlight the importance of our responsibilities throughout the company.

Finally, I am due to visit the hotel on Monday 10th July and was wondering if we could meet to discuss the recent events, our approach to correcting this and gain from any further suggestions or advice that you might

be able to offer? I would appreciate your time if you are able to meet.

Regards,

Martin Coombes
Group Operations Manager
ATLASHOTELS


w: atlashotels.co.uk

Atlas Hotels Ltd. Registered address: Bridgeway House, Bridgeway, Stratford upon Avon, CV37 6YX. Registered company number: 3218948, England

Robyn Thompson

From: Gill Sutherland [REDACTED]
Sent: 08 August 2017 10:58
To: DGM Portsmouth - Caroline Sanders
Subject: Licence Training
Attachments: Qualification Overview.docx

Hi Caroline

Further to our conversation regarding the Underage Sales Prevention training we are delivering in September. I have been in contact with the BIIAB to ascertain the details of this qualification and their opinion is that this qualification is more suited to licensed premises that also sell cigarettes, lighters, gas and knives etc.

The BIIAB think that the ARAR (Award in Responsible Alcohol Retailing), although a Level 1 qualification, would be more suitable to your needs as it is tailored more towards the hospitality industry. It is recognised by Police Licensing as being a qualification that shows due diligence and unlike the USP is supported by a handbook.

I have attached an overview of both courses to enable you to make a more informed choice, and as I mentioned, Vijay Chudasama at the BIIAB is very happy to discuss this with yourself or representative. His number is [REDACTED]

Kind regards

Gill Sutherland
Finance and Administration Director
Inn-Dispensable Ltd



e·Learn

[Personal Licence Courses](#) | [Online Hospitality Courses](#) | [About Us](#) | [Blog](#)

BIIAB Level 1 Award in Responsible Alcohol Retailing (QCF)

This qualification enables candidates to understand the main points of licensing law. Recognise the responsibilities associated with the retail sale of alcohol and understand their duties concerning under-age sales and serving persons who are drunk. This qualification also supports the designated premises supervisor to retail alcohol responsibly on their licensed premises.

Duration One day

Details

The qualification covers the following areas:

- The nature of alcohol and the effect that it has on the human body.
- The main issues in the 2003 Licensing Act as they relate to alcohol retailers and servers.
- Licensing law in relation to the protection of children from harm.
- The social responsibilities relating to the retail sale of alcohol.
- How to recognise drunkenness, and your duty not to serve drunk customers.
- Appropriate strategies that can be adopted to prevent or eliminate alcohol-related crime and conflict and the importance of personal safety.

Assessment: An exam in two parts

- Section one: Three questions: pass mark 100%
- Section two: 22 questions : pass mark 14

Recommended Training Materials: BIIAB Handbook in Level 1 Award in Responsible Alcohol Retailing

Qualification title: BIIAB Level 1 Award in Responsible Alcohol Retailing (QCF)

BIIAB Level 2 Award in Underage Sales Prevention

Qualification

Confirms occupational competence in the knowledge of preventing underage sales.

Qualification Overview

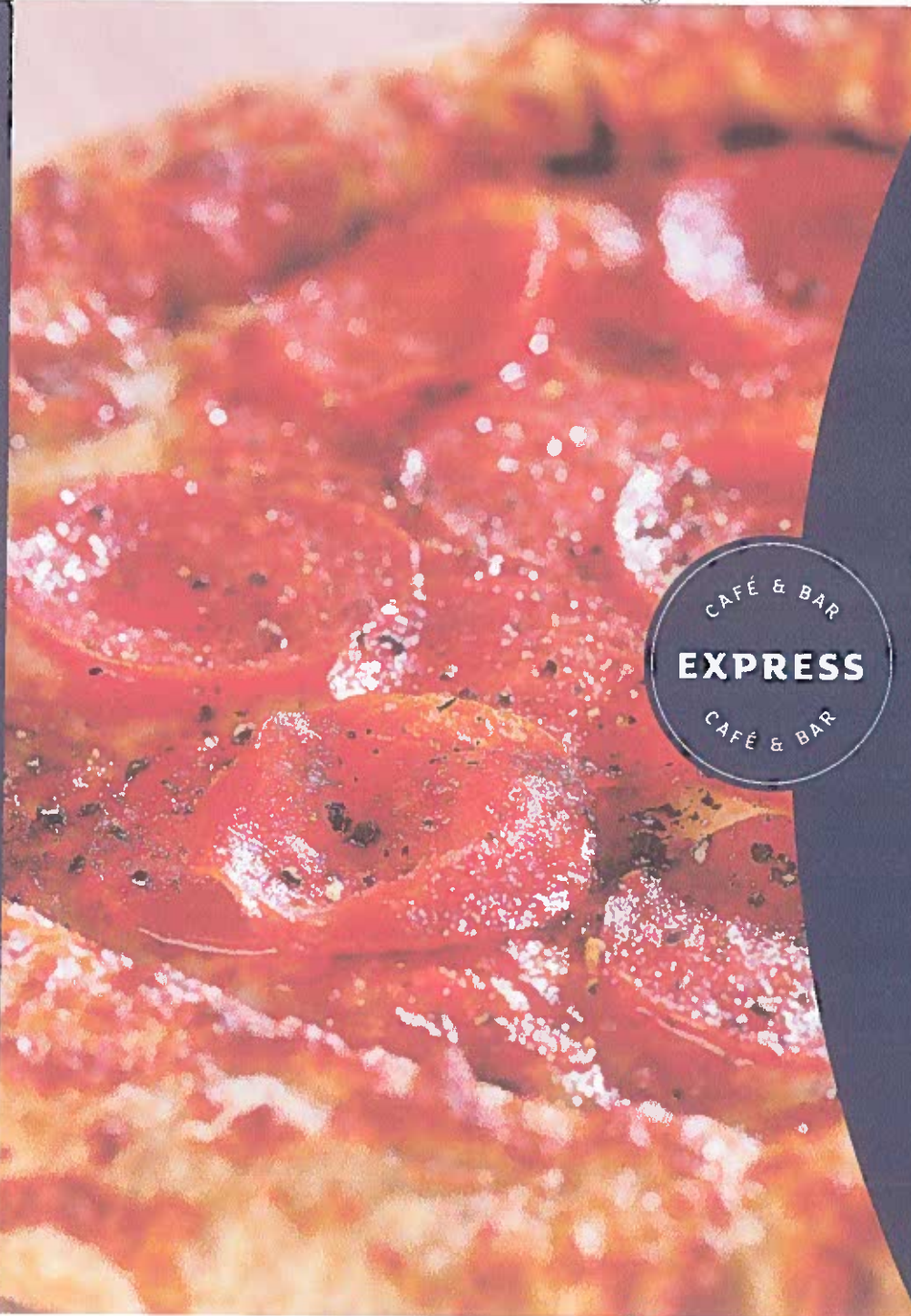
The BIIAB Level 2 Award in Underage Sales Prevention is designed to develop and assess the competence of those who are working or wish to work in the licensed retail or retail sector and will, or may, be retail selling age-restricted products, such as alcohol, knives, tobacco etc.











Enjoy our selection of food and drinks.

To place your order, please see a team member at the bar or reception.

White Wine (120ml / 175ml / 250ml bottle)

Pontebello Pinot Grigio

South Australia

£3.50 / £4.90 / £7.00 / £19.99

Riverstone Ridge Sauvignon Blanc

Marlborough, New Zealand

£4.00 / £5.00 / £8.00 / £23.99

Rosé Wine (120ml / 175ml / 250ml bottle)

Vondange White Zinfandel

California, USA

£3.50 / £4.90 / £7.00 / £19.99

Red Wine (120ml / 175ml / 250ml bottle)

Monte Verde Merlot

Central Valley, Chile

£3.50 / £4.90 / £7.00 / £19.99

Don Jacobo Rioja

Bodegas Condit, Spain

£4.00 / £5.00 / £8.00 / £23.99

Sparkling Wine

Bolla Prosecco


Italy

£7.20 200ml

Sant'Orsola Prosecco

Italy

£19.99 bottle

 Please drink responsibly

CAFÉ & BAR
EXPRESS
CAFÉ & BAR

Light Bites

Soup & rustic bread (V) £5.00

Soup of the day served with rustic baguette

Hot & Spicy Chicken Wings £5.00

Hot buffalo wings with a sour cream dip

Loaded nachos (V) £5.00

Nachos topped with melted cheese, sour cream, guacamole and salsa

Coconut breaded King prawns £5.00

Coconut breaded King prawns with a sweet chilli dip

Mozzarella dippers (V) £5.00

Breaded mozzarella dippers with a BBQ dip

Salads

Tuna & sweetcorn salad £11.00

Flaked tuna, sweetcorn, cherry tomatoes, cucumber, carrot and mixed leaves, with your choice of dressing

Mediterranean veg & Cous Cous salad (V) £11.00

Giant cous cous, roasted vegetables, apricots, chickpeas and mixed leaves, in a chilli and herb vinaigrette

Hot Meals

Chicken tikka masala €11.95

Marinated chicken in a rich tikka sauce, served with basmati rice and naan bread

Sweet potato & chickpea curry (V) €10.50

Sweet potato, chickpeas and spinach in a medium spiced coconut curry sauce with spices and garlic, served with basmati rice and naan bread

Chilli con carne €10.00

Spicy beef mince cooked with aromatic spices, peppers and kidney beans, served with rice and garlic bread

Steak & ale pie €14.95

Steak and ale pie, served with mashed potatoes and peas

Full rack BBQ ribs €14.95

Pork ribs marinated and cooked in a smoky BBQ sauce, served with chunky chips and a pot of coleslaw

Burgers

Your choice of burger served in a brioche bun with chunky chips

Chargrilled chicken breast €11.95

Falafel & spinach burger (V) €10.50

Birchstead 6oz* British beef burger topped with grilled back bacon and mature cheddar €11.95

Chicken New Yorker €12.50

Chargrilled chicken breast topped with BBQ sauce, grilled back bacon and mature cheddar, served with chunky chips

Fish & Chips €10.95

Battered fish and chunky chips, served with peas and tartare sauce

12" Thick Crust Pizza €11.50

Choose from:

Pepperoni

Four Cheese (V)

Chicken and bacon

Sides

Chips (V) €3.00

Garden salad & dressing (V) €3.00

Garlic bread (V) €3.00

Coleslaw (V) €3.00

Onion rings (V) €3.00

Desserts

Sticky Toffee Pudding €4.50

Sticky toffee sponge with toffee sauce

Apple & blackberry crumble €4.50

Apple and blackberry crumble served with custard

Jude's Ice Cream €4.50

Choose from:

Vanilla

Salted Caramel

(V) suitable for vegetarians

If you require information on ingredients which may cause allergy or intolerance, please speak to your server before you order your meal. Fish may contain small bones. All dishes are inclusive of VAT at current rate.



Holiday Inn Express Portsmouth - North

Fabulous

4.4

OUT OF 5

Hotels.comTM

An Expedia Inc company

Johan Svanstrom

PRESIDENT, HOTELS.COM BRAND

00069

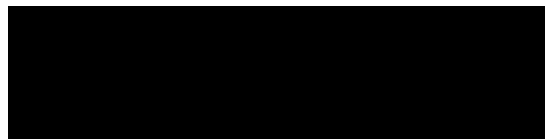


**SIMPLY
THE GUEST
AWARDS**

LateRooms.com

2017 TOP RATED

Portsmouth



Hugo Kimber
Executive Chairman LateRooms.com

AWARDED TO

Holiday Inn Express Portsmouth - North

BASED ON LATEROOMS.COM'S GENUINE GUEST REVIEWS



ENVIRONMENTAL HEALTH

Mr L Price
Holiday Inn Express (Portsmouth North)
Eastern Road
Portsmouth
PO6 1UN

Civic Offices
Guildhall Square
Portsmouth
PO1 2AL

Phone:
Fax:
Email:

Our Ref: SJB/FHRS

Date: 24 October 2016

Dear Mr Price

**NATIONAL FOOD HYGIENE RATING SCHEME
HOLIDAY INN EXPRESS (PORTSMOUTH NORTH), EASTERN ROAD,
PORTSMOUTH, PO6 1UN**

As discussed during your recent food hygiene inspection, please find enclosed a Food Hygiene Rating sticker which you are encouraged to display on the premises for your customers to see. You must ensure that you do not misrepresent the hygiene rating and you should only display the current rating for your business. Misleading customers by displaying a rating that does not relate to your most recent inspection may be an offence under The Consumer Protection from Unfair Trading Regulations 2008.

If you feel that the current rating is unfair or incorrect please contact the officer who carried out your last inspection. If, after that, you remain dissatisfied you may appeal in writing to me within 14 days (including weekends and public holidays).

Information on the scheme, including your published rating, template forms for lodging an appeal and exercising a 'right of reply' is available at <http://ratings.food.gov.uk/>. For a paper copy or further information or advice, please contact the officer who carried out the inspection or our team duty officer on the number above.

Yours sincerely

Steven Bell
Business Support Team Leader

PORTSMOUTH CITY COUNCIL
 REPORT OF FOOD HYGIENE INSPECTION
 FOOD SAFETY AND HYGIENE (ENGLAND) REGULATIONS 2013



BUSINESS DETAILS:

Trading name	PORTSMOUTH HOTEL HOLIDAY INN EXPRESS - PORTSMOUTH NORTH
Address	EASTERN ROAD, PORTSMOUTH PO6 1UN
Registered address	AS ABOVE
Name of food business operator	ST JAMES HOTEL LIMITED

INTERVENTION DETAILS:

Person(s) seen/ interviewed	MR LEE PRICE - GENERAL MANAGER.
Areas inspected/ audited	BAR / SERVERY / KITCHEN
Documents/records examined	DAILY RECORDS / HACCP / PEST CONTROL
Action to be taken by the Food Authority	INSPECTION REPORT ONLY. EMAIL APR.

PRIORITY ACTIONS/IMPROVEMENTS NECESSARY/ADVICE: (L) = LEGAL REQUIREMENT.

Compliance with food hygiene & safety procedures	VERY GOOD COMPLIANCE WITH FOOD SAFETY. (L) WE ADVISED THAT MILK FRIDGE HAS BROKEN AND MILK IS CURRENTLY BEING KEPT IN COOLAR - DOOR HAD BEEN OPEN AND TEMPERATURE WAS HIGH AT 15°C - MONITOR TEMPERATURE OF MILK AND THROW AWAY IF IT'S 'OFF' MEANWHILE, CONSIDER PURCHASING MILK DAILY AS REQUIRED.
Compliance with structural requirements	GOOD COMPLIANCE WITH STRUCTURAL REPAIR AND ALL AREAS WERE CLEAN. (1) MILK FRIDGE TO BE REPAIRED. - (L) (2) COUNTER TOP BRIDGE HAS A HOLE IN IT BUT IS RUNNING AT 2°C. - REPAIR (L).
Confidence in management/control procedures	FOOD SAFETY MANAGEMENT SYSTEM IN PLACE AND STAFF SUITABLY TRAINED. (3) PLEASE COMPLETE AND RETURN FOOD PREMISES REGISTRATION FORM - TO BE EMAILED.

FOOD HYGIENE RATING:

This food business is INCLUDED/EXCLUDED/EXEMPT within the scope of the National Food Hygiene Rating Scheme. Further information is available on the Food Standards Agency website at www.food.gov.uk/ratings

Criteria assessed	Annex 5 score	Notes for food business operator:
Compliance with food hygiene and safety	S	<ul style="list-style-type: none"> If you consider that your rating is unjust, you may appeal in writing to the Council's lead food officer. Information on this scheme, including template forms for lodging an appeal, your "right to reply" or "request a revisit" is available at www.food.gov.uk/ratings For a paper copy, please ask your Council.
Compliance with structural requirements	S	
Confidence in management/control procedures	S	
Food Hygiene Rating*	(S)	

INSPECTING OFFICER & COUNCIL DETAILS:

Name	DONNA HARVEY	Signed	[Redacted Signature]
Designation	EHO	Date	20 October 2016
Tel	[Redacted]	Email	[Redacted]
Contact details of officer in case of a dispute	CHRISTOPHER LARKIN Environmental Health Food Lead Officer		

Liquor Licencing

Make a
Connection

Be
Helpful

Be
Efficient

During this section your Buddy will:

- Advise you who the Designated Premises Supervisor/Personal License holder are
- Advise you what measures wines and spirits are served in within your hotel
- Explain the legal requirements for the serving of alcohol – STS > Great Room and Bar 1.16
- Describe your responsibilities in complying with these

By the end of this session you will have:

- Signed the Authorisation to Serve Alcohol form (Over 18s only)
- Signed the Liquor Mandate (England and Wales) and completed the Licensing & Social Responsibility training on Flow

PERMITTED HOURS

The hours for sale (for non-residents) are detailed below:

Monday to Saturday:	11.00am – 11.00pm
Sunday, Christmas Day and Good Friday:	12.00pm – 10.30pm

Permitted hours for residents are 24 hours per day. However, the bar is usually only open between 9am and 2am

The result of this is that any persons may be served alcoholic beverages during these permitted hours providing they are of a legal age

No measuring instruments or capacity must be used unless it is Government stamped and in good condition

BEER AND CIDER

Draught beer must be served in a Government stamped glass or tankard. Full measures must be given when bottled beer or bottled cider is serviced. The customer must be given the entire contents of the bottle.

All spirits and liquors (gin, vodka, rum, whiskey, brandy etc.) must be dispensed only in quantities of 25, 35 or 50ml and only through Government stamped measure. It is an offence for any member of staff to dilute alcoholic liquor with a non-alcoholic liquid, except when a customer makes such a request. Failure to obey this instruction could result in instant dismissal.

IF YOU ARE IN ANY DOUBT YOU MUST ASK YOUR MANAGER

The price of alcoholic liquor which is offered or exposed for sale in our Hotels must be indicated in writing, either by means of a notice behind and/or on the bar and in the bar area. Notices should be clear and legible and easily read by an intending purchaser. The Company will provide appropriate notices, price lists and wine lists, and it is your duty to ensure that these are always available to the customer during the periods of service of alcoholic liquor.

IF YOU HAVE ANY DOUBT AS TO THE APPLICATION OF THIS ORDER, YOU MUST ASK YOUR MANAGER

PASSING OFF

It is an offence under the Trade Descriptions Act, to substitute a different brand of drink for one ordered without the customer's knowledge, e.g. if Bacardi is asked for and only Dry Cane is available. You must tell the customer before serving it to him. Another example is Pepsi Cola being substituted when a coke is asked for. This must not be done, and failure to comply with this instruction could result in instant dismissal.

UNDER AGE DRINKING

It is an offence, under the Licensing Act (Amended) 1988, to knowingly sell intoxicating liquor to anyone under the age of 18 years to be consumed on or to be taken away from the premises. It is also an offence to sell to anyone who is attempting to buy alcoholic liquor on behalf of a person under the age of 18 years to be consumed on or off the premises.

IF THERE IS ANY DOUBT AS TO WHETHER THE PERSON IS UNDER THE AGE OF 18, THEY SHOULD NOT BE SERVED AND THE DUTY MANAGER SHOULD BE CALLED

No persons, whatever age, have the right to be served alcoholic beverages and may be refused without being given a reason. You should never refuse service without first consulting your Manager.

DRINKING UP TIME

The time allowed for the consumption of alcoholic beverages purchased during normal permitted hours by non-residents is twenty minutes. No further alcoholic beverages may be served after normal permitted hours but persons may consume beverages purchased before the end of permitted hours for up to twenty minutes. At the end of this time, all non-residents should be respectfully asked to finish their drink. If you encounter any problems with persons refusing to finish their drinks after the twenty minute period, you should call the Duty Manager. Non-residents may continue to consume alcohol after permitted hours provided those drinks are purchased willingly by a bona fide hotel resident for his guests.

STAFF DRINKING

Drinking on duty or on Company premises is not permitted at any time unless the prior approval of Management has been gained. Failure to comply may result in dismissal.

GRATUITIES

It is not permitted to canvas customers, directly or indirectly regarding the fact that gratuities are not included in accounts presented to them.

Additions to customer accounts are not permitted without the specific instruction and signature of the customer. It is not permitted to imply or infer to a customer requesting a gratuity to be added to an account, that cash is preferred. If offered a drink by a customer, it must be explained that drinking on duty is not permitted.

The following course of action may be followed:

- 1 On a cash transaction, request that the value of the drink be set aside, ringing the remaining total balance of the customer order into the till.
- 2 On a credit transaction, the value of the drink should be entered on the bill as a gratuity and the bill signed by the guest in the normal manner.
- 3 Non-alcoholic beverages given by a customer may be consumed whilst on duty but not in public view, and with prior permission of the Management.

UNDER NO CIRCUMSTANCES IS IT PERMISSIBLE FOR MONEY TO BE REMOVED FROM THE TILL/FLOAT

Authorisation to serve

This is to authorise

Name

DOB

On behalf of

the Designated Premises Supervisor of

to sell alcohol, wine and beer to hotel customers under the terms and conditions as specified as part of the Licensing Act 2003 which states the objectives are as understated:

- The prevention of crime and disorder
- Public safety
- The protection of children from harm
- The prevention of public nuisance

Further to the above, please also acknowledge that is a criminal offence for any person to sell alcohol (a drink where the alcohol by volume is 0.5% and over) to a person who is under the age of 18. As part of the challenge 25 policy for dealing with proof of age, this requires staff to request the customer to prove that they are over the age of 18. The only exception to this is a 16 or 17 year old is allowed to drink beer, wine, or cider with a table meal provided an adult purchase the drink and also the adult must accompany the 16 or 17 year old at the table meal. This however does not include bar meals.

- Proof of age scheme – Documentary evidence can be
- Photo driving licence
- A passport
- A proof of age scheme card, which carries the pass logo

Please note it is also an offence to sell alcohol to a person who is or appears to be drunk. Sale of alcohol to a non-resident customer beyond or before the time specified on the premises license part B schedule 12 displayed at the bar counter. It is important to note that we maintain a zero tolerance policy to illegal drug activity.

A police officer or authorised person (local authority officer, environmental health officer, fire officer or health and safety officer) may, at any time, enter the premises to which a current premises licence application or temporary event notice relates, to assess its effect on the licensing objectives.

Employee name

Employee signature

Date

Designated Premises Supervisor

Personal licence holder

Annual review of mandate

Initials

Date

Day Two Checklist

Make a Connection

Be Helpful

Be Efficient

As you complete each subject, task, activity or mandate, please sign the relevant section below and ask your Buddy to countersign and date in the space provided. When the section is completed don't forget to sign the Master Checklist at the front of this pack.

	Buddy	Employee	Date
General Information and House Rules			13-8-14
Uniform			13-8-14
Health and Safety – AT&F			13-8-14 22/8
Liquor Licencing			13-8-14
PCI Introduction			13-8-14
Service Recovery Module			13-8-14
IHG Merlin/myLearning			
Contract and Handbook			13-8-14



flow
hereby certifies that



has successfully completed the Flow Hospitality Training module

Licensing and Social Responsibility - England & Wales



Ruth Wither
Learning and Development Director
www.flowhospitalitytraining.co.uk



certificate no. **2160420**

issued **19/04/2015**

214-17

Investigation meeting with [REDACTED]

Meeting Held @ 3pm on 3rd April 2017

Caroline opened the meeting with an Explanation on why the meeting was being held. This is due to a 2nd fail test purchase from the local licensing police. Caroline also explained who present taking notes were.

Caroline asked [REDACTED] to explain in his own words what happened.

[REDACTED] explained that he was helping Sharon with the rota in the office and looked up and saw someone at the bar waiting to be served at the bar. [REDACTED] explained that he went off to serve them.

Caroline asked [REDACTED] was the last time this happened taken into consideration

[REDACTED] explained that it didn't even cross his mind about checking for ID as he did not suspect by appearance that the person in question was under age, Also other guests whom were present with her clearly were not.

Caroline asked [REDACTED] did he have the adequate training

[REDACTED] explained that he had received all training and that he knew what was expected of him.

[REDACTED] also explained that he also thought it might have been a regular guest.

Caroline asked [REDACTED] if the Licensing officer was present at the time.

[REDACTED] explained to Caroline that the officer was not present and it was a few minutes after that they made their presence known.

Caroline asked [REDACTED] does he know what this means for the company and himself.

[REDACTED] said yes and explained that he could also face a criminal conviction. [REDACTED] also expressed to Caroline how sorry he was and that he was mortified that this happened and also felt deeply sorry to the company for this misjudgement.

Caroline asked [REDACTED] what he was going to do different

[REDACTED] explained what he was going to do different? [REDACTED] explained that he would ensure at all times that the challenge 25 procedure would be enforced. He last learnt now at expense to himself and most importantly the company the implications of this.

Caroline closed the meeting explaining to [REDACTED] what was going to happen next and that he would receive confirmation of disciplinary notice once all information is fed back to the general manager.



Atlas Hotels Limited
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CV37 6YX

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**STRICTLY PRIVATE & CONFIDENTIAL
TO BE OPENED BY ADDRESSEE ONLY**



05th April 2017

Dear

Re: FINAL WRITTEN WARNING

I write further to the disciplinary hearing on Wednesday 05th April 2017

At this meeting your Performance was discussed with the regard to

Breach of Licensing laws in regards to challenge 25 policies not being adhered too, following training that was issued after failing first test that was conducted via the licensing authority.

Accordingly, I am writing to confirm the decision taken that you receive a final written warning in accordance with the Company's Disciplinary Procedure.

This warning will be placed in your personal file, but will be disregarded for disciplinary purposes at the General Manager's discretion provided your performance/conduct reaches a satisfactory level.

The improvement expected is too adhered and action all training relating to challenge 25 and ensure moving forward all sales of alcohol are sold within the correct manner according to the Hotels licensing laws... The timescale within which the improvement is required is with immediate effect the likely consequence of insufficient improvement is further disciplinary action which could lead to your dismissal.

You have the right to appeal against this decision, in writing to Mrs. Pippa Walker within fourteen working days of receiving this dismissal letter.

Yours sincerely,

Lee Price

General Manager

Registered address: Bridgeway House, Bridgeway, Stratford upon Avon, CV37 6YX
Registered company number: 3218948, England.

Richard Taylor

From: GM Southampton \ Portsmouth - Lee Price
Sent: 05 April 2017 17:15
To: 'peter.rackham' [REDACTED]
Subject: FW: Portsmouth North

Good Evening Peter, please see below

Lee Price | General Manager
Holiday Inn Express Portsmouth North | Eastern Road | Farlington | Portsmouth | PO6 1UN
[REDACTED] Calls cost 13p per minute plus your phone company's access

This hotel is independently owned by Atlas Hotels (Portsmouth) Limited and operated by Atlas Hotels Limited under license from IHG Hotels Limited. Registered address: Quadrant House, Floor 6, 4 Thomas More Square London E1W 1YW. Company No. 10478679

Lee Price | General Manager
Holiday Inn Express Southampton | Adanac Park | Nursling | Southampton | SO16 0YP
[REDACTED] 827 | Calls cost 13p per minute plus your phone company's access

This hotel is independently owned and operated by Atlas Hotels (Trading) Limited under license from IHG Hotels Limited. Registered address: Bridgeway House, Bridgeway, Stratford upon Avon CV37 6YX. Registered company number: 05854147, England

From: GM Southampton \ Portsmouth - Lee Price
Sent: 05 April 2017 17:14
To: 'peter.rackham' [REDACTED]
Subject: Portsmouth North

Good Evening Peter

Reference the papers you have served to the Hotel on 05.04.17, I would like to advise that we have taken the below steps

Team meeting called where all staff will be retrained on challenge 25 via a flow training portal

New application for DPS has been sent adding the Deputy GM

Have requested through trading standards an external course to be held at the Hotel for all team members

Authorisation to serve mandates issued to all team members this week outlining the severity of failing the challenge 25 policy

Our solicitors will be in Touch reference the notice served

Kind Regards

Lee Price | General Manager
Holiday Inn Express Portsmouth North | Eastern Road | Farlington | Portsmouth | PO6 1UN
[REDACTED] Calls cost 13p per minute plus your phone company's access

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**NO PROOF OF AGE - NO SALE
INTOXICATED - NO SALE**

REFUSAL OF SALE LOG BOOK

Warning: All staff should always ask for proof of age whenever a young person attempts to purchase tobacco products or other age restricted product, and many retailers now adopt a 'Think 21' (Think 25) policy whereby anyone appearing under the age of 21 is asked to prove their age.

Premises licence number if applicable: 17100697

Name of premises: Holiday Inn Express Portsmouth

Address: LABURN ROAD FALLOSTON
PORTSMOUTH

Postcode: PO6 3UD

Book start date: 18 / 4 / 17 End date: / /

Introduction

As a retailer, you will know that underage sales are a difficult and potentially confusing area for you and your staff. If you try to firm and refuse to sell to people who you believe are underage, this can sometimes result in abusive and aggressive behaviour towards you and your staff.

Most retailers are responsible people and try to comply with the legislation that restricts the sale of certain products to young people. However, they may encounter difficulty in establishing the age of young people.

If an age restricted product is sold to someone underage, both the retailer and the person who sold the age restricted product in the shop can be found guilty of an offence. It is no defence for a retailer or a shop assistant to say that they did not know that the buyer was underage. The penalties for selling to someone underage are severe – if convicted the person can be fined up to £5000 and/or receive up to 6 months imprisonment. Selling alcohol to under 18's may also put your licence to sell alcoholic liquor at risk. Also with tobacco regulations fixed penalty notices of £200 can be issued which can then escalate to a tobacco sales banning order being enforced if sales occur and continue to occur to under 18 year olds.

The law is enforced in the following ways:

By providing advice and education to traders and consumers, including parents, teachers and young people. Licensing Standards and Enforcement Officers provide guidance and carry out compliance visits. By investigating complaints made by consumers or by traders. By using young volunteers, in appropriate cases, to attempt to buy age restricted products. They behave as ordinary customers, under the supervision of a Trading Standards Enforcement Officer or Police Officer.

Cigarettes and tobacco products

- It is illegal to sell cigarettes or any other smoking related product to anyone under 18.
- If you are not sure that the customer is over the age of 18, ask for proof of age.
- If you are still not sure, refuse the sale.
- Remember that the law forbids all tobacco sales to children.
- If a child says, "they are for my mum", that makes no difference.
- It is illegal to break a pack and sell cigarettes from it to anyone, child or adult.
- Make sure the warning on the packet is in English.
- Make sure the warning notice "It is illegal to sell tobacco products to anyone under the age of 18" can be seen clearly at all times.

Other Offences

- You in the course of a business displayed or caused to be displayed tobacco products or smoking related products in a place where tobacco products are offered for sale.
- You displayed or caused to be displayed prices of tobacco products or smoking related products in breach of a requirement contained in the regulations.
- You failed to display a notice containing the following: "It is illegal to sell tobacco products to anyone under the age of 18" in a premise where you carry on a tobacco business.

Offences relating to the Register of Tobacco Retailers

- You are an unregistered person carrying on a tobacco business.
- You have carried on a tobacco business at premises other than those noted in the Register.
- You failed to give notice of a change of your name or address or that you are no longer carrying on a tobacco business at an address noted in the register within 3 months of the date of change'.
- You have breached a tobacco retailing banning order or ancillary order.
- You failed to display a notice stating that your premises have been specified in a tobacco retailing banning order.

What steps can I take to ensure that staff does not sell to persons who are underage?

All staff, particularly new staff, should be trained by you to understand the requirements relating to sales of age restricted products. Record all training given to your staff in the record book. This is good practice. Ensure you give a copy of the record of training to the employee. Records of training should be retained in a safe place so that you can show the enforcement agencies (Police, Trading Standards, and National Lottery) that you take age restricted sales seriously. Clearly display the required notices for tobacco products, fireworks and spray paint devices and the voluntary notice for alcohol. These give the ages at which it is legal to purchase these products. Wherever possible, encourage your staff to speak to you if they are in any doubt over a sale. You and your staff should always be cautious when children come into your shop dressed in school uniform. Where the age restriction is 18 years of age (cigarettes and tobacco products, alcohol, fireworks, 18 classification videos and games, cigarette lighter refills), we would advise that you never sell to a person in school uniform. Record any refusals made by you or your staff in the Refusals Book.

Do staffs have to be a certain age to sell age restricted products?

It is an offence for any staff under the age of 18 to sell alcohol, unless they are under direct supervision from an adult who is aged 18 years or over. If any of your staff are under 16, it is an offence for them to sell National Lottery tickets. It is an offence for anyone under 16 to be employed in the handling of explosives including fireworks. An adult must appropriately supervise staff aged between 16 and 18 working in an explosives store.

Is it better for my staff to be the same age or older than the age restriction for the product?

For alcohol and National Lottery tickets, they must be at least the same age as the minimum age restriction. To handle explosives including fireworks employees must be at least 16 and if under 18 must be supervised by an adult. Wherever possible, your staff should be old enough to buy the product they are selling. There could be a problem if, for example, your staff member is only 16 and a person wants to buy a product where the minimum age restriction is 18. Our advice in this example is that you should train your staff to pass the sale over to another member of staff who is at least 18 years old. That person is likely to make a better assessment of the age of the person making the purchase.

Can computer-till technology help when selling age restricted products?

Yes. Modern computer till scanning systems can be set up with safety interlocks for age restricted sales. This means that the till displays a prompt requiring confirmation that the potential buyer is of

the required age. The sales assistant then has to type in 'yes' or 'no' as appropriate, because the computer till will not proceed until they have responded. Therefore, the sales assistant has time to stop and assess the age of the customer before selling.

Are there any other measures that can help reduce underage sales?

You may wish to have the barcodes on age restricted products covered by a label (for example indicating "Check Age") which will need to be removed before the sale can take place. Again, this means that sales staffs have time to stop and assess the age of the customer before selling.

What practical steps can I take as a responsible retailer to reduce volatile solvent deaths?

Never sell cigarette lighter refills to anyone under 18 years of age. Never sell to a person aged under 18 years of age if they are buying more than 2 or 3 of the same item, or making repeated purchases over a short period of time. Be suspicious if the person seems drunk or has the smell of solvent on their clothes or breath. Be alert to spots and sores around the buyer's mouth and nose. Look out for excessive giggling or rowdy, silly or strange behaviour. If in any doubt, do not sell the substance being requested by the customer. Abuse of solvents can be a matter of life or death for the young person concerned. So, be vigilant at all times when selling solvents.

Alcoholic drinks and the law

All premises that sell alcohol must have a premises licence holder. There must also be a designated premises manager, who must hold a personal licence. All sales of alcohol must be authorised by a personal licence holder.

It is an offence to sell alcohol to anyone under 18. It is an offence for anyone under 18 to attempt to purchase alcohol. It is also illegal for anyone over 18 to purchase alcohol on behalf of someone less than 18 years. Staff under the age of 18 must not sell alcohol without the sale being authorised by a trained member of staff who is over 18, or a personal licence holder. All premises selling alcoholic drinks must have a minimum Challenge 25 policy, and their staff must be trained to comply with it. Anyone who looks less than 25 must be asked for one of the three allowed forms of identification, a current passport or photo driving licence, or a form of identification containing the PASS logo. If you are still not sure, refuse the sale. Where it is proved that alcohol is sold to an underage person, the police will charge both the person who sold the alcohol and the premises licence holder. The police may also apply for a review of the premises licence and personal licence. The licensing Board may then apply various sanctions on these licences, the most extreme of which is revocation of the licence. Staff must be trained for a minimum of 2 hours by a personal licence holder and a record of that training kept at the premises. The premises is required by law to display a notice stating it is an offence to attempt to buy alcohol by a person under 18, or to buy alcohol for such a person.

We would advise you to follow the steps below:

- If you have doubts during a sale of an age restricted product, always check with the manager.
- If you are unsure as to the buyer's age, always ask for proof of age – for example a driving licence, a passport or a proof of age card.
- Calculate the age of the person from the date of birth given.

- Always look at the document or proof of age card to see if the photograph looks like the person in front of you.
- Always check the card has not been tampered with, or altered. Feel the card to ensure there are no ridges on, or anything stuck to the card.
- Never accept a note from a parent or guardian of an underage buyer authorising them to purchase on their behalf.
- Take special care during busy periods.
- Always be alert and remember to stay calm, polite and understanding even when put under pressure to sell age restricted products to persons whom you believe are underage.
- Be aware that if you sell to an underage person either under pressure or without regard to the person's age, you, as well as the owner/licensee, may be liable to a criminal conviction and receive large fixed penalties for you and your employer.
- If you sell an age restricted product to an underage person, you may find that your employer terminates your employment.
- If an underage sale goes ahead unchallenged by you, you could receive large fixed penalties for you and your employer.

If you think the buyer is underage, politely refuse to sell the product and provide them with an explanation.

Remember 'No Proof - No Sale'.

Ask for ID.

If the potential buyer becomes aggressive or violent towards you after you refuse to sell, speak to the manager immediately so that the person can be escorted from the shop or the police called. If you have CCTV in the shop, ensure that it is switched on at all times.

If the product is age restricted, assess the age of the potential buyer by using the following guide:

- Look at the potential buyer and assess their size and age.
- Are they wearing school uniform?
- Do they appear to have friends waiting outside?
- Do they appear nervous or worried about making the purchase?
- Are they making eye contact with you, or are they trying to look away?
- Look out for them buying alcopops or the strongest drink in the shop.
- Are they trying to act older at the counter when they are with friends who are clearly underage for the product in question?
- Do they ask for the price of single cigarettes? (It is illegal to sell single cigarettes).

Why do I have to do all the extra things recommended by this Guide?

- It is good practice and as a responsible retailer you do not want to sell to people who are underage.
- It supports the health and wellbeing of young people.
- You may be able to avoid prosecution if you can show that you trained your staff properly. The various pieces of law state that if you took "all reasonable precautions and exercised all due diligence" you may be able to establish an effective defence in court.

What does “taking all reasonable precautions and exercising all due diligence” actually mean? It means that you should:

- Ensure that your staff is properly trained (backed up by records of training).
- Ensure that you and your staff always complete the Refusals Book entry when a sale is refused.
- Ensure that you and your staff go on training courses about underage sales and, if possible, that you utilise computer till prompts.
- Ensure that you continue to monitor your staff to check that they are looking out for buyers who are underage, and refusing to sell to them.
- Ensure that training records are kept up to date.

Dealing with difficult customers

When you are facing a difficult situation in the shop, you should be firm and polite and attempt to calm the situation so that the confrontation is not made worse.

It is not easy to stay calm and polite and be understanding in the face of abusive and aggressive behaviour

How do I keep calm in difficult situations?

- Know about the law and these guidelines.
- Have clear information available about restricted products and ages.
- Keep your voice calm, your hands open and maintain eye contact.
- Do not respond to verbal abuse – try to ignore any insults.
- Stick to your reasons for not being able to sell.
- Try to ensure that the potential buyer understands why the sale has been refused.

How do I handle aggressive/abusive behaviour and language from potential buyers?

- Do not allow yourself to be provoked.
- Do not interrupt or shout back.
- Keep a non-threatening distance.
- Relax your own body language.
- Use slow movements and lower your voice.
- Be consistent as to why you are not going to sell the product to them.
- Emphasise that it is the same for everyone, and that you are not picking on him or her.
- Avoid remarks that annoy the aggressive person as this can provoke a reaction and make the situation worse.
- Tell them when their behaviour is unacceptable, and give reasons why the behaviour is unacceptable.

For example:

“I don’t want you shouting in my shop. My other customers will get upset”.

“I want you to stop yelling at me. It won’t make any difference to the decision”.

“I can’t serve you. I’d be breaking the law”.

- Know your limits – you may need help and support from other members of staff in dealing with the situation.
- Recognise that matching their aggression with your own (even if provoked) will probably not help.
- Recognise that dealing with hostility and aggression is difficult for all members of your staff.
- Discussing how potential incidents should be handled can be helpful. Similarly, discussing incidents that have already occurred can be beneficial.

Sale of Knives

Under the Criminal Justice Act 1988 (as amended by the Offensive Weapons Act 1996) and the Violent Crime Reduction Act 2006, it is an offence for a person to sell to a person under the age of 18:

- any knife (including cutlery and kitchen knives), knife blade or razor blade
- any axe
- any other article which has a blade or which is sharply pointed, and which is made or adapted for use for causing injury to a person

The following bladed and pointed items have already been prohibited from sale (regardless of the age of the purchaser):

- flick-knives, gravity knives, belt buckle knives
- swordsticks containing a blade
- push daggers, butterfly knives
- kyotetsu shoge (a rope, cord or chain fastened to a hooked knife)
- hand and foot claws, hollow kybatan with spikes, shuriken or death star
- kusarigama (a rope, cord, wire or chain fastened at one end to a sickle)

This legislation does not apply to folding pocket knives if the cutting edge of the blade is less than three inches or 7.62cm. Nor does it apply to replacement cartridges for safety razors, where less than 2mm of the blade is exposed. Lock knives (knives with blades that can be locked when unfolded) are not folding knives, and are illegal to carry in public without good reason.

You may want to remind the purchaser that it is illegal to:

- sell a knife of any kind to anyone under 18
- carry a knife in public without good reason - unless it's a knife with a folding blade 3 inches long (7.62 cm) or less, e.g. a Swiss Army knife
- carry, buy or sell any type of banned knife
- use any knife in a threatening way (even a legal knife, such as a Swiss Army knife)

Examples of good reasons to carry a knife in public can include:

- taking knives you use at work to and from work
- you are taking knives to a gallery or museum to be exhibited
- the knife is going to be used for theatre, film, television, historical re-enactment or religious purposes (e.g. kirpan some Sikhs carry)

The maximum penalty for an adult carrying a knife is 4 years in prison and a fine of £5,000.

Sale of Airguns

Since October 2007 a person can only buy a realistic imitation firearm (one that looks like a real gun i.e. black) if he/ she is at least 18 years old and meet one of the following conditions. The person:

- is REGISTERED airsofter with membership of an insured skirmish site
- has a current UKARA membership (UK Airsoft Retailers Association)
- is a member of a properly insured historical re-enactment group or society
- is a film, television or theatre production company
- is acting on behalf of a museum
- is a Crown Servant in pursuance of his/ hers Crown duties

If the purchaser cannot meet any of these criteria, an imitation firearm, one which PRINCIPLE COLOUR is significantly different from that of a real firearm – i.e. bright orange, green, blue etc. could be sold to the purchaser.

The VCRA 2006 (Violent Crime Reduction Act 2006) concerns itself with sale, manufacture and import ONLY. If a person wants to buy an imitation firearm and either gift it to someone else, or allow them to use it – regardless of their age – the person is not contravening the Act. So, a parent can buy a two-tone airsoft gun and give it to their child to use or keep.

From October 1st 2007 shops selling airguns as part of their business have become Registered Firearms Dealer and can only sell airguns direct, and not by mail-order. This restriction only applies to airguns and silencers. Not to scopes, mounts or any of the huge range of airgun related accessories available from gun shops.

As a responsible airgun seller you would like to remind the purchaser that:

- Airguns are regarded by the legal authorities as firearms, and carry exactly the same legal status as shotguns and live-ammunition guns, with no concession in law for the airguns vastly reduced power levels. Criminals using airguns face huge penalties, including terms in prison in-line with the laws covering firearms.
- No gun should be carried in a public place unless in transit when it should be unloaded and placed in a bag. Guns must not be concealed on one's person, or pointed or fired at another human or animal.
- It is an offence for a person in possession of an air gun to fail to take "reasonable precautions" to prevent someone under the age of 18 from gaining *unauthorised* access to it.
- Any air rifle, air gun or air pistol that uses, or is designed or adapted for use with a self-contained gas cartridge system is prohibited. It is an offence to manufacture, sell, purchase, transfer or acquire such a weapon.

Every airgun shooter should have Third Party Public Liability Insurance before venturing out of doors, and joining one of the bodies representing shooters interests is the best way to achieve this.

Below is a list of who can purchase, own and use air rifles

Anyone over 18 years or older:

- can buy an air rifle and ammunition, and use it wherever they have permission to shoot.

Anyone between 14 – 17 years:

- can borrow an air rifle and ammunition
- can use an air rifle, without supervision, on private premises where they have permission

But a person between 14 – 17 years may NOT:

- buy or hire an air rifle, or ammunition, or receive one as a gift
- have an air rifle in a public place unless supervised by somebody aged 21 or over, and has a reasonable excuse to do so (e.g. on the way to a shooting ground)

A person UNDER 14 years can:

- use an air rifle under supervision on private premises with permission from the occupier – normally the owner or tenant.
- Must be supervised by someone who is at least 21 years old

A person UNDER 14 years CANNOT buy, hire or receive an air rifle or its ammunition as a gift, or shoot without adult supervision.

- Parents or guardians who buy an air rifle for use by someone under 14 must exercise control over it at all times, even in the home or garden.

NOTICES REQUIRED BY LAW

Tobacco and tobacco products

A notice displaying the statement:

IT IS ILLEGAL TO SELL TOBACCO PRODUCTS TO ANYONE UNDER THE AGE OF 18

shall be exhibited in a prominent position so that it is readily visible to people purchasing cigarettes, cigars, rolling tobacco etc. The notice must be A3 size and each letter must be 36 mm high or more.

Fireworks

A notice displaying the statements:

IT IS ILLEGAL TO SELL ADULT FIREWORKS OR SPARKLERS TO ANYONE UNDER THE AGE OF 18

IT IS ILLEGAL FOR ANYONE UNDER THE AGE OF 18 TO POSSESS ADULT FIREWORKS IN A PUBLIC PLACE

shall be displayed in a prominent position in any shop selling fireworks. The notice shall be A3 size and each letter must be 16 mm high or more.

Spray Paint Devices

A notice displaying the statement:

IT IS ILLEGAL TO SELL A SPRAY PAINT DEVICE TO ANYONE UNDER THE AGE OF 16

shall be exhibited in a prominent position where the statement is readily visible to people purchasing the spray paint devices. The notice shall be A4 size and each letter must be 13 mm high or more.

Alcohol

A notice displaying the statement:

It is an offence for a person under the age of 18 to buy or attempt to buy alcohol on these premises

It is also an offence for any other person to buy or attempt to buy alcohol on these premises for a person under the age of 18.

Where there is doubt as to whether a person attempting to buy alcohol on these premises is aged 18 or over, alcohol will not be sold to the person except on production of evidence showing the person to be 18 or over.

can be exhibited in a prominent position where the statement is readily visible to people purchasing the alcoholic liquor.

Alcohol – code of practice for off-sale premises

Licensees must undertake training in accordance with the Licensing Boards current requirements. Licensees must ensure that all staff are trained in off-sale specific matters as required by the Licensing Board, to include:

- Offences and liability in relation to sales including under-age and agency sales and social consequences thereof;
- Proof of age schemes; 'No proof no sale';
- Refusing a sale;
- Using a refusals book; and
- Any other topic which the board may from time to time deem necessary.

Licensees should consider adopting an over 21 policy. If someone looks younger than 21 then they must provide secure photo identification (passport, driving licence or ID card with the pass hologram) from ALL young persons and should operate a "no proof no sale" policy.

Licensees should ensure all age related signage and agency sale signage is displayed in a prominent place and also at the point of sale.

Licensees should ensure ANY person attempting to purchase any alcohol of the type favoured by young people is questioned and satisfies the seller that the items are not being purchased for a person/persons under age prior to permitting the sale to proceed.

Licensees should consider the use of a "refusals" book and keep it up to date. The refusal book could be produced for inspection by Police officers on request.

Where possible, licensees should consider displaying alcohol which would be attractive to young people either behind the till counter, or in the immediate vicinity of the till counter or as close to the till counter as practicable in relation to the size and layout of the premises. This may deter the young people from being bold enough to ask for the alcohol.

Licensees should not support any irresponsible promotions designed to encourage consumption of products that are attractive mainly to younger patrons. For example, advertising campaigns/posters depicting young people having fun drinking or which promote products that are given names to make the product seem "sexy". It is not recommended that they offer disproportionate free gifts of alcohol or other items dependant on the quality of these products purchased.

The following table, showing penalties for selling, supplying, offering to supply and hiring (as appropriate to the legislation) products to persons under certain ages, is designed to guide you through the requirements of the law and assist in compliance.

Product	Age restriction	Maximum penalty
Tobacco products	18 and over	£2,500
Knives/axes/blades	18 and over	£5,000 and up to six months' imprisonment
Crossbows	18 and over	£5,000 and up to six months' imprisonment
Party poppers and similar low hazard low noise fireworks	16 and over	£5,000 and up to six months' imprisonment
Christmas crackers	12 and over	£5,000 and up to six months' imprisonment
Adult fireworks and sparklers	18 and over	£5,000 and up to six months' imprisonment
Video recordings: classification 12	12 and over	£5,000 and up to six months' imprisonment
Video recordings: classification 15	15 and over	£5,000 and up to six months' imprisonment
Video recordings: classification 18	18 and over	£5,000 and up to six months' imprisonment
Video games: PEGI rating 12	12 and over	£5,000 and up to six months' imprisonment
Video games: PEGI rating 16	16 and over	£5,000 and up to six months' imprisonment
Video games: PEGI rating 18	18 and over	£5,000 and up to six months' imprisonment
Volatile substances/solvents	18 and over	£5,000 and up to six months' imprisonment
Lighter refills containing butane	18 and over	£5,000 and up to six months' imprisonment
Lottery tickets/'instant win' cards	16 and over	£5,000 and up to two years' imprisonment
Aerosol paint	16 and over	£2,500
Alcohol	18 and over	£5,000 and forfeit of licence
Liqueur confectionery	16 and over	£500
Petrol	16 and over	£20,000 and up to 12 months' imprisonment, or both

0064651

REFUSAL OF SALE

Note: Do not write any personal, inappropriate or untrue comments which may or can be used against you.

Date and time of refusal: 13, 04, 2017 17 : 05 am pm

Refusal logged by: [REDACTED]	Position: <u>GSM</u>
Was the refusal captured on CCTV? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Were there any witnesses? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

BRIEF DESCRIPTION OF THE CUSTOMER	
Customer is: <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	Ethnic origin: <u>Caucasian</u> Height and built: <u>5ft11 medium build</u>
Approximate age appears to be: <u>UNSURE</u>	Clothes worn at the time: <u>Biker leathers</u>

Reason for refusal:	<input type="checkbox"/> Under aged	<input checked="" type="checkbox"/> Did not have any ID	<input type="checkbox"/> Looked younger than ID shows	<input type="checkbox"/> ID appeared to be fake
	<input type="checkbox"/> The customer appeared to be under the influence of alcohol		<input type="checkbox"/> Other	
If the above is other specify if known:				<input type="checkbox"/> Could not specify

Was the customer abusive? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Has the customer been in this premises before? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	--

ATTEMPTED PURCHASE					
The customer attempted to purchase:	<input type="checkbox"/> Cigarette	<input checked="" type="checkbox"/> Alcohol	<input type="checkbox"/> DVDs	<input type="checkbox"/> Knives	<input type="checkbox"/> Fireworks
	<input type="checkbox"/> Tobacco	<input type="checkbox"/> Liqueur chocolates	<input type="checkbox"/> Videos	<input type="checkbox"/> Machete	<input type="checkbox"/> Replica firearm
	<input type="checkbox"/> Lighter/ Matches	<input type="checkbox"/> Petroleum	<input type="checkbox"/> Games	<input type="checkbox"/> Axe	<input type="checkbox"/> Firearm
	<input type="checkbox"/> Lighter fluid	<input type="checkbox"/> Aerosol spray paint	<input type="checkbox"/> Lottery ticket	<input type="checkbox"/> Crossbow	<input type="checkbox"/> Other
If the above is other specify:					

What were your exact words to the customer before refusing the sale?	Specify underneath:
<u>Do you have any form of identification.</u>	

After refusing the sale did the customer made any comments? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes give details underneath:

Specify underneath why you think/know you refusing the sale/s was appropriate:
<u>UNSURE of guest age and guest had no form of ID.</u>

SALES AWARENESS AND KNOWLEDGE

I have answered the questions underneath previously and I know what action to take to prevent the sale of age restricted products.

Check the appropriate boxes underneath which apply to you

If someone under the influence of alcohol attempts to buy alcohol do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 15 attempts to purchase a pack of cigarettes do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 17 attempts to purchase alcohol do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 14 attempts to purchase a cigarette lighter do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know the legal age to sell a DVD or video game to a customer that is rated 18 on the cover?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know what action to take if a customer aged 15 attempts to purchase aerosol spray paints?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know the legal age to sell axe, knife, blade, fire arm or replica fire arm to a customer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a 15 and 13 year old attempts to purchase fireworks do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If an 18 year old who looks 15 attempts to buy a lottery ticket do you know what to ask for?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a 16 year old attempts to buy liqueur chocolates with no ID do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If you know an adult is purchasing for an underage person do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know the legal age to sell intoxicating substances to a customer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know what types of proof of age you should accept when selling age restricted products?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

I, [redacted] take full responsibility for all of my actions during the process of refusing this sale.

Your full name: [redacted] Signature: [redacted]

MANAGER / ASSISTANT MANAGER USE ONLY

Did you refuse the sale? Yes No If no to the current question were you present? Yes No

What do you think about the action which was taken during the refusal of this sale? Specify underneath:

Everything went ok.

Was any action taken against the customer? Yes No Under investigation

If yes to the above question specify action underneath:

- The customer was warned verbally The customer was barred from entering into this premises temporarily
- The customer was barred from entering into this premises permanently Other

If the above is other specify:

Write a comment underneath if you wish to do so:

[Empty space for comment]

Full name: [redacted] Position: GSM

Signature: [redacted] Date: 23/04/17

SALES AWARENESS AND KNOWLEDGE

I have answered the questions underneath previously and I know what action to take to prevent the sale of age restricted products.

Check the appropriate boxes underneath which apply to you

If someone under the influence of alcohol attempts to buy alcohol do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 15 attempts to purchase a pack of cigarettes do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 17 attempts to purchase alcohol do you know what action to take?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 14 attempts to purchase a cigarette lighter do you know what action to take?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know the legal age to sell a DVD or video game to a customer that is rated 18 on the cover?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know what action to take if a customer aged 15 attempts to purchase aerosol spray paints?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know the legal age to sell saw, knife, blade, fire arm or replica fire arm to a customer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a 15 and 13 year old attempts to purchase fireworks do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If an 18 year old who looks 15 attempts to buy a lottery ticket do you know what to ask for?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a 16 year old attempts to buy liquor cigarettes with no ID do you know what action to take?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If you know an adult is purchasing for an underage person do you know what action to take?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know the legal age to sell intoxicating substances to a customer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know what types of proof of age you should accept when selling age restricted products?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

1. _____ take full responsibility for all of my actions during the process of refusing this sale.

Your full name: _____ Signature: _____
 MANAGER / ASSISTANT MANAGER USE ONLY

Did you refuse the sale? Yes No If no to the current question were you present? Yes No

What do you think about the action which was taken during the refusal of this sale? Specify underneath:

Suffered and looked over age

Was any action taken against the customer? Yes No Under investigation

If yes to the above question specify action underneath:

The customer was warned verbally The customer was barred from entering into this premises temporarily
 The customer was barred from entering into this premises permanently Other

If the above is other specify:

Write a comment underneath if you wish to do so:

Full name: _____ Position: GM
 Signature: _____ Date: 22, 6, 17

SALES AWARENESS AND KNOWLEDGE

: have answered the questions underneath previously and I know what action to take to prevent the sale of age restricted products.

Check the appropriate boxes underneath which apply to you

If someone under the influence of alcohol attempts to buy alcohol, do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 15 attempts to purchase a pack of cigarettes do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 17 attempts to purchase alcohol do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a customer aged 14 attempts to purchase a cigarette lighter do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know the legal age to sell a DVD or video game to a customer that is rated 18 on the cover?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know what action to take if a customer aged 15 attempts to purchase aerosol spray paints?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a 15 and 13 year old attempts to purchase fireworks do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If an 18 year old who looks 15 attempts to buy a lottery ticket do you know what to ask for?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If a 16 year old attempts to buy liquor chocolates with no ID do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
If you know an adult is purchasing for an underage person do you know what action to take?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know the legal age to sell intoxicating substances to a customer?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Do you know what types of proof of age you should accept when selling age restricted products?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

I, [redacted] take full responsibility for all of my actions during the process of refusing this sale.

Your full name: [redacted] Signature: [redacted]

MANAGER / ASSISTANT MANAGER USE ONLY

Did you refuse the sale? Yes No No to the current question were you present? Yes No

What do you think about the action which was taken during the refusal of this sale? Specify underneath:

Was any action taken against the customer? Yes No Under investigation

If yes to the above question specify action underneath:

- The customer was warned verbally The customer was barred from entering into the premises temporarily
 - The customer was barred from returning into this premises permanently Other
- If the above is other specify:

Write a comment underneath if you wish to do so:

Full name: _____ Position: _____

Signature: _____ Date: _____

0064655

REFUSAL OF SALE

Note: Do not write any personal, inappropriate or untrue comments which may or can be used against you.

Date and time of refusal: 20.10.17 23.45 am pm

Refusal logged by: [REDACTED]	Position: <u>CSM</u>
Was the refusal captured on CCTV? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Were there any witnesses? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

BRIEF DESCRIPTION OF THE CUSTOMER	
Customer is: <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female	Ethnic origin: <u>british</u> Height and built: <u>STP?</u>
Approximate age appears to be: <u>20</u>	Clothes worn at the time: <u>white shirt</u>

Reason for refusal:	<input type="checkbox"/> Under aged <input checked="" type="checkbox"/> Did not have any ID <input type="checkbox"/> Looked younger than ID shows <input type="checkbox"/> ID appeared to be fake <input type="checkbox"/> The customer appeared to be under the influence of alcohol <input type="checkbox"/> Other
If the above is other specify if known:	<input type="checkbox"/> Could not specify

Was the customer abusive? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Has the customer been in this premises before? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
---	--

ATTEMPTED PURCHASE					
The customer attempted to purchase:	<input type="checkbox"/> Cigarette	<input checked="" type="checkbox"/> Alcohol	<input type="checkbox"/> DVDs	<input type="checkbox"/> Knives	<input type="checkbox"/> Fireworks
	<input type="checkbox"/> Tobacco	<input type="checkbox"/> Liqueur chocolates	<input type="checkbox"/> Videos	<input type="checkbox"/> Machete	<input type="checkbox"/> Replica firearm
	<input type="checkbox"/> Lighter/ Matches	<input type="checkbox"/> Petroleum	<input type="checkbox"/> Games	<input type="checkbox"/> Axe	<input type="checkbox"/> Firearm
	<input type="checkbox"/> Lighter fluid	<input type="checkbox"/> Aerosol spray paint	<input type="checkbox"/> Lottery ticket	<input type="checkbox"/> Crossbow	<input type="checkbox"/> Other
If the above is other specify:					

What were your exact words to the customer before refusing the sale?	Specify underneath:
<u>In you do not have ID unfortunately</u>	<u>I can not serve you</u>

After refusing the sale did the customer made any comments? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes give details underneath:
<hr/> <hr/> <hr/> <hr/>	

Specify underneath why you think/know you refusing the sale/s was appropriate:
<u>No ID looked under 25</u>
<hr/> <hr/> <hr/>

0064656

REFUSAL OF SALE

Note: Do not write any personal, inappropriate or untrue comments which may or can be used against you.

Date and time of refusal: 06/06, 2017 10:50 am pm

Refusal logged by: [Redacted]

Was the refusal captured on CCTV? Yes No

Were there any witnesses? Yes No

Position: GSA

Customer is: Male Female

Approximate age appears to be: 21/5

Reason for refusal: Under aged Did not have any ID Looked younger than ID shows ID appeared to be false

If the above is other specify if known: The customer appeared to be under the influence of alcohol Other Could not specify

Was the customer abusive? Yes No

Has the customer been in this premises before? Yes No

ATTEMPTED PURCHASE

- Cigarette
- Tobacco
- Lighter/Matches
- Lighter fluid
- Alcohol
- Liqueur chocolates
- Petroleum
- Aerosol spray paint
- DVDs
- Videos
- Games
- Lottery ticket
- Knives
- Machete
- Axe
- Fireworks
- Replica firearm
- Firearm
- Other

If the above is other specify:

What were your exact words to the customer before refusing the sale? Do you have an ID please?

Specify underneath:

After refusing the sale did the customer make any comments? Yes No

If yes give details underneath:

After refusal he gave for ID, were drunk but not abusive

Specify underneath why you think/know you refusing the sale/s was appropriate:

Already drunk, and wasn't sure of age, but looked young

1 Stella 48 Pptl

4.15

Direct Sale

Check 2017019322

Standard

09:00 - 09:59

Paid

0.00

Restaurant / Bar

Subtotal: 4.15

Void Line

Void Order

Till Function

POS APP Order Ready

Close Order

Alcohol?
THINK 25!!
LOOKS UNDER 25?
ID

Over 18?
YES

Over 18?
NO

Enter

Clear

X

7

8

9

4

5

6

1

2

3

0

.

00

Robyn Thompson

From: peter.rackham [REDACTED]
Sent: 05 August 2017 17:20
To: gm [REDACTED]
Cc: keithgriffiths [REDACTED]; MartinCoombes [REDACTED]; Richard Taylor; [REDACTED]
Subject: Good News from Police Licensing

Hi Lee

Thanks for the email. It's been a busy one but all very pleasant.

I am very happy to inform you that today (05/08/2017) we performed another Test Purchase operation at your premises. Our Test Purchase operative aged 16 was refused service after being questioned as to whether she was a resident at the hotel and also whether she had any photographic ID. I understand that it was the DM who made the refusal (I'm sorry I can't recall her name but she has an Irish accent). This is very positive and clearly shows that the measures you have put in place are working to prevent sales of alcohol to persons under 18. This also supports the findings of the serve legal team you have been using.

With regards to the Victorious Organisers the following persons should be able to assist you:

[REDACTED]

Any issues then please do not hesitate to contact me

Kind Regards

Pete

PC 21945 Rackham
Force Licensing Team
Portsmouth

[REDACTED]

From: GM Southampton \ Portsmouth - Lee Price [REDACTED]
Sent: 03 August 2017 09:01
To: Rackham, Peter [REDACTED]
Cc: Keith Griffiths [REDACTED]; Martin Coombes [REDACTED]
RJT [REDACTED]; DGM Portsmouth - Caroline Sanders [REDACTED]
Subject: Weekly Update Portsmouth North

Morning Pete, hope you well and the past weekend all went ok for you, am sure you were kept very busy

I am pleased to report that the recent weekend was a great success for us at Portsmouth following the arrival of all the USS navy ships, Majority of our residents were officers and very polite was a pleasure to host them.

I am also pleased to advise you that over the weekend we passed a further Serve legal test making this 3/3

I outlined in my email last week that all relevant training courses have now been booked, also further to this all my duty Managers attended a personal license course last week and are soon to be personal license holders.

I am continuing to review refusal of sale logs on a weekly basis, so that I can look out for any trends and also to ensure diversity amongst team members on refusing sales.

When you do have a spare minute could I request the details for the organisers for the upcoming victorious festival as I would like to organise security through them as an extra precaution

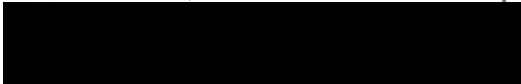
Many thanks Pete for all your advice and support

I look forward to continuing our positive working relationship

Have a great weekend

Lee Price | General Manager

Holiday Inn Express Portsmouth North | Eastern Road | Farlington | Portsmouth | PO6 1UN

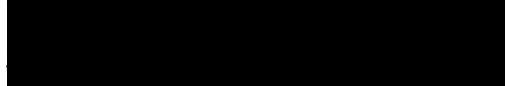


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Lee Price | General Manager

Holiday Inn Express Southampton | Adanac Park | Nursling | Southampton | SO16 0YP



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Dear Guest,

Firstly I would like to welcome you to Holiday Inn Express Portsmouth North, and to wish you an enjoyable stay.

If you booked direct as an IHG Reward Member you have been guaranteed our lowest price and your IHG Rewards Club points for your membership will automatically be credited onto your account within 5-7 working days. If you are not a member, feel free to sign up for free at Reception. It only takes a moment & comes with a lot of perks.

We're thrilled to be amongst the first hotels in the UK to debut the new-look Holiday Inn Express generation 4 design. Enjoy a fresh, contemporary decor with dining options available visit the Express Café bar for more information and check out our great new look.

Please be advised that we take our licensing responsibilities very seriously and we are strong advocates of Challenge 25, if you're lucky enough to look younger than 25, please be prepared to provide ID to purchase alcohol. In addition, we do not accept cash payments at this time and the team may request additional ID for card payments.

New facilities within your room include a comfy sofa or Captains Chair with a movable table, a wall-mounted Smart TV, USB ports and power sockets next to your bed, nifty reading lights and full-width curtains which add to the cosy setting.

All en-suite shower rooms have also been transformed with cool, contemporary décor and Power shower.

Please contact our 24 hour reception by dialling 0 on your phone. If there is anything that has not met your expectations or that you wish to discuss further, one of our guest service team will be happy to assist.

Did you know you can surf anywhere and everywhere you want with our standard Free Wi-Fi, where you can check emails, browse the internet and stay in touch with friends and family? To access, simply connect to Holiday Inn Express

And in the morning, please come down to enjoy our breakfast which is included in your rate.

Monday – Friday: 06:30am - 09:30am
Saturday – Sunday & Bank Holidays: 07:00am - 10:30am

Free Daily newspaper also available from reception

Thank you for choosing to stay with us during your visit to Portsmouth. We hope to have the opportunity to welcome you back in the future to enjoy our fantastic facilities!

Yours sincerely,

Lee Price - General Manager

UNDER 25?



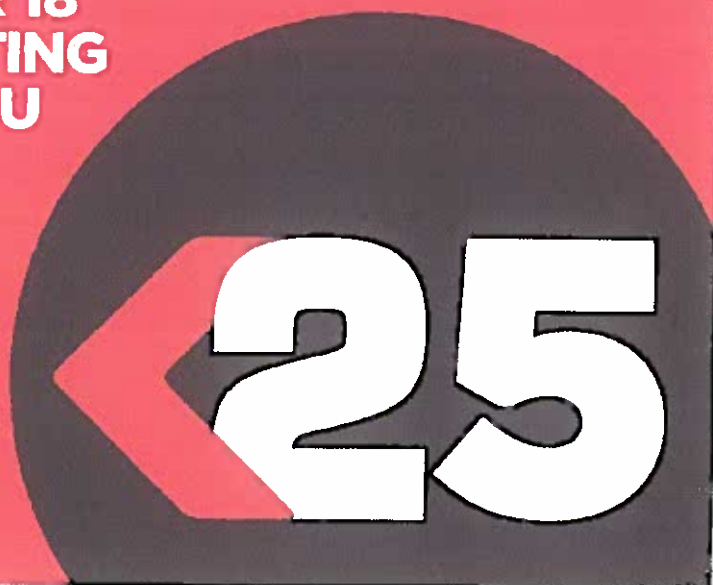
**IF YOU ARE LUCKY
ENOUGH TO LOOK UNDER
25 YOU WILL BE ASKED
TO PROVE THAT YOU ARE
AGED 18 OR OVER WHEN
YOU BUY ALCOHOL**

**IF YOU ARE UNDER 18
YOU ARE COMMITTING
AN OFFENCE IF YOU
ATTEMPT TO BUY
ALCOHOL**

NEGETIVE
BEER & PUB
ASSOCIATION

drinkaware.co.uk
for the facts about alcohol

WWW.CHALLENGE25.ORG



Yesterday's Data	
Rooms Sold	
Rooms Revenue	
Occupancy %	
Average Daily Rate	
Food Revenue	
Covers	
Entertainment % Yesterday / Month	
Beverage Revenue	
Aw. Bar Spend	
Declined Deposits	
No Shows	
Unit	
Price	
Conferences/Groups In-house	
Room Company Times F&B	
Room Numbers	
Room	
Company	
Times	
F&B	
Setup/Numbers	
Room	
Company	
Times	
F&B	
Setup/Numbers	

Hit ALT & Enter to tab down in handover

Today's Data		Nights		AM		PM	
Rooms Sold							
Rooms Revenue							
Departures							
Arrivals							
Breakfast							
Evening							
Covers							
Entertainment							
Staff Absence							
Banking Issues							
Service Recovery							
Trip advisor							
Guests Love (Member Recognition)							
Comp stays							
OOO / OOS Rooms							
Today's Rate							
Staff on duty							
AM							
PM							
Area							
DM							
Floor							
Kitchen							
Floor							
Area							
Float							
Bar							
Pod							
Kitchen							
Kitchen							
Area							
Room							
Name							
Time							
ENROLLMENT TARGET							

Morning Handover		Afternoon Handover		Nights Handover	
Refusal of sale logs		Refusal of sale logs		Refusal of sale logs	
IHG Listening Responses		IHG Listening Responses		IHG Listening Responses	
Housekeeping Discrepancies		Housekeeping Discrepancies		Housekeeping Discrepancies	
Refusal of sale logs		Refusal of sale logs		Refusal of sale logs	
IHG Listening Responses		IHG Listening Responses		IHG Listening Responses	
Housekeeping Discrepancies		Housekeeping Discrepancies		Housekeeping Discrepancies	
Refusal of sale logs		Refusal of sale logs		Refusal of sale logs	
IHG Listening Responses		IHG Listening Responses		IHG Listening Responses	
Housekeeping Discrepancies		Housekeeping Discrepancies		Housekeeping Discrepancies	

PLEASE ENSURE YOU ARE CHECKING FOR ID AT THE BAR- REMEMBER CHALLENGE 25!!!

PLEASE ENSURE YOU ARE CHECKING FOR ID AT THE BAR- REMEMBER CHALLENGE 25!!!

PLEASE ENSURE YOU ARE CHECKING FOR ID AT THE BAR- REMEMBER CHALLENGE 25!!!