

# Wiggle & Elegance Staff Handbook

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## Table of Contents

ALL LADIES & GUESTS MUST ADHERE TO THE FOLLOWING RULES AT ALL TIMES.....	3
WELCOME TO WIGGLE & ELEGANCE.....	3
WE ARE A CABARET SHOW AND YOU ARE THE STARS.....	3
INTRODUCTION.....	4
CONGRATULATIONS.....	4
SERVICE.....	4
SERVICE FROM ITS EMPLOYEES.....	4
CLEANLINESS.....	4
VALUE.....	4
THE STAGE THEORY.....	4
THE BAR: THE STAGE.....	4
THE STAFF: THE PERFORMER.....	5
THE CUSTOMER: THE AUDIENCE.....	5
THE BODY LANGUAGE THEORY.....	5
THE PLUS AND MINUS THEORY.....	5
CABARET ARTISTS.....	6
WHY ARE THESE PEOPLE HERE?.....	6
SOME WAYS TO RELATE TO GUESTS.....	6
TEAMWORK.....	6
EFFECTIVE TEAM MEMBERS.....	6
PLAYING ON A PROFESIONAL TEAM.....	6
FIVE QUALITIES OF AN ATTENTIVE PROFESSIONAL ENTERTAINER.....	7
ENTHUSIASM.....	7
SELF CONFIDENCE.....	7
FLEXIBILTY.....	7
RESILIENCE.....	7
AMIABILITY.....	7
SHIFT INTRODUCTION.....	7
ON STAGE.....	8
SMILE.....	8
MAKE EYE CONTACT.....	8
WORK WITH THE ENTIRE STAGE.....	8

# Wiggle & Elegance Staff Handbook

---

## Table of Contents

ALL LADIES & GUESTS MUST ADHERE TO THE FOLLOWING RULES AT ALL TIMES. ....	3
WELCOME TO WIGGLE & ELEGANCE. ....	3
WE ARE A CABARET SHOW AND YOU ARE THE STARS. ....	3
INTRODUCTION. ....	4
CONGRATULATIONS. ....	4
SERVICE. ....	4
SERVICE FROM ITS EMPLOYEES. ....	4
CLEANLINESS. ....	4
VALUE. ....	4
THE STAGE THEORY. ....	4
THE BAR: THE STAGE. ....	4
THE STAFF: THE PERFORMER. ....	5
THE CUSTOMER: THE AUDIENCE. ....	5
THE BODY LANGUAGE THEORY. ....	5
THE PLUS AND MINUS THEORY. ....	5
CABARET ARTISTS. ....	6
WHY ARE THESE PEOPLE HERE? ....	6
SOME WAYS TO RELATE TO GUESTS. ....	6
TEAMWORK. ....	6
EFFECTIVE TEAM MEMBERS. ....	6
PLAYING ON A PROFESIONAL TEAM. ....	6
FIVE QUALITIES OF AN ATTENTIVE PROFESSIONAL ENTERTAINER. ....	7
ENTHUSIASM. ....	7
SELF CONFIDENCE. ....	7
FLEXIBILTY. ....	7
RESILIENCE. ....	7
AMIABILITY. ....	7
SHIFT INTRODUCTION. ....	7
ON STAGE. ....	8
SMILE. ....	8
MAKE EYE CONTACT. ....	8
WORK WITH THE ENTIRE STAGE. ....	8

# Wiggle & Elegance Staff Handbook

---

## **ALL LADIES & GUESTS MUST ADHERE TO THE FOLLOWING RULES AT ALL TIMES.**

1. There must be no touching of the dancers at any time.
2. You must not proposition the dancers.
3. You must be seated and remain seated during the performance.
4. You must remain fully clothed and not attempt to dance with the performer.
5. Unruly and unacceptable behaviour will not be tolerated, whether direct at the dancers, staff or customers.
6. No illegal substances are to be consumed on the premises.

Any breach of the rules will result in immediate ejection and exclusion from the club

There will be up to two floor managers on duty each evening of the Cabaret Performances who will supervise and assist customers with the rules regarding the protection of the performers. These floor managers are highly educated professionals who will communicate with the performers and venue management regarding the safety of the performers and also to instruct the performers into what is expected of them with the guests. This includes No touching.

SIA trained and badged Security Door Supervisors will supervise the Entrance to the Venue and they will be backed up with a Security Camera System, which will be monitored throughout the Opening Hours by a full time member of Staff.

The Type of Entertainment we will be providing here at Wiggle & Elegance Cabaret will be of the Highest Quality and will be a Mixture of Theatre and Fantasy. There will be nothing in the Performance of the Contractors that will not have been previously agreed with the Management, Choreographed or rehearsed to allow any personal feeling of offence to be taken by the customers.

## **WELCOME TO WIGGLE & ELEGANCE.**

Wiggle & Elegance wishes to set the standard in high quality Cabaret dancing. All types of dancing should be about fun and is to do with ego and fantasy, not Sex! Our clients and customers come to the Club for fun, they do not wish to be depressed, they do not wish to hear your problems; they do not wish to be harassed.

## **WE ARE A CABARET SHOW AND YOU ARE THE STARS.**

Wiggle & Elegance Management wishes to build up good working relationships with all our performers — we intend to provide the best working environment and will not take advantage. We intend that performers have good remuneration and safe and secure conditions.

In return WIGGLE & ELEGANCE expects all performers to abide by our rules and work with the Company to promote the clubs and the company as a whole. The more the Management and performers can work together to promote the clubs, the more successful the company and Performers will be. The relationship between the Management and the performers is symbiotic — everybody benefits if it works well, everyone loses if it does not.

The Management full appreciate that as a performer you probably understand the business better than anyone else. Any suggestions, ideas to enhance either working condition for the performers or to enhance the club would be greatly appreciate. If performers have any problems, concerns or suggestions, please do not hesitate to bring these to the attention of the Management.

# Wiggle & Elegance Staff Handbook

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## **INTRODUCTION.**

### **CONGRATULATIONS.**

You have just been selected to join Wiggle & Elegance our goal is very simple, to make our clients happy. To accomplish this goal we must be able to provide our clients not only with the very best entertainment, but also those entertainers with the right attitude who will create a pleasant atmosphere in the club. We can do this by offering outstanding performances with consistent high quality and professional service.

As an entertainer your time with us is an opportunity for you to grow personally and professionally, always challenging yourself to be the very best you can. Your clothes, costumes, appearance, stage presence and dance techniques all take time, effort and determination to perfect and will also be very rewarding when you see the end results.

While performing at Wiggle & Elegance a dance co-ordinator will be on hand to advise and instruct you. You will have full use of a choreographer who will assist you to make the most of your presentation.

We would also be very happy to consider any of your friends. Obviously you will make new friends whilst dancing at Wiggle & Elegance. But we are always delighted to consider new dancers.

## **SERVICE.**

### **SERVICE FROM ITS EMPLOYEES.**

Our Company will not expect anything less than excellence in the service to our guests. Servicing our customers is down to you – you are what the customer sees. Our ultimate goal is to make sure that our customers are pleased with the service and that they have had the best experience possible.

### **CLEANLINESS.**

Employees will take pride in their job, cleanliness will become second nature.

### **VALUE.**

Some people it seems are destined to become successful in one form or another. You are one of those people and that is why you have been selected as a member of our Team, apart from your individualism, professionalism and your enthusiasm to learn, you have an important tool, your personality the essential part of your key to success.

Your first step to achieving success is to set goals. Achieving those goals will result in your achieving things, which you never thought possible. We all have dreams and desires. They may want to be rich or to live life just to be happy. Whatever they are we chose you to be part of one happy family. Remember, "Succeeding is not harder than failing."

## **THE STAGE THEORY.**

In our industry we must give the best possible service. In order for us to become leaders in our profession, we must give a First Class performance every time we open our doors to the public. Every night, that performance must be as good as the one the night before.

### **THE BAR: THE STAGE.**

The Stage must be kept clean and sparkling at all times. All surfaces must be kept spotless. The lights and sound quality must be kept up to a perfect standard. Our interior must be equally well maintained from ceiling to floor. Every time we open, our unit should look just as it did on our opening night.

# Wiggle & Elegance Staff Handbook

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## **THE STAFF: THE PERFORMER.**

"The Performer's" personality is what will help to make you a success. The performer must always be of smart and tidy appearance, and must look appealing i.e. clean and ironed clothes, hair washed and brushed, make up on, teeth cleaned. You must be ready to show off your looks, your knowledge and your talents. You must be ready to be part of the Team. Team work is an essential element of the Show.

## **THE CUSTOMER: THE AUDIENCE.**

"The Audience" has come to see the show of a lifetime. You, the employees with the help of the DJ run the show. Your audience should be made to feel welcome, receive expert service and should feel relaxed and ready to watch the show. They should leave feeling happy, satisfied and knowing that they will return here time and time again, hopefully bringing along their friends and relatives.

## **THE BODY LANGUAGE THEORY.**

Positive body language comes into three categories A, B and C.

### **A. APPEARANCE**

Being of smart appearance is a positive sign in the art of body language. If you come into work looking untidy it relays a negative impression of how you view your job, not only to the Manager but also more importantly to the customers. Our motto is to always smile, Even if you don't feel like smiling. Avoid standing with folded arms, slouching or leaning. NEVER stand around chatting to other members of staff, there is always work to be done.

### **B. BE HELPFUL**

If a customer asks you where the toilets are, don't just point out the direction, if you have time, take the customer there yourself. Keep in mind that it is every employee's responsibility to be sure every guest receives proper treatment. If you should see a Customer looking troubled, ask if you can help. If it is a serious problem which you cannot solve, notify a Manager immediately. Treat our guests as you would treat a guest in your own home.

### **C. COMMUNICATION**

Have you ever heard the well-known saying "it's not what you say" it's the way you say it. It is perfectly true. You must remember that good manners cost nothing. Learn to communicate with your customers. Good communication skills make your guests feel at ease.

A final word on the Body Language Theory

You, the Performer are a major part of the Company. Thus, become a natural sales person and product advertiser. You are what the customer sees, so

**Look Good! Feel Good! Act Good!**

## **THE PLUS AND MINUS THEORY.**

Our Companies success or failure is determined the moment WE make our first transaction with the customer. He or she will leave with an impression. It will be one or two very distinct categories "Plus" or "Minus". If the guests has a "Plus" experience he will leave with a good impression and thing "WOW" what a great experience' thus convincing her that he must return to our establishment. In turn she will probably bring his friends along too.

If a guest has had a 'Minus" experience, that most likely means he will not come back again. Market research indicates that an average dissatisfied customer will tell an average of seven people about the source of their satisfaction. These same rules will in turn tell another six. Therefore, a total of fourteen people are aware of the source of dissatisfaction.

# Wiggle & Elegance Staff Handbook

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## **CABARET ARTISTS.**

After you say hello, then what? What is the best way to relate with each of the various personalities you are about to entertain?

You are looking for the answers to these three questions:

1. Why are these people here?
2. What sort of people are they?
3. What do they expect from me?

The better you are able to answer those three questions about your guests, the better your chances of entertaining each one the way the guests wants to be entertained.

## **WHY ARE THESE PEOPLE HERE?**

1. They're looking for social contact.
2. They're celebrating a special occasion.

## **SOME WAYS TO RELATE TO GUESTS.**

1. Listen with concern to what guests say
2. Treat all guests as special
3. Make an extra effort to meet guests' needs
4. Be friendly and smile
5. Be courteous and polite
6. Have a pleasant attitude
7. Be sure to thank guests
8. Be sincere

**REMEMBER GUEST RELATIONS MEANS ENTERTAINERS WHO ARE READY TO HELP GUESTS AND CONTRIBUTE TO THE ENJOYMENT OF THEIR VISIT.**

## **TEAMWORK.**

Just like a sports team works together to win games, so do hospitality employees and entertainers work together to provide services that please guests. That's what makes a group of people into a team, recognising a common goal and working together to achieve it.

## **EFFECTIVE TEAM MEMBERS.**

1. Have positive attitudes towards their performances and themselves.
2. Trust each other
3. Co-operate rather than compete
4. Challenge each other to perform to the best of their ability.
5. Recognise they are all working together towards a common goal — guest satisfaction.

## **PLAYING ON A PROFESIONAL TEAM.**

1. Contribute to a positive environment by showing your best side.
2. Understand your role and the part it plays in the guest experience.
3. Pitch in and extend your abilities, be a self-starter
4. Concentrate on solving problems rather than placing the blame.

# Wiggle & Elegance Staff Handbook

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5. Reinforce the team's mission standards and values.
6. Accept or let go of certain responsibilities for the benefit of the team.
7. Explore different and better ways of doing things.
8. Be honest, don't hide behind roles or pretend to know all the answers.
9. Communicate your ideas and concerns with the management of the club.
10. 10 Trust your fellow team members.
11. Try to understand your fellow entertainers and their needs, wants and expectations.
12. Recognise the achievements and contributions of your fellow team members.

## **FIVE QUALITIES OF AN ATTENTIVE PROFESSIONAL ENTERTAINER.**

Successful attitudes differ according to individual personalities. But a good attitude (a successful one) should include five important qualities:

### **ENTHUSIASM.**

An honest, genuine interest in a guest. Your enthusiasm doesn't have to be (and shouldn't be) the bubbling over kind, just a show of interest in your work, in your club and in your guests comfort.

### **SELF CONFIDENCE.**

The belief in one's own ability. Be self-confident. It puts people at ease to feel that when they're seated with you, they've got an entertainer who knows the business. CAUTIONS DON'T LET SELF CONFIDENCE RUN WILD. A cool and detached superior manner doesn't work. Few people are more obnoxious than a surly "know it all" professional entertainer. When you appear confident about your job, your guests will be more able to relax, content in the feeling that they are in good hands.

### **FLEXIBILITY.**

The ability to change. Do a quick study of each guest and adapt your behaviour style with hers. This doesn't mean changing your personality in any way. It simply means your approach to help your guests feel comfortable. A Winning Idea, Adapt your approach to be like your guests. Stay mellow with mellow guests, give fast track business executives snappy, efficient attention.

### **RESILIENCE.**

The power to recover spirits quickly. All the good advice in the world can't guarantee problem free guest relations. Some guests are man and nasty by nature and once in a while, you will find them responding to your courtesy with their own brand of rudeness. How can you defend yourself against this frustrating behaviour? Develop the ability to bound back immediately from insults. Consider the source and accept these irritations as one of the hazards of the job. The danger in letting it get to you is that it can affect your performance (and your fees) at the other tables. One fool can ruin your whole day, but only if you let it. Responding to rudeness with politeness is difficult. But this will help. Let your ego out of the way. Attribute annoying acts and insulting words of the guests to ignorance. The professionals are specialists in getting along with people.

### **AMIABILITY.**

The quality of friendliness that makes one Likeable. It is easier to like someone who likes you. Let your guests know that you like them and get them to like you in return. Guests are less likely to hassle an entertainer they like. Getting to like your guests is not the impossible mission it might appear to be. There is something to like in everyone, even some of your most obnoxious regulars. Letting guests know you like them is not difficult either. One way to do it is to show a cheerful desire to be helpful. Another effective tactic is to show your sense of humour. Nothing relieves the tension of a new relationship faster than a laugh.

## **SHIFT INTRODUCTION.**

At the beginning of each shift report to the Duty Manager then go directly to the dressing room as soon as you are ready check in with the DJ and wait for his cue. On his cue, you will dance three introductory songs on

# Wiggle & Elegance Staff Handbook

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stage. The first song will be on Pole 1 fully clothed, the second song on pole 2 removing to topless and the third song topless only. This is a crucial part of the show and it is necessary to do it correctly in order to keep our guests in their seats. You should smile and make eye contact. When you have finished your introductory dances you should come off stages and back to the public areas, and introduce yourself to guests.

## **ON STAGE.**

In order to be successful your first time on stage, there are three simple things to remember.

### **SMILE.**

Smiling is contagious, it creates a party atmosphere, and if you look like you're having a good time everybody around you will have a good time too.

### **MAKE EYE CONTACT.**

Don't look at yourself or your feet. During your set make eye contact with as many guests as possible. Guests are more likely to tip you if you single them out by making eye contact.

### **WORK WITH THE ENTIRE STAGE.**

Don't dance in one place. Present yourself to all areas of the club. Once you've programmed yourself to do these things it's time to start working on your styled individualism. On your first shift the DJ will ask you for a brief biography. He will use your biography when he introduces you. You'll want to say something exciting, something you'll be remembered by. Try to develop a dance style that's direct and will make you stand out in a crowd. During your shift you will be called to the stage to dance. Each stage set will consist of three record tracks and you should dance the first fully clothed, remove items of clothing during the second track and dance the third track topless.

When you are called to stage, you must report immediately to the DJ or ensure you are not late for your set. It is imperative you are ready to come on stage the moment you are introduced and it is also common courtesy to the entertainer who is on stage before you. If by chance the entertainer being announced after your set is late, you must stay on stage and continue to entertain until they come out. The club manager will handle the situation in the appropriate manner.

You should also practice stage courtesy when you are on stage with another entertainer. Don't crowd one another but work opposite sides of the stage. If the other entertainer on stage is working on a tip don't cut them off or pass in front of them.

**DON'T SETTLE FOR LESS THAN PERFECTION. BE THE BEST YOU CAN.**

## **APPEARANCE.**

The Management reserves the right to approve or disapprove any clothing worn in the club.

## **PERSONAL HYGIENE.**

Entertainers should shower before shift and use a deodorant. Entertainers should also keep breath spray or mints in their locker.

## **CHOREOGRAPHED ACTS.**

Choreographed acts are an excellent way to increase your tips. Coordinating your music, lighting, costumes and special effects are highly encouraged by Wiggle & Elegance Cabaret. For ideas on choreographed acts speak to your dance co-ordinator.

**REMEMBER! It's the attitude that makes the professional entertainer**



# Wiggle & Elegance Staff Handbook

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## **THE CLUB MANAGER.**

Although each of us has a specific job to do, we try to promote and work within the team concept. Try to always be co-operative, calm and friendly. Consider the pressure your manager may be under during a particularly busy period and wherever possible, direct your problems to the floor manager who will then discuss them with the manager, if and when appropriate.

## **A DOZEN REASONS WHY A MANAGER LIKES TOP ENTERTAINERS.**

Top entertainers are tops with managers because they have:

1. A positive attitude
2. An ability to communicate
3. An attractive appearance
4. A warm smile
5. A sense of Humour
6. A genuine Disposition
7. A professional bearing
8. INTELLIGENCE
9. Sensitivity
10. Good manners
11. Confidence in themselves
12. And they know their jobs well.

## **MEETINGS.**

Periodically you will be asked to attend meetings given by Wiggle & Elegance. These meetings are scheduled for your benefit and are the most important tool given to you in order that you can be proud of where you perform and be recognised for the contribution you personally make.

Meetings should serve as your executive boardroom and be used to solve problems efficiently and professionally.

The time set aside for these meetings should be used constructively as an open forum to discuss events at Wiggle & Elegance and any problems that may have occurred. Wait to socialise with co-performers until the manager has formally excused you.

Being on time for these meetings is a common courtesy to your co-performers.

## **THE DJ.**

The DJ is a central part of the club's entertainment production. Realise that working with large groups of entertainers at any given time is a tremendous responsibility. Every entertainer has a certain style of music that they like to dance to. When you are dancing with another entertainer on stage, it is often impossible to make everyone happy. If you go on stage and the DJ plays something you don't particularly like, you should never under any circumstances show any signs of discontent in front of the guests. Continue to smile and make the best of the situation. The DJ is required to play a certain music given to him by management. The management determines which music is played according to statistics kept; listing what type of clientele the club is receiving. Your DJ will do his best to honour your requests. But remember, management requests come first and these must be followed.

# Wiggle & Elegance Staff Handbook

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## **INSTRUCTIONS FOR DJ'S.**

1. The DJ must always be punctual and ready to perform at his set play times.
2. The DJ must always be clean shaven, smart wearing clothing as requested by the management of the venue.
3. The DJ must ensure that all dance take turn in performing a topless dance down to underwear only on the stage during the evening.

## **GENERAL VIOLATIONS.**

The following is a list of violations which will result in termination from Wiggle & Elegance.

### **RUDENESS TO ANY GUEST.**

If a problem arises; it is your responsibility to notify the manager on duty immediately. We expect our entertainers to treat our guests with courtesy and respect. However should a problem arise it must be reported to the Manager. At no time will an entertainer attempt to deal with a disorderly guest.

### **DISHONESTY.**

Thefts of money or property from the company guest co-performers or employees. This includes the giving away of merchandise without prior consent of the management or taking money off a guests table.

### **FIGHTING.**

Fighting or wilful acts resulting in injury to others. This includes in the club, on company premises, or on company business. Likewise, harassment, arguing or fighting between co-performers is prohibited.

Additionally it is our policy to NEVER use force of any kind with a patron of the club, regardless of the situation. The one exception to this is limited force (used for restraint) is necessary in order to protect other guests from possible harm. In no instance is it permissible to strike or hit a guest of the club.

### **INTENTIONAL DAMAGE.**

Misuse or destruction of company property or equipment. Entertainers are expected to work under the utmost care at all times. Negligence or wilful destructive acts cannot be tolerated.

### **DISCLOSURE.**

Of any confidential company information Wiggle & Elegance takes pride in the creation of its unique designs and entertainment formats and therefore feels strongly about their confidentiality. We require that entertainers keep any records, files, data, methods, plans guest lists, trade secrets, specification, price lists or other information, which is proprietary in nature confidential.

### **INSUBORDINATION.**

Following a supervisor's instructions is a necessity. If you disagree with a manager's instructions, you must first follow the instructions and then take the issue up with management at a convenient opportunity. Follow the chain of command

### **SUMMARY.**

As an entertainer for Wiggle & Elegance you will be expected to conduct yourself in a professional, mature manner at all times. Your sincere courtesy thoughtfulness, friendliness and business-like attitude will create the type of positive atmosphere in which our guests can relax and enjoy themselves and which will invite them

# Wiggle & Elegance Staff Handbook

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to return again and again. We should co-operate with each other, work diligently and always remember that we are working together as a TEAM to achieve our individual goals. Your entertainment was attentive and intelligent, polished, polite watchful, available, prompt, efficient, thoughtful, devoted, sophisticated, friendly and helpful.

You were attractive, adaptable, versatile, diplomatic, tactful, cheerful, courteous, sensitive, considerate and poised.

## **FLOOR CONTROL.**

1. Staff to be trained to identify early, any customers causing concern or drinking excessively.
2. Management to patrol the floor constantly to pre-empt antisocial behaviour
3. Any antisocial behaviour should be dealt with by firm but reasoned advice.

If such advice is ignored, persons involved should be advised that failure to comply would result in there being:

- a) asked to leave
- b) removed from the premises

4. Floor management staff will assist Management in the allocation of seating and guiding customers to their seats.
5. Floor Management will ensure doors and floors in the entrance and toilet areas are maintained in prestige condition. We will have full time bathroom attendances but they need to be checked every hour.

## **VIOLENT CUSTOMERS**

1. In the event of a customer attacking a member of staff or another customer, force equal to that being exercised by the protagonist may be used, however care should be exercised not to over react.
2. In situations such as these, the sooner the police are called, the better.
3. If any injury is caused, the assailant should be restrained and handed over to the police.
4. All Managers will be required to complete an Incident Report Form. Also when necessary an accident book should be filled in.

# Wiggle & Elegance Staff Handbook

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## DOOR SUPERVISORS

1. Ensure compliance with standing instructions.
2. References for all Door Supervisors. Badges must be displayed and recorded by the receptionist.
3. The purpose of Door Supervisors is to prevent or minimise problem guests or to remove the problem guest.
4. It should always be done with the absolute minimal force.

**Door Supervisors are obliged to react without hesitation.**

## STANDING INSTRUCTIONS FOR DOOR SUPERVISORS

1. Under no circumstances may weapons of any kind be carried.
2. The door supervisor will remain sober at all times whilst on duty and the consumption of alcoholic beverages is prohibited, smoking and eating will not take place in public view. Where practical coffee breaks will be organised.
3. Fraternalisation with patrons, friends and relatives is prohibited.
4. Use only moderate language to address customers and refrain from swearing, shouting or other behaviour likely to cause distress to other customers.
5. Physical force will be used only as a last resort and then only the minimum necessary for self-defence or to protect another person or property or when escorting a person from the premises that has been asked to leave by the management. It is essential that every effort should be made to calm situations and achieve result by verbal persuasion.
6. Door supervisors will be dressed in accordance with instructions from the management and will remain clean and tidy throughout their tour of duty.
7. They will render such assistance as may be required by the civil police.
8. Door supervisors function under the direct control of the person in charge of the premises and they will take instruction only from that person and appraised him of any incident that has or appears likely to occur.
9. Under no circumstances will the door supervisor leave the premises during his tour of duty, and at the discretion of management will maintain a discreet view of customers to ensure that appropriate standards of behaviour and dress are maintained and to prevent rowdiness, excessive consumption of alcohol and misuse or trafficking on drugs. The standard of conduct required is that laid down by the licensee or other person in charge of the premises.
10. Entry to the premises will be refused to any person who is intoxicated behaving in a disorderly manner, inappropriately dressed or has previously been prohibited entry to the premises. The licensee retains the right to admit a person or to ask them to leave without giving reasons for that course of action.
11. Any incident, no matter how light will be fully reported to the licensee, recorded in the incident book and signed as this information may be required by the licensee.
12. The door supervisor will record on a daily basis in the book provided for that purpose, his name, time of commencing duty, time of leaving duty and his signature.
13. Under no circumstances should any difference of opinion between management and the door supervisor be debated in the presence of customers. The matter should be resolved at the end of the

## Wiggle & Elegance Staff Handbook

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session in the privacy of the manager's office. The Manager is always right and should never be overruled by a member of door staff.

# Wiggle & Elegance Staff Handbook

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## CODES OF CONDUCT & POLICIES

### PERFORMERS CODE OF CONDUCT.

When performing as a dancer at Wiggle & Elegance you will be expected to obey the Following rules. If you fail to do so, your contract may be terminated and payment withheld.

Before you start your performance you must:

- Provide documentary evidence of your age by way of passport or driving licence with photograph and entitlement to work in the country.
- Confirm that you have not been convicted of any offence of or related to prostitution or drugs.
- You will obey rules set by Wiggle & Elegance for your safety or that of customers.
- You will familiarise yourself with the Company's policies for health and safety, emergency procedures security and drug awareness copies of which will be displayed in the dressing rooms. You will observe and perform and comply with all conditions and restrictions set out in the Public Entertainment Licence or Premises Licence granted by the Local Council a copy of which will be provided for your use and in particular:
  - a) Always maintain a good appearance and be polite and courteous to customers and staff.
  - b) There shall be no intentional physical contact between dancers and customers at any time, before, during or after the performance, with the exception of leading a customer by the hand to, or from, an area permitted for performances of sexual entertainment in advance of, or following, a performance.
  - c) Performances of sexual entertainment may only take place in designated areas of the premises as agreed in writing by the Council.
  - d) There shall be no photography permitted by customers on the premises.
  - e) Customers must remain seated for the duration of a performance.
  - f) Dancers shall not perform if under the influence of alcohol or drugs.
  - g) Dancers must not use any inappropriate, lewd, suggestive or sexually graphic language in any public or performance areas of the premises.
  - h) The performer may not simulate any sexual act during a performance.
  - i) You will not arrange to meet any customers either inside or outside the premises.
  - j) You will not make any arrangement with any of the customers.
  - k) Dance routines must not breach the conditions of the premises licence.
  - l) Dancers must not touch the breasts or genitalia of another performer, at any time even as part of a performance.
  - m) There shall be no nudity by dancers in public areas of the premises, unless the Council has agreed in writing that area may be used for performances of sexual entertainment
  - n) There shall be no use of sex articles (as defined by paragraph 4(3) of Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982) at any time.
  - o) Dancers must fully dress (i.e. no nudity) at the end of each performance.
  - p) Partners, spouses, girlfriends, boyfriends are not allowed in the club whilst the dancers and dancers are working.
  - q) You must not distribute cards or notes or any other material (physical or electronic) bearing personal information about yourself to any customers.
- You agree to random locker search procedures the frequency of which will be determined by Wiggle & Elegance management. These searches are designed to keep this establishment a drug free environment.

# Wiggle & Elegance Staff Handbook

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Any breach of the above will lead to the immediate termination of this agreement and your immediate expulsion.

## CUSTOMERS CODE OF CONDUCT.

As a patron of the premises you are expected to abide by the following code of conduct:

1. Customers may not touch dancers during a performance.
2. Customers may not make lewd or offensive comments to performers.
3. Customers must not harass or intimidate performers.
4. Customers must not ask dancers to perform any sexual favour.
5. Customers may not perform acts of masturbation or indulge in other sexual behaviour.
6. You must not proposition the dancers.
7. You must be seated and remain seated during the performance.
8. You must remain fully clothed and not attempt to dance with the performer.
9. Unruly and unacceptable behaviour will not be tolerated, whether direct at the dancers, staff or customers.
10. No illegal substances are to be consumed on the premises.

Any customer failing to comply with this Code of Conduct will be asked to leave the premises and may face a time-limited or permanent ban from attending the premises.

## STAFF WELFARE POLICY

At Wiggle & Elegance we take the welfare of our staff seriously. Below is a summary of some of the facilities provided for our staff:

1. Staff are provided with access to soft drinks throughout the night.
2. Dancers are escorted to their vehicles at the end of their shifts.
3. Door Supervisors are present both at the door & inside the building for the safety of both staff and customers.
4. CCTV is in use for the protection of both staff & customers.
5. Secure, lockable changing rooms are provided for the Performers.

