

STAFF TRAINING PROGRAM

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THE FOUR LICENSING OBJECTIVES

PUBLIC SAFETY

PROTECTION OF CHILDREN FROM HARM

PREVENTION OF PUBLIC NUISANCE

PREVENTION OF CRIME AND DISORDER

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PUBLIC SAFETY

CCTV

EASY ACCESS AND EXIT TO /FROM PREMISES

RISK ASSESSMENTS

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PROTECTION OF CHILDREN FROM HARM

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AGE VERIFICATION

PROXY SALE TRAINING

STAFF NEED TO BEAR IN MIND THAT ADULTS MAY ATTEMPT TO PURCHASE ALCOHOL FOR PEOPLE UNDER EIGHTEEN YEARS AGE.

STAFF SHOULD ENSURE THEY USE THERE BEST ENDEAVOURS TO PREVENT THIS.

THE FOLLOWING MAY MEAN THAT PEOPLE ARE BUYING FOR **COPYRIGHT MATERIAL-PR RETAIL CONSULTANTS LTD IT IS ILLEGAL TO USE THIS MATERIAL WITHOUT WRITTEN PERMISSION OF DIRECTORS OF PR RETAIL CONSULTANTS LTD**

PERSONS WHO ARE UNDERAGE:

A PERSON MAY PURCHASE A GREAT DEAL OF ALCOHOL WHICH MAY SIGNAL THEY ARE PURCHASING FOR OTHER PEOPLE. THEY MAY HOWEVER JUST BE HAVING A PARTY. IF YOU ARE IN ANY DOUBT ASK

THE PURCHASER IF THE ALCOHOL IS FOR THIER OWN CONSUMPTION.

VERY OFTEN THE CHILDREN WILL BE WAITING FOR THE ALCOHOL NOT FAR FROM THE SHOP.
OBSERVE WHAT IS GOING ON OUTSIDE

UNDERAGE PEOPLE MAY COME INTO THE SHOP AND ASK FOR SAY bottle shiraz wine AND A COKE WHICH IS DECLINED

IMMEDIATELY OR SOON AFTER AN ADULT ASKS for bottle shiraz wine AND A COKE

THIS IS A SURE SIGN THAT IT IS LIKELY A PROXY SALE

SIGNS ARE PUT UP IN THE SHOP NEAR THE ALCOHOL SALES SECTION REMINDING CUSTOMERS THAT IT IS A CRIMINAL OFFENCE TO PURCHASE ALCOHOL ON BEHALF OF PERSONS UNDER EIGHTEEN YEARS OF AGE.

IF STAFF SUSPECT AN INDIVIDUAL THEN THEY CAN REMIND THEM OF THIS LAW. ALSO AN INDIVIDUAL MAY RETURN TO THE SHOP FOR MORE ALCOHOL. IT SHOULD BE ASKED WHY THEY DID NOT BUY THE ALCOHOL THEY NEEDED ON THE FIRST VISIT

IF IN DOUBT SAY IT IS COMPANY POLICY NOT TO SERVE A PERSON MORE THAN ONCE IN A DAY.

REMINDE PEOPLE IT IS A CRIMINAL OFFENCE TO SUPPLY UNDER EIGHTEENS WITH ALCOHOL

IF IN ANY DOUBT DO NOT SERVE.

CHILD PROTECTION POLICY

Any concerns call child line or local council

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GROUPS OF PEOPLE

A GROUP OF SAY TWO OR THREE PEOPLE MAY COME INTO THE SHOP TO BUY ALCOHOL.

ONE OF THE GROUP MAY BE OVER EIGHTEEN. HOWEVER IN THIS CASE THE WHOLE GROUP SHOULD BE ASKED FOR I.D.

HOWEVER COMMON SENSE SHOULD PREVAIL.

TWO ADULTS AND A SEVEN YEAR OLD

OBVIOUSLY FAMILY GROUPS SHOULD NOT BE ASKED TO PROVIDE I.D. FOR CHILDREN SO YOUNG.

HOWEVER YOU MAY HAVE A PARENT COME IN THE SHOP AND THEIR CHILD WHO IS A TEENAGER BUT NOT EIGHTEEN STARTS SELECTING THE ALCOHOL FOR THE PARENT TO BUY. IN THIS CASE CLEARLY THE ALCOHOL IS FOR THE CHILD SO THE SALE SHOULD BE DECLINED EXPLAINING THAT IT IS A CONDITION OF THE LICENCE TO ASK ALL PERSONS IN THE GROUP FOR I.D. AND THAT THE MATTER IS OUT OF YOUR HANDS.

OBVIOUSLY COMMON SENSE WILL HAVE TO PREVAIL BUT DO NOT FORGET IT IS YOU THAT WILL BE HELD RESPONSIBLE BY THE POLICE SHOULD AN ADULT PASS ALCOHOL ON TO UNDER EIGHTEENS IF YOU HAVE NOT CARRIED OUT THE REQUIRED CHECKS.

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CONSEQUENCES OF AN UNDERAGE SALE

IF AN UNDERAGE SALE TAKES PLACE THE FOLLOWING MAY OCCUR .

- 1) YOU AND DPS COULD BE FINED AN UNLIMITED AMOUNT AND SENT TO PRISON
- 2) THE LICENCE CAN BE REVIEWED
- 3) ALSO DEFENDANTS MAY HAVE TO PAY COURT COSTS

THE POLICE CAN ISSUE A FIXED PENALTY NOTICE OF £90 FOR THE FOLLOWING OFFENCES:

CONSUMPTION OF ALCOHOL BY AN UNDER 18 YEAR OLD

SELLING ALCOHOL TO AN UNDER 18 YEAR OLD

OBTAINING ALCOHOL FOR AN UNDER 18 YEAR OLD

ALLOWING CONSUMPTION OF ALCOHOL BY AN UNDER 18 YEAR OLD

DELIVERY OF ALCOHOL TO AN UNDER 18 YEAR OLD

ALLOWING DELIVERY OF ALCOHOL TO AN UNDER 18 YEAR OLD

THE FINE CAN BE UNLIMITED AND/OR SIX MONTHS IN JAIL.

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PREVENTION OF PUBLIC NUISANCE

THE ISSUES WILL MAINLY CONCERN NOISE NUISANCE, LIGHT POLLUTION, NOXIOUS SMELLS AND LITTER.

PUBLIC NUISANCE MAY ALSO ARISE AS A RESULT OF THE ADVERSE EFFECTS OF ARTIFICIAL LIGHT, DUST,

ODOUR AND INSECTS OR WHERE ITS EFFECT IS PREJUDICIAL TO HEALTH.

WE HAVE A LITTERPATROL POLICY

MAKE SURE FRONT AND SURROUNDING AREA KEPT FREE OF ANY LITTER

MAY INVOLVE COLLECTION OF LITTER NOT EMANATING FROM OUR PREMISES IF SAFE TO DO SO

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PREVENTION OF CRIME AND DISORDER

WE HAVE CCTV TO RECORD INCIDENTS

NOT TO SELL TO DRUNKS OR STREET DRINKERS

ADEQUATE STAFFING LEVEL SO POLICE CAN BE CALLED IF NECESSARY

AGE VERIFICATION

CONDITIONS ON LICENCE

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AGE VERIFICATION AND CHALLENGE 25

ALL PERSONS WHO APPEAR TO BE UNDER 25 WHO ATTEMPT TO PURCHASE ALCOHOL MUST BE ASKED FOR I.D.

UK DRIVING LICENCE

CHECK DATE OF BIRTH AND PHOTO

PHOTO SHOULD NOT BE RAISED FROM ANY ID DOCUMENT-MUST BE SMOOTH

.CHECK PHOTO IS LIKENESS OF PERSON

CHECK EMBOSSED SURNAME , TRIANGLE , ONE WAY SIGN OR STEERING WHEEL. OR EMBOSSED SECTION 9

USE ULTRAVIOLET LIGHT IF AVAILABLE

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UK PASSPORT

CHECK DATE OF BIRTH AND PHOTO

PHOTO SHOULD NOT BE RAISED FROM ANY ID DOCUMENT-MUST BE SMOOTH

CHECK HOLOGRAM –THREE DIMENSIONAL IMAGE-THAT THE PASSPORT IS INTACT AND HAS NOT BEEN TAMPERED WITH. FOR EXAMPLE THE PHOTO DOES NOT STAND UP FROM THE PAGE. OR THAT THE TRANSPARENT COVER OVER THE PHOTO IS NOT DAMAGED AND A DIFFERENT PHOTO PUT INSIDE.

CHECK THE PHOTO IS A LIKENESS OF THE PERSON PURCHASING THE ALCOHOL.

CHECK THE DATE OF BIRTH ON THE PASSPORT.

USE ULTRA VIOLET LIGHT IF AVAILABLE

PASS CARDS

CHECK DATE OF BIRTH AND PHOTO AND PASS HOLOGRAM AND THERE MUST BE LARGE 18+ PRINTED ON CARD

PHOTO SHOULD NOT BE RAISED FROM ANY ID DOCUMENT-MUST BE SMOOTH

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CONDITIONS ON THE LICENCE

IN THIS SECTION WE LOOK AT CURRENT CONDITIONS ON THE LICENCE AND PROPOSED CONDITIONS TO BE ADDED

IT IS A CRIMINAL OFFENCE NOT TO COMPLY WITH CONDITIONS ON A LICENCE

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DRUNKS AND STREET DRINKERS

IN THIS SECTION WE LOOK AT HOW TO MAKE SURE WE DO NOT SERVE DRUNKS OR STREET DRINKERS

HOW TO RECOGNIZE A DRUNK PERSON

HOW TO RECOGNIZE A STREET DRINKER

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PLEASE DO NOT SERVE DRUNKS OR STREET DRINKERS.

HOW DO WE DEFINE A DRUNK?

YOU WILL AS PART OF THIS TRAINING BE SHOWN ANY KNOWN STREET DRINKERS IN THE AREA

.

IN AN OFF-LICENCE I WOULD DESCRIBE A DRUNK AS

SOMEONE WHO IS UNSTEADY ON THERE FEET

HAS TROUBLE SPEAKING AND SLURS THERE WORDS

HAS TROUBLE SORTING OUT THEIR MONEY.

AND DROPPING THEIR MONEY

HAVE ALCOHOL SMELL ON THEIR BREATH ALTHOUGH SOME ARE GOOD AT HIDING THE SMELL

IF IN DOUBT DO NOT SERVE.

SOME PEOPLE HOWEVER THEY WILL BE FEW AND WILL LIKELY BE KNOWN TO YOU WILL HAVE DIFFICULTY WITH THE ABOVE DUE TO ILLNESS BUT YOU MUST BE CAREFUL AND REALISE THAT SOME GENUINE PEOPLE WILL NOT GET

SERVED BUT IT WILL NOT STAND UP IN COURT IF YOU SAY YOU THOUGHT THE PERSON HAD AN ILLNESS

IF PERSONS ARE OBSERVED DRINKING ALCOHOL IN A NEARBY STREET PLEASE DO NOT SERVE THEM ANY PRODUCTS AND REPORT THE MATTER TO THE DPS.

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STREET DRINKERS

MAY BE UNSHAVEN AND HAVE SCRUFFY APPEARANCE.

USUALLY INTOXICATED

DRUNK

THE DPS WILL TALK TO YOU ABOUT THIS.

THE POLICE MAY IDENTIFY STREET DRINKERS TO US.

UNDER NO CIRCUMSTANCES SERVE THESE PEOPLE.

DO NOT SERVE STREET DRINKERS. BE AWARE OF THE LOCAL AREA SO ANY STREET DRINKERS GO SOMEWHERE ELSE.

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REFUSAL REGISTER

PLEASE USE THE REFUSAL FOR ANY REFUSED SALES OF AGE RESTRICTED PRODUCTS

FOR EXAMPLE

NO ID

DRUNK

KNOWN STREET DRINKER

Incident book

PLEASE USE THE INCIDENT BOOK FOR ANY RELEVANT INCIDENTS

CRIME AND DISORDER

PUBLIC NUISANCE ETC

SEE INCIDENT BOOK FOR FURTHER DETAILS

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LICENSING HOURS

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PUNISHMENT AND FINES

THERE ARE AN ARRAY OF PUNISHMENTS UNDER THE LICENSING ACT 2003

IT IS BEST PERHAPS BEST TO REMEMBER THAT FOR MOST OFFENCES THE FINE CAN BE UNLIMITED
AND THE PRISONSENTANCE SIX MONTHS

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RESPONSIBLE AUTHORITIES

PLEASE BE HELPFUL IF ANY RESPONSIBLE AUTHOTITIES OR AUTHORIZED AUTHORITIES CALL

PLEASE ENTER IN THE INCIDENT BOOK AND REPORT TO THE DPS

ALL SHOULD HAVE I.D.

SUCH AS

POLICE

ENVIRONMENTAL HEALTH

FIRE OFFICE

LICENSING OFFICER

TRADING STANDARDS OFFICE

CHILD PROTECTION FROM HARM OFFICER

IMMIGRATION OFFICIAL

AMONG OTHERS

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CCTV

AT ALL TIMES COMPLY WITH DATA PROTECTION

IT IS NOT LAWFUL TO SHOW RECORDED CCTV FOOTAGE UNLESS AN APPROPRIATE REQUEST IS MADE

THE AUTHORITIES SHOULD KNOW THIS AND IT IS USUAL FOR A SECTION 29 REQUEST IS MADE
POLICE MAY HAVE ACCESS IF IN PURSUIT OF CRIMINAL-THEY SHOULD KNOW THE RULES

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STOCK CONTROL-GOODS-ALCOHOL-CIGARETTES

WE UNDERSTAND WE CANNOT TAKE PART IN ANY STOCK SWAPS. WE CAN NOT ORDER ANY ALCOHOL OR TOBACCO ,ACCEPT DELIVERY OF ANY ALCOHOL OR TOBACCO OR PAY FOR ANY ALCOHOL OR TOBACCO -WE CANNOT REFUND CUSTOMERS MONEY FOR ALCOHOL OR TOBACCO AS THEY MAY BRING IN NON DUTY/ILLICIT STOCK THAT HAS NOT BEEN SOLD BY US TO ATTEMPT TO OBTAIN MONEY AND THE GOODS MAY BE STOLEN-ALL REQUESTS TO BE RELAYED TO THE DPS- IF ANY PERSON CALLS AT THE PREMISES ATTEMPTING TO SELL TOBACCO OR ALCOHOL PLEASE REPORT IMMEDIATELY TO TRADING STANDARDS AND DPS WHO WILL ALSO REPORT TO TRADING STANDARDS

AGE TRELATED PRODUCTS AVAILABLE AT THIS PREMISES

GAS LIGHTERS AND REFILLS

RIZLA PAPERS

ALCOHOL

TOBACCO

VAPE PRODUCTS

LIST ANY OTHERS

Please follow challenge 25 policy for above products

CONDITIONS ON LICENCE

IT IS A CRIMANAL OFFENCE NOT TO COMPLY WITH CONDITIONS AND AN UNLIMITED FINE AND SIX MONTHS JAIL SENTENCE CAN OCCUR ON SUMMARY CONVICTION IF THEY ARE BREACHED

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OUTSIDE LICENSING HOURS

NO ALCOHOL CAN BE SOLD OUTSIDE LICENSING HOURS GRANTED

UNLIMITED FINE AND IMPRISONMENT CAN OCCUR

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CONFLICT MANAGEMENT

WHEN REFUSING SERVICE AT ALL TIMES REMAIN CALM

DO NOT RAISE YOUR HANDS OR POINT

DO NOT SHOUT

PLEASE SAY THAT YOU COULD LOSE YOUR JOB IF YOU WERE TO SERVE THE CUSTOMERS

IT IS ALWAYS GOOD PRACTICE TO DEFLECT THE BLAME FROM YOURSELF

FOR EXAMPLE IT IS INSTRUCTION FROM MANAGEMENT

