

**The Crown
51 New Oxford Street
London
WC1A 1BL**

Management Strategy

Outside seating arrangement :

Arrangement

We have a currently defined area for the use of patrons by way of an area with tables and chairs surrounded by canvas barriers with steel legs. We will ensure that patrons remain within the designated seating area which is clearly defined by the barriers (and which is clearly stated on the inside of the barriers) and that no standing will be permitted.

Management

The company carries a no-door staff policy. However we are sending our manager on the necessary course in order to gain an SIA Licence.

Policy

The manager and staff are to operate a rota to ensure regular monitoring of the designated area and to ensure that the patrons remain within the designated area. Housekeeping will also be carried out during these inspections, e.g. glass, refuse clearance, etc. At the end of service the area will be thoroughly cleaned. This will be noted down on an inspection sheet and, during periods when patrons are situated in the designated area, will be filled out and signed by a member of staff on a half-hourly basis (copy of inspection record attached).

Noise nuisance is monitored on a daily basis at operational level. The company also carries an enforced policy to have no late licences, music, TVs or entertainment on any of its sites. We also operate a no 'alcopop' or fruit cider policy and thereby encourage a more discerning crowd.

The pub closes at 11pm every evening (except on Sunday when it closes at 10.30pm) and therefore drinking and noise late into the night is firmly discouraged.

Night Storage

At the end of the evening the benches are brought inside.

Sam Smith
Area Manager

½-HOURLY INSPECTION RECORD

Date : _____

Time	Patrons Standing Outside of Designated Area?	Action Taken	Signed
6.00pm			
6.30pm			
7.00pm			
7.30pm			
8.00pm			
8.30pm			
9.00pm			
9.30pm			
10.00pm			
10.30pm			
11.00pm			