Pub opening times.

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| --- | --- | --- | --- |
| Monday | 09:00 | to | 24:00 |
| Tuesday | 09:00 | to | 24:00 |
| Wednesday | 09:00 | to | 24:00 |
| Thursday | 09:00 | to | 01:00 |
| Friday | 09:00 | to | 01:00 |
| Saturday | 09:00 | to | 01:30 |
| Sunday | 09:00 | to | 24:00 |

Operational Hours & Staffing

The building would be staffed 24 hours a day. A night porter would be on site to assist guests outside of opening hours.

Night porter are tasked with ensuring guests are respectful of local residents and with keeping noise to a minimum. Guest satisfaction is key and keeping noise levels down is important for guests themselves (as well as for residents nearby).

Staff Training

* All staff are given formal induction training, including the use of the fire prevention system in the building (specifically, fire extinguishers, smoke detectors, call points and the fire alarm panel), noise management, refuse collection, health and safety, and food hygiene training.
* Every three months all staff take part in a full fire evacuation which is recorded in our compliance folder.
* All staff members must complete all relevant Flow online training courses including Fire Awareness, Health & Safety, Drugs Awareness, Age Verification and Conflict Management.

After Hours Security

* Night Porters are trained and instructed to secure the building as one of their first objectives on their shift. This means closing the side entrance, turning off the outside lights, bringing in ashtrays and a-boards and starting to close the front doors, leaving one open for customers to leave. These instructions are very clear and can be found in our Hostel Operations folder found on an electronic operations management system.
* Once the public house patrons have left the front doors would secured, anyone wanting to gain entry to the building from this point will need to show their ID or check-in card to the night porter who ensures the person is a guest of the hostel. There is no other way in or out for guests at this time.

Noise Abatement

* + During normal trading hours staff would be monitoring guests outside as part of their usual duties when collecting glasses, sweeping, clearing rubbish etc.
  + Outside of pub opening hours guests congregating outside would be monitored by the night porter who would be on hand throughout the night.
  + If guests were congregating outside they would be asked to come inside. It's worth noting that guests causing sufficient disturbance outside so as to disturb neighbours would also be disturbing guests onsite. Over and above being a good neighbour and licensee the Applicant has a vested interest in ensuring guests aren’t disturbed during the night as this would impact reviews / satisfaction levels.
  + Signage is erected on all doors asking customers to respect neighbours when leaving the site and would be given verbal reminders by staff when leaving around closing time.
  + No seating is planned for outside the pub which might attract groups to congregate outside at night.
  + The steps would be subject to ongoing monitoring by senior operational staff and would be amended or supplemented should issues arise over time.