



# THE LORD SOUTHAMPTON

## HOSTEL MANAGEMENT PLAN

FEBURARY 2020



## **HOSTEL MANAGEMENT PLAN**

### **Introduction**

This plan provides details of the operational management of the Lord Southampton Tourist Hostel Operated by Hostel One.

### **Booking Policy**

We receive reservations from OTAs (Online Travel Agencies) and from our hostel chain website. We have a maximum stay of two weeks, in order to maintain an environment of travelling backpackers, rather than hosting people who 'live' in the hostel, which is contrary to our purpose.

We reserve the right to refuse admission if we believe guests could create issues in our hostel, as well as removing guests who do cause any issues. The harmony of our hostel and respect for our local community comes first.

The property has a two-day cancellation policy. Failure to cancel within this time will result in a cancellation charge that depends on the OTA and on the rate booked.

### **Reception Operations**

Reception is one of the key areas of our hostel, as it's where the business operates from. We focus a lot on our check-in procedures, spending as much as possible with guests upon arrival, so we can explain everything about the hostel. We run 3 different shifts of 8 hours each, in order to cover the full 24hr period.

Our hostel rules (see below) are explained to our guests upon check-in, to make sure they fit into our hostel philosophy, whilst respecting their fellow guests, bar patrons and of course our neighbours.

### **Opening Hours**



The hostel is open 24 hours. We always have a receptionist on duty, so we can check-in guests at any time. We do not accept new reservations after midnight, however if a guest has booked prior to 12am, they can arrive at any time throughout the night. Usually there are very few, if any, check-ins from midnight-8am. Running a constant reception allows us to better control noise and make our guests' stay as enjoyable as possible.

The pub has specific opening times:

Monday: 11am – 11:30pm

Tuesday: 11am – 11:30pm

Wednesday: 11am – 11:30pm

Thursday: 11am – 11:30pm

Friday: 11am – 01:15am

Saturday: 11am – 01:15am

Sunday: 11am – 11pm

### **Hostel Rules**

We have two sets of rules in our hostel. One for our guests, which is explained at check-in, as well as clearly displayed in a poster at reception. Our other rules are for our staff, which are signed for before they start to work with us.

#### *Hostel Rules*

**Be respectful to everyone in the premises.** - *This means not just being respectful to our staff, but also to fellow guests and to our neighbours. Failing to not follow this simple rule could result in cutting short your stay with us without refund. We take this very seriously.*

**Food is not allowed in dorms.** - *The dorms are for sleeping and taking a deserved rest from the tiredness accumulated while exploring London. In order to help us keep the hostel as clean as possible, and to avoid pest issues, food is not allowed in dorms.*



**Keep noise down always to the minimum.** - *From 10pm to 8am in our hostel, fellow travellers may be already in dorms sleeping, so during those hours please keep the noise down in dorms but also in hallways. This rule is also extended to help respect our local community. We are located in a residential area, so from 10pm to 8am peace and quiet needs to be kept outside the hostel. Keeping extra attention when the pub is still open and guests and pub customers are outside the property. Please be aware that we take complaints from our local community very seriously, so be very quiet while leaving or coming back to the hostel during these hours.*

**Racism is not tolerated** - *As we are open to people from all countries, and different walks of life, you must be welcoming and accepting to all our guests. Regardless of race, nationality or skin colour.*

**Sexual Harassment** - *If you see something, say something. Sexual harassment is not tolerated in any way, shape, or form, by any of our staff or our guests. If you become aware of any incident, it is your duty to report it to management immediately.*

#### **Other**

- Don't leave your items in common areas
- Please always store your valuables in your lockers
- No alcohol from outside is allowed in the pub
- Maximum stay is 2 weeks
- No glass allowed outside the pub
- No illegal drugs are allowed anywhere on our premises

#### **Staff Rules**

**Punctuality for every shift** – *this means not just turning up on time but also being ready to work from the start.*

**Contribute to achieve the best customer experiences through the highest standard of customer service** – *Customer service in H1 is not being all 'yes sir, no sir', but instead it is about treating guests like friends. Removing all prejudices and helping out in any way you can. Honesty, selflessness and respect.*



**Constantly representing Hostel One whilst in the hostel and even when not on shift –** *as long as you are in the hostel or around guests you should be helping as guests do not know you may not be on shift, you are still representing the company. This should come natural, wanting to help in every way possible.*

**Highest level of communication –** *it is important to always communicate about leaving dates, holidays, illness but also day to day activities within the hostel and without other hostels. On top of this, if you have ideas or recommendations you can tell us. Do not be shy we can all help improve our hostel.*

**Energy and socialising during shifts –** *bring your travelling passion, adventure and joy to the hostel. Energy gets passed from each receptionist to guests. Good vibes bring big smiles!*

**To have and give the correct information –** *we want you to learn about the city, the activities we do and the hostel you work in. But we understand that you cannot know everything, so talk with other staff if you are ever unsure. Never lie or gamble when talking with guests. Be honest with them if you do not know tell them but also tell them you will go find out and make it your mission to find out and tell them.*

**Abide by the hostel rules and regulations.** – *the hostel rules are there to be respected by our guests, but also by you. As a H1 member of staff, you should obey the rules and be an example to the other members of staff & to our guests.*

**To be the ears, eyes and nose of the hostel.** - *You will be around the hostel & guests a lot more than any other staff member. You will hear, see and smell the good and the bad. You have to be aware of everything around you. From complaints to a smelly toilet!*

**Use your initiative to enhance customer experiences. Bring your ideas and motivation to the Hostel One team.** *Our hostels are always adapting, changing & growing. Be part of this, leave your legacy, leave your mark on the hostel! We are all from different backgrounds, countries & cultures you may know things we do not. Never be afraid to communicate with us all.*

**Respect other team members and help create a family style working environment -** *Living & working together can be difficult. But please try & make everyone feel as welcome*



*as we try with our guests. Talk problems and issues through before things go too far. We are all good people, we are all learning & growing and this is what makes us so great.*

### **Penalties/Fines**

For guests that have not followed our simple and detailed rules, in order to keep the harmony in our hostel and local community, after analysing their breach of rules we would terminate their stay with us as soon as a wrongdoing had been reported.

We reserve the right to collect a fee in case of; unnecessary use of fire equipment, smoking inside, damage caused to property, blood/urine/vomit found on sheets.

The same stands for our staff. Their contract would be terminated and in some cases they would be banned from visiting/working in other Hostel One hostels around Europe.

### **Noise Mitigation**

The check-in rules that have been signed by guests upon check in ensures that guests understand that noise control is very important to us.

We will install a noise limiter in the pub so we are always in control of the level of noise in the property.

Our bartender and reception staff do regular checks to ensure guests aren't making noise outside of the pub. Additionally we have CCTV to monitor the number of people outside.

Pub doors are locked at night once the pub is closed, and the reception entrance is locked and monitored too.

Customers are prohibited from taking drinks outside.



Groups of customers smoking outside are monitored by members of staff to ensure noise is kept to a minimum and to ensure that the customers do not loiter outside the entrances to neighbouring premises.

No furniture, tables or chairs are placed outside to minimise noise.

Speakers have been removed from neighbour's party walls to reduce the potential for any disturbance to neighbours.

### **Servicing Arrangements**

Food deliveries are generally done on a Wednesday or Thursday afternoon, depending on when the order was placed. These get delivered through the hostel back door.

Barrels and other pub drinks delivered Saturday and Monday mornings, around 10am. Those enter the pub through the basement doors, which open from the pavement outside the pub.

### **Waste Storage/Collection**

Our large recycling waste bin is usually collected on Friday morning between 8am to 10am.

The CW Refuse Bin is usually collected every Monday, Wednesday, Friday and Saturday between 6am to 8am. The company that takes care of waste collection is Biffa.

Recycling bins in the kitchen are labelled so we initiate our guests daily to be environmentally friendly.



## **Pest Control**

We are proud to say that our hostel is entirely pest-free. We are able to maintain this high standard by keeping the hostel clean and bringing any concerns to our pest company immediately.

Our guests' comfort is paramount, so we do not tolerate any food in rooms, and look for signs that guests might have experienced issues with bedbugs prior to arriving at our hostel. This enables us to take action before they bring any issues to us. Our basement is maintained to ensure we don't experience any issues with mice.

We also have regular inspections, the most recent of which was on the 09/01/2020. Please find attached the contract we have with a pest company since November 2018 and last inspection certification.

## **Site Security**

We take security very seriously. Our guests have next to their dorm beds their own personal security lockers. When necessary we lend them a padlock to make sure it is always locked.

The wristbands we give guests upon check-in is a way to check that ONLY our guests and staff are in dorms and hostel common areas. This way it is easy to spot an intruder.

We also have 12 security cameras with closed circuit that record from several angles within our propriety.

Our reception and bartender teams monitor people coming in and out of the property, as well as noise levels.





Once our pub doors are locked, you must be let into the property by a receptionist. Our front door code is known by staff only, to avoid any issues.

During the opening hours of the public house the hostel reception is accessed via the public house itself or Via Grafton Terrace entrance. After closing hours, only the Grafton Terraces entrance is available. Guests are provided with a code that they can use to access to the hostel

### **Communication with Local Residents + Council**

After our first large meeting with all our neighbours, we exchanged numbers so they could get in touch with a representative of Hostel One Camden whenever they felt this approach was needed.

Since then, whenever we had a new manager taking up the role, we communicated it to those neighbours closer to our establishment, so they could always know first-hand of any changes that were going to be implemented with the new management.

Our hostel email and phone number always remain the same. Additionally, our neighbours are more than welcome to pop into the pub to say hello.

### **Previous complaints Strategy/Procedure**

The first measure was the introduction in mid-2018 of our very own H1 Camden cloth wristband. This was done so our neighbours and ourselves can identify our guests making noise outside and act accordingly.

In order to further minimise opportunities for disturbance to neighbours:

- We created the rules form mentioned in this document and made guests and staff sign them upon arriving at the hostel



- We undertook the production and implementation of more signage inside and outside our hostel and pub, advising to keep the noise down upon living our premises.
- We Installed additional security cameras.
- Weekly staff meetings were implemented where staff were constantly reminded by the manager to control noise problems and correct closing times of the pub. During those meetings, when issues arose with certain guests, it was decided as a team the best measures to tackle the problem.

In order to reduce noise impact to our neighbours we removed the speakers from party walls within the Public House and placed signs around the property. Please refer to photographs in Appendix 1.

We are in contact with local residents through phone and email to ensure we address any of their concerns.



## Appendix

Appendix 1: Images showing the removal of speakers from party walls and the display of signage to respect neighbouring amenity.

