

# The Northumberland Arms – Management Plan.

## Pub opening times.

<b>Monday</b>	09:00	to	24:00
<b>Tuesday</b>	09:00	to	24:00
<b>Wednesday</b>	09:00	to	24:00
<b>Thursday</b>	09:00	to	01:00
<b>Friday</b>	09:00	to	01:00
<b>Saturday</b>	09:00	to	01:30
<b>Sunday</b>	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 be 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.

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## Noise Abatement

- Signs would be erected at the entrance requesting customers to respect our neighbours and leave quietly
- Hostel guests are monitored by the night porter to ensure disturbance is kept to a minimum for both other hostel guests and local residents
- All outside areas are regularly monitored.