



# MARCOOLA SURF LIFESAVING SUPPORTERS CLUB

OPERATIONAL POLICY & PROCEDURE  
MANUAL



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## **Introduction**

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The Marcoola Surf Club Operational Policy and Procedure Manual provides the policies and procedures for the operational transactions within the business which must be followed by all staff. It also provides guidelines that Marcoola Surf Club will use to administer these policies, with the correct procedure to follow.

Marcoola Surf Club will keep all operational policies current and relevant. From time to time it will be necessary to modify and amend some sections of the policies and procedures, or to add new procedures.

Any suggestions, recommendations or feedback on the policies and procedures in this manual are welcome.

These policies and procedures apply to all employees.

## Management Procedures

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Each day the Club Manager or Duty Manager is required to complete the following steps to account for the previous day's sales and movement of cash and cash equivalents.

This policy is to be read in conjunction with other specific finance and cash handling policies where relevant.

### Opening Procedures

#### **Step 1: Gather all cash/ Settle ATM and CRT**

From the upstairs safe, retrieve the orange pencil case containing a blue key and blue card for the ATM and a yellow key for the CRT. The code for the safe has deliberately been left out of this document.

**ATM:** Enter card into ATM and enter pin.

Print "Subtotal".

Print "Settlement". If this step is not actioned, funds will carry over to next settlement and daily figures will not be correct.

Open door with key and open safe with pin. Turn dial clockwise to open.

Check reject shoot and collect and notes. Rejects aren't counted as dispensed and need to be put back into ATM

Remove cassettes and rejects and subtotal slip.

**CRT:** Go to CRT and open with yellow key.

Enter long key into main screen area.

To open safe, enter pin and turn dial.

Login Attendant Pwd "1" into second slot and then "1" into third slot

**Select** -Operator Menu.

Super Pwd "4" into second (middle) slot.

Operation History – transaction.

Print Audit – 5 sheets will be printed.

Reset Count and then retrieve notes from note stacker (fig 1.). Also retrieve notes from reject bin located at the bottom section of machine

**Tills:** Open safe in the manager's office and extract – Black tin (office safe cash) and calico bag with gaming cash and blue pencil cases for bar tills (2), Bistro till, Keno till and Gaming cash.

The Duty Manager on shift the previous night will have completed the **Managers Daily Reconciliation Sheet** and the **Daily Till Reconciliation Sheet**. These documents should be found with the cash in the blue pencil cases.

#### **Step 2: Open DTS**

Open and commence data entry into the DTS. Refer to **Daily Takings Sheet Procedures** for details pg. 9.

#### **Step 3: Gaming**

Count Gaming (Clearance) cash and enter into cells I8-18 of DTS **Rec Sheet**. This should equal the total on **Managers Daily Reconciliation Sheet**.

**Access Wildcat** - Login: reports Password: reports

Go to Accounts / Data Entry / Yesterdays date / next / next / finish

Enter notes actual and save

Do you want to print? Respond Yes

Go to Bank Deposits

Enter Banking total required – Save

Go to Reports / Daily / Site Reconciliation / Date range / Finish

Print report

On the **DTS** sheet add in the cash clearance, net cashless and payout (if applicable) figures into the Gaming section cells C17-19. In the **Other** section cell F37, enter the SIMPLAY Adjustment figure. If a negative number on the report. Enter as a negative number in the DTS.

**Step 4: Keno Login number-** 23258 **P/W-** 3456

**Supervisor number-** 52094 **P/W-**1972

Sign On procedure-

**Step 1-** Sign on screen will be presented on screen simply enter operator number **23258** and password **3456**, to start keno day trading.

(Count your keno till to ensure you are starting the day with the correct \$600 starting balance.)

#### **DTS- Rec sheet procedures**

Count Keno cash and enter into relevant section of DTS **Rec Sheet**.

From the Keno Site Daily Report enter commission, connection fee, due from site (positive)/ owed to site (negative) into the **DTS** Sheet

Replenish pencil case from trading cash with a mixture of denominations totalling float total.

#### **Step 5: TAB**

Terminal and SST (Self Service Terminal) – Start of day sign on

**START OF DAY SIGN ON**



Sign On the 'Operator' on Terminal 1

Sign On the 'Venue' on Terminal 1

Sign On the 'Operator' on the remaining terminals

Enable your SSTs.  
Term > SST > select 'Cash Fn Disabled'

'Cash In' your float amount on each Orion Terminal

**Step 6: Tills**

Count Bar 1 cash and enter into cells C8-18 of DTS **Rec Sheet**.

Look for Eftpos total off **Eftpos Settlement** sheet and enter into relevant cell.

Look at Z read under Media and enter Pay by Points and Mycash... and enter Media total off Z read

Enter Media / Cash Total from Z read into relevant cell.

Replenish pencil case from trading cash with a mixture of denominations totalling float total.

Repeat for Bar 2 cash (cells D8-18)

Count Bistro cash lunch and enter into cells E8-18 of DTS **Rec Sheet**.

Attach all receipts together

Swap out any birthday keno vouchers / patrol breakfast with cash from black tin called (petty cash).

Look for Eftpos total off **Eftpos Settlement** sheet and enter into relevant cell.

Look at Z read under Media and enter charges of management food, membership, sundry, and media totals of Mycash and in-house

Enter Media / Cash Total from Z read into relevant cell.

Repeat for Bistro Dinner cash (cells F8-18)

Replenish pencil case from trading cash with a mixture of denominations totalling float total.

Count functions cash and enter into cells G8-18 of DTS **Rec Sheet**.

Split out to room hire, food and beverage manually on the DTS Sheet cells C13-15.

Replenish pencil case with a mixture of denominations totalling float total

**Step 7: Replenish ATM**

Enter figures from ATM receipt. Use ATM close amounts for \$20 & \$50 into cells C61-62 of the DTS **Rec Sheet**.

Replenish ATM from trading cash and enter amounts into cells D61-62 of the DTS **Rec Sheet**.

If there is not enough trading cash to replenish to float total, top-up with cash from the safe float (black tin)

Go up to ATM with blue key and card

Enter code

Insert card and remove, enter PIN

Menu

- Cash option
- Increase cash (\$20)
- Enter amount – continue – Yes
- Cash option
- Increase cash (\$50)
- Print sub-total

\$20 = \$2000

\$50 = \$11000

Perform settlement once completed.

Place keys and card back into orange pencil case and return to upstairs safe

**Step 8: Replenish CRT**

Enter figures from CRT receipt into cells C45-52 of the DTS **Rec Sheet**.

Replenish CRT to float total from trading cash and enter amounts into cells D45-52 of the DTS **Rec Sheet**.

If there is not enough trading cash to replenish to float total, top-up with cash from the safe float (black tin)

CRT Yellow Long Key

170285

Pull white button to stop beeping

Refill cartridges with notes and coins

Close slide

Previous / Previous

Replenishment

Add in Reimbursement figures from sheet by double tapping into each

Save updated quantities

Previous / Operation History / Transaction to check total of float.

Previous / Previous

Lock

Exit Maintenance

Place keys and card back into orange pencil case and return to upstairs safe

**Step 9: Banking**

Any remaining trading cash is to be banked. Check this figure against cell H47 in the **DTS** sheet.

Complete banking deposit slip and banking bag

Banking deposit slip and place into bottom of bag. Peel sticker and enter details and put onto deposit book.

Place cash in bag, remove rubber bands and seal.

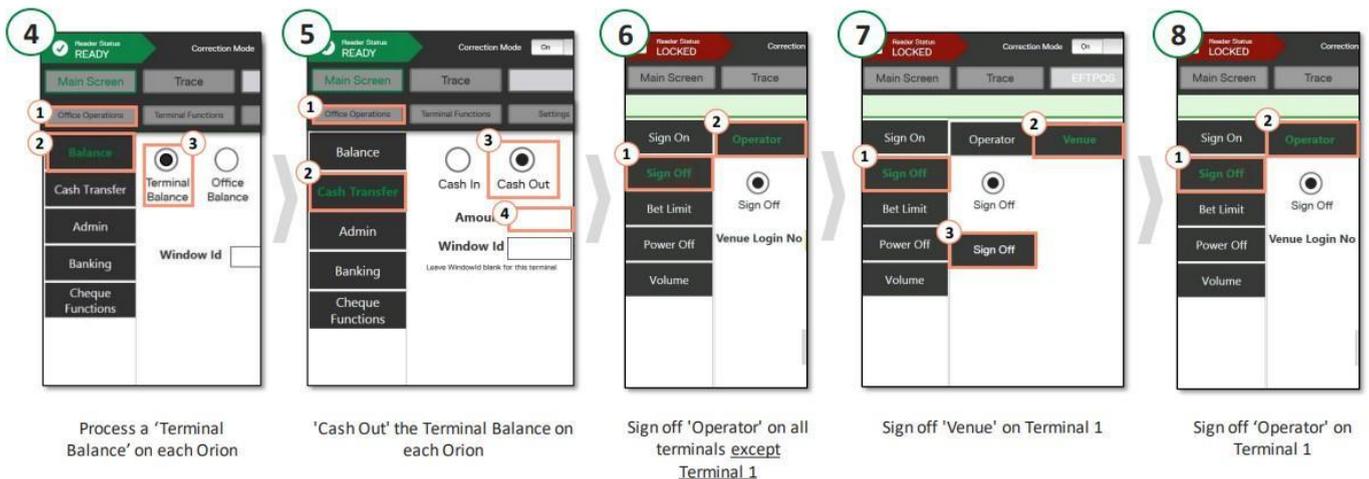
Secure all cash and cash equivalents in safe until ready to take to bank

### Closing Procedures

At the end of each night the Club Manager or Duty Manager is required to complete the below steps to ensure the Club is secured and ready for the next trading day. This policy is to be read in conjunction with other specific finance and operational policies where relevant.

TAB –

Terminal and SST (Self Service Terminal) – End of day sign off



Gaming Till - See pat to complete this section

**Step 1-** Count gaming till and change tin (located in the Bar safe) and then record amounts on the managers reconciliation sheet. Gaming till amount should amount to \$5000 and change tin should amount to \$1000.

Keno –

Sign off procedure-

**Step 1-** To sign off keno start by pressing sign off.

**Step 2-** Then sign back in using the supervisor login. Enter 52094 as the user number and 1972 and the password.

**Step 3-** Go to operator functions.

**Step 4-** Press operator balance enter your keno login 23258. Then press Send' to complete.

**Step 5-** Next press 'confirm balance' enter login number 23258 and enter the confirm balance that printed off on your operator balance receipt. Press 'Send' to complete.

**Step 6-** Last you want to press 'Daily Takings' enter your login number 23258 and check the date on screen is correct for today. Press 'Send' to complete.

**Step 7-** Take your receipts you printed and keno till out the back of the bar to count.

**Step 8-** Count your keno cash and write amount onto your daily till reconciliation sheet.

**Step 9-** Continue filling out the rest of the reconciliation sheet, using your operator balance receipt to find your Z read.

#### Petty Cash-

**Step 1-** Look in all relevant tills (e.g keno, bar 1, bar 2) for petty cash receipts (e.g vouchers or out of house purchase receipts).

**Step 2-** If petty cash receipts have been used take them out and place in petty cash tin and using the petty cash tin take out the equivalent cash amount and place in the till where receipts have been used to balance tills.

**Step 3-** Ensure all petty cash receipts are written up on the petty cash reconciliation sheet.

**Step 4-** At the end of the day ensure the petty cash amount have been recorded on the manager's reconciliation sheet and matches the petty cash tin float of \$2000.

#### Bar Tills- Settling

**Step One** - Press- 'tools' button on the main bar screen. Located below the \$20 note icon.

**Step Two** - Press- the red 'end of day' button that appears on the tool bar.

**Step Three** - Enter in cash denominations. Once entered press okay, then a statement will come up to confirm denominations are correct. Press 'NO' to confirm. A receipt will print out that will go need to go downstairs.

**Step Four** - Using the subtotal receipt that prints out manually enter figures onto the reconciliation sheet. Under media totally you will find figures like, charges, pay by points, and other account allocated subtotals.

**Step Five** - Once information has been entered onto reconciliation sheet. Re-float the till back to \$500, cash taken out to re-float the till place into allocated labelled pencil case.

### **Daily Takings Sheet Procedures**

The Daily Takings Sheet (DTS) is used to reconcile the day's takings. The DTS is an Excel spreadsheet that records the daily takings for a full month. Each month has its own DTS.

The daily takings process allows you to compare actual payments taken, with sales put through the POS so that you can track and control your revenue by payment type.

The DTS is has been designed to simplify the daily taking process. There are formulas and checks built into the spreadsheet to minimise human error. The key purposes of the DTS are to:

- Follow the flow of cash through tills, ATM and CRT
- Record sales against areas – Bar, Bistro, Functions, Gaming, Keno, Membership, Other and TAB
- Record payment type of sales. Eg. cash, EFTPOS, loyalty points, gift vouchers, Surf cash or other in-house charges
- Highlight any variances to the Z-Read
- Generate General Journal for data entry into Accounting Software
- Populate reports for sales analysis

#### **Procedure steps**

##### **Step 1: Open relevant months DTS.**

The DTS file is located here:

C:\Users\AccountsMarcoolaSurf\Marcools Surf Life Saving Club Incorporated\GM Marcoola Surf Club - Supporters\Admin ~ Management\Finance\DTS

There are 2 x TAB'S/ day. Start on the **Rec Sheet**. First check the date (this will flow through to future sheets). Fill in yellow cells only.

##### **Step 2: Check safe balances**

Enter office safe figures into the relevant cells. This may include any cheque in transit and loose coins to balance. The safe should be counted weekly at a minimum.

### Step 2: Enter till cash count

On the **Rec Sheet** enter cash in relevant column/ rows. The columns are named the same as the tills. The rows are named the denomination. Enter the value of the denomination and the **Total Cash** row will add the cash entered PLUS the float balance.

### Step 3: Enter information from POS print outs

Under the cash section of the Rec Sheet, enter relevant information using the row names as your prompt. All information in the section can be found on the POS print outs.

### Step 4: Enter ATM/ CRT cash count

Scroll to the relevant section and enter cash counted from ATM/ CRT and Add in cash that was used to reimburse the ATM/ CRT.

### Step 5: Complete the DTS tab

Click on the **DTS** tab. The grey cells are formulated to bring in the details entered on the **Rec Sheet**. DO NOT ADJUST THESE FIGURES. If there is a discrepancy, you will need to go back to the Rec Sheet and review data entry.

Complete yellow cells:

The functions Z: Read is currently a manual data entry to split out food, beverage and room hire.

The gaming cash clearance, net cashless and payout (if applicable) is located on the Max Gaming Site Reconciliation Report. Also on the Site Reconciliation Report is the SIMPLAY Adjustment, this figure needs to be entered in **Column F** in the **Other** Section of the DTS. If the figure is a negative number, remember to enter as a negative number on the DTS.

The Keno commission, connection fee, stationery and clearing account (Due to/from site) is taken from the Keno Site Daily Report. The connection fee is generally a fixed daily amount.

Other income relates to sales not already accounted for such as memberships. As memberships payments are taken over the bar, they end up in bar sales. This section moves other income out of bar sales and into its own income category.

The banking section follows the movement of cash. The total cash is the amount of cash that will be banked or require a cheque to be drawn to reimburse the safe if there was not enough cash taken to top up the floats, ATM and CRT. The amount taken from the safe is to be entered in the **float top-up** cell. You may add/ rename as required.

Review the **variance** column. The only variance should be the difference between the Z Read and the total of cash, EFT and other charges.

Finally, review the **general journal** to the far right. There should not be a difference between the debit and credit columns. If there is, you will need to go back and review your data entry to locate the difference.

*Tip: If out of balance:*

- Check the float totals on Rec Sheet.
- If Keno is a negative this can throw the formulas out.
- Monies in Stacker of CRT are not included in balance reports.
- Do you need to enter a figure as a negative? Check Gaming, Keno and SIMPAY Adjustment.

## Contact List

TAB ASSISTANCE (VENUE ID 7678)				CLUB EMAILS			
RETAIL SUPPORT	1800-177-723			GENERAL MANAGER	<a href="mailto:generalmanager@marcoolasurfclub.com.au">generalmanager@marcoolasurfclub.com.au</a>		
TECH HELP	1800-814-205			CLUB MANAGER	<a href="mailto:manager@marcoolasurfclub.com.au">manager@marcoolasurfclub.com.au</a>		
ATM ASSISTANCE (ID 3649)				FUNCTIONS	<a href="mailto:functions@marcoolasurfclub.com.au">functions@marcoolasurfclub.com.au</a>		
HELP DESK	1800-07-08-09			MARKETING	<a href="mailto:marketing@marcoolasurfclub.com.au">marketing@marcoolasurfclub.com.au</a>		
KENO ASSISTANCE (VENUE ID 701405)				SLS ADMIN			
HELP DESK	1300-365-135			Emergency Contacts			
OP ID	23258	P/W	3456	Drew Palmer			
SUP ID	52094	P/W	1972	Patrick Magrin			
Max Gaming ( VENUE ID 3087)				Craig Hunter-Smith			
(Tech Support)	1800-700-116			Peter Hourn			
(Repairs)	1800-021-814						
My Cash Cards Ordering	<a href="mailto:cards@maxgaming.com.au">cards@maxgaming.com.au</a>						

**GENERAL CONTACT LIST**

	COMPANY	CONTACT PERSON	PHONE NUMBER
AIR-CON	H & H	ADAM HUME	0427-136-565
BROKEN GLASS (DOORS-WINDOWS)	AUSSIE EMERGENCY GLASS		1800-004-411
ELECTRICIAN	JEFFCOAT ELECTRICAL	Jeff	0411-069-272
Meat Trays	Cotton Tree Meats	Brent	5443-1649
MEMBERSHIP CARDS, PRINTER RIBBON	PPC		3868-7300
PEST CONTROL	SCIENTIFIC PEST MANAGEMENT	BRETT	0419-777-871
PLUMBER	Woz Plumbing	Joel	0422-638-616
POS / TILL SYSTEM	SHARP	TRAVIS OSBORNE	0437-937-793
SNAKES	SNAKE CATCHER 24/7	ROSS	0409-536-000
SOUND SYSTEM	IN SIGHT & SOUND	PETER	0418-796-277
TV SYSTEM REP		GLEN	0438-684-828

**BISTRO CONTACT LIST**

	COMPANY	CONTACT PERSON	PHONE NUMBER
CHIP MACHINE			0408-182-947
CLAW MACHINE			0488-983-439
CLEANING SUPPLYS	SCP		
COFFEE MACHNE & SUPPLYS	DIMATTINA	JONATHAN	0422-183-327
KIDS PLAYSTATIONS	LEISURE HOUSE	ALLAN	0415-459-747
TABLE CLOTHS, TEA TOWELS ETC	ALSCO		1800 781 120

## Sound System & Entertainment Procedures

### Microphones

There are two micro-phone boxes (one in the main bar that control speakers in the bar/sports bar/gaming/ bistro/ deck) (The other one is in the functions bar controlling just the function speakers for private events) they control specific areas. The micro-phone with an orange base is our regularly use micro-phone, setup to operate in both areas. When you turn it on there is a little screen that lists the micro-phone battery charge percentage and the individualised channel code (e.g 07-01).

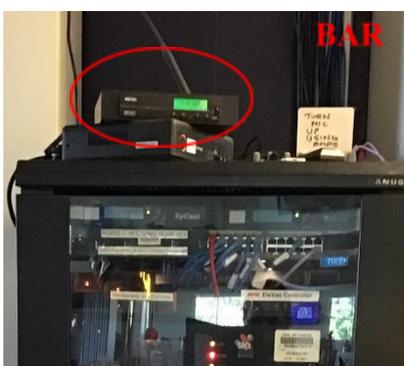
#### ***\*How to set microphone for function use***

**Step 1** - Grab the blue or green micro-phone. (Make sure it has batteries in it)

**Step 2** - Turn it on and identify its individualised channel code on the micro phone screen. (e.g 07-07)



**Step 3** - Take the microphone down to the function bar with you, locate the micro-phone box. (It is located in the function bar cupboard, on the top shelf)



**Step 4** – In order to set the microphone to work only in the function area the micro-phone channel will have to be different to the channel number set on the bar micro-phone box.

(e.g function box set to microphone channel- 07-01 & Bar box set to microphone channel 07-07)

**Step 5** -To set the box simply match the code on the microphone to the box, by pressing the 'set' button.

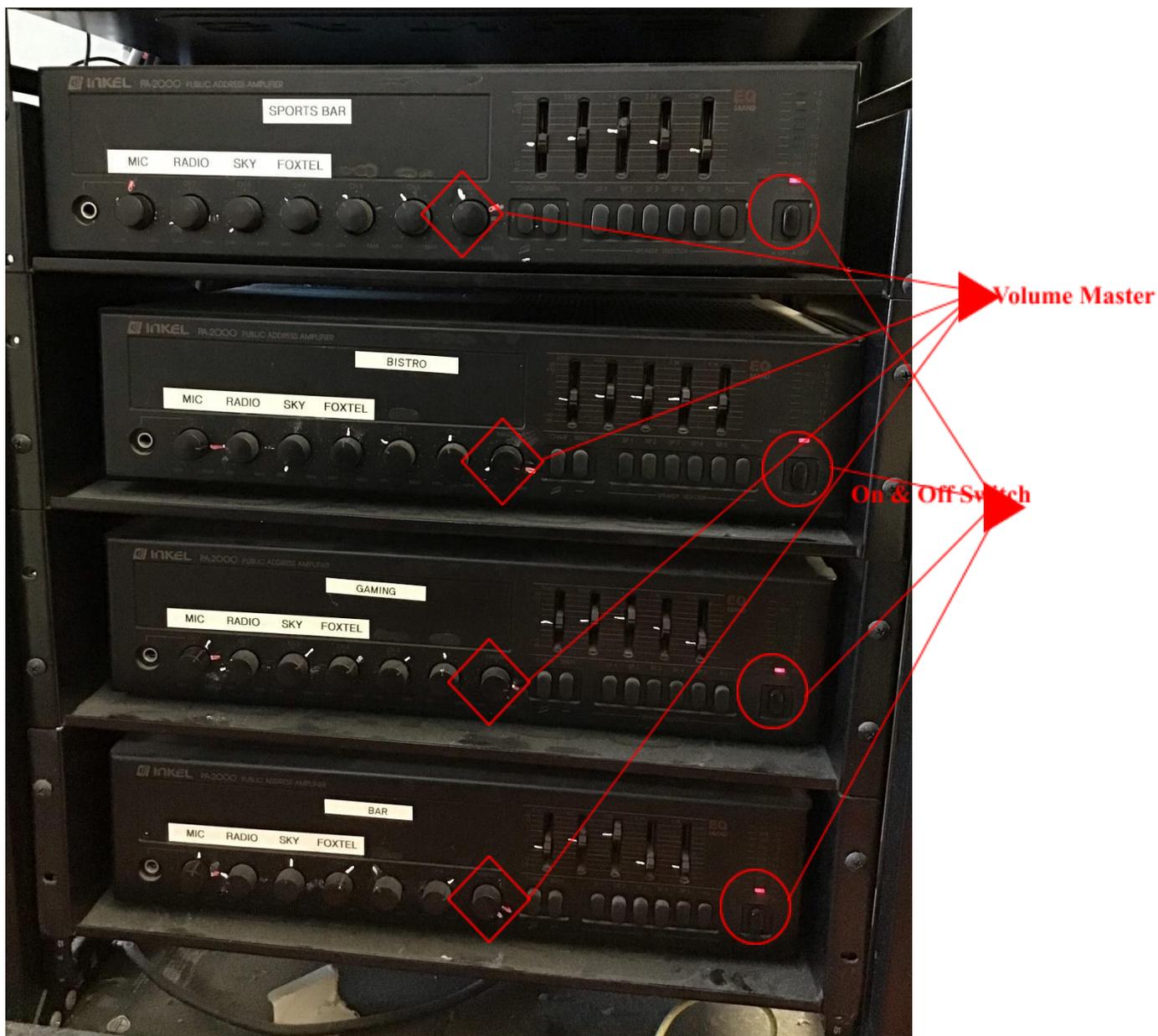


**Step 6** - Pressing 'set' once will allow changes to be made to the first digits (e.g 07-07). Make the number changes necessary by using the up and down arrow icons.

**Step 7** - Pressing the 'set' button again will allow changes to the second digits (e.g 07-07) make the number changes necessary by using the up and down arrow icons.

**Step 8** - Once intended channel codes have been changed press 'set' icon one last time. Then test the microphone to ensure it is working correctly in the intended area and volume.

## Speakers



## Setting music

Our in-house music operates in our venue work through an integrated system called 'Control 4'. You can access this system to change Tv channels or set up music via the club iPad app or the wall tablet device in the main bar or function bar.

**Step 1** - Open up the home screen of 'control 4' either on the iPad (to be mobile and stand in front of the Tv you're changing) or at one of the two wall panels.

**Step 2** - Press the TV icon located at the top of the screen in the center. This will drop down a selection of all our TV's and speaker areas.

**Step 3** - Press and select the intended speaker area you wish to change (e.g. functions, bar, bistro, gaming, deck). This will bring you to the speaker area individual home screen.

**Step 4** - Press the 'listen' button, this will take you to the speaker channel options. Choose from either 'Deezer or Fox 4' for music channels.

**Step 5** - Once channel is selected this will take you to a music selection screen where you have the ability to choose from various mixes to play.

**Step 6** - Press on 'Mixes' and select a playlist. Recommended to play 'Hits' or in the 'Library' button under 'playlist' there are created playlists.

**Step 7** - The next step is to link all other speaker sections. To link speakers, press the + icon located in the top right corner. This will bring up all other TV's and speaker areas that you have the ability to present the same music. Press all other speaker areas and link to play music throughout venue.

### **Changing TV channels**

Our TV's in our venue work through an integrated system called 'Control 4'. You can access this system to change Tv channels or set up music via the club iPad app or the wall tablet device in the main bar or function bar. Though the TV system are programmed to turn on at 9:30am each morning.

**Step 1** - Open the home screen of 'control 4' either on the iPad (to be mobile and stand in front of the TV you're changing) or at one of the two wall panels.

**Step 2** - Press the TV icon located at the top of the screen in the center. This will drop down a selection of all our TV's.

**Step 3** - Press and select the intend TV you wish to change. This will bring you to the TV's individual home screen.

**Step 4** - Press the 'Watch' button, this will take you to the TV channel options. Choose from either 'LG television for in-house advertisement and local channels or 'FOX 1' (AFL) 'FOX 2' (NRL) 'FOX 3' (other sport). Once channel is selected this will take you to a remote like screen where you have the ability to move up and down channel within FOX or local TV.

**Step 5** - If you wish to have other TV's present the same channel simply press the + icon located in the top right corner. This will bring up all other TV's that you have the ability to present the same channel. Beware that linking TV together if later in the night or something you change any of those linked TVs all of them will change.

### **Playing TV sound through speakers**

\*This will prevent lagging of sound if turning up sound on individual tvs separately\*

**Step one** - Using the Ipad open 'control 4'

**Step two** - Identify what channel the TV is playing on in order to connect **sound through speaker section.**

**Step three** - Once identified what channel the TV program is playing on, through control 4 select the area where you wish to play the sound through the speakers.

**Step four** - Press listen, then press the channel whether its fox 1,2,3 or LG television. Sound should then play over the sound system. You have the ability then to add in different areas if wish.

## **Bar Procedures**

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### **Raffle & Promo Procedures**

**How to connect iPad to TV's**

How to screen mirror

Open iPad control center by sliding down at the top left of the screen → press screen mirroring → press any listed TV until you find the one you wish to display on → then open Random app and entre todays raffle numbers to draw.

### How to print raffle tickets and reconciliation form

#### **Tuesday**

**Trivia Prizes Required (Print off by 5pm)-** \$50, \$30, \$10, \$10, High Tide Red Wine

**How to Print Vouchers-** Go to Bar 1 → settlement → Press 'Sell Gift Voucher' → Entre denominations → Scan House Red → Charge to Kitchen. Charge House red to trivia under in-house accounts.

#### **Wednesday**

### Early Bird Member Draw (5:30PM) - Put barrel out on reception desk on AM shift

**Selecting Member Winner** - Draw ONE ticket out of the barrel and announce winner over the mic.

#### **Mic Speech-**

'Attention members and guest, we have just selected our early bird winner for today. This member will receive 5000 points equivalent to \$50 onto the member's card. The winner for to today is (Say Their Names)

'Congratulations to (Say Their Names) For winning this week. Stay tuned members and guest for our members draw tonight, it will be drawn after the raffles today. The members draw is currently sitting at (Prizes Value) so stick around.'

#### **Wednesday**

### Members Draw- (Can be drawn anywhere from 5:30PM to & 7:30PM)

**How to draw winner-** Go to gaming computer → promotions → manager utilities → Membership functions → random members draw → entre prize amount → press next → unselect staff/seniors2020/social 2020/ → press finish to draw winner member number.

#### **Mic Speech-**

'Members and guests, I have drawn our members draw winner for tonight. This member will receive (Prizes Value) in cash. We are looking for (Say Their Name).'

**If no winner, it goes to a second chance draw. Go to the barrel and select a ticket out of the barrel until you have a winner.**

'Unfortunately, we did not have a winner of the members draw tonight. So, I have selected a second chance winner who will receive \$50 on to their club card.'

### Raffles (Wednesday Night- Draw at 7PM)

### Staff Preparation on AM shift

- Get out of the cupboard Wednesday night Raffle prizes and form for the night.
- Get out of the cupboard tonight's raffle tickets (Two books should be enough)
- Write down the first ticket number on form.
- Float the bucket with \$30 of assorted cash, write down the cash float on form.
- On the reconciliation sheet there will be items listed to be charged to raffle in-house account under settlement.

### Mic Speech-

'Members and guests, we have just begun selling our raffle tickets for tonight regular Wednesday night raffles. Our volunteers for tonight (Say Their Names) are out on floor with the red raffle bucket. Raffle tickets are \$2 for 1, 3 for \$5 and 7 for \$10. There are 10 prizes up for grabs tonight. So, make sure you have purchase tickets before 7pm.'

- Set up iPad to draw winning ticket numbers. + Connect to TV's through apple TV.

'Members and guest's, if I can have your attention, we are about to start drawing our winning tickets for tonight raffles. The TV's around the club will display the winning ticket numbers so please make sure you are paying attention. You can collect come up and collect your prizes after we have drawn all prizes on the screen. The first prize for tonight is a .....

**Tickets sell for \$2 = 1 Ticket pages \$5= 3 Ticket pages \$10= 7 Ticket pages**

## Friday

### Raffles (Friday Night- Draw at 6:30PM)

### Staff Preparation on AM shift

- Friday night Raffle prize is a \$50 Meat Trays  
(If on the night sale takings are over \$200 a \$40 club voucher is to be added to prize draw.)
- Get out the raffle form for the night.
- Get out of the cupboard tonight's raffle tickets (Two books should be enough)
- Write down the first ticket number on form.
- Float the bucket with \$30 of assorted cash, write down the cash float on form.

### Mic Speech-

'Members and guests, we have just begun selling our raffle tickets for tonight regular Friday night raffle. Our volunteers for tonight (Say Their Names) are out on floor with the red raffle bucket. Raffle tickets are \$2 for 1, 3 for \$5 and 7 for \$10. There is a \$50 Meat up for grabs tonight. So, make sure you have purchase tickets before 7pm.'

**Drawing Winning Number-** Go to gaming computer → Select promotions → Press Manager Utilities → Press Membership Functions → Random Number generator → Entre starting number and last selling number then draw.

'Members and guests, I have drawn our winning raffle ticket number for tonight. We are looking for number (Say The Winning Number)'  
Congratulation to (Say Their Name) For winning tonight's \$50 meat Tray, all proceeds from tonight goes towards supporting our surf life savers on our beach. Enjoy the rest of your night, happy Friday'.

- **Tickets sell for \$2 = 1 Ticket pages \$5= 3 Ticket pages \$10= 7 Ticket pages**

## Saturday

### Lucky Loser TAB Promo

### Staff Preparation on AM shift

- Put Barrel up on the TAB bench.
- Grab out the TAB promo sheet from the red folder in the cupboard bover staff storage locker.
- Print 4 -\$10 TAB credit (select → Manual entry → TAB credit → entry credit amount and print)

- Take \$40 from bar on and put in TAB till. Once TAB finishes put paperwork in bar 1 till.
- 1<sup>st</sup> draw at 2pm prize - \$10 TAB credit
- 2<sup>nd</sup> draw at 3pm prize -\$10 TAB credit
- 3<sup>rd</sup> draw at 4pm prize -\$10 TAB credit
- 4<sup>th</sup> draw at 5pm prize -\$10 TAB credit

### Sunday

#### Raffles (Sunday- Draw at 1:30PM)

##### Staff Preparation on AM shift

- Get out of the cupboard Sundays Raffle prizes + vouchers and form for the day.  
(May have to gather all voucher or cut up some)
- Get out of the cupboard raffle tickets (three books should be enough)
- Write down the first ticket number on form and on wall.
- Float the bucket with \$30 of assorted cash, write down the cash float on form.

##### Mic Speech-

**12:30** 'Afternoon Members and guest. Thank you for joining us here at Marcoola surf club. Today we have our weekly Sunday raffles on. There are 40 prizes up for grabs today. So make sure you find our red raffle bucket out circulating the floor with (Say Volunteers Names) to purchase any of those tickets. Our raffle tickets are \$2 each, 3 for \$5 or 7 for \$10. All Proceeds these raffles goes directly towards supporting our surf lifesaver who continue to keep our amazing stretch of beach safe all year round. Spin and win is also available today that jackpot is currently sitting at (Say Value). So make sure you have purchased your tickets from the bar. Those tickets are \$2 each. If you manage to have the winning ticket today you will walk away with 75% of today takings and have the chance to spin for that jackpot which is sitting at (Say The Value).'

**1:15** 'This is a final call members and guests. If you would like any last tickets for our raffles, please find the red raffle bucket with (Say Their Names) and (Location) to purchase any last tickets. We will begin drawing those tickets at 1:30pm today.'

**1:30** 'Members and guest I am about to begin drawing our winning tickets. Before I do if you have not been here with us before our 40 prizes will be drawn in lot of 10 with 4 rounds. At the end of every round, you can come and collect any of those 10 prizes from the ocean side of the bar. So make sure you are paying attention to the screens around the club presenting the winning tickets. Any Uncollected prizes will be redrawn. Members and guests, the first prize for today is.....'

**2:00** 'Attention members and guest we are about to draw today's spin and win. The Winning ticket will win (Say Value) today cash in hand and have the chance to spin for (Say Value). We Are looking for ticket???'

- **Tickets sell for \$2 = 1 Ticket pages \$5= 3 Ticket pages \$10= 7 Ticket pages**

#### Spin & Win (Sunday – Draw at 2:30PM)

##### Staff Preparation on AM shift

- Get out Raffle ticket book Make sure the other side is well marked off not for sell use, write on wall staring ticket number.
- **Tickets sell for \$2 per one single ticket.**

### Spin and Win Procedures

This promotion is an all-cash prize, held on a Sunday drawn at around 2:30pm. To participate and individual simply has to purchase a \$2 ticket. Each ticket purchased is equivalent to 1 entry. If an individual has the winning ticket number drawn, they will receive 75% of the cash sales made for that Sundays sales. The individual will also have the chance to spin the wheel for the current jackpot. The individual is to pick one

number and have the wheel go around completely once before landing on the number chosen to claim the jackpot.

If the wheel doesn't land on the chosen number, the jack pot will stay and grow with the remaining 25% of cash made from the Sunday spin and win trade.

**If the spin and win jackpot hit \$10 000 before being won, each week the jack pot sits on the jackpot limit and extra number to choose on the wheel will be added until won. Hitting the \$10 000 jack pot limit the weekly 25% in sale revenue will build in the background for the next spin and win.**

### **Hot Seat Sunday Procedures (Gaming Promo)**

#### **Promotion Details**

**Start/Finish-** 3pm to 5pm

**Budget-** \$250 over 2hr

**Prizes-** \$50 every 30min (5 Draws in total)

**Drawing Periods-** 3pm, 3:30pm, 4pm, 4:30pm, 5pm

#### **How to randomly select the hot seat winner**

Go to Max Gaming PC → CLICK 'Manager Icon' (located on tool bar) → CLICK 'Floor View' → CLICK 'Max Bonus Icon' (Located on 2<sup>nd</sup> task bar above machine 7&6 icons) → **This will open up the hot seat random generator, follow the directions below.**

#### **Programing Hot Seat Random Generator**

1. Select 'Timed Prize- award every 30min'
2. Change promotion name to 'Hot Seat Sundays'
3. Change prize description to '\$50 Cash Prize'
4. Change display message to 'Congrats you've won Hot Seat Sunday, Please find staff for prize'
5. Change auto enable to 20 seconds (this means when the Radom generator selects the winner their machine will disable to alert they are a winner and re-enable after 20seconds to continue playing whilst manager prepares winnings.
6. The press 'ok/save' to start the promotion.
7. When random member selected, have the member sign the ticket to record collection of cash.

### **Processing Vouchers Procedures**

#### **Gold Members 'Drink Vouchers'**

Our Gold Members who utilise the pokies are a part of a complementary rewards program. Once per day Gold Members receive a complimentary drink voucher when they swipe their member's card through the kiosk.

**Step 1** - When accepting vouchers all staff are required to write on each voucher the patrons chosen drink provided and place in the Gold Members voucher container next to bar till 1.

**Step 2** - (processing drinks on the till)- To process these vouchers at the end of each day of trading, simply process all accumulated drink vouchers and put them through the bar till like you would process a customer's drinks. These vouchers are to be charged to their designated account 'Gold Members', they are not an eftpos or cash transaction.

**Step 3** - To charge to the 'Gold Members' account simply press the buttons '**Settlement**' -> '**In-House Accounts**' -> '**Gold Members**' to process.

\* This will process the transaction to a designated account for Club Manager to review during stocktake. A receipt will print out with the totalling charged amount. PLEASE make sure this receipt is put in Bar 1 cash pencil case that gets taken downstairs for banking.

### Bistro Kid Meal Deal 'Drink Vouchers'

- Our Kids Meal Deal includes a complimentary drink and ice cream. This drink voucher provides the customer with a complimentary 285ml (Pot) of chosen post mix or juice beverage. Please note canned or alcohol beverages are not permitted as a redemption item for this voucher.

**Step 1** - All staff are required to write on each voucher the chosen drink and place the voucher in the Kids Drink Voucher container next to bar till 1.

**Step 2** (processing drinks) - To process these vouchers at the end of each day of trading, simply process all accumulated drink vouchers and put them through the bar till like you would process a customer's drinks. These vouchers are to be charged to their designated account 'Bistro', they are not an eftpos or cash transaction.

**Step 3** -To charge to the 'Gold Members' account simply press the buttons '**Settlement**' -> '**In-House Accounts**' -> '**Bistro**' to process.

\* This will process the transaction to a designated account for Club Manager to review during stocktake. A receipt will print out with the totalling charged amount. PLEASE make sure this receipt is put in Bar 1 cash pencil case that gets taken down stairs for banking.

## Bar Opening Procedures

### Bar Floor

- \_\_\_ Ensure all tables are presentable. (Wiped tables and chairs tucked in).
- \_\_\_ Turn on music and lights- (Control 4system is setup to start automatically at 10:30)
- \_\_\_ Put out out-door furniture cushions (If weather appropriate).

### Setting up the bar

- Place all dishwasher equipment back in and turn on dishwasher.
- Fill both ice wells up ready for service.

- Put out bar mats, place one on serving bench next to KENO, one on bench next to cocktail station and one on the on the serving bench next to the ice well.
- Set up postmix serving station (e.g. bitters bottle, lime and raspberry cordial bottle, cut lemon and lime).
- Stock up keno tickets, straws and coasters.
- 

Gaming Room

- Ensure gaming room is tidy and presentable for trading.
- Ensure 'My Cash' cards are tidy and there are enough for patrons to access.

**Bar Closing Procedures**

Bar Floor

- Ensure bar tables are wiped and chairs are presentable for next day trading.

Gaming Room

- Ensure gaming chairs are pulled out whilst maintain a presentable appeal
- Clear all glasses and wipe in between all gaming machines.
- Restock and neaten 'My Cash Cards' station, any used 'My Cash Cards' need to be reset using the gaming computer. You can find a step by step guide to resetting cards under gaming.
- All faults after clearance need to be attended to, they should not be left for next day trading. Set by step guide to clearing faults attached below.

Packing down bar

- Pull out all bar gully trays (the silver trays on bar bench) and wash/wipe down w/ warm soapy water.
- Ensure all glasses, bar silicon mats and utensils are washed through the dishwasher
- Pull up bar floor mats and stack near TAB.
- Pull all stock forward and stock all beverages. (If stock is required bring up).
- Wipe down all bar surfaces with warm soapy water. This includes bar fridge doors and frames and soft drink guns.
- Clean with glass spray bar fridge doors.
- Plug beer taps
- Turn off all TV's and lock exterior doors
- Take out all boxes and bin bags
- Drain and empty bar dishwasher and clean dishwasher filter (Make sure you wipe the inside base with a wet cloth to pick up residue.) Leave open to air dry

**Weekly Bar Jobs Procedures**

- Soak post mix gun handles in warm water and bleach (to address mold and sediment build up)
- Scrub glasses with 'beer and glass cleaner' (read directions of concentration amount on bottle)

	Week 1	Week 2	Week 3	Week 4
--	--------	--------	--------	--------

Pints	√			
Schooners		√		
Pots			√	
Coke Glasses	√			
Wine Glasses				√
Tall Glasses				√

### Ordering Bar Stock

Login

Username- 73665004

Password- Manager1

#### **Procedures**

**Step 1** - Log into ALM (Australia Liquor Market) through google chrome (on functions computer google chrome favourites bar is set up with ALM to automatically log in)

**Step 2** - Using the par level sheet created on the following pages navigate ALM website to order appropriate stock requirements.

**Step 3** - For quick access to regularly ordered stock click on the favourite button located at on the top right of the ALM website.

**Step 4** - Enter in desired quantity amount into the cartons column

SPIRITS MUST BE ORDERED IN SIGNLE BOTTLES THROGH UNIT COLUMN

**Step 5** - Once entered denominations click add to cart

**Step 6** - scroll to bottom and click proceed to check out

**Step 7** - enter date into customer order number eg: 10012022

**Step 8** - press place order/confirm order

### Cleaning beer lines

#### **Procedures**

See Joe to complete this section

## **Bar Stocktake Procedures**

### **Writing off products under Bar Wastage**

# MARCOOLA SURF LIFESAVING SUPPORTERS CLUB

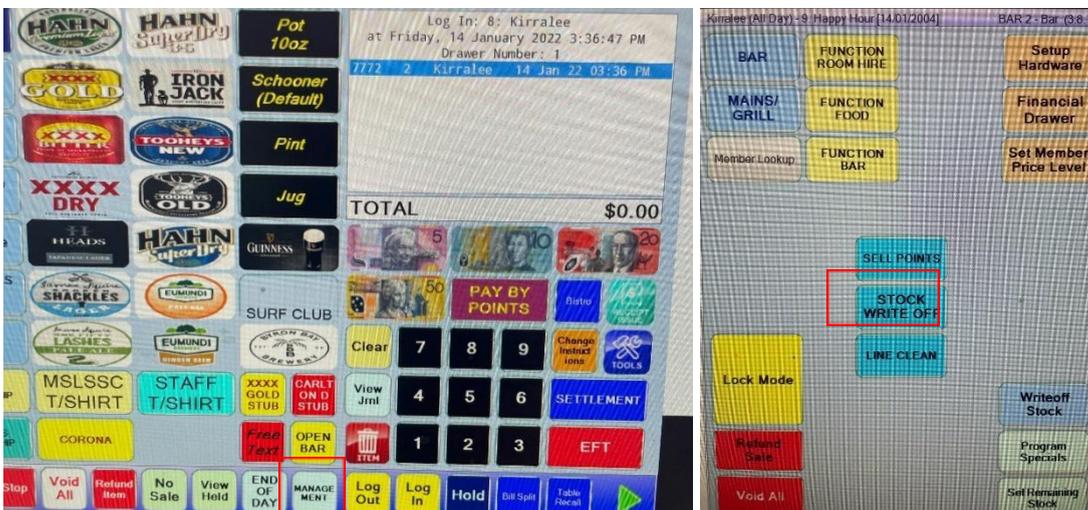
## Operational Policy and Procedure Manual

**Step 1** - Using the bar wastage sheet that is located on the bar white board items should be recorded as wastage weekly on the nominated Sunday and a new Bar Wastage sheet should be replaced. (Additional copies can be found in bar paperwork folder or on file on functions computer).

**Step 2** - Using the Bar Wastage Sheet ring up items on either bar tills once all accounted items has been rung up, locate and press the tools button.



**Step 3** - Then press 'management', under management press the 'write off stock' button to record bar wastage stock.



## Gaming Procedures

### Printing My Cash Cards Procedures

Go to members card printing machine take out blank members cards and put in blank my cash cards. So they are ready to print. Double check the ribbon colour ensure it's not white because it won't be visible.

**Promotions – manager - utilities cards– enter the amount you wish to print- press finish, then it will print desired amount.**

### **Resetting My Cash Cards Procedures**

Promotions – manager - utilities cards – tick reuse visitor card – swipe card in eftpos reader – press finish, then it will reactivate.

### **Invalid members card Procedures**

In rare occurrence some member's cards may become invalid. This is due to a few reasons, when print their card if you don't select yes after printing there card the card processes as invalid. (In this case reprinting the card is will resolve the issue).

Another cause for a member's card coming up as invalid is link to their inactive status under my cash. To check this simply go to the gaming computer under 'Promotions' 'Card Accounts', click on the 'My Cash' button on the tool bar, when you open the my cash side it will list the members my cash details, look under status if it say 'active' or 'inactive'. If the persons my cash is listed as inactive to the right there is a button called ' open account' click and open account it will active the status of the patron card and remove the invalid error.

The last cause of an invalid card maybe linked to a suspension. You can find out if member's card has been suspended. You can find out this information under the member card portal under 'promotions' on the tool bar there is an icon called suspended a reason under this icon will be provided.

### **Power outage my cash vector resent Procedures**

In the event of a power outage my cash card vectors in the pokie machine need to be reset though max gaming. To complete this simply call max gaming tech support number and inform them of the power outage and they will handle resetting the 'My Cash' vectors.

### **Manual Cancel Credit and Short Pay Procedures**

Manual cancel credit/ short pay are designed to assist when there is a coms communication error. A manual cancel credit/short pay should only be provided when an attendant card fails to force a pay out or the money has failed to transfer to patron's card. It is always recommended that you call the service desk first if you're unsure and they can provide the step and solutions. When dealing with payment error we don't want to be giving out unnecessary and out of pocket money.

#### To complete a cancel credit/ short pay

**Step 1-** Go to the gaming computer in the bar a find the 'cashier' icon on the wildcat system.

**Step 2-** click the 'cashier' icon, on the tool bar below there is an icon 'Manual F9'

**Step 3-** this will bring up a digitalized payout you must fill in. Fill in the 'EGM Location' (e.g machine floor position), 'Serial Number' (e.g machine serial number), 'Type' (e.g. Cancel Credit or Short Pay), 'Date', 'Total Amount', select attendant 'Attendant 1' and put in a comment to why a cancel credit has had to be conducted.

**Step 4 -** Take pay out slip to the patron, fill in name, members number (if a member), and have them sign it.

**Step 5** – Ensure you have called in and log/reported error. To certify pokie machine error is fixed over the phone or a tech comes out.

See pat for etp jackpot payout info

### **General Gaming Machine Error Procedures**

#### **1.1 How to log a pokie issue/error**

**Step 1** - Identify the issue with the pokie machine to report

**(e.g communication error, touch screen issue, equipment issue)**

**Step 2** - Locate the pokie log book for services. You can find this box in the folder cupboard in the bar.

**Step 3** - Go to the gaming computer under **Management> Floor View** will open up the floor view of the pokie machine positioning. With this information fill in the relevant information in the pokie log book. (e.g date, error/ issue, machine serial number (hover mouse over machine icon), floor position number) with this information you will provide to a max gaming consultant.

**Step 4** - Call the Max Gaming Service team on (1800 700 116). They will ask what state you are in, clubs venue number 8073 and name. Then proceed to inform consult of machine error/s. MAKE SURE the consultant provides you with a job number for future tracking.

#### **1.2 TDS Fault**

- This is an error that is required to be reset for the max gaming service team.

**Step 1** - Note what gaming machine currently has a TDS Fault. Write down its floor position and machine serial number. You can obtain this information through the gaming computer at the bar under **Management > Floor View**.

**Step 2** - Proceed to call Max Gaming on (1800 012 814) the service department assists with gaming machine communication errors. Inform them of TDS Fault. They we proceed to reset the machine and rectify the issue.

### 1.3 Play's disable D

- This error occurs when a member's card or my cash card has been left in a pokie machine and the session has timeout due to inactivity. To resolve this error follow the prompt below.

**Step 1** - Obtain the attendant card located in the gaming till and go to the gaming machine presenting with a 'Play's Disable D' fault. First the error may resolve its self just through removing the member ship or my cash card.

**Step 2** - If the error does not resolve, insert your attendant card just like the normal playing cards wait for the LED light around the card slot to go green then immediately remove. Conduct this action twice, you should see the error resolve off the screen.

### 1.4 Cash fails to transfer onto a Members Card or My Cash Card

Use the attendant card in gaming till, insert in to pokie machine like a members card with the 'my cash screen' and force handle play/ end my cash session. This card be completed on the gaming till under the **Management > Floor View > Right click on machine position number > click end my cash session & force hand play on the drop down options**. This may print out a manual cancel credit or transfer funds on to members car/ my cash card that was registered under that specific playing session.

### 1.5 Note acceptor error

- Fixing this error you will require the pokie machine blue and yellow key sets found in the gaming till located at in the bar.
- With these keys go to the pokie machine presenting this error.

### 1.6 Suspending Pokie machine (stops all sessions)

**Step One** - Press Manager Button on task bar two.

**Step Two** - Click on Floor View.

**Step Three** - Click on the top tools bar 'Tools'

**Step Four** - Select 'Stop Gaming'

**Step Five** - Press 'Ok', all gaming session will then stop only allowing members to collect OR finishing features.

### **START GAMING**

**Step one** - select 'Tools' located on the top task

**Step two** - Select 'Starting gaming', then press okay.

## Bistro Procedures

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Purpose of the Policy is to inform all staff members working in designated area are informed and fully aware of their duties and responsibilities whilst on shift.

### Opening Procedures

- Ensure all tables are wiped and presentable for service.
- Depending on whether put out out-door furniture cushions, make presentable
- Discuss specials with chef and get the lunch or dinner list. Then create specials on Canva for TV viewing.
- Count in bistro till

(Login through tools bar-> enter in cash amount -> press accept-> press 'no' (it asks you if your entered denomination is correct and if you need to re-entre amounts) -> bistro total float it to be \$500. If any inaccuracies are present find a manager and inform.

- Input special into the bistro POS Till (Point Of Sale system).

(press 'Tools' -> find and press 'Program Specials'-> click on one of the special buttons-> entre description meal name -> under button write meal name for chefs when It prints out -> Press florescent green button 'Prices' ->enter member and non-members prices -> then press the 'Save' icon. Once intended changes have been made press accept to return to bistro home screen.)

- Turn on kid area games and toy machines. Power points can be found behind the lollypop machine.
- Make sure bookings for the shift have been put out.
- Ensure menus, cutlery, napkins and salt & pepper are all ready and stocked up ready to begin shift trading.

### Using Canva Procedures

The Tv located in the bistro is design to present our daily specials. These special are regularly changed by our chefs on lunch and dinner shifts, depending on our specials par levels.

**Step 1-** Open Canva through google on computer (either functions computer or marketing computer in the office). (This will take you to the clubs Canva home page with all promotion advertisement)

**Step 2-** In 'your designs' find the Bistro special advertisement and click on it to open.

**Step 3-** To make changes double click on the word boxes and make you're changes.

**Step 4-** To download file, simply find the down load icon in located in the top right.

**Step 5 -** Next in the select pages section, click the arrow icon and untick all other advertisement located in the file. Make sure under file type the document is selected as a PNG (will download pages into files) or PDF (will download pages into one file). Then press 'done'

**Step 6 -** Next click 'download'

**Step 7 -** The file will download and file will pop up at the bottom left of the screen.

**Step 8** - Plug in your USB into computer port. (USB can be found in the side of bistro TV)

**Step 9** - Click on the file, it will open. PRESS the three dot icon located in the top right of document.

**Step 10** - Then click 'Save as'

**Step 11** - Find the USB file in the left hand column, click it.

**Step 12** -Then press 'save'

### Processing Birthday Vouchers

As a Marcoola our club offers birthday vouchers to utilize in the club. One of those vouchers is a \$10 birthday voucher to the bistro.

#### How to process Birthday vouchers

Step 1- Place the members intended meal orders through.

Step 2- To apply the \$10 discount, entre 1000 into the denominations section, using the key pad buttons.



Step 3- Press the 'tools' button.



Step 4- Next find and press the 'open discount button' and the discount will apply. If there is money owing simply continue the normal transaction process of cash or eftpos.

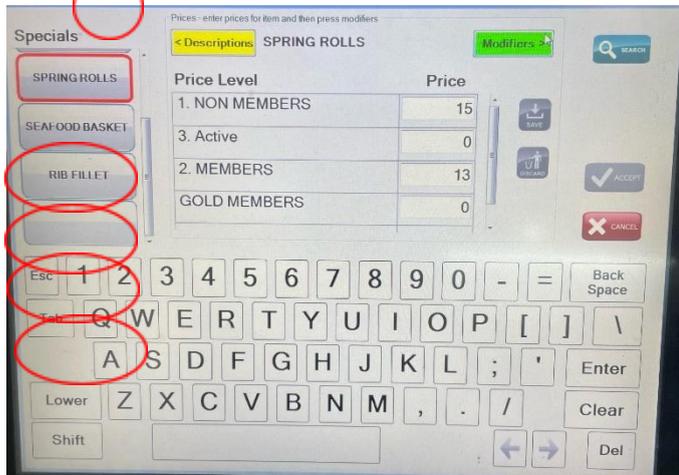


### Setting up special buttons Procedures

Step 1- Press 'tools' button.

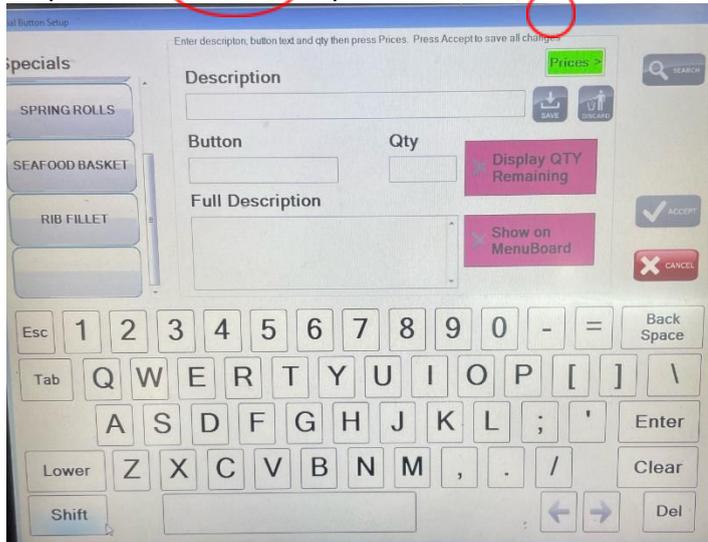


Step 2- Press 'program specials' button



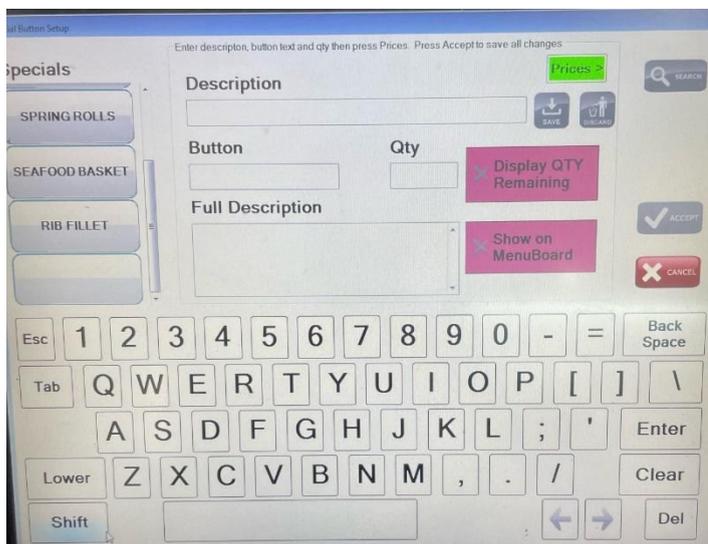
Step 3- Select a specials button on the left hand side of the screen you wish to edit.

Step 4- Once selected a specials button, enter in the desired item name into description and press save.



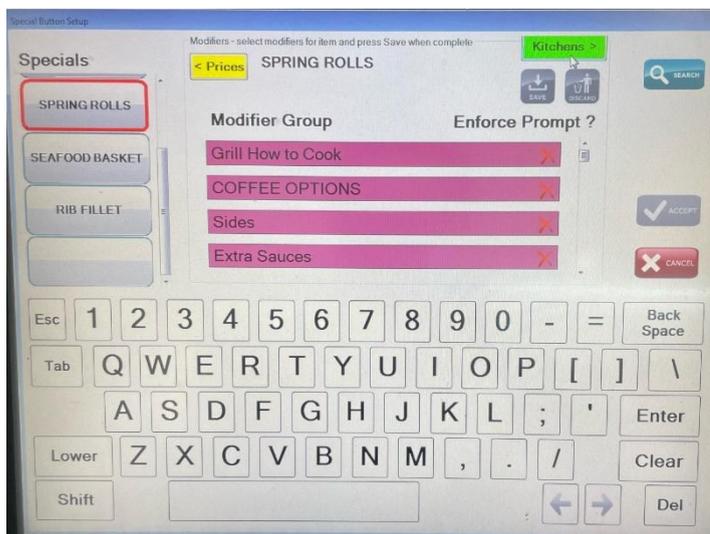
Step 5- Press on the florescent green button labeled 'prices'

Step 6- After pressing the 'prices' button, fill in the intended members and non-members prices for meal items and press save.



Step 7- For meal items like steaks modifiers can be selected to allow for selection of how a person

would like there steak cooked or a selected gravy side.



### **Weekly Procedures for Bistro Staff**

Weekly Jobs (Tick when complete)	
Back flush coffee machine with chemical	
Scrub milk jugs & coffee run off base	
Wipe directly under the coffee machine (2 person job to move)	
Wipe down coffee machine sides and top where cups are stacked.	
Wipe down fridge in and out	
Tidy and declutter function bar	

Ensure pencil and all other marks on tables are wiped off  
(use gumption if difficult)

### **How to scrub coffee machine milk jugs**



**Step 1** - Gather your milk jugs, stainless steel sponge and commercial detergent as listed below.



**Step 2** - Place a pea sized amount of detergent into the milk jug and a splash of water. Then using the stainless steel sponge scrub the interior of the jug to remove burnt milk build up. Once scrubbed well washout with water and readdress areas that have been missed.

### **How to back flush the coffee machine**

This process is designed to circulate water back through the coffee machine pipes when coffee grounds accumulate. This job is to be done at the end of the night as it takes some time and don't want to be serving customers beverages that has just have chemical circulating through.

**Step 1** – you will need to find the Cafetto espresso clean powder and coffee handle with the cleaning porta filter (this is the one that has no holes in the base of filter).

**Step 2** - With the Cafetto in coffee porta filter.



cleaning powder scoop ½ of a teaspoon and place powder



**Step 3** - Once powder has been placed in the porta filter fill base with some water and active powder by mixing.



**Step 4** - Insert coffee handle like normal, press the 4 button in from the left as highlighted below and allow it to complete.

Step 5- Once completed take out the coffee handle and wash off chemical. As well as running 5+ cycles of button again allowing for the water to drain out the chemical and dirty water. Repeat the process of chemical flush twice. Then press the double shot button several time until you think the chemical residue and water has been removed.



### Closing Procedures

- Ensure all tables and chairs are wiped and presentable for service.
- Reposition any moved tables and chair to their original format- refer to floor plan
- Restock napkins, ramekins, cutlery packets.

- Refill all sauce bottles
- Clean menus and place back on stand presentable
- Turn off kids' area games and machines
- Wipe down outside tables and highchairs.
- Take out bistro bin

### **Coffee station pack down**

- Empty coffee bin (Ensure all components are clean)
- Wash all coffee trays and components
- Wipe down wall next to coffee machine
- Empty coffee overflow bucket
- Tidy coffee cups and saucers on top of the coffee machine
- Fill up milk fridge and check expiry dates.

\*Check cups regularly to see if some need to be put in bleach as coffee marks are not appropriate to serve customers coffee in.

## **Host/Reception Procedures**

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### **Answering the phone**

It's important we greet our customer and treat them with respect this includes when answering the phones.

### Statement when answering a call

Good morning/ afternoon this is Marcoola Surf Life Saving Club ... (Your Name) speaking, how can I help you?

#### **Taking Bookings**

It is important all staff are accurately booking in customer's table reservation. Correctly taking table reservations is a crucial aspect of our club running efficiently. Please ensure you are performing this task accurately. We need to avoid simple errors that occur.

Taking a person's first name, last name, phone number, number of people and staff initialing booking is a minimum requirement (**Even if they are a regular member**). It is crucial you follow these directions as many issues have arisen recently and we would like to avoid customer dissatisfaction.

#### **Signing in patrons QR code- Queensland Check-in**

- Ask patron to open or download the Queensland check-in app
- Have the patron scan one of our venue QR Codes to sign in and register their visit.
- Verify green tick/ vaccination status before allowing patrons to enter as per Queensland government guidelines.
- 

#### **New Members**

Signing up new members is a crucial aspect of our operations upstairs and explaining the benefits for our members. Current benefits for our members include birthday vouchers Bistro \$10 off, \$5 Keno and a free drink from the bar.

**Step 1-** Provide patron with a members form from the reception area and get them to fill out.

**Step 2 -** Send patron to the bar with the form to complete transaction. Bar staff will provide a receipt of membership purchase.

**Step 3 -** Bar staff will process membership through the gaming computer.

('promotions' 'members portal' tools bar 'New' fill out patron details and press next all the way to the end when all detail are put into the system click finish payment detail will come up entre payment amount click finish press 7 F3 enter enter to print card).

## **Power Outage Procedures**

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#### **Procedures**

In the event of a power outage our employees and customers remain our highest priority to ensure safety is maintained during a power outage event. Our power outage plan aims to protect our business assets, employees and customers and will guide you to in the business operation plan during a power outage and how to resume trading when issue is resolved.

\*Depending on the cause of the power outage if there are health risks (e.g pitch black) trading and exist of patrons is to occur safely and immediately.

### **During a Workplace power Outage**

**Power outage operation procedure is to wait 30min for power to resume, if power does not resume follow the area procedures of providing refunds where possible and ask patron to exit. All patrons must exit the premise before 1hr.**

**Step 1 - -Check if power has been tripped on the -bar -keg room-admin office power switch board.**

Stop all service of food and beverages and ensure all staff and customers are safe. Note what time the power went off. Inform patrons that service has ceased for the time being and will update them on changes.

\* Call your utility (Energex 13 62 62) to report the power outage/ find out why the power outage has occurred.

**Step 2 -** Designate 1 person to handle the pokies, bistro and bar power outage operations and inform them to follow their duties on the power outage checklist.

**Step 3 -** Inform all staff not to open any fridges or freezers whilst power is out to protect food products.

### **Pokie Duties**

**Step 1 -** Designated person is to grab the '**Power Outage Pokie Patrons Money on Machine Log**' form from the 'power outage pack'. Ask patrons who were playing machines to stay at the machine they were playing. Designated person is to go around with the power outage form and fill in patron's details. If patron was playing with their member's card, ask to hold on to it to collect funds when power resumes. Inform patron that we will contact them to collect their money on our next day of trading. Once details are filled out ask patrons to leave pokie room.

**Step 2 -** Gather some visitor my cash cards. Write on the My Cash Card with sharpie and allocate a machine number for collection of the money sitting on the machine when power resumes.

### **Bistro Duties**

**Step 1 - Cease the sales of meals** and discuss with chefs to see what meals they can finalise. Write down on the bistro power outage form a list of the buzzer numbers the chefs are unable to complete whilst power is out and approach patrons individually.

**Step 2 -** Inform patrons of our power outage policy and procedures that if safe to wait and if power resumes before 30min we will continue operating. However, if power does not resume before then a refund will be provided in cash if there is enough or on the next day of trading. Ensure you take down their details and what was purchase amount to appropriately provide a refund.

### **Bar Duties**

**Step 1 -** Cease the sales of beverages. Until management have sorted out the power outage plan and followed procedures.

**Step 2** - Depending on managers on duty decision sales of bottled beverages is permitted cash only. (If it is a raffle day and meats is in the bar fridge, under no circumstance is the fridges to be opened as there is a health and safety risk with raw meat). Pricing of beverages is kept in the power outage pack. Sales of beverages during power outage is to completely cease after 30mins in power has not resumed.

**Step 3** - Staff are to pack down the bar as usual and management conduct normal duties without till settlement information. If power has not resumed during pokie clearance. Staff are required to empty each machine count and write down what was emptied from each machine.

Power outage Kit

- 1- All essential forms for bar, bistro and gaming
- 2- Torches x3
- 3- Spare battery's

Photos of where kits are kept

Alarm if power does not return before management leaving NASKAM must be notified that alarm have not been set (security company) advice to increase surveillance where possible.

**Bistro power outage form**

Buzzer N	\$\$\$ A	Meals purchased	Customers name	Phone Number	Refund provid
-------------	-------------	-----------------	----------------	--------------	------------------



**Power Outage Pokie Form**

Machine Floor Position	\$\$\$ Amount on Machine	Customers name	Contact Number	Employee Initial	Money collected
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
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22					
23					
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27					
28					
29					
30					
31					
32					

33					
34					
35					
36					

## Fire Procedures

### Location Details

Name of Building	Marcoola Surf Life Saving Club
Address of Building	64 Marcoola Esplanade, Marcoola Qld 4564
Building Classification(s)	6 – A shop or other building for the sale of goods by retail or the supply of services direct to the public.
Building Owner	
Owner Contact Details	
Building Occupier	Marcoola Surf Life Saving Club
Contact Details	(07) 5448 8605 administrator@marchoolasurfclub.com.au
Fire Safety Adviser (FSA)	Michelle Pitman (DWS Hospitality Specialists)
FSA Licence Details	#00313 exp 07/2024
Person Responsible for giving First Response, ECO and Evacuation Instruction	Chief Warden / FSA
Person Responsible for administering Fire and Evacuation Plan	Chief Warden / FSA
Evacuation Co-ordinator	Chief Warden
Commencement Date	

## Emergency Risk Assessment

Emergency Category

Type of Emergency

Risk Level

Emergency Category	Type of Emergency	Risk Level
<b>Fire or Smoke</b>	Smoke	Med
	Kitchen Fire	High
	General Waste Fire	Med
	Electrical Fire	Med
	Metal Fire	Low
	Chemical Reaction fire	Low
	Explosion	Low
<b>Internal Emergencies</b>	Chemical Emergency	Med
	Power Outage	Med
	Missing Persons	Low
	Water supply failure	Low
	Structural Failure	Low
<b>External Emergencies</b>	Bushfire	Low
	Storms	High
	Flood	Low
	Earthquake	Low
	Civil Disruption	Low
	Terrorism	Low
	Air Craft Crash	Low
	Major Road Incident	Low
<b>Medical Emergency</b>	Injured Persons	High
	Unconscious Persons	High
	Heart Attack	High
<b>Bomb or Substance Threat</b>	Bomb Threat	Low

	Biological Attack	Low
<b>Personal Threat</b>	Violent Persons / Armed robbery	Med
	Siege / Hostage Situation	Low
	Kidnap	Low

## Warden Station Resources and Locations

Warden resources are located at strategic locations within each of the nominated building areas (zone) as detailed below.

Role	Position	Identifier	Location of Warden Station
<b>Chief Warden Ground Floor</b>	Duty Manager	WHITE HAT	Reception / FIP
<b>Communications Warden Ground Floor</b>	Admin	RED HAT	
<b>Area Warden Green Ground floor – Supporter storage, offices</b>	Office staff	RED HAT	Office
<b>Area Warden Blue Ground floor – Training room, members kitchen</b>	Life Saving staff	RED HAT	Members Kitchen
<b>Area Warden Yellow Level 1 – Bar &amp; Gaming</b>	Bar attendant	RED HAT	Bar L1
<b>Area Warden Purple Level 1 – Kitchen</b>	Chef / bistro staff	RED HAT	Kitchen L1

All warden stations should include the following resources:

### Fire Indicator Panel (FIP) Evacuation Procedures

If the FIP alert tone (BEEP BEEP) changes to the evacuation tone (WHOOOP WHOOOP), all occupants of the building are to be evacuated via the nearest and safest exit route to the safest assembly area.

#### IN THE EVENT OF AN ALARM

1. Identify the area of alarm
2. Make 'Investigation Announcement' over the PA
3. Send Wardens to investigate and report back.

#### IF IT IS A FALSE ALARM

1. Make 'False Alarm Announcement' over PA

#### IF EVACUATION REQUIRED

1. Press 'Evac' Button.
2. Make "Evacuation Announcement" to all areas via PA.
3. Ensure someone rings emergency services to confirm emergency situation
4. Communicate with Wardens using phones or PA.
5. Wait for Fire Services to arrive and debrief them on the situation

6. Only Fire Services can reset panel

**IN EVENT OF A PANEL FAULT (FAULT LIGHT ON PANEL BUT NO ALARM)**

1. Ring Panel Service Agent and ask them to inspect
2. Emergency services should not attend



## Chief Warden Duties



The Chief Warden will:

- Be made aware of any potential emergency situation within the building and will oversee the response to the situation.
- Report to the **Fire Indicator Panel** to determine the cause and location of the Alarm.
- Make PA announcements as required at the alert and evacuation tones.
- Make use of the ECO and any other building resources as necessary to control the emergency situation and ensure life safety of workers and patrons. Allocate Zone Checklists to Wardens.
- Determine the nature and location of the emergency and determine the appropriate course of action including initiating the evacuation procedures, if warranted.
- Ensure that the appropriate emergency service has been notified.
- Keep Area Wardens and Communications Officer informed of the situation.
- If required, ensure all Wardens begin an evacuation for their areas.
- Liaise with Emergency Services personnel upon their arrival and notify them of the nature, scope and location of the emergency and if there are any missing people.
- Act on instructions from Emergency Services.
- Oversee the completion of required reports.

## Communication Warden Duties



The Communications Warden will:

- Report to the **Fire Indicator Panel**.
- If required, contact all operational areas and ensure that emergency protocols are instigated in these areas (lock tills, gather paper work etc.).
- Act on further instructions from the Chief Warden.
- Complete the Fire & Emergency Incident Log during the emergency event and make it available for emergency services and for internal investigation / record purposes.

Communications Warden will also maintain communication between the Chief Warden and entire ECO of the reported emergency and ensure the following;

- Emergency information is provided to the ECO;
- The ECO are directed to stand-by for further instructions from the Chief Warden; and
- Calling the emergency services as requested by the Chief Warden.

Once the Chief Warden has been made aware of the emergency, the Communications Officer will then conduct any and all reasonable tasks as directed by the Chief Warden, which may include; contacting the emergency services, handling incoming calls, obtaining and collection of relevant information such as timesheets, contractor lists, function and conference lists, etc.



## **Area Warden Duties**

Area Wardens will:

- If you discover the emergency, immediately raise the alarm and report to the Chief Warden.
- Implement the emergency procedures for the specific emergency in their area; assess, report and control emergencies within the area as directed by the Chief Warden.
- Report to the Fire Indicator Panel and obtain equipment (helmet etc).
- Search / check their area for danger. Use the Zone Checklist to ensure all areas have been checked **if safe to do so.**
- Report your location and area status to the Chief Warden.
- Only give information regarding the situation on a “need to know” basis to others outside the ECO.
- Prepare for evacuation in case it is required.

If an evacuation is required:

- Secure your area including securing all cash, turn off electrical equipment and any emergency shut off mechanisms if safe to do so;
- Decide on the preferred and safest exit path;
- Commence area evacuation, including directing building occupants to the nearest, safest exit route;
- Assign another staff member to move groups to the assembly point by reassuring people and encouraging them to stay calm;
- Assist persons with special needs;
- Ensure that fire doors are closed properly;
- Conduct a final check to verify the area is clear and report to Chief Warden;
- Assist with roll call upon arrival at the assembly area and ensure all persons are accounted for, if not advise the Chief Warden.

### **First Aid Officer Duties**

In response to an alarm, or when otherwise notified of an emergency, the First Aid Officer will report to the Chief Warden.

The First Aid Officer should obtain the nearest First Aid Kit and head to the Assembly Area as directed by the Chief Warden to provide first aid as required.

The First Aider will also communicate with the Communications Officer on the status of injured persons and advise if emergency services are required at their location.

Always remain with casualties until an ambulance, other medical or emergency services personnel take over if safe to do so.

### **Operational Staff Duties**

Personnel will:

- On hearing the alert tone, cease operations and lock tills.
- Follow instructions issued by Wardens.
- Undertake any tasks delegated by Chief Warden.
- Assist with the evacuation of their areas as directed by Wardens.
- Move to the safest exit path and assembly area.

### **Persons with Special Needs**

Staff will assist any persons with special needs to evacuate, as directed by a Warden. Place them in a safe location, as far away from the emergency situation as possible and alert emergency services or place them at the designated mobility impaired exits and evacuate them after the majority of persons have left the building.

Upon evacuation if you encounter guests who are obviously unable to evacuate safely, it will be necessary to do the following:

1. Contact Communications Officer.
2. Move the person close to a safe area after the remainder of the guests have left the floor or as directed by the ECO.
3. If safe to do so, remain with the person until evacuated or the area is declared safe.
4. Assist the person by directing them to the exit at reception as required.

### **Checking that all persons have been evacuated**

Key Considerations

- Extent of search – e.g. full or partial, pedestrian, vehicular, etc.;
- Priority areas;
- Search teams;
- Method of deeming an area clear; and

- Communication on clear / uncleared areas.

Situations where a building search may be necessary

- Upon receiving information about the placement of an explosion device / bomb threat;
- Following evacuation, after fire, etc. to ensure all relevant areas are clear; and
- Upon advice about a missing child, person, item, etc.

### Managing Refusals to Leave

If a patron refuses to leave during an emergency event, the warden is to verbally advise that they are required to evacuate due to the emergency event.

Should the patron continue to refuse to leave, the warden is to make a mental note of the location and description of the patron and advise the Chief Warden and/or emergency services (if already on site).

The warden is to continue with their duties without delay.

Emergency Services will then deal with the patron. There are fines associated with refusal to leave.

### Classification of Fire Extinguishers

Fires can take place at anytime, anywhere and without warning. This is why it is so important to react quickly and competently. The first step in putting out a fire is identifying and classifying the fire. Different types of fires need to be extinguished in different ways.

ID SIGN	TYPICAL APPEARANCE	EXTINGUISHER TYPE (Cylinder Contains)	CLASS A Wood, Paper Textiles etc. (Normal Combustibles)	CLASS B Flammable Liquids Petrol, Paints	CLASS E Electrical Fires	CLASS F Cooking Oil, Animal Fats, Vegetable Oil
		<b>DRY POWDER CHEMICAL</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>NO</b>
		<b>Co2 CARBON DIOXIDE</b>	<b>NO</b>	<b>YES</b>	<b>YES</b>	<b>NO</b>
		<b>WET CHEMICAL</b>	<b>YES</b>	<b>NO</b>	<b>NO</b>	<b>YES</b>

DRY CHEMICAL POWDER EXTINGUISHER		
	<b>Colour:</b>	Red with white band
	<b>Availability:</b>	Most common extinguisher
	<b>How it works:</b>	Stops the chemical reaction
	<b>Used for:</b>	Class A Combustible Solids (ABE type only) Class B Flammable Liquids Class E Electrical
	<b>Hazards:</b>	May reduce visibility May affect asthmatics
	<b>Comments:</b>	The type of powder is identified by the pictograms

CARBON DIOXIDE (CO2) EXTINGUISHER		
	<b>Colour:</b>	Red with black band
	<b>Availability:</b>	Common for electrical hazards / computers
	<b>How it works:</b>	Removes the oxygen (smothering)
	<b>Used for:</b>	Class B Flammable liquids Class E Electrical
	<b>Hazards:</b>	May cause frostbite (gas releases at around minus 70 degrees Celsius) May cause asphyxiation – <b>DO NOT USE IN CONFINED SPACES</b>
	<b>Comments:</b>	Very heavy extinguisher

<b>WET CHEMICAL EXTINGUISHER</b>		
	<b>Colour:</b>	Red with oatmeal band
	<b>Availability:</b>	Generally used in kitchens for fires involving cooking oils and fats
	<b>How it works:</b>	Removes the oxygen (smothering)
	<b>Used for:</b>	Class A Paper, textiles, wood, most plastics and rubber Class F Cooking oils or fats
	<b>Hazards:</b>	<b>DO NOT USE WHERE ELECTRICITY IS PRESENT</b>
	<b>Comments:</b>	Produces a foam to smother the fire and prevent re-igniting.

<b>FIRE BLANKET</b>		
	<b>Colour:</b>	Red or white bag or container
	<b>Availability:</b>	Usually found in kitchens
	<b>How it works:</b>	Removes the oxygen (smothering)
	<b>Used for:</b>	Any fire which can be contained Human torch
	<b>Hazards:</b>	May have risk of electrocution <b>DO NOT USE WHERE ELECTRICITY IS PRESENT</b>
	<b>Comments:</b>	Don't rush when using. May be re-applied onto the fire if not extinguished. Leave on the fire until emergency services have attended site. Must be replaced once used.

FIRE HOSE REEL		
	<b>Colour:</b>	Red drum
	<b>Availability:</b>	Common indoors and outdoors
	<b>How it works:</b>	Removes the heat (cooling)
	<b>Used for:</b>	Class A Combustible Solids
	<b>Hazards:</b>	May cause electrocution <b>DO NOT USE WHERE ELECTRICITY IS PRESENT</b>
	<b>Comments:</b>	Two person operation Ensure water source lever is on prior to unwinding the hose

## Ground Floor



Level 1

**EVACUATION SIGN — (NOT TO SCALE)**  
Current as of : January 2020

Reference Code:  
YAH-MSL3C-L101

**SITE PLAN**

**Marcoola Surf Lifesaving Club**

**EVACUATION PROCEDURES**

- Staff attend the Warden Station
- Follow all instructions given by Wardens
- Exit the building and move to the assembly area - Move quickly don't run
- If possible close the doors behind you
- Do not leave the assembly area until OFES gives the "all clear"
- If any injuries are sustained, notify a Warden
- Advise a Warden immediately if you are aware of people trapped in the building

**IN THE EVENT OF A FIRE**

Remove persons from immediate danger  
Alert Fire Services – Call 000. Alert Warden, Staff and Customers in immediate area  
Confine Spread of Fire and Smoke – Close Doors and Windows  
Extinguish the Fire (if safe to do so)

**FIRE EXTINGUISHER OPERATING INSTRUCTIONS**

	WATER	WET CHEMICAL	FOAM	DRY CHEMICAL POWDER - ABC	DRY CHEMICAL POWDER - CO2	DRY CHEMICAL POWDER - LIQUID	FIRE BLANKET
<b>A</b> LIQUIDLY COMBUSTIBLE (WOOD, PAPER, PAINTS, OIL)	✓	✓	✓	✓	✓	✓	✓
<b>B</b> FLAMMABLE LIQUID COMBUSTIBLE (GASOLINE)	✗	✓	✗	✓	✓	✓	✓
<b>C</b> FLAMMABLE GASES	✗	✗	✗	✓	✓	✓	✗
<b>E</b> ENERGISED ELECTRICAL EQUIPMENT	✗	✗	✗	✓	✓	✓	✗
<b>F</b> COOKING OILS AND FATS	✗	✓	✗	✓	✓	✓	✗

**Evacuation Diagram**

**FIRE SAFETY REFERENCE POINTS**

- EXIT
- EXIT PATH
- EXIT
- ASSEMBLY AREA
- AA
- FIRE BLANKET
- FB
- WARDEN STATION
- WARDEN INTERCOM. PHONE
- WIP
- MANUAL CALL POINT
- FIRE EXTINGUISHER
- MEDICAL GAS SHUT OFF VALVE
- D81
- FIRE INDICATOR PANEL
- FIP
- FIRE HOSE REEL
- FHR

## Complaint Handling Procedures

### Procedures

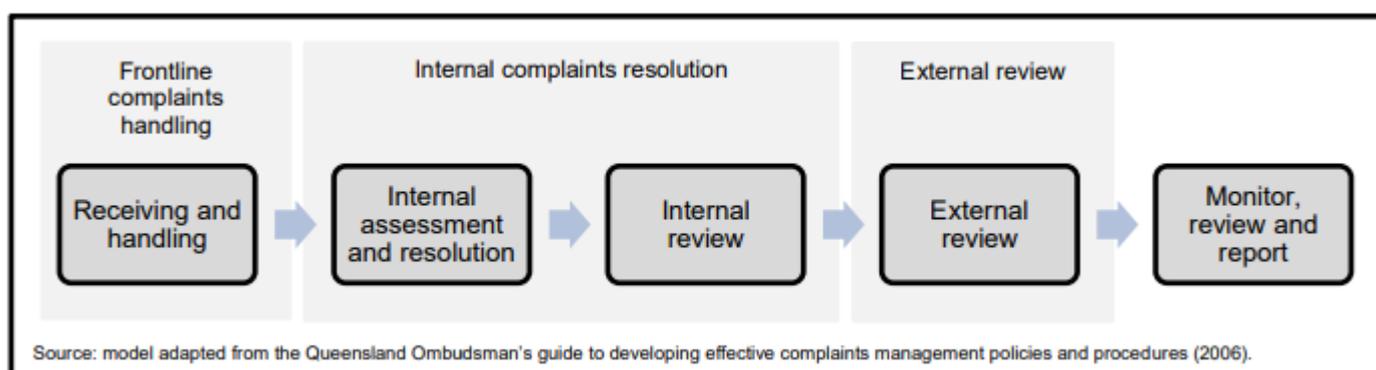
This procedure outlines the steps require to be taken should a complaint be submitted from the public and should be read in conjunction with the Complaint Management Policy.

Complaints should be dealt with promptly, courteously and in accordance with their urgency.

For both customer complaints and noise complaints, a record of complaints must be updated in the Complaint Management System (CMS).

### Customer complaints

There are five steps in the complaint handling process:



Steps 1, 2, 3 and 5 are followed when dealing with complaints and compliments covered by this procedure.

Step 4 is followed as required or when requested.

### Step 1 - Receiving and Handling

#### Range of entry points for customer complaints

Complaints may come into the Club through a range of channels. For example, in person, by telephone, letter, email or social media.

#### Assess the complaint

Clarify the issues of the complaint and what kind of resolution the complainant is seeking. If it is not a matter that can be handled by the complaints process, refer the complainant to a more appropriate process

(e.g. an appeal process) or a more appropriate body such as the Ombudsman. For example, consider whether the matter is a public interest disclosure and should be handled under that process.

#### Seek resolution

Where appropriate and possible seek to achieve resolution. Employees who receive complaints should attempt to resolve the matter if it is a simple, informal type of complaint. If the matter cannot be resolved at the point of service, it should be referred to the Duty Manager or next senior staff member available who will assess the complaint and lodge it into CMS (Complaints Management System).

Where resolution is reached, document the agreed action. In this event it may not be necessary to continue with the investigation unless there are systemic issues that require further examination outside the complaint process.

### **3. Select the appropriate investigative approach**

If the complaint is not resolved, determine what action is required, which may include options other than a formal investigation. This can depend on factors such as statutory requirements which may apply, the nature of the issue and the likely outcome of the investigation. Where possible, complaints should be resolved without the need for a formal investigation.

### **4. Plan the investigation**

Define the issues to be investigated and develop an investigation plan.

### **5. Obtain evidence**

Carry out the investigation by gathering sufficient reliable information to enable the issue to be properly addressed by proving or disproving matters relevant to the issue being investigated, taking into account all relevant information and no irrelevant information.

### **6. Reconsider resolution**

Consider whether resolution is now possible.

### **7. Reporting and recommendations**

Update the CMS setting out the complaint, how the investigation was conducted, relevant facts, conclusions, findings and recommendations. Recommendations could include remedies for the complainant, action to improve the Club's service delivery and action to address inappropriate conduct by an officer (e.g. through training, an appropriate disciplinary process or referral to an appropriate external authority).

### **8. Decide on the action to be taken**

Refer the report to the General Manager who will advise of action to take. After the decision is made arrange implementation of the agreed action and for follow up to confirm the action occurs.

### **9. Inform the parties**

Upon completion of an investigation, the complainant (and, if applicable, the person who is the subject of the complaint) should be given:

- Adequate reasons for any decision made;
- Any changes or action that have resulted from the complaint;

- A remedy, where appropriate; and
- Information on where to seek independent internal and external review (e.g. the Ombudsman).

#### **Providing remedies and redress**

If an investigation of a complaint determines that the service provided by the Club to an individual is unsatisfactory and the Club has in some way contributed to this, the Club should provide redress to remedy the situation.

Circumstances that warrant the provision of redress and remedies by the Club to a complainant can arise in many ways, but in broad terms, are when anyone, or a combination, of the following occurred:

- Poor communication resulted in misunderstandings or misapprehensions;
- An inadequate or unfair process was used to arrive at a decision or provide a service; or
- A decision or action was unfair, disproportionate or unreasonable in the circumstances.

The following principles and possible remedies may be useful in determining appropriate remedies:

#### **Principles involved in the consideration of redress**

- Mistakes are admitted and put right;
- A sincere and meaningful apology is offered;
- Redress is fair and reasonable;
- As far as possible, redress restores the complainant to their original position;
- Decisions about redress are procedurally sound; and
- Arrangements and reasons for providing redress are made transparent.

#### **Possible remedies that may be offered to complainants**

- An apology;
- Reconsideration of a decision;
- Amending or retracting documentation (e.g. publications, media statements, web pages);
- An offer of non-financial assistance, as appropriate (e.g. providing information or contact details);
- Appropriate compensation for loss;
- Changed policies or practices to prevent a reoccurrence; and
- Action to modify the behaviour of the staff member who the complaint was about, if applicable.

#### **Dealing with unreasonable complainant conduct**

Most complainants act responsibly. However, some complainants are difficult to satisfy and occasionally the conduct of some complainants can be challenging because of:

- Unreasonable persistence;

- Unreasonable demands;
- Unreasonable arguments;
- Unreasonable behaviour; or
- Unreasonable lack of cooperation.

In these circumstances, special measures to deal with this conduct may be required. It is important to remember that, even where a person's conduct may be unreasonable, they may have a valid complaint and their complaint should be handled appropriately. Fair consideration must be given to the complaint while ensuring that there is not undue use of resources to investigate and resolve the complaint.

The subject of the complaint may also show unreasonable conduct and special measures may also be needed to handle their conduct while ensuring they are treated fairly.

### **Noise complaints**

The Club must ensure that noise coming from our establishment is not unreasonable and/or does not exceed the noise limit that is a condition of our liquor license. This includes noise from:

- entertainment
- patrons at, entering or leaving the premises
- motors, including generators and air conditioning units.

The Clubs OLGR Community Club Licence has 2 specific conditions stipulated:

- |         |  |
|---------|--|
| 1796871 | Speakers used to amplify entertainment, music noise, or non-amplified entertainers must be located in any outdoor/ verandah/ patio area of the premises. |
| 1796873 | All windows and doors on the northern, southern and western sides of the premises must be kept closed while amplified entertainment is in progress.      |

It is the Club's responsibility to make every effort to ensure the impact of entertainment, patrons and other venue related noise does not negatively impact on local residents and businesses. A refresher course on complying with noise requirements for licensed venues can be located here:

<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/training/management-compliance/complying/noise>

Please refer to the steps for customer complaints when dealing with a noise complaint.