Facility Management Policy

GYSO Roller Central

79-81 Brighton Road

Shoreham-by-Sea

To be read and signed by all employees

1. Facility "good housekeeping"
2. Music levels
3. Advice to customers
4. Dealing with incidents
5. Dealing with complaints

1) Facility common practice, and good housekeeping.

All staff must ensure the following guidelines are adhered to:
The rink as a whole must be kept clean and tidy, regular checks of all bins provided for use to the customers must take place. Any rubbish or spills noted must be dealt with immediately; if this is not possibly then they should be reported to FoH staff at the first possible moment.

Between sessions, and upon start/leaving all staff should make a visual check of the external car park area, and ensure any rubbish has been dealt with. If the car park requires sweeping, please advise FoH immediately.

All fire doors should be kept shut at all times, except for use for loading unloading and cleaning. Whilst a session is in progress all staff are to keep an eye on these doors and ensure they are kept closed for the duration of the session.

2) Music and noise levels.

All staff should be aware that the buildings use is set to a level not to exceed 55db the music controls (level of sound) are ONLY to be operated by the appointed people who know where these levels are set on the equipment. If you are asked by a customer to turn the music up or down, please see the FoH.

The volume of music is contained well inside the building, however this is not possible if doors are left open or roller shutters lifted, as in section 1) ALL fire doors and shutters are to be kept shut during session times.

Regular checks are to be made of the noise level – if you are shown how to check correctly and asked to do so, then please do so as quickly as possible, and report any findings to FoH. These sound checks will be carried out twice on each session (one per hour).

Whilst operating the microphone, please refrain from talking too loudly into it, the mic's and music have been set at levels so that a normal conversation voice will be amplified clearly to the customers.

Any overly loud individuals/groups etc. should be asked to lower their volume, and reminded that we do have neighbours, and as such try to keep the venue volumes not too high.

3) Advice to customers.

All staff upon starting shift, and during breaks whilst outsides should pay attention to any customers waiting for sessions to start and advise patrons to keep noise to a minimum outside the building.

Anybody witnessed wandering around outside the building should be reminded that the boat yard area is private property and not to trespass within this area.

Signs are in place on all doors asking customers to respect our neighbours and keep noise down when leaving the building. This information should also be announced over the PA system at the end of the session.

Customers being served at the bar are to be reminded that Alcohol purchases are to be consumed within the building, and NO drinks are allowed either on the rink or outside the building.

4) Dealing with incidents.

Alcohol : Drinks are served for patrons to enjoy, Alcohol shall not be served to: a)underage people (Challenge 25 policy) b) people already under the influence of alcohol c) any customers who are about to leave the building. – Any abusive or insistent customers, or people attempting to buy alcohol underage or for an underage person, are to be recorded in the Incident book, and reported to FoH immediately, the Duty manager will then deal with the situation.

Loud/Noise: Any customers who are persistent in making loud noise or being unruly, are to be asked at first to refrain from doing so, secondly report to FoH and ask for Duty manager to assist, if not then they will be asked to leave, and their name and details will be taken down, and they may also be banned from the building.

Anti Social Behaviour: Any patron, who engages in anti-social behaviour either within the building or outside, shall be immediately banned from site. Do not confront any violent behaviour yourselves, simply report to FoH and allow the Duty Manager to deal, or call the police. Abusive or anti-social behaviour either to our own staff, customers, or any of our neighbours will not be tolerated and will be dealt with strongly.

5) Dealing with complaints.

Customer complaints: Customer complaints can be handled normally by any member of staff, in a polite and courteous manner, never argue with the customer, take on board what they are saying, and deal with it yourself if you are able. If you feel you are not able to deal with the complaint, please take the customer to FoH yourselves, and explain the complaint there. If the complaint cannot be dealt with satisfactory then and there, please make a record of the complaint, and hand it to a Duty Manager for them to deal with at a later date. If the customer requires someone to write to, always give them the email address team@gysodisco.co.uk where any complaints will be dealt with and replied to within 24 hours.

External complaints: External complaints are only to be dealt with by staff in uniform, if you are not in uniform then please direct the complaint to another member of staff who is on shift. All external complaints are to be recorded, both the details of the complainant, the complaint itself and staff response.

Be courteous at all times, and if the complaint can be easily dealt with respond immediately. If the complaint is about noise, please go with the complainant outside the building and note down whether noise can be heard, if the noise can be and it is from the level of music, please respond immediately by asking FoH to lower the sound level, and do a sound level check. If you feel the complaint cannot be dealt with, then please hand the complaint to a Duty Manager for them to deal with. If the complaint still cannot be dealt with, ask for the complainants contact details (email, telephone etc.) and advise them somebody will be in contact within 24 hours. If the complainant does not already have our contact details, please advise them they can either write to us at team@gysodisco.co.uk or call the Owner on 07707713418. At all times, listen fully to the complaint and be polite and courteous.

G.Y.S.O.Disco's Ltd, has always been and will always strive to be a friendly family oriented entertainment. As staff whether voluntary or not, we are to be polite courteous and friendly to both our customers and our neighbours. Any staff member found to be argumentative, intimidating, or neglectful will be disciplined.

Staff member name:_____

Signature:_____

Date:_____