



Volunteer Marine Rescue Brisbane Inc

Providing a Safer Marine Environment for Our Community

95 Allpass Parade, Shorncliffe Qld 4017

PO Box 201, Sandgate Qld 4017

t: 07 3269 8888 w: vmrbrisbane.com.au

e: management@vmrbrisbane.com.au

Operational Instructions for Venue Hire

1.0 Introduction

The following sets out the procedures to be adopted for a smooth running and safe event held at our Venue.

2.0 References

Form VMR053 VMR Brisbane Cash Float
SOP INS009 EFTPOS Machine Instructions

3.0 Detailed Information

3.1 Opening the Venue

As soon as you arrive, proceed with the following points.

- Open doors and windows.
- Set up two sign in books with pens and ask the hosts to ensure all attendees signs in. Try where possible to check and make sure this is happening but it may be difficult if you are busy and almost impossible if there is only one bar person.
- Turn on Cardiff Air air-conditioner (located in the bar area on the wall opposite the refrigerators).
- Fill urn and turn on if required. Do not overfill as it will cause a mess.
- Collect keys from the key return area downstairs
- Slice limes in refrigerator into half segments about 1 cm wide for Coronas. Use the tongs to place one inside the neck of every Corona you sell.
- Check toilets are clean and have plenty of paper (more paper can be located at the Store Room if some has not already been put in the bar area).



3.2 During the Function

During the function, these points are to be done regularly and whenever required.

- If you are restocking the refrigerator, make sure that all labels are turned to the front and uniform so that the labels can be easily read.
- Collect bottles and cans and glasses when you have free time. Bottles and cans go into the chute located to the left of Location 8 (below).
- Keep an eye on the room. Look for anyone who might be having *too much fun* and suggest a soft drink for them when next they come to the bar.
- Watch people taking important photos – you might be able to hold something out of the way, or turn on or off lights.

Note: Hirers not to use VMR cutlery/tablecloths.

3.3 Presentation and Conduct

You are allowed to wear the choice of your clothing as long as you are neat and tidy and wear your VMR Brisbane name badge. Always make sure that you act in a professional and friendly manner to all guests and other support staff.



Volunteer Marine Rescue Brisbane Inc

Providing a Safer Marine Environment for Our Community

95 Allpass Parade, Shorncliffe Qld 4017

PO Box 201, Sandgate Qld 4017

t: 07 3269 8888 w: vmbrisbane.com.au

e: management@vmbrisbane.com.au

3.4 Proof of Age

- Wrist bands are available under the counter to identify people who have been carded and are OK to serve. Make sure you see them apply it to their own wrist. Do not let them remove it from your sight until it has been attached.
- Bar Staff can request to see ID of anyone who looks under the age of 25. To be able to serve drinks to an attendee, they must be born on the date of function 18 years earlier.

3.5 Standard Drinks

There is no marker on the wine glasses to show you where to fill to. Fill to about this level (see pictures). Please also note in this picture that the taller wine glass is for sparkling wines and the stouter wine glass is for non-sparkling wines – this makes a difference to many people. Also, please remember we sell beer by the bottle and that is usually more than a standard serve.

There are pourers on some of our spirit bottles but they do not measure a nip – use the nip measurers that are provided. When serving a spirit with a soft drink – ask if they want ice or not. Use the nip measures and add the soft drink they want and return the can to the fridge.



Pre-mixed spirits have between 1.5 – 2.4 standard drinks each

3.6 Tips

You are already being paid for the night. If you are given a tip it is usually meant for the VMR Brisbane collection box on the front of the counter. Say thank-you and put the money in the collection box.

3.7 Safety Briefing and Welcome

Our standard briefing is:

'Good evening and welcome to Marine Rescue Brisbane. We hope you all have a really great night.

Your bar staff for tonight are ? and ? We are both active members of the marine rescue crew and we thank you for your support. We are enthusiastic amateurs regarding serving at a bar so please be gentle with us. Also please understand if we "card" you – Qld liquor laws are very strict.

Cold water is available at all times by self-service from the tap to LHS of the bar as you face. If you would like ice do not hesitate to ask.

Fire exit doors are located at the bottom of the stairs you came up and to the RHS of the stage and also on road side of the kitchen. Our muster point is near the Pontoon.

3.8 Locations

a) Lights

Lights are identified by the Letter L and a number on the plan.



Volunteer Marine Rescue Brisbane Inc

Providing a Safer Marine Environment for Our Community

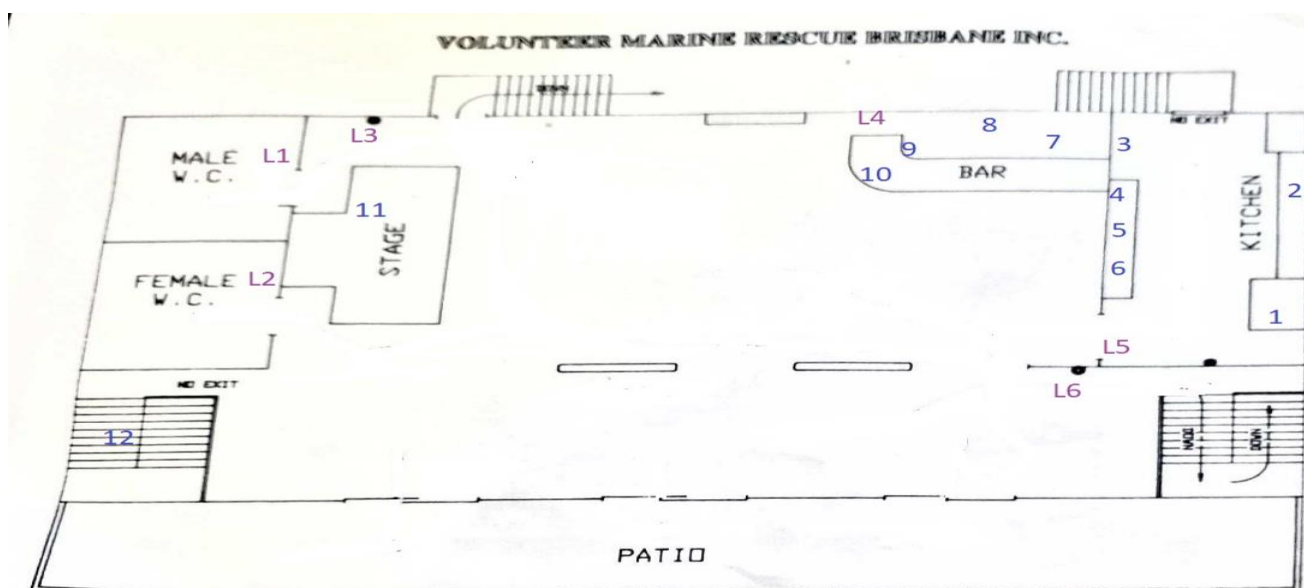
95 Allpass Parade, Shorncliffe Qld 4017

PO Box 201, Sandgate Qld 4017

t: 07 3269 8888 w: vmbrisbane.com.au

e: management@vmbrisbane.com.au

- **L1** and **L2** are lights for the male and female toilets and are located just inside the door and to the right.
- **L3** are for lights located to the LHS of external door at the rear (near the toilets). These lights operate the stage and the dance area.
- **L4** is the master switch for the bar. Other switches are also located near 4 on the map.
- **L5** are for lights in the bar the kitchen and the spotlights on the dance floor.
- **L6** are for lights for the stairwell and patio lights. Leave the stairwell lights on even when leaving.



b) Oven and Hot Plates (Location 1)

The stove top is easy to use. Turn the gas on and use the lighters to ignite. The oven might be trickier. There is a blue folder to the right of the oven. This explains how to use it.

c) Dishwasher (Location 2)

The instructions for the dishwasher are on the bench above. Detergent tablets are on a shelf above and to the left.

d) Cleaning Equipment and Kitchen Refrigerator (Location 3)

- The vacuum cleaner, mop and broom are located in the kitchen to the LHS of the door to the outside.
- Ensure that all perishables are removed and turn off at switch at end of night. It will have been turned on by the Venue Manager if required.

e) Urn (Location 4)

- Fill Urn to a bit less than what looks like full as it will bubble over when boiling.
- Set the thermostat to maximum when first setting up and reduce to about half after it boils.
- Turn on at power point. The power point is located under the Urn.



Volunteer Marine Rescue Brisbane Inc

Providing a Safer Marine Environment for Our Community

95 Allpass Parade, Shorncliffe Qld 4017

PO Box 201, Sandgate Qld 4017

t: 07 3269 8888 w: vmbrisbane.com.au

e: management@vmbrisbane.com.au

- Turn it on to full whilst heating up. After it has boiled reduce temperature to about half.

f) Freezer and Refrigerator (Location 5)

There is a freezer and refrigerator located under the counter here.

g) Bain Marie (Location 6)

Plug it in and turn on at switch.

Do this when you arrive so it has time to heat up.

h) Cardiff Air (Location 7)

- Cardiff Air is operated from two switches (*see photo below left*) and can be found behind the bar cooler and sound system input.
- You can increase or decrease the speed on these units as well by the buttons on either side of the semi-circle at the bottom of each unit.
- Turn on the behind bar cooler for bar staff at the switch at the bottom.



- Illustrated on the photo above right is the input into the sound system. If the customer is using their phone or tablet etc., remove this item from the CD player here and plug it into the customers item.
- Place it on the LHS of the bar, so the client can access their play list without needing to come behind the bar.

i) Bar Refrigerators (Location 8)

There is a large glass display refrigerator which contains alcoholic drinks.

There is a long bench refrigerator which contains soft drink on the top shelves and the lower shelves contain back-ups for some of the more popular items.

j) Ice Machine, Glass Washer and Cold Water Dispenser

Ice Machine

The ice machine will have been turned on by the venue manager prior to the event.

Glass Washer

- There is a blue item in the washer. Take this and insert into the hole inside the washer at the back right. The picture shows where it should be when you are using the unit.
- Try and leave it as long as possible before you use it as the heat affects the ice machine.



Volunteer Marine Rescue Brisbane Inc

Providing a Safer Marine Environment for Our Community

95 Allpass Parade, Shorncliffe Qld 4017

PO Box 201, Sandgate Qld 4017

t: 07 3269 8888 w: vmbrisbane.com.au

e: management@vmbrisbane.com.au

- Turn on by pushing the bottom large blue button. Squirt some detergent into the unit – one small squirt only. The yellow (filling with water button will light up and then the green button will light up and when it is finished the yellow button will light up.
- The water in the unit does not empty between every use, so do not be alarmed when you see water in the unit. If the water looks dirty you can replace it by removing the blue item and waiting until the water drains away.
- Do not add detergent every time. Consider how many suds are in the unit before deciding to add more.
- At the end of the night, remove the blue item and leave it inside the unit. The water will drain away.
- Turn it off.

Cold Water Dispenser (at bar level)

Have some glasses near the unit so people can help themselves along with a small ice bucket and scoop for people to help themselves as well if required.

k) Till and EFTPOS Machine (Location 10)

Till

See separate instructions below.

EFTPOS Machine

- First use the till to ring up the sale.
- Take total price from the till. Make sure you complete the sale on the till – Do not cancel it.
- Enter the price in the card reader and hit the green button.
- Tell the customer how much and take the reader out of the slot and show it to the customer. We do not touch their cards.
- The card reader will print a payment advice.
- Take that payment advice and put it in the till.
- Ask the customer if they want a copy. Hit the yes or no option according to their response.
- Spare paper is in one of the food storage containers under the front part of the bar.
- To load a new roll, open the bulbous part of the card reader and put the paper in with the loose part of the paper feeding towards the card reader. (CHECK THIS and complete instructions)

l) On Stage Sound (Location 11)

Turn the on stage sound on by the red switch at the lower LHS. The volume is also close to this.

m) Table and Chair Storage (Location 12)

Tables and chairs are stored in this area.

n) Store Room

Toilet paper and other necessities are located in the Store Room just inside the entrance of the downstairs toilets.



3.8 End of Function

SOP: INS008

Date: 26/04/2019

Rev: 0

Review: 26/04/2020

Authorised: Jnr Vice



Volunteer Marine Rescue Brisbane Inc

Providing a Safer Marine Environment for Our Community

95 Allpass Parade, Shorncliffe Qld 4017

PO Box 201, Sandgate Qld 4017

t: 07 3269 8888 w: vmbrisbane.com.au

e: management@vmbrisbane.com.au

a) Downstairs Bar Area

The light for the immediate area outside of the downstairs bar area (the downstairs kitchen) is located inside the door on the LHS as you enter.

b) Cold room

- The blue key opens this lock. Take the lock off the key and remove the part of the locking mechanism away from the key by rotating until that clasp can be removed.
- There is no stock control between the cold room and the bars – take what you need but try to keep things neat. Only take enough that you can fit in your upstairs refrigerators.

c) Wine/Safe Room

As you face the cold room there is a locked room to your left. The blue key will open this. In here you can find red wine. There are also two safes – one of which also has a slot for inserting money etc. (The keys do not get returned here – they go in the key safe near the entrance door).

3.9 After the Function

a) Tally Cash

- Undertake this as soon as the bar is closed.
- Complete the **Form VMR053 VMR Brisbane Cash Float** showing money in the till at the end of the night.
- In a plastic envelope you have been given place money, the cash float form, EFTPOS dockets and the end of day printout from the till.
- Print report of sales totals from POS system and put into the black box downstairs for Provodore to see sales information.
- If the Treasurer has advised that they will collect the money give it to her/him.
- If the Treasurer is not going to collect the money place money, dockets and float tally form in the small safe in the downstairs wine/safe room.

b) Venue Room

The clients should clean the room, but you will have helped a lot if you collected empties and dirty glasses during the night. You can assist to help get home sooner, but do your cash duties first and make sure the money is secured in the safe downstairs or has been given to the Treasurer.



Bar Staff can start with the below tasks:

- Close all doors and windows and lock when necessary. You can do this gradually if the clients are still cleaning the room.
- Turn off the urn.
- Turn off the refrigerator in the kitchen (make sure there is nothing in it that will go off).

Make sure hirers have cleaned sufficiently:

- All rubbish taken downstairs to bins
- Floors to kitchen and main hall reasonably clean
- Oven pilot light extinguished and all other burners turned off



Volunteer Marine Rescue Brisbane Inc

Providing a Safer Marine Environment for Our Community

95 Allpass Parade, Shorncliffe Qld 4017

PO Box 201, Sandgate Qld 4017

t: 07 3269 8888 w: vmrbrisbane.com.au

e: management@vmrbrisbane.com.au

- Dishwasher (if used) pumped out and left in a clean state, remove plug in dishwasher.
- Stainless steel kitchen benches clean and tidy
- VMR Brisbane fridge and freezer locked (internal VMR functions)
- Large kitchen fridge emptied of all product and left clean, leave door open slightly.
- All kitchen items washed and put away and cupboards locked (internal VMR Brisbane functions)
- Tables and chairs returned to storage area
- Cupboard keys replaced to downstairs location (internal VMR Brisbane functions)
- Check for any damage to premises and report.

Bar Staff can then continue on with the below tasks.

- All windows and doors closed and secured
- Lights out in toilet areas
- Lights out in main hall
- Main front entry door locked
- Alarm set

c) Downstairs

- Close the outer downstairs screen door and lock. Then lock the main door by closing it and then putting the metal object nearby in the door track to prevent the door from opening.
- Return all keys to the key safe box located near the cold room. Make sure the cold room and the wine/safe room are locked and lights in the wine/safe room are turned off.
- Turn off lights in downstairs bar area and shut door. Make sure it is locked.
- If you are having trouble locking the cold room door, make sure that the part of the mechanism away from the door opening has worked and then apply the lock.
- The training area lights are motion activated so do not waste your time looking for them.
- Shut the downstairs door and wave your card slowly over the reader at least 3 times until it goes red. Make sure that you completely remove your card on each swipe from anywhere near the swipe area. If it does not work try again until it does.

4.0 Summary

By following these instructions, the event held at our Venue should be well organised and ensure safety of attendees and our staff.