

OPERATING PROCEDURES FOR VOLUNTEERS AT THE GOULBURN CLUB

Introduction

Our volunteers are absolutely vital to the Club's continued existence.

To make vollies' jobs easier, and to meet our legal obligations, we have put together a series of "How To" sheets to explain particular topics.

To do these functions, we need our volunteers to be across these points. You can obtain this training by:

- attending our annual Vollie Day, or
- one-on-one training with a Vollie Co-ordinator or Board Member.

Contents

Our training topics are:

1. Be safe in the bar
2. Accept memberships
3. Book functions
4. Handle Art Sales and Enquiries
5. Handle functions
6. Interact with customers
7. Pay the entertainers
8. Serve drinks
9. Sign in visitors (Temporary Members and Guests of Members)
10. Use the cash register
11. Use the Coffee pod machine
12. Use the EFTPOS machine
13. Wash glasses and clean up
14. Open
15. Close
16. Unacceptable Behaviour Policy

Recording

The Standard Operating Procedures Manual has a register to record your training.

how to ...



Be safe in the bar

Work Health and Safety

The Club has specific “Work Health and Safety” and “Building Emergency” Procedures” to ensure the safety of all workers. These are mandatory and are enshrined in the NSW’s WHS laws. All workers are required to fill in the ‘Volunteer/casual Employees Details’ Form, and be trained in and sign off on the SWMSs (Safe Work Method Statements) relevant to their relevant volunteering activities.

The WHS Manual and the Building Emergency Procedures Manual are kept on top of the bar. A quick reference to the SWMS is kept in the tray on top of the bar

A summary of the relevant material is below.

Building safety

In the event of a building emergency (eg fire, bomb scare) the supervising bar person will take on the role of the Chief Warden, and he/she will deputise two other volunteers to be Deputy Wardens. This means all volunteers should become trained in the building emergency material. Until such time as you can attend a training session, you should familiarise yourself with the contents of the Building Emergency Manual. *As well as the copy behind the bar, it is available on-line on the club’s website under Volunteer Safety. (<http://goulburnclub.com.au/building-emergencies/>)*

Lifting

For regular bar work, the lifting hazards are associated with emptying the bottle bin and restocking the bar.

- There should be **two** bottle bins, to ensure the weight to be carried downstairs is not too heavy. However, if you are of lighter frame or have an existing injury, please ask someone else to carry it downstairs, or (eg) take down when half full.
- When **restocking**, be sure to bend with your knees, balance your load and take only a comfortable load.
- Use the main stairs, rather than the stairs on the back landing – these stairs can be tricky.

The Club has a SWMS *on Manual Handling*. *As well as the copy behind the bar, it is available on-line on the club’s website under Volunteer Safety/WHIS (<http://goulburnclub.com.au/whs/>)*

Spills and Slips

Bar volunteers should wear comfortable, sturdy, non-slip shoes that cover the feet. If there is a spill or breakage (anywhere in the Club!), please clean it up urgently. Another volunteer could easily come into the bar to assist, and slip over. This and other safety issues are covered in the SWMS "**Working Behind the Bar**" *As well as the copy behind the bar, it is available on-line on the club's website under Volunteer Safety/WHS (<http://goulburnclub.com.au/whs/>).*

Electrical hazard

If you experience any form of electrical shock, report it widely immediately.

If you suspect somebody has been electrocuted, isolate them from the danger in the most appropriate way. If there is still danger to the victim, you can always send someone to the circuit board (corner of Durack Room) to turn off all power. *Get the victim to hospital if in any doubt.*

First aid

There is a first aid kit above the cash register. There is a second kit in the kitchen above the large work bench. Write up each use of the kit in the WHS Hazard Report form, found in the WHS Manual found on the shelf above the cash register AND report it to the shift supervisor

What not to Do

Unless you have been trained, and have been signed off on the competency, DO NOT

- change the beer kegs.
- use ladders.
- clean the beer lines

Please record any significant **ALCOHOL related** issue in the **Incident Book** (kept on the shelf above the cash register.) AND report it to the shift supervisor.

Incidents

Please record any significant **SAFETY** issue in a WHS Hazard Report form, found in the WHS Manual found on the shelf above the cash register AND report it to the shift supervisor.

Please record any significant **ALCOHOL related** issue in the **Incident Book** (kept on the shelf above the cash register.) AND report it to the shift supervisor.

how to ...



Accept memberships

New memberships

1	Make sure the form is signed by a proposer and a seconder who are Full Members.
2	Sight some ID (e.g. driver's licence).
3	Accept payment and issue a provisional membership card ; these are kept in the red bag in the safe.
4	Tell them they are now a Provisional Member and are entitled to sign in Guests.

Renewed memberships

1	Make sure the form has enough information to identify the member, e.g. membership number. No ID is needed.
2	Accept payment and issue a temporary membership card ; these are kept in the red bag .
3	Give the receipt to the member and tell them to keep the receipt as proof of membership until they receive a membership card. Note: Membership will continue for a year from their expiry date.

Forms

1	On the form, under 'Club use only': complete the spaces for 'Date received', 'Receipt number' and 'ID details' (new members only); then sign in the 'Received by' space. You are the Receiver. Note: If a lapsed member is rejoining, you can just write 'Former member' in the 'ID details' space, instead of sighting ID.
2	Put the form in the red bag with the payment.

Payments

Cash or cheque	Put in the red bag folded into the form (don't staple).
EFTPOS (savings/cheque)	Take money out in the normal way, attach the Merchant Copy in the till and put the membership money in the red bag with the form.
Visa/Mastercard (Credit)	* Attach the Merchant receipt to the form and place in the red bag . * if they have just written the card details on the form please enter the details into the EFTPOS machine. (ensures there are no problems) Attach the Merchant receipt to the form and place in the red bag.

how to ...



Book functions

At the bar

If you get a phone call at the bar, or a direct customer enquiry, write the details down in the Blue Book in the bar – **on the day the function is received**. You should also put a note in on the date of the possible function --- eg "Possible function – see notes 4 April."

For **phone bookings**, please make sure you get the client's name and phone number at least. Their email address can be handy too.

For **in-person bookings**, please ask them to start filling in the Room Hire booking sheet.

Please advise the customer that the Club's **Functions Co-ordinator** will get back to them soon. The name of the Functions Co-ordinator is on the inside front cover of the Blue Book, with their contact details.

Please contact the Functions Co-ordinator yourself to let them know of the booking request. Text or email is great: "Possible function 26 Sept, details blue book" will do.

Functions Coordinator: Anna McCormack email: annabmccormack@gmail.com

Other means

The Club's phone gets diverted to a member of the Board after a few rings. Email and website referrals go to the Functions Co-ordinator promptly. Function requests can go to functions@goulburnclub.com.au.

Room hire costs

There is **no function fee** for member functions with 40+ guests, provided the bar is open.

For other functions, members will receive a 50% discount. The room hire fees are printed on the booking form. These discounts are available immediately on joining.

Credit card details are taken on the booking form and charged if less than if 40 guests attend or if the room and kitchen is left dirty or damaged.

Calendar

There is a public calendar on the website, (<http://goulburnclub.com.au/calendar/>) which shows (with no detail) when there are existing functions on. Sometimes we can have two functions at once, in different rooms. The Club also has a more detailed private **Google Calendar** for function bookings, managed by Ron. All Vollie Co-ordinators and Directors should have access to this.

Entertainer issues

If there is a function booked, then no entertainment will be subsequently booked for that night. If a function is booked after an entertainer is booked then normal performer payments will apply for the period of entertainment.

how to ...



Handle art sales & Enquiries

Find the folder

Each exhibition will have its own folder, which will be kept on top of the safe.

Sales record

Inside the folder will be some Sales Record sheets. Fill in for each sale. Check on the front page that the price for the artwork is correct.

We prefer that the artworks stay for the remainder of the exhibition – in these cases, please get a red dot from the folder and place it on the item. **Red dots only go on if the item is fully paid for.**

If the person is from out of town, it is possible to take the item **when fully paid.**

Receipts

We only issue receipts for full payment, and we never take deposits.

The special Art Sales receipt book will be in the exhibition folder.

Note: unlike other sales, art sales are NOT written up on the Daily Tally Sheet.

Money

Money for art sales goes into a **specially marked bag** in the safe. Only volunteers who have done the Cash Handling training are to use the safe, so you may need assistance with that.

For larger sums, patrons can buy artworks using EFTPOS/CREDIT. Take the cash out of the till in the normal way, and put the cash in the bag. Use the cash tin if there is not enough money in the till. Put the Eftpos slip into the cash (change) tin. **Leave a note in the change tin** with details of how much money you have taken out.

Enquiries

Enquiries for holding an art exhibition should be referred to the Club's Art Coordinator
email: art@goulburnclub.com.au

how to ...



Handle functions

Function attendees

During functions the normal Sign-In rules apply.

Because of the number of non-members arriving at once, it is usual to have one or two volunteers assigned to the signing-in process.

Host details

So that function guests who are not eligible for temporary memberships can be signed in as guest without problems, those on signing-in duty should phone the Secretary, Anna McCormack (Phone 4821 8131), before the function to find out the name and membership number of the member who is hosting the function.

This membership number can then be used on the register forms. Write the membership number down on a piece of paper near the signing in registers.

If the number is not obtained from Anna, it should be obtained on the night. However, this can be a problem, as many of the functions are for new members, who have not yet received their membership number.

Age checks

When functions include numerous younger people (eg, 21st or 18th Birthdays) it is necessary to check ages against ID for everyone who looks as though they might be below that age.

It is helpful to have the birthday of "18 today" written down on a piece of paper. eg if today is 28 October 2012, a date of birth is needed on or before 28 October 1994.

Wrist bands are available below the cash register counter to tag all those young looking people who have been verified as being over 18. If these bracelets are put in place on entry, this will save bar staff checking ages as they serve.

18th & 21 birthdays

18ths and 21st are only accepted if all the following conditions are met:

- Organised by existing ordinary (i.e. not provisional) members of the Club
- Professional security is provided by the booking person
- Bond is paid or credit card details provided
- Guest list is provided
- Booking proposal is circulated to Board and approved before being agreed to
- Exclusion notice is pinned to outer door and implemented

how to ...



Interact with customers

The bar staff are the main face of the Club – please project a positive image and take the time to engage with patrons when you can.

Difficult Customers

Nearly all the people entering the Club will be pleasant, sober and not abusive.

The Club staff need not be subject to drunk or abusive customers. Such customers should be asked to leave the premises. Failure to leave is a serious offence and the police may be called. *It is important to call the police (4821 2344) if there are any problems with patrons reluctant to leave, or causing a problem.* This is not held as a black strike against a licensee calling them.

Incidents with difficult customers must be recorded in the Incident Register.

Note that the Club has a duty of care to evicted inebriated patrons, for example, by offering to call a taxi.

Equal Opportunity

All volunteer staff are required to read the Club's written policy on **Managing and Reporting Unacceptable Behaviour**.

Everyone in the Goulburn Club is to be treated with respect, fairness and without harassment.

No person working at or visiting the Club will be discriminated against for any 'unlawful reason' – that is, because of: sex, marital status or pregnancy; sexual preference; race, colour, nationality, national origin, ethnicity or religion; physical or intellectual disability; or age.

Reporting unacceptable behaviour

A complaint of unacceptable behaviour can be made either in writing or verbally, to the Club President or secretary Anna McCormack. If these persons are involved or unavailable, contact any other director. If the complainant does not provide a written report, the director receiving it shall prepare one.

The Club will make every attempt to resolve any grievance or complaint about discrimination or harassment that might arise. All complaints will be treated seriously. The Club will take appropriate action where there has been discrimination or harassment.

The full Club Policy on **Managing and Reporting Unacceptable Behaviour** is included on the Club's website at : <http://goulburnclub.com.au/about-us/membership/>

how to ...



Pay the entertainers

How much we pay

Depending on the arrangement, we generally pay:

- a fixed amount as agreed with the Entertainment Manager, or
- 25% of the takings on the night.

There is a **minimum payment** of \$50 if a good night's entertainment has been provided. The **maximum payment** is \$300 for a solo act, \$450 for a duo or \$600 for a band of 3+.

Note: on Open Mic night we do not pay entertainers. We may pay for hire of a PA.

Calculating the percentage

At the end of the last bracket, we take a X-reading of the till. (There are instructions on the wall next to the till.)

Check the "Oops slips" for any over-rings, which must come off this amount.

Warning: Check that this total is sensible – around \$800 on a typical Friday night, more or less depending on how busy it is. Occasionally the till will not have been correctly rung off on the previous night, in which case you may need to ask for assistance to determine what is fair.

Divide this amount by four. (Entertainers get 25% of X read) If there are multiple entertainers, we can split this amount between them as they advise.

Payments

All performers need to supply an ABN or fill out a Payments to Suppliers Form. There will be some blank forms in the pigeonholes.

To keep administrative arrangements more simple, the maximum fee for a performer who does not have an ABN or does not fill in a Payments to Suppliers Form is \$75.

Please write the band payment amount on the **Daily Tally Sheet**.

Receipt

Performers need to sign a receipt to us for the money. There is a special Performers Receipt Book, usually on a shelf above the till OR in the pigeonholes with the Payments to Suppliers forms.

Entertainer issues

If there is a function booked, then no entertainment will be subsequently booked by us. If a function is booked after an entertainer is booked, normal entertainer payments will apply.

how to ...



Serve drinks

Only persons with Responsible Service of Alcohol training are permitted to serve customers.

Supplying Drinks

No take-away drinks are to be sold after 10pm. No drinks are to be *sold or supplied to anyone* after 12am except for events when an extended licence has been applied for and granted. (see secretary Anna McCormack if in doubt) No alcohol is to be served to any patron who is inebriated. Volunteers while on shift, serving to customers, should not consume alcoholic drinks.

Stations

To reduce congestion in the bar, please serve:

- **red wine** on the counter in front of the wine fridge,
- **spirits** on the spirits cabinet,
- **softdrinks** on the spirits cabinet,
- **beer** at the taps, and
- **white wine** on the Gallery bar.

Bottles

For spirits and softdrinks, please put bottles back before giving the drinks to the customer. **Best practice:** keep a container of soda water on the spirits shelf. Dip nip measures in that, leave them to drain, and put a clean one on the bottle.

Ice

Unless the customer expresses a preference, use:

- 4-5 blocks in a spirit glass, and
- 8-9 blocks in a schooner glass (eg softdrink).

Spirits

Served in spirit glasses or tall glasses. One nip of spirits.

- **Top Shelf** is (strangely enough) the top shelf of spirits,
- **Middle Shelf** is anything from the lower shelf, left of the pillar, and
- **Bottom Shelf** is lower shelf, right of the pillar.

- **Ports** and vermouth are at the left of the top shelf; charge as the 'Port' button.

Cocktails

We can make cocktails where there is time, and somebody on the bar who knows how to do so. Special event cocktails (e.g. Ruby Tuesday) have instructions printed on the back of the sign on the bar. Cocktails are charged on the nips of spirits used, unless we have a bar special on.

how to ...



Sign in visitors

Members

Members need to show their membership cards on request. New members get a temporary card, then a permanent one once fully approved.

Employees and volunteers

Employees (eg the caretaker, or volunteers) do not need to sign in the visitors register while they are working, but do have to sign the **Volunteer's Sign-in Book** when they are working in the bar, to ensure their status is recognised and to ensure they are covered by the Workers Compensation or Volunteers Insurance.

Other adults need to be signed in on the Visitors Register while they are on Club premises while the Club is open.

Temporary members

Visitors can sign in as temporary members if they:

- live 5km or more from the Club, or
- are members of another Registered Club in Goulburn.

Guests

Other visitors cannot come into the Club unless they are signed in by a member of the Club (an ordinary, life, provisional or honorary member – but not a temporary member).

The guests then need to stay in the company of the signing member, and leave when he or she does.

Register

Both temporary members and guests must sign in using the books provided – usually at the door or on the stairwell and also available in the bar.

Minors

People under 18 may attend the Club in the company of a responsible adult. They are not allowed in the bar area and must not be signed in the Visitors Register.

how to ...



Use the cash register

Using the till

When you have entered all the drinks, press the 'Subtotal' button (2nd bottom right-hand side) and it will give you a total. Advise the customer of the price, enter the amount given, and press 'Total' (bottom right).

If you prefer to calculate the change manually, you can go directly to the 'Total' key.

If you get paid using eftpos, see *how to use the eftpos machine*

Oops slips

If you hit the wrong button, try the Cancel key BEFORE you press Subtotal.

If that doesn't get you out of trouble, grab an Oops Slip (may be printed, or just a square of paper) and write down what happened. Sign and date it, and leave it in the till. Then do the transaction again.

Change

If you need additional change, please look for a senior volunteer who has done the Handling Cash training. Ordinary volunteers are not to use the safe.

Other

Some general hints:

- Jugs of beer or softdrink are rung up as 3 schooners. Jugs of spirits and cocktails are charged on the number of nips.
- Note that we have special keys for lemon/lime/bitters, cider (cans and bottles) and premix cans.
- The till has buttons for half nips of spirits, which are operational.
- You can check a price by pressing **pricing** before the key you are checking.

Robbery

If money is demanded with menace in the bar then **all of the cash in the till is immediately handed over**. You should not resist the demand as this may threaten your personal safety. After the threat has passed, call 000 and report to the police.

X & Z reads

Turn the key to X (or Z) press 1 then subtotal. The X read is to get an idea of how sales are going. The Z read is done at the end of the night.

how to ...



Use the EFTPOS machine

There is no fee charged for the use of the EFTPOS machine.

Use: Whenever possible use the debit "Savings Acct" or "Cheque Acct" options.

Why: Savings Account and Cheque account transactions, and in particular cash-out transactions, cost us less than credit transactions. Also, no interest is charged to the customer for cash withdrawals from Savings or Cheque accounts.

Using the machine

Enter the amount of money

Ask – paywave, credit, savings, cheque?

Customer swipes, inserts or swipes card

The machine will generate a receipt – put it under the \$50 notes. The customer can get their own copy of the receipt too if they wish

how to ...

Use the Coffee Pod machine

The coffee pod machine can be used to make coffee, hot chocolate iced tea or hot tea. It can dispense both cold and hot water. Pods are usually behind the bar. Tea bags and sugar are usually found on the bar.

Starting the machine

- Check that there is water in the container at the rear
- Press the power button to turn the machine on and wait 30 secs.

Hot Tea

- Lift up the top handle and clear any pods from the pod draw in the machine Place a cup under the spout. Add a tea bag to the cup.
- Turn the top small lever(blue/red) to the hot 'red' side. When full turn the lever back to upright position (the machine will not turn off automatically)
- UHT milk is available in the bar fridge. Only use UHT milk for tea, not coffee.
- Sugar is in a container on the bar
- Remove the used pod and place in the bin.

Iced Tea

- Open the pod draw and place an iced tea pod in the draw and close it.
- Place a cup or glass filled with ice under the spout. Turn the top lever to the cold 'blue' side. When full turn the lever back to upright position (the machine will not turn off automatically)

Black Coffee

- Lift up the top handle and clear any pods from the pod draw in the machine
- Open the pod draw and place a dark pod (coffee) in the draw and close it.

- Place a cup under the spout. Turn the top small lever(blue/red) to the hot 'red' side. When full turn the lever back to upright position (the machine will not turn off automatically)
- Sugar is in a container on the bar

White Coffee or Chocolate

- Open the pod draw and place a dark (either coffee or chocolate) pod in the draw and close it.
- Place a cup under the spout. Turn the top lever to the hot 'red' side. When half full turn the lever back to upright position (the machine will not turn off automatically)
- Replace the pod with a white pod (milk pod) and turn the top lever to the hot 'red' side to fill the cup.
- Sugar is in a container on the bar

* **Remove the used pods and place in the bin.**

how to ...



Wash glasses and clean up

Collection

Glasses need to be collected regularly. Often members will help out, particularly when there is only one person on the bar.

Washing glasses

Glasses are placed in the rack on the sink. There is a glass-cleaner contraption that removes lipstick -- use particularly for wine and spirit glasses.

Shot glasses and nip measures are best placed under a large glass.

When the rack is full, place it into the glasswasher and press the top button.

Drying glasses

When the light next to the tick (✓) goes on, remove the tray from the glasswasher and put in the racks below the counter, or on top of the counter.

If there is time, it's best for the glasses to dry in the air. Do not use a tea-towel on the inside of glasses.

Return the glasses to their homes – upside down always.

General cleaning

Clean the benches throughout the night as you get a chance.

Take particular care around the beer taps, and on the counter next to where customers sit.

Check the close procedure for clean up at the end of the night.

how to ...



Open up

Here are the key things to remember:

Smile 😊	It's actually fun being a GC volunteer! Sign into the volunteer book to record your help.
Switches	Turn all the switches on - beer compressor below the bar and 3 switches beside the red wine fridge. The light for the soft drink fridge is inside the fridge, between the middle and right doors. A light switch is above the till. Note: switches with red dots are left on permanently.
Glass washer	Put the plug and metal plates back in the glass washer. Turn the glass washer on (bottom button)
Cash Register	Get the register drawer out of the safe. Check that the \$400 float is ready to go. Start a new Trading Sheet for the day (in pigeonholes) & complete details to start.
Screen	Open the screen between the bar and the gallery room. Bolt it at the top and place the stick to prop the right hand side.
Sign-in books	Check that the sign-in books are in position with a pen. (Extras possibly under the till)
Doors	Unlock the door to the Gallery room .Also unlock the Twynam and Durack rooms on Thursdays (and other days if required)
Veranda	Unlock the door to the back staircase, the door out to the women's toilet and the door to the veranda out to the men's toilet Deliver clean ashtrays to the front veranda tables and check the arrangement of chairs and tables.
Toilets	Check for toilet paper, hand towel, soap and cleanliness.
Bar	Check that the bar is clean and wiped down. Check for supplies and stock from cellar including chips, soft drinks, wines, beers.
Tables	Check that tables are clean and in order, inside and outside.
Fires	In winter, the caretaker will set fires and provide wood. Lighters and matches are beside the till. Check that spare wood is available upstairs, preferably beside each fireplace required
Heaters	If appropriate, turn on the Gallery/bar heater (on the wall above the side bar; push the switch up to turn ON) If appropriate, turn on the Durack heater (in the Card room; click top button only)
Fans	In summer, turn on the fan in the bar
Front lights & doors	Turn on the entry lights (left of front door, and a pull light in the little vestibule). Turn on landing lights (next to staircase door and bar door). Open the front doors. You are ready for customers.

Smile 	Many thanks for your help.
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how to ... Close up

Here are the key things to remember:

Last drinks	Call last drinks 30 minutes before close. No drinks are to <i>supplied or sold</i> after midnight. Once everyone is served, start clearing up and wiping vacant tables and collect and clean remaining glasses. Patrons should be out of the building by 12.30.
Glass washer	Turn off the glass washer (bottom button – do this first for safety). Pull the plug and the metal plates out of the glass washer, and leave them on the open door (otherwise the undrained water stinks.)
Close the bar	Pull down and lock the screen to the gallery room. Close and lock the windows and close the door to the bar room. Gas any open red wine bottles.
Clean the bar	Wipe down the bar and sink area. Pour some water down the beer slops drain. Rinse the glass scrubber and leave upside down (otherwise it stinks).
Gas the opened wine bottles	There is a small canister with argon gas next to the red wine fridge. This should be used to top up opened wine bottles with the argon gas. Give each bottle a squirt at the end of the night. The argon gas gets rid of the air containing oxygen, which is what oxidises and spoils the wine.
Temprite (beer line) cooler	At the end of the night, press the illuminated switch off. It is located just below the bar top,. It is a bright red light so is hard to miss.
Heaters & Fans	If the Gallery/bar heater is on, turn it off (on the wall above the side bar, push the switch down to turn off). If the Durack heater is on, turn it off (In the Card room, click the top button only to turn off). Turn off the fan in the bar. Check that the outside veranda space heaters are turned off.
Front Doors	Once the final patrons are gone (usually as close to midnight as possible) lock the front doors and bolt them. Turn off the front lights. One is a string light in the little vestibule, and the other is a switch on the left hand side of the front door.
Verandas	Empty ashtrays into the bin on the front veranda. Ashtrays to be cleaned and left inside. Note: ashtrays can't go in the glass washer. They need to be washed and dried by hand – paper towel is handy for this. Clear and wipe tables; return furniture to set-up position. Check and lock all the doors to the front veranda.
Rooms	Clear and wipe down all tables in the Gallery and Twynam rooms, and reset furniture neatly. Turn off lights and lock the doors to the Gallery, Durack and Twynam rooms.
Fires	If fires are burning, they should be extinguished completely. Start letting the fire burn out 30 minutes before close by spreading logs apart and not adding wood. A jug of water gently placed on the coals will do it.
Toilets	Turn off the lights in both toilets and on the back and men's verandas, and lock the doors to these verandas
Cash Register	Take a Z-reading (turn key to Z, press the number 1 then press SUBTOTAL). This will print a bar report. Complete details on the daily trading sheet. Leave a float of \$400 in the till. Leave the rest of the money with the bar report and the Daily Trading sheet in a moneybag in the safe. Put the cash register drawer in the safe. Lock the safe.
Rubbish & Downstairs	Take the recycling and the rubbish out to bins out back. Check that the external door near the kitchen is locked. Ensure the cellar door is locked and the light off. Turn exterior lights off, at the base of the rear stairs. Lock the door to the rear stairs.
Lights, switches and doors	Turn off all lights. Turn off the beer compressor & all switches without a red dot, including the cash register light and soft drink fridge. Lock the bar. Turn off the lights on the foyer and landing.
THINK!	Are all lights off, heaters off, doors locked?

Alarm and Keys	Arm the alarm. Put the alarm warning sign across the stairs at the bottom. Leave by the fire stair door and check that it is locked - it can only be locked from the outside. Return the keys to the DD room and place in the safe box.
THANK YOU 	Your work here is done! We couldn't exist with support from volunteers like yourself.

Mandatory Compliance Requirements

Supplying Drinks

No take-away drinks are to be sold after 10pm.

No drinks are to be *sold or supplied to anyone* (including bar staff) after 12am except for events when an extended licence has been applied for and granted. (see secretary Anna McCormack if in doubt)

No alcohol is to be served to any patron who is inebriated.

Volunteers are entitled to two free alcoholic drinks per shift, but these should not be consumed behind the bar while serving customers.

Compliance – please note:

Our closing time is 12am , and liquor must not be SOLD or SUPPLIED after this time – unless an application has been made under the MOETA scheme (12 in any one year) for a specific night. All patrons should be out of the premises by 12.30am. Non- compliance incurs a fee penalty in the following year as follows:

- One convicted offence during the previous calendar year and/or one ‘strike’ in force -\$3,000
- two convicted offences during the previous calendar year and/or two ‘strikes’ in force and/or the club is a Level 2 declared venue -\$6,000
- Three or more convicted offences during the previous calendar year and/or two ‘strikes’ in force and/or the club is a Level 1 declared venue \$9,000
- Any club that triggers a compliance fee will also be required to pay a patron capacity fee of up to \$8,000

Examples of breaches include:

- At about 2.45am on 10 November 2012, police attended Gringo's Mexican Restaurant and Bar and found the licensee and two other men drinking at the rear bar, in breach of its 2am closing time.
- At 2.20am on 13 July 2013 police attended the Shady Pines Saloon and found staff members drinking on the premises in breach of the venue's authorised midnight closing time.

OLGR Director of Compliance Paul Newson said it is illegal for alcohol to be sold or supplied inside a licensed venue outside of approved trading hours, with court imposed penalties of up to \$11,000 and

12 months imprisonment applying. "Approved trading hours are in place to protect the amenity of local communities and help guard against alcohol-related harm," Mr Newson said.