



HANDBOOK for STAFF (Volunteers and Employees) at the GOULBURN CLUB

[GOULBURN CLUB WORKER TRAINING]

FEBRUARY 2023 (updated April 2023)

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Goulburn Club Mission Statement

*“To provide a unique venue,
promoting music and the arts, in a
friendly environment, while
preserving the heritage of the
Goulburn Club.”*

Goulburn Club Email Addresses

For information about the names of current Board members go to the Club’s website at <http://www.goulburnclub.com.au/about-us/membership/>

President: president@goulburnclub.com.au

Secretary: secretary@goulburnclub.com.au

Treasurer: treasurer@goulburnclub.com.au

Function co-ordinator: functions@goulburnclub.com.au

Squash co-ordinator: squash@goulburnclub.com.au

Music co-ordinator: music@goulburnclub.com.au

Membership Secretary membership@goulburnclub.com.au

Staff Training



Introduction

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

To make vollies' jobs easier, safer, and to meet our legal obligations, including Work Health and Safety, we have put together a series of "How To" sheets to explain particular functions you may be required to perform in the Club.

We will also provide training through:

- one-on-one training with a Vollie Co-ordinator or Board Member.
- occasional Vollie days, where additional training will be provided.

Recording

Your training will be recorded in the ClubsWHS system, which is being used by the Club. This will require you to have a log-on in this system, and will also record such things as your RSA and First Aid certificate status, if applicable.

Insurance

Volunteers are covered under the Club's Volunteer insurance policy. Paid staff are covered by Workers Compensation. When you are working in either capacity please ensure this is documented by signing in and out of the signing in log book on the bar counter.

Compliance



RSA Requirements:

All Bar Workers and Signing-in Workers are required to have a **current RSA on the premises**. The penalty for not being able to show a police officer your RSA when requested is \$55 for both the Club and the worker. The Penalty for not having a current RSA is \$550 for the Club, and \$220 for the worker. <http://goulburnclub.com.au/documents/Board/RSA-Noncompliance-Penalties.pdf>

Serving Alcohol to Minors

Bar workers are also to ensure that they do not serve alcohol to patrons under 18 or to intoxicated customers. Serious penalties can be imposed for non-compliance. On the spot fines of \$1100 and Court fines of \$11,000 can be made. <http://goulburnclub.com.au/documents/Board/Alcohol-fines-and-laws-fact-sheet.pdf>

Closing

Our normal closing time is **11.30 pm**. No drinks are to be ***sold or supplied to anyone (including bar staff)*** after 12 midnight except for events when an extended licence has been applied for and granted. (contact secretary if in doubt)

All patrons should be out of the premises by 12.30 am by Law, although our preference is to have everyone out of the building by 12 midnight..

Non-compliance could incur a fee penalty of up to \$11,000 and 12 months imprisonment

Other

- No take-away drinks are to be sold after 10pm.
- Volunteers are entitled to two free alcoholic drinks per shift, but these should not be consumed behind the bar while serving customers.
- No alcoholic drinks may be brought into the Club by Patrons and consumed

Be Safe in the Club

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 latest WHS information and the Club’s Work Health and Safety Policies are available on the Club’s web site at <http://goulburnclub.com.au/whs/> . It is mandatory that you read and be trained in the “Safe Work Method Statement” which applies to your particular volunteer function.

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/>)*

Summary of Instruction Applicable in Case of Fire

The Chief Fire Warden (red hat) will assign duties to Deputy Wardens (yellow hat) to include:

- Sound the Alarm verbally in the event the automatic fire alarm system does not work
- Call 000 (Police and Fire) to report name, location, description of emergency.
- If trained, use fire extinguishers to aid in evacuation and to confine the area of the fire.
- **If safe to do so**, remove victims in the immediate area of the fire.
- Ensure every area/room including bathrooms **and bedrooms**, have been checked and cleared.
- Confine fire and smoke by closing doors and windows in vicinity of fire.
- Direct persons to assigned exits and the Assembly Point (Fountain in Park).
- Check all persons at Assembly Point and identify missing persons if possible. Note that in most cases the people within the building will be customers, and their exact numbers and identities will not be known
- Report missing person(s) presumed to be in the building to Police/Fire Services.
- Remain at Assembly Point until further instruction from Police/Fire Services

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 take down when half full.

how to ...



- 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

The Club has a SWMS (Safe Work Method Statement) **on Manual Handling**. This is available on-line on the club's website under Volunteer Safety/WHS (<http://goulburnclub.com.au/whs/>). There is also a printed copy available in the Blue Book behind the Bar

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. This and other safety issues are covered in the SWMS "**Working Behind the Bar**" *It is available on-line on the club's website under Volunteer Safety/WHS (<http://goulburnclub.com.au/whs/>).* A printed copy is available in the blue folder behind the bar,

Electrical Hazards

If you, or anyone, experience any form of electrical shock, report it immediately and keep people away from the area.

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 on the bureau in the upstairs lobby. There is a second kit above the cash register. There is a third 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 **bar manager** who will advise the **First Aid co-ordinator**

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
- change the gas cylinders for the beer lines

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 bar manager**.

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

Interact with Customers

Our bar staff are the main face of the Club – please project a positive, friendly image and take the time to engage with patrons when you can. Be polite and caring. Remember our mission statement: *“To provide a unique venue, promoting music and the arts, in a friendly environment, while preserving the heritage of the Goulburn Club.”*

Staff Dress Code

All Employees and Volunteers should maintain a clean, neat, smart casual presentation with a high standard of personal hygiene. It is requested that volunteers on duty dress in black and white as a de facto uniform whenever possible. **Sturdy, low heeled, non-slip shoes behind the bar are mandatory.**

Difficult Customers

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

Our 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. ***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.

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

Incidents with difficult customers must be recorded in the Incident Register

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, pregnancy, sexual preference, race, colour, nationality, national origin, ethnicity, 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. 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. 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>

Sign in visitors

Members and Provisional Members

Members need to show their membership cards on request and on entering the Club. New members get a provisional card, then a permanent card once approved by the Board. This can take some time. The constitution requires that provisional memberships **are** displayed on the notice board for 10 days, then be approved at the next Board meeting. Board meetings are held once a month.

Employees and Volunteers

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

Visitors Registers

Both temporary members and guests must sign in using the books provided – usually at the bottom of the stairs and also available in the bar.

- **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

how to ...



member – but not a temporary member). **It is against the law to do so.**

- The guests then need to stay in the (reasonable) company of the signing member, and leave when he or she does.
- If someone wishes to enter the club who lives within a five kilometer radius and who is not in the company of a Goulburn Club member, they may elect to join the Club, or they could possibly join the Soldiers Club next door.

Minors

People under 18 may attend the Club **only** in the company of a **responsible** adult. They are **NOI** allowed in the bar area and **must not be signed in.** A responsible adult is a parent or guardian, possibly a teacher, **and not a friend who is a few years older.**

Serve Drinks

Only persons with current Responsible Service of Alcohol certification are permitted to serve customers. Their RSA card must be available at the Club.

Supplying Drinks

No take-away drinks are to be sold after 10pm. No drinks are to be *sold or supplied to anyone* **after midnight** except for events when an extended licence has been applied for and granted. (contact the secretary if in doubt) No alcohol is to be served to any patron who is inebriated. Volunteers, serving to customers, should not consume alcoholic drinks unless on a break.

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,
- **soft drinks** on the spirits cabinet,
- **beer and cider** at the taps, and
- **white wine** on the Gallery bar.

Bottles

Please put bottles of spirits and soft drinks 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:

- 3-4 blocks in a spirit glass, and
- 5-6 blocks in a schooner glass (eg softdrink).
- Close the ice machine after each use

Spirits

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

- **Top Shelf** is 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.

Shots

We do NOT serve shots

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.

Use the Cash Register

Using the till

Enter drinks as per indicated **buttons**. For **Saturday Functions and Events** (and at other functions at the president's discretion) there is a \$1 surcharge on **each** alcoholic drink and a \$5 surcharge on bottles of wine sold. Hit the "Surcharge" button on the till or the \$5 button for bottles..

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 '**COST**' (bottom right) and the cash register will show the change payable. If you prefer to calculate the change manually, you can go directly to the '**CASH**' 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 knows what to do.

Other

Some general hints:

- Jugs of beer or soft drink 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) .
- The till has buttons for half nips of spirits.
- You can check a price by pressing **the PLU button** before the key you are checking.

Robbery

If money is demanded with menace in the bar then **all of the cash in the till should be 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 reads

You can check the current total of takings by using an **X Read** either on the screen or printed.

- **On-screen:** Turn the key to X then press:

Cash -> down button to line 3 ->cash -> gives a flash report -> clear -> and turn key to REG to continue trading

- **Printed:** Turn the key to X then press:

Cash ->Cash-.Cash -> gives a printout ->clear ->clear ->and turn key to REG to continue trading

Z reads

Only the closing Bar Manager should generate a Z read.

Use the EFTPOS Machine

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

Using the Terminal

Enter the amount of money

Customer swipes, inserts or waves the card, and enters PIN details if required. Ensure privacy while they enter the PIN

The machine will generate a receipt – **put it in the receptacle at the bar.**

Ask if they want a receipt, if not press the red button.

Refunds using the Eftpos Machine:

Consult a manager. Note: No payments can be made via EFTPOS

Getting a **Merchant** Transaction Total at the end of the Night

Go to the Menu

- Press (6) Settlement
- Press (2) **Pre-Settlement**
- **“yes” to print**

There is an EFTPOS instruction book in the safe in case of problems

Handle Bar Tabs

A BAR TAB can be set up for functions, generally by the Volunteer or Employee opening the function.

Procedure

Discuss with the customer how they are paying for the bar tab. The preferred method is as follows:

The customer says how much they want to pay up front, and they give the money in CASH or by EFTPOS CARD

CASH INSTRUCTIONS.

- Place the money in a separate BAR TAB TIN.
- Ring up drinks as usual on the cash register, but take the money out of the Bar Tab Tin, rather than get it from the function attendees.
- When the money runs out ask them if they want to top it up.

EFTPOS INSTRUCTIONS

As there is only \$500 float in cash register, it is not always possible to take the full amount out of the cash register.

If there are NO other customers scheduled for the evening you can

- Take a maximum of **\$400** out of the cash register and put it in the BAR TAB TIN.
- When the BAR TAB TIN is empty, take another **\$400** out of the cash register, until the full amount of the Bar Tab paid for by EFTPOS has been used up. You need to write down on a pad that cannot be lost, how many times you are replenishing the BAR TAB TIN

how to ...



If there are **other customers**, depending on the situation, you may need to take the amount you need money from the BLUE change tin rather than the cash register at the start of the night. *Place a note in the Blue Change tin indicating the date and the amount taken*

- After that proceed as before.
- Return the start up amount to the BLUE change tin at the end of the night.- *remove the note ONLY if the money has been replaced*

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, and that a full membership card will be sent once their membership application has been approved by the Board. This could take a while, as the Board only meets once a month.

Membership Renewals

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 new 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.
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	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 cash payment or EFTPOS slip.
3	If the membership is paid by EFTPOS, enter the payment on the daily trading sheet under the EFTPOS section on the front page

Payments

Cash or cheque	Put in the red bag folded into the form.
EFTPOS over the counter (debit or credit)	Put the EFTPOS slip with the form in the red bag and enter on the daily trading sheet as mentioned above
Visa/Mastercard (Credit) numbers on form, no physical card	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.

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 the minimum. 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. Email is great: “Possible function 26 Sept, details blue book” will do.

Functions Coordinator: Email: **functions@goulburnclub.com.au**

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 at **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 a Board member. All Volunteer Coordinators 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, unless the function has a bar-tab arranged, in which case the amount of the bar tab will not be included.

Handle Functions

Compliance

- During functions the normal Sign-In rules apply.
- It is a legal requirement that volunteers signing in temporary members and guests have an RSA.

Important: Any person signed in as a guest must remain in the reasonable company of the member signing them in. This means that if the member who signs in the guests leaves the Goulburn Club, then the guests must leave as well. This means a mass exodus if the bulk sign in book is being used!

Host Details

To ensure 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 Functions Coordinator before the function to find out the name and membership number of the member who is hosting the function.(this could be a provisional membership number)

This membership number can then be used on the register forms. We have a special sign in book to handle bulk guests. **(Red printed book)** Here the host details can be recorded at the bottom of each page of 20 guests.

If the number has not been obtained from the secretary, it should be obtained on the night.

Best Practice

- To minimize queues it is useful to have at least two sign-in books available.
- Have hand sanitizer and a supply of “Clean” pens available on the sign-in desk

Age Checks

When functions include numerous younger people it is necessary to check ages against ID for everyone **who looks as though they might be below 25 to ensure they** are above 18.

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 NOT to be accepted, as it is not possible to arrange licensed security for these events.

Handle Art Sales & Enquiries

Find the folder

Each exhibition will have its own folder, which will be kept in the safe in a Blue Pouch.

Each exhibition will have a 'List of Works for Sale' sheet.

Sales Record

Inside the folder will be some "Record of Purchase" (Goulburn Club Copy) sheets. Fill in for each sale. Check on the front page that the price for the artwork is correct. Indicate the Artwork Price, Amount Received and the Outstanding payment, if applicable. This sheet is kept in the folder.

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.

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

Remember to update the 'List of Works for Sale' Sheet with details.

Receipts Record

Inside the folder will be some "Record of Purchase" (Buyer Copy) sheets. Fill in for each sale and give this sheet to buyer as a receipt.

Indicate the Artwork Price, Amount Received and the outstanding payment, if applicable.

Money

Place Money or EFTPOS slip for each art sale into a plastic bag and attach to the Goulburn Club copy of the record of purchase sheet. Place in the Blue Pouch.

For sales using EFTPOS Slips you have to enter this on the front of Daily Trading Sheet under EFTPOS.

These money bags will be collected by Treasurer regularly.

Enquiries

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

Pay the Entertainers

YOU NEED TO KNOW THIS IF YOU DO CLOSING SHIFTS

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 \$100 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.

Calculating the percentage

- At the end of the last bracket, we take a X-reading of the till. (See page 16- and 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, (eg they did a X-read and not a Z-read) in which case you may need to ask for assistance to determine what is fair.(eg subtract the previous day's X read)
- 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.

Paperwork: - (a pain but necessary)

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

- The ATO requires that the maximum fee for a performer who does not have an ABN or does not fill in a Payments to Suppliers Form is \$75.(otherwise we are supposed to withhold 45% TAX)
- **IMPORTANT:** Write the band payment amount, the ABN **and** whether the performer is **registered for GST** on the back page of the **Daily Trading Sheet**.
- **RECEIPT:** Performers need to sign a receipt to us for the money. **This can be done on the back of the daily trading sheet.** If they want a copy, you can also use the Performers Receipt Book, usually on a shelf above the till OR in the pigeonholes with the Payments to Suppliers forms. **You need to state on this that the GST is included.** If they are registered for GST they can claim it back from the ATO.

Payment:

Often there is less than \$500 in the cash register to pay the performers. Payment will then result in a negative float – this can be avoided if we pay by Direct Deposit (**Put Details on Trading Sheet**) or Cheque (**The cheque book in the bottom RHS drawer of the safe**)

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 unless the function has a bar tab. In this case the Bar Tab amount can be subtracted from the X-read..

The percentage of bar takings for entertainers on a Friday night only applies to shows that don't have a door price. Any other arrangement at the discretion of the President.

Use the Coffee Pod machine

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

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 until the red flashing light turns green.

Lift up the top and clear any pods from the pod **drawer** in the machine.

Tea

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.

Black Coffee

Open the pod draw and place a dark pod (coffee) in the **drawer** 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 or in the telephone booth

how to ...



White Coffee or Chocolate

Open the pod **drawer** and place a dark (either coffee or chocolate) pod in the **drawer** 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 or in the telephone booth

Remove the used pods and place in the bin after use.

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

Give the glasses a manual clean using the glass scrubber. Glasses are placed in the rack on the sink.

Nip measures are best placed under a large glass.

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

Check that all glasses placed in the glasswasher have **had** any lipstick removed

Operating the GLASS WASHER SW400

START OF SHIFT

- Close Door
- Press ON/OFF Display reads “PR1 t-- b- - “ alternating- means PROGRAM 1,
- T= wash temp, b= boiler temp for rinsing. If PR1 is not displayed press button P until “PR1” is displayed.

WASHING GLASSWARE

- Load glasses
- Press START
- Leave until display reads END
- Remove glasses
- Repeat

END OF SHIFT

- Press P until “dr” appears
- Press “START” Machine runs a drain cycle and then turns OFF with 4 green bars in display.
- Leave Door open

Drying glasses

Remove the tray from the glasswasher when the cycle is finished and put in the racks below the counter, or on top of the counter.

It is 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.

Schooner and Middy glasses are dried in the rack beside the glasswasher

Cutlery and Crockery

These should NEVER be placed in the glasswasher. They need to be cleaned in the commercial dishwasher in the kitchen.

General cleaning

Clean the benches throughout the night as you get a chance and before going home.

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

At Close, wipe down the bar and sink area, also cleaning all steel work areas under the bottle shelves and pour water down the beers slops sink and the perforated rack and the tray..

Rinse the glass brush-washer at the end of the night and store upside down.

how to ...



Open Up

There is a checklist available at the bar. There is quite a bit to do, so give yourself at least before the start of the official opening

Close

At night you should never be by yourself for closing, both because of safety reasons and because there is a lot to do.

There is a checklist available at the bar.

There is a lot to do – share the workload

APPENDICES

1. Goulburn Club Constitution

Available on line at

https://goulburnclub.com.au/documents/Membership_files/GC-Constitution-adopted-29_11_12-amended-9_10_14-and-18_11_21.pdf

2. Goulburn Club Bylaws

3. Sample Evacuation Checklist.

4. Staff Details and Agreement Forms – samples of A4 forms available at Bar for new Volunteers

Goulburn Club Bylaws

All persons, whether members or guests, whilst on the Club premises shall comply with the requirements of the Liquor Act, the Registered Clubs Act, the Club's Constitution and the Club Bylaws.

The Club Bylaws are as follows.

Equal Opportunity

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

(See also "Management and Reporting of Unacceptable Behaviour" on the website.)

Dress

Persons shall only enter the Club premises if neatly attired. No thongs, singlets, dirty clothes or other similar attire, which in the opinion of the **Bar Manager** could be offensive to other patrons, shall be permitted and persons so attired shall be refused entry to the Club.

Drunkenness

No person shall be served alcohol if they are in an inebriated state. The Club staff are required to refuse service to such persons and to see them safely off the Club premises. *This is a legal requirement under the Liquor Act and heavy fines apply to offenders.*

Under-age Drinking

No person under 18 years **of age** shall be allowed into the bar area and no such person shall be served with alcohol by Club staff and no patron shall obtain alcohol on behalf of a person under 18 years of age.

This is a legal requirement under the Liquor Act and heavy fines apply to offenders.

Behaviour

Any person who, at the absolute discretion of the **Bar Manager**, acts in a belligerent, rowdy or such other manner which detracts from the enjoyment of the Club by other patrons or which is directed to Club staff, shall cease such unacceptable behaviour at the request of the **Bar**

Manager, and, if they fail to comply with such request, they shall be required to leave the premises. **The Police should be phoned if they refuse to do so.**

Last Drinks

It is at the absolute discretion of the **Bar Manager** when the bar will be closed. Except where an extension is approved by the relevant authorities, this will normally be by **11.30pm**.

Damage to or Removal of Club Property

Any person willfully damaging or removing Club property shall be required to pay compensation and, at the discretion of the **Bar Manager** and/or the Committee, shall be reported to the police.

Trespass

No person shall be allowed on the Club premises out of opening hours unless on authorised business or the permission of the **Building and Grounds Officer** is first obtained. Persons without legitimate business shall be assumed to be trespassing.

Any member failing to comply with these bylaws may be expelled from the Club in accordance with the Goulburn Club constitution.

Sample Evacuation Checklist

This form is to be filled in after an Emergency Evacuation by the Chief Warden ie Bar Manager at the time of the Evacuation.

Emergency Details

Name (of person reporting):	
Role/Title:	
Phone number:	
Email Address:	
Date of Emergency Evacuation	
Specific area (if applicable):	
Level of Occupancy (approximate number of people in building)	
Planned evacuation exercise /Real emergency	

Evacuation Sequence of Events (use 24 hour time or give details)

Alarm activation and Evacuation commenced (when evac tone sounded):	
Names of Deputy Wardens appointed	
Wardens guard entry points and move occupants to assembly area:	
Evacuation completed:	

Evacuation Debrief/Evaluation: any other comments

Volunteer / Casual Employee Details

Name:.....

Member No:.....

Address:.....

Home Tel No:.....

.Mobile:Tel No.....

In Emergency contact.....

Relationship.....

Home Tel No:.....

Mobile No:.....

Do you have any medical condition which could need management or
could limit the work you undertake? Yes / No (delete one)

If Yes, provide details:

.....
.....

Volunteer / Casual Employee Agreement

I agree that I need to be aware of any hazards associated with my volunteering activities at the Goulburn Club and that I need to be familiar with the Building Emergency Procedures.

I understand that in the event of a building emergency (eg fire or bomb threat) the most senior staff will become the CHIEF WARDEN and other volunteers may be deputised as DEPUTY WARDENS.

I will carefully read the Building Emergency Procedures, (available in the bar, and on-line on the club's web site www.goulburnclub.com.au), ask any questions I may have, and attend Building Emergency training sessions if I am available.

If I work behind the bar, I will carefully read the *Working Behind the Bar* method statement (available in the bar, and on-line on the club's web site www.goulburnclub.com.au) and

I will NOT change beer kegs unless I have read, and been shown, the *Changing Beer Kegs method* statement.

I will carefully read the Safe Work Method Statements applicable to any other of my work functions

If I am not sure of any procedure during the course of my work I will ask for additional instruction.

I agree that safety in the work place is my number one priority and I will adhere to the Club's rules and safe work methods.

I have received the Handbook for Volunteers and Staff at the Goulburn Club.

Signed:.....

Date.....