

# PINJARRA HARNESS RACING CLUB INC.

## PINJARRA PACEWAY



## MANAGEMENT PLAN

The effective management of staff and patrons will ensure the patrons and staff share a friendly, hospitable and safe environment by complying with the Venue Management Policy and the Code of Conduct.

### **1. Training:**

The approved Duty Manager must have completed an approved Liquor Licensing Course.

Staff will be trained to deal with rowdy or offensive customers. Staff will be encouraged to seek help from the approved Duty Manager before dealing with such people. Training will be reviewed and updated at regular, appropriate intervals. Staff will actively discourage irresponsible consumption of alcohol.

### **2. The practices adopted to control juveniles on the premises include:**

Ensuring juveniles using the facilities depart the premises in an orderly fashion.

### **3. The procedures in place to respond to complaints and protect the amenity of the area are:**

To provide the approved Duty Manager for dealing with complaints in the first instance.

To provide easy access to the approved Duty Manager to any customer and resident who feels aggrieved by activity at the premises or any patron's behaviour.

To attend to the complaint immediately and identify any alleged problem.

To indicate to the complainant what will be done in relation to the complaint and when the action will be taken. If the complainant requests confirmation that action has been carried out, that confirmation is to be provided.

### **4. Patron care is paramount. It will be achieved by:**

Asking intoxicated, disorderly or rowdy persons disturbing others to reform their behaviour or leave as appropriate. Monitoring patrons who have been requested to leave to ensure they do so in a safe manner.

### **5. Responsible server practices:**

The Club adopts the responsible promotion of liquor guidelines of the Director of Liquor Licensing within the boundaries of the licensed areas and has a current liquor management plan lodged with the liquor licensing authority. All staff have attained the appropriate Responsible Service of Alcohol certification.