

AVIHAAN ENTERPRISES DBA HIDEAWAY CAFÉ/EXHILARATE  
SAVANNAH  
PUBLIC SAFTY PLAN  
2020-2021

**1. Identification of days and hours of operation and Individuals Responsible for Business ?**

- a. Days and Hours Of Operation : Sunday to Monday 10 am to 9:00 pm | Friday and Saturday 10 am to 10 pm
- b. Business Owner: Seshu Kotcherlakota
- c. GM : Angela Burns
- d. Operations Lead: Aqueze Johnson

**2. Specific measures and procedures to address crowds management t both inside and outside the premises?**

**INSIDE OUTSIDE PREMISIS:**

- a. Proposed video surveillance: A Video Surveillance System is in place and covers critical areas of the interior and exterior of the theater. The system will be centrally monitored and set to record 24 hours of each day. Data will be stored on a 2 TB Digital Video Recorder System. Licensee shall maintain recorded data for a minimum of one week and make such data available upon demand to any law enforcement agency. However, Cameras may be relocated to support operations.
- b. Number of camera's 40+ inside+outside included.
- c. No loitering sings will be posted on the outside and no wristband no service signs on the inside. 2 Outdoor signs near entry and 4 indoor signs near interior entry doors.
- d. Customers accessing the amusement park are validated individually with a waiver and are wrist banded accordingly.
- e. Prevent loitering: If a customer is inside the establishment and is acting obtrusively, security staff and/or the manager on duty are instructed to kindly approach the customer and request that the customer leave the premises.
- f. In addition, the manager on duty or security staff will assist the customer in getting a taxi, or if with friends, the manager on duty and/or security staff will also kindly request the friend or friends to please leave quietly with the obtrusive customer. In any event, assistance with getting a taxi or taxis will be offered.

3. Identification of any parking areas owned or controlled by establishment?
  - a. Establishment has back and front parking lot that's available for customers.
  - b. Establishment can accommodate 100 cars.
  
4. Means of controlling access to the premises and parking areas and security staffing?
  - a. Cameras are installed in front and back of the parking lot.
  - b. Parking attendants (1 per shift) monitor the lot on busy nights and weekends.
  - c. Establishment has contracted Chatham Count Police Department for Off duty office on Friday/Saturday nights. This will be made consistent when we receive our license.
  - d. Security-Mitigate potential criminal:Proper prevention of fights and other such activity begins with proper security procedures at the front door and proper control and monitoring of alcohol consumption by customers consistent with the Alcohol Seller Server (GA) training of all managers and servers.
  - e. In the event of a fight, verbal harassment incident or criminal activity outside the premises, security staff and the manager on duty are responsible to call, from a house land line, 3 11 for non-emergency situations and 911 for emergencies.
  - f. In the event of any such activity occurring within the Premises, the manager on duty and security staff are instructed to immediately contact police, turn up lights, turn off music, intervene in a manner consistent with the safety of all individuals and if possible remove any offenders from the Premises.
  
5. Measures used to combat underage consumption of alcoholic beverages? Measures used to distinguish between patrons who are over and under the age 21,where applicable?
  - a. Age Verification: ID scanner will be used to verify customers ID.
  - b. Prior to and as a condition of their employment, Alcohol serving staff and security staff will have received training to detect fake licenses or identification cards in order to ensure that no underage drinking takes place on the premises.
  - c. Every customer who is age verified will be banded with a special Over 21 wrist band and will be stamped . The

wrist band along with the stamp will serve as a check point for security staff.

6. Measure and procedures to combat the risk if fire?
  - a. Establishment has a fire sprinklers and a fire system installed on site.
  - b. Emergency exits are marked and inspected.
  - c. Additional handheld fire units are located on all required locations.
  
7. Discuss matters related to managing emergencies, such as fires, evacuations tactics, assignment of employee duties during emergency, and coordination with public safety?
  - a. Customer Evacuation: Establishments management communicates with help of walkies, During an emergency our General Manager is responsible to call and inform 911.
  - b. Front evacuation will be handled by our Assistant Manager/Cashier Leads. Rare Evacuations will be handled by Operations Manger.
  - c. Staff will goes through mandatory fire drills during employee meetings/trainings.
  - d. At play attends are briefed about emergency exists and trained on guiding customers to the same.
  - c. When EMS arrives at site our GM/Front Desk manager receives them and guided them to the situation.

8. Intoxicated and Disorderly Patrons management?

Procedures have been established for staff to identify Signs of intoxication and handle patrons reaching their drinking limit/potential intoxication and make sure that it is not exceeded.

This procedure to handle and communicate to an intoxicated patron:

1. Talk to the customer or their friend – this helps determine not only the level of intoxication, Briefly explain responsibilities –outline the house policy that applies, directly to the customer or a friend of theirs.
2. Try to get the customer on the companies side by explaining that whilst you would like the customer to stay on the premises, they must abide by the rules of the establishment Promoting non-alcoholic drinks suggest a range of soft drinks, juices or mocktails which can be a suitable alternative to alcohol Offering low-alcoholic beverages
3. Alternatively half measures may be suggested when serving spirits Offer water – water is free of charge in most facilities. Suggest a customer on having a glass of water

- between alcoholic drinks or for a specific period of time
4. Offering of food – whether through providing a menu or offering complimentary or low costs snacks such as nuts and chips Slowing down service – Employees will try to delay the service of drinks to a person; however this should not be obvious as it may frustrate the customer. Communicated with floor staff about customer and advise other staff – as to the amount of drinks the person has had or any concerns which you may have.
  5. Procedure for staff to help get intoxicated patrons home safely-Avihaan Enterprises shall also utilize taxi company to assist with patrons leaving the premises. Avihaan Enterprises shall assist patrons requesting taxi services arriving at and departing from the Premises and ensure that taxis and other vehicles dropping off passengers at the licensed premises do so efficiently so that the flow of street traffic is not disturbed. Patrons exiting the Premises who appear to be over served will be encouraged to take a taxi home and will be assisted by security staff into taxis.

### **House Guidelines**

#### **Creating the Right Atmosphere**

The atmosphere is the general mood or feeling of a place. It begins to affect the customers from the moment they come in and can influence the way they drink and their ongoing behavior. Part of creating the right atmosphere is about encouraging people to behave in a manner that is in keeping with the style of your premises. To do this, you must set standards. Drinker Environment Drink BEHAVIOR Drinking behavior depends on three different factors: The drink • the amount and strength of alcohol The drinker • the characteristics of the person drinking the alcohol and his or her state of mind and personal circumstances The environment • the atmosphere and prevailing rules of the establishment where the drinking is taking place Removing or changing any one of these factors will alter the drinking behavior The manager and staff are in a position to control or influence at least two of the three factors above: the amount and type of drink served and, in particular, the environment. The layout of the premises, whether there are more people sitting or standing, the lighting and the music are all things that create the drinking environment. For instance, there is evidence to suggest that vertical drinking (i.e., where people stand) promotes more rapid drinking than when people are seated. Certainly, the environment that you set can influence whether the customer is more likely to drink in a relaxed, social way or in an aggressive or competitive way.

Protective Factors: • Lack of congestion, not overly crowded •

Inappropriate persons (e.g., intoxicated or underage) being refused entry or refused service • Good standards of cleanliness and housekeeping • Friendly staff • Quick and efficient service • Calling last orders in plenty of time • Managing the exit of patrons • Monitoring patrons, including at entry, the bar and the exit • Promotion of food (full meals and snacks) • Higher percentage of customers sitting • Staff trained in responsible service • Good range of reasonably priced soft drinks • Good communication between staff All these factors encourage relaxed, social drinking.

### **Maintaining Standards**

Having worked your way through the previous sections, you will already know it can be quite complicated to understand when and to whom you can sell alcohol. One of the best ways to make this clear to everyone is to create a house or store policy poster. This will summarize to both customers and staff when alcohol can be sold, who can purchase alcohol, what forms of age identification are acceptable, etc. An example can be found on the next page and can be used as good practice.

### **Prevention of Crime & Disorder**

A place that sells alcohol is also part of the local community and therefore has certain social responsibilities. In some countries, these issues have become so important that they are included in the law. Preventing crime and disorder can cover many things from disorderly behavior to drink-driving and assault.

You can put in place:

Incident Diary – this is a record / diary of any incidents that occur (such as arguments or fights) so that any problems can be identified to prevent them from occurring again. It also gives an accurate picture for company communication and passing on to any authorities that may need details. The diary should be kept in a handy place where everyone knows where to find it. Old records should be filed for possible use in any legal actions that may follow. See Recording Incidents on page 27. Refusals Book – This is a record of the instances when you have refused service because customers are underage, drunk, etc. This record book is then signed by the manager and shows you are abiding by the laws. It also helps to build a picture of any problem patterns. Risk Assessment – in some countries, this will have to be completed to abide by health and safety laws. However, even if it is not legally required, it is good practice to walk around your workplace on a regular basis, list any potential risks and then work out how these could be minimized. Remember, things can be very different at peak times, when the premises is full of people. Customers themselves can be a potential hazard.

### **Recording Incidents**

You should record all incidents for a variety of reasons: • It can be used as a learning tool and can assist in communication between staff and management • It provides an accurate record for police,

company or insurance purposes • It can help prevent similar incidents from happening again The record should include the following: • Date • Time • What happened • Who was involved • How it was dealt with • Whether police were called • You may also wish to record the names of any witnesses and their contact information.

**Skilled Servers** A skillful server will be able to work as part of a team to provide an efficient service, which makes customers feel noticed and welcome. This will include contributing to the good standards of a premises and creating the right atmosphere, so customers are aware that bad behavior will not be tolerated. Servers will have to enforce their legal responsibilities and think about social responsibilities. In refusal of service or conflict situations, you will need a lot of patience. Try to learn from your more experienced colleagues and observe what they do and say in different situations. Practice also helps you to get it right. Reading this information is a good first step, but putting it into practice and learning from your successes and mistakes are what this course is really about!

1. Write down 3 key phrases you can use when refusing service to someone who is underage
2. Write down 3 key phrases you can use when refusing service to someone who is drunk
3. Speak to friends and colleagues about their experience of situations that have gotten out of hand and how they dealt with them. Would you deal with them differently now that you have read this guide?
4. Set up an incident book for your workplace or make sure you know where the current one is kept