

Three B's Business Overview

31 The Circus, Burswood

TOWN OF VICTORIA PARK
Received: 01/02/2024

Please see below a brief overview of the activity at 31 The Circus

Description of Business activities

- Small bar and bistro serving meals and drinks to patrons.

Number of Staff

- Approximately 6. Can vary during peak season but not exceeding 8.

Maximum number of customers or patrons at any one given time

- 75 unless RGL approved extended special license for maximum 120 people.
- Must be submitted 14 days prior to event.

Operating Hours

- Tuesday to Friday 4:00pm to 12am (12am is the small bar licence approved by RGL. We often close by 10pm or earlier during weekdays and some weekends based on patronage and demand)
- Saturday and Sunday 7:30am to 12am (12am is the small bar licence approved by RGL. We often close by 10am or earlier during weekends based on patronage and demand)

Net lettable area

- 166sqm

Description of Machinery used.

- Kitchen equipment, coffee machine, fridge/freezers, dishwashers

The nature and frequency of deliveries

- 7 suppliers with minimal disruption. 5-10 minutes per delivery.
- Delivery times are varied based on supplier schedules. E.g. bread, milk, vegetables arrive between 4am and 10am. Other suppliers throughout the day Monday -Saturday.
- Suppliers are food, alcohol, chemicals, oil delivery and collection.

Outline waste disposal method(s)

- Remondis grease trap disposal, 4 times annual as per water corporation direction
- Bins for general waste placed at front of gate for collection and storage within axis gate.
- Recycling bin for glass, plastics kept near site as 1 bin is allowed under strata direction.

Three B's

Burswood Bar & Bistro

HOUSE MANAGEMENT POLICY

Three B's Burswood Bar and Bistro has a policy to serve customers in a responsible, friendly and professional manner and to provide a safe environment for its customers, staff and neighbours.

Staff are on hand to assist customers in their decision to drink responsibly and to avoid the combination of drinking and driving.

The comfort of our neighbours is to be respected at all times and all late night/early morning noise is to be kept to a minimum.

The provisions of the Liquor Control Act 1988 are to be adhered to at all times by the staff at Three B's.

There is a Duty Manager on site at all times that Three B's Burswood Bar and Bistro is open for business. This Duty Manager is able to assist with enquiries, complaints or problems that may arise.

The venue will not operate on public holidays unless it coincides with an event at Optus Stadium.

All deliveries can arrive from Monday to Saturday that coincides with supplier delivery timeframes. For example; Early morning suppliers include Get Fresh (fruit and veg) Il Granino (bread) Brownes (milk) have deliveries between 5am and 10am.

Other suppliers deliver throughout the day with no specific time specified.

Our Closing time varies on customers. We are licensed to 12am. The venue will close if minimal or no customers are in the venue. On the occasion we stay open till 12am our Harm minimisation Plan Under section Noise is adhered to.

Three B's
Burswood Bar & Bistro

HARM MINIMISATION PLAN

The management and staff of Three B's Burswood Bar and Bistro strictly adhere to the guidelines of their harm minimization plan. The following guidelines are enforced to ensure that customers have a safe experience at our establishment and that local residents are not adversely impacted by the business.

RESPONSIBLE SERVICE OF ALCOHOL

Alcohol is only served to customers in a responsible manner. Non-alcoholic beverages are to be available at all times that the premises are open for business. Intoxicated and/or disorderly persons are to be refused service of alcohol.

How to refuse service of alcohol

- Using a tactful, polite yet assertive manner, advise the guest that by law they cannot be served another alcoholic drink.
- Offer a non-alcoholic alternative.
- Arrange them a taxi.

Manner

- Tactful, polite, yet assertive. Prevent embarrassment by talking to the person away from others
- Do not use the word 'drunk'
- Do not use physical force

If a guest becomes disorderly, warn them that their behaviour is unacceptable and request them to leave the premises.

Who to contact

Notify the Duty Manager immediately of intoxicated and/or disorderly behaviour. If further assistance is required, the Police Communications Control Room can be contacted on 08 9222 1555.

Juveniles (guests under the age of 18 years)

must never be served alcohol, even if they are accompanied by parents/adults. If parents/adults are serving juveniles alcohol the Manager on Duty must be immediately advised. Appropriate photographic identification should be requested where necessary. All senior management are required to undergo an approved liquor license managers course. When the course has been completed, senior management should offer advice and guidance to fellow staff.

EMERGENCIES

All staff are familiar with the establishment's emergency policy. Contact 000 in case of an emergency stating the service required (Fire, Ambulance, Police). In a clear voice provide emergency services with the address and reason for the call.

INCIDENTS

The direct telephone numbers of the Burswood Police are listed at the reception telephone.

All incidents are to be reported to the Manager on Duty and recorded in the Manager's Diary.

COMPLAINTS

Any complaints from customers or neighbours must be attended to by the Manager on Duty and recorded in the Manager's Diary. The Approved Manager will follow up on these complaints.

Procedure to lodge complaints can be directed to krystal@burswoodbarandbistro.com.au or by calling the venue directly on 9355 0669.

All matters will be attended too within a suitable time frame of no more than 1 week and followed up to resolve any customer complaints. To resolve any issues the customer must be able to leave a contact name, number, or email.

Anonymous complaints will also be taken seriously to avoid further disruption to local residents.

NOISE

To ensure the business does not adversely impact local residents' late night and early morning noise must be kept to a minimum. Outdoor speakers should be kept at an ambient level or turned off late at night. Inside music will be kept to an ambient level with the occasion live music is played. Measures of all doors and windows will be shut to minimise the sound outside. Outside will continue to be ambient level with live music inside. All music will stop being played not exceeding midnight.

SECURITY

During special events on specific date i.e. New Years Eve, accredited crowd controllers from licensed security companies may be contracted to provide security. The Manager on Duty will liaise directly with security should a problem arise.

DRESS STANDARD

All customers are required to be appropriately attired at all times. Footwear must always be worn.

BEHAVIOUR OF CHILDREN

Children must always be supervised and controlled by their parents at all times.

TRAINING

It is compulsory for staff to have all appropriate certificates including but not limited to RSA and OH&S

Occasionally training meetings/courses will be held and this will include refresher courses and new informative sessions the highest possible industry standard. An important part of the training program will be to instil in employees an understanding of legislative obligations, patron's demands, responsible server practice and how to deal with patrons who appear to be affected by liquor.

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Burswood Bar & Bistro

CODE OF CONDUCT

Three B's Burswood Bar and Bistro has a policy to serve clients in a responsible, friendly and professional manner.

Our staff cannot by law, serve alcohol to intoxicated or disorderly persons and reserve the right to refuse service to intoxicated people – in accordance with the Liquor Licensing Act.

Our staff have been trained to assist clients to drink responsibly and to avoid the combination of drinking and driving. Our staff can arrange a taxi when requested. Our staff by law cannot serve alcohol to any person under the age of 18 years, even if that person is accompanied by a parent – in accordance with the Liquor Control Act.

Three B's Burswood Bar and Bistro encourages patrons to respect the right of neighbours and not to disturb the amenity of the local area.

There is a Duty Manager on site at all times that Three B's Burswood Bar and Bistro is open for business. This Duty Manager is able to assist with enquiries, complaints or problems that may arise.