

FRESS
62 OLDHAM STREET, MANCHESTER M4 1LE
PAVEMENT LICENCE MANAGEMENT PLAN

NOV 2020

OVERVIEW

The day to day operation will be run by Hayley Salim, offering a substantial menu of food and drink, offering high levels of customer service and a quality experience for our customers. We also offer take out on Deliveroo, Uber Eats and Just Eat.

The pavement licence will further enhance our customers experience when dining with us, offer more seating for the venue to be able to maximise seating arrangements, and give customers the chance to dine and experience the full culture of being in the Northern Quarter.

DAY TO DAY OPERATION

Food and drinks are served from 9 am – 9pm / 10pm, 7 days a week. Delivery options are available during opening hours.

Orders for food and drinks are all table service led. The customers are seated, provided with menus. The process is the same for outdoor or indoor tables.

Staff will bring over the bills, clear plates, and take orders from tables. Cutlery and condiments are provided by staff and taken over to their tables. Plates are then cleared away by staff. The bill is sent over to the tables, and payment is made at the tables.

Our staff are trained to efficiently clear customers dirty plates away once finished, and our staff is responsible to making sure our customers are dining in a clean and safe environment, making sure the area is clear from litter and tidy. All members of staff are fully trained in Licensing Laws, Health and Safety, Service and Standards. All staff have completed the appropriate training logs when joining the company.

All drinks for consumption in the pavement licence, will be served in plastic glasses if this is a condition of licence.

BOUNDARIES

The licensed area will be fully marked out with our barriers. We understand it's the responsibility of our staff to clearly put the outdoor furniture within the correct space. We are confident that our metal stands with our clear signage is the correct dimensions for the space. This indicates to our staff where they belong outside.

FURNITURE

All furniture is stored inside the locked premises once closed. It is brought inside every night and stored away, and put back out in the morning on the open.

Consequently, outside of the permitted hours of use of the external seating area, all items of furniture will be removed from the forecourt area and securely stored inside. On high risk occasions, as advised by Manchester City Council, all the external furniture will be removed securely and stored inside the premises.

Our chairs and tables are sturdy, outdoor furniture and weather proof. The chairs are rounded backs in order to discourage customers from hanging bags on them.

PROPOSED HOURS OF USE

It is intended to operate the external seating area between our opening hours, 9 am – 9/10pm, 7 days a week.

CRIME IMPACT STATEMENT

Our outdoor seated area is clearly visible on our CCTV.

DETAILED MANAGEMENT STRATEGY

The outdoor seated area is managed by staff throughout the use of the area. The 2 tables outdoor will be solely table service led, for both food and drinks outdoors. In addition to taking food and drinks, our staff will also deliver condiments, napkins and cutlery. They will regularly clean the outdoor area, brushing the floor in-between intervals of customers. They will also wipe down chairs and tables after every customer and monitor there is no food or drink spillage on the outdoor floor area. They will ensure the area is clean at all times.

Ashtrays will also be cleaned and emptied, and any cigarette buds on the floor will be cleaned away. At the end of everyday, our staff will clear and clean the entire area, making sure the surrounding pavement / highway area is clean.

Regular staff presence in and around the outdoor seating area will also manage customer behaviour. Any excessive noise or inappropriate behaviour will not be tolerated inside or outside the premises. No movement of furniture will be permitted by customers and they will remain in the designated area. If any customers behaving inappropriately, had a warning from staff, and do not suitably change their behaviour will be asked to leave by staff. A zero-tolerance policy is already in place at the venue, and all staff are trained in the procedure.

No amplified music will be played outside / outdoors of our venue.

The external seating area has been operated by previous tenants for over 3 years, with no disturbance reported, or any history of complaints.

This planning application is only just being submitted now due to new ownership of the business.

The proven track record for the good management of the outdoor area over the last 3 years plus, I hope will give the significant comfort about the proposed continuation of use. Our established staff and management are more than capable of carrying out the necessary requirement, with no changes to our business or routines. We have the confidence that this will cause no disruption to the general amenities or to the local area, neighbours or surroundings.

Thank you for your time and I look forward to hearing from you.

Kind Regards

Hayley Salim

Nq@fress.uk

07581051305