

Operational Management Plan

The Trading Route, Manchester Goods Yard, Enterprise City

Introduction

This Operational Management Plan (OMP) has been prepared to enable The Trading Route to operate from the premises at ground floor of The Good Yard Building, Goods Yard Street, Manchester, M3 3BG.

The OMP will provide details of the following:

- Hours of Operation
- Access, Egress and General Management
- Hours of Delivery and Waste Collection
- Toilet Provision
- External Seating

The Trading Route will open at Goods Yard Street in the heart of Manchester's thriving Enterprise City. Located in the same district as Fenix, Caravan and Aviva Studios it's offering will be under the umbrella of Lagerhouse, Rotisserie and Provisions.

Located just off Deansgate and a few minutes' walk from Spinningfields in St John's, it will provide the perfect backdrop for lunch meetings, post-work pints, and meals both inspired by and crafted from locally sourced ingredients.

The Trading Route is a unique collaboration between Northern Quarter institution Trof, Manchester Union Brewery, and Monton's purveyors of fine wines and indulgences, Wandering Palate.

The Trading Route operates a seated and standing, drinking and dining offering. Our service style is over the counter order, as well seated table service offering in sections of the venue. We hold an on-and-off sale premises license, as we offer a retail element of the provision and bottle shop, for guests to take-away packaged items, wine and spirits.

Hours of Operation

Weekly operating hours will commence as 08:00am everyday and terminate at 00:30am Monday – Wednesday and 02:30am Thursday to Sunday.

Access, Egress and General Management

Access to the premises will be available by both entrances, with the corner entrance (facing Water Street) being the designated main entrance to the bar and the side entrance (facing Goods Yard Street) being the designated entrance to the retail & provisions.

Guests will be allowed to enter the building freely, with no host or meet & greet service, from the main entrance. Guests entering by the 'shop' entrance will receive a warm welcome by a server on the shop desk and offered assistance within the shop or directed to the bar area, should they be looking for such.

Egress will be via the same entrances. During the last 20 minutes of trading, the DJ may play softer and quieter music. Lighting levels should be increased to encourage the gradual dispersal of guests. Our management team will play a key role in the implementation of the dispersal policy by encouraging customers to finish their drinks and progress to the exit, drawing attention of the exiting customers to the displayed notices reminding guests to respect the neighbors, ensuring the removal of all bottles and glasses from departing guest, actively encouraging not to congregate outside the venue and directing guests to the nearest taxi rank or other transportation away from the area.

Guests wishing to smoke during their visit will be advised to do so in the designated smoking area outside the shop entrance, along the venue. The outside area shall be monitored by staff or door staff (when employed) on a regular basis, at all times in use. The outside area will be cleaned regularly. Suitable receptacles shall be provided for smokers to dispose of cigarette butts. Signs will be displayed in the outside balcony requesting customers keep the noise to a minimum. Patrons who disregard signage and verbal instructions regarding noise will be asked to move inside and/or leave the premises.

Hours of Delivery and Waste Collection

Typical deliveries to the premises, and waste collection, will take place between the hours of 08:00 and 20:00. All deliveries will take place via the building dedicated loading bay. Suppliers will not (as per their supplier contact with us):

1. Leave their engines running whilst they make their deliveries
2. Leave their windows open whilst playing music during their deliveries
3. Slam vehicle doors
4. Slam door to delivery point of the building
5. Shout or talk loudly among themselves when making their deliveries

Number of Covers

A total of 110 seated covers are available internally, with a further 40 available externally.

Toilet Provision

The venue benefits from 7 unisex toilet facilities, of which 1 is DDA compliant. These are located to far right of the bar.

External Seating

The external seating will be in use from opening 8:00am to 10pm every day and is laid out in accordance to the floor plan attached.

External loose furniture will be stored inside the venue, within the rear storage unit, outside of hours and when not in regular use.

Conclusion

It is considered that the venue will be serviced in such a way as to minimize and impact upon neighboring uses and the surrounding highways network.

