

KNOOPS

Expertly crafted
chocolate drinks

KNOOPS – 68 CROSS STREET MANCHESTER TABLES AND CHAIRS STAFF MANAGEMENT PLAN.

1. On arrival at the store check all items of furniture are present from previous day. Notify H/O of any missing items for replacement.
2. Wipe Down/clean each item with antiviral/bacterial cleaning fluid to remove any spillage and ensure furniture is clean and sanitised.
3. Whilst furniture is being cleaned check the integrity of each piece of furniture to ensure all screws/bolts etc. are secure. Notify H/O of any damaged furniture and take it out of use and store it in the basement.
4. Arrange furniture on the pavement no more than 30 minutes before advertised opening hours. Ensure furniture is arranged as per approved plan and all table bag hooks are placed adjacent to the shopfront glass.
5. Check seating minimum of every 30 mins or after each customer to ensure approved arrangement stays in place and re-arrange furniture as necessary.
6. Wipe Down/clean each item with antiviral/bacterial cleaning fluid to remove any spillage and ensure furniture is clean and sanitised for the next customer. Remove any rubbish.
7. In case of illegal activity, politely ask patrons to leave. If not willing to leave, contact police, record events in writing in accident book and secure any possible CCTV evidence. Notify H/O.
8. In case of disruptive behavior ask patrons to leave and cease serving. Monitor situation. If the situation continues, act as per illegal activity.
9. At the end of day, prepare to remove all items on pavement 20 minutes before store closure by communicating with any patrons the closing time of the store. Ensure all items are removed at most 10 minutes after closing.
10. Store all pavement items on the shop floor ready for the morning.

SJ

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