

**EAT ITALIAN LTD,
ITALIAN STYLE RESTAURANT,
UNIT 3,
39-41 PARKER STREET,
MANCHESTER, M1 4AJ**

REFERENCE: MANCHESTER CITY COUNCIL

APPLICATION NUMBER: 127189/FO/2020

MANAGEMENT STATEMENT



INTRODUCTION

Eat Italian will be an Italian style dining restaurant aimed at the all-day dining market. The aim is to be affordable, exciting, fresh and excellent in quality with appeal for city residents, office workers, shoppers, visitors to the city and students alike.

Proposed Opening Hours:

07:00 – 22:00 (Monday – Saturday)

08:00 – 19:00 (Sunday & Bank Holidays)

No Trading will be outside these times.

CUSTOMER CONTROL AT PEAK TIMES

Eat Italian is a maximum 52-cover restaurant and at all times we will be aware of the limited capacity of the internal space. Especially as now we need to be conscious of the dangers of viral transmission.

During peak times, a member of the Eat Italian staff will be in the customer seating area with the remit to control numbers entering the restaurant.

Once a customer enters the restaurant, they will be directed by the layout and floor design, to the counter at the rear of the seating area to make their order, pay and then take their seat at their allocated table. Their food and drinks will be then brought to their table by staff. Disabled and elderly customers will be able to make their order and pay whilst seated at a table.

Should any possibility arise of queues accumulating at the door, a staff member will politely tell the people that we are currently full and suggest they return later.

Eat Italian will always have one member of staff, with experience in security, just in the unlikely event of any misbehaviour breaking out.

MANAGEMENT OF SMOKERS

It is statutory law that no smoking will be allowed within any part of the restaurant. Any clients or staff will have to go outside to smoke.

Eat Italian is to be a small, non-licensed premises and the likeliness of rowdiness or bad behaviour from smokers is minimal. An average of 14% of the UK adult population are smokers so it is unlikely that more than 7 customers within the restaurant will be smokers at any one time and the likelihood that they all go out for a cigarette at the same time is highly improbable. The most likely scenario is that 1 or 2 persons might be outside smoking at any one time, and they are very unlikely to cause noise nor a public nuisance. In the unlikely event that large groups of smokers congregate outside the restaurant premises causing a nuisance with noise or blocking the pavement a staff member will politely ask them to disperse.

Right from the outset of opening Eat Italian will confer with the police authorities for advice on the management of the public in circumstances that could possibly become problematic.

Throughout the trading day we will sweep up litter outside the restaurant and at the end of trading, when the deep clean is carried out, any litter from smokers in the street outside the restaurant will be swept up and appropriately disposed of.

PREVENTION OF CRIME AND DISORDER

The prevention of crime is in the interests of everybody involved in working at the restaurant as well as enjoying the food and drinks offered there. It will be the intention of Eat Italian to create a calm, safe, friendly environment for both staff and customers.

As previously we will invite suggestions from the Manchester police on prevention and dealing with the possibility of crime within the restaurant.

Any persons who appear to be intoxicated or under the influence of drugs will be refused entry at the door. It was stated previously that Eat Italian will always have one member of staff, with experience in security.

Food and drinks will be paid for in advance and then brought to the customer's table by staff to prevent anyone leaving without paying for their bill or arguing over it

Eat Italian will not tolerate any bad behaviour within the restaurant towards staff or other customers. Any person that is rude or abusive will be told to leave the restaurant. Similarly, racist, sexist or misogynistic remarks or behaviour will not be tolerated within the restaurant premises.

FOOD HYGIENE & CLEANLINESS

It is a priority of Eat Italian to reach a 5-star rating from the Food Standards Agency and we will register with them, invite inspections and follow all advice they give. Eat Italian will encourage all staff that have not yet got a Food Hygiene certificate to go on an online course and educate themselves in good food hygiene practices.

Staff will also be encouraged to be aware about food Allergens and be able to give general information to customers about the ingredients in the foods served.

Good hygiene practices are good business for the restaurant and all staff will be expected to wash their hands at regular intervals and to clean tables as soon as they are vacated in readiness for the next customer.

At the end of the day the restaurant will be deep cleaned in the kitchen, toilets and seating areas. All food and ingredients will be stored away in refrigerators, cupboards or closed containers. No food or food waste will be left out in the kitchen or seating area overnight to discourage any insect or vermin infestation. All waste will be removed from the restaurant and put in the outside service area bins. These bins will all be lidded to ensure no attack from vermin.

In Parker Street, outside the restaurant, litter will be cleaned by staff carrying out the deep clean. The outside plate glass window will also be cleaned daily.

WASTE MANAGEMENT STRATEGY

Eat Italian as a business is committed to environmental sustainability and a waste management structure will be installed in the trading strategy of the restaurant. All paper, glass, plastics and food waste from the restaurant will be sorted for recycling via a private waste bin collection company.

Smaller recycling waste bins will be found within the kitchen area ready to be used by staff prior to putting the waste into the commercial recycling bins. Small bins will also be located in the toilets for foul/non-recyclable waste.

The commercial waste bins will be located in the building service area and collections will be arranged on a regular basis dependent on the amount of waste generated by the restaurant.

Waste bins will be only collected within the hours allowed by Manchester City Council, 07:30-2000 Monday – Saturday, and no waste will be collected on Sundays and Bank Holidays.

ENERGY USE AND RECYCLING OF ENERGY

It is the policy of Eat Italian to be socially responsible and to be as “green” as possible in its use of energy within the restaurant.

Eat Italian is an all-electric business. In the design of the kitchen, it is the intention to recycle the heat generated from the cooking appliances to help to heat hot water and the environmental heating in the seating area.

Air conditioning units will keep the seating area at an ambient and comfortable temperature for customers and staff alike.

More information will be provided by the heating, ventilation and engineering report.

