



Food Hall Management Plan

First Street, Manchester

General

This is a Management Plan for Vita Group's 'House of Social' food hall which will be on the ground floor and mezzanine of the proposed high quality, purpose-built student accommodation, at First Street in Manchester.

This document sets out the key principles by which the proposed food hall will be managed in order to ensure all residents, staff and visitors have the highest quality experience, alongside protecting the interests of the wider community and local environment.

Most orders will be placed on a web browser which is then distributed to multiple vendors, a QR code will be on each table for orders. All drinks and dishes ordered through the app will be dispensed to all areas by front of house staff. We will still offer counter orders at the bar and kitchens, but we expect this to be around 5% - 10 % of ordering.

There will be a management cross over between the residential rooms and food hall as we will offer room service from the ground floor operation. There will be a click and collect service for residents and we will also offer delivery to the rooms, all orders will be web browser orders. Management staff will drop the food off at rooms and will have fobbed access to all floors.

The food hall will have 5 independent kitchens, 1 central bar and coffee kiosk managed by House of Social.

Any external food delivery services will collect the food from the service yard, goods In delivery door. This will be monitored by front of house staff to ensure all deliveries are collected from here and drivers / cyclists do not enter the front of the building. All staff will monitor delivery cyclists waiting to collect orders and waiting around the public realm seating areas.

Staff Management

On the mezzanine level there is a fob accessed staff room with a shared toilet, shower and changing facilities. Tables and seating will be provided for staff to take breaks and lockers will be accessible in the communal staff room.

Staff will be given their section and break time at the start of their shift, the manager on shift will be responsible for ensuring staff take the required break. All staff will have access to discounted food and drink for breaks within the food hall.

Staff will bring in all moveable external furniture such as parasols, tables and chairs at the end of service. Security will clear all outside areas before the end of service so staff can clear these areas within our licenced times.

Security and noise

A management policy will include employment of SIA registered door staff and appropriate register of staff on duty. The management team and door staff will liaise with the overall estate management in respect of the areas and develop a queue management policy and external smoking policy. Sale of alcohol will be controlled and a 'Challenge 21' policy will be implemented. Door staff will remove drinking vessels from customers on exit of the building and outside licenced areas.

There will be 24hr CCTV throughout the food hall ground floor, mezzanine and all outside seating areas. Both food hall and residential management staff will have direct access to this through a phone app to review any incidents.

The management team will be required to adhere to the acoustic limitations and noise from amplified music, emptying bins or voices shall not be such as to cause noise nuisance to the occupants of nearby premises.





Food Hall Management Plan

First Street, Manchester

Music levels will be controlled by an app linked to a phone, music on the mezzanine will be reduced first and turned off at 22:00. We will also clear the mezzanine at 21:30 to ensure noise is reduced as the mezzanine is the same level as HoS resident's rooms. Live music on the stage will have a controlled PA system and all speakers will be individually monitored.

All outside seating areas will be closed and cleared at 21:30 ensuring the surrounding public realm and seating areas are quiet. Security staff will clear these areas and ask customers to sit inside within operational hours, this will also ensure all seating areas are cleared at a good time for residents and neighbours.

Access

There will be fobbed access for House of Social residents to the food hall from the reception and the first floor, onto the mezzanine/hub. On the first floor there are two fobbed doors to ensure only residents are accessing the first floor rooms.

External customers will be able to access the food hall from River Street and from the public realm between Plot 10a and Plot 10b.

Staff will be able to access the food hall from all entrances but also through the goods in service area, this links to a service staircase which leads straight to the staff room / back of house.

When the food hall closes all customers and residents will be asked to leave through the House of Social food hall entrance onto River Street. This is to control the flow of residents and customers leaving, ensuring residents loop round to access the reception area. The fobbed access door direct into the reception area from the food hall will be turned off to eliminate non-residents accidentally accessing the reception area.

Cleaning

The food hall, mezzanine, outside areas and toilets will be cleaned every morning, a checklist will be provided and the manager on shift will double check all areas prior to opening.

The management will impose strict cleaning schedules within its house management. Stipulating that seating areas immediately outside the premises are to be cleaned regularly and rubbish is removed consistently through the day.

Staff will have specific service stations with general waste, mixed recycling, food waste and glass bins accessible. These will be emptied regularly to reduce any odours during service.

House of Social management will perform a 'deep clean' every Monday morning which will include all back of house areas. Kitchens will be required to have a cleaning checklist and implement a weekly deep clean. All communal spaces such as the walk-in refrigeration, dry stores, pot wash and staff room will be checked every hour to maintain a high level of cleanliness throughout service.

Kitchen extract and ventilation systems are to be cleaned regularly (at least once per quarter) to ensure extracts are as odour free as possible.

Response to incidents

All management staff on shift will be first aid and fire extinguisher trained. Each kitchen will be required to have at least one member of staff who is first aid trained on shift.





Food Hall Management Plan

First Street, Manchester

Waste strategy and deliveries

There is access to a service yard for back of house deliveries and bin collections from Hulme Street. There is a specified bin store for the food hall, which will have direct access for staff internally reducing any noise when the bins are emptied at the end of service. There is a specific goods in access for all the bar, kitchen and front of house deliveries eliminating the need for stock to be transported through the food hall.

All bin collections and deliveries will have restricted collection and delivery times to reduce any early morning or after-hours noise complaints.

Operating and Licenced Hours

Operating Hours - 08:00 – 1:00 (following morning) Monday – Sunday

Licenced – 10:00 – 00:30 (following morning) Monday – Sunday

Outside seating

External seating areas surrounding the food hall will be provided to allow customers to dine and drink all year round. It will be managed as follows to ensure any impacts on amenity are minimised:

- Numerous members of staff will be employed to monitor the outside sections whilst in use
- Waiter / waitress service will be provided with associated table management and sections
- The food hall will have specific licenced areas which will be managed throughout service and clearly split off from public realm
- All outside seating areas will be closed at 21:30 to ensure noise is reduced. All outside furniture will be cleared into storage areas before 22:00.

The public realm will fall under the management of the estate, with public seating and numerous different exits from the food hall will be managed by security staff on shift, ensuring no glassware is taken off site.

Dispersal

The House of Social Food Hall will adhere to a Dispersal Policy including provisions as follows: -

- All kitchens will close 45 minutes before licenced closing time to allow all orders to be fulfilled and consumed
- Bars will close 15 minutes before licenced closing time
- The mezzanine will have controlled access during busy periods and will open in sections as the building gets busier
- Music paused and lighting to be used to affect a gradual dispersal of patrons, the mezzanine and outside seating will close at 21:30
- Management team to assist security in orderly dispersal and encourage customers to leave quickly and quietly.
- Customers to be guided towards Tony Wilson Place to reduce noise and dwelling near residential buildings
- House of Social Residents only will be able to access reception, security will monitor this when the food hall closes. The fob-controlled door will be switched off when the food hall closes to eliminate non-residents entering reception
- The Public Realm surrounding First Street attracts a wide range of people from office workers during predominately weekday hours, leisure and food and beverage patrons at evenings and weekends and families attracted by events at weekends. Vita / House of Social ability to manage these areas will be practiced ensuring James Grigor Square is cleared from any dwellers after hours.

