78-80 TIB STREET, M'CR

OPERATIONAL MANAGEMENT STRATEGY

OVERVIEW

The assumption that there will be a restaurant occupying the ground floor, retail space operating from the 1st and 2nd floor, and a extra space on the roof terrace (3rd floor).

GENERAL BUILDING MAINTENANCE

- **Servicing the A/C units on an annual basis**

GROUND FLOOR - RESTAURANT

Deliveries

- **Frequency - occur no more than four times per week, comprising two visits from the meat supplier, one from the beverage supplier, and one from the dry goods supplier.**
- **Vehicle size - will vary by supplier but will not exceed the dimensions of a standard truck.**
- **Time of Day - will typically take place between 10am and 1pm, either prior to opening hours or around lunchtime, depending on scheduling and volume.**

Maintenance

Maintenance would occur annually on the following items:

- **Service/ professional cleaning on the extraction unit.**
- **PAT testing.**
- **Servicing white goods appliances eg fridges, freezers, etc.**
- **Servicing gas appliances eg cooker.**
- **Servicing specialist equipment eg coffee machine.**

Routine maintenance will be carried out between the hours of 9am and 5pm on weekdays. Should uninterrupted access be required to complete specific works, the restaurant will temporarily close to facilitate the safe and efficient completion of the service.

Capacity

- **Based on the proposed layout and available floor space, the premises will accommodate approximately 8 to 12 tables, with seating configurations ranging from 2 to 10 persons per table.**
- **The maximum customer capacity at any given time will be limited to 35 individuals.**
- **To ensure appropriate service levels, staffing will comprise up to 4 kitchen staff and 4 front-of-house personnel.**

Operating Hours

- **6-7 days a week (closing on Christmas Day and New Year Day as a minimum).**
- **12pm until 10pm (with last orders at 9.30pm)**
- **Staff on site from 10am for admin work, cleaning and preparation work.**

1ST & 2ND FLOOR – RETAIL UNIT(S)

Deliveries

- **Frequency - will occur once every two weeks, reflecting the nature of the goods offered, which are predominantly non-perishable.**
- **Vehicle Size - will be made using panel vans or small vehicles.**
- **Time of Day – the tenant will personally manage deliveries, these will take place between 9am and 12pm, prior to the unit opening for trade.**

Maintenance

Maintenance would occur annually on the following items:

- **PAT testing.**
- **Servicing specialist equipment eg coffee machine.**

Routine maintenance will be carried out between the hours of 9am and 5pm on weekdays.

Capacity

- **The designated areas will be used exclusively for retail purposes, incorporating shelving, tables, and display rails to present merchandise.**
- **Customer capacity will be limited to a maximum of 20 individuals per floor at any one time, with visitors typically arriving in small groups and departing within approximately 30 minutes.**
- **Staffing levels will not exceed four personnel per floor at any given time.**

Operating Hours

- **7 days a week (closing on Christmas Day and New Year Day as a minimum).**
- **11am until 7pm**
- **Staff onsite from 10am for admin work, restocking and cleaning.**

ROOF TERRACE

Maintenance

Maintenance would include the following items:

- **PAT testing on an annual basis.**
- **Servicing specialist equipment (where applicable).**
- **Cleaning of internal and external roof space.**

Maintenance would take place between the hours of 9am and 5pm on a workday.

Capacity

- **Given the size and proposed layout of the premises, it is anticipated that seating arrangements will be provided during events, comprising approximately two to three tables and 12 to 18 chairs.**
- **Occupancy will be limited to a maximum of 20 individuals when the space is used for seated activities, and up to 30 individuals when used for standing events.**
- **A maximum of two staff members present at any one time.**

Operating Hours

- **7 days a week (closing on Christmas Day and New Year Day as a minimum).**
- **10am until 7pm**
- **Staff on site from 9am for set up and cleaning (where applicable).**

COLLECTIONS

General Collections

- **There will not be any collections from the units that require large vehicle.**
- **There is an expectation that customers may pre-order items for collection.**

Refuse Collection

With the units sharing a communal refuse space and bins we expect the collections to be as follows:

Waste Type	Size	Quantity	Frequency
General Waste	660 liters	2	2
Dry Mixed Recyclables	660 liters	1	2
Cardboard & Paper	660 liters	1	1
Biodegradable Food Waste	240 liters	1	2

Refuse Collection Times

Refuse collection time and day to be confirm.

CLEANING

The premises at 78–80 Tib Street will operate as a serviced commercial property. As landlords, we will implement regular maintenance and cleaning services to ensure that all communal areas are kept clean, well-maintained, and free from refuse.

- **External window cleaning will be undertaken periodically to maintain the building's appearance and condition.**
- **A designated cleaner will ensure that all refuse collection points are kept clean and hygienic.**
- **The cleaner will also monitor recycling practices to prevent cross-contamination and will ensure that all bins are orderly and properly maintained following waste collection.**