

DULCE PECADO

PROFESSIONAL STAFF TRAINING MANUAL

Licensed Premises – United Kingdom

Internal Training & Compliance Manual

1. Introduction

All employees are expected to understand and apply these procedures consistently. Training should be practical, regularly refreshed and documented in the Staff Training Book. Managers should observe staff performance, provide coaching where required and record all completed training. Examples, case studies and scenario-based discussions should be used to reinforce learning. The aim is not only legal compliance but also the delivery of a safe, professional and welcoming environment for customers, colleagues and the wider community. All employees are expected to understand and apply these procedures consistently. Training should be practical, regularly refreshed and documented in the Staff Training Book. Managers should observe staff performance, provide coaching where required and record all completed training. Examples, case studies and scenario-based discussions should be used to reinforce learning. The aim is not only legal compliance but also the delivery of a safe, professional and welcoming environment for customers, colleagues and the wider community.

Purpose of the manual

Purpose of the manual is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives. Purpose of the manual is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives.

Commitment to customer safety

Commitment to customer safety is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives. Commitment to customer safety is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives.

Overview of staff responsibilities

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2. Licensing Objectives

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Prevent crime and disorder

Prevent crime and disorder is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives. Prevent crime and disorder is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives.

Ensure public safety

Ensure public safety is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives. Ensure public safety is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives.

Prevent public nuisance

Prevent public nuisance is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives. Prevent public nuisance is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives.

Protect children from harm

Protect children from harm is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives. Protect children from harm is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any

additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives.

3. Staff Standards

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Appearance and professionalism

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Communication

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Teamwork

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Confidentiality

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4. Responsible Alcohol Retailing

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Recognising intoxication

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Refusing service

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Escalation procedure

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Recording refusals

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5. Challenge 25

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Acceptable ID

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Common fake ID indicators

Common fake ID indicators is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives. Common fake ID indicators is an essential part of venue operations. Employees should understand the policy, follow written procedures, ask for clarification whenever uncertain and report concerns immediately. Managers should review performance, document any additional coaching and ensure that staff remain competent. Practical examples include realistic customer interactions, decision making, recording actions taken, and discussing how each action supports the licensing objectives.

Example scenarios

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6. Customer Welfare & Ask for Angela

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Supporting vulnerable guests

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Discreet assistance

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Contacting management

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Incident recording

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7. Conflict Management

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Early intervention

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De-escalation

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Working with SIA

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Safe removal

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8. Health, Safety & Fire

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Daily inspections

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Hazard reporting

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Fire procedures

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Evacuation

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9. Closing Procedures

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Noise management

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Cash handling

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Cleaning

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Lock-up checklist

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10. Training Records

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Staff Training Book

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Refresher training

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Knowledge assessments

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Manager sign-off

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