

# LICENSED TRADE INDUCTION

Part 1

**>> Student Staff**

March 2020

**Firstly...**

**Congratulations!**

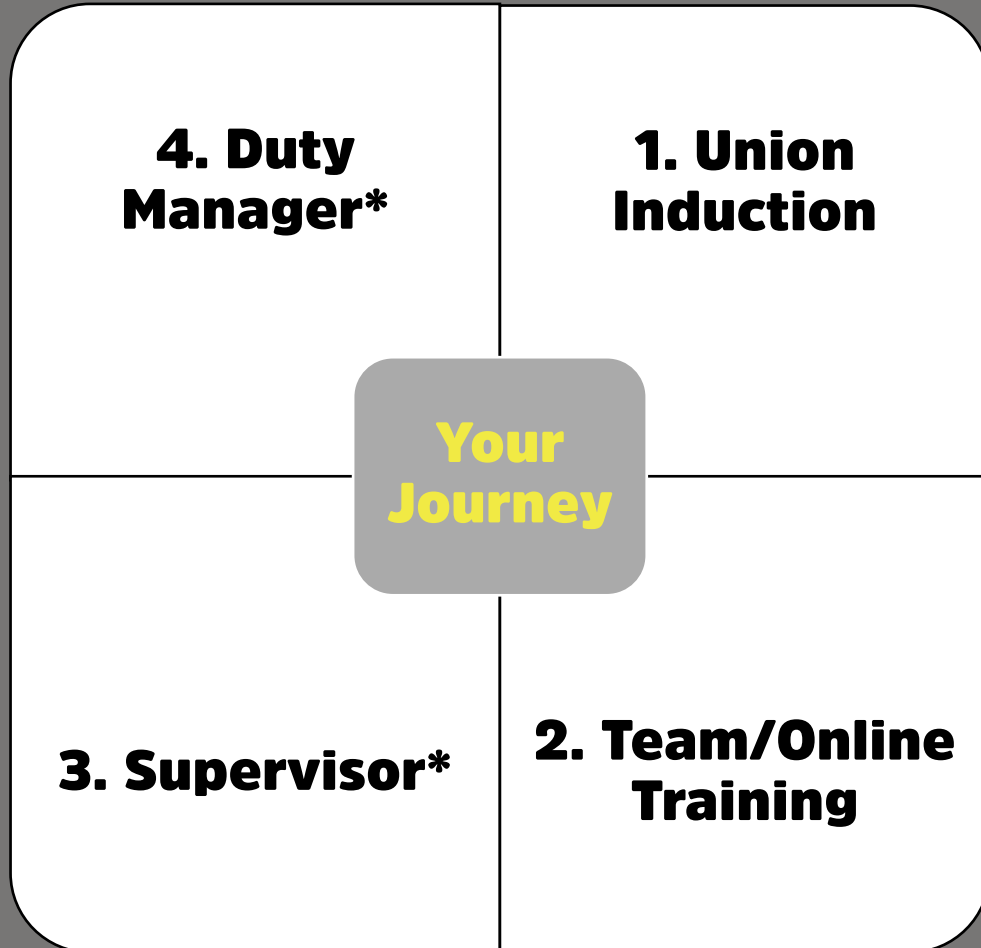
# THE UNION INDUCTION – Part 1

**1** | How does the Students' Union operate & Our Values

**2** | Rotas & Getting Paid

**3** | Uniform & Paperwork

# YOUR INDUCTION & TRAINING



Job Role	Name of training	Type	Duration	Time frame for completion
<b>Bar and Catering Team Member</b>	<b>LT Induction</b>	<b>SU venue</b>	<b>3h</b>	<b>1 week after offer</b>
	Basic training	At venue	3h	Sign up at induction
	Fire evacuation	Led by KS	1h	Sign up at induction
	Licenced trade	iHASCO	1h	Between offer & induction*
	Manual Handling	iHASCO	35m	Between offer & induction*
	Food Hygiene	iHASCO	1h	Between offer & induction*
<b>Security Steward</b>	<b>LT Induction</b>	<b>SU venue</b>	<b>3h</b>	<b>1 week after offer</b>
	Basic training	At venue	1 day	Sign up at induction
	Fire evacuation	Led by KS	1h	Sign up at induction
	Manual Handling	iHASCO	35m	Between offer & induction*
	Licenced trade	iHASCO	1h	Between offer & induction*
<b>Tech and Events Crew</b>	<b>LT Induction</b>	<b>SU venue</b>	<b>3h</b>	<b>1 week after offer</b>
	Basic training	At venue	1 day	Sign up at induction
	Fire evacuation	Led by KS	2h	Sign up at induction
	Lone working	iHASCO	25m	Between offer & induction*
	Manual handling	iHASCO	35m	Between offer & induction*
	Working at heights	iHASCO	35m	Between offer & induction*
<b>Union Bus Driver</b>	<b>LT Induction</b>	<b>SU venue</b>	<b>3h</b>	<b>1 week after offer</b>
	Bus test	Led by CP	30m	Between offer & induction*
	Fire evacuation	Led by KS	1h	Sign up at induction
	First aid	iHASCO	1h20m	Between offer & induction*
	Lone working	iHASCO	25m	Between offer & induction*
	Driver awareness	iHASCO	50m	Between offer & induction*



# ICE

# BREAKER

# 1. HOW DOES THE STUDENTS' UNION OPERATE?

# WHAT IS THE STUDENTS' UNION?

**A**

A registered charity in our own right?

**C**

A department of the College?

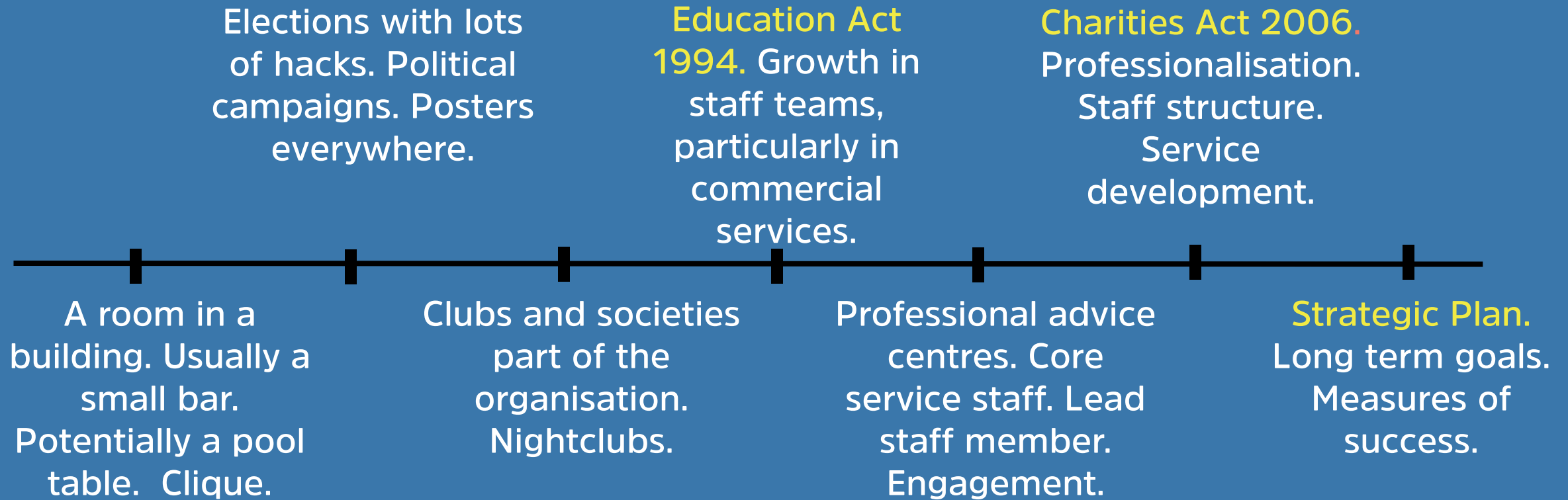
**B**

A political organisation with lobbying aims and objectives?

**D**

A bar and nightclub?

# SOME BRIEF HISTORY OF SUs





# OUR STRATEGY: WHY ARE WE HERE?

**We're here to make student life better at Royal Holloway.**

Improve  
your  
education

Make  
campus fun

Look after  
your  
wellbeing

Make you  
more  
employable

Empower  
you to  
change the  
world  
around you

# HOW ARE WE GOVERNED?

**Referenda**

**Board of Trustees**

Policy Inquiry  
Officer Group  
Student  
Executives

**Management  
Committee**

- » Split between 'democracy' and 'governance' of the Union, with students involved in both sides
- » Management Committee makes day to day large decisions
- » Board of Trustees membership:
  - » 5 x Sabbatical Officers
  - » 3 x Current Students
  - » 5 x External Members

# ONE DOCUMENT TO RULE THEM ALL: **OUR** **CONSTITUTION**

# HOW ARE WE LED?

## Sabbatical Officers 2019/20



**President**  
Jack O'Neill



**VP Education**  
Kate Roberts



**VP Welfare &  
Diversity**  
Lucy Simpson



**VP Societies &  
Media**  
Sophia Bolton



**VP Sport**  
Dom Brown

# HOW ARE WE MANAGED?

\*Chart shows permanent staff only



**CHIEF EXECUTIVE.**  
Tom Flynn



**TRADING SERVICES.**  
Max Ross

**>> Venues.**

Licensed Trade Manager  
Venue Operations Manager x2  
Assistant Venue Operations Manager x2  
Trading Services Coordinator  
Tommy's Kitchen Chef  
Graduate Management Trainee (Tommy's)  
Head Door Supervisor  
Venue Duty Manager x2

**>> The Packhorse.**

The Packhorse Manager  
The Packhorse Deputy Manager  
The Packhorse Assistant Manager  
The Packhorse Chef  
Kitchen Supervisors x2

**>> Retail.**

Union Shop Manager  
Union Shop Deputy Manager x2  
Union Shop Assistant Manager  
Administration Coordinator  
Retail Assistant

**>> Premises.**

Facilities and Maintenance Assistant



**MEMBERSHIP SUPPORT AND ENGAGEMENT.**  
Abi Jesson

**>> Student Voice.**

Student Voice Manager  
Academic Representation Coordinator  
Democracy Coordinator  
Research and Insight Coordinator

**>> Advice.**

Advice Centre Manager  
Student Support Advisor

**>> Student Opportunities.**

Student Opportunities Manager  
Sports Clubs Coordinator  
Societies and Media Groups Coordinator  
Events and Give It A Go Coordinator  
Helpdesk Coordinator  
Administration Assistant

**>> Human Resources.**

HR Manager  
HR Coordinator  
Recruitment Coordinator



**FINANCE AND BUSINESS REPORTING.**  
Katie Marriner

**>> Finance.**

Financial Controller  
Finance Coordinator  
Finance Assistant



**MARKETING AND COMMUNICATIONS.**  
Michael Bailey

**>> Communications.**

Communications Manager  
Communications Coordinator

**>> Digital and Design.**

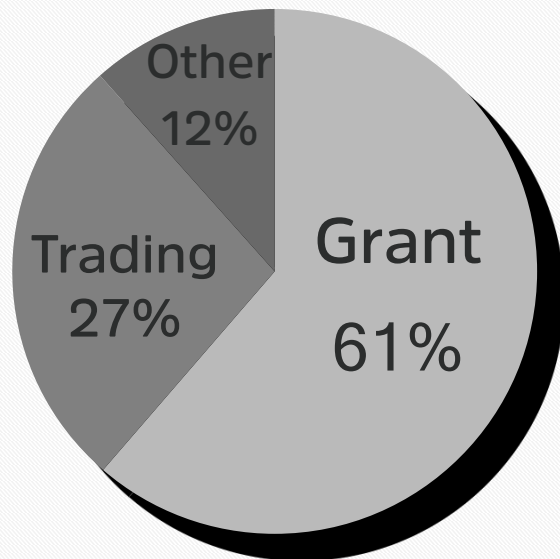
Graphic and Web Designer x2

**>> Advertising and Sales.**

Advertising and Media Sales Coordinator

# HOW DO WE WORK? OUR FINANCES

It costs c£1.4m each year to run the Students' Union, funded from three main sources:



This funding is spent on our activities, roughly equivalent to the following breakdown:

<b>Student Voice</b> (incl. housing & advice)	25%
<b>Student Opportunities</b> (incl. Union Bus)	27%
<b>Communications &amp; Marketing</b>	11%
Finance	13%
HR & Governance	7%
Central Overheads	17%

**WE ARE NOT FOR  
PROFIT, JUST FOR  
STUDENTS**



# OTHER SERVICES WE PROVIDE



**ADVICE  
CENTRE**



**SPORTS  
CLUBS &  
SOCIETIES**



**GIVE IT  
A GO**

**COURSE  
REPS**



**HOUSESEARCH  
MARKET DAY  
SUMMER BALL**



**ELECTIONS,  
CAMPAIGNS &  
REPRESENTATION**





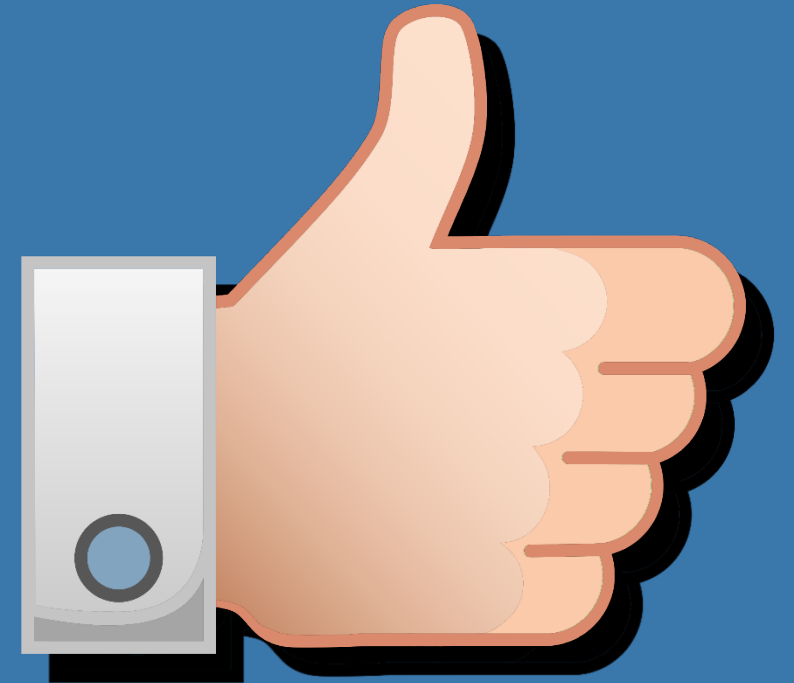
# STUDENT VS STUDENT STAFF

- » You are a paid employee of the Students' Union, and therefore subject to employment terms and conditions.
- » You are also a member, and therefore encouraged to participate in the Union's activities as any other student would.
- » Some areas these two concepts may conflict:
  - » Student behaviour / staff role
  - » Media enquiries
  - » Satisfaction surveys
  - » Social media
  - » Your friends
  - » Elections



# STUDENT STAFF ENGAGEMENT

- » Each year we run a staff engagement survey in January/February
- » All student staff are encouraged to participate and help us make your time working for the Students' Union more enjoyable and productive.
- » **Some items we've responded to from the past two years:**
  - » New approach to induction
  - » New Rota Cloud software and investment
  - » More student staff recruited
  - » Free Union Bus for staff when working
  - » More staff socials
  - » Student staff forum
  - » Monthly staff newsletter
  - » Discount Card



# **OUR VALUES: WHAT DO THEY MEAN IN PRACTICE?**

# OUR VALUES

- » **Implemented in January 2016 after significant consultation with staff and students**
- » **Span the entire organisation, and shape everything from recruitment to day to day services**
- » **Five values should be how the Union 'feels':**
  - » **Student Focused**
  - » **High Quality**
  - » **Brave**
  - » **Trustworthy**
  - » **Inclusive**

**“IT’S NOT  
HARD TO MAKE  
DECISIONS  
WHEN YOU KNOW  
WHAT YOUR  
VALUES ARE”**

**- ROY DISNEY**

**EVERYTHING WE DO  
SHOULD HAVE STUDENTS  
AT THE HEART OF IT**

**Student Focused**

**EXPECTATIONS ARE HIGH  
AND WE MUST EXCEED  
THEM**

**High Quality**

**WE SHOULD BE BOLD AND  
NOT AFRAID TO CHALLENGE  
THE STATUS QUO**

**Brave**

**We will ensure we are  
transparent, honest and  
fair in what we say and do**

**Trustworthy**



**We will offer a diverse  
range of activities which  
are fulfilling and accessible**

**Inclusive**

# BEING INCLUSIVE

**We expect all staff to help encourage a culture of dignity and respect.**

- » Behave in a way that respects the rights and dignity of others
- » Treat others fairly
- » Value and celebrate differences and the contribution they make
- » Challenge inappropriate behaviour
- » Demonstrate a commitment to upholding our policies on equality and diversity
- » Engage in the principles behind 'A Good Night Out' campaign (if venues staff)

**GOOD NIGHT OUT**

**WE WANT YOU TO HAVE A  
GOOD NIGHT OUT**

**IF SOMETHING OR SOMEONE MAKES  
YOU FEEL UNCOMFORTABLE, NO  
MATTER HOW MINOR IT SEEMS, YOU  
CAN REPORT IT TO ANY MEMBER OF  
OUR STAFF AND THEY WILL WORK  
WITH YOU TO MAKE SURE IT DOESN'T  
HAVE TO RUIN YOUR NIGHT.**

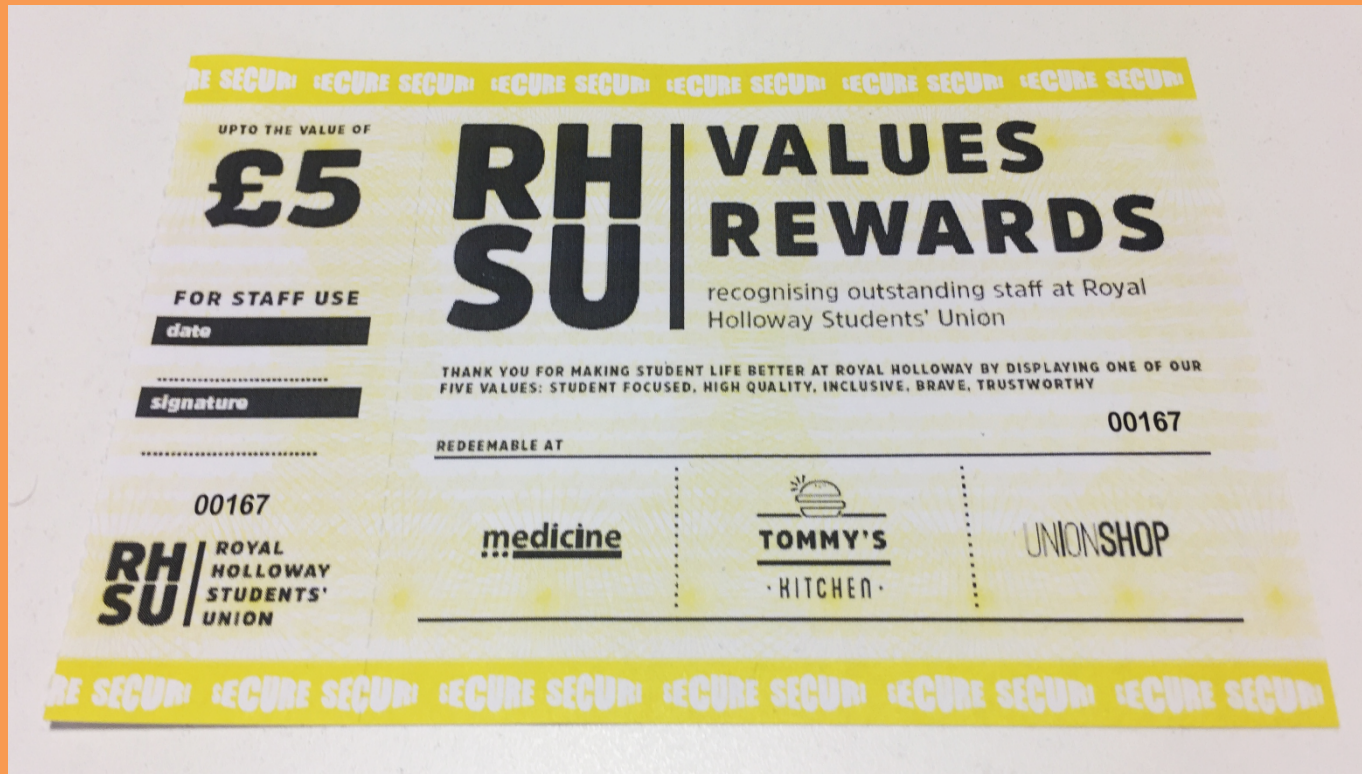
TWEET YOUR EXPERIENCES  
@HOLLABACKLDN #GOODNIGHTOUT

WE SUPPORT HOLLABACK LONDON'S GOOD NIGHT OUT CAMPAIGN  
HOLLABACK LONDON IS PART OF A GLOBAL  
NETWORK DEDICATED TO ENDING HARASSMENT

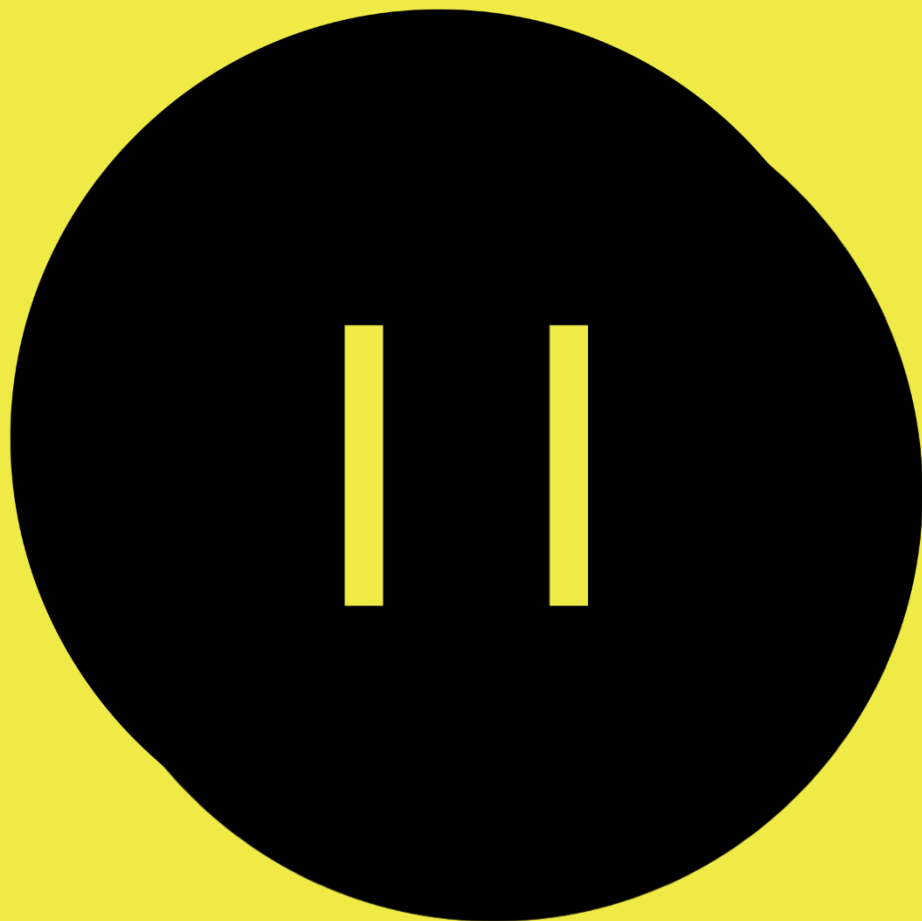
FIND OUT MORE AT [LDN.HOLLABACK.ORG](http://LDN.HOLLABACK.ORG)  
AND DOWNLOAD OUR FREE APP

**hollaback!**  
London

# OUR VALUES AWARDS



- » We use PeopleHR to recognise values-led behaviour from all staff
- » For outstanding behaviour there are a limited number of £5 vouchers
- » All Line Managers and above can issue them – but if you see someone who deserves one, tell us!



**TAKE A  
BREAK  
FOR 5 MINUTES**


# **2. HOW DO ROTAS WORK? & GETTING YOUR MONEY**

# PEOPLE HR

**Our employee information system manages your personal information and helps you keep track of what's going on with the organisation.**

- » Available via a website <https://surhul.peoplehr.net> (or via the free mobile app)
- » You will receive a welcome email with your login
- » Via PeopleHR you can:
  - » Amend your campus address if it changes
  - » Amend your bank details if they change
  - » Access policies and procedures
  - » Access news from your team or department

Having Problems? [Visit Our Support Site](#)

 People Students' Union Royal Holloway University [Login](#)

Please enter your login details below.

Email Address

Password

[Forgot Your Password?](#) [Login](#)

# PEOPLE HR: POLICIES

**You will be sent a notification via People HR to sign that you've read a number of important documents. Please do this ASAP as they are an important part of your induction.**

- » Health & Safety Policy
  - » Dignity at Work Policy
  - » Equality & Diversity Policy
  - » Cash Handling Policy
  - » Disciplinary Policy
  - » Grievance Policy
  - » Data Protection Policy
- 
- » As part of your Team Training, you will be required to sign other documents
  - » All our policies are available under the 'Company Documents' section of PeopleHR

# PAY DATES (YOU'LL GET THE FULL LIST OF THESE VIA EMAIL)

<b>Last Shift (up to midnight)</b>	<b>Payroll Processing (From 7:30am)</b>	<b>Pay Date</b>
Thursday 19 <sup>th</sup> March	Friday 20 <sup>th</sup> March	Tuesday 24 <sup>th</sup> March
Sunday 19 <sup>th</sup> April	Monday 20 <sup>th</sup> April	Friday 24 <sup>th</sup> April
Tuesday 19 <sup>th</sup> May	Wednesday 20 <sup>th</sup> May	Friday 22 <sup>nd</sup> May
Friday 19 <sup>th</sup> June	Monday 22 <sup>nd</sup> June	Wednesday 24 <sup>th</sup> June
You will always get paid on 24 <sup>th</sup> of the month, or before if the 24 <sup>th</sup> falls on a weekend 😊		



# ACTIVATE YOUR ROTA CLOUD ACCOUNT

**We have emailed you a link to your Rota Cloud account. Take out your phones and find it – click to activate it.**

- » You can also download the app for both Apple and Android phones
- » Use the mobile app to view your personal rota
- » Use the website for submitting your unavailability and claiming open shifts (more of this later)



RotaCloud

## Login

You must sign in to view this page

Email Address

Your College Email Address

Password

[I forgot my password](#)

Sign In

**Our employee rota system lets you set your unavailability every two weeks, manages your shifts, and lets you clock into them to be paid.**

- » Available online at [www.rotacloud.com](http://www.rotacloud.com) (or via the mobile app which we strongly recommend you download)
- » You will receive an email asking you to confirm your account and log in
- » New system implemented directly after feedback from student staff

# IMPORTANT ROTA DATES (YOU'LL GET THESE VIA EMAIL)

» **There is a clear two-week rota published for all roles**

Unavailability change cut off	Rota is built	Rota is published	Rota includes the dates from
<b>9<sup>th</sup> March 2020*</b>	<b>10<sup>th</sup> March 2020</b>	<b>11<sup>th</sup> March 2020</b>	<b>16<sup>th</sup> March 2020</b>
23 <sup>rd</sup> March	24 <sup>th</sup> March	25 <sup>th</sup> March	30 <sup>th</sup> March
6 <sup>th</sup> April	7 <sup>th</sup> April	8 <sup>th</sup> April	13 <sup>th</sup> April
20 <sup>th</sup> April	21 <sup>st</sup> April	22 <sup>nd</sup> April	27 <sup>th</sup> April
<b>*Complete this weekend to get shifts in the next rota!</b>			

# SETTING YOUR **UN**AVAILABILITY

**Our Employee Rota system lets you set your unavailability every two weeks, so you can fit your work around your studies.**

- » Every two weeks you'll be asked to log in to Rota Cloud by a particular date and identify which times you are **unavailable** to work.
- » **Unavailability:** If you have a regular unavailability (lectures etc) please ensure this is put on your RotaCloud.
  - » **DO NOT create unavailability that overlaps**
- » You do not need to set your availability – please ignore this functionality

# SETTING YOUR UNAVAILABILITY

1

**2** Title  
27 November - 3rd December

**3** Effective Dates  
Specific Dates

**4** Start Date  
Monday 27 November 2017

**5** End Date  
Sunday 3 December 2017

**6** Repeat Every  
Week

**9** Add

Mon	Tue	Wed	Thu	Fri	Sat	Sun
06:00 - 10:45 <b>8</b>		07:45 - 13:30		04:15 - 10:00		All Day

**7**

Add Availability Add Unavailability Clear All

The process is simple if you follow these 9 easy steps


1. Click availability
2. Enter period title
3. Select specific dates
4. Select start date
5. Select end date
6. Set to week (ignore)
7. Select add unavailability
8. Drag and drop boxes
9. Click add


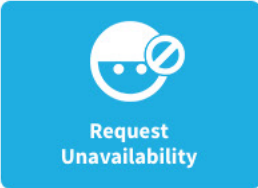
**DO NOT OVERLAP UNAVAILABILITY**

# SWAPPING SHIFTS

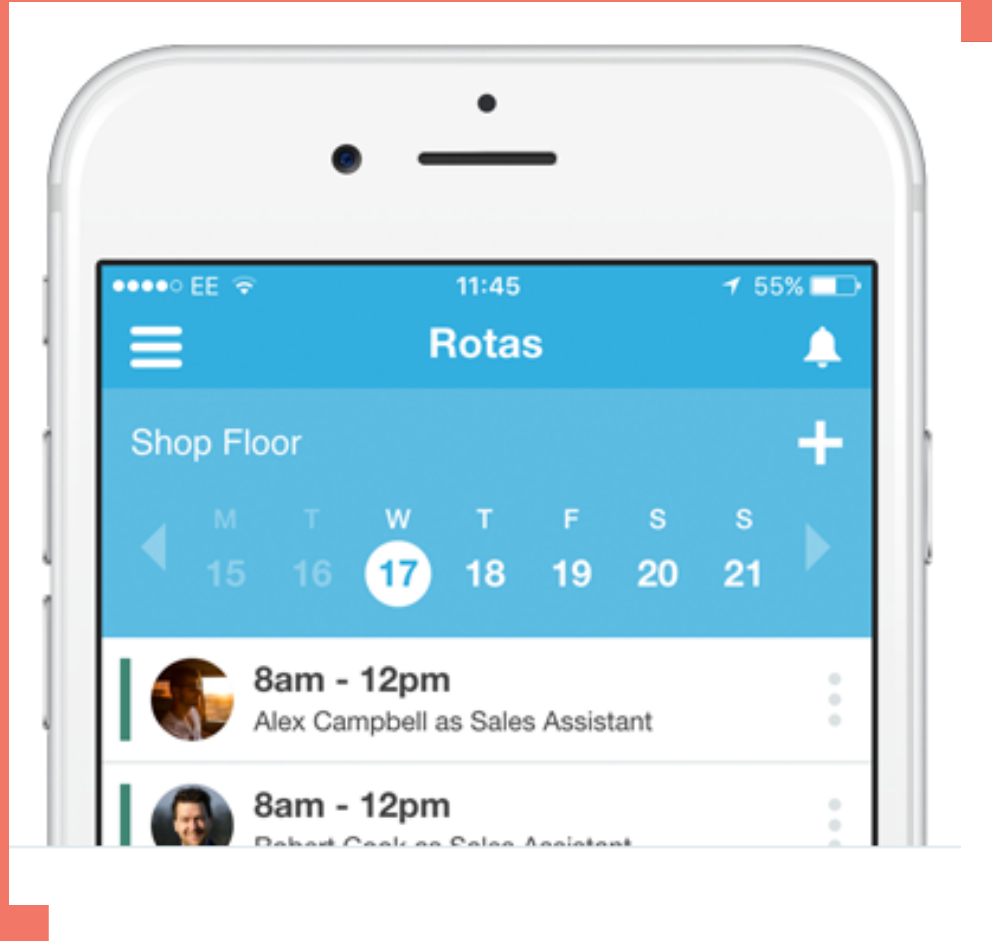
**You can swap shifts (or take a shift without giving one in return) – but only if you are trained to work in that specific role and location.**

- » Student staff should continue to communicate and make arrangements via social media
- » Once you have found someone, click on the shift and select 'swap shift'. You will then be required to select the student in question. If they accept, it is automatically sent to a manager for approval, and the rota is updated.

	12 Mon	13 Tue	14 Wed	15 Thu	16 Fri	17 Sat	18 Sun
<b>Open Shifts</b>		13:00 - 17:00 Tech Support (20 min break)	13:00 - 17:00 20 min break	08:00 - 17:00 Sales Assistant (30 min break)			
<b>Joe Bloggs</b> 25h 30m 3 shifts				08:00 - 17:00 Sales Assistant (30 min break)			
<b>Jenny Cloud</b>				13:00 - 17:00 Tech Support (20 min break)			
<b>John Smith</b>							
 <b>Peter Bryant</b>	13:00 - 17:00 Tech Support (20 min break)	13:00 - 17:00 Tech Support (20 min break)	13:00 - 18:00 Tech Support (20 min break)	13:00 - 17:00 Tech Support (20 min break)	13:00 - 17:00 Tech Support (20 min break)		



# CLAIMING SHIFTS & TEAM TRAINING

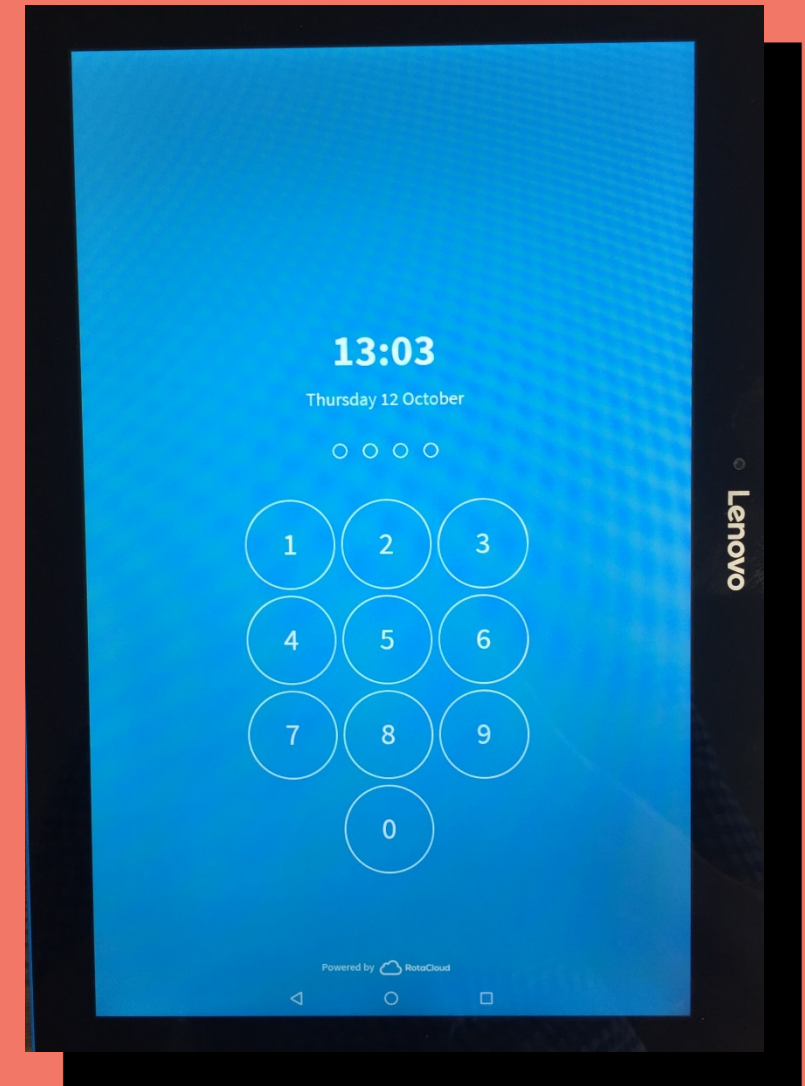


- » Once you leave Union Induction, you will get a notification that your Team Training has been added to your personal rota
- » Once you have attended your Team Training, you will be able to claim any of the available 'open shifts' (log on via a desktop computer to make it easier)

# CLOCKING IN & PAYROLL

## Rota Cloud will allow you to sign in to a specific shift.

- » You will need to enter your passcode, which will be automatically emailed to you
- » It is also available under settings / clocking in on your account
- » Clocking in stations are located in all venues (Tommy's Kitchen Bar, Union Shop, Union Building, Medicine and The Packhorse)
- » **Do not** clock in or out for each other or share your pin





# **3. IMPORTANT PAPERWORK, UNIFORM AND OTHER BITS**

# FORMS AND PAPERWORK

**Please listen extremely carefully, as we are going to complete all the forms you need to submit to us. Mistakes will stop you getting shifts or even worse, getting paid.**

- » Right to Work check (Passport / Visa)
- » Employee Information Form (pink)
- » Employee Health Questionnaire (blue)
- » Starter Checklist (formerly P46, or P45 if you have one)
- » Food Handling Questionnaire (Bar & Catering, Union Shop only) (green)
- » Contract & Statement of Particulars (white)

# FORM 1: EMPLOYEE INFORMATION FORM

**Take out the pink form. Use block capital letters and make your handwriting as neat as possible. Illegible forms cause delays and you won't be able to work.**

- » **National Insurance Number:** find this
- » **Passport Number:** find this on the back page of your passport
- » **Student Number:** find this on your College card
- » **University Email:** we will always use this to communicate officially with you, and this will be your login for PeopleHR and RotaCloud. Please use your name/year version, not the number/letter combination version.
- » **Bank Account Number / Sort Code:** you can find this information on your bank card

# FORM 1: BANK ACCOUNT DETAILS

**Sort Code:** the 6 digit number in the following format 00-00-00

**Bank Account Name:** exactly as it appears on your account



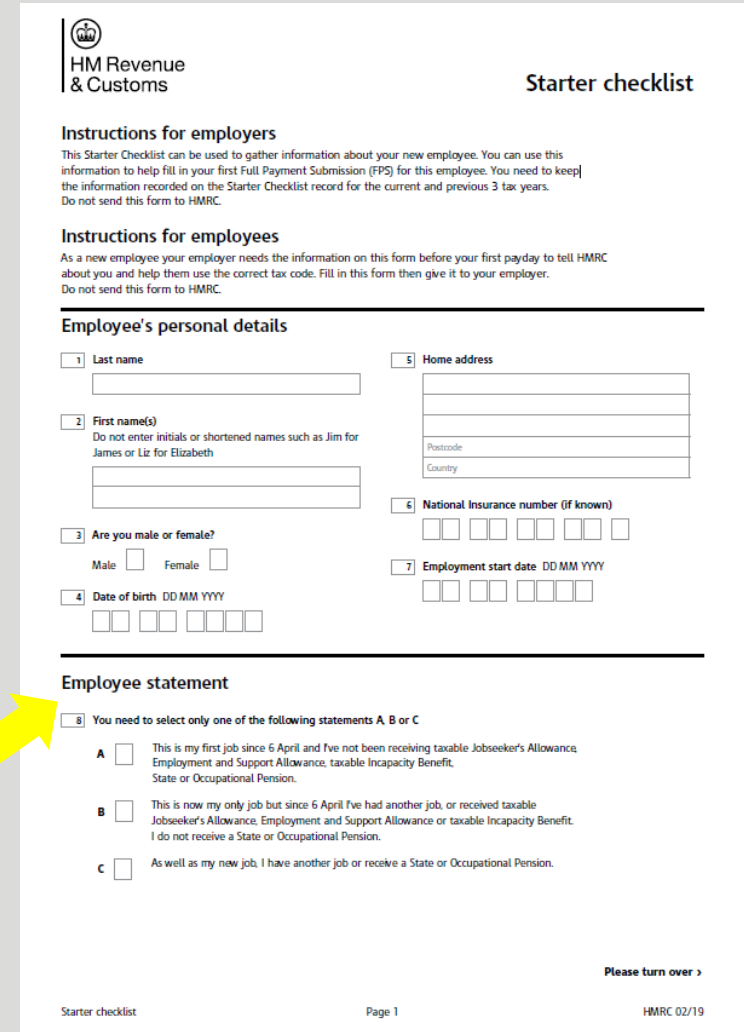
**Bank Account Number:** the 8 digit number

# FORM 2: P45 or HMRC Starter Checklist

**If you don't have a P45, take out the white form with 'HM Revenues & Customs' clearly listed at the top.**

Take particular notice of the following sections:

- » **Complete the whole form, front and back:** There are 15 questions you will need to read carefully and answer, ensuring you sign and date the declaration at the end.
- » **Boxes:** please use one letter per box, and write clearly in capital letters to ensure your answers are legible
- » **Employee Statement:** Read this carefully.



The image shows a scan of the HMRC Starter Checklist form. At the top left is the HM Revenue & Customs logo. The title 'Starter checklist' is on the top right. Below the title are two sections of instructions: 'Instructions for employers' and 'Instructions for employees'. The main section is 'Employee's personal details', which contains seven numbered fields: 1. Last name, 2. First name(s) with a note to avoid initials, 3. Gender (Male/Female), 4. Date of birth (DD MM YYYY), 5. Home address, 6. National Insurance number (if known), and 7. Employment start date (DD MM YYYY). Below this is the 'Employee statement' section, which includes a heading and three options (A, B, and C) for the employee to select. A yellow arrow points from the text 'Employee Statement: Read this carefully.' to the 'Employee statement' section of the form. At the bottom of the form, it says 'Please turn over >', 'Starter checklist', 'Page 1', and 'HMRC 02/19'.

# FORM 3: EMPLOYEE HEALTH QUESTIONNAIRE

**Take out the blue and lilac forms. These are important as it helps us to understand if we need to make any adjustments to your role due to health conditions.**

Take particular notice of the following sections:

- » **All Questions:** it's important that we don't ask you to do anything that is incompatible with a health condition
- » **Yes / No:** please delete the answers that are not correct, which means the form should read logically
- » **Declaration:** we keep this information highly confidential at all times

# FORM 4: FOOD HANDLING QUESTIONNAIRE

## (ONLY FOR BAR & CATERING TEAM MEMBERS)

Take out the **green** form. This is important as it relates to food safety.

Take particular notice of the following sections:

- » **All Questions:** it's important you answer all questions accurately, to ensure we don't put students (or other customers) at risk
- » **Yes / No:** please delete the answers that are not correct, which means the form should read logically
- » **Agreement to Report Infections:** it's essential that you communicate to us any instances where you are ill – again so we can ensure customers are not put at risk

# FORM 5: CONTRACT & STATEMENT OF PARTICULARS

**Take out the white form. There are two copies – one for you, and one for the organisation. Read it thoroughly and sign it. If you have any questions, please ask a member of staff to explain it.**

Take particular notice of the following sections:

- » **Hours of Work:** zero hour contracts give you freedom to fit around your studies, but please be mindful of organisational priorities and the shifts you indicated at the time of application
- » **Rate of Pay:** we ‘bundle’ in your holiday pay to take into account the hours you accrue
- » **Confidentiality:** you should treat this job seriously, and respect privacy at all times



# FORM CONFIRMATION

**Before you leave this Union Induction, you will now need to submit your forms and have them checked.**

- » Collect your passport (if not collected already)
- » Read through your contract & statement of particulars and sign both copies
- » Finalise your forms
- » Hand in your forms
- » Head to both Uniform and Team Training Signup
- » Get ready to start work

# Uniform Collection

If you haven't already – please use this short break to collect your uniform!

Bar & Catering Team Members – One polo shirt, One Black t shirt

All other roles: Black t-shirt

Sizes available: XS, S, M, L, XL, XXL, XXXL

# SUMMER PARTY

**We throw a number of student staff events over the course of the year to help you meet other student staff and say thank you for your hard work.**

- » Sunday 7<sup>th</sup> June 2020
- » 7.30pm – midnight
- » Quiz with prizes
- » Food, drink and DJ
- » Everyone is welcome, especially new staff



# LICENSED TRADE INDUCTION

## Part 2

### >> **Student Staff**

March 2020

# THE UNION INDUCTION – Part 2

**1** | Who's Who

**2** | Licensing Law  
House Rules

**3** | Team Session

**4** | Journey Begins...

# Who's Who?

**Danny**

Licensed Trade  
Manager

**Rich**

Packhorse  
Operations  
Manager

**Kat**

Venue Operations  
Manager – Food &  
Beverage

**Kyri**

Venue Operations  
Manger – Events &  
Entertainment

**Mike**

Deputy  
Packhorse  
Manager

**Tom**

Assistant  
Packhorse  
Manager

**Chris**

Packhorse Chef

**Adam & Matt**

Kitchen Sups

**Izzie**

Graduate  
Management  
Trainee

**Andreas**

Bars and Venues  
Duty Manager

**Donna**

Tommy's Kitchen  
Cook

**Gareth**

Head Door Sup

**Caroline**

Assistant Venue  
Operations Manager  
Events &  
Entertainment

**Joe**

Assistant Venue  
Operations  
Manager Tech &  
Events

# Who Would You ID?

# Licence objectives (4Ps)

» Prevention of crime and disorder

*It is illegal to sell alcohol to someone who is drunk.*

» Public safety

*Fire safety training, COSHH, first aid provision*

» Prevention of public nuisance

*Noise control, litter, light pollution, Night Bus*

» Protection of children from harm

*No underage drinking, Challenge 25, underage wristband*



# Types of License

## Premises License

This allows us to carry out the following activities:

- » The sale by retail of alcohol
- » The supply of alcohol in a members' club
- » The provision of regulated entertainment
- » The provision of late night refreshment

## Club Premises Certificate

- » Used during term time
- » Licensable activities are offered to members of the SU (RHUL students) and NUS affiliated members
- » Guest Sign Ins - to legally allow a non-member into the venue, by law they must be a guest of a member.

# Best Bar None

- » Every year we work towards receiving a Best Bar None Award.
- » An accreditation scheme which recognizes responsible management and operation of alcohol licensed premises.
- » Recognized by the Home Office and promotes responsible and positive practices by venues such as ours.
- » We currently have a Gold accreditation, scoring 100% in the audits last and this year.



# Duty of Care

*‘Duty of care may be considered a formalization of the implied responsibilities held by an individual towards another individual within society.’*

- » We have a duty of care towards those who use our venues for any reason.
- » If something happens to a person within or around our premises it is up to us to assist with the situation.
- » The customers are here only because we exist, perform regulated entertainment and supply alcohol for their consumption.
- » It is not a requirement that a duty of care be defined by law, though your understanding of it will often develop through the role that you perform for the Students’ Union.

# House Rules

- » Always wear a clean and ironed SU polo top or t-shirt.
- » Black trousers must be worn. Jeans are not permitted, and please be aware trousers with 'fashion rips' are also unacceptable.
- » Skirts may be worn for females working on the bar but they must be of a decent length and worn with black, opaque tight or leggings. No fishnets, patterned or sheer tights may be worn.
- » Black shoes must be worn at all times which have a decent grip, cover the top of the foot and do not have a heel. No trainers, ballet pumps or fashion shoes can be worn.
- » Hair must be tied back if it is long, in a secure manner which will not fall out.
- » No nail varnish is to be worn, as well as no rings (except wedding bands), bracelets or necklaces. Watches are allowed and encouraged.

# House Rules continued

- » Till cards and a pen are all part of your uniform and should be on your person at all times when on shift.
- » No mobile phones will be on your person during a shift.
- » No eating whilst on shift.
- » All belongings must be left in the staff room or outer office during shifts. You can use the staff lockers to store any valuables.
- » If you are not working or in uniform you are not permitted to be behind the bar or storing your belongings back of house.
- » No money is to be on your person during shift; if you receive tips, please place them in a clearly marked skiff and not in your pocket.

# Sick Procedure

- » Contact the venue you are working in or the SU Helpdesk at least 4 hours before your shift to ensure they have time to source cover for the shift.
- » If you do not feel well the evening before a morning shift, please call in to the relevant office the night before in order to allow time for the managers to help sort out cover.
- » If you have been injured or fallen sick and are unable to work please notify the office via telephone and send an email to [rotas@su.rhul.ac.uk](mailto:rotas@su.rhul.ac.uk) explaining the issue.
- » You may be asked to provide a doctor's note if you require more than a couple of days off.

# Communication

## Rota Issues:

Rotas@su.rhul.ac.uk

Katerina.Iliopoulou@su.rhul.ac.uk

Kyriacos.Shionis@su.rhul.ac.uk

Richard@su.rhul.ac.uk

Caroline.Smith@su.rhul.ac.uk

Joe.Dalton@su.rhul.ac.uk

**Tommy's Bar Office:** 01784 276 747

**SU Helpdesk:** 01784 276 700

**Medicine Office:** 01784 276 722

**The Packhorse:** 01784 276 777

# Communication continued

- » You should not contact managers via social media regarding work matters as they may not be in the office/on duty and able to help.
- » If it is not urgent drop them an email to their work accounts or ring the SU office number for an urgent issue.
- » If you see a number that begins 01784 430005 it will be from one of our venues!



# Cover Procedure

- » Ask for cover when you do not want a shift. There are different Facebook groups for the different teams.
- » Someone takes cover and you agree verbally/online.
- » The covering person now has to take responsibility for the shift.
- » Go on RotaCloud and nominate the person to cover the shift. You can also choose to swap shifts.
- » A manager will authorise the shift or swap.

# NOW SPLIT INTO TEAMS

# Who do I go to if I need help?

- » **Supervisor:** leader of each team on shift, there to organise the team, delegate tasks and answer operational questions
- » **Duty Manager:** oversees all teams on shift, has licensee responsibilities, can resolve any RotaCloud queries on shift
- » **Line Manager:** will not be on at all shifts, has an overview of each team

# Due Diligence

- » Taking responsible care to maintain a healthy environment, protecting workers and the community.
- » Due Diligence is maintained through good record keeping and proof of training
- » Records include:
  - » Stock Control Records
  - » A cleaning schedule with records to show that equipment has been cleaned properly
  - » Incident Reports
  - » Hygiene Records
  - » Staff training records, kept in your staff files
- » It is important that these records are correctly maintained.
- » It is also important that the necessary tasks are carried out to a high standard – if a job isn't done properly you will be asked to do it again.

# Skills you will learn on the job

» Conflict Management

» Team Working

» Communication

» Time Management

**WE'RE A BIT LIKE A GYM.**  
**YOU'LL GET OUT WHAT**  
**YOU PUT IN.**

# SUMMER PARTY

**We throw a number of student staff events over the course of the year to help you meet other student staff and say thank you for your hard work.**

- » Sunday 7<sup>th</sup> June 2020
- » 7.30pm – midnight
- » Quiz with prizes
- » Food, drink and DJ
  
- » Everyone is welcome, especially new staff

