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RAMP – Risk Assessed Management Plan

Principal activity to be conducted on the premises.

The **SAMPLE** Restaurant is a food and beverage business located **AT SAMPLE RESTAURANT ADDRESS**

The premises comprises the Restaurant, serving lunch and dinner from Tuesday to Sunday, and a private room which is used for small functions. (**amend as required**)

The main revenue source for the **SAMPLE RESTAURANT** business is derived from the Restaurant and the restaurant has a **CERTAIN STYLE** whilst being positioned in the **MID-MARKET (?)** sector.

Maximum hours of operation.

The **SAMPLE RESTAURANT** is currently open from 10am from Tuesday to Sunday. At this stage the Restaurant only opens on a Monday for private functions. Whilst the Restaurant is licensed till 12 midnight, the business is usually closed by 10.30pm unless there is a specific function booked.

Details of Responsible Service of Alcohol initiatives.

Staff employed at the **SAMPLE RESTAURANT** in the capacity of serving drinks are informed via our staff hand book of our policies in relation to the serving of alcohol. The Restaurant policies are primarily in line with the Responsible Service of Alcohol guidelines. Our policy in relation to RSA issues is to empower all of our staff to ask for ID and suspend or cut off service should they have any concerns. Luckily being a restaurant, these issues are rare. Furthermore, all of our Function briefings include RSA as an agenda item for staff prior to the function commencement.

All employees' RSA , RMLV and Food Safety Supervisor Certificates are kept in the Training Register file in the **Restaurant Managers Office** for easy reference.

Details of participation in a liquor accord in the locality (if applicable).

We **have joined/intend to join in the near future** the local Liquor Accord for the **SAMPLE ADDRESS** area.

Arrangements at the Premises with respect to:

Lighting – The Restaurant has adequate lighting from its entrance and around its external areas. **These lights are set on timers to turn on at dusk and turn off at 1am.** The main car parking area available to Restaurant guests is **xxxxxxxxxxxxxxxxxxxxxx** and is well lit after dark.

Noise – To ensure the Restaurant meets its license obligations in respect to noise, management use **a hand held DB reader.** Management monitor and record any live entertainment on the premises and keep on file for

reference should the need arise. The current liquor license at the Restaurant clearly states the guidelines for the approval of live or amplified music. The DB restrictions are adequate and management insists that any entertainer performing at the Restaurant must sign and acknowledge the terms and conditions of our license in relation to amplified music. (amend as necessary)

THE SAMPLE RESTAURANT function information package also clearly states the guidelines available to potential guests should they wish to have a DJ, a solo artist or a duo. We have found that reiterating the rules up front has avoided any concerns and issues to date.

Security (how many, when, for how long etc). - The Restaurant has a house policy that should a customer wish to hold a private function for a 21st birthday, they must also pay for one registered security officer for the duration of their function and one hour after its completion. We do not accept 18th birthday party functions.

The Restaurant also employs a roving security guard seven days a week who commences at 10.30pm and finishes at 5am.

Transport services – The Restaurant is fortunate to have a taxi rank directly in front of the main building. Furthermore there is also a bus stop beside the taxi rank. Staff are trained to call taxis for customers on request.

Provision of food (types of food, when it will be available etc).

A full A la carte menu is available at the Restaurant between the hours of 11am and 10pm. In addition to this there is also a snack menu offering pizzas, calamari, chips etc available for casual visitors. (whatever)

Staff training.

THE SAMPLE RESTAURANT management conduct staff training on a regular basis and all new employees are also inducted using the employee handbook, highlighting basic RSA, safety and fire protocols. It is also a condition of employment that employees involved in the service of food and beverage to customers hold a current RSA certificate. All relevant RSA circulars and updates are posted on the staff notice board for easy reference.(as they should be!)

Dealing with minors on the premises.

Dealing with minors on the premises is part of the in-house and official RSA training. All staff know that any minor should be supervised and accompanied by an adult who is a parent or responsible adult. Minors are not permitted to request drinks or service at any bar. Minors can come on to the premises (unaccompanied) but they must meet one of the criteria in Section 155 (4) (e) to be considered an exempt minor - further, any minors that come on to the premises (unaccompanied) to have a meal are permitted to do so but are required to leave once the meal is finished (a meal is not considered to be a milk shake and fries or coffee and cake - but an actual proper meal). Furthermore staff are trained to request proof of ID whenever they suspect the person may be under the age of 25 . Policies dealing with fake ID issues are in place, and staff know to advise their manager of any issue.

Dealing with unduly intoxicated and disorderly patrons on the premises.

Staff at the **SAMPLE RESTAURANTe** are trained and reminded of their RSA responsibilities in relation to unduly intoxicated patrons. Staff also are trained to report any disorderly patron issues to management immediately.

How the impact of the business on the amenity of the community will be limited.

On occasions that the **SAMPLE RESTAURANT** has a function finishing at midnight, management advise their roving security firm to ensure that they are standing at the roadside entrance to ensure noise and behavior is kept at appropriate levels. Management also call multiple taxis at the end of a function to assist in dispersing crowds as soon as possible. Waste from the Restaurant is kept in a specific closed off area, and bottles are not tipped into the recycle bin by the cleaner until the next morning.

Consultation with community and liquor industry groups.

To this date, management have not needed to consult any community or industry group to deal with any issues. All advice sought from the Officers of the Regional Licensing and Gaming Division has been adequate and appreciated.

Ensuring the conduct of business at the premises complies with the Act and other laws.

Management have utilized the services of the Officers of the Regional Licensing and Gaming Division to assist to ensure the **SAMPLE RESTAURANT** meets all of its responsibilities under the act. On occasions that management are unsure of specific requirements they regularly visit the OLGR website to check.

- *Footpath dining* – n/a
- *Designated outdoor smoking area* – the Restaurant has **two(?)** specific areas and staff are aware of the requirements by law in relation to maintaining these areas.
- *Advertising of events* – management does advertise on occasions for specific events and is aware of the restrictions in relation to advertising alcohol.
- *Number of patrons on premises* – the Restaurant abides by the relevant Fire Safety Regulations as regards the number of patrons allowed on the premises at any given time.
- *Adult entertainment* – the Restaurant does not practice adult entertainment.
- *Functions on premises* – the Restaurant **has a designated function room(?)** and follows the same RSA and service criteria as is policy in the restaurant. Function Bookings are conditional on signed agreement to respect RSA guidelines.
- *Catering off site* – n/a

SIGNED:

DATE:
