

PLAN OF MANAGEMENT FOR CEO TWO KARAOKE



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PREMISES SITUATED AT:

Basement, 350-360 Pitt Street, Sydney 2000 NSW

Prepared by

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For

CEO Karaoke Sydney

Licensee

Donald Liang for CEO Two Karaoke Sydney

Issue

A

Date

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Report Register

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PART 1 – Purpose

This Plan of Management is proposed to be implemented to ensure that the karaoke is run at all times in a way that is consistent with good management and does not disturb the quiet and good order of the neighbourhood.

This Plan of Management aims to provide a clear, concise and practical framework for the management of the *CEO TWO Karaoke*. The primary purpose of this Plan is to provide the community, users and Management Team with a clear statement on the future use and operation of the karaoke.

This Plan of Management seeks to implement practices to effect the smooth management of a competently run business.

PART 2 – Amenity of Neighbourhood

At all times the karaoke shall consider the amenity of its neighbours and shall take all reasonable measures to ensure that adverse impacts of the surrounding area do not occur.

The lessee will take all reasonable measures to ensure that the behaviour of staff and patrons when entering or leaving the premises does not detrimentally affect the amenity of the neighbourhood. Management shall be vigilant to ensure patrons leave the karaoke and its vicinity in a quiet and orderly manner.

The karaoke shall be conducted in such a manner as not to interfere with, or materially affect, the amenity of the neighbourhood by reason of noise, vibration, smell, fumes, vapour, steam soot, ash, dust, waste water, waste products, grit, oil or otherwise.

PART 3 – Hours of Operation / General

The operational hours of the karaoke shall be in accordance with the applicable development consent and liquor license.

Staff may arrive at the premises up to two hours before the nominated opening times and remain for two hours after the nominated closing times.

All retail, commercial activity and/or uses, are to be contained within the building and are not to be carried on external to the building.

No spruikers shall operate from the premises or on the public way.

No smoking will be permitted inside the Venue.

A small cigarette disposal unit will be attached to the wall outside the entrance

Any graffiti on the premises shall be removed promptly

PART 4 – Signage

The karaoke name is to be displayed in a position on/above the shop entry. The numerals must be large enough to be read from the opposite walk path on Pitt Street and are to be in a colour and treatment which is sympathetic to the karaoke and the building itself.

Emergency telephone numbers are to be clearly displayed near the phone, and the staffs are to assist patrons in arranging safe transport home, as and when required.

Signs are to be prominently displayed asking patrons to leave the karaoke quietly and to respect the rights of neighbours and the neighbouring community.

No portable signs or goods will be placed on the public way.

PART 5 – Noise

Refer to the approved Development Application

There shall be no amplified speakers located on the public way.

Recycled bottles and glass shall be removed at hours which do not disturb surrounding amenity

PART 6 – Behaviour of Patrons

The lessee and staff shall take all reasonable steps to control the behaviour of the patrons of the karaoke as they enter and leave the premises. In this regard, the lessee shall erect signs at the exit of the karaoke requesting patrons to leave quietly and shall, after 12.00am, assign staff to ensure that patrons leaving the vicinity of the karaoke do so promptly and as quietly as possible.

The karaoke shall be managed in a responsible manner. All employees are to be trained to establish good customer relations and to give the highest standard of service. Regular meetings and training sessions will be held to maintain these standards.

The lessee and staff shall take all reasonable steps to ensure that there is no loitering by persons seeking admittance to the premises in the vicinity of the premises.

The following operational policies for the responsible service shall apply:

1. No alcohol will be permitted to be brought to the premises.
2. The karaoke will promote the service of non-alcoholic beverages and food.
3. Hot and pre-prepared food will be available, at reasonable prices, whenever alcohol is available for sale
4. All staffs shall be qualified for 'Responsible Service of Alcohol'
5. Alcohol will only be served in plastic containers
6. Internal communication devices will be provided to every room, directly to the bar for ordering of drinks (to avoid queing and potential for disturbance at the bar)
7. No bar services are available. All food and beverages must be ordered in the karaoke room using the intercom available in each room
8. A fresh orange juice vending machine will be available to customers
9. The karaoke will arrange for taxis to collect any patron from the karaoke when he or she requests such a service.

10. Staff will, on request, escort any patron to their vehicle parked in the vicinity of the karaoke.
11. The karaoke will not permit intoxication or any indecent, violent nor quarrelsome conduct on the premises. Any person causing such disturbance shall be refused service and asked to leave the premises. Any patron whose behaviour is either extreme or repeatedly objectionable may be barred from entering the premises for a period determined by the lessee.
12. All conditions imposed on the karaoke license shall be met.

PART 7 – Security Staff

Refer to Security Management Plan for details.

PART 8 – Maintenance

The karaoke premises shall be kept in a clean and tidy condition and be regularly maintained to the reasonable satisfaction of Council both internally and externally. Staffs shall clean the surroundings of the shop entrance periodically and at the close of business each day.

PART 9 – Fire Safety

The karaoke will comply with all building code requirements, authority requirements and all exits, signs and emergency lights shall be displayed in the appropriate places and kept in good order. The lessee is to be trained in Fire Safety and Occupational Health and Safety, and is to attend monthly training on these subjects whilst appropriate courses are held.

PART 10 – Money Handling

The karaoke will maintain time-delay safes and will employ Armaguard (or another suitably qualified security firm) to handle all cash movements to and from the karaoke, so as to reduce the risks of hold-ups.

PART 11 – House Policy

The house policy relating to matters including:

- Dress code (which is to be smart, neat, clean, casual),
- Harm minimisation, and
- Behaviour of patrons entering and exiting the premises
- These shall be displayed both within the premises and on a suitable plaque outside the entry to the premises.

PART 12 – Amendment to this Plan

If, in circumstances where experience shows that it is reasonable or desirable to modify any provision of this plan for the better management of the karaoke, that modification shall be made to the plan only with the consent of Council, which consent shall not be unreasonable withheld.