

CITY OF VINCENT
RECEIVED
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Jagga Daku

Licensee: Sneh Lata Pty Ltd

MANAGEMENT PLAN

"The Licensee will at all times make ourselves available to respond to the concerns of our patrons and our neighbours."



Address:

123 Oxford Street, Leederville WA 6007

Contact Phone:

TBC

Floor plans

- Please find attached the Floor Plans for the premises showing the following areas:
 - Commercial kitchen including walk-in cool room and freezer.
 - Toilet amenity.
 - Bar server area.
 - Patron area.
- The premises will be fitted out to comply with all relevant Australia standards and to the satisfaction of the City of Vincent and WA Health.

Noise Control and Management

- The Licensee (or representative) and Approved Manager will take necessary action to ensure all activities carried out on premise will not exceed the noise levels stipulated under the Environmental Protection (Noise) Regulations 1997.
- Patrons are required to disperse from the property in an orderly manner and be considerate of neighbouring businesses and residents.
- The staff clean up the immediate surrounds of the premises each night including the open areas in front of the venue.
- A Noise Complaint Resolution Procedure is in place at the premises, and any complaint received will undergo the process outlined in the Procedure.

Type of Premises Receiving Noise	Time of Day	Assigned Noise Levels in dB(A) ²		
		L _A 10	L _A 1	L _A max
Noise sensitive premises: highly sensitive area	0700 to 1900 hours Monday to Saturday	45 + Influencing factor	55 + Influencing factor	65 + Influencing factor
	0900 to 1900 hours Sunday and public holidays	40 + Influencing factor	50 + Influencing factor	65 + Influencing factor
	1900 to 2200 hours all days	40 + Influencing factor	50 + Influencing factor	55 + Influencing factor
	2200 hours on any day to 0700 hours Monday to Saturday and 0900 hours Sunday and public holidays	35 + Influencing factor	45 + Influencing factor	55 + Influencing factor
Noise sensitive premises: any area other than highly sensitive area	All hours	60	75	80
Commercial premises	All hours	60	75	80

Patron Capacity

- The premises (when fitted out) will accommodate no more than 200 patrons at any one time.

Trading Hours

- Trading hours will be within the permitted hours under Section 98C of the Liquor Control Act 1988.

Patron and Anti-Social Behaviour

- The Licensee and Approved Manager will be accredited through the completion of the mandatory liquor licensing training to ensure they fully understand the requirements of operating a licensed premises in Western Australia.
- It is our policy to train all our service staff in responsible server practices. This will normally be achieved by completing in-house and RSA training provided to each staff member.
- Our management team has also been trained in responsible service practices and will support the service staff at all times in their duties and responsibilities under the Liquor Control Act 1988 with regard to harm minimisation.
- Staff are encouraged to be alert for the signs of intoxication of patrons.
- Staff members will be made aware of the Director of Liquor Licensing's policies on the Responsible Promotion of Liquor.
- The Licensee will discourage any activity that could result in excessive consumption of alcohol (such as drinking competitions) or the promotion of alcohol involving excessive or rapid consumption of alcohol.
- Low and non-alcoholic beverages are available on the premise and glasses of tap water are available, free of charge, upon request at all times.
- Toilet facilities are maintained using the Director of Liquor Licensing's Standards of Licensed Premises Policy.

Juveniles

- The Licensee do not serve alcohol to persons under the age of 18 years.
- If a staff member is in any doubt as to whether a person is aged 18 years or more, the staff member must request that the person provide proof of age.
- The only acceptable proof of age are:
 - Current Australian Driver's Licence with a Photograph
 - A current passport
 - Proof of Age card or equivalent issued in an Australian state or territory

Intoxicated Patrons

- The Licensee do not serve intoxicated patrons any alcohol. If someone is displaying signs of intoxication our staff must, in a calm, courteous and non-judgmental way, inform the patron that they will not be served any more alcohol and explain why service is being refused.
- The patron is then offered water or other non-alcoholic beverage. Where appropriate, our staff will inquire as to how the patron is getting home and offer to call them a taxi.
- Intoxicated persons will be asked to leave the premises.

Traffic

- There will no traffic impact from the premises, as there is no collection option and/or drive-through amenity being included.
- The property has been the location of other food and beverage businesses in the past.

Car Parking

- There are multiple car parks (both private and City of Vincent) located in close proximity.
- The premise has four (4) car parking bays allocated to the tenancy and will reserve these for the use of staff.
- Public transport is readily available via the West Leederville Train Station and the high frequency buses that travel through the locality.

Waste Collection

- The bins will be emptied twice weekly, and more regularly during peak periods if and as required.
- The bins will be kept in a secure space and only taken outside to be collected.
- The bins will be well maintained at all times.
- A tap with running water, hose attachment and drain to be available for cleaning of the bins.
- The bins will be hosed down periodically to ensure cleanliness at all times.
- The premises will have a regular Pest Control preventative maintenance program.
- Staff will place the bins outside on the verge on the days the relevant bins are to be collected, and ensure they are put back into the waste storage area once they have been emptied.
- Waste collection drivers will collect waste in a manner that is safe.

Food Service

- Food is delivered, stored, prepared and served in a safe and hygienic way, as per the City of Vincent and WA Health Regulations.
- Staff diligently clear food plates and clean surrounding areas, including the open areas in front of the venue and the passageway, before, during and after food service.
- Food preparation, storage and service areas are kept clean at all times.

Any concerns about the way in which Jagga Daku operates must be directed to the venue's Approved Manager.

Opening procedures

- Check for rubbish in and around venue.
- Check toilets are clean and have ample toilet paper.
- Prepare for service
 - Turn music on
 - Turn coffee machine on
 - Turn air-conditioners on to ambient level
 - Turn tills on and ask the Approved Manager to put till float / change in
 - Place any nozzles/nip pourers in place
 - Check open wines are appropriate to serve
 - Unlock doors

- Set up tables (cutlery, crockery, reservation signs etc.)
- Look at the venue as if you were a customer to gauge any necessary improvements.

Closing procedures

- Turn till off prior to next session or have Approved Manager ring off at end of night
- Clean and backwash coffee machine (chemical clean as required) and turn off coffee machine
- Check all areas for rubbish
- Clean behind service counters
- Wipe chairs and highchairs where needed
- Clean glass doors of drinks / cool room fridge
- Wipe all tables including under the lip
- Clean & polish glasses and cutlery
- Wipe spirit bottles
- Seal any opened bottles of wine
- Close and lock windows and doors
- Check venue for glasses and rubbish
- Check all is secure and all lights and kitchen appliances are off
- Set alarm system and exit
- Close and lock doors

At the end of each shift make sure that the venue is clean and tidy and request the Approved Manager or supervisor on duty to check all is done before signing off.

Attachments:

Floor Plans

Jagga Daku – Noise Complaint Resolution Procedure

Complainant details:					
Name:					
Address:					
Contact details:					
Preferred method of contact:	Email	Phone	Text	In Person	
Date complaint received:					
Date relating to complaint:					
Details of complaint:					
Received by:					
Received via	Email	Phone	Text	In Person	
Complaint noted on Incident Register	YES	NO			
Complainant contacted on:					
Complainant contacted by:					
Matters discussed:					
Resolutions reached:					
Action taken by venue:					
Complainant advised of action:	Email	Phone	Text	In Person	
Date complainant advised:					
Further action (if required):					
To be followed up on:					
To be followed up by:					
Complaint deemed resolved :					
Name:					
Signature:					

Notes:



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JD – CRP 2023