

INDUCTION TRAINING

STUDENTS' UNION AT BOURNEMOUTH UNIVERSITY
COMMERCIAL SERVICES



WELCOME!!

Today is your introduction to working at
Dylan's & the Student Shop or Student Centre

The induction will be run as follows:

SUBU'S VISION

- **Our vision is Enabling the future now**
- • Employability
- • Inclusivity
- • Transferable skills
- • Represent/Advocate
- • Opportunities (Visible Opportunities)
- • Life skills (Personal skills)
- • Empowerment/Realising your potential

SESSION 1

- register on crew website - www.subucrew.co.uk
- Shifts/Rotas & Summer Ball
- Pay & Holiday Pay
- Breaks
- Food & Drink
- Personal Appearance & Belongings
- Training and Development

SHIFTS & ROTAS

- You will be given approx 12 to 15 hours a week (need more see full time managers)
- Next weeks rota and the following will be hopefully sorted today.
- After Freshers Fair a permanent rota will be sorted – any failure to send us your timetable will result in no hours.
- Permanent shifts can be swapped by arrangement via messenger/ web site (you must use Web site to give the shift away)
- The rota does not carry on through the Christmas and Easter holidays.
- All members of staff are expected to work the summer ball failure to do this will result in the loss of your job.

Pay and Holiday Pay

- Work Book A rate of pay is £9.25
- B rate of pay is £9.71
- Work Book C rate of pay is £10.18
- 21 Minimum wage - £11.44
- Duty Manager rate of pay is £12-12.50
- Holiday pay is 12% of the total hours worked throughout the year (This is paid each month with your regular wages)
- Pay slips are emailed to your email address please make sure (if you do not receive one your contact details are probably wrong please contact the accounts department to check your email address).

BREAKS

- For every 4 hours that you work you will be given a paid 15min break.
- If you work a shift that is more than 6 hours you will have to take an unpaid half hour break.

FOOD & DRINK

- During your shift you may drink squash and tap water / soda. Plastic cups ONLY to be used in the kitchen. Coffee only on a early start at managers discretion. Only Americano or Tea – and this has to be rung through the till on SUBU drinks.
- All food and drink must be rung through the till. Please get your Duty Manager to do this.

PERSONAL APPEARANCE

- Uniforms consist of a t-shirt which must be clean and tidy at the start of each shift. (no drinking in uniform after work). Plus a work hoody which if you are cold is the only garment you can have over your t-shirt.
- We will not be held responsible for any damage to your personal clothing (Do not wear your best trousers it is not fashion competition).
- If working in the kitchen a hat and apron must be worn and your hair must be tied back if long.
- Opened toed shoes are NOT allowed to be worn in any area of work.
- No nail varnish to be worn in any area of work.
- All body piercing apart from on the face must be covered.
- No shorts

PERSONAL BELONGINGS

- All personal belongings must be left in the lockers provided. £2 is required for Dyalns and shop lockers. At no time must you bring bags onto the shop floor or behind the bar. (Items are not secure if you don't use the lockers correctly)
- At no time must the security code for the staff cloakroom be given to anyone.
- Mobile 'phones must not be used during your working hours
- The lockers provided are ONLY for use whilst you are working your shift. The staff room must be kept clean at all times, so ensure you take any rubbish with you when you leave.

Probation Period

A number of criteria's are monitored during your first 4 weeks to assess if you are suitable to proceed pass our trial period.

This includes completing your workbooks on time and making improvements from your one-to-ones (one-to-ones starting week starting the 5th)

Providing fast service whilst having FUN
Always be pro-active in using their initiative (Service,Clearing,Stocking
Working to Standards that excel

Training and Development

- There is a four week probation period where we or yourselves may give notice of employment (If you feel you cannot cope, or, we feel you are unsuitable for the position that you have been employed for).
- Week 1 to 2 : Work Book A tests must be completed
- Week 3: A one to one with your Student Duty Manager talk about your performance
- Week 4: Work Book B tests must be completed within 4 weeks of commencing work and signed off failure to do this will result in failure of your probation period
- Staff discount will be available once you have passed the probation period.
- The amount of discount will depend on the monthly stocktakes

SESSION 2

- Licensing Laws
- Trading Hours
- Health & Safety
 - Accidents
 - Fire
 - Sickness

Licensing Law

- Trading Hours
- Under Age Sale and Provision
- Smoking
- Drink Driving
- Drunks and Drugs

Trading Hours

Dylan's

Mon – Friday 10 am 'til 11pm

Private parties Saturday/Sunday

Student Centre

Mon – Fri 8.30am 'til 4pm

Sat – 9am -3pm

Sun – 11am – 3pm

Talbot Campus Shop

Mon/Tuesday/Thurs

8am 'til 7pm

Wed/Fri 8am 'til 6pm

Sat – Sun closed

Under Age Drinking

- Under licensing law it is a fineable offence to sell or provide a minor with intoxicating liquor. If caught you could face an £80 spot fine and the venue up to £20,000!!
- If you have any doubt at all ask for ID.
- Acceptable forms of ID are Passport, Photo Driving License, a prove-it card with a PASS hologram.
- People under the age of 14 must vacate the Dylans by 19.00 hrs unless in a private party
- Due to students from the Bournemouth Arts institute having access to our facilities please ensure you are vigilant as a number of these students will be under age.

Drink Driving

- A Person can get 6 months' imprisonment, a fine of up to £5,000 and a minimum 12 months driving ban if caught driving under the influence.
- If you become aware of someone going to drive just inform the Duty Manager so that they can try and discourage the customer.

Drunks and Drugs

- As with serving under age drinkers, by serving anyone who appears to be drunk would get you a £80.00 spot fine.
- If you feel the customer has had too much drink you may refuse to serve him and inform your Duty Manager that this is the case. This must be recorded in the refusal to serve log. This will be completed by your Duty Manager.
- The Student Union has a Zero Tolerance on drugs if you suspect any customer using them inform your Duty Manager immediately.

Drunks and Drugs (Cont)

- Awareness is the key to ensure the premises is free from drugs. Regular glass collecting can help with looking out for the following signs of possible drugs use.
- Equipment: Wraps (Foil, Paper), Rizzlas, Syringes, tightly rolled bank notes, traces of white powder on toilet cisterns, window sills and flat surfaces.
- Symptoms: Acting drunk when not actually drinking much. Aggressive and silly behaviour. High, Blood shot eyes, excessive amounts of soft drinks, white marks and powder around nostrils or mouth, or a herbal smell
- Dealers: Customers going to the toilets frequently with different people, amounts of money or wraps/small packages changing hands, a number of mobile phone calls then disappearing outside or elsewhere on the premises.
- If you become aware of any of these patterns inform your Duty Manager who will observe and take the appropriate action.

HEALTH & SAFETY

■ Your responsibilities as an Employee:

1. Take care of your health and safety whilst at work.
2. Take care of the health and safety of others whilst at work.
3. Co-operate with us, your employer, to reduce risks.
4. Do not interfere with, misuse or damage anything that is provided for health & safety purposes.
5. If you are aware of any risk or hazard inform your Duty Manager immediately.
6. You must always work to the safe practice procedures we have. Ask you Duty Manager if you are unsure
7. You must practice safe systems at work for floor mopping.
8. You must not carry more than 6 glasses at a time when clearing etc.

HEALTH & SAFETY (cont.)

- Our responsibilities as your employer:
 1. Provide and maintain premises, equipment and systems of work, which are safe and healthy.
 2. Make arrangements for the safe handling, storage and transport of stock and other substances.
 3. Provide information, training and supervision.
 4. Provide a health and safety policy statement.

You must also ensure that your work activities do not put visitors and the public at unnecessary risk

ACCIDENTS

If you injure yourself, no matter how small or insignificant you may think the injury is - you **MUST** inform a manager who will administer first-aid and fill in a accident report.

FIRE SAFETY

- On discovering a fire you must raise the alarm immediately by breaking a fire glass.
- Get somebody to call the emergency hot line number 222, or do it yourself. (not 999)
- DO NOT tackle the fire, remain calm assist with the evacuation of the customers and then exit the building with your Duty Manager to the Muster Points.
- DO NOT re-enter the building until told to do so by a manager or a member of the fire service.

FIRE SAFETY (cont)

- When the fire alarm rings in your area, assist the Duty Manager in vacating the customers from your area.
- Exit the building with your Duty Manager and do to your muster point
- Student Centre and Dylans Bar Muster point is in the semi circle in front of the student centre.
- Shop Staff your muster point is at the front of Poole House

MAJOR INCIDENTS

- If any incident occurs within the bar/sc or the shop areas you must follow the guidelines that your duty manager instructs you to do.
- If for any reason a manager cannot be found ensure you phone 222 and ask for assistance immediately from the University security team who are fully trained in dealing with any incident.
- Shop lifting if you notice anyone putting items into their bags/pockets before paying, following the customer round the store and catch the attention of the manager and explain what you have seen whilst keeping an eye on the customer the whole time. We cannot confront until they leave the store but have to be aware that they have not put down the items anywhere else

SICKNESS

- If you are ill and unable to work you must inform a manager as soon as possible.
- DO NOT call an hour before your shift is due to start as we may not be able to cover you.
- If you call in complaining of vomiting or diarrhoea than you will be unable to work for the following 48 hours.
- (phone number. Shop 965024, office 965855 or 965647 and Dylans bar 965781 and student centre 967161)

Tours

Bars/Kitchens/SC/Shop

Managers office

Staff cloakrooms and toilets.

Fire evacuation. Muster point

Students Union for Lost Property

Sites that are relevant to staff (BINS, SUGARMINE, LOADING BAY ,
STORE ROOMS)