
**ADDITIONAL INFORMATION PROVIDED BY KSC WORLDWIDE LTD TO SUPPORT
THEIR PREMISES LICENCE VARIATION APPLICATION FOR BRIDGE END
GARAGE, BRIDGE STREET, HOWDEN-LE-WEAR, CROOK. DL15 8ES**

Statutory Licence Sub-Committee 20th December 2016 – Item 7

From: Sara Uttley [mailto:
Sent: 12 December 2016 16:44
To: Yvonne Raine
Cc:
Subject: RE: Notice of Hearing - Bridge End Garage, Howden-le-Wear

Good afternoon,

Please find attached our Notice of Attendance.

We would also like to submit some additional information:

Refusal Book – Our staff have to fill the book in daily and note down anyone they have refused to serve. This is then check weekly by the site manager.

Staff Training – We train our staff when they first start for us and then refresher training takes place every 6 months. I have attached the training for one member of staff however this information can be provided for all member of staff.

Till Challenge 25 – Photo of our till system. It flags a message to the employee that they need to challenge date of birth. This is an extra reminder for staff.

If you require any further information please do not hesitate to contact me.

Kind Regards

Sara Uttley | Head Office Assistant |
KSC Worldwide Limited | Bridge End Garage, Howden Le Wear, Crook, Co. Durham DL15 8ES |
T: 01388 762105 | F: 01388 765 279 |
Email
Registered Office: Roxburghe House, 273-287 Regent Street, London W1B 2HA |



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REFUSE TO SERVE log book (to be complete each time a customer is refused to be served)

DATE	DESCRIPTION OF PERSON REFUSED	PRODUCT REFUSED	COMMENTS/REASONS FOR REFUSAL	Staff Name	Staff Signature
9/12/16				S	
9/12/16				S/O	
9/12/16				S	
9/12/16				S	

Date Reviewed: 10-12-16 Reviewed by: KB Signature: _____

Attempt to serve log book (to be complete each time a customer is refused to be served)

DATE	DESCRIPTION OF PERSON REFUSED	PRODUCT REFUSED	COMMENTS/REASONS FOR REFUSAL	Staff Name	Staff Signature
11/11				R	
11/12				R	
2/12				UXE	
3/12				S	
4/12				S	

Reviewed by: KR

4-12-16

Signature: _____

Customer Refusal Log Book (to be complete each time a customer is refused to be served)

DATE	DESCRIPTION OF PERSON REFUSED	PRODUCT REFUSED	COMMENTS/REASONS FOR REFUSAL	Staff Name	Staff Signature
11/17/16				G	
11/17/16				S	
11/17/16				SLG	
11/18/16				AD	
11/18/16				G	

Date Reviewed: 30-11-16 Reviewed by: KR Signature: _____

Used to serve log book (to be complete each time a customer is refused to be served)

DATE	DESCRIPTION OF PERSON REFUSED	PRODUCT REFUSED	COMMENTS/REASONS FOR REFUSAL	Staff Name	Staff Signature
9/11/16					
9/11/16	Young girl long hair blue eyes	20 Starting Freshly	NO ID NO SALT She was loudly about it said she was expecting me to refuse		
9/11/16					
9/11/16					
9/11/16					
9/11/16					

Date Reviewed: 25-11-16

Reviewed by: K Box

Signature: _____

Use to serve log book (to be complete each time a customer is refused to be served)

DATE	DESCRIPTION OF PERSON REFUSED	PRODUCT REFUSED	COMMENTS/REASONS FOR REFUSAL	Staff Name	Staff Signature
10/10/16	Teenage Boy wearing Jack Jones top Darkish hair	Sterling Freshburst Cigarettes	No I.D	C	
11/10/16	Blond haired boy refused 10 John Players line, looked too young and great tracksuit.	10 John Players.	No. ID and said D.O.B i	S	
11/10/16				S	
11/10/16				S	
11/10/16				S	
11/10/16				S	
11/10/16				S	
11/10/16				S	

Date Reviewed: 23-10-16

Reviewed by: _____

Signature: _____



FORECOURT ATTENDANT TRAINING RECORD

NAME OF TRAINEE D B

NAME OF TRAINER AND POSITION P S Manager

Nature of Training	Training Date	Trainer Initials	Trainee Initials	Refreshers Training Date	Trainer Initials	Trainee Initials
Operation of Forecourt Equipment						
Location of Fireman's Switch	07-09-16	PS	DB			
Location of Emergency Stop Button		PS	DB			
Location of Electrical cupboard (isolation switches)		PS	DB			
Consol Operation						
Procedure before pump authorisation	07-09-16	PS	DB			
How to stop pump		PS	DB			
Procedure to stop all pumps only		PS	DB			
Emergency Procedure						
Importance of 3 P's	07-09-16	PS	DB			
Emergency Button		PS	DB			
Evacuation Muster Point		PS	DB			
Procedure of dialing 999		PS	DB			
Types of Extinguishers		PS	DB			
Procedure of use of Fire Extinguisher		PS	DB			
Wet Stock Control/Tanker Deliveries						
Competent Persons only	07-09-16	NA	NA			
Forecourt Opening Procedures (Non 24 Hours)						
Location of switch for pumps		PS	DB			
Location of lighting		PS	DB			
Safe forecourt		PS	DB			
Forecourt Safety Procedures						
Procedure for Minor Spillage	07-09-16	PS	DB			
Procedure for Major spillage		PS	DB			
Procedure which Fire Extinguisher to use		PS	DB			
Procedure for evacuation of forecourt		PS	DB			
Procedure for small fires (bins)		PS	DB			
Procedure for car fire		PS	DB			
Forecourt Loud Speaker Operation						
Importance of Loud Speaker	07-09-16	PS	DB			
Understanding the Risk Assessment						
Staff to Read	07-09-16	PS	DB			
General Administration						
Completion of Daily and Weekly Checks	07-09-16	PS	DB			

Under Age Selling Examination:

As you are aware there are serious implications of selling to underage.

Please answer the following questions. These are multi choice answers, some questions has more than one answer:

1 - What is the procedure for selling Alcohol to customers?

- A - Make full eye contact with the customer to ensure that they are of Legal Age.
- B - Serve the customer as normal.
- C - Scan the item without any contact with the customer.

2 - A small boy asks for matches/cigarette lighter.

- A - Serve him.
- B - Ask him who the items are for.
- C - Refuse sales and enter into the refusal book.

3 - A customer purchases Alcohol who you don't think is of age.

- A - Serve them anyway.
- B - Ask for ID.
- C - Refuse sale and enter details in the refusal book.

4 - What would you require to prove a customer's age?

- A - Passport
- B - Birth Certificate.
- C - Citizen ID Card

5 - What procedure must be adhered to with regards to the refusal book.

- A - It must be filled out every shift.
- B - All refusals must be entered in detail.
- C - It is a legal document which can be checked by Government bodies.

6 - If you serve an underage what is the consequence.

- A - Nothing.
- B - The company is fined.
- C - The person who sold the underage is fined £80 and also pays the fine and could face disciplinary action.

7 – What procedure do we follow for the selling of alcohol?

- A – Challenge 18
- B – Challenge 25
- C – Challenge 21

8 – What is the legal age to serve lottery/instant?

- A – 16
- B – 21
- C – 18

9 – What is the legal age to serve adult magazines?

- A – 21
- B – 16
- C – 18

10 – A youngster tries to purchase super glue.

- A – Sell the purchase.
- B – Refuse sale.
- C – Refuse sale and enter the details in the refusal log.

11 – A small child is holding the fuel nozzle.

- A – Don't authorize or stop pump.
- B – Its ok as long as they are with an adult.
- C – Authorize pump.

12 – A customer asks for 2 packs of 16 paracetamol.

- A – Serve the customer.
- B – Refuse sale explaining to the customer they can only purchase 1 packet.
- C – Sell them but explain its illegal to purchase 2 packets.

Signature:

Print Name: DS

Site: BRIDGE END

Date: 7/9/16

UNDER AGE - SITE TRAINING RECORD SHEET

REFUSING UNDER AGE CUSTOMERS

MINIMUM AGE REQUIREMENTS

	MINIMUM	LOOKS AGE
CIGARETTES	18	25
ALCOHOL	18	25
LOTTERY	16	18
INSTANTS	16	18
ADULT MAGAZINES	18	21
PETROL/DIESEL	16	18
MEDICINES	18	18
VOLATILE SUBSTANCES OR SOLVENTS	18	21

Please ensure that all staff are fully aware of the Minimum Age Requirements above.

All staff must sign this and also the Site Manager with the date to verify that this training has been given.

I HAVE READ AND FULLY UNDERSTOOD THE UNDER AGE TRAINING SHEET AND THE IMPLICATIONS OF SELLING THE ABOVE PRODUCTS TO UNDER AGE PERSON

STAFF NAME/SIGNATURE	MANAGER NAME/SIGNATURE	DATE

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- B - Ask him who the items are for.
- C - Refuse sales and enter into the refusal book.

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- A - Serve them anyway.
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Photo ID

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- C – 18

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- A – 21
- B – 16
- C – 18

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- A – Sell the purchase.
- B – Refuse sale.
- C – Refuse sale and enter the details in the refusal log.

11 – A small child is holding the fuel nozzle.

- A – Don't authorize or stop pump.
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- C – Authorize pump.

12 – A customer asks for 2 packs of 16 paracetamol.

- A – Serve the customer.
- B – Refuse sale explaining to the customer they can only purchase 1 packet.
- C – Sell them but explain its illegal to purchase 2 packets.

Signature:.....

Print Name: DE.....

Site: BRIDGE END HOWDEN LE WEAR.....

Date: 15/3/16.....

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- A – Don't authorize or stop pump.
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- C – Authorize pump.

12 – A customer asks for 2 packs of 16 paracetamol.

- A – Serve the customer. 2 packs is the limit or 2 things containing
- B – Refuse sale explaining to the customer they can only purchase 1 packet. Paracetamol
- C – Sell them but explain its illegal to purchase 2 packets. 16 pack in a shop in a Pharmacy

Signature

Print Name: DS

Site: BRIDGE END

Date: 4/8/15



UNDER AGE - SITE TRAINING RECORD SHEET
REFUSING UNDER AGE CUSTOMERS

MINIMUM AGE REQUIREMENTS

	MINIMUM	LOOKS AGE
CIGARETTES	18	25
ALCOHOL	18	25
LOTTERY	16	18
INSTANTS	16	18
ADULT MAGAZINES	18	21
PETROL/DIESEL	16	18
MEDICINES	18	18
VOLATILE SUBSTANCES OR SOLVENTS	18	21

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STAFF NAME/SIGNATURE	MANAGER NAME/SIGNATURE	DATE
_____	P.S	15-03-16
_____	_____	_____
_____	_____	_____
_____	_____	_____

UNDER AGE - SITE TRAINING RECORD SHEET
REFUSING UNDER AGE CUSTOMERS

MINIMUM AGE REQUIREMENTS

	MINIMUM	LOOKS AGE
CIGARETTES	18	25
ALCOHOL	18	25
LOTTERY	16	18
INSTANTS	16	18
ADULT MAGAZINES	18	21
PETROL/DIESEL	16	18
MEDICINES	18	18
VOLATILE SUBSTANCES OR SOLVENTS	18	21

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STAFF NAME/SIGNATURE	MANAGER NAME/SIGNATURE	DATE
<u>DB</u>		4/8/15

1
A 5.00

Idle

2
A 18.51

Idle

3
A 30.01

Idle

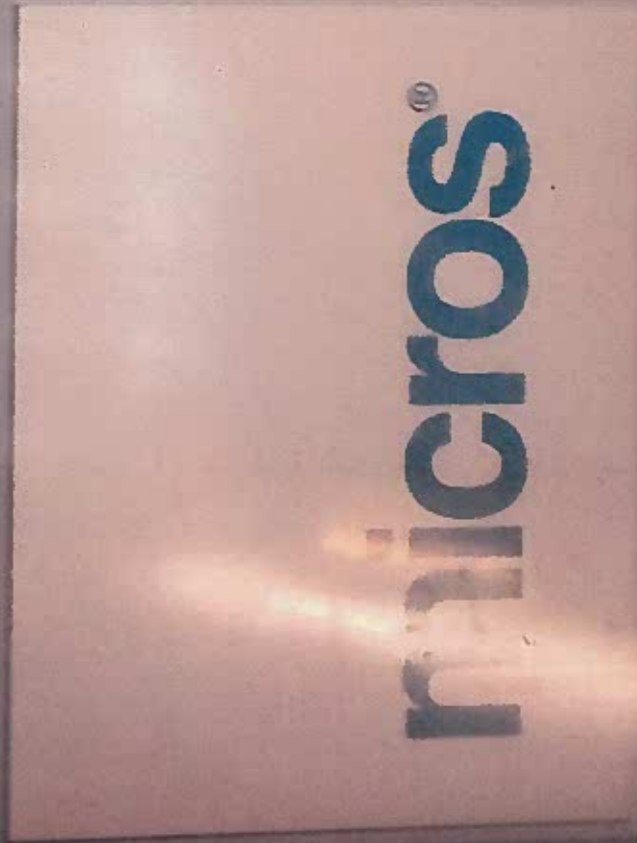
Idle

Idle

7
A 9.69

Idle

STOP
ALL
PUMPS



This item must not be sold to
customers under the age of 18.

Does the customer look 25?

Yes

No

Micros Iridium - Thursday Dec 8 2016 11:10 Paul

15.0 SR12.8

1
A 5.00

Idle

2
A 20.00

Idle

3
A 30.00

Idle

Idle

Idle

7
A 10.00

Idle

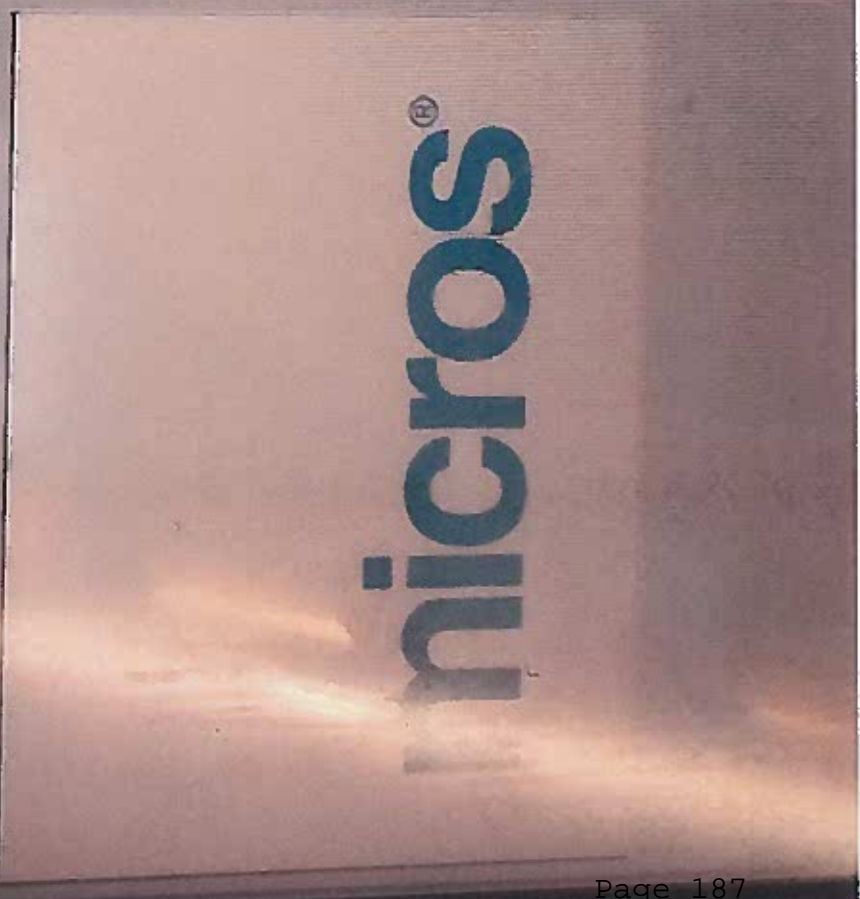
STOP
ALL
PUMPS

Normal

Does the customer have ID?

Yes

No



microcos®

1
A 5.00

2
A 20.00

3
A 30.00

total

total

total

total

total

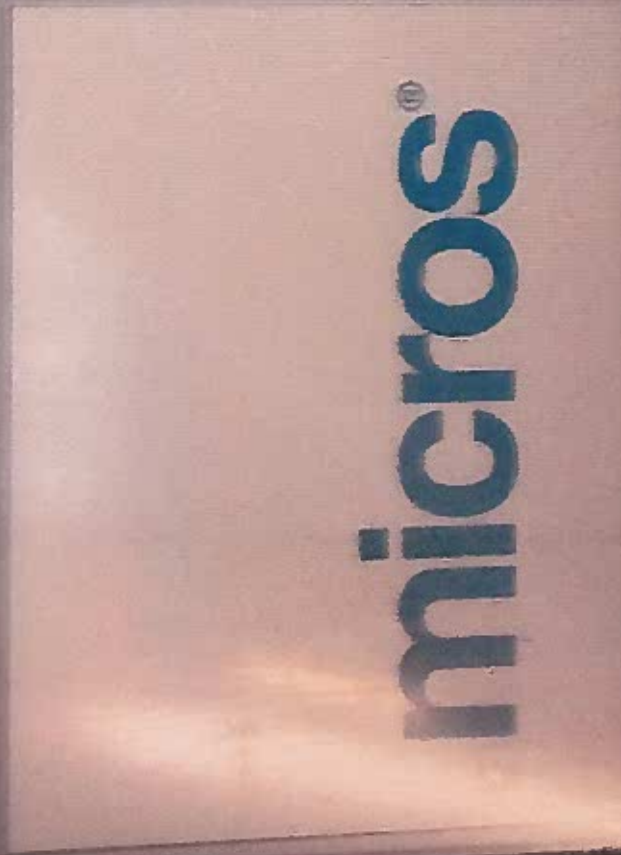
total

7
A 40.00

total

STOP
ALL
PUMPS

Normal



Is the date of birth shown on the ID the
08/12/1993 or a date before that one?

Yes

No

POS 2

Micros Iridium - Thursday Dec 8 20f6 11:11 Paul

15.0 SR12.6