



2nd Stratford-upon-Avon Beer and Cider Festival
16th -17th May 2008

NOTES FOR FESTIVAL WORKERS

Thank you for offering to help out this year's festival. Please can I ask you to take note the following?

- When you arrive, please report to the Staffing Officer (**Lloyd Evans**) where you'll be expected to read and sign the health and safety guidelines.
- Please wash your hands at any time before serving behind the bar.
- Rolls, soft drinks, tea and coffee will be available from the race course buffet.
- To help the smooth transfer of staff between sessions, please keep to the staffing timetable.
- Please wear your staff badge.
- If you have to leave your position for any reason could you please ensure that sufficient staff are available to cover you. Otherwise contact the staffing officer
- Beer, cider and perry is only to be served in S – upon – A festival glasses unless other lined glasses are approved on an individual basis with the Bar Manager.
- Please ensure payment cards are marked with the indelible pens provided.
- The glasses are lined. Serve to but not above the line.
- No one under the age of 18 can be served at the bar. If in doubt ask for proof of age, if none is available, do not serve them.
- If a beer is slow to pour or is not clearing, please advise the Bar Manager (**Rhys Froggatt**).

- It is acceptable to give a small sample of beer for customers to taste during **non-busy** times but be very wary that this is not abused in any way. During this period you should also try to serve other customers whilst the taster is considering their choice.
- If a beer is returned which looks cloudy or is not right, exchange it for another. Tell other staff not to serve it and advise the Bar Manager.
- Last orders will be called 10 minutes before closing time. Please ensure you stop serving and vacate the bar when time is called.
- If you need assistance, please contact one of the festival committee stewards who will be wearing named badges: Lloyd Evans (Staffing), Derek Hawyes (Festival Organiser), A N OTHER (Health and Safety/Security), Rhys Froggatt (Bar), Vaughan Hully (Finance), Doug Robinson, Redditch and Bromsgrove (Membership), A.N.OTHER (Entrance). For first aid details please contact Derek Hawyes.



Shakespeare CAMRA

The Campaign for Real Ale in
Shakespeare Country & The Vale

