

## Closing Duties

### Our Standard Is:

*To carry out all closing duties efficiently and effectively at all times, to ensure the safety and security of personnel, the premises and stock.*

### How to achieve our Standard:

### How we will know it is done correctly:

**1) Ensure that the restaurant/bar is closed, in a timely and efficient manner**

- Guests are politely informed in advance of closing.
- Premises are cleared in accordance with the house policy and legal requirements.
- Guests are allowed the legal permitted drinking-up time and politely encouraged to leave.
- Security check is carried out in toilets and other areas, once all guests have departed.

**2) Thoroughly clean the restaurant/bar area**

- The room is well ventilated and cleaned.
- Tables and chairs are cleaned and replaced in correct positions.
- Floor area is thoroughly swept/vacuumed and mopped as appropriate.
- All glass, chrome, doors and mirrors are thoroughly cleaned.
- Toilets are cleaned and serviced.

**3) Clean and tidy the back of house area**

- Bottle bins/skips are removed to back yard.
- All bins are emptied, washed and bin liners replaced.
- Drip trays are emptied, washed and replaced in correct position.
- Waste/ullage is accurately recorded.

**4) Complete a stock take and prepare a requisition**

- Stock is accurately counted and a requisition is prepared.
- Requisition is prepared for stock of dry goods, condiments and wine.

**5) Clean and store equipment correctly**

- All dirty glasses, water jugs, ice buckets and cutlery are cleaned, polished and checked.
- Glass washing and coffee machines are emptied and cleaned then switched off.
- All electrical equipment is cleaned and switched off as appropriate.

**6) Control and secure cash**

- Final till reads are taken, floats retrieved and cash reconciled in a secure location.
- Non-balances are investigated and rectified.
- Daily takings are recorded appropriately and deposited safely in the designated location.

**7) Carry out final checks to ensure all closing duties completed**

- Designated personnel ensure that all closing procedures are completed, according to established procedures.
  - Checks are carried out for lost property which is then tagged and stored in designated area.
  - Any deviations are identified and rectified.
  - Heating, lighting and ventilation are attended to, as appropriate.
  - Final security check of doors and windows is carried out and alarms set as required.
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