



York CAMRA Beer Festival,  
15<sup>th</sup> to 17<sup>th</sup> September 2011  
Knavesmire, York



## INFORMATION FOR VOLUNTEER STAFF

### Rules of the Bar

The opening times are 12:00 to 23:00 on Thursday, Friday and Saturday. Please report for duty at least 20 minutes before you are due to start so you can sign in, be briefed and issued with a T-shirt and appropriate beer/food tokens.

As soon as time is called, stop serving and retire to the staff only areas until the site has been cleared. Staff are invited to stay on after public closure to help with clearing up, which may take up to an hour.

A major feature of this festival is our use of oversize glasses. This ensures that the customer gets a full measure every time. Each glass has a line indicating the correct level of liquid for the required measure. Please be careful that you give the correct measure – too little is robbing the customer, too much is wasting beer.

PLEASE NOTE that we are not permitted to serve any drinks in glass glasses, only the supplied festival polycarbonate glasses.

Customers will pay for drinks with tick cards. Use the felt pen issued to strike through the appropriate value. NO CASH IS TO BE ACCEPTED OVER THE BAR.

No smoking or eating behind the bar at any time. Please refer to the hygiene notes on bar duties. Bar managers will arrange for breaks during long shifts. Please let them know if you have any special requirements.

Staff allowances- You will be given a supply of tokens for drinks and/or food depending on how long you are working; beer tokens can be exchanged for draught beer or cider and MUST be given up to, and destroyed by, another member of the bar staff when you take a drink. Similarly be sure to take and destroy the token from other members of staff when serving them (this is important to demonstrate our honesty). If you want to have extra beer you must buy and use the tick cards. Food tokens are exchanged with the on-site caterers up to an agreed value. Again if you need more food you will need to buy it.

Please use the Festival T shirt/Polo shirt provided for one session (if you are doing several), and use your festival glass. Any other vessel used by anyone MUST be decanted & properly measured from a FESTIVAL GLASS. Always wear your staff badge when on duty. This is an outside event in September, so please ensure you have sufficient clothing to keep warm.

We are the public face of CAMRA. When working behind the bar, be sensible. If you discover that you have had too much to drink, please tell us before we have to tell you! Remember that we need to set a good example of responsible drinking to the customers, and do the job correctly and safely.

Any problems with beer (running out, customer complaints etc.) should be referred to the section bar manager and/or cellar staff.

IF IN DOUBT, ASK – BE SENSIBLE, and ENJOY YOURSELF!



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### Hygiene Notes

It is a legal requirement for organisers of CAMRA beer festivals to comply with the Health & Safety at Work Act and the Food Safety Act. Under the Food Safety Act, beer is deemed to be a food. For this reason all staff working at the festival must follow guidelines detailed below. It is important to remember that we should all keep to high standards of health and safety so that visitors to the festival can clearly see that at CAMRA we take the matter seriously.

#### BAR DUTIES

Any staff who have been suffering from diarrhoea, sickness, stomach upsets or similar ailments within the past week must inform the Staffing Manager when reporting for work. You can still work but not as a drink handler.

Please wear clean clothes. Dirty or stained (even beer stained) T-shirts and jeans can be a source of infection. Don't hang bar towels from belts – it is not hygienic.

Hands and nails must be kept clean.

Whilst serving beer, staff **MUST NOT** smoke, take snuff, pick their nose, lick their fingers, sneeze into beer, put fingers into glasses which are to be filled, or finger spots, cuts etc. If you need to smoke, or have a snack, please have a proper break away from the serving counter. Please ensure that any cuts or sore are covered with waterproof dressings.

Staff **MUST** wash their hands thoroughly before starting to serve and particularly after going to the toilet, eating, smoking, handling rubbish or handling cloths used for cleaning.

Do not use bar towels to wipe hands, keep dry etc. Please use the proper facilities provided. When serving beer please ensure that the glass is always kept below the level of the tap, and that the tap does not come into direct contact with the glass or its contents.

#### CARRYING AND LIFTING.

Manual handling injuries can be avoided if you think and plan before each lifting task. Use proper technique when lifting – chin in, bend your knees, keep back straight, keep the load close to your body – and check the route is clear **BEFORE** doing the lift.

When carrying any object including chairs, tables etc. ensure that there are sufficient staff available to carry out the task safely. Please don't rush and take chances. Injuries to hands feet and back can be serious following manual handling accidents.

If you have a medical condition or are pregnant, **DON'T DO ANY LIFTING.**

Beer Casks can be very heavy and should only need handling before and after the Festival.



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### REPORTING OF HAZARDS.

For all staff working at festivals please ensure that all incidents are dealt with and reported as soon as possible, e.g. broken glass on floor, blocked fire exit, slip/trip hazards on stairs, scaffolding about to collapse etc.

### ACCIDENTS AND FIRST AID

The site office will have a first aid kit during set-up and take-down which carries dressings for cuts and abrasions, and the accident book if required. During the festival there will be support from specialist First Aiders.

### EVACUATION PROCEDURE.

If you discover a fire or a suspicious package, or become suspicious of a member of the public, please report this to the nearest steward. If the fire alarm is sounded, make your way off the site by the signed fire exit. Please if the worst comes to the worst, stay calm.

IF IN DOUBT ABOUT ANYTHING PLEASE ASK EITHER:

MELISSA REED, THE FESTIVAL ORGANISER OR THE STAFFING OFFICER ON DUTY.

BE AWARE OF HEALTH AND SAFETY RISKS AND DON'T FORGET TO HAVE A GREAT TIME!

THANKS FOR YOUR CO-OPERATION.

(Ends)