

# LICENCE TO SERVE

ISSUE 005

## News from the Liquor Licencing team



This was an interesting article that was recently published by Stuff.  
This may surprise you!

## UP TO 20 PER CENT OF BOOZE IN NEW ZEALAND BARS GOES UNPAID FOR

**EWAN SARGENT**

**STUFF – 3 OCTOBER 2017**

The odds of getting more booze than you paid for in a bar are surprisingly good, says a New Zealand bar auditor.

Most often it will be because of badly trained bar staff. But some generous pours and extra nips will find their way to mates of the barman.

Peter Nelson is an expert on bars and says when his business Sculpture Hospitality audits a place, it typically finds 15 to 20 per cent of booze disappears unpaid for.

Nelson's company discovered wrong pour lines had been engraved on wine glasses at a Christchurch bar. Instead of 150ml, staff had been pouring 170ml, which had cost the bar owner \$18,000.

But Nelson says the most common problem is poorly trained staff messing up pouring drinks.

A barman who does tipping and pouring, tipping and pouring to get rid of too much head on a beer can cost a business a huge amount.

He says bar owners should train staff to pour to the level they want. It might be to 475ml on a 500ml pint glass for example. A barman who keeps trying to get the beer to the top can cost a lot of money.

"We'll say to the owner, 'how many kegs did you buy this week? And he'll say 23 and we'll say, well two of those kegs have been tipped down the drain.' That would happen on a high turnover draught beer bar, yes certainly."

Over-pouring wine and going beyond the pour marks is also common, either by accident or on purpose. No staff will ever tip back a bit of wine or beer if they go over.

Another cost comes from staff who ring up drinks incorrectly on the till, not realising the difference between a \$14 single barrel Jack Daniels nip and an ordinary \$8 Jack Daniels nip.

Nelson estimates only about 20 per cent of losses come from actual dishonesty.

This includes bar staff slipping friends extra drinks and generous pours. "There wouldn't be too many bars in New Zealand where you don't have some sort of free giveaway or extra pouring to friends."

Nelson says there's a certain culture of 'well, it's OK to give a couple of beers away, nothing much to worry about'."

But he says a barman giving a mate a free bottle of Heineken is no different to him opening the till, taking \$9 out and putting it in his pocket.

This newsletter is jointly produced by the Timaru District Council Alcohol Licensing Team, the Police Alcohol Harm Reduction Officer and the Community and Public Health Alcohol Licensing Officer.

We encourage all licensees to circulate this newsletter to all staff, especially Duty Managers.

### THIS ISSUE

#### FREE BEER!!

#### Hospitality South Canterbury Christmas Intoxication

Outright scams he has seen include staff who buy bottles of bourbon, take them to work, put them on the shelf, then take the equivalent retail money out of the till. They pocket the mark-up while the books balance, but an audit catches them out.

"We've seen staff fill bottles of vodka with water, put them on the shelf, then pretend to drop them on the floor, and drop a couple of nips of vodka so it smells right, and then say 'sorry, it was an accident'. The two bottles are written off and the staff take retail value equivalent out of the till."

Nelson says bar owners need to realise that training is an investment and they are always at risk of losing money because the workforce is mostly casual and sees it as a job rather than a career.

*"There wouldn't be too many bars in New Zealand where you don't have some sort of free giveaway."*

# POLICE UPDATE

The risk to the road using public increases this time of the year due to the increase of Christmas staff functions, and the longer day-light hours they can drink in the sun.

Please be more vigilant and pro-active when dealing with groups and identify early how they are getting home. With the legal alcohol driving limit for under 20 year olds set at zero, and over 20 year olds set at 250 micrograms all patrons need to have an established plan that they can stick to.

It's perfectly acceptable to ask how they are getting home and a lot of premises offer free soft drinks for their sober drivers, and of course freely available water.

At the other end of the scale, if it becomes obvious that an affected person is about to drive, by words or actions, attempt to remove their keys if possible, or call 111 or \*555 to get the police involved. In the last few months a couple of local bars have called police and managed to stop recidivist drink drivers from getting behind the wheel. It's important though not to put yourself in danger.

We've all noticed an increase of recreational drugs being used in the community and they are increasingly being used in quiet areas of licensed premises, such as toilets and courtyards. This is not acceptable and brings no revenue, only risk to your business. Please report any such incidents in your incident books and tell local police, but more importantly make an example of those you catch by way of trespass notice, or other sanction.

I'm hearing weekly reports of fake ID's being used or presented. I recently caught an Irish 17 year old using his Irish friend's passport, sisters giving their drivers licences to their younger sister to use, or doctored 18+ cards. The police now have instant fines for all these offences including the legal owner of the ID (the fines range from \$200 - \$250). Please seize any such IDs and give them to local police who will investigate and issue tickets.



*"It's perfectly acceptable to ask how they are getting home and a lot of premises offer free soft drinks for their sober drivers, and of course freely available water."*

## CPO/MONITORING RESULTS

Since the last newsletter monitoring has been undertaken at licensed premises including a number of large scale Special Licence events being visited by us as a Tri-Agency approach.

There have been a few issues with intoxication (including stag parties however Shayne Broughton has an article in this newsletter regarding these types of events).

A Controlled Purchase Operation (CPO) was undertaken on Thursday, 5 October 2017 which focussed on Off-Licence premises within the Timaru/Mackenzie Districts. Eighteen premises were visited and unfortunately one premise sold. The minors were aged 16 years and 17 years.

**No ID  
No Service  
No Exceptions**

Hospitality

Community Promotion

Please take this as a reminder to ensure your staff are vigilant and doing what they should be doing regarding checking ID if unsure of age. As the signage says "No ID, No Sale, No Exception).

Sergeant Greg Sutherland, NZ Police

# HOSPITALITY NZ

## (SOUTH CANTERBURY BRANCH)

My name is Kristy Phillips, I am co-owner/operator at Zest Restaurant, Timaru and the current President for the South Canterbury Branch of Hospitality NZ.

This is my second year in this role and it has been a privilege to represent the news and views of our members. Whether it be advocacy with Timaru District Council, advisory interactions with Ara or general discussions with members and other groups. There have been positive developments in the discussions with Ara and we are now "at the table" to feed our industry views into course development and communications with us, as the future employers of their students.

The hospitality scene in South Canterbury is still going strong and we have a fantastic offering that is a credit to our area and industry.

Recently a morning tea was hosted by Shayne Broughton from Community Health to gather our local restaurant licensees together to provide information and introductions.

An outcome from this meeting was the development of a Facebook group for owners and/or General Managers to share ideas, information and have an access point to reach each other in a quick, simple way. So, if you would like to be involved with this group and aren't already, please get in touch and we can add you in.

Currently, there seems to be a momentum around our area to promote Timaru and the wider area as a destination that is desirable to stay for a night (or more). Our Hospo industry will play an integral role in providing a welcoming and friendly experience that people will want to return for. It is increasingly apparent and encouraging that our local licensees are looking for more collaboration and support in terms of working together rather than against each other.

Having just attended the Hospitality NZ national conference I would like to share with you the 3 key themes emerging:

- 1 Optimism
- 2 Resilience
- 3 Sustainability

All 3 topics focussed on the direction our industry is heading towards, looking at preparing our teams for an exciting future. Especially with the projected increase in tourist numbers, both domestic and international, that are looking likely to be heading in our directions over the next few years.



It was very encouraging to see at the Future Leaders Day the depth and spread of talent that is emerging and being nurtured throughout the country. The fact that the National award winners of Emerging Chef and Emerging Front of House went to Timaru and Invercargill respectively show that the regions are just as passionate and talented as our bigger centres.

So, from an industry viewpoint, we should encourage our teams to be pleased to see every guest that comes through our doors, be ambassadors for our region and help sell our districts' story. This way we will absolutely all be heading in the right direction.

If anyone has any questions regarding HNZ or would just like to catch up for a coffee and a chat, then please just get in touch.

Cheers and good trading to you!

Kristy

[info@zestrestaurant.co.nz](mailto:info@zestrestaurant.co.nz)

+64 21 522 240





# ARLA VS DLC

I have found recently a few licensees have been unsure who does what with regards to the District Licensing Committee (DLC) vs Alcohol Regulatory & Licensing Authority (ARLA).

I guess the easiest way to explain it is that ARLA deal with any enforcement issues (i.e. failed Controlled Purchase Operations, issues of intoxication on licensed premises) and any appeals that may be lodged against DLC decisions.

DLCs deal with the day to day unopposed applications at weekly meetings and if there are any objections/oppositions received regarding new or renewal applications for Managers or Licensed premises then the DLC would hold a public hearing to hear the case.

If you had to appear in front of ARLA you would be dealing with an ex District Court Judge and a panel member. If you had to appear in front of the DLC you would be dealing with a Commissioner appointed by the relevant District Council Chief Executive and two committee members.

ARLA cases are usually held at a courthouse (if there is one available in the district you are in) whereas a DLC case would be held at the local Council office building (if available).

## Sneak peek at what is in the next newsletter

What to do when selling your licensed business (for alcohol and food).

ARA course dates for 2018.

## From the Secretary's desk

### DLC Christmas closures

In relation to the Christmas break just another quick reminder that the District Licensing Committee ceases to operate on 20 December 2017 through to 15 January 2018 and that none of the days between these dates count as "working days" in terms of the Act.

As we approach the end of the year I'd just like to say that since taking over in July this year as secretary, I have found the Committee, our team here at the Council, our partner agencies and our licensees to be on the whole a high performing and professional bunch. There are always exceptions to a rule, but generally the sector performs to a high standard and takes the object of the Act seriously across the Mackenzie, Waimate and Timaru Districts. I have no doubt that this professionalism will be carried through the Christmas period and into the New Year. As this is the last newsletter for the year, all that remains is to say have a great festive season and stay safe.

Paul Cooper  
DLC Secretary



# CHRISTMAS FUNCTIONS & INTOXICATION

Recently while monitoring with Sergeant Sutherland and Inspector Hoogenraad, we discovered a stag party in a tavern.

As is traditional with these events, the people in the stag party were influenced by alcohol, but the poor young stag was very intoxicated.

Intoxicated people are not allowed to remain on licensed premises (section 252 Sale and Supply of Alcohol Act 2012) so this became an issue for the Police and the Licensee to resolve.

Stag events are not the only time that influenced people will arrive at your premises in large groups. Tradies night is coming up as well as many workplace Christmas functions. These events may pose extra management issues for you and your staff.

As alcohol is a modifiable risk factor, the more someone drinks the more risk they pose. In relation to alcohol, food is a risk modifier when used early as it slows down drinking. If you are hosting events for Christmas or our hard working trades' people, consider promoting food more than alcohol. We also recommend briefing staff on clear prevention strategies and on their role in preventing intoxication. Acting early and spotting potential issues relies on a clear communication chain and delivering a standard message.

If you are employing security, make sure they are qualified and they understand their role, check with them that they understand what your standards are and how you expect them to handle difficult, highly influenced and intoxication customers.

If you are not already, I recommend that you keep an incident book. If staff are familiar with using an incident book they become familiar with what to do in any given situation. A properly functioning incident book also becomes a great resource for training new staff.

Have a happy and prosperous Christmas and a relaxing New Year.

Shayne Broughton (Community & Public Health)

