

CAPITAL HOST CHARTER CHECKLIST

The following checklist aligns to the seven principles of the Wellington Capital Host Charter.

The aim of the checklist is to enable each venue to critically evaluate their own premises and provides a range of suggestions on how to meet the expectations of being a signatory to the Wellington Capital Host Charter. Use the checklist to review the venue and practices.

Each premises that applies to join the Forum will be audited in the following areas by a Wellington Licensee Forum Steering Committee member before the application is accepted.

1. PROUD AMBASSADORS

We will be ambassadors for Wellington, proud to host guests in our venues and our city.

The venue is well-maintained and frequently cleaned both inside and out, showcasing the premises to the highest level.	YES / NO
Guests are made to feel welcome and comfortable in the venue.	YES / NO
Staff and door security are aware of the nearest public amenities such as transport options and Wellington's tourist attractions.	YES / NO
The venue provides high-quality service and products.	YES / NO

2. RESPECT

We will treat our guests with respect and maintain the highest standards of integrity and service, both in and around our venues.

Inappropriate and antisocial behaviour is not tolerated and is addressed immediately by staff members.	YES / NO
Guests requesting assistance are responded to straight away so they can feel comfortable and safe on the premises.	YES / NO
Guests are aware of expectations relating to behaviour due to staff behaviour and appropriate signage.	YES / NO
Queues into the venue are managed by appropriately trained staff who can 'screen' potential patrons and communicate acceptable guest behaviour while inside the venue.	YES / NO
Where possible, a policy of peaceful removals is adopted.	YES / NO

3. GOOD NEIGHBOUR

We will be a good neighbour, ensuring our business has no negative impacts on surrounding areas.

Vandalism and antisocial behaviour is minimised through reinforcing a sense of pride and care in the venue by keeping buildings and adjacent public spaces clean and well-maintained.	YES / NO
The venue is free of graffiti and any new graffiti is removed within 24 hours.	YES / NO
No glassware or bottles are left outside overnight.	YES / NO
Strategies are in place to ensure that guest noise is managed appropriately and does not create public nuisance.	YES / NO
Smoking areas are regularly cleaned and appropriate bins are provided in smoking areas – bins are regularly emptied to manage butt litter.	YES / NO
If queues are on the public footpath, sufficient space is allocated for pedestrians to pass at all times to avoid conflict between patrons and passersby.	YES / NO

4. TRAINING

We will continuously look for opportunities to further train all our staff to ensure we are excellent hosts.

Security staff are trained to unit standards.	YES / NO
An accredited first aid certificate holder is present at all times during operating hours.	YES / NO
Staff induction document includes a schedule of training.	YES / NO
Staff have undertaken training in conflict management resolution and enforcement.	YES / NO
Appropriate staff have undertaken server training.	YES / NO

5. RESPONSIBLE PROMOTIONS

We will promote our venue and alcohol in a responsible way to ensure a safe experience for our guests, our staff and the surrounding environment.

Alcohol is not used as a promotional tool and all promotions and advertising are in line with responsible serving practices, and do not encourage rapid or excessive alcohol consumption.	YES / NO
Excess consumption of alcohol is not encouraged on the premises.	YES / NO

Low-alcohol drinks and non-alcoholic drinks are available at all times.	YES / NO
A range of snacks and/or meals are promoted and available for guests during hours of operation.	YES / NO

6. TRADING PRACTICES

We will prevent antisocial behaviour and intoxication among our guests, to ensure Wellington is safe and vibrant.

Venues actively endorse the requirements of the Sale of Liquor Act.	YES / NO
Venues ensure Wellington City Council is informed of current managers' names.	YES / NO
During special events such as Rugby World Cup 2011 and the Sevens weekend, liquor for consumption in outside areas is sold in unbreakable containers.	YES / NO
Management and security staff work cooperatively with other venues and authorities to protect the safety and appearance of other business, venues and residents.	YES / NO

7. INFORMATION SHARING

We will share relevant information between licensed venues, regulatory agencies and transport providers.

A venue representative regularly attends Wellington Licensee Forum meetings and associated workshops/training.	YES / NO
The venue is a signatory to the Wellington Capital Host Charter.	YES / NO
Procedures are in place to debrief staff on any serious incident, to improve practices and prevent incidents from recurring.	YES / NO

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