



This is to certify that Fortus Security attended Peaches Bar and Restaurant on Wednesday 1st October 2014 and carried out a staff refresher training course on the following;

1. Procedure at Peaches in relation to customer age verification, namely:-
  - a. Check customers for age verification at main door via ID scan
  - b. Staff operate a Challenge 25 policy and seek ID for those who look under that age before allowing them admission or serving them at the bar.
  - c. What are acceptable forms of photographic ID.
  - d. How to politely refuse admission or service to somebody who cannot prove their age.
  - e. What to do if you suspect people are buying drinks for somebody who looks under age.
  - f. If you refuse somebody, how to report this to your Line Manager/Security.
  - g. Drug awareness.
2. How to effectively handle problems caused by customers and who to report to if you need assistance.

The above training was carried out at Peaches Bar and Restaurant. All staff, Security, Management and owners who attended are listed on a separate document.

Rod Turner  
Fortus Security.



Location: Peaches Bar & Restaurant, 177-179 Kenton Rd, Harrow, HA3 0EY

Date: 23rd Sept 2014.

Staff Licensing Heineken Training:

- Licensing law
- Children, young people and alcohol sale
- Alcohol awareness, Preventing Drunkenness
- Social responsibility.
- Dealing with conflict in the workplace.
- Weight & measures. Pouring the perfect pint.
- Challenge 25 Policy
- How to ask, refuse and accept ID for a sale. What are appropriate forms of I.D.

The above training was given to all Peaches Bar & Restaurant staff, Manager and Owners.





