

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.



C & R Group itd/ Peaches Bar & Restaurant.177 -1779 Kenton Road, Harrow HA3 0EY.Tel- 0208 907 7518

Staff Training record: 23rd Sept 2014

The following staff, attended Training carried out by Heineken on Licence Act 2003 & Heineken products & service @ peaches Bar & Restaurant.

Staff Name	Date	Signature
Neil Patel	23 rd Sept 14	MAL
Gaurang Patel	23 rd Sept14	G. P. Patel
Prem Gami	23 rd Sept14	(PANE)
Pavun Gami	23 rd Sept14	READLE .
Mohammad sakil	23 rd Sept14	at i
Kinjal Patel	23 rd Sept14	Lings
Bhavika Patel	23 rd Sept14	Show!
Florina Jalba	23 rd Sept14	fle.
Alexandru Horvath	23 rd Sept14	Het .
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<u>Staff Training record:1st Oct 2014</u>
The following staff, attended Training carried out by Fortus security @ peaches Bar & Restaurant.

Staff Name	Date	Signature
Neil Patel	1 st Oct 14	BALL
Gaurang Patel	1 st Oct 14	Gr.P. Patel
Prem Gami	1 st Oct 14	Paris
Pavun Gami	1 st Oct 14	Parageri.
Mohammad sakil	1 st Oct 14	
Kinjal Patel	1 st Oct 14	Lings
Bhavika Patel	1 st Oct 14	The way
Florina Jalba	1 st Oct 14	fly.
Alexandru Horvath	1 st Oct 14	Hauf