Alcohol Management Plan[1]

Licensee name	Trading name	Licence number

- This plan is to be used as an operational risk management tool for dealing with alcohol-related concerns and is to be regularly reviewed and updated.
- This plan is to be followed by all staff and security while the premises are operating under the alcohol licence. A copy will be maintained within the toolkit and be available to all staff at all times for reference.
- This plan forms part of our Host Responsibility training. All staff are aware of alcohol, resource and noise management requirements for the premises.
- It is our job to ensure the best result from any situation while maximising the safety of staff and customers and maintaining amenity and good order.
- Every individual is a (potential) guest and must be treated so.

Things to consider

- What aspects of intoxication/minors/customer behaviour pose a risk (eg, excessive consumption; drink spiking; removal from premises, etc)?
- What actions will be taken before, during and after the event to mitigate risk?
- How and where will you record an incident? Are there any other relevant documents (eg, a resource consent)?

Intoxication

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Minors

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Customer behaviour

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Premises management

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Host Responsibility

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Staff training

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Noise management

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Operational structure

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes

Agencies and monitoring

Identified risk	Risk level (Low, medium or high)	Risk management actions	Persons responsible	Resources/recording/ outcomes