



BEER EXHIBITIONS LIMITED - FARNHAM BEEREX 2017

Chairman: Phil Alexander

January 2017

Dear Helper

Another year has passed and again I find myself wishing you a Happy New Year and writing to you about this year's Farnham Beerex coming up on 27th-29th April 2017. I would be delighted if you could please assist again at this year's Beerex and the enclosed gives you all the information you need to sign up to volunteer and help.

The dates and times for Beerex sessions this year are:

Set Up

Significant help is always appreciated with setting up on Monday 24th April and Tuesday 25th April, with lesser duties on Wednesday 26th and Thursday 27th. Also on Sunday 30th April many hands make light work with clearing up and indeed the same applies on Tuesday 2nd May to help with final clearance of all our gear from the Maltings – unusually after the Bank Holiday this year.

Sessions

From 6pm to 11pm on the evenings of Thursday 27th, Friday 28th and Saturday 29th April 2017, plus a lunchtime session on Saturday 29th April from 11.00 am through to 3.00pm. The volunteer rota times commence 30 minutes before each session to enable briefing and set up.

Please complete and return the attached Staff Availability Form as soon as possible.

As in the last few years, all roles for helpers are included in this one system, including Bar Managers who should please show their availability to help as soon as possible. The idea is to enable everyone to help in any way they can and hopefully by doing what they like most to really enjoy their volunteer work. We will do our very best to accommodate all your requests but please do reply as early as you can as many shifts do get fully subscribed very quickly. Any specific requests please do make a note in comments and we will try to accommodate them.

Please also note that in order to save administrative costs all communication will be by e-mail this year with only one round of letters to those for whom I have no email from last year. Once you have returned a completed form, I will acknowledge receipt and look forward to seeing you at the sessions confirmed back to you. **If you do not receive a confirmation email within two weeks of sending your details please do contact me to check it was received OK.**

Full notes for beer serving helpers are included with this letter and do please understand that these need to be read by all helpers serving at the bars.

I would be grateful if you would also pass a copy of this letter to any other friends who would like to become Beerex staff volunteers and indeed friends who are normally contacted via yourself. As always we really appreciate all offers of help.

Yours sincerely

Keith M Harris
Farnham Beerex

STAFF AVAILABILITY FORM - FARNHAM BEEREX 2017

PLEASE COMPLETE AND RETURN AS SOON AS POSSIBLE.

Preferably by printing, completing and scanning for sending by email to: beerex@harris-net.co.uk
or by post to K Harris, 3 Firfield Road, Farnham, Surrey, GU9 8SJ

First Name:	Last Name:	Name for use on your badge (if different):
Telephone Home:	Mobile:	Email:
Postal Address:		

I like to work with:

(specify any friends you would like to be with)

SESSION VOLUNTEERS.

Please indicate the sessions at which you are available to help, and then if you would like to work on the bars, or in an admin role.

SESSIONS IN APRIL 2017	VOLUNTEER SESSION TIMES (inc set up time)	AVAILABLE YES / NO	WORK SERVING ON BARS Please specify preference: Cellar, Main Hall, Cider or Any	OR WORK IN AN ADMIN ROLE Please specify 1 st Half, 2 nd Half, Or whole Session
THUR 27 th	5.30pm -11.15pm			
FRI 28 th	5.30pm - 11.15pm			
SAT 29 th	10.30am - 3.15pm			
SAT 29 th	5.30pm - 11.15pm			

It is a huge help if volunteers working on the bars can stay behind for 30 minutes to help tidy up, and help much appreciated.

*Admin jobs are for example, entrance door, stewarding, glass distribution, programmes, token sales etc.

All helpers should have ample time for a break, to eat recharge their batteries and relax during the sessions. However if you can't help for the full session due to travel, work or home commitments, please specify what times you can help in the relevant box above. **If you are volunteering for multiple sessions please make it clear you wish to help at all, or just one/two or three from the selection you have offered.**

We would also appreciate all assistance you can provide either during sessions or outside the open session times, please indicate with a tick below if you can help with any of the many other jobs.

OUTSIDE OF THE SESSIONS

Date and Time	Type of Work	Available – Please tick only the sessions that you can help.
Monday 24 th April 9am - 5pm	Set Up Work - HEAVY	
Tuesday 25 th April 9am - 5pm	Set Up Work - Varied	
Wednesday 26 th April 9am -1pm	Set Up and Cellar Work - Varied	
Thursday 27 th April 9am - 1pm	Set Up and Cellar Work - Varied	
Thursday 27 th April 4pm - 5.30pm	Admin Work - Varied	
Friday 28 th April 9am - 12 noon	Cellar Work - Varied	
Saturday 29 th April 9am - 11am	Set Up Work - Varied	
Saturday 29 th April 3.15pm - 5.30pm	Set Up Work – Varied	
Saturday 29 th April 11 pm	1 hour Clear Down	
Sunday 30 th April 8am – 12 noon	Clear Down	
TUESDAY 2 nd May 8.30am – 10am	Load / Unload - Return to Storage.	

COMMENTS

Please include any additional information / requests below:

DETAILED NOTES FOR HELPERS

FARNHAM BEEREX

For all helpers please report at the volunteer session start time. This gives a few minutes for safety briefings and for you to get ready before the public opening. If possible be prepared to stay to help clear up after close of the open public sessions.

When reporting for duty on Monday – Thursday morning (pre Beerex) please go directly to the main hall stage and sign in where the duty H&S Manager will be made known to you.

During the sessions please go to the Staff Room, signed in the entrance lobby, where you will be asked to sign in to acknowledge the licensing rules, be issued with your staff badge, beer tokens, a staff glass and a Beerex programme for your own use. Please return your badge at the end of the session, when you will also be able to collect this year's complimentary Beerex Glass – subject to availability. It goes without saying that it is vital that all volunteers follow instructions from the duty H&S manager and Bar Managers during the event.

All staff will be given tokens that can be used to purchase beer or cider during the sessions. It is important to understand that there is NO FREE BEER available for bands, organisers, volunteers or staff. The tokens provided to volunteers should be ample as we would ask you to please drink in moderation whilst on duty, for obvious reasons. Food is available in a number of locations at the Maltings and all staff are welcome to purchase what they require and bring it to the staff room to eat in more comfort whilst they rest. It is also important that all bar staff follow the instructions of their bar managers please, so as to ensure we all conduct ourselves in a safe and responsible manner.

IF ALLOCATED BEER SERVING DUTIES YOU MUST OBSERVE THE FOLLOWING:

Each bar will have a Manager responsible for allocating where along the bar you serve and for ensuring that you are familiar with evacuation procedures in the case of an emergency. It is **ESSENTIAL** that you discuss these matters with the Bar Manager when you first arrive at your allocated Bar. Your bar manager may ask you to move to a different bar or position to ensure a proper distribution of staff along the bars during the event. Your co-operation would be greatly appreciated. Your bar manager will ensure that the tables are kept clean during the session.

Beer Serving

We use oversized lined glasses enabling a full half-pint measure to be given; please ensure that the glass is filled to the marked line but not overfilled so as to avoid spillages. The Bar Manager will answer any questions you have regarding glass filling when you arrive at your bar.

Beer will be purchased by tokens only - do not sell for cash, and as above there is NO FREE Beer for anyone. The tokens will be perforated for easier use again this year but please remember to tear lengthways through all tokens taken before throwing them into the bags provided. You may keep a small limited number of single tokens to use as change for customers as needed. These should all be torn lengthways at the end of the session and thrown in the bags provided.

Each barrel will be marked as to type and price (in tokens) and beer must only be sold in half-pint glasses bearing the Government Stamp. Do not serve outside of the official opening times.

If the beer will not flow properly **do not move the barrel** - please call a Bar Manager for assistance.

Any spillages must be mopped up – sawdust and cloths will be available to assist but please leave this to the bar manager to avoid the need to re-wash your hands. Any broken glass must be swept up – a dustpan and brush will be available for this purpose. Any accidents, however minor, must be reported immediately to the Bar Manager.

Please do not serve anyone who is obviously worse for wear, but if there is a doubt about what to do please refer to your bar manager, and in no circumstances get into any argument – let your bar manager handle in the unlikely event of it occurring.

Do not let anyone sit on the bar tables / trestle tops as these may topple over.

You are entitled to a rest break – please discuss this with your Bar Manager and agree suitable times.

General

Leadership: All volunteers will be expected to follow instructions of Bar Managers and Maltings security personnel. Refer any health & safety related questions to your Bar Manager.

Conduct: volunteers are expected to conduct themselves in a safe and responsible way (common sense).

Accidents: Any accidents, however minor, must be reported immediately to the Bar Manager. Volunteers should be aware of location of St John's Ambulance Team in the Staff Room.

Accident and near-miss recording: to comply with the terms of CAMRA insurance, all accidents and incidents need to be formally recorded. The Bar Manager should take ownership of the reporting requirement, but may ask volunteers to assist.

Clothing: wear clean clothes. Dirty, stained t-shirts and jeans harbour germs and do not look professional. The floor can become soiled with beer and sawdust during sessions so robust and safe footwear is essential for all volunteers.

Rest Breaks: volunteers are entitled to a rest break; please discuss this with your Bar Manager and agree suitable times.

Safety

Barrels / Casks: do not move, tip or lift barrels. If the beer will not flow properly, check that the spile plug on top has been removed; if not, remove it and try again; if it is already removed, please call a Bar Manager for assistance. After-hours changeover of casks will be by designated Beerex staff using cask-lifters supplied by CAMRA.

Manual Handling: get help from other people for any manual handling (e.g. cider tubs, tables).

Bar tables / trestle tops: do not let anyone sit on these, as they may topple over.

Spillages: In order to avoid continually having to leave the bar area in order to wash your hands, please do not try to deal with spillages and wet bar surfaces but rather advise the Bar Manager that mopping-up is required. Warn others if there is a slip hazard. Sawdust and cloths will be available to assist but ideally, please leave this to the Bar Manager.

Glasses: are inspected prior to issue. Customers with faulty glasses should be referred back to the glasses issue station.

Broken Glass: must be swept up using a dustpan and brush (two per bar) and placed in the dedicated glass bins.

Stillage, ladders and working at height: there will be no working at height by any volunteers, who will only use steps (not full-height stepladders), on level footings. Any task requiring work above this height (~2m) will be handed-over to the Maltings Duty Manager who will follow Maltings' safety guidelines for working at height.

Slips, trips and falls

Stair care: take particular care on stairs and steps. There are many level changes in the Maltings.

Don't rush and use the handrail when possible.

Wet floors/spillages: take especial care when floor is wet.

No Smoking anywhere in the building NOR in the Courtyard. Smokers to be directed to the car park; they will be issued a pass to allow them back in to the premises.

Fire: fire alarm, evacuation procedures and muster point will be communicated by the Bar Manager.

Security, abuse, drunkenness and violence: don't get personally involved. Refer up to Bar Manager who will escalate to Maltings' Security Staff

Welfare & Hygiene

Staff toilet and washroom: for the use of Bar Staff only, who are asked to use no other facility. Volunteers should be able to advise customers of the location of public loos, male and female.

Personal hygiene: hands and in particular nails must be clean. Always wash your hands before starting to serve and again after using the toilet or handling rubbish, brush and dustpan or cloths.

Bar towels: to avoid the temptation to wipe your hands on a bar towel, please do not carry one.

Serving: hold glasses by the base or handle, not around the lip from where our customers will be drinking. No fingers in glasses and no dipping the tap spout into the beer or contact with the rim of the glass

Eating: do not eat food or chew gum behind the bar. Any food should be consumed in the staff room.

Illness: If you have been suffering from diarrhoea, sickness or other such disorder please let us know immediately upon your arrival at the Maltings. You will be unable to perform beer serving duties unless you are also able to supply a Doctor's Certificate. You may be re-assigned to an alternative volunteer role. You must also inform us if you have had typhoid, paratyphoid, salmonella, diarrhoea, dysentery or any skin, nose or throat infection in the three weeks prior to Beerex.

Minor injuries: cuts or sores must be covered with waterproof blue dressings, which will be provided by first aiders in the Staff Room.

Please refer any questions you may have as to the management of the bar or hygiene to the Bar Manager.

If you have any queries concerning any of the above, please do not hesitate to contact us prior to Beerex and we will be happy to deal with them.

Many thanks for your help

A handwritten signature in black ink, appearing to read 'Keith Harris', with a long horizontal line extending to the right.

Keith Harris
Farnham Beerex