

Applicant Response to Representations

From: Margaret Michael [mailto:margmichael@hotmail.com]
Sent: 21 September 2017 19:00
To: Ellie Green <Ellie.Green@Enfield.gov.uk>
Subject: Re: On Broadway [SEC=OFFICIAL]

Dear Ellie Green

Yes I would like my reply included in the representations.

Thank you

Margaret MICHAEL

Sent from my iPhone

On 21 Sep 2017, at 14:14, Ellie Green <Ellie.Green@Enfield.gov.uk> wrote:

Classification: OFFICIAL

Dear Mrs Michael

Your email below has been drawn to my attention.

Please advise whether you wish this to be submitted as your representation and should be included in the committee report?

Also, have you any further information you would like to submit in response to any of the other representations?

Kind regards

Ellie Green

Principal Licensing Officer

From: Margaret Michael [mailto:margmichael@hotmail.com]
Sent: 21 September 2017 12:54
To: Charlotte Palmer <Charlotte.Palmer@enfield.gov.uk>
Subject: Re: On Broadway [SEC=OFFICIAL]

Dear Charlotte,

In reply to your email I would like to make the following points.

With the regard to the cc tv recording. It does record for 31 days.

The person who serviced it must have put it to record 28 days.

This has now been corrected by a simple push of a button.

On the day of your visit I did have a refusal book on the premises

it was placed in the kitchen. They could not find it on the night.

A new one has been ordered and we now have two on site.

With the regard to staff training, we have been unable to recruit new staff for several months. However we now have three new members of staff.

With regard to staff training I am actually a qualified NVQ assessor for bar staff .

I believe that staff need to be trained in serving customers and gaining the knowledge of the products that they are serving. When they are comfortable in that knowledge I then introduce training records. I don't believe in giving them paperwork on there first few sessions as this would be meaningless to them. They are not put in any situation where they have to refuse a customer nor would they be responsible for checking any ones age.

With regard to smokers I noticed on your visit that at some of the time there was just three smokers outside.

People arrive whilst smokers are outside, Where we make every attempt to keep the numbers down at times the new arrivals will add to the numbers. This is why we have put barriers outside for the smokers.

I am surprised that you would say that there is a lack of confidence in management,

I have been a licensee for approx. forty years. I have worked for large companies .I was considered one of there top managers.

I run the Queens head in Winchmore hill for ten years and have been a licensee at On Broadway for over eighteen years.

I also have managed Beefeater steakhouse restaurants .

Thank you

Margaret Michael