

## Simply Prosecco Conduct and Hygiene Briefing

### Purpose

This briefing outlines the conduct and hygiene standards expected of all Simply Prosecco staff during events. Maintaining a clean, safe, and professional environment is essential to ensure customer satisfaction, regulatory compliance, and the continued success of our brand.

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### 1. Personal Conduct

- Professionalism: Always conduct yourself with professionalism, courtesy, and respect toward customers, fellow staff, and event organizers.
  - Appearance: Wear the Simply Prosecco uniform, which should be clean, well-maintained, and appropriately fitted. Maintain good personal hygiene.
  - Punctuality: Arrive on time to ensure sufficient setup and preparation.
  - Communication: Engage with customers in a friendly and approachable manner. Be knowledgeable about our products and services.
  - Alcohol Responsibility: Promote responsible drinking and follow all licensing regulations. Do not serve alcohol to anyone who is visibly intoxicated or underage.
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### 2. Hygiene and Food Safety

- Hand Hygiene: Wash hands regularly using soap and water or hand sanitizer, especially before handling drinks, after using the toilet, and after handling waste.
  - Protective Wear: Use disposable gloves where appropriate and ensure they are changed regularly.
  - Clean Workstations: Keep all serving areas clean and tidy. Regularly wipe down surfaces with food-safe sanitizer.
  - Glassware and Drinkware: Only use clean and dry drinkware. Disposable drinkware should be stored in sealed containers until use.
  - Temperature Control: Ensure all beverages, particularly Frizzante, lager, cider, and Pimm's, are stored and served at the correct temperature using our cooler system.
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### 3. Allergen Awareness

- Allergen Matrix: Familiarize yourself with the Simply Prosecco allergen matrix, which provides detailed information on allergens present in our drinks. This includes:
  - Sulphites (in Frizzante and most wines)
  - Gluten (in lager and some ciders)

- Fruits and botanicals (in cocktails and gins)
  - Customer Enquiries: If a customer asks about allergens, refer to the allergen matrix. Never guess about allergen content.
  - Cross-Contamination: Prevent cross-contamination by using dedicated utensils and ensuring separate storage for allergen-containing products.
  - Emergency Response: In the event of an allergic reaction, follow the emergency procedures, contact first aid responders, and inform the event management.
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#### **4. Bar Set-Up and Maintenance**

- Cleanliness: Wipe down all surfaces before and after events. Regularly clean drip trays, nozzles, and bar equipment.
  - Waste Management: Dispose of waste responsibly, separating recyclable materials where possible.
  - Stock Management: Check stock levels before and after events. Report any issues with the draught system or supplies immediately.
  - Power Supply: Ensure the cooler is connected to a 16amp power supply as required for correct operation.
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#### **5. Customer Engagement and Service**

- Drink Presentation: Serve drinks neatly and professionally. Offer appropriate garnishes for cocktails.
  - Customer Experience: Create a welcoming atmosphere, engage in conversation, and ensure prompt service.
  - Complaint Handling: If a customer is dissatisfied, listen attentively, apologize sincerely, and resolve the issue where possible. Escalate concerns to management if necessary.
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#### **6. Emergency Procedures**

- First Aid: Know the location of the event's first aid station.
  - Fire Safety: Be aware of fire exits and follow event-specific safety instructions.
  - Accidents and Incidents: Report any accidents, spills, or safety concerns immediately.
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## **7. Final Notes**

By following these guidelines, you will contribute to Simply Prosecco's reputation for quality service and professionalism. If you have any questions, please speak to the event manager or senior staff member.

Thank you for your commitment to making Simply Prosecco events exceptional!