

Quality Assurance Scheme for Pubs

CRITERIA FOR APPROVAL TO MINIMUM STANDARDS

MINIMUM REQUIREMENTS	
SECTION 1 . PRE-ARRIVAL / RESERVATIONS	
1a	Does the Pub have a web presence? If so, are there directions and a route map? <i>(Note the web address, presence on other sites and level of details included on each)</i>
1b	Are clear directions to the pub available in print or over the phone? <i>(Clear landmarks should be used, particularly if the customer is a tourist and not familiar with the area)</i>
SECTION 2. ARRIVAL, CAR PARK AND GROUNDS	
Note: provision of parking is not a condition of approval.	
2a	Does the pub have a car park which it is directly responsible for? If not, please detail where parking is available for visitors
2b	Is the car park suitably lit and maintained?
2c	Are disabled car parking spaces provided with enforcement stickers or notices in use?
2d	Is the building exterior clean, maintained and in good condition?
2e	Is it attractive, clean and free of litter including cigarette butts?
2f	Is the pub visible and clearly identifiable?
2g	Are notices for fire drills, assembly points and first aid points clearly signed?
2h	Are 'House Rules' displayed in a visible location close to the entrance where they can be seen on entry?
SECTION 3. RECEPTION AND WELCOME (Public Bar / Lounge Area)	
3a	Is the overall bar/lounge area including fixtures and fittings clean, inviting and comfortable? There are no unpleasant aromas on entering the premises? <i>(Information to be provided on the fixtures and fittings to include style, format, condition)</i>
3b	Is lighting adequate and suitable for the premises?
3c	On arrival, are customers acknowledged and recognised, with a friendly smile and prompt service?
SECTION 4. PUB FACILITIES AND SERVICES	
4.1 Beverage Products & Service	
4.1a	Are customers served in a prompt, efficient and friendly manner?
4.1b	Do the staff engage in appropriate level of conversation and interaction with the customers?
4.1c	Is an appropriate range of drinks available? Does this meet the customers' expectations?
4.1d	Are full price lists displayed in a conspicuous place? <i>(Note: It is a legal requirement for pubs to display prices)</i>
4.1e	Are all products stored and served at proper temperatures and in branded clean glassware?
4.1f	Is the table cleaned if required when new drinks are delivered, and beer mats supplied as needed?
4.1g	Do the bar staff have appropriate training and experience? Is a formal induction provided to new employees?
4.1h	Is the area behind the bar clean and orderly? Are fresh ice and cut fruits available? <i>(Details to include how fruit is stored, utensils for use with ice and fruit, etc. Also describe level of tidiness behind bar)</i>
4.1i	Are store rooms and cold rooms clean and tidy, with product stacked safely and rotated when new stock is delivered? <i>(Describe store rooms, cold rooms, other areas where drinks are stored, etc)</i>
4.2 Toilet Facilities	
4.2a	Is there clear understandable signage to the toilets? Where required, is directional signage in place? Please note if this is not required, and why If 'Fir' and 'Mná' are used on the toilet doors, are male/female images also there for tourists?
4.2b	Are toilet areas clean including floors, walls, ceilings, vents, waste bins, stalls, vanity units and sinks? Are the toilet areas free of unpleasant odours; fresh and clean smell? <i>(Note for assessors: Cleaning schedule is optional)</i>
4.2c	Are soap, hand towels or driers, toilet tissue and paper products supplied in toilets? <i>(Details to include what is in place / missing)</i>
SECTION 5. STAFF APPEARANCE AND UNIFORM	
5a	Are all staff presented in a neat and tidy manner? <i>(Details of staff dress to be noted)</i>
5b	Does the pub endeavour to ensure that the highest standards of personal hygiene, dress, uniform, appearance, and conduct of staff is maintained? How is this done?

SECTION 6. EXIT/POST-MEAL / DRINK	
6a	On leaving the premises, is the customer bid farewell and thanked by members of staff that they come across?
6b	Can staff provide directions from pub to local hotels, main routes, landmarks and taxis?
SECTION 7. SMOKING AREA	
Note: provision of a smoking area is not a condition of approval	
7a	Is there a dedicated smoking area outside/adjacent to the premises?
7b	Is it maintained in an appropriate condition (including seating and tables, heating, ashtrays, etc) and regularly serviced? <i>(Note: where smoking takes place in public areas e.g. on the street, please include details of what is done (if anything) to address littering)</i>
SECTION 8. PRICING AND PAYMENT	
8a	Is a till receipt available to the customer along with their change if requested?
SECTION 9. CUSTOMER ACCESS	
9a	Do you comply with your requirements in respect of wheelchair access? Are there facilities for mobility impaired customers? (access and toilet) Please provide details of what is available <i>(Note: requirements relating to accessibility are governed by the age of the building, and linked with planning regulations)</i>
SECTION 10. FOOD PRODUCTS & SERVICE	
Note: provision of food is not a condition of approval. If food is provided, the following section must be completed in full	
10a	Is food served in the pub?
10b	Are menus current, presentable and clearly priced? <i>(Is a current version of the menu included on the website?)</i>
10c	Are food service times clearly communicated to the customer?
10d	Are tables properly cleaned before food is served?
10e	Is food served with clean cutlery, serviette and required condiments?
10f	Are tables properly cleared in a timely manner?
10g	Is an itemised receipt presented to the customer?
10h	Is delph washed in the kitchen area, away from the glass washer to avoid cross contamination?
10i	If the pub is providing food / food services at any level, are employees trained in food hygiene with evidence of competence appropriate to their job profile? (see the National Hygiene Partnership's website www.nhp.ie for details)
SECTION 11. MUSIC / ATMOSPHERE	
11a	Is there music or television played in the pub? <i>(Note: It is not a condition of approval to have music or television playing in the pub)</i>
11b	Is the music or television at an appropriate volume level?
SECTION 12. HEALTH AND SAFETY STANDARDS AND LEGAL OBLIGATIONS	
12a	Does the pub have a Safety Statement in place? Are all staff aware of it and its content? <i>(Note: please note when it was last revised. Verify with more than one staff member that they are familiar with it)</i>
12b	Is there a procedure that all potential and real hazards are reported and reduced immediately? <i>(Note: please note the details of the procedure, also include if it is documented)</i>
12c	Do all staff know the pub's fire and emergency procedures? <i>(Note: please note the details of the procedure, also include if it is documented. Verify this with more than one staff member)</i>
12d	Does the pub make sure that emergency procedures are practiced and enforced to provide for the security and safety of guests and employees? <i>(Note: please note the details of the procedure, also include if it is documented. This is to include fire drills, staff briefings on changes, etc)</i>
12e	Are there notices clearly displayed with regards to evacuation and emergency procedures? <i>(Notices must be completed to include details of assembly points, etc)</i>
12f	Is there a fully stocked first aid box available? <i>Note: Ensure that all contents are in date; no medication included; etc)</i>
12g	Is there a staff member fully trained in first aid always available during opening hours?
12h	Is there an accident report procedure? Are staff aware of this? <i>(Note: Please note the details of the procedure, also include if it is documented)</i>
12i	Is all waste segregated and disposed of as per the Waste Management (Packaging) Regulations 2007? <i>Note for assessors: a simple visual inspection is sufficient. This is covered by the Declaration of Compliance</i>
12j	Is all food waste separated from other waste prior to disposal (Waste Management (Food Waste) Regulations 2009)? <i>Note for assessors: a simple visual inspection. This is covered by the Declaration of Compliance</i>

SECTION 13. OTHER SYSTEMS AND PROCEDURES	
13a	<p>Is there a procedure in place to ensure a warm welcome for all reservation or group booking enquiries? <i>(Note: Please note the details of the procedure, also include if it is documented)</i></p>
13b	<p>Is there an incident book to record complaints, issues, etc? <i>(Note for assessors: review the book to see type of incidents recorded, frequency, date of last incident, etc)</i></p>
13c	<p>Is there a written customer service standard for staff in dealing with customers?</p>
13d	<p>Is there a guest complaints procedure in place and are staff aware of what to do in the event of a complaint? <i>(Note: Please note the details of the procedure, also include if it is documented)</i></p>
13e	<p>Are clear written work instructions provided with regard to serving customers including:</p> <ul style="list-style-type: none"> - the use of a tray, if serving to a table? - the use of coasters/beer mats? - how to correctly handle the glass? <p><i>(Note: Please note the details of the procedure, also include if it is documented)</i></p>
13f	<p>Is there a procedure for stock rotation and ordering in place? <i>e.g. Simple template covering who to order what from, when, what dates, delivery dates, contact numbers</i> <i>(Note: Please note the details of the procedure, also include if it is documented)</i></p>
13g	<p>Are clear written work instructions provided for glass care, such as:</p> <ul style="list-style-type: none"> - avoid cross contamination while washing; - instructions for use of detergent, rinse aids, etc; - ensure correct storage.
13h	<p>Are clear written work instructions provided to staff for end of service procedures, such as:</p> <ul style="list-style-type: none"> - cashing up; - cleaning; - washing glasses and use of glass washer; - restocking fridges, shelves etc.