

House regulation and enforcement policy

Objective: guaranteeing the concept of hospitality

House rules

House rules indicate which behaviour on the locations of _____ won't be tolerated and do have a preventive objective. For the employees the house rules are a guidance and clarify what will and what won't be tolerated within _____.

It is important that all employees are familiar with the house rules and how to deal with them (the enforcement policy).

Approach regulation and enforcement

- Offer the house rules and the enforcement policy in duplicate to each employee;
- The manager discusses the house rules and the enforcement policy with the employees;
- Both copies must be signed by the employee;
- One copy is for the employee and the other one for the administration;
- Put the house regulation up to the entrance;
- Refer to the house regulation in different areas;
- Have copies available at the administration in case someone would like to see the regulation.

Acts in response to the enforcement policy (after having the permit)

- The manager or supervisor makes a first move to intensify the contact with the local police;
- The enforcement policy will be discussed during a work meeting.

The goal is to enforce together (consistent)

- Effective enforcement policy;
- Promotion of the team spirit;
- Raised level of safety for guests and employees.

Enforcement policy house rules

House rules must not only be made but also enforced by all employees.

The enforcement policy of house rules exists of 4 steps:

1. Check if the house rules are respected;
2. Correct guests in case of a rule violation;
3. Do sanction after a warning in case of a rule violation;
4. Enforce a sanction in case of no cooperation of the rule violator.

This enforcement policy of _____ will be applied inside and outside. For outside the following counts:

- To the location belonging property (terrace, garden and parking lot);
- The direct area of the company (100 meters).

1. Check if the house rules are respected

When applying the house rules of _____

_____, you must check if the guests are respecting the house rules. If you do not check obvious or active, research has showed that the human being easier leans towards a (house) rule violation. By checking obvious and active you let the guest know you will check. This check only works if all employees are familiar with the rules and agrees with the house regulation and if all employees check the rules.

These checks within _____ are meant to prevent rule violations and to detect rule violators. >

How?

All employees must focus on the guests within the enterprise. This control can take place inside and outside the company. Employees are like observers to perceive what the guests are doing. The perceiving will be done in this case by hearing and seeing.

Tool

The rapportage of the seven W's (who, what, where, when, with what, to what and why) can help all employees to determine the rule violation.

2. Correcting guests in case of rule violation

If employees do note a rule violation, the rule must be enforced which indicates that there must be a correction. If we as an organisation don't correct, guests may get the impression that there is no rule violation, no control and/or that rules won't be enforced.

Within _____ we correct the rule violator to terminate the rule violation directly and to prevent repetition of it. Correcting the rule violation only works if all employees correct violation of rules.

Two types of rule violation

- Public: someone violates a rule obvious. Employees address to the person on his behaviour and cooperation will be asked to end the rule violation or to not repeat.
- Hidden: someone violates a rule, but it is not observed by one of the employees. Employees can only act based on suspicion. A warning must be given to make clear for the guest that repetition of the rule violation won't be without punishment. In case of repetition of the suspected rule violation the person will be kindly asked to leave the building.

3. Applying sanctions after a warning in case of rule violation

Sanction do need to be taken if not complying with the house rules within the hospitality industry. In the enforcement policy 2 sanctions are applied:

Direct leave

- The guest does not end the public offence after a warning;
- The guest repeats an earlier hidden offence in spite of the warning;
- The guest repeats a hidden offence;
- The guest violates a rules which can be tolerated.

Direct ban (outside)

- The guest, arriving or leaving, violates (legal) rules on the public road or in the direct surrounding of the enterprise;
 - Violation of the Criminal Code (for example public drunkenness or threatening with violence);
 - Violation of the General Local Regulation (for example noise pollution or public urination).

According to the law of Environmental Management the manager or supervisor is obligated to act.

Sanctions will only be effective if all employees know which sanction must be applied in which situations. Each employee must enforce the same sanction according to the corresponding rule violation.

4. Forcing a sanction in case of no cooperation of the violator

If the concerning guests does not want to directly leave the enterprise after the sanction, the employees must make use of a (legal) procedure to force the sanction.

In this case we talk about trespassing, the visitor is within the enterprise against the will of the manager. In this case, the corresponding employee must demand to leave the location. Demanding means that the enterprise does make demands.

Criteria for demanding

- Always in the presence of a colleague;
- Prepare the guest for what will come and explain the procedure;
- Grant the guest a free passage;
- Make clear appointments with the local police.

Procedure demanding

"If you do not leave the enterprise directly, I will demand you to leave the location. In case you ignore to leave after demanding twice you are committing a crime, which is called trespassing. I am in that situation obligated to call the police and they might arrest you.."

Text to apply in case of demanding

*"I demand you to leave this enterprise directly."
(twice!... otherwise it is not legally binding)*

Sanctions coming from the applicable house rules

House rule 2

All instructions of the employees of _____ which are related to the house rules must be followed-up directly.

Sanction: 1st time: warning friendly
2nd time: conversation separately
3rd time: conversation and letter
4th time: prohibition for defined period

House rule 4

At _____ we respectfully threat each other and for that reason it is forbidden to express insults or to make discriminating comments.

Sanction: 1st time: warning friendly
2nd time: conversation separately
3rd time: conversation and letter
4th time: prohibition for defined period

House rule 5

According to legal law enforcement.

House rule 6

At _____ we respectfully threat each other and for that reason it is forbidden to sexually intimidate by word or gesture any guest or employee.

Sanction: 1st time: warning friendly
2nd time: conversation separately
3rd time: conversation and letter
4th time: prohibition for defined period

House rule 7

_____ needs to apply to the regulations of the Alcohol Act. Low alcoholic beverages and strong alcoholic beverages won't be provided to any guest younger than 18 years. In case of uncertainty about the age of a guest, employees of _____ will ask for an identify card.

Sanction: 1st time: warning friendly
2nd time: conversation and letter
3rd time: prohibition for defined period

House rule 8

To not let the atmosphere be influenced negatively during the stay we won't serve alcohol in case of suspicion of drunkenness to the relevant person.

Sanction: 1st time: day after drunkenness conversation separately
2nd time: ban of the restaurant and public space in written

House rule 9

During your stay you will use properties of _____ and third parties. Theft or demolition is prohibited.

Sanction: 1st time: conversation and letter, perhaps direct report to the police, directly claim the damage to the perpetrator

House rule 10

To guard the peace, order and safety within _____ it is forbidden to use violence or to threat with violence.

Sanction: 1st time: conversation and letter and report to the police, perhaps a ban for an indefinite time (crime)

House rule 11

To give you and your family, friends and acquaintances a pleasant stay, it is forbidden to possess, use or trade drugs or weapons.

Sanction: 1st time: conversation and letter and report to the police, perhaps a ban for an indefinite time (crime)

House rule 12

_____ does not provide its location to other purposes than named in our policy, for that reason it is forbidden to trade or fence goods.

Sanction: 1st time: conversation and letter and report to the police, perhaps a ban for an indefinite time (crime)

House rule 13

_____ has according to the legal obligations sufficient EROs working during open hours of the enterprise.

House rule 14 & 15

_____ will only provide camera footage to justice, after report of declaration the police can ask for camera footage.

Summary Protocol Responsible Drinking

Objective of the Alcohol Act

1. To regulate the distribution of alcoholic beverages in a responsible way;
2. To prevent risks like alcohol use by children, excessive use of alcoholic beverages, accidents under the influence of alcohol, et cetera.

maintains the following

principles:

- Alcoholic beverages won't be provided to people under the age of 18. In case of uncertainty about the age: the client needs to prove the age by showing a passport, driving license or identity card;
- Alcoholic beverages won't be provided to people who have the intention to give to someone under the age of 18;
- Alcoholic beverages won't be provided if someone is obviously drunk;
- Alcoholic beverages won't be provided to someone if this can cause any disturbance of the order, safety or morality;
- In the public spaces of _____ no one will be accepted who has visibly drunk too much or is under the influence of drugs.

Responsible alcohol use

- Not more than 2 or 3 glasses per day for a woman
- Not more than 2 or 3 glasses per day for a man
- At least 2 days per week no alcohol
- No alcohol in traffic or during work, study, or pregnancy

Alcoholic beverages

Low alcoholic beverages: beer, wine and distillate with less than 15% of alcohol.

Strong alcohol beverages: distillate with 15% of alcohol or more.

House rules and behaviour rules

1. It is not accepted to consume alcoholic beverages in the public spaces of _____ which are taken from outside or in other spaces of _____
2. It is not accepted to consume alcoholic beverages bought by _____ in _____ public spaces different than the public spaces of _____
3. Alcohol won't be served to:
 - a. Employees during the performance of their function;
 - b. Persons who function like driver for others.