

Lifeboat  
Operational Management Plan  
2018

# Contents

Overview of Lifeboat	Page 3
Delivery	Page 3 - 5
Food	
Personnel	
Hours of operation	
Beverage	
Children Activities	
Security	
Background music	
Operating Hours	
Kitchen Operations	
Bar Operations	
Movies	
Opening & closing procedures	
Noise Management	
Compliant Management	

**Overview of Lifeboat**

A Popup Space using existing Volleyball Sand Court at the front of the Marina Mindarie Property.

Providing a casual space that has two containers custom made to provide food and beverage service in a takeaway style.

Entertainment and layout - children activities will be a sand-pit space with kid's toys and a 6x3m movie screen to play kids movies at dusk, with possibility followed by Australiana type movies for adults.

Simple furniture, picnic tables, smaller tables and chairs, picnic rugs, bean bags etc very casual.

**Delivery****Food**

To be served from kitchen container served in environmentally packaged products only.

Menu will consist of fresh WA Fish and Chips, salads, dums sims, desserts – very simple pop up style casual family friendly cuisine.

Bins to be provided in the dining areas for waste disposal.

**Personnel**

All personnel to be RSA qualified who are servicing customers in space; personnel to be in designated uniform or chefs uniform.

Personnel to sign in and out with designated payroll software as per rostered shifts.

Personnel to report to Manager on Duty at commencement of shift for briefing.

Manager on Duty will have Approved Management certification.

Food Container - CDP with 2 other staff during peak times.

Bar Container – Team Leader with 2 other staff during peak times.

Service – 1-2 personnel on floor for clearing and service.

Concept will be take away containers so can throw away all plates, containers, cans, cups.

Uniforms – shorts t-shirts similar in style to The Boat/Cabana, logo, aprons.

**Beverage**

Beverage to be served from beverage container, consisting of IOBC draught beer, house wines, soft drink and juice for children. Complimentary water station to be available during service at all times.

No glass to be in area, biodegradable plastic or paper only.

**Children Activities**

Sand pit play area with toys to be maintained by personnel and parents of children

Early evening, movie screen activated with movies playing to entertain children, DVD controlled in beverage container, movies to be silent.

**Security**

Security patrols will be from the Boat nearby if required; given nature of the space being a children and family friendly space, it is not envisaged to have guards on duty at a designated time.

**Background music**

Background or 'piped' music will be controlled from beverage container and played in eating/dining area during service periods at a volume level no louder than specified in the acoustic report. I-pod system with playlists developed by external consultant.

**Operating Hours****Service period assumptions**

Open Mid-December – Fri-Sun, January from Thurs-Sun, Fri-Sun Feb –March

Hours of operation – 12-1pm until close 8-9pm

4 Picnic Tables (6 tops), 20 smaller tables (4 tops), picnic rugs, bean bags

Occupancy at 80% potential higher during peak times and turnover

**Kitchen Operations**

Food preparation to be in the main Boat Kitchen and transferred to the Lifeboat kitchen daily, waste to be removed daily to main waste bin back of The Boat. Service orders provided from bar container on buzzer system, takeaway biodegradable plastic or cardboard use only for easy disposal. Service area behind container to be screened from public – easy access via ramp to back of Boat service yard and main kitchen access.

**Bar Operations**

Draught beer on tap supplied primarily from Indian Ocean Brewing locally produced beer and cider for summer period with small batch as launched. Soft drink and juice packs for kids, water station maintained at all times for complimentary water. Bar operation will service beverages as well as take food orders, maintain floor service and oversee and children activities and operation of the space under manager on duty.

**Movies**

Movies will be played at dusk with a selection to entertain children whilst parents are nearby during evening dinner service. Movies will be of a good standard and a suitable PG rating for family enjoyment, no new release movies will be promoted, movies purely to add to amenity of family environment during service periods.

**Opening & Closing Procedures**

At commencement of shifts, personnel to ensure furniture and area is in a clean and tidy state, containers to be opened and stock checked in both spaces. Sand dig play area to be checked for any debris rubbish needing to be cleared from previous night.

On closing space, area to be secured, all perishable stock removed back to main kitchen if needed; waste removed and disposed of with the hotel rubbish, clean entire area and ensure security check space prior to leaving.

**Noise Management**

Noise emission will be monitored and managed to ensure that it does not exceed the levels permitted by W.A. legislation

**Complaint Management**

The manager on duty will record all complaints on a register. The name, contact details, time and address of the complainer will be recorded. If the complaint relates to noise, we will survey the receiver's dB levels if complaints persist from the same property.