



STAFF ONBOARDING MANUAL

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The Lona concept was born from Charles Sedgley and his time living in Barcelona, Spain. Charles was working in hospitality and found a love for Spanish Pintxos, an appetizer like tapas (although more typically served on top of bread), especially common in Spain's northern Basque Country. They are often served with a skewer or toothpick, hence the name.

Once returning to Australia Charles opened his first fine dining restaurant, Barca Food and Wine, located in Armadale, followed shortly thereafter by the first Lona, a Cocktail and Pintxos Bar. Together the venue names are BARCA-LONA.

Some years down the track the second larger, Lona site was established in St Kilda. Charles and his brother Edward work closely to execute this 200-capacity venue which includes a restaurant, bar and garden bar and is now run by Charles and his partner Mel. A change in concept to suit the St Kilda market saw the venue transition away from a purely Spanish offering to a modern style gastro pub with something for everyone which is the current Lona Concept.

2022 has seen the Lona Group expand to a new Frankston site, bringing their offering to the thriving peninsula hub. Opening in November 2022, Hotel Lona, Frankston boasts a 400-seater Restaurant, Rooftop and Public Bar.

The Lona concept is simple; live music 7 days and a happening vibe year-round, there's always a reason to come, and a reason to stay. To attract a local following Lona also offers a Member Program which has great discounts on all products.

Organisational Structure

Directors

Charles Sedgley & Mel Dry (Managing Directors)
Edward & Kate Sedgley

Operational Structure

Accounts Team

Works remotely

Front of House Team -

- Venue Manager
- Assistant Venue Manager
- Operations Manager
- Supervisors
- FOH Food and Beverage Team

Kitchen Team

Our Products

Sedgley Co. Brewing

The owners of Lona have their own label called Sedgley Brewing Co. They produce several beverage products under this label which are served within the venue with a long-term strategy to offer them to the wider market.

Beer

Sedgley Cleansing Ale

Beer Style – Ale, Sessional

Alcohol Volume - 4.2%

Comes in - Keg

Sedgley Cleansing Ale is a locally brewed, full strength, thirst crunching sessional local beer for everyone. 100% Melbourne-made, crisp and clean with a delicious aftertaste Sedgley Cleansing Ale is the perfect easy drinking beer for all occasions. ***Another cleanser thanks!***

Cider

Sedgley Crisp Apple Cider

Style: Cider

Alcohol Volume: 4.5%

Colour: 10 EBC

Comes in: Keg

Sedgley Crisp Apple Cider is a locally brewed, full strength, golden hued premium cider with a juicy apple taste. 100% Melbourne-made, this locally produced gluten free cider balances effervescent tartness with the perfect medium sweetness for moreish drinkability.. ***Another Sedgley thanks!***

Tap Cocktails

Sedgley Brewing Co. has developed a number of premium tap cocktail products which are served within the venue. This style of cocktail product allows us to facilitate high volume offerings like the bottomless cocktail package, whilst still producing a premium cocktail product of the same quality of individually shaken cocktails.

Sedgley & Sons Wine

Situated on the Mornington Peninsula, Sedgley & Sons Creadon Farm has only one hectare of vines & our wine is made exclusively from these high-quality, non-irrigated grapes which are selected from our 25-year-old Pinot Noir vines. Winemaker, Rick McIntyre (of Moorooduc Estate) is well known for his meticulous production of fine Pinot Noir wines.

Sedgley and Sons wine is available in venue and Village Gold Class.

Staff Code of Conduct

Uniform Policy

Staff are required to wear the uniform as specified by the business and look smart, clean and presentable at every shift.

What the Company Provides.

We provide Lona Branded T-shirts in various styles. If your size T-shirt is out of stock you will be required to wear a black shirt; t-shirt or blouse until one can be supplied. We may also supply other seasonal branded wear and supplier promotional items you may be required to wear.

What you are required to wear.

- Smart casual BLACK trousers, shorts, skirts or a dress.
- Any comfortable flat shoes or trainers. Must be closed toe and non-slip.
- NO: denim, ripped clothing, tracksuits, dirty clothing, prominently branded wear, singlets.

Please note that you will be charged for the staff t-shirt if it is not returned upon leaving. If at any stage your uniform is outside of this policy you will be asked to change.

Personal Appearance & Hygiene

We appreciate that everyone dresses differently but there are some basic rules we need to make clear.

Long hair

Long hair should be tied back or neatly kept so as not to contaminate food or drinks.

Hygiene

You must be clean and presentable for your shift with clean hands and fingernails. Custom Nails are fine as long as you are able to perform all your duties. All staff must wear deodorant.

Jewellery

Jewellery in general is fine, however loose jewellery should be removed before shift to avoid dropping into food or drinks.

Tattoos

Tattoos are fine however any highly offensive words or pictures will need to be covered.

Smokers

Polite reminder, please make sure you are doing everything necessary to reduce the smell of smoke on your person. Smoke breaks are allowed, but this time you take away from working will be taken off your 30 minute break should you be on a shift that requires one.

Staff Expectations

What We Expect On-Shift.

- Staff must be signed in and, on the floor, ready to start work at their shift start time.
- Staff must be productive and perform their role to the best of their abilities. There is always something to do, please use the checklists to ensure productivity. We do not pay people to stand around and serving customers is only one aspect of the job.
- We are in the business of customer service and FOH staff must be hospitable, approachable, and attentive to patrons at each shift.
- You must study and be the expert on our product offering.
- No personal phone use during your shift. Phones are to be kept in lockers but can be used on breaks. Supervisors will have their phones as they need to communicate with owners/management.
- We want you all to enjoy the workplace and have fun, but you must always remain 100% professional on shift to patrons and peers alike.
- Staff must be respectful to peers and managers alike, if you have an issue with something which has occurred on shift, please speak to your manager directly.
- Staff must perform all duties as requested by their manager.

What We Expect When Visiting the Venue Off-Shift.

We love all our staff to socialise in the workplace outside of shift, so long as you are respectful of house rules.

- Staff are given a 30% discount on all products for themselves and one friend. No staff member should be receiving or requesting from working staff free drinks or further discounts for additional friends.
- When visiting the venue, you should be setting a good example to other patrons and not using back of house areas for social activity.
- Any employee can be cut off and asked to leave if showing signs of extreme intoxication or behaving in a disruptive or antisocial manner.
- If you are asked to leave by venue management, you must cooperate without issue. If you feel you were unfairly asked to leave this can be addressed at a different time, service must not be interrupted.

Staff Onboarding

Deputy

Deputy is the software we use for Rostering, Timesheet, Leave and Unavailability and Clock-In Clock-Out Management. **You must complete deputy onboarding and have your kiosk pin ready to go for your first shift after your trial.**

Your Invitation to The Lona Deputy Workplace.

Upon being offered a position on the team you will be asked to provide your full name; DOB; phone; email & address.

We will set up a Deputy account and add your details. You'll get an email invitation from Deputy and all you need to do is click to accept the invitation and go to Deputy. Once you have accepted the invite, you'll get another email with your password and PIN. Don't delete this email, it might come in handy in future. Your pin can also be found in the Deputy App on your phone.

What if I'm already using Deputy at another job?

You'll still get an email invitation. You can access multiple workplaces from your Deputy account and easily switch between workplaces in the apps and on the website.

Get the Smartphone App.

After you have accepted your invite, find the Deputy App on your Apple or Android store. **Download it and log in.** You'll easily figure out how to use the app. If you can use Facebook, you can use Deputy.

Your **'Me'** screen shows you all upcoming and available shifts, plus past timesheets. You'll get notifications when your **schedule** is published, and when **open shifts** are available, you can **swap and offer shifts** to your colleagues. You can also **request leave** and advise of **unavailability**, plus much more.

Please upload a profile picture to Deputy.

Complete Your Digital Onboarding Documents.

After you have completed the initial set-up, we will email you a **link to complete your digital onboarding forms**. This is where you supply your TFN, bank details, superannuation, and other details relevant to your employment. Please note if you do not have a Superannuation account, we are able to set one up for you.

Your digital onboarding forms must be completed for us to pay you, please complete onboarding by your first training shift.

Signing In and Out of Your Shift with Deputy Kiosk

How do I record my working hours?

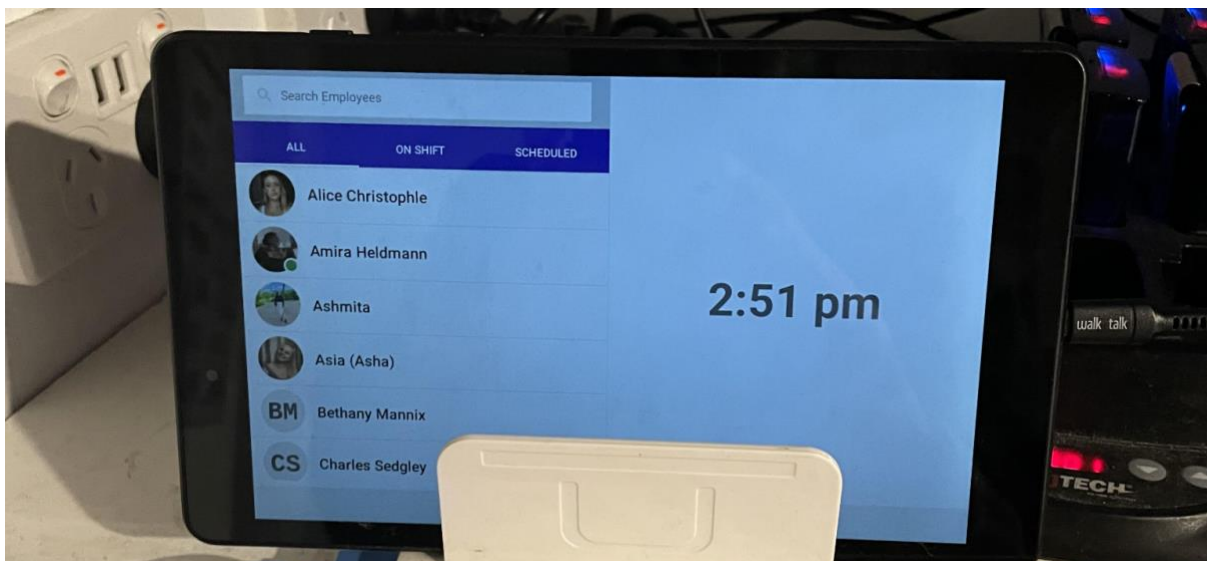
All staff must sign-in, log breaks and sign out of every shift via the Deputy Kiosk which is located on the shelving in the back of house staff zone.

You will require your **Kiosk Pin** to sign in. Your pin was supplied to you via email in the initial set up and is also available in the deputy app. To find your pin in the app >> Click on your Profile Icon in the top right corner (this will appear as three sort lines on Samsung). >> Click on "Edit Profile" >> Retrieve your Kiosk Pin.

PLEASE NOTE: If you do not sign in or out of your shift you may not be paid correctly.

To sign in click on your name and enter your pin then select your shift. It requires you to take a photo of yourself so no-one else can sign in for you. You'll need to do this before you start, when you start and finish your break, and when you finish at the end of your shift.

Sign in tablet:



How do I record my working hours if I haven't been sent my Deputy invite?

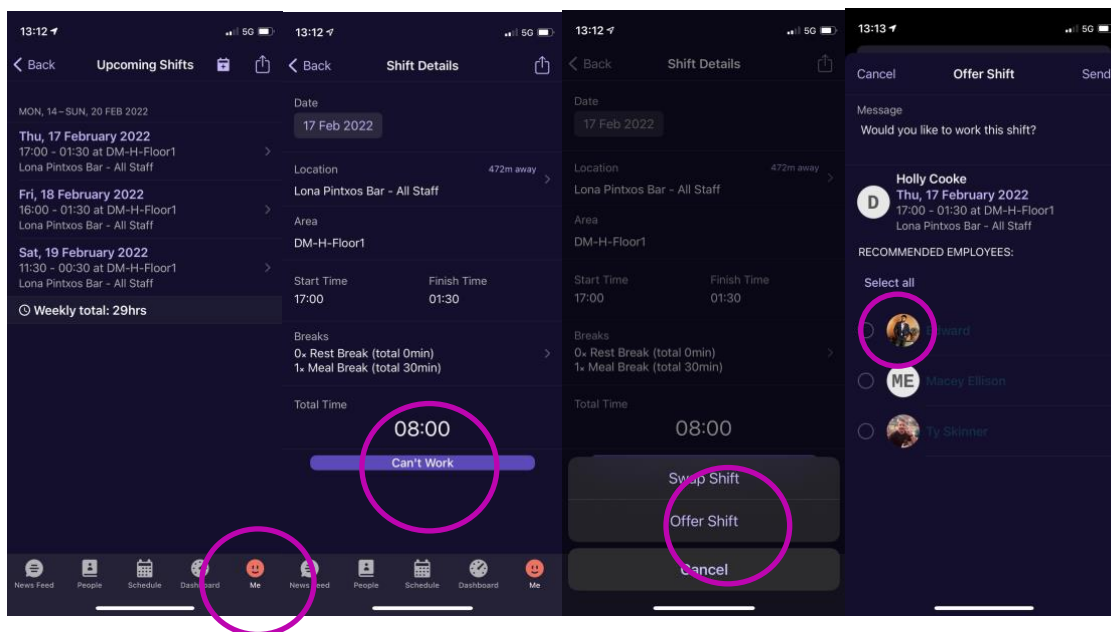
All staff should be sent their Deputy invite before their first shift after the trial, if you haven't received your invite email, please reach out to your manager.

Paper timesheets are used until staff are in deputy, please ensure you complete a paper timesheet if you are not set up in Deputy yet.

Shift Swaps using Deputy

Covering or swapping shifts is done through Deputy. Open Deputy, click 'Me' in the bottom right corner and then click 'Upcoming shifts'. Select the shift in question and click "can't work". This will then give you the option to "offer shift" and choose which staff member you want to cover or swap with. If swapping shifts, the other staff member will then do the same.

This should be done with the approval of a manager, as often at times we will have specific staff in certain areas due to difference in levels of training across the venue. These need to be like-for-like replacements with someone on an equal level of experience or greater than yourself. For example, we wouldn't allow someone on a bar shift to swap with someone who is underage, as they wouldn't be able to perform the duties in a bar that an over-age bartender would.



Unavailability & Leave

We understand staff may have personal and social commitments from time to time. The business can accommodate reasonable time off if adequate notice is provided and we have enough staff to cover the day in question. However, we are a venue whose peak trade is evenings and weekends, therefore the expectation is that you are available to work most weekends, public holidays, public holiday eves and special events.

How much notice do I need to give for my unavailability and leave?

A minimum of 2 weeks' notice is required.

What is the difference between unavailability and leave and how to I submit a request?

Unavailability

When you add your unavailability to deputy there is no notification sent to your manager. You will simply appear as unavailable when the rostering is being done.

1. You have a reoccurring commitment such as school or a second job and you have discussed this with your manager who has verbally approved the reoccurring time off.
2. You need a time off on a non-peak day (Mon through Thurs excluding public hols & eve's or other special events). For a non peak day you should enter your time off through the unavailability function.

To submit this open Deputy, select 'Me' and then select 'Unavailability'.

Leave Request

When you enter your Leave Request a notification for approval is sent to your manager. Do not assume you have the time off simply because you entered a receive, you must receive an **approval**. It is your responsibility to **follow up your approval**. We must triage all requests to ensure we have enough staff to service the shift.

For this reason, the Leave Request function should be used for the following circumstances;

1. You are requesting time off on a peak trade day (Fri through Sunday, public holidays & eves & special events).
2. You are requesting an extended period of consecutive days off.

To submit this, again open Deputy, select 'Me' and then select Leave Request. You may still be expected to work if necessary.

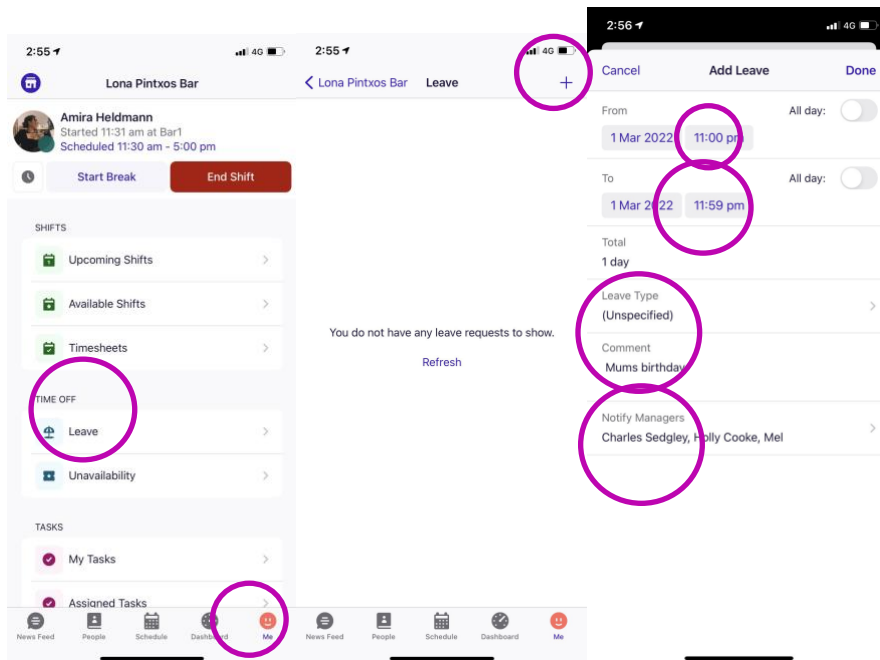
VERY IMPORTANT NOTE:

When entering your Unavailability and Leave **DO NOT USE THE ALL-DAY TOGGLE**.

You must instead select the specific start and end times for your leave. EG. If you are adding time off for Thursday all day, you select the date, set the start time at 12pm (our venue opening time), and the finish time of 11:59pm.

This is important because our shifts run past midnight, so if you use the all-day toggle, you will also be making yourself unavailable for the evening shift the night prior to your intended day off, as the evening shifts run into the following day (1am) and deputy will mark you as unavailable for that time.

Please refer to Leave Request example below.



Staff Communication Tool

How do I receive important announcements and work-related communications?

We use a staff facebook group chat to communicate with staff. Here we will publish messages regarding daily tasks and duties including info on training, functions and events to be aware of in the venue.

You must “like” any training posts to acknowledge you have read and received this information. Staying up to date of the content on the chat group is part of your job, if you are unable to do this out of shift, please take the time to catch up when you start your next shift.

If you have not been added to the staff group, please advise your manager.

Social Media

@lonastkilda @lonahotel

Why do I need to follow the Lona Social Media accounts?

Upon employment you must follow all Lona related social media accounts and make an effort to actively engage in posted content.

We regularly post information about in venue offers and what’s on, so this will assist with all employees staying up to date with our offering. It also assists with engagement on the account. We love staff to post and tag venue related content as well.

Sick Days

If you feel unwell and cannot make a shift, please let us know immediately. If you have any symptoms of being unwell do not come to the venue to speak with us, call us directly on 0435 315

815 or message a manager on duty privately, you'll be able to see the manager on duty on the deputy app. Please do your very best to avoid calling in sick with no notice, this put the business under enormous stress.

Recurring sick days during peak service will require a doctor's certificate.

Rostering

When do I receive my roster?

Rostering is done on a weekly or fortnightly basis and is issued via Deputy on the Thursday of every preceding week. We will always do our best to give you the roster that suits your plans but unfortunately rosters are sometimes dependent and liable to change given last minute big bookings or functions.

Around holidays we always endeavour to publish two weeks' worth of rosters at a time to help you plan your festivities. Due to this it's very important to make sure your unavailability or leave requests are done well ahead of time. If you're not sure how to submit these requests or confused between the difference between leave and unavailability, then see the section above.

Induction Documents

There are several details we will need from you to induct you into the team. Below is a list of the things we require.

RSA

Responsible Service of Alcohol is required of anyone working within a licensed bar or restaurant in Australia. This can easily be done by registering for a course online. The course is about 4 hours long in Victoria. You need to email a copy of your Victorian or a nationally recognised RSA to alex@lona.com.au or sam@lona.com.au

It is also your responsibility to keep track of when your RSA expires so you can renew your qualification. Management will assist with this, as we will have a RSA registry on file that we can check and action if any staff member is getting close to their expiration date. If at any point it is discovered that someone is working on an expired RSA, they will be taken off the roster until they have updated their qualification.

Visas

If you are on a temporary working visa or a student visa, you will need to provide a copy of your current visa by email to charles@lona.com

Payroll

When do I receive my pay?

Pay is processed through Deputy and is paid into your bank account on a fortnightly basis. This is every other Thursday however pay comes through at different times dependent on your bank. Some

banks may even take until the next working day. If your pay doesn't get to you by then, raise the issue to your duty manager.

Who do I speak to if I think there is an error with my pay?

Please send an email to accounts@lona.com.au, cc-ing mel@lona.com.au detailing the issue and attach a copy of your payslip.

I forgot to sign-on or sign-off a shift, will I get paid?

It is **your responsibility** to ensure all your timesheets are correct before payroll is run, you will get paid for the timesheets which are in Deputy. If forget to sign on, you must ask a manager to alter your timesheets and follow-up until done.

What is my Pay Rate?

You are employed under the Restaurant Industry Award [MA000119]. Please refer to the award which is available online for pay rates. Your award level will be assigned based on experience and the duties performed. If you are curious as to what level you qualify for, please speak to a manager and they will be able to assist you with any enquiries. The award structure is a base rate, with several penalty rates added for late night & weekends.

Staff Incentives

We believe in building a positive and hardworking staff culture in which everyone is heard, happy and rewarded. There are several staff incentives listed below.

Staff meals

When on shift all staff members are entitled to a free staff meal from the menu. The way this works is your duty manager will tell you before your scheduled break is due and tell you to inform the kitchen of what you'd like. However, on busier shifts it may be necessary for the kitchen to make a batch of the same meals to save time. Of course, in this case all dietary needs will be accounted for upon request.

Knockoffs

All staff are entitled to 1 knock off drink at the end of their shift. This can be any house beer, wine, spirit or soft drink. After you've signed off just ask the manager on duty, make sure you do this so the manager can put the drink on the till to keep our stock correct.

Discount

All staff will receive a 30% discount on all products for themselves and 1 guest. We want you to come and drink and eat at Lona in your time off too.

Misuse of this discount will not be tolerated.

Random Rewards

Random rewards will be allocated by Management.

Team Training

Why do I need to attend Team Training?

You will be required to attend team meetings and training to be kept up to date on any new developments, menu items, procedures, and events. This helps us keep the team efficient, but we appreciate it's your time. All staff meetings are paid and come with some bites or drinks too.

Staff zone

Where do I put my belongings?

Staff belonging may be kept in the lockers in the locker room upstairs. This space is for your use but should be kept clean and tidy. All belongings should be taken with you at the end of your shift in order to keep space available for other members of staff. If you need to leave something here overnight or temporarily then please be respectful of the space and make sure it can be used by the rest of the team.

QR Code ordering - YourOrder

How do customers order?

We have a QR ordering system attached to every table in the venue called YourOrder. It is important to understand how these codes work in order to explain to guests on arrival. Simply hover your phone camera over the codes and a webpage with all Lona food and drinks will appear, select the options for you and click "add to order" then enter all card details to use apple pay to make payment. Alternatively, customers can use cash/card to pay at the bar and we have physical menus around the venue for anyone who prefers this option.

An iPad is situated at both upstairs and downstairs host stands, which has the YourOrder back of house page open. If someone is missing an item off their order, we check their phone receipts then refer to this iPad to double check if their order has come through correctly.

Tips procedure

Do we receive tips and how is it paid to me?

At Lona we work as a team throughout the bar, floor and garden. So much of the business crosses over with each other that this is necessary, but beyond that we want you to become a strong member of a strong team so you enjoy your work.

As such we split all tips evenly between the bar, floor and garden, along with an allocation towards the kitchen staff. Tips will be calculated nightly and allocated to the correct staff who worked

throughout the shift. If you work under 6 hours you'll be allocated 1 'share' of the tips, if you work above 6 hours you'll be allocated 2 'shares' of the tips. These tips will be collected and put into separate trays for staff to access whenever they would like to. YourOrder tips will be deposited into your bank account with your fortnightly pay, and will work the exact same way as the cash tips in regards to the 'shares' system we have in place, depending on how long your shift was.

Service Areas

Where will I be working?

Lona can be split into 6 areas of operation, the kitchen, the restaurant, the public bar, upstairs private dining room, rooftop garden & events. As a member of the FoH team you will be assigned to one of either the restaurant floor, public bar, public bar floor, rooftop bar or rooftop floor, or events. There is a chance that you will rotate between areas as needed.

The public bar is responsible for all downstairs drinks, orders taken at tables, serving customers at the bar, both drinks orders and food orders. If you are rostered in the bar, you can not leave if you are the only person in there unless you have somebody that is covering you. **At no stage is there to be no one in the bar to serve.**

The floor team is responsible for the table service inside the restaurant and on the street when table service is extended outside. They are also responsible for maintaining a clean and well set restaurant, running drinks from the bar and food from the kitchen.

The rooftop garden will have both assigned floor and bar staff. The floor responsibilities are the same as the front restaurant. Maintaining a clean and well-presented garden, table service and running of food and drinks. The bar is responsible for drinks service and taking food orders.

Often we will have the upstairs private dining room booked for functions, if you are assigned this area on deputy it will show up as events. In this role you will be assisting with the function and any of the needs they have. This will be liaised with your manager on shift to ensure a smooth running experience for our functions.

Kitchen Procedure

What if a guest wants to change their order?

Orders must be clear and concise. If someone wants a change to an order you must make it very clear on the ticket and **always confirm with the kitchen in person.**

On busier shifts a manager may be stationed in the kitchen to co-ordinate the distribution of meals, in this case in from the manager in the kitchen of any requests or changes.

A customer wants to make changes to their meal, is it an allergy?

If someone requests a change to a meal e.g. no mayo, you must ask if it is a preference or an allergy. If it is an allergy, you must write allergy on the ticket e.g. Lona Burger, No mayo, Allergy.

Think. In certain cases, you'll need to think more carefully about allergy requests. For example, if someone asks for no mayo, the issue may actually be dairy. Some products may have dairy in of which you are unaware. Always clarify the allergy and write on the ticket. And if in doubt consult the kitchen in person.

There are plates on the pass, how do I manage the tickets and running food?

It is super important to cross off what you are taking with a single straight line, even when it is the last dish to go, so we have recourse if a table says they didn't receive a dish, and perhaps a staff member has taken it to a different table.

You **must** edit tickets as you run food, even if you intend to come back yourself. It's very easy to get caught by a customer and engaged or distracted. So you must leave as much communication for you team mates as possible.

N.B. Remember to turn off your buzzer when you're taking the last dishes to avoid annoyance.

How do I use the pot wash area?

The pot wash shelves are labelled as boards, plates and bowls. Make sure you are putting the correct items on the right shelves and stacking similar plates, bowls and boards together and make sure to scrape all food and napkins and put all cutlery and ramekins in the corresponding tubs. It may take you slightly longer but it saves the pot wash time. Doing these little things properly helps us run more efficiently as a team.

Service Offerings

A-LA-CARTE MENU

Available 12pm-close daily.

About a-la-carte:

This menu is available to all bookings and walk-ins and food is served to table as ordered on the day. Please always check booking notes for special requests.

In some circumstances, like pre-show dinner service, we may limit our menu to an express menu to ensure we can service all orders without delay. This is done via the QR code, and verbally communicated to bar staff taking orders. We also have an express cocktail menu for rush periods, these drinks are indicated on the printed menu with a marked beside them. We also switch to a limited late-night menu every night.

DRUNCH MENU

Available 12pm-7pm Sun-Fri + 12pm-4pm Sat

About Drunch:

This menu is available to all bookings and walk-ins and food is served to table as ordered on the day. In some cases their booking will indicate a Drunch booking via an icon in Quandoo. Please always check the booking notes for special requests.

The Drunch menu is packaged offering 2 hours bottomless drinks and a meal. There are detailed product sheets available on Drunch service & rules so please review in full. Drunch is either pre-booked or selected by the customer on the day. All meals are ordered on the day and served to the table as ordered.

We offer the following Drunch Packages:

- Lona Drunch Classic - \$59pp:
Includes 2hr bottomless drinks + a meal
- Lona Drunch Zero - \$59pp:
Includes 2hr bottomless Zero Alc mocktails + a meal
- Lona Cocktail Drunch - \$79pp:
Includes 2hr bottomless cocktails from a list of 5 favs plus all the drinks from the classic drunch. Meal sold separately with this package.

CHEFS TASTING MENU

Available 12pm-9:30pm daily.

About Chef's Tasting Menu:

This menu is available to all bookings and walk-ins. Food is served in set courses. In some case their booking will indicate a Chefs Tasting booking & may be accompanied by an Events Run Sheet if part of a larger event.

The Chefs Tasting Menu is a set 5 dish menu served share style to the centre of the table over several courses. All table members must participate, except if they have a dietary

requirement, which means they can order off the a-la-carte menu. We cannot accommodate any changes or dietaries with the Tasting Menus. The entire table must choose one style of menu, Classic, Premium or Vegan. However, if a table is on the Classic or Premium menu individual guests may order the Vegan menu for dietary purposes. Please refer to the Chef's Tasting Service Instruction sheet for more detail.

We offer the following Chef's Tasting Menus:

- Chef's Tasting Classic - \$39pp
- Chef's Tasting Premium - \$49pp
- Chef's Tasting Vegan - \$45pp

EAT ME EVENTS CANAPE PACKAGE

Available during Private Functions.

About Eat Me Packages:

This menu is booked via our Events Team and is served roaming canape style unless otherwise specified on the Events Run Sheet. These packages can only be booked in advance with the events team and must be prepaid. The offering is within the Events Booklet available online. Any additional info regarding food service for the event will be contained within the Event Run Sheet found in Quandoo attached to the booking. Staff will be assigned to work private events.

LONA MEMBERS PRICING

Available to all Members during service

About Lona Members:

To be eligible for Members pricing a patron must sign up as a member. Currently via our website but soon by downloading our custom Lona Mobile App.

There are various Members offers available every day, some all day and some for specific times. Please refer to the current Members Offers Info sheet for details. To redeem an offer customer must scan their members barcode at the bar. Members pricing only applies to the individual member, not their guests.

DRUNCH (bottomless brunch) procedure

1. Drunch = Drinks + Lunch. Lona Drunch is Bottomless Drinks + Lunch. This is our take on a traditional Bottomless Brunch - but for lunch!
2. We offer 3 different brunch packages (plus vegan options). Package inclusions vary so please review in detail. ALL people on the table must participate in a Drunch package. The table must start & finish their Drunch sitting at the same time.
3. If a patron is late, the group can either wait (if bookings permit), or the late patron joins on arrival but finishes at the same time. When they pay, do not give them the

voucher (as the finish time is wrong) they can instead share a voucher with another patron to order their drinks.

4. ALL Drunch packages are ordered + paid via QR code unless the customer is unable to, then they may order at the bar. This process prevents error. Do not process manually at the bar unless totally necessary.
5. Once a table is seated, run them through the ordering process & how Drunch works. You must explain the late policy & that they must all order at the same time as a group when ready to start their package.
6. Ensure you upsell them on Cocktail Drunch, \$79. Note the food is purchased separately.
7. When a patron pays for their Drunch, the bar printer automatically prints a voucher with a barcode. You must first write the finish time of the Drunch in large digits with a sharpie on the voucher(s), then give to the patron(s) along with their wristband.
8. Wristbands are issued for all Drunch packages, ONLY ONCE PAYMENT SCREEN IS SIGHTED:
 - Basic Drunch & Drunch Zero – WHITE WRISTBAND
 - Cocktail Drunch – PINK WRISTBAND so we can monitor that cocktails are not shared with those on the basic package.
9. Note - we can serve bottles to tables (eg if a few people are drinking mimosa, give them a bottle of bubbles & OJ jug), this saves time. But when the Drunch has 1 HOUR left or less, it's STRICTLY single drinks per person only. This is why the finish time is clearly written on their docket.
10. Note - Wait staff may choose to offer table service for Drunch drinks during non-peak service when appropriate. To do this, take the drink orders at the table, ask for a table voucher, take it to the till to scan, then return the voucher to the table.

Tabs procedure

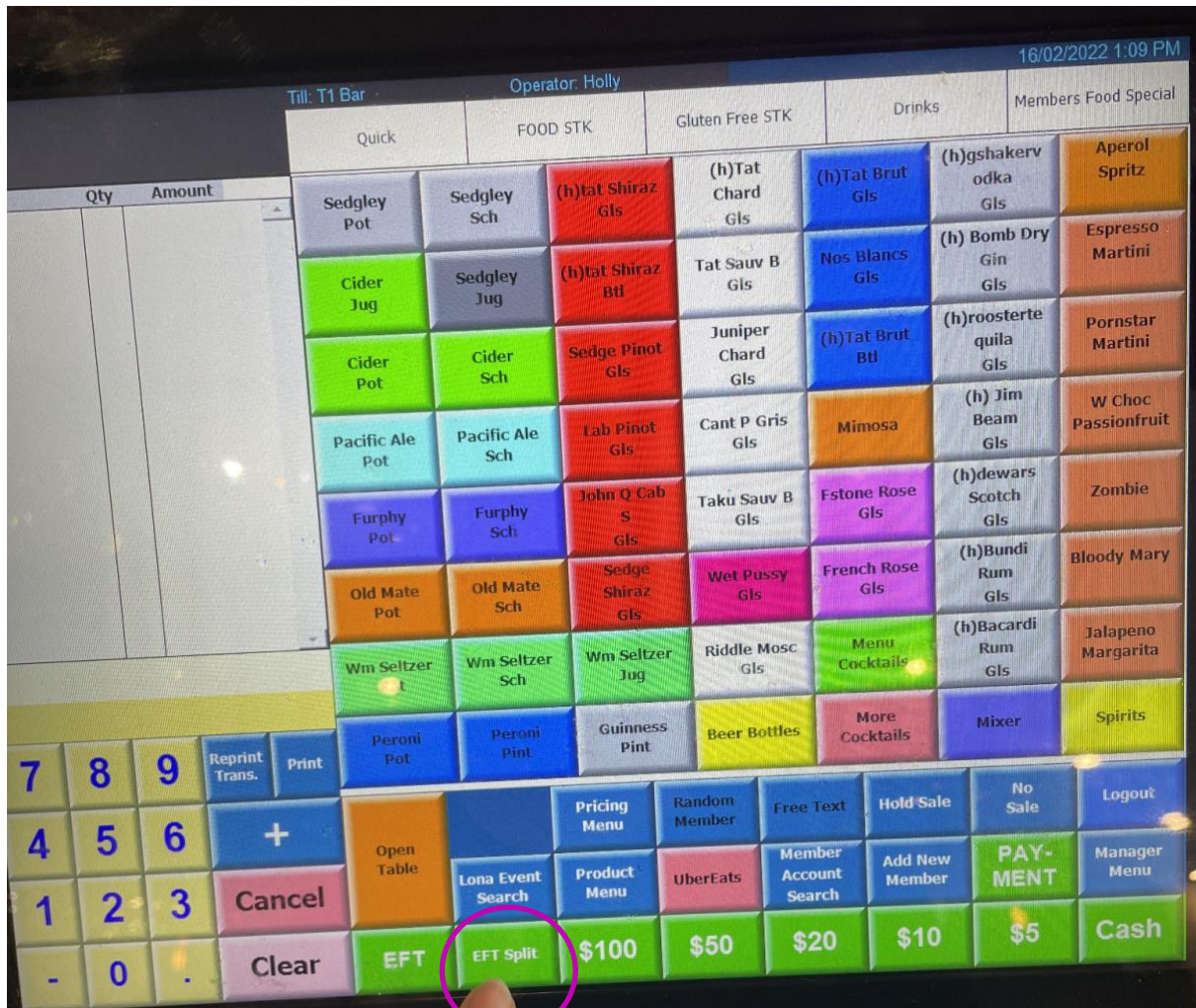
A customer would like to open a tab, how do I open a tab for them?

When opening a tab for a customer you must take a current debit or credit card and ID. There is a red tab book labelled inside with table numbers. Place the card in the book, in the relevant table number slot. Then simply open the table on the till and allow the customer to begin purchasing. When the customer would like to pay, find and return the card and take payment from the customer. At no point should the customer have their card returned and be allowed to walk away from the bar without full payment being taken.

Splitting a Bill

Is it possible to split bills for a customer?

If customers would like to split their bill at the end, there is a simple process on the till that can help you. Make sure the table is saved, then open the table and select 'EFT Split'. You'll then be asked the number the customer would like to pay. It is important that customers have their workings out before paying so please print the receipt of the bill and give them a pen to work out what they owe then go back to them when they are ready for payment.



Members

Local customers will be encouraged to sign up to our members program. This gives them access to 7 days of deals to access when ordering both through YourOrder and up at the bar.

They will also have rewards such as birthday credit and points accruing every time they spend in the venue. this will all be available in an app, that should be ready early in 2023.

This is something we will push towards our locals and regular customers, as opposed to those who are just passing by or only going to visit us as a one off occasion.

The new Lona App is in the final stages of development – more to come on this soon.

