



# Tactical Security Options Limited Tool Box Talk

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## Subject: Avanti Capitola V2 2026

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This TBT is a refresher on the stated subject, SOPs, when working for TSO and or any other role, employed by TSO, subcontracted to, or on behalf of our customers and clients as agree with by TSO. Please read and acknowledge this instruction as part of your AIs, then confirm acceptance of this SOP and or information briefing.

Thanks in advance Dave Pattinson

**Avanti Capitola 10-12 King Street, Ulverston LA12 7DZ** ///should.sandpaper.printer

When you arrive go to the bar and ask for the venue log book. Return it to the bar when you finish your shift. When you arrive on site at Avanti, ask a member of staff to introduce you to the duty manager and ask them for an induction, including what to do in the event of fire alarm activation, first aid or other emergency SOPs.

Ask what the manager wants you to do and how they want you to do it and ask the same question to each manager on every shift, in case they have changed their way of working for that shift.

You are there mainly as a deterrent, but you are there for the safety of all staff and customers. You must always remain vigilant. Do not sit down at front of house or have a break. Do not smoke during your shift. Do not play on your mobile phone; it gives a bad impression to both the customer and staff in the venue. Only use mobile phones for emergencies, and checking the pub watch message INTEL chats or passing and exchanging information between TSO and other door supervisors. In Ulverston there are currently only 3 venues. These may not be manned during your shift, in this case no information sharing is in place.

At all times you should monitor people approaching the venue, the bar and seated areas. You can do this from the door and windows of the venue.

You will be at front of house meeting and greeting everyone. You will capacity count using clickers and also carry out ID checks. Any issues on site should be reported to the venue manager, Alan or Dave and logged in incident report and chats.

Do not chat to staff and take them away from the jobs they have been assigned to do, also be mindful of your language in front of staff as some could be under 18. This is a very high-profile customer service frontline role.

Uniform for Avanti is black TSO jacket, Black TSO polo, Black trouser, Black shoes or boots and your appearance MUST be very smart.

If the fire alarm is activated assist with the evacuation of the venue, unless the duty manager says otherwise. The RVP for the evacuation is across the road, until told otherwise please remain there.

See also RAMS on staff portal for more detailed AIs SOPs

### House Rules:

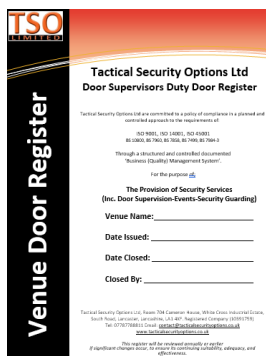
- To uphold licensing objectives. *See inside book if unsure*
- Open doors for customers with a smile
- Meet and greet customers upon arrival and thank them when they leave
- Move chairs back under tables, or to correct location when not in use
- Customer service skills – if you are aware someone wants to sit down inside and a table becomes empty – share that information
- Report any break-ages/spills to staff so they can clear them up for H&S
- Smoking and vaping is not permitted anywhere in our venue
- Smoking areas are located outside our premises
- Large groups are permitted in accordance with space limitations
- Challenge 25's ID checks are to be followed throughout the shift
- Walking the venue and checking the toilets as regularly as possible
- The door supervisor must be stood up and waiting for and welcoming guests at all times
- Personal snacks and drinks are to be hidden from view so the entrance always look presentable and tidy
- A professional, smiley, and welcoming presence should be adhered to at all times
- Communicate when necessary, with management
- Confrontational exchanges between management and door staff will not be acceptable
- A calm and professional manner must always be adhered to
- The management reserves the right to override the security decision if someone has been refused entry (unless there is a clear reason explained by the security why they have been refused entry)
- Collect glasses, and engage with guests. This will help with groups to build rapport
- Phones are to be used for work-related purposes only, focus on duties while on shift is mandatory
- Security to assess for signs of drugs, intoxication, etc on guest entry
- Bar watch banned people to not being allowed in at any time
- No glasses outside the venue after 23:00.

## Complete the Venue Book

- Enter your name, start time, full badge number and expiry date in the book.
- You will complete your finish time at the end of the shift.
- Post your shift information at end of shift, in the group incident chat in messenger.
- Sign the page entitled Induction Form inside the book when on the venue for the first time and then in any subsequent new books.

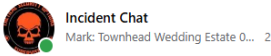
Complete a record of the following along with the time of the incident and actions taken: -

- Complete a count of people within venue every hour, and initial book once complete.
- Identification checks throughout the night. **Valid ID only**, not a photograph on a mobile phone. Passports which have the corner cut off or which are out of date are not acceptable. Driving licences which are out of date are not acceptable.
- Refusals and reason why.
- Ejections and reason why.
- Lost property.
- Sexual assault. *If serious then you may need to complete an incident report at the back of the book.*
- Fights. *If serious then you may need to complete an incident report at the back of the book.*
- Injuries, how they were sustained, any and all relevant details eg wet floor, high heels, intoxicated, missed step etc. **All details are necessary.** Make sure that the venue accident book has been completed. *If serious then you may need to complete an incident report at the back of the book.*
- Police visits and badge numbers, for any reason.
- Toilet checks at intervals throughout the shift.
- Fire alarm sounding.
- Warnings for breaking venue rules, eg vaping inside, falling asleep, dancing on tables/chairs etc.



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Check the bar and dance seating areas, toilets and all levels of the venue, for any health and safety issues, if any report to the manager and make a log in the venue log!! And also on our chats TSO Incident chat, this is mandatory!



One member of staff on front door doing capacity checks, ID checks and searches were possible, **all MUST BE RECORDED**. If two staff on duty, the second member is to be inside. **NO SMOKING on front door looks terrible and unprofessional**. If three members of staff, one on front door one inside and one roving, do not all stand on front door. Unless giving assistance to front door team, then return to your duties when no longer required.

Breaks to only be taken if agreed by management, or the HEAD DOOR, due to the size and nature of the venue. If there is a fire or other evacuation, assist the management and record the incident in the logs!

**If any police, authorities, SIA come on site, YOU MUST take their details, name rank number or position and log it in the venue log MANDATORY!**

<b>Refusals at the Door for</b>			
Drunk 11111	Disorderly Conduct 11		
Venue or other Violations 11	No ID 1111		
Searches Carried Out 1111111111111111	Any Finds 0		
After summary report of incident, a Full Incident Report needs to be completed. In addition a report needs to go on to the incident chats, at the end of your shift.			
Enforcement Visit Log	Time of Visit	Details of Visit/Action	Manager Informed
Police visit	22.00	PC 4234 Smith and PC 5678 Jones	Yes Dominic
Daily Sign Off			
I confirm that all incidents have been recorded and all information is correct.		✓	Signature
(POC) or Head Door Supervisor		yes	D. Pallinson
Duty Manager			Date
			08.06.24

The capacity of the venue as of 05.04.26 is 100, stick to this unless informed by the manager or TSO Senior Management.

## Venue Information

<b>Capacity</b>	100.
<b>Vaping</b>	Not permitted inside venue.
<b>Event of fire</b>	Assist people with leaving, the venue will call the Fire Brigade if necessary.
<b>Toilets</b>	There are male, female and disabled toilets within the venue.
<b>Last orders</b>	Called at 23.30.

## Other information

There is a cork in the door. This is to protect the door when it shuts. Please ensure it is replaced if knocked out.

There is limited seating outside the venue. This could increase in summer months.

Telephone number 01229 588212.



## **Training TBT Programme**

Tactical Security Options Ltd is a responsible employer and we take our obligations to our staff very seriously. This is why we have set out this toolbox talk for the above subject. Please ensure you read and understand this TBT, any questions ask your line manager and put it in writing by the use of email to [alan@tacticalsecurityoptions.co.uk](mailto:alan@tacticalsecurityoptions.co.uk) and cc the email to the following members of management.

[dave@tacticalsecurityoptions.co.uk](mailto:dave@tacticalsecurityoptions.co.uk) and [stacey@tacticalsecurityoptions.co.uk](mailto:stacey@tacticalsecurityoptions.co.uk)

Once you have read and understood the TBT, please sign and date and return to [dave@tacticalsecurityoptions.co.uk](mailto:dave@tacticalsecurityoptions.co.uk) if you do not sign it, we will think you have agreed by it, and confirm automatically that you agree. **If you don't agree**, you have seven working days in writing to contact TSO.

I/we confirm I/we have read and understand this TBT SOP, and will agree to follow these instructions until told otherwise by the management of TSO in writing.

## **Declaration by Employee and Employer**

**I certify that I agree with the above TBT.**

**I certify that the above information will assist me in my role, and I will carry out unless informed otherwise by a member of the management from TSO.**

**I acknowledge that if I do not carry out or follow these instructions within my role, it may result in disciplinary action being taken against me. I give my employer permission to verify the above information.**

Signed: ..... (employee)

Date: ..... to be signed

Acknowledged:



(For Employer)

Date 19.03.26