



Notice of Attendance

(Reg.8 Licensing Act 2003 (Hearings) Regulations 2005)

Date/Time of Hearing: Tuesday 15th November , 10am. Diamond Rooms 1&2, The Council House, Earl Street, Coventry, CV1 5RR

Applicant: Environmental Protection, Coventry City Council

Premises: The Pilot, Catesby Road, Coventry, CV6 4A

Please complete this form (* delete as appropriate) and return along with any papers referred to in section 6 below. Please send by email to the officer dealing, or to the Licensing Team, Coventry City Council, PO Box 15, Earl Street, Coventry, CV1 5RR.

Or E-mail: licensing@coventry.gov.uk

1. Please print your name Gareth Martin- Solicitor on behalf of Mr Akhtar/The Pilot
2. I would like this matter to be decided with a hearing
3. I will be present at the hearing
4. I will be represented at the hearing. Give the name and address of your representative:

Gareth Martin Markel Law 82 King Street Manchester M2 4WQ

Richard Dawson (counsel) Lincoln House Chambers , 18-22 Bridge Street, Manchester M3 3BZ

.....
.....

5. I *do want permission for a witness to address the hearing in support of my case. If so, please provide the following information:

- a) the name and address of each witness

Mr G Akhtar c/o The Pilot

- b) the points to be raised by each witness

Mr Akhtar will address all of the concerns raised as the owner of the premises. He will confirm the contents of the information provided to Mrs Rawlings and will be available to answer any questions the committee may have on this matter.

6. I *do want the hearing to consider further documents in addition to my application/representation. If so, list the documents and the points to which they relate in the space below:

Documents as provided to B Rawlings including:

Reference	Description
PP/1	The Pilot Pub- Premises Licence- 25 August 2022
PP/2	The Pilot Pub- Bar Staff Handbook
PP/3	The Pilot Pub- Example Refusal Policy and Register
PP/4	The Pilot Pub- Internal memo to staff re noise and glassware
PP/5	Customer notice re closing
PP/6	Proposed changes within the pub re layout/speaker location/door improvements
PP/7	The Pilot Pub- Entertainment Agreement
PP/8	Various correspondence re historical and architectural significance of The Pilot Pub
PP/9	Press article – December 2010 closure
PP/10	Before and After photos – investment by Mr Akhtar
PP/11	Loveitts correspondence re letting potential and issues re the same
PP/12	Letter from Paul Clifford of Azets- accountants

Letter to Billy Rawlings dated 1 November 2022

Supporting documents – Update to council (14pages) as attached to the letter to Billy Rawlings dated 01 November 2022

Any documents not listed here may only be allowed with all the other parties' consent

Signed Gareth Martin (on behalf of Mr Akhtar) Date...04 November 2022

Note: Representations can only be made in relation to the four licensing objectives as detailed in Coventry City Council's Statement of Licensing Policy attached.

Failure to return this form by the date indicated may result in you losing your right to take part in the hearing.



F.A.O Mrs Billy Rawlings
Licensing Team
PO Box 15
Coventry City Council
Earl Street
Coventry
CV1 5RR

Date: 01 November 2022
Your Ref:
Our Ref: GMA/THE596/1

By email only: Billy.Rawlings@coventry.gov.uk

Dear Mrs Rawlings,

The Pilot Pub- Licensing and Regulatory Sub Committee Hearing 15 November 2022

As you are aware, I act on behalf of Mr Akhtar and the Pilot Pub in respect of the above matter. I have previously provided a number of documents (PP/1 – PP/12) to be relied upon in the event of this matter proceeding to a hearing before the Licensing and Regulatory Sub Committee. In addition, I would like to make you aware of a number of changes which have been implemented at the licensed premises which I would ask be considered by you and your colleagues.

Firstly, live entertainment (live bands and/or DJs) have been relocated to the opposite side of the building i.e further away from the doors/windows where it is understood that noise may have been escaping. There have been 4 events since this change was implemented and so far as I am aware, there have been no further complaints which I would respectfully submit suggests that the change has had a positive impact.

As you will be aware from previous correspondence, all entertainers are now also required to sign up to what is effectively a code of conduct (PP/7) which I have attached again for ease. This means that all entertainers commit to respecting the local residents and keeping noise levels to an acceptable level otherwise they will be shut down immediately and not allowed to play at the venue again.

In addition, the sound on the jukebox has been reduced to 56% as evidenced by the attached photograph. This change was made by the jukebox company on the request of Mr Akhtar; neither he nor his staff have access to the sound mechanism which is located inside the machine, therefore there is no risk of the volume being increased above this level without an engineer being called. Mr Akhtar is happy to commit to the reduced volume indefinitely and it is hoped that this change will be accepted for what it is, that being a genuine effort by Mr Akhtar to address the concerns raised by the council and complainant. It should also be noted that additional speakers have been installed to ensure a more even distribution of the sound and to reduce the need for the volume to be increased.

Mr Akhtar has also made modifications to the large exterior doors by installing windows which allow them to remain safely closed (not locked) at all times. It is respectfully submitted that this in itself greatly reduces the noise escaping from the venue. Photos are attached by way of evidence of the change.

So far as the beer garden is concerned, Mr Akhtar has also installed a barrier structure which is closed at the end of each night and reduces the risk of any loitering after hours which was identified as a potential issue by the complainant. I have attached photos of the structure.

Markel Law

82 King Street, Manchester M2 4WQ Tel: 0345 351 0025 lawenquiriesuk@markel.com
www.markellaw.co.uk

Markel Law LLP is authorised and regulated by the Solicitors Regulation Authority No 459781 and registered in England and Wales.
Registered Number OC325244. VAT 245 7363 49. Registered office, 82 King Street, Manchester M2 4WQ

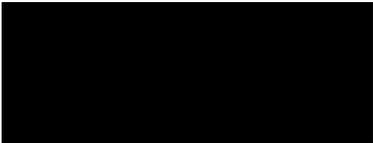
The pub's closing procedures have also been reviewed and updated. As such the lights in the beer garden are switched off and the area closed off. The jukebox and TVs are also switched off and customers are prohibited from taking their drinks off the premises as per the attached memo to staff.

Mr Akhtar has also installed additional signage throughout the pub to remind customers and staff of the need to respect the house rules and more importantly to respect the locals living nearby. I have again attached photos of the same for your consideration.

Whilst the above measures have all now been fully implemented and are proving to be a success, Mr Akhtar is also willing to consider limiting the live entertainment i.e bands and DJs to twice a month as opposed to every weekend. This would obviously have potential consequences for the finances of the business so I would respectfully submit that the measures which are already in place should be allowed to continue in the first instance and any reduction in the number of events should be a last resort in the event of further complaints.

I appreciate that a hearing has been convened but would ask that the above representations be considered and a review conducted as to whether or not a hearing is absolutely necessary or whether an agreed position can be reached between the parties.

Mr Akhtar would like to thank the council for taking the time to read these submissions. We hope that they are accepted in the spirit in which they are intended, not as a shirking of responsibility, rather an objective, informed and realistic assessment of the circumstances and the options available to all parties moving forward. Mr Akhtar remains committed to providing a pleasant, safe and enjoyable pub where locals and visitors alike can come together and he looks forward to working with the council in the future. If you have any further questions or queries please do not hesitate to contact Mr Martin of Markel Law.



Gareth Martin
Markel Law LLP

Please ask for: Gareth Martin

Telephone:

Email:



LICENSING ACT 2003

Full Premises Licence

The Pilot

Premises licence number	LN/205001311
-------------------------	--------------

Part One – Premises Details

Postal address of premises, or if none, ordnance survey map reference or description	
The Pilot Catesby Road	
Post town	Post code
Coventry	CV6 4AU
Telephone number	

Where the licence is time limited the dates
N/A

The times the licence authorises the carrying out of Licensable Activities		
INDOORS	From	To
Exhibiting Film, Indoor Sporting Event, Live Music, Recorded Music, Other entertainment		
Sunday	10:00	00:00
Monday	10:00	00:00
Tuesday	10:00	00:00
Wednesday	10:00	00:00
Thursday	10:00	00:00
Friday	10:00	01:00
Saturday	10:00	01:00

Times to be extended by one hour on Bank Holidays and events days only.

INDOORS	From	To
Late Night Refreshment		
Sunday	23:00	00:00
Monday	23:00	00:00
Tuesday	23:00	00:00
Wednesday	23:00	00:00
Thursday	23:00	00:00
Friday	23:00	01:00
Saturday	23:00	01:00

Times to be extended by one hour on Bank Holidays and events days only.



LICENSING ACT 2003

Full Premises Licence

ON & OFF THE PREMISES			
Supply of Alcohol			
	Sunday	10:00	00:00
	Monday	10:00	00:00
	Tuesday	10:00	00:00
	Wednesday	10:00	00:00
	Thursday	10:00	00:00
	Friday	10:00	01:00
	Saturday	10:00	01:00

Times to be extended by one hour on Bank Holidays and events days only.

HOURS			
Open to the Public			
	Sunday	From 10:00	To 00:45
	Monday	10:00	00:45
	Tuesday	10:00	00:45
	Wednesday	10:00	00:45
	Thursday	10:00	00:45
	Friday	10:00	01:45
	Saturday	10:00	01:45

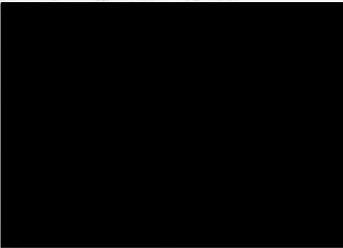
Times to be extended by one hour on Bank Holidays and events days only.

Where the licence authorises supplies of alcohol whether these are on and/or off supplies
ON AND OFF SALES

Part Two

Name, (registered) address, telephone number(s) and email (where relevant) of holder of premises licence

Gulrez Akhtar



Registered number of holder, for example company number, charity number (where applicable)

N/A



LICENSING ACT 2003

Full Premises Licence

Name (registered) address, and telephone number of designated premises supervisor where the premises licence authorises the supply of alcohol

Gulrez Akhtar



Personal Licence Number and Issuing Authority of Personal Licence held by Designated Premises Supervisor where the premises authorises the supply of alcohol

Licence number - Coventry City Council -



Dated this 25th August 2022

A handwritten signature in blue ink, appearing to read 'Gulrez Akhtar'.

Regulatory Services Manager
Regulatory Services

Licensing Team
Streetscene & Regulatory Services
PO Box 15
Coventry City Council
Earl Street
Coventry
CV1 5RR



Section 19 Licensing Act 2003

Where this licence authorises the supply of alcohol,

- 1. No supply of alcohol may be made under the licence:**
 - a. at a time when there is no designated premises supervisor (DPS) in respect of the licence, or**
 - b. at a time when the DPS does not hold a personal licence or that licence is suspended**

- 2. Every supply of alcohol under the licence must be made or authorised by a person who holds a personal licence**

Section 20 Licensing Act 2003

Where this licence authorises the exhibition of films,

- (1) the admission of children to the exhibition of any film will be restricted.**
- (2) Where the film classification body is specified in the licence, unless otherwise stated, admission of children must be restricted in accordance with any recommendation made by that body.**
- (3) Where :**
 - i. the film classification body is not specified in the licence, or**
 - ii. the licensing authority has notified the holder of the licence that this subsection applies to the film in question, admission of children must be restricted in accordance with any recommendation made by that licensing authority.**

Section 21 Licensing Act 2003

Where this licence includes a condition that at specified times one or more individuals must be on the premises to carry out a security activity, each such individual must be licensed by the Security Industry Authority.

before being served alcohol, identification bearing their photograph, date of birth and either—

(a) a holographic mark, or

(b) an ultraviolet feature.

4. The responsible person must ensure that—

(a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures—

(i) beer or cider: ½ pint;

(ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and

(iii) still wine in a glass: 125 ml;

(b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and

(c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold, the customer is made aware that these measures are available."

Licensing Act 2003 (Mandatory Licensing Conditions) Order 2014

A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price which is less than the permitted price.

For the purposes of the condition set out in paragraph 1—

(a) "duty" is to be construed in accordance with the Alcoholic Liquor Duties Act 1979;

(b) "permitted price" is the price found by applying the formula—

$$P = D + (D \times V)$$

a) General – all four licensing objectives (b,c,d,e) (please read guidance note 9)

The types of regulated entertainment proposed reinstate the normal pub entertainments that were previously unregulated. No new steps have been identified by risk assessment in relation to the four licensing objectives below. I have considered the terms of your local licensing policy in preparing this application.

b) The prevention of crime and disorder

Providing a 45 minute extension of opening hours after the end of the sale of alcohol will promote this objective as the last drink will be consumed less quickly with access to the pub toilet facilities and provision of non-alcoholic refreshments during this period.

The designated premises supervisor will be a member of pubwatch so long as it exists.

c) Public safety

Function bookings will be limited to that number set by the Fire Authority or other statutory body. No identifiable risk of overcrowding.

d) The prevention of public nuisance

Recorded music will be reduced to background level for wind down period to effect mood change. All audible amplified music or singing will cease at latest midnight with exception of one hour extra on New year and official bank holidays.

Notice will be posted on exits requesting customers leave quietly.

e) The protection of children from harm

Restrictions set out in Licensing Act 2003 will apply.

No unusual risks of harm to children have been identified.

Annex 3

Conditions Attached after a Hearing by the Licensing Authority

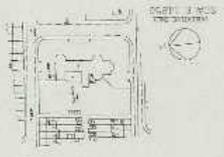
Hearing – 01st July 2011. (Conditions subsequently removed following variation Nov 2017):

1. The premises shall install and maintain a comprehensive CCTV system (number of cameras to be confirmed). All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for licensable activities and during all times when customers remain on the premises. All recordings shall be stored for a minimum period of 31 days with date and time stamping. Recordings shall be made available immediately upon the request of a Responsible Authority or the Licensing Authority throughout the preceding 31 day period.
2. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open to the public. This staff member must be able to show the Responsible Authorities or the Licensing Officer recent data or footage with the absolute minimum of delay when requested.
4. Staff are to be trained commensurate with their responsibilities. Staff training is to be documented and records are to be retained and made available to the responsible authorities on request.
5. Refusal booklet and incident booklet to be used. A log shall be kept detailing all refused sales of alcohol. The log should include the date and time of the refused sale and the name of the member of staff who refused the sale. The log shall be available for inspection at the premises by a Responsible Authority or the Licensing Authority at all times whilst the premises is open.
6. An incident log shall be kept at the premises, and made available on request to a Responsible Authority or the Licensing Authority, which will record the following:
 - all crimes reported at the venue
 - all ejection of patrons
 - any complaints received
 - any incidents of disorder
 - all seizures of drugs or offensive weapons
 - any faults in the CCTV system
 - any refusal of the sale of alcohol
 - any visit by a relevant authority or emergency services unit.
7. Challenge 21 policy to be installed with all staff being trained on the policy. A proof of age scheme, such as challenge 21/25, shall be operated at the premises where the only acceptable forms of identification are recognised photographic identification cards, such as driving licence or passport.
8. The DPS is to ensure that there are regular car park checks to ensure that glass and litter is promptly cleared.
9. Doors and windows are to be closed when regulated entertainment is operated.
13. A direct number for the manager of the premises shall be publicly available at all times the premises is open. That telephone number is to be made available to residents and businesses in the vicinity.
14. Notices shall be prominently displayed in the designated outside area requesting patrons to respect the needs of local residents and use the area quietly.
15. Signage will be prominently displayed at all exits to remind the customers to leave quietly due to the respect of the local residents.
16. The licence is to have no effect until the CCTV is installed to the satisfaction of West Midlands Police.
17. The appointment of any tenant shall be subject to vetting and approval by West Midlands Police.

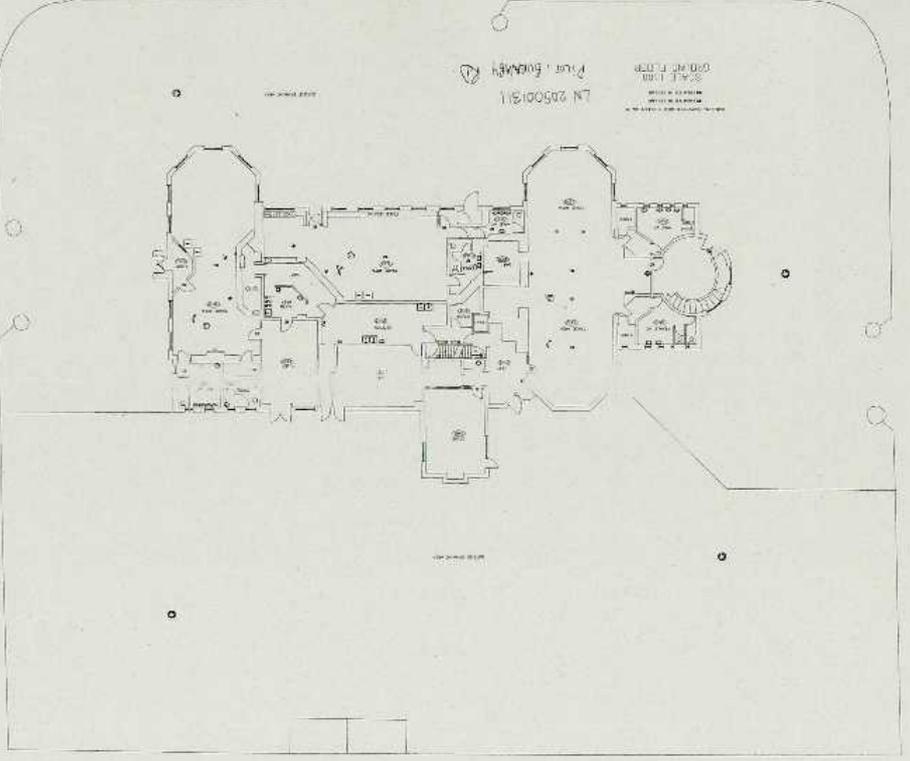
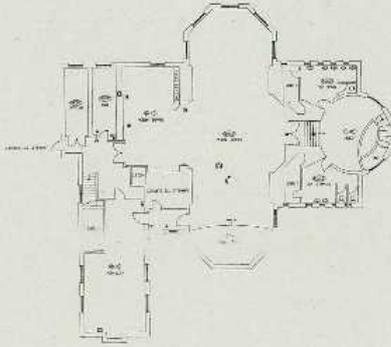
Variation on Licence to remove the following conditions, Nov 2017:

- Condition 3) The Only consumption of alcohol to be permitted outside is in a designated area on Catesby Road at the front of the premises. There is to be no consumption after 10:00pm.
- Condition 10) Drinks for consumption in outside areas will only be served in polycarbonate / plastic glasses. On occasions when the function rooms are being operated polycarbonate glasses / plastic glasses will be used when required by the police.
- Condition 11) There is a minimum of 2 SIA door staff on Fridays and Saturday nights from 21:00 to closing time. In addition, the DPS is to do a risk assessment for events and liaise with the police in relation to door staff provision for these events.
- Condition 12) There is to be a personal licence holder on site at all times that the pub is open for licensable activities save for exceptional circumstances.

NO. 101	NO. 102	NO. 103
NO. 104	NO. 105	NO. 106
NO. 107	NO. 108	NO. 109
NO. 110	NO. 111	NO. 112



SCALE 1/8" = 1'-0"



SCALE 1/8" = 1'-0"
GROUND FLOOR
PLAN ENCLAVE
LN 28500131

- NOT TO SCALE
- 1. WALL
 - 2. DOOR
 - 3. WINDOW
 - 4. STAIR
 - 5. ELEVATOR
 - 6. CLOSET
 - 7. BATH
 - 8. KITCHEN
 - 9. HALL
 - 10. OFFICE
 - 11. CONFERENCE
 - 12. RECEPTION
 - 13. STORAGE
 - 14. MEETING
 - 15. BREAK
 - 16. RESTROOM
 - 17. JANETRY
 - 18. LOBBY
 - 19. CORRIDOR
 - 20. STAIRWELL
 - 21. ELEVATOR SHAFT
 - 22. MECHANICAL
 - 23. ELECTRICAL
 - 24. TELEPHONE
 - 25. COPY
 - 26. STORAGE
 - 27. OFFICE
 - 28. CONFERENCE
 - 29. RECEPTION
 - 30. STORAGE
 - 31. MEETING
 - 32. BREAK
 - 33. RESTROOM
 - 34. JANETRY
 - 35. LOBBY
 - 36. CORRIDOR
 - 37. STAIRWELL
 - 38. ELEVATOR SHAFT
 - 39. MECHANICAL
 - 40. ELECTRICAL
 - 41. TELEPHONE
 - 42. COPY
 - 43. STORAGE
 - 44. OFFICE
 - 45. CONFERENCE
 - 46. RECEPTION
 - 47. STORAGE
 - 48. MEETING
 - 49. BREAK
 - 50. RESTROOM
 - 51. JANETRY
 - 52. LOBBY
 - 53. CORRIDOR
 - 54. STAIRWELL
 - 55. ELEVATOR SHAFT
 - 56. MECHANICAL
 - 57. ELECTRICAL
 - 58. TELEPHONE
 - 59. COPY
 - 60. STORAGE

DATE: 10/10/00
DRAWN BY: [Name]
CHECKED BY: [Name]

THE PILOT PUB

BAR STAFF HANDBOOK

RESPONSIBLE BARTENDING

In this section we look at signs to recognise drunkenness and practical tips to help our guests enjoy their night responsibly.

Customers are becoming more aware of what they are drinking, but with mixed drinks and cocktails it can be harder for customers to keep track of exactly how much alcohol is in each drink. That puts more responsibility on us to keep the customer informed, so always be ready to tell guests how many units are in each drink. Although every individual has to be responsible for their own behaviour, in licensed premises ultimately you are in charge and accountable for a customer's conduct. So use these hints and tips to help ensure that you and the customer have a great time.

KNOW WHAT YOU ARE POURING - Be aware of the strength of each Ingredient in your cocktails and mixed drinks. If free pouring, be aware of how many measures of each Ingredient are in the drink; otherwise use a measure. This doesn't just help you to know how much alcohol is in the drink; it also ensures the right balance to achieve to most delicious cocktail.

OFFER SOFT DRINKS OR WATER - Help the customer to keep hydrated, and pace their consumption of alcohol.

ENCOURAGE EATING - Apart from the obvious fact that we would like to drive sales by encouraging people to dine in our restaurants, the action of digesting food helps slow the absorption of alcohol.

TAXI - Make sure the customer is not tempted to drink and drive. Offer to call a Taxi.

What is Alcohol?

Alcohol is obtained from the natural reaction of yeast's on sugars. Yeast's are strains of single cell fungus, which secrete enzymes to convert sugar into alcohol (fermentation). Not all alcohol is suitable for drinking, but has a variety of uses from industrial chemical to cosmetics.

Ethanol (ethyl alcohol) is the only alcohol safe for consumption, and it's the same alcoholic drinks, from advocate to whisky. Sugars for the production of alcohol are obtained from a variety of raw material, including cereal such as barley, wheat and maize; fruit; including grapes, apples, berries and plant matter; sugar for rum and agave for Tequila.

Weights and Measures

It is important that you serve drinks to the measures according to the Weights and Measures Act 1985. Please ensure you read the relevant legislation from this Act and sign document to say you have been trained and understand what is required.

How long do the effects last?

The body will start to breakdown alcohol in the body 30 mins after it is consumed. This is broken down at a rate of 1 unit per hour (after the 30 mins).

For example: If a man was to drink 3 double vodka and cokes (each shot of vodka is 25ml at 40%abv, therefore each shot is 1 unit) then he would have consumed 6 units. If he was to drink this over a 3 hour period then by the end of the 3 hours he would have the following units still in his blood:

6 units consumed over 3 hours – after half an hour the body starts to breakdown the alcohol at 1 unit per hour so 2.5 units would have been broken down. He would therefore still have 3.5 units in his blood.

Examples of Units in our business:

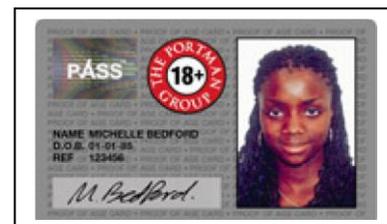
- 1 Pint of Moretti is – **3 units** (2.73 so we round up to be on the safe side)
- 1 Btl of Peroni is **2 units** (1.7 so we round up)
- 1 Double Vodka and Tonic is – **2 units**
- 1 Standard cocktail (most have a dbl shot of alcohol) is – **2 units**
- 1 175ml glass of 12.5% white wine is – **2.5 units** (2.2 so we round up)
- 1 250ml glass of 14% red wine is – **3.5 units**

Challenge 25

If a guest looks younger than 25 please ask for proof of ID, it is illegal to serve anyone under the age of 18.

The only ID documents you should accept are:

- A photo driving licence
- A passport
- A proof of age scheme card which carries the PASS logo



If you do ask someone for ID please record on our Incident Log.

The Bar Tender

As one of the first points of contacts with our guests it is highly important that you make every introduction a positive one. The experience of a food and drink establishment goes beyond simply food and drink; it concerns itself with a continuous positive attitude between you and the guest.

Qualities of a Bar Tender

WELCOMING – First impressions are the key. Try to make the welcome appropriate, warm and personal.

PERSONALITY – This is the single most crucial element that will continue to distinguish our team. Customers love personality and will continue to embrace a service with warmth and charm. Promote your positive personality on the bar at all times and leave any personal problems at home.

UNDERSTANDING – The ability to assess your guest will allow you to provide them with a highly personalised service. Use your initiative to promote positive service. This understanding will give your guests a feeling of genuine importance and is crucial to form long term relationships with you guest and gain tips. Try to always remember guest's names to make them feel extra special.

KNOWLEDGE - It is vital that you have good knowledge and understanding of your job. This can be anything from how to create drinks to brand and product knowledge as well as Menu knowledge specific to the company. If you have good knowledge and understanding of what you are doing then your guests will feel confident and relaxed during their visit.

TIME MANAGEMENT – is key with multi-serving. You can develop your multiservice skills by taking large orders and preparing all of your drinks at once. This will help you to learn to take two or more orders from guests at once and prepare the drinks as one order. In order to develop this skill you need to get into the habit of firstly preparing your glassware. Making drink in the most efficient order in terms of preparation, time scale and making similar or the same drinks in one go.

For example-

A guest orders; 1 Guinness, 1 Cosmopolitan, 1 Gin and Tonic, 1 Gin and Orange

- 1) Get all glassware
- 2) Start pint of Guinness and leave to stand
- 3) Prepare ingredients for the cosmopolitan
- 4) Pour gin into glasses
- 5) Ice up glasses and Boston glass
- 6) Shake and pour cosmopolitan
- 7) Add tonic and orange to the gin
- 8) Top up the Guinness
- 9) Serve all drinks together

SHOWMANSHIP- a bartender at work is on stage. How you present yourself, the way you speak, and even how you move are all attributes of showmanship.

CUSTOMER AWARENESS- This is being conscious of the physical moves of your customers at all times, enabling you to offer extra ordinary service, it is a bartender's sixth sense. Being aware of your customers helps you manage your time and increases the fluency and quality of service.

FAREWELL – A well-expressed farewell will serve to compliment and complete your guest's experience. It will also highlight that their custom has been appreciated. Always leave a lasting impression and remember, "A happy customer = a happy tip jar!" Considering all the above factors will help you to create a memorable and enjoyable visit for every guest you serve.

You, the team and your guests

UNIFORM - It is always important to keep your uniform clean and pressed at all times (see hygiene section)

TOOLS OF THE TRADE - are obviously a very important part of your uniform;

TIME KEEPING - is a very important part of being a bartender; this is why it is necessary to be on the bar ten minutes before your shift is due to start. Handovers need to be done properly, set ups checked and you don't want to come rushing on to the bar two minutes before you are meant to start. Give yourself enough time to prepare yourself for your shift.

AWARENESS - Control is also about awareness of your environment and colleagues. As well as preventing accidents and mistakes, good team awareness means that guests will feel more at ease by getting served quickly and in the right order.

Being aware of your environment is critical in delivering and maintaining quality service, especially during busy periods.

- Keeping your head up and maintaining eye contact, will evoke an air of being in control, and facilitates patience at a busy bar.
- Acknowledge customers and use physical gestures it is important to encouraging people to feel accepted and to emphasise acknowledgement.
- Always let waiting customers know where you are at by informing them "you'll be right with them." This installs customer patience and confidence.

READING GUEST - Each guest has individual tastes and requirements. Your ability to understand what it is that they desire allows you to personalise your service.

Heighten the guests experience by;

- Remembering previous orders
- Anticipation of likely orders and preparing for these on their arrival at the bar
- Remembering specifics, for example; no ice and extra lime with a rum and coke

If you can recall the favourite drink of a guest you can up sell more effectively for example; A Jack Daniel's and coke for a Jack Daniels single barrel and coke

Any information you gather in guests remembers to pass it onto your reception team so that we can add it to their customer message on our Res V5 database so we can Wow them in the future by having their favourite drinks ready on arrival.

WORKING AS A TEAM It is of utmost importance that as a bartender you can work well within your team. A bartender should be versatile and be just as willing to wash glasses as well as work on the busiest station behind the bar. A bartender should realise that contributing towards set ups and breakdowns is just as necessary as making exciting and fantastic cocktails. Always remember that a team is only as strong as its weakest member, if you're not pulling your weight this will reflect on the bar team as a whole.

Never forget how important you are in the bigger picture, working as a team and helping each other automatically ensures that your bar runs more smoothly and every customer is looked after to the highest extent.

- Ensure you're early, at least ten minutes before your shift is due to start. If you arrive late your colleague finishes late
- Always turn up to work with all your equipment
- Leave the bar how you would expect to find it, **clean as you go**

- It is of the upmost importance that all set ups/breakdowns are done to a very high standard. Use the set up sheets provided.
- There are always jobs to be done, do not spend any downtime standing around or chatting.
- “A time to lean is a time to clean”
- Bar calls are useful and professional ways to communicate with other members of your team quickly and efficiently – learn them!

FLUENCY & EFFICIENCY - It is vital to continually improve your service by challenging yourself on how to approach a large order or multiple customers at the same time. This will be something that will improve with experience and by fine tuning your basic techniques. If you can be successful with this and are committed to self-improvement, you will gain significantly more from your bartending career. It is the difference between a good bartender and a great bartender.

- When accepting an order, establish the best way of processing drinks, ensure to avoid double trips to the fridges and back bar. Ask yourself “What drinks share common ingredients?” or “how shall I ensure I am using two bottles to maximize my speed?”
- Speed of service revolves around excellent organization and a keen approach to preparation. When setting up your station ensure that you have everything possible prepared that will maximize drink making efficiency.

“Failing to prepare is preparing to fail”

“Prior planning and preparation prevents piss poor performance.” – 7P’s

- Learn the basics first as it is part of the art of polishing basic skills that will enable you to become a highly efficient bar tender, with the confidence to serve multiple customers at the same time at a busy bar.
- Always ensure that you have the complete order from the guest. Time management is the key, so always follow their order with the question, “Anything else?” To minimize delays and to ascertain whether you can take on an additional order from the next guest.
- Depending on the order, we encourage including the next guest in the same service to maximize economies of speed at a busy bar.
- If the first customer asks for two beers and vodka and coke this should be followed by taking an additional order from the next customer again. Repeat the process until you have taken the last number of orders that you are comfortable with.
- Prepare glassware immediately, this reassures the customers in the knowledge that their drink is being made and gives you a prompt so that you can process large multiple orders.
- Treat multiple customer orders as one large service check and give commentary in order to put your guest at ease and assure them that their drinks are being made. ‘Call’ drinks down the bar to another member of the team if needed.
- Generally you will start on the drinks that take the longest to make but bear in mind... common sense always prevails!
- Till visits after taking payment from multiple rounds can be simplified by taking money in a clockwise order and returning in the same motion to give change.
- Remember to clean as you go, your drink is not finished until your equipment is clean and you are ready to make your next cocktails.

SERVICE & CLEANING STANDARDS

Service Standards - The first rule is that customers do not exist, they are all guests, treat your guests as if they were in your home, they are the most Important people you walk into your establishment.

Guest's journey - As soon as guests walk through the door they should be acknowledged, it should not matter how busy you are!! There are different ways that you can do this. Using your tools at hand:

- Eye contact
- Saying 'Hello/Welcome'

These things can buy you time, and shows the guest that you have seen them, which in turn shows them that as soon as they walk through the door they are being looked after. It is important that you know how to read your guests, for example realise the difference between a guest on a one hour lunch break on a Thursday, and that of a guest on Saturday evening.

EYE CONTACT- It is important that you keep your head up whilst you are bartending. A bartender should always be aware of his/her surroundings. As soon as a guest enters the bar it is important that you acknowledge and make eye contact with them, this assures the guest that you know that they are there.

SAYING HELLO/WELCOME – Seems self-explanatory but silent service isn't an option, we are there to communicate with our guests through conversation so a simple hello and welcome will go a long way.

Varying your greeting to each guest makes it less monotonous and more personal and always deliver it with sincerity, be natural, smile and above exude confidence.

Guest recognition is a very important element to our business; it shows the guest that we care and makes their journey more personal and enjoyable. Our guests like to be made to feel Important, and it is always great to offer regular guests their usual drink of choice. For new guests it is always nice to make recommendations.

Always try to take the order in one go and repeat it back to the guest, if it aids you put the order into the till at once.

If you forget the order always check back and remember if your multi serving that the guest that is waiting to pay is your priority.

Remember - attitude is everything. This is done by appearing friendly, positive and professional at all times. It is important to remember that you are on a stage and your guests can see everything.

Guests don't interrupt your work; they are the reason for it. You depend on their custom as much as they depend on your service.

Chat to your guests, not your colleagues, never forgets to be a good listener, but never eavesdrop. Always remember your boundaries no matter how friendly you get with your guest.

Ensure you follow every purchase at the bar with a 'Thank you or Enjoy.'

COMPLAINT HANDLING

From time to time complaints do arise. It's important to deal with complaints calmly and professionally. Listen carefully, try to understand why the guest is upset and always try to understand the cause of the problem.

Thank the customer for taking the time for bringing the problem to your attention, and if you feel that it is a problem that you can solve yourself then go ahead!!

For example:

- Someone has taken my pint – Apologise and offer to replace the pint at no cost.
- There's a fly in my drink – Apologise and replace the drink at no cost.

However, if you feel that it is a problem you are unable to solve, apologise, and ask them to wait while you locate your manager or Supervisor. Always remember every complaint no matter how trivial should always be reported to a manager, even if you have rectified the complaint.

EVERY COMPLAINT IS SERIOUS BECAUSE IT DEMONSTRATES AN AREA WHERE WE HAVE FALLEN SHORT OF GUESTS EXPECTATIONS. THE OLD SAYING STILL STANDS THAT THE GUEST IS ALWAYS RIGHT AND THAT WE WANT EVERY GUEST TO LEAVE A HAPPY GUEST.

When dealing with the problem you should always follow the **APOLOGISE** procedure.

- **A**pologise – It shows we care to put things right.
- **P**raise – thank them for taking the time for making the complaint.
- **O**bserve – their body language, keep a neutral stance and tone of voice.
- **L**isten – be sympathetic and empathise.
- **O**ffer - a solution wherever possible
- **G**o through the steps with the guests on how you're going to help them.
- **I**nstigate the solution, call the duty manager if you need authorisation •
- **S**tay calm throughout, never defend what has happened nor blame anyone.
- **E**nsure the guest is happy with the outcome.

CLEANING STANDARD

Cleaning is an integral aspect. Standards are kept high within all departments and these are assessed and monitored through different means. It is essential that high cleaning standards are met in all departments as we produce food and drink for the public. If these standards are not kept it will have repercussions on the business.

The main reasons for such a strict cleaning regime are as follows:

- Working in a clean environment is important for staff morale
- An unclean environment will not be appealing to guests
- Guests will not feel comfortable dining and drinking in a dirty bar or restaurant, the company will appear unprofessional and untrustworthy.
- An unclean environment can produce unpleasant and unsavory odours.
- Persistent un-cleanliness can result in pests.
- Most importantly an unmonitored and dirty environment can result in poisoning and illness.

Cleaning is the responsibility of everyone

All departments have cleaning check list and you must ensure these are completed on time.

HYGIENE

As you are a bartender imagine you are on a stage, you are constantly in the lime light of guests.

KEEP YOUR APPEARANCE TO A VERY HIGH STANDARD

For health and safety reasons and in order portray a professional environment it is important to always follow the following requirements on personal presentation for all levels of staff.

- Keep your attire or uniform clean pressed and presentable
- Long hair needs to be tied back and kept neat and tidy
- Never drink or chew gum in front of the guest
- You must wear deodorant and wash regularly
- Remember your hands are constantly in view, so keep them clean and always ensure nails are manicured.
- Never lick your fingers, groom your hair, scratch yourself or blow your nose in view of guests
- If you use the bathroom, smoke, eat clean equipment, handle chemicals, cough or sneeze, always wash your hands.
- Wash your hand regularly throughout the shift as handling money is covered in bacteria
- If you accidentally cut yourself, cover the cut with a waterproof blue dressing, sterilise any affected tools and areas immediately. Notify your manager of the incident.
- Always wash equipment between use's
- Always handle glassware by the stem or the base.

FRONT OF HOUSE

Always ensure that the front of house bar area is kept to our very high standard of cleanliness and presentation after all this is where your guests will be enjoying their drinks, if this area is untidy what does it say about the rest of the bar.

It is important that the front of house is aesthetically pleasing for example:

- Menus, clean and regimented and on every table
- Ensure there are no spillages or sticky marks on tables by wiping regularly with the right product
- Empty glasses should be collected immediately
- The bar top should always be clean and polished
- The beer pumps should always be clean and polished
- Ensure that all bar stools are regimented and clean
- The bar floor should be brushed regularly, any spillages or broken glass should be cleaned immediately and a wet floor sign should be used if necessary

PROCEDURES, METHODS & EQUIPMENT

CELLER & STORE ROOM EQUIPMENT

Equipment - Your cellars will contain equipment that you must be trained on to operate safely and properly, these will include:

1. Draft Beer systems – You must know how to change barrels, change gas canisters, check that all systems are running properly.
2. Post Mix systems – You must know how to change post mix bag in box's & change CO2 canisters.

All of the above items of equipment can be very dangerous if not properly used and must be treated with care and respect. You will be manually trained on all of these as a part of your training.

Glassware

Please ensure that all drinks are served in the correct glasses. Certain glasses have brands on them and these glasses must be used for these drinks.

Stock Control

Stock Rotation FIFO – First In, First Out When putting away deliveries and when taking stock it is important that the stock is properly rotated so that the oldest stock is used first. Please ensure that you always use up the stock that is closest to its used by date first.

Every product on the bar has cost the company money to purchase, whether it's a lime or a bottle of champagne all stock needs to be controlled and accounted for. There are systems in place to control this stock and it's important that these are followed to ensure that the GP targets (Gross Profit margins) are met.

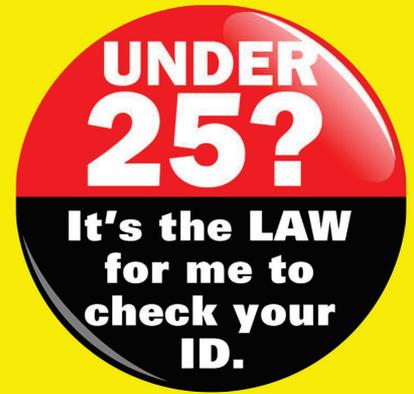
All the stock on the bar will be counted on a regular basis and to ensure that there is minimal variance all products served over the bar need to be entered on the Tills. Any stock that is not being entered into EPOS but is leaving the bar for another reason needs to be properly recorded. The reasons that stock could leave the bar other than being entered into EPOS are:

1. Wastage/Spillage – It is inevitable that drinks will either be dropped, spilt, made incorrectly or by mistake. It's important to keep this to a minimum but it's just as important to properly record all of these drinks on the wastage sheets that your bar managers will provide.
2. Staff Drinks – staff are allowed to drink cordial with water or drinks in the post mix machines during their shift. This need to be also listed on the waste forms.

It's your responsibility to look after the company's stock. If you see stock being given away or wasted without good reason you must inform a manager. You must also do best to ensure that you have minimal wastage at all times by only preparing what is required for that particular shift. You should ensure that stock is rotated so that anything nearing its sell by date is used before it reaches that date.

Please note that the giving away of drinks without charging for them is considered to be theft and could lead to disciplinary action and/or criminal charges.

Refusals Register



Practices

The Pilot has a Challenge 25 Policy . This means that if it appears that the customer looks under the age of 25 you **MUST** ask for some Photo ID.

If a customer fails to produce valid photo-ID that confirms his or her age, the sale must be **REFUSED** and recorded in this Refusals Register after the customer has left the premises.

Some Examples of acceptable ID.



For further Information please refer to the company Policies

KEEP THE REGISTER CLOSE TO THE COUNTER BUT OUT OF SIGHT !

THE PILOT PUB

INTEROFFICE MEMORANDUM

SUBJECT: COVENTRY COUNCIL COMPLAINTS – NOISE LEVELS & GLASSWARE
DATE: SEPTEMBER 5, 2022

Recently we have had some complaints from Coventry City Council. This is mainly about glassware (glasses and bottles) and noise levels to the local residents. I have worked with the council and have now implemented some new procedures.

It is very important you help and maintain these procedures as part of your job responsibilities to the company. These procedures are very important and not following them may be considered as gross misconduct. Whilst I have confidence you will follow these procedures, I do have to say that any staff member not following these procedures will be subject to disciplinary procedures, which may lead to dismissal.

These procedures are from immediate effect and are from 8pm onwards.

1. The doors to the pub or restaurant must NEVER be propped open. Always use the Air conditioners/heating to set the right temperature for the pub.
2. You must make regular visits the beer garden and decking area to collect glassware and bottles. Even during the day time.

45 minutes before closing.

3. We must announce final orders. Customers MUST be reminded by using the bell that the bar will stop serving drinks in 15 minutes. DO not allow customer to bulk buy, only sell what they can consume at a reasonable rate in 30 minutes. Remind them that they will need to finish their drinks in 30 minutes and they will not be allowed to take the drink with them.
4. Put up the Bar closing signs on bar and restaurant.

30 Minutes before Closing.

5. This is the last time for drink orders. No drinks must be sold after this time whatsoever.
6. The beer garden must close and ask customers politely that they need to remove themselves from the beer garden.
7. Turn off the jukebox and TVs.
8. Remember to politely address the customer reminding them that as part of licensing regulations we must start implementing closing down procedures.
9. While we fully appreciate the business of customers, we must remind that we cannot break company procedures and they need to understand our position. There will be NO exceptions to anyone, whether they are regulars, family to staff members or staff members off shift.
10. Staff must make regular visits to the beer garden, decking to collect glasses and bottles.
11. Politely remind customers that we will be closing and they cannot take their drinks out the premises.

At closing time

12. Politely ask customer to leave the premises. They cannot take their drinks with them and they must now be disposed of. Once again there is no exceptions. Remember they had 30 minutes to finish their drink.
13. Ask customers to start making their way home.
14. Check the beer garden and decking to ensure no customer are there. Politely ask them to leave if they are there.

THE PILOT PUB

Managers

15. You must make regular visits every night around the whole car park and remove any glassware or bottles. Even if the product has not been supplied by the pub. This must be done
 - a. 2 hours before closing, and
 - b. 1 hour before closing, and
 - c. final check when locking the doors.
16. Remove all cash draws from the tills 30 minutes before closing.
17. You must make sure ALL 'Day Close' tasks are completed.
18. You must make one final check before locking the doors yourself in the beer garden and decking area for any glassware.
19. If any tenant is making a lot of noise, you must inform GA immediately. Remember, the license covers the whole site.

Entertainment Nights.

20. Entertainment MUST stop 30 minutes before closing. The entertainer must be informed to schedule the event so that it stops 30 minutes before closing. No Exceptions!
21. Managers must do the following after 10pm and every 30 minutes after.
 - a. Ensure no doors are propped open either on the pub or restaurant side. ALL doors must be in the closed position.
 - b. Check the level of noise in the beer garden. Politely ask customers to keep their voices down if you feel it is too high. Do not tolerate any shouting from customers.
 - c. Cross the road on Burnaby road side and check the noise levels of the pub. If it is too high, or you can hear loud voices then you must act and turn the volume down and/or ask customer to keep their voices down. Anyone refusing to do this should not be served anymore and be asked to leave the premises.
 - d. Use your mobile to record the noise levels when you do the above checks.
 - e. All recordings must be sent to GA at the end of the night.

Remember as part of closing down tasks you need to be a team player and do your bit while the manger does their tasks.

Generally, many of our customers are regulars and we need their help to support their local. Remind them that these are the licensing laws and company policy and that you must follow the rules. I am hopeful most regulars will support these changes in order to protect the pub. As mentioned there are no exceptions to the rules, its does not matter how long they have been regulars for or how much they spend.

CUSTOMER NOTICE

AS PART OF LICENSING LAWS & COMPANY POLICY

**WE STOP SERVING DRINKS 30 MINUTES BEFORE
CLOSING TIME. THE BEER GARDEN & DECKING
AREA WILL ALSO CLOSE AT THIS TIME.**

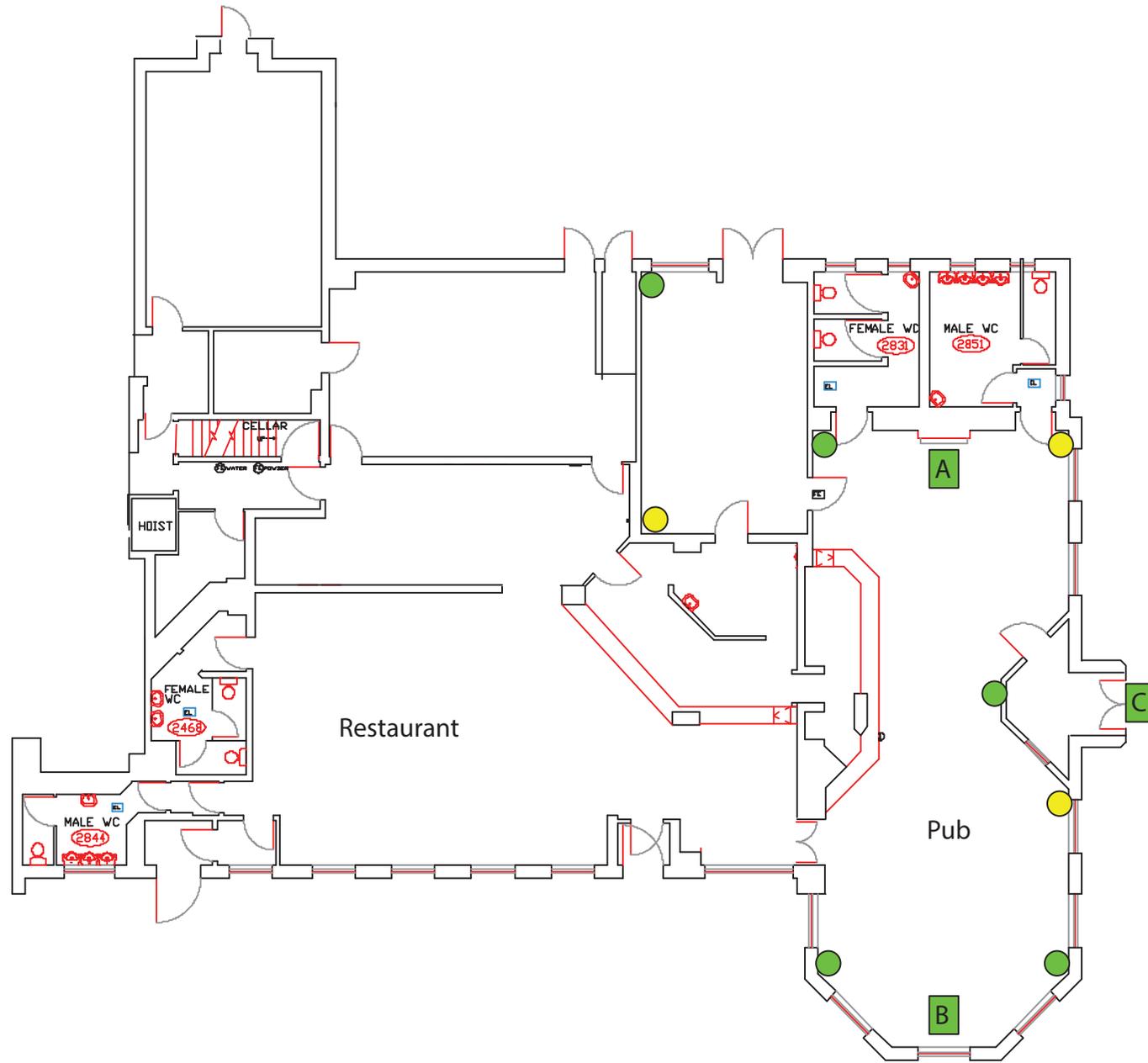
**YOU WILL NOT BE ALLOWED TO TAKE YOUR DRINK
AWAY ONCE WE CLOSE. PLEASE CONSUME YOUR DRINK
RESPONSIBLY.**

**RESPECT OUR STAFF AS WE WILL NOT TOLERATE
PHYSICAL OR VERBAL ABUSE !**

**PLEASE RESPECT OUR LOCAL RESIDENTS & KEEP
NOISE TO A MINIMUM WHILE LEAVING THE PREMISES.**

**OUR OPENING TIMES ARE
SUN-THUR 12:00 - 23:00, FRI & SAT 12:00 - 24:00**

**HELP & SUPPORT YOUR LOCAL PUB
THANK YOU
MANAGEMENT**



KEY

- A Previous Location of Live Entertainment
- B New Location of Live Entertainment
- C Modify Doors to Use while trading
- Current Speaker Location
- New Speakers Added

Proposal for The Pilot Pub

THE PILOT PUB

EVENT FORM

Performer / Band / DJ Name _____

Event Date ____ / ____ / ____ Closing Time ____ : ____ Event Stop Time ____ :

To help and respect our local residents and keep noise levels to an acceptable level, we have worked alongside Coventry Council Licensing Team and agreed the following rules

- 1) While, we want our guest to enjoy the event we need to ensure the noise levels are acceptable at street level. To help we have installed a Sound Meter which shows the noise levels within the Pub. Anything under ***Db is acceptable. During the event, please keep an eye on this Sound Meter Display and adjust your volumes accordingly.
- 2) 30 minutes before closing time (shown above) the event must stop. We recommend 1 hour before closing time to start slowing down the tempo of the event. That will put less pressure on you for any last-minute requests.
- 3) Under no circumstances whatsoever, must entertainment continue after the Event Stop Time shown above.
- 4) Please work with the management to minimise complaints and problems.

We thank you for your understanding and co-operation. Please confirm you have read this document and understood it

Name _____ Signed _____ Date _____

Internal Use Only

Manager Name _____

1. Make sure the Entertainer read and signed this form.
2. Show the entertainer the location of the Sound Meter Display.
3. During the event observe the sound levels are below *** Db.
4. Please make sure doors are kept in the closed position and NOT propped open.
5. Make sure you look out for the risks identified in PEL-Risks-Events.
6. You must check the noise levels in the Beer Garden & across the road on Burnaby Road.

Time1 ____ : ____ Time1 ____ : ____ Time1 ____ : ____ Time1 ____ : ____ Time1 ____ : ____

7. Please complete and return to admin department.

Any Problems (Continue overleaf if needed)?

List Entry Summary

This building is listed under the Planning (Listed Buildings and Conservation Areas) Act 1990 as amended for its special architectural or historic interest.

Name: THE PILOT PUBLIC HOUSE

List Entry Number: 1380336

Location

THE PILOT PUBLIC HOUSE, CATESBY ROAD

The building may lie within the boundary of more than one authority.

County:

District: Coventry

District Type: Metropolitan Authority

Parish:

National Park: Not applicable to this List entry.

Grade: II

Date first listed: 22-Jun-2000

Date of most recent amendment: Not applicable to this List entry.

Legacy System Information

The contents of this record have been generated from a legacy data system.

Legacy System: LBS

UID: 480322

Asset Groupings

This List entry does not comprise part of an Asset Grouping. Asset Groupings are not part of the official record but are added later for information.

List Entry Description

Summary of Building

Legacy Record - This information may be included in the List Entry Details.

Reasons for Designation

Legacy Record - This information may be included in the List Entry Details.

History

Legacy Record - This information may be included in the List Entry Details.

Details

SP38NW CATESBY ROAD 1821/19/10001 The Pilot Public House 22-JUN-00

II

Also Known As: The Pilot Public House, BURNABY ROAD Public house. 1938-9 by W. S. Clements for Atkinsons Brewery Ltd. MATERIALS: red brick with artificial stone dressings. Pantile roof. Ridge-eaves-end and mid roof stacks. PLAN: Long spine with cross-wings. 2 bars, both in the right-hand half with the lounge occupying the cross-wing on the far right. Assembly room in upper part of left-hand part. EXTERIOR: 2 storeys. Front elevation: main range of 9-bays set between cross-wings. Windows metal-framed, mainly tall with strong horizontal elements and margin lights. 2 doorways in the second and eighth bays. Canted cross-wings with windows similar to main range. One ventilator on ridge of each of the cross-wings. To left 2 storey flat-roofed area abutting a pitched roofed extension of the main spine; mostly single lights. Right-hand elevation: central entrance bay breaking forward and rising with a plain parapet above the eaves line. Doorway with flat canopy and shaped gable over. Metal-framed windows similar to those in main range. Left-hand elevation: canted end wall with metal framed windows, taller but otherwise similar to those in the main range. Flanked by 2 storey, flat-roofed abutments. Rear elevation: 3 cross-wings, that on the right canted. On left single storey toilet block. INTERIOR: Moderne style lounge, formerly 2 rooms each with own entrance and divided by a partition. Doorways and dado panelling with light-coloured polished wood; generous door surrounds. Contemporary mirror on north wall. Bar counter front of zig-zag profile and with ebonised strips on the projections and to the top rail. Bar back partly contemporary. Toilets on north side with contemporary tiling. Curved staircase on left-hand side of building to assembly room; terazzo top rail and brass hand-rails. Assembly room with flattened, curved arched ceiling; groined effect in the canted portion on the south of the room. Large, circular recesses with lighting pendants. Contemporary fixed seating to bar area to the side, and shelving for storing customers' packages, coats etc. Contemporary tiling in the toilets. Bar counter and back renewed. Public bar remodelled late C20. A good example of a large pub built for the needs of an industrial suburb of Coventry and important for the survival of its high-quality moderne features. Source: Coventry Archives, by-law plan 20872.

Listing NGR: SP3295081963

Selected Sources

Legacy Record - This information may be included in the List Entry Details

Map

National Grid Reference: SP 32950 81963

The below map is for quick reference purposes only and may not be to scale. For a copy of the full scale map, please see the attached PDF - [1380336.pdf](#) - Please be aware that it may take a few minutes for the download to complete.



© Crown Copyright and database right 2015. All rights reserved. Ordnance Survey Licence number 100024900.

© British Crown and SeaZone Solutions Limited 2015. All rights reserved. Licence number 102006.006.

This copy shows the entry on 23-Mar-2015 at 06:23:28.

From: [REDACTED]
Sent: 15 August 2012 12:16
To: [REDACTED]
Subject: RE: Enquiry regarding Pilot, Burnaby Road, Coventry CV6 4AU (Ref: 21770)

Mr Akhtar.

Please find attached the floor plans . I have also posted some comments from the planning officer and his contact details.

[REDACTED]
Conservation and Archaeology Officer

City Services and Development Directorate [REDACTED]
[REDACTED]
[REDACTED]

Further to our meeting on Wednesday i thought i would summarise my thoughts on your proposals for The Pilot, where consents are needed and what is likely to be acceptable.

The Exterior

I would agree that the exterior of the building needs to be softened up with grass and other sorts of planting and landscaping although any hanging baskets or anything attached to the exterior of the building is likely to need Listed Building Consent (LBC) from the City Council. A good lighting scheme can also dramatically improve the appearance of a building.

We would not support the painting or rendering of any of the exterior brickwork. We have no objection to the painting of the steel window frames.

We would want the original doors and windows to be retained, where windows have been replaced with Upvc we want them to be replaced in an appropriate material and style. LBC would still be required.

If the perimeter wall is repaired on a like for like basis no LBC would be needed, i would be a bit worried about painting it as you might be making extra work for yourself.

Interior

Starting at the north end where we entered, the Smoking Room bar at this end is the most important element of the interior and the most sensitive to any change, pretty much everything in this room needs to be retained.

Painting of internal walls, ceilings etc does not need LBC, nor would new carpets, curtains etc. None of the 1930s wood is to be painted.

Where original 1930s toilets, urinals, basins, tiling survive, these should be retained or if damaged replaced in a like for like manner.

We would accept that creating an entrance through into the Public Bar area from the Smoking Room Bar is essential for your plans. The opening will need LBC and should avoid the 1930s bar in the Smoking Room.

The Public Bar is much plainer and has been heavily altered previously, alterations would still require LBC but this room offers plenty of scope for alteration. We would accept new doors through into the kitchen.

The kitchen area is of no real architectural interest and we would not require LBC for the removal or installation of catering equipment etc.

The bar beyond the kitchen has been heavily abused and again offers plenty of scope for changes to be made.

The staircase to the function room is beautiful and needs some TLC, painting should be fine so long as it avoids the green stone banister and the brass hand rails. I also wondered whether the door at the foot of the stairs would make a better front entrance than the north door?

The upstairs toilets are also original and need to be retained, repairs should be like for like.

The function room / assembly room upstairs has some nice details, particularly the ceiling, the radiator covers Painting walls, changing carpets, curtains, re-upholstering would not need LBC.

The upstairs kitchen and the flat are not of any great architectural interest but we would want any original details to be retained and any knocking through of walls would need LBC.

I intend this to give you some encouraging guidance and i hope this does not put you off at all as we are supportive of your plans. The next step is to get an architect to draw up your proposals and then maybe meet again to discuss them before applying for Listed Building Consent.

Please let me know if i can assist any further.

Regards



[REDACTED]
Director | Licensed & Leisure
RICS Registered Valuer

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Confidentiality Notice: This communication and the information it contains: (a) is intended for the person(s) or Organisation(s) named above and for no other persons or organisations and, (b) may be confidential, legally privileged and protected by law. Unauthorised use, copying or disclosure of any of it may be unlawful. If you receive this communication in error, please notify us immediately, destroy any copies and delete it from your computer system.

Pilot - Admin

From: [REDACTED]
Sent: 06 July 2018 10:11
To: [REDACTED]
Subject: Your delisting application for The Pilot Pub

Mr Gulrez Akhtar
Pilot Hotel
Burnaby Road
Coventry
CV6 4AU

Our Ref: 1458502
Direct Line: [REDACTED]
EMail: [REDACTED]

06 July 2018

Dear Mr Akhtar,

The Pilot Pub, Burnaby Road, Coventry

Thank you for your application to remove the above building from the List of Buildings of Special Architectural or Historic Interest. I regret to inform you, however, that we will not be taking your application forward.

For a building to be assessed for de-listing, it must be shown either that the building was listed in error, or that it has been so altered since the time of listing, that it no longer has special architectural or historic interest. No other factors can be taken into account.

From the information provided your application for The Pilot Pub does not have grounds for de-listing. Please follow the link below to download a copy of the Historic England Guidance for Removing a Building from the List (also available on our website), which provides further explanation.

<http://services.historicengland.org.uk/webfiles/GetFiles.aspx?av=F9AF0E2C-C7EE-45D2-95A0-7ABFB7F76A9F&cn=933F2301-C694-4ADB-8D11-309A62DCABFB>

Please do not hesitate to contact me if I can be of any further assistance. Further information can also be found on our website at www.historicengland.org.uk.

Yours sincerely

[REDACTED]
Listing Co-ordinator - West

Listing Department
Historic England



Privacy Policy

We will always store your personal details securely. We collect data that you provide to us and only ever collect the information we need in order to carry out our statutory purposes and that helps us to deliver and improve our services. We will only share personal data when we are required to by law or with carefully selected partners who work for us. If you would like to know more or understand your data protection rights, please take a look at our privacy policy.

<https://www.historicengland.org.uk/terms/privacy-cookies/>

For a hard copy of the privacy policy please contact us.

Freedom of Information

Historic England is subject to the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 which provide a general right of access to information we hold. We may provide the information you have supplied in response to a request made under this legislation, subject to any exemptions which apply. Historic England will consult with external parties as necessary prior to releasing information.



We are the public body that helps people care for, enjoy and celebrate England's spectacular historic environment, from beaches and battlefields to parks and pie shops.

Follow us: [Facebook](#) | [Twitter](#) | [Instagram](#) Sign up to our [newsletter](#)

We're creating a list of the 100 places which tell England's remarkable story and its impact on the world; listen to our [podcasts](#) to see what's made the list. [A History of England in 100 Places](#) sponsored by [Ecclesiastical](#).

This e-mail (and any attachments) is confidential and may contain personal views which are not the views of Historic England unless specifically stated. If you have received it in error, please delete it from your system and notify the sender immediately. Do not use, copy or disclose the information in any way nor act in reliance on it. Any information sent to Historic England may become publicly available. We respect your privacy and the use of your information. Please read our full [privacy policy](#) for more information.

Hot Topic:

- [Weird news](#)
- - [Coventry City Centre](#)
- - [Nuneaton](#)
- - [Crime](#)
- - [Politics](#)

Follow Us:

- [Facebook](#)

- [Like us on Facebook](#)

[Coventry Telegraph](#)

The best of the Coventry Telegraph in your Facebook feed

[Coventry FC News](#)

Coventry FC updates straight to your Facebook feed

- [Twitter](#)

- [Follow us on Twitter](#)

[@covtelegraph](#)

The latest Coventry news, sport, weather and events from the Coventry Telegraph

[@CovTel_CCFC](#)

Coventry City Football Club news from the Coventry Telegraph

- [Newsletters](#)

- [Home](#)
- [News](#)
- [Coventry News](#)

- By Coventry Telegraph

Radford's Pilot pub loses licence over claims of brawls, drugs and prostitution

[9 Dec 2010 10:57](#)

A PUB in Coventry has had its licence revoked following a catalogue of complaints about mass brawls, drug dealing and prostitution.



Like

0

Send



The Pilot - Radford

A PUB in Coventry has had its licence revoked following a catalogue of complaints about mass brawls, drug dealing and prostitution.

The Pilot pub and restaurant, in Burnaby Road, Radford, has been banned from selling booze after a string of problems.

Police told the city council's licensing committee yesterday they had been called out 16 times between March 10 and October 2 to deal with violent outbreaks at the pub.

Neighbours regularly complained about problems at the venue with one likening it to the "wild west".

After hearing evidence from police the licensing committee at Coventry City Council decided to remove the pub's alcohol licence. Chairman Coun Dave Chater, said he had "no confidence" in the management and added any additional conditions imposed would not alleviate the problem.

Harjit Dhillon, speaking on behalf of his wife, licensee Diljit Dhillon, told the meeting he was unaware of any problems at the pub.

He said: "My pub is a family pub. I was surprised when I heard about prostitution – we've never seen this happen. It's not the pub's problem, it's the police's problem. Families depend on our pub. We have barbecues and it's very busy – people enjoy themselves.

"We have customers who are friendly and have known each other for a long time. They have a drink and laugh – there is never any trouble."

But police confirmed the extent of problems at the venue.

Officers were called there three times on September 10, including for one incident where a 15-year old girl was taken to Coventry's University Hospital after being attacked with baseball bats and a spanner.

In June, police were called out to reports of a woman being hit with a pint glass and drunken customers smashing windows by throwing bricks.

Pc Claire Marston, of Coventry Police, said: "I was called recently to fights where furniture and fencing had been ripped up and used as weapons.

“There have been reports of a prostitute working in the rear garden of the pub where she would meet the customer. Glasses have been smashed in the residential area and especially late at night there has been screaming, people arguing, disorders, and properties being damaged.

“Residents turn their lights off and hide upstairs because they don’t want to attract drunken people. They are so fearful of what could happen.”

There have been claims of illegal dog breeding linked to the pub which the police are currently investigating.

Drugs have also been an issue. Pc Joanne Bowes told councillors: “On one occasion a man had white powder at the end of his nose. He rushed out to discard of any traces in the toilets. We have found clear bags with white powder residue in there and it’s happened on quite a few occasions.”

Licensing officials said they also found traces of cocaine and high levels of heroin at the bar and toilets during one visit.

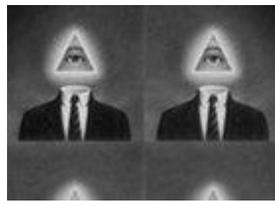
From around the web



BBC Star Undergoes Heart Surgery
(Yahoo!)



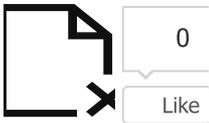
How to spot fake golf equipment
(Golfmagic)



The Freemason's biggest secrets revealed
(eHow)



Top 3 Cities for Single Men
(Inspiyr)



Ads by Google

Bespoke Men's Shoes £79

Made to measure Shoes, Design in 3D Business, Fashion leather shoes
www.itailor.com/designshoes

SUPRA® - Official Store

Limited Editions + New Colorways
New 2013 Styles Arriving Daily!
suprafootwear.com/SUPRA®-Shoes

Bespoke Men's Shoes £79

Made to measure Shoes, Design in 3D Business, Fashion leather shoes
www.itailor.com/designshoes

SUPRA® - Official Store

Limited Editions + New Colorways

Plastic Wall Panels UK

Hygienic Wall Cladding & Panels,
Easy To Install & 100% Waterproof!
PlasticWallPanelsUK.IPSLUK.co.uk

Need a New Bank Account?

Open an alternative with no credit Checks or overdraft charges.
thinkmoney.co.uk/PersonalAccount

Plastic Wall Panels UK

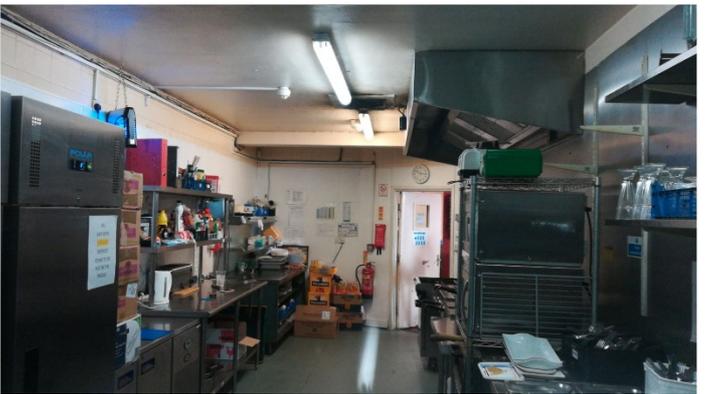
Hygienic Wall Cladding & Panels,
Easy To Install & 100% Waterproof!
PlasticWallPanelsUK.IPSLUK.co.uk

Need a New Bank Account?

Open an alternative with no credit

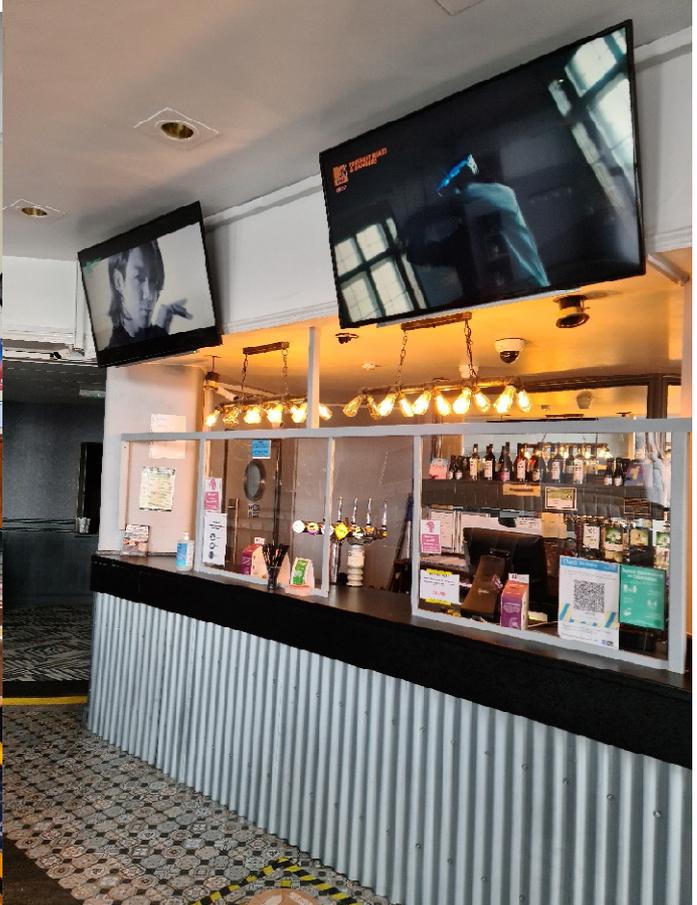
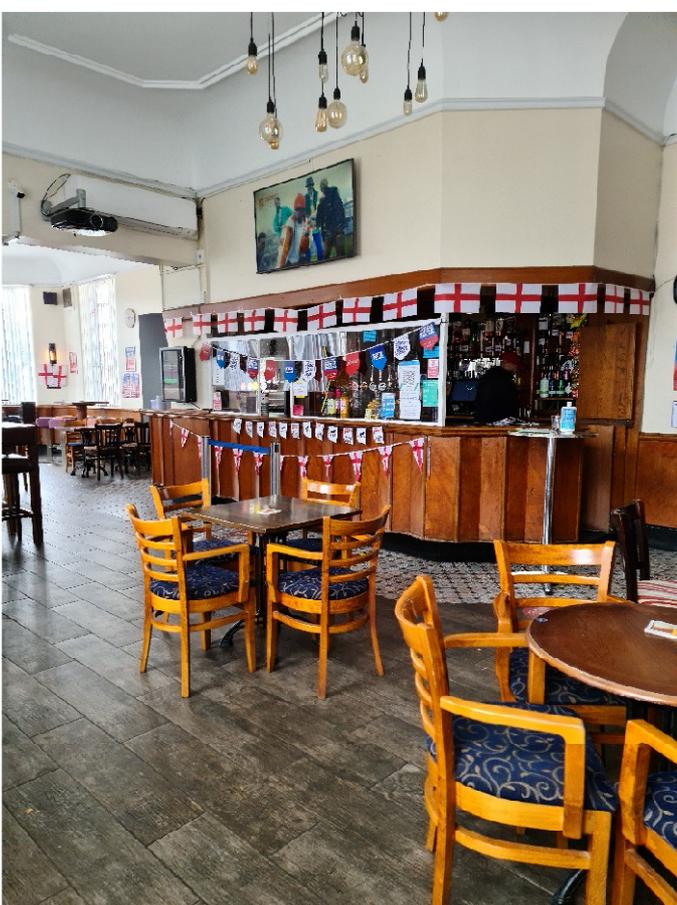
Ads by Google

Pilot Before Major Renovations

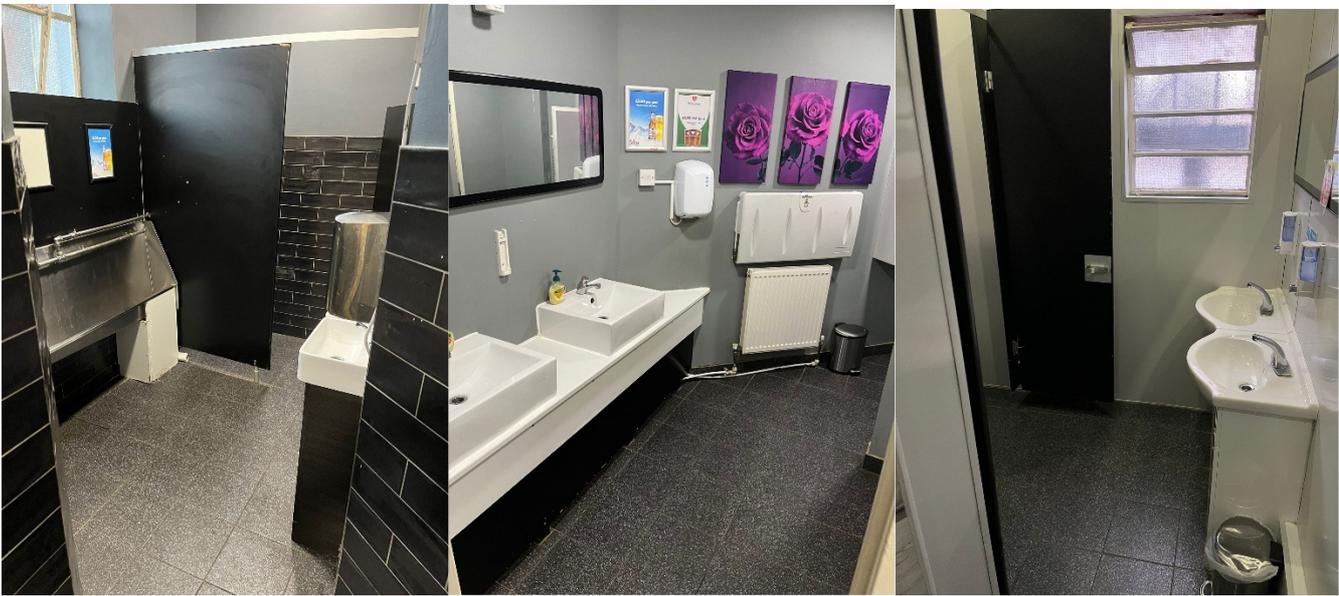




Pilot After Major Renovations







OPENING DOORS SINCE 1843



JRP/AW

22 September 2022

Environment Protection and Licensing
Coventry City Council
PO Box 15
Council House
COVENTRY CV1 5RR

Dear Sirs

Re: The Pilot, Burnaby Road, Coventry CV6 4AU

I have been asked to write to you to provide some background information as to Loveitts previous experiences in dealing with The Pilot which go back to 2012 when we were first instructed to try to find tenants for what had previously been a large community pub, and subsequently to try to find tenants for the pub as a smaller entity and then the letting of its' other potential constituent parts.

Unfortunately, I have to report that despite our best efforts we failed to find an operator interested in the pub as a whole, and in these circumstances the owner decided to run the pub himself as the only way of breathing some life into the building with no obvious tenants on the horizon and with there being an ongoing business rates liability etc., which was causing significant financial pressures.

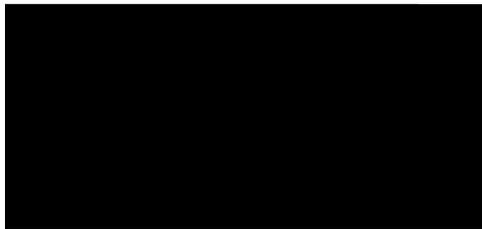
Subsequently with the 'lesser' pub part occupied we were then able to progress lettings of the remainder, albeit this again necessitated extended periods of marketing in each case and with our achieving lesser rents than what might have otherwise been perceived to be the market rental value for each part (and with rental incentives also needed to generate lettings). The local Listed status of the building also seemed to be an issue for some.

In these circumstances and given what is obviously a very challenging economic climate currently, I have to say I have considerable concerns as to the prospects for our re-letting the pub part of this site if this was to become vacant. Specifically, I take the view that there would be a limited market for this accommodation and particularly given the challenges now facing the hospitality sector with the cost of living crisis impacting on the number of pub visits people are making in any one week, along with staff shortages also impacting this sector (in the aftermath of Covid). In addition, businesses are now faced with increasing energy costs (and especially with winter now approaching) which has resulted in many pubs becoming unviable and a significant number of recent closures across the country and many other pub closures (many likely to be permanent) now a distinct possibility.

In these circumstances I just want to emphasise the very real concerns I have as to what might happen to the building in terms of the potential for vandalism, possible squatting etc. if The Pilot (as a pub) was to close and the building had to be boarded up for example, and on this subject I do speak from experience given my involvement with The Grapes on Radford Road which has suffered significant vandalism and indeed fire damage which has left the building as a shell and more than an eyesore for local residents.

Anyway, I therefore trust that this overview from an agent's perspective gives you some useful background information (and opinion of course) ahead of your pending deliberations on the future status of The Pilot.

Your faithfully,



RICS Registered Valuer
Loveitts

THE PILOT PUB

EVENT FORM

Performer / Band / DJ Name _____

Event Date ____ / ____ / ____ Closing Time ____ : ____ Event Stop Time ____ :

To help and respect our local residents and keep noise levels to an acceptable level, we have worked alongside Coventry Council Licensing Team and agreed the following rules

- 1) While, we want our guest to enjoy the event we need to ensure the noise levels are acceptable at street level. To help we have installed a Sound Meter which shows the noise levels within the Pub. Anything under ***Db is acceptable. During the event, please keep an eye on this Sound Meter Display and adjust your volumes accordingly.
- 2) 30 minutes before closing time (shown above) the event must stop. We recommend 1 hour before closing time to start slowing down the tempo of the event. That will put less pressure on you for any last-minute requests.
- 3) Under no circumstances whatsoever, must entertainment continue after the Event Stop Time shown above.
- 4) Please work with the management to minimise complaints and problems.

We thank you for your understanding and co-operation. Please confirm you have read this document and understood it

Name _____ Signed _____ Date _____

Internal Use Only

Manager Name _____

1. Make sure the Entertainer read and signed this form.
2. Show the entertainer the location of the Sound Meter Display.
3. During the event observe the sound levels are below *** Db.
4. Please make sure doors are kept in the closed position and NOT propped open.
5. Make sure you look out for the risks identified in PEL-Risks-Events.
6. You must check the noise levels in the Beer Garden & across the road on Burnaby Road.

Time1 ____ : ____ Time1 ____ : ____ Time1 ____ : ____ Time1 ____ : ____ Time1 ____ : ____

7. Please complete and return to admin department.

Any Problems (Continue overleaf if needed)?

4 CHANNEL DIGITAL AMPLIFIER

4 x 60W (rms) outputs
minimum load 4Ω per channel

Designed and manufactured in
the UK by SoundLeisure
www.soundleisure.com

COMMS
PORT

Channel 4
Master 56%

Menu
Up - +

X 1
PUT

AUX 2
INPUT

THE PILOT







THE PILOT PUB

INTEROFFICE MEMORANDUM

SUBJECT: COVENTRY COUNCIL COMPLAINTS – NOISE LEVELS & GLASSWARE
DATE: SEPTEMBER 5, 2022

Recently we have had some complaints from Coventry City Council. This is mainly about glassware (glasses and bottles) and noise levels to the local residents. I have worked with the council and have now implemented some new procedures.

It is very important you help and maintain these procedures as part of your job responsibilities to the company. These procedures are very important and not following them may be considered as gross misconduct. Whilst I have confidence you will follow these procedures, I do have to say that any staff member not following these procedures will be subject to disciplinary procedures, which may lead to dismissal.

These procedures are from immediate effect and are from 8pm onwards.

1. The doors to the pub or restaurant must NEVER be propped open. Always use the Air conditioners/heating to set the right temperature for the pub.
2. You must make regular visits the beer garden and decking area to collect glassware and bottles. Even during the day time.

45 minutes before closing.

3. We must announce final orders. Customers MUST be reminded by using the bell that the bar will stop serving drinks in 15 minutes. DO not allow customer to bulk buy, only sell what they can consume at a reasonable rate in 30 minutes. Remind them that they will need to finish their drinks in 30 minutes and they will not be allowed to take the drink with them.
4. Put up the Bar closing signs on bar and restaurant.

30 Minutes before Closing.

5. This is the last time for drink orders. No drinks must be sold after this time whatsoever.
6. The beer garden must close and ask customers politely that they need to remove themselves from the beer garden.
7. Turn off the jukebox and TVs.
8. Remember to politely address the customer reminding them that as part of licensing regulations we must start implementing closing down procedures.
9. While we fully appreciate the business of customers, we must remind that we cannot break company procedures and they need to understand our position. There will be NO exceptions to anyone, whether they are regulars, family to staff members or staff members off shift.
10. Staff must make regular visits to the beer garden, decking to collect glasses and bottles.
11. Politely remind customers that we will be closing and they cannot take their drinks out the premises.

At closing time

12. Politely ask customer to leave the premises. They cannot take their drinks with them and they must now be disposed of. Once again there is no exceptions. Remember they had 30 minutes to finish their drink.
13. Ask customers to start making their way home.
14. Check the beer garden and decking to ensure no customer are there. Politely ask them to leave if they are there.

THE PILOT PUB

Managers

15. You must make regular visits every night around the whole car park and remove any glassware or bottles. Even if the product has not been supplied by the pub. This must be done
 - a. 2 hours before closing, and
 - b. 1 hour before closing, and
 - c. final check when locking the doors.
16. Remove all cash draws from the tills 30 minutes before closing.
17. You must make sure ALL 'Day Close' tasks are completed.
18. You must make one final check before locking the doors yourself in the beer garden and decking area for any glassware.
19. If any tenant is making a lot of noise, you must inform GA immediately. Remember, the license covers the whole site.

Entertainment Nights.

20. Entertainment MUST stop 30 minutes before closing. The entertainer must be informed to schedule the event so that it stops 30 minutes before closing. No Exceptions!
21. Managers must do the following after 10pm and every 30 minutes after.
 - a. Ensure no doors are propped open either on the pub or restaurant side. ALL doors must be in the closed position.
 - b. Check the level of noise in the beer garden. Politely ask customers to keep their voices down if you feel it is too high. Do not tolerate any shouting from customers.
 - c. Cross the road on Burnaby road side and check the noise levels of the pub. If it is too high, or you can hear loud voices then you must act and turn the volume down and/or ask customer to keep their voices down. Anyone refusing to do this should not be served anymore and be asked to leave the premises.
 - d. Use your mobile to record the noise levels when you do the above checks.
 - e. All recordings must be sent to GA at the end of the night.

Remember as part of closing down tasks you need to be a team player and do your bit while the manger does their tasks.

Generally, many of our customers are regulars and we need their help to support their local. Remind them that these are the licensing laws and company policy and that you must follow the rules. I am hopeful most regulars will support these changes in order to protect the pub. As mentioned there are no exceptions to the rules, its does not matter how long they have been regulars for or how much they spend.

...have been supplied
by an adult with alcohol, contrary to
The Licensing Act 2003

No Proof of Age
No Alcohol

CUSTOMER NOTICE

AS PART OF LICENSING LAWS & COMPANY POLICY

WE STOP SERVING DRINKS 30 MINUTES BEFORE
CLOSING TIME. THE BEER GARDEN & DECKING
AREA WILL ALSO CLOSE AT THIS TIME.

YOU WILL NOT BE ALLOWED TO TAKE YOUR DRINK
AWAY ONCE WE CLOSE. PLEASE CONSUME YOUR DRINK
RESPONSIBLY.

RESPECT OUR STAFF AS WE WILL NOT TOLERATE
PHYSICAL OR VERBAL ABUSE !

PLEASE RESPECT OUR LOCAL RESIDENTS & KEEP
NOISE TO A MINIMUM WHILE LEAVING THE PREMISES.

OUR OPENING TIMES ARE
SUN-THUR 12:00 - 23:00, FRI & SAT 12:00 - 24:00

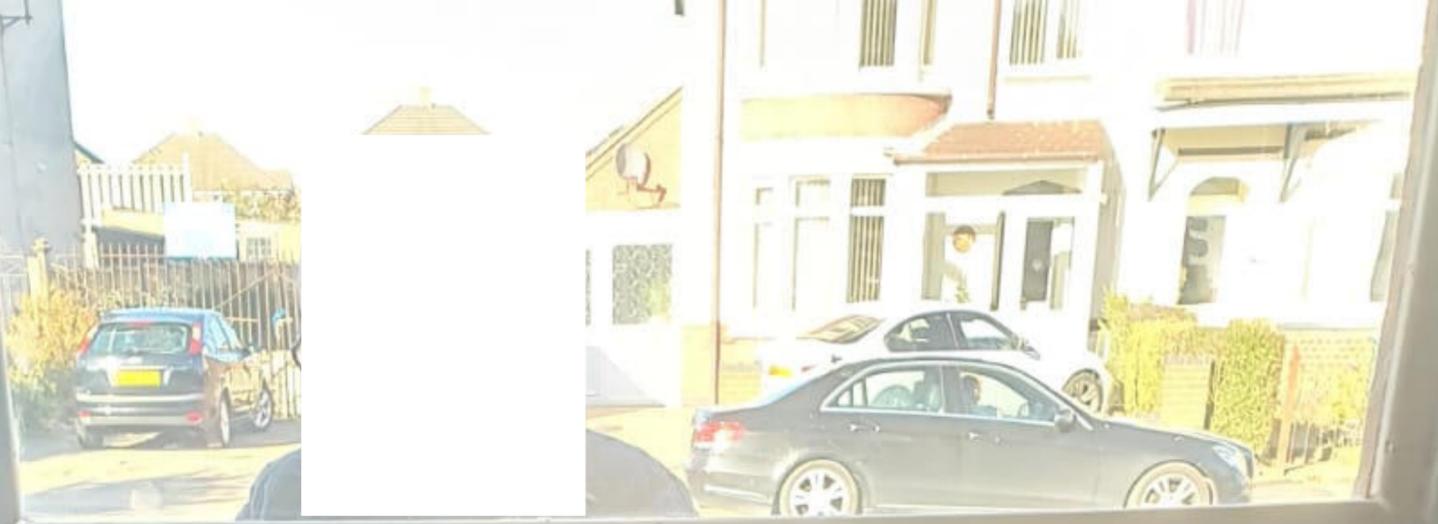
HELP & SUPPORT YOUR LOCAL PUB
THANK YOU
MANAGEMENT



GRILLED
STEAK

EXCEPCIONAL





POLITE NOTICE
DURING EVENTS
PLEASE KEEP THESE
DOORS CLOSED



Please Respect Our
Local Residents,
Keep Noise to a
Minimum While
Smoking
Or Leaving
the Premises.

THANK YOU !



POLITE NOTICE

**DURING EVENTS
PLEASE KEEP THESE
DOORS CLOSED**



**Please Respect Our
Local Residents,
Keep Noise to a
Minimum While
Smoking
Or Leaving
the Premises.**

THANK YOU !

myton
hospice

Coca-Cola

CUSTOMER NOTICE

AS PART OF LICENSING LAWS & COMPANY POLICY

WE STOP SERVING DRINKS 30 MINUTES BEFORE
CLOSING TIME. THE BEER GARDEN & DECKING
AREA WILL ALSO CLOSE AT THIS TIME.

YOU WILL NOT BE ALLOWED TO TAKE YOUR DRINK
AWAY ONCE WE CLOSE. PLEASE CONSUME YOUR DRINK
RESPONSIBLY.

RESPECT OUR STAFF AS WE WILL NOT TOLERATE
PHYSICAL OR VERBAL ABUSE !

PLEASE RESPECT OUR LOCAL RESIDENTS & KEEP
NOISE TO A MINIMUM WHILE LEAVING THE PREMISES

OUR OPENING TIMES ARE
SUN-THUR 12:00 - 23:00, FRI & SAT 12:00 - 24:00

HELP & SUPPORT YOUR LOCAL PUB
THANK YOU
MANAGEMENT

Coca-Cola

ENTS AT
LOT

Halloween
Party
DJ Mick Finn
Sat 29th Oct
7pm - 11pm

Coca-Cola

POLITE NOTICE

**DURING EVENTS
PLEASE KEEP THESE
DOORS CLOSED**



**Please Respect Our
Local Residents,
Keep Noise to a
Minimum While
Smoking
Or Leaving
the Premises.**

THANK YOU !

CUSTOMER NOTICE

AS PART OF LICENSING LAWS & COMPANY POLICY

WE STOP SERVING DRINKS 30 MINUTES BEFORE
CLOSING TIME. THE BEER GARDEN & DECKING
AREA WILL ALSO CLOSE AT THIS TIME.

YOU WILL NOT BE ALLOWED TO TAKE YOUR DRINK
AWAY ONCE WE CLOSE. PLEASE CONSUME YOUR DRINK
RESPONSIBLY.

RESPECT OUR STAFF AS WE WILL NOT TOLERATE
PHYSICAL OR VERBAL ABUSE !

PLEASE RESPECT OUR LOCAL RESIDENTS & KEEP
NOISE TO A MINIMUM WHILE LEAVING THE PREMISES.

OUR OPENING TIMES ARE
SUN-THUR 12:00 - 23:00, FRI & SAT 12:00 - 24:00

HELP & SUPPORT YOUR LOCAL PUB
THANK YOU
MANAGEMENT

DISTRIBUTING ANY
TYPE OF DRUG,
WILL BE BANNED
FROM THESE
PREMISES AND
REPORTED
TO THE POLICE

CUSTOMER NOTICE

AS PART OF LICENSING LAWS & COMPANY POLICY

WE STOP SERVING DRINKS 15 MINUTES BEFORE
CLOSING TIME. THE BEER GARDEN & DECKING
AREA WILL ALSO CLOSE AT THIS TIME.

YOU WILL NOT BE ALLOWED TO TAKE YOUR DRINK
AWAY ONCE WE CLOSE. PLEASE CONSUME YOUR DRINK
RESPONSIBLY.

RESPECT OUR STAFF AS WE WILL NOT TOLERATE
PHYSICAL OR VERBAL ABUSE !

PLEASE RESPECT OUR LOCAL RESIDENTS & KEEP
NOISE TO A MINIMUM WHILE LEAVING THE PREMISES.

OUR OPENING TIMES ARE
SUN-THUR 12:00 - 23:00, FRI & SAT 12:00 - 24:00

HELP & SUPPORT YOUR LOCAL PUB
THANK YOU
MANAGEMENT

BUSHMILLS

WHY NOT TRY THE
**BLACK BUSH
BUCK**
BLACK BUSH
HIGH WHISKEY
GINGER ALE
JUICE OF ORANGE

L LEWIS TAXIS
MIDLANDS LTD
0: 0 024 76 66 66 66
4.50
4.5
4.50, 7.5 & 15 Seater Vehicles Available