



LICENSING MATTERS
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20th October 2015

Premises Licence Variation Hearing

Park & Shop

15 Key Street

Sittingbourne

ME10 1YX

Supporting Information

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The Company

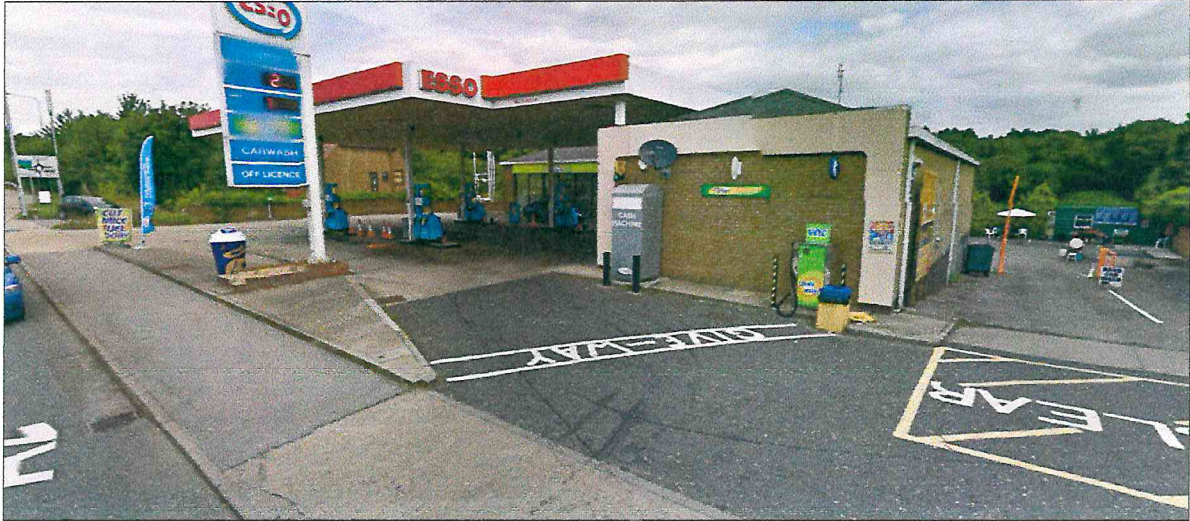
Park Garage Group was formed in 1975 with the opening of the first site in Canning Town in East London. By 1998 the company had acquired 15 sites & opened a headquarters & staff training centre. The company employ approximately 200 staff members across the sites.

Park Garage Group continues to win awards for their professional management of the sites & is currently ranked number 4 in the country for Forecourt Operators.

Today Park Garage Group operates 48 convenience stores situated at forecourt filling stations. In 2003 Park Garage Group attained their first alcohol licence and there are now a total of 37 sites with a premises licence and 15 of those hold a licence for 24 hour sales of alcohol.

Sittingbourne Filling Station has been owned by Park Garage Group since 2003, & has had an alcohol licence for the whole of that time. There are currently 6 people employed at the site.

Pictures of the Premises





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Course results for: Chayenne Goff

Courses	Status	Results	Course Started	Exam completed	Actions
Fuel Legalities	Completed	85.6666666666667% - Pass	01/10/2015	06/10/2015	Detail Retake Exam
Age Related Sales	Completed	80% - Pass	01/10/2015	06/10/2015	Detail Retake Exam
Alcohol Sales	Completed	96.6666666666667% - Pass	01/10/2015	06/10/2015	Detail Retake Exam
Fire Awareness	Completed	80% - Pass	01/10/2015	08/10/2015	Detail Retake Exam

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Course results for: Georgia Fryer

Courses	Status	Results	Course Started	Exam completed	Actions
Fuel Legalities	Completed	86.6666666666667% - Pass	17/07/2015	20/07/2015	Detail Retake Exam
Age Related Sales	Completed	80% - Pass	17/07/2015	20/07/2015	Detail Retake Exam
Alcohol Sales	Completed	86.6666666666667% - Pass	17/07/2015	23/07/2015	Detail Retake Exam
Fire Awareness	Completed	100% - Pass	17/07/2015	23/07/2015	Detail Retake Exam
Health and Safety	Completed	100% - Pass	17/07/2015	23/07/2015	Detail Retake Exam

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Course results for: Lee Shaw

Courses	Status	Results	Course Started	Exam completed	Actions
Fuel Legalities	Completed	93.33333333333333% - Pass	04/10/2014	08/10/2014	Detail Retake Exam
Age Related Sales	Completed	93.33333333333333% - Pass	04/10/2014	08/10/2014	Detail Retake Exam
Alcohol Sales	Completed	100% - Pass	04/10/2014	09/10/2014	Detail Retake Exam
Fire Awareness	Completed	80% - Pass	04/10/2014	08/10/2014	Detail Retake Exam
Health and Safety	Completed	90% - Pass	04/10/2014	09/10/2014	Detail Retake Exam
Disability Awareness	Completed	100% - Pass	04/10/2014	19/12/2014	Detail Retake Exam
Customer service	Completed	93.33333333333333% - Pass	04/10/2014	09/10/2014	Detail Retake Exam
Challenge 25	Completed	86.66666666666667% - Pass	04/10/2014	10/10/2014	Detail Retake Exam
Security Awareness	Completed	95% - Pass	04/10/2014	10/10/2014	Detail Retake Exam
Basic Food Hygiene	Completed	90% - Pass	04/10/2014	08/10/2014	Detail Retake Exam

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Course results for: Sheila Irene Hibbs

Courses	Status	Results	Course Started	Exam completed	Actions
PGG Induction	Completed	80% - Pass	30/03/2009	01/06/2009	Detail Retake Exam
Fuel Legalities	Completed	93.33333333333333% - Pass	23/03/2009	12/07/2011	Detail Retake Exam
Age Related Sales	Completed	86.6666666666667% - Pass	23/03/2009	04/06/2009	Detail Retake Exam
Alcohol Sales	Completed	100% - Pass	14/03/2009	04/06/2009	Detail Retake Exam
Fire Awareness	Completed	86.6666666666667% - Pass	30/03/2009	05/06/2009	Detail Retake Exam
Health and Safety	Completed	95% - Pass	18/04/2009	01/06/2009	Detail Retake Exam
Disability Awareness	Completed	100% - Pass	18/04/2009	01/06/2009	Detail Retake Exam
Valet procedures	Completed	90% - Pass	18/04/2009	01/06/2009	Detail Retake Exam
Customer service	Completed	93.33333333333333% - Pass	16/06/2009	23/09/2009	Detail Retake Exam
Yearly re-view Jun 2011	Completed	80% - Pass	21/06/2010	23/07/2010	Detail Retake Exam
Managing News and Magazines	Completed	80% - Pass	06/07/2009	24/09/2009	Detail Retake Exam
Succeed at Selling	Completed	100% - Pass	21/03/2010	27/03/2010	Detail Retake Exam
Dry Stock Control	Completed	93.33333333333333% - Pass	02/03/2011	07/04/2011	Detail Retake Exam
Fuel Legalities Re-Sit 1	Completed	86.6666666666667% - Pass	13/05/2011	17/05/2011	Detail Retake Exam
First 6 mthly review Sept 2011	Completed	86.6666666666667% - Pass	20/06/2011	22/06/2011	Detail Retake Exam
Challenge 25	Completed	100% - Pass	31/03/2011	11/05/2011	Detail Retake Exam
Security Awareness	Completed	100% - Pass	16/06/2009	23/09/2009	Detail Retake Exam
Basic Food Hygiene	Completed	95% - Pass	30/03/2009	04/06/2009	Detail Retake Exam

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Course results for: Susanne Quirk

Courses	Status	Results	Course Started	Exam completed	Actions
PGG Induction	Completed	100% - Pass	30/03/2009	02/04/2009	Detail Retake Exam
Fuel Legalities	Completed	100% - Pass	23/03/2009	10/05/2011	Detail Retake Exam
Age Related Sales	Completed	86.6666666666667% - Pass	23/03/2009	24/03/2009	Detail Retake Exam
Alcohol Sales	Completed	93.3333333333333% - Pass	14/03/2009	18/03/2009	Detail Retake Exam
Fire Awareness	Completed	100% - Pass	30/03/2009	03/04/2009	Detail Retake Exam
Health and Safety	Completed	95% - Pass	18/04/2009	20/04/2009	Detail Retake Exam
Disability Awareness	Completed	100% - Pass	18/04/2009	20/04/2009	Detail Retake Exam
Valet procedures	Completed	90% - Pass	18/04/2009	20/04/2009	Detail Retake Exam
Competent Person	Completed	86.6666666666667% - Pass	20/10/2010	09/05/2014	Detail Retake Exam
Customer service	Completed	100% - Pass	16/06/2009	23/06/2009	Detail Retake Exam
Yearly re-view Jun 2011	Completed	93.3333333333333% - Pass	21/06/2010	25/06/2010	Detail Retake Exam
Managing News and Magazines	Completed	93.3333333333333% - Pass	24/06/2009	07/07/2009	Detail Retake Exam
Succeed at Selling	Completed	90% - Pass	21/03/2010	22/03/2010	Detail Retake Exam
Dry Stock Control	Completed	93.3333333333333% - Pass	02/03/2011	09/03/2011	Detail Retake Exam
First 6 mthly review Sept 2011	Completed	96.6666666666667% - Pass	20/06/2011	20/06/2011	Detail Retake Exam
Challenge 25	Completed	100% - Pass	31/03/2011	13/04/2011	Detail Retake Exam
Security Awareness	Completed	90% - Pass	16/06/2009	23/06/2009	Detail Retake Exam
Basic Food Hygiene	Completed	90% - Pass	30/03/2009	01/04/2009	Detail Retake Exam


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Course results for: Selladurai Thanabalasingam

Courses	Status	Results	Course Started	Exam completed	Actions
PGG Induction	Completed	80% - Pass	03/03/2009	01/05/2009	Detail Retake Exam
Fuel Legalities	Completed	100% - Pass	25/04/2009	22/06/2011	Detail Retake Exam
Age Related Sales	Completed	93.33333333333333% - Pass	25/04/2009	01/05/2009	Detail Retake Exam
Alcohol Sales	Completed	93.33333333333333% - Pass	25/04/2009	01/05/2009	Detail Retake Exam
Fire Awareness	Completed	100% - Pass	25/04/2009	01/05/2009	Detail Retake Exam
Health and Safety	Completed	100% - Pass	25/04/2009	05/05/2009	Detail Retake Exam
Disability Awareness	Completed	83.33333333333333% - Pass	25/04/2009	05/05/2009	Detail Retake Exam
Competent Person	Completed	100% - Pass	18/07/2009	13/01/2015	Detail Retake Exam
Customer service	Completed	80% - Pass	18/07/2009	22/06/2011	Detail Retake Exam
Yearly re-view Jun 2011	Completed	86.66666666666667% - Pass	21/06/2010	22/06/2011	Detail Retake Exam
Managing News and Magazines	Completed	93.33333333333333% - Pass	18/07/2009	12/07/2011	Detail Retake Exam
Succeed at Selling	Completed	100% - Pass	24/03/2010	16/04/2010	Detail Retake Exam
Dry Stock Control	Completed	86.66666666666667% - Pass	04/02/2011	12/07/2011	Detail Retake Exam
First 6 mthly review Sept 2011	Completed	100% - Pass	20/06/2011	12/07/2011	Detail Retake Exam
Challenge 25	Completed	86.66666666666667% - Pass	31/03/2011	12/07/2011	Detail Retake Exam
Alcohol re-view	Completed	100% - Pass	13/02/2012	20/08/2015	Detail Retake Exam
Security Awareness	Completed	100% - Pass	18/07/2009	12/07/2011	Detail Retake Exam
Basic Food Hygiene	Completed	100% - Pass	25/04/2009	05/05/2009	Detail Retake Exam

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Snap Shot of the Refusals Register



AGE SALES REFUSAL LOG

SITE NAME: _____

Date: 14-03-2015	Time: 8:30	Product: Tobacco
Reason for Refusal: <u>TRUCK DRIVER (1 CALL) BUSY FOR SCHOOL BOY.</u>		
Description for person and perceived AGE: _____		
Sales Assistant Signature: <u>[Signature]</u>		

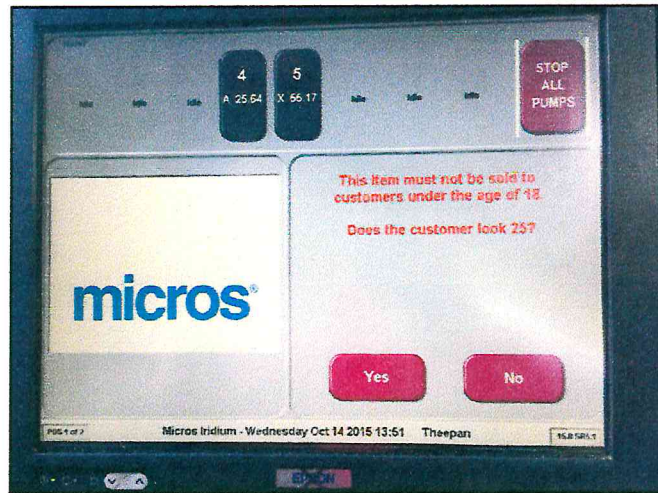
Date: 09-06-2015	Time: 2:45	Product: CIGARET
Reason for Refusal: <u>NO ID</u>		
Description for person and perceived AGE: <u>LARGE BUILD GRAY HAIR AND DARK GLASSES LOOKED UNDER TWENTY FIVE. ABOUT 20 MINUTES LATER A MAN CAME IN TURNED SERVING HIM HE SAID I HAD TO COME DOWN BECAUSE YOU REFUSED TO SERVE MY SON AND HE IS 27 AND A POLICEMAN (BUT AGGRESSIVE)</u>		
Sales Assistant Signature: <u>[Signature]</u>		

Date: 09-06-2015	Time: 7:55	Product: CIGARETTE
Reason for Refusal: <u>No ID</u>		
Description for person and perceived AGE: <u>YOUNG ASIAN MALE Slim BUILD LOOKED ABOUT 17</u>		
Sales Assistant Signature: <u>[Signature]</u>		

Date: 01-07-2015	Time: 8:55	Product: Tobacco
Reason for Refusal: <u>No ID</u>		
Description for person and perceived AGE: <u>Thin Thin Fair Hair LOOKED ABOUT 20?</u>		
Sales Assistant Signature: <u>[Signature]</u>		

Till Prompt System & The Challenge 25 Policy

When alcohol is scanned, the following prompt appears asking the sales assistant if the customer looks 25.



If the sales assistant believes the customer looks 25 or over, after clicking 'yes' the sale continues.

If 'no' is clicked, a second screen will appear reminding the sales assistant to ask for ID from the customer to prove that they are 18 years or over.

