



## **No room for complacency**

As the venue manager of a Melbourne pub puts it, “It’s important to ensure we do not become complacent when hosting events”.

A new year heralds some big functions and by now, many venue managers will be preparing for Orientation Week (O-Week) events between February and March.

“We have learnt that attention to detail is essential to accommodate large student groups. Make it clear to them that whilst you are happy to have them, they do need to respect the venue.”

Whether you anticipate large numbers for O-Week events or other functions, here are some tips from other venue operators about their pre-planning strategies:

- Roster accordingly to enable managers to supervise and ensure crowds are managed and looked after;
- If security is required insist on highly skilled staff and educate them on your expectations of them when working at your venue, your venue’s culture and your patrons;
- Open various serving locations to spread patrons throughout the venue;
- Provide water stations around venue and clearly mark the area with ‘Free water’ signs
- Where bad behaviour is experienced, respond quickly and decisively;
- If you are part of a pub crawl, limit your numbers, allocate attendance times and only accept being within the first three venues on the route.