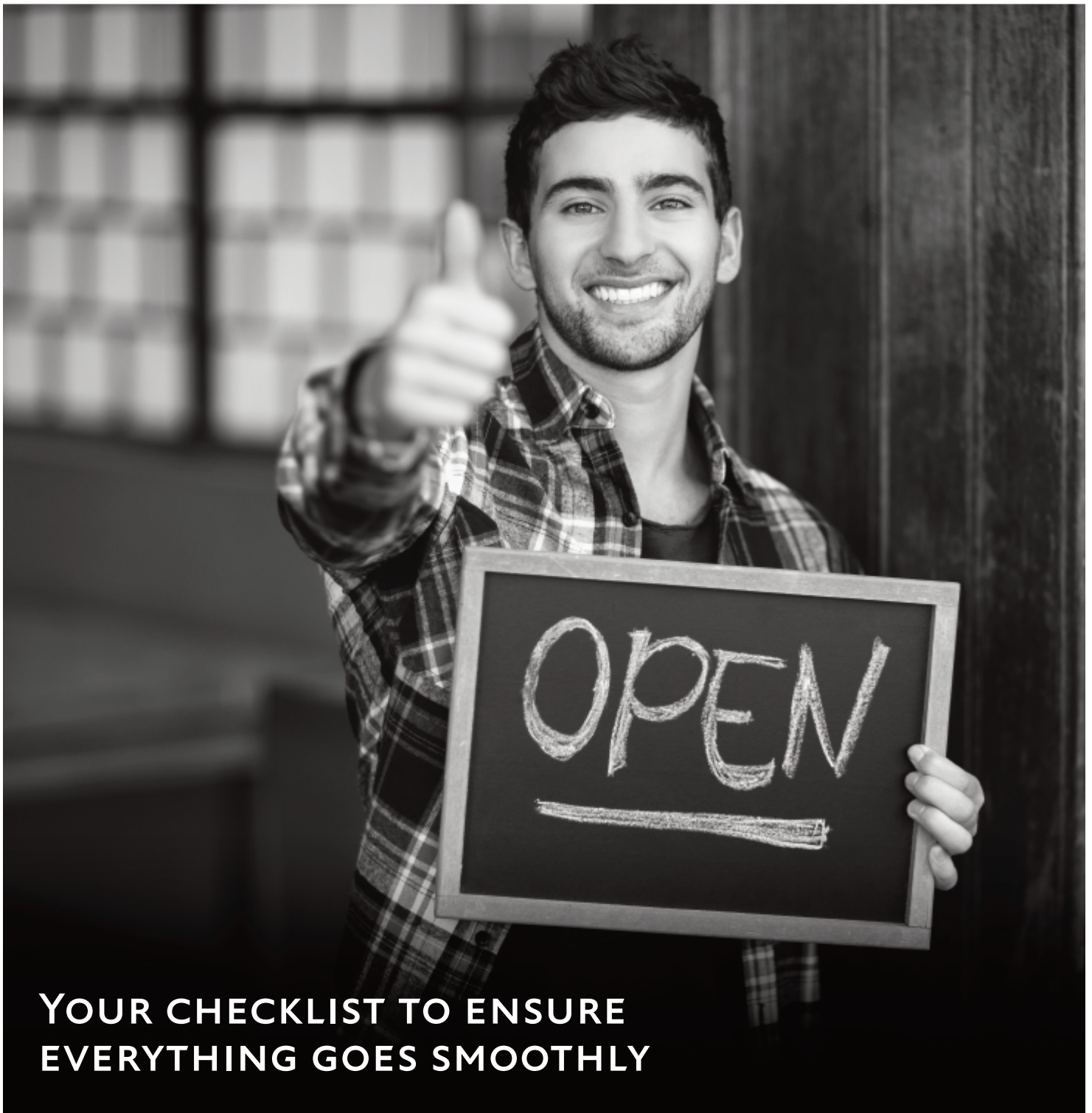




**GREENE KING**  
PUB PARTNERS

# GUIDE TO MOVING IN



**YOUR CHECKLIST TO ENSURE  
EVERYTHING GOES SMOOTHLY**

# CONTENTS

1	<b>INTRODUCTION</b>	2
2	<b>AT LEAST 4 WEEKS BEFORE YOU TAKE OVER THE PUB</b>	4
2.1	Meeting with outgoing Licensee	4
2.2	Agree your Designated Premises Supervisor/Manager	4
2.3	Set up a business bank account	4
2.4	Set up card payment facilities	5
2.5	Recruit any necessary staff	5
2.6	Arrange training	5
2.7	Set up insurance	5
2.8	Notify all service/utilities and agree transfer	6
2.9	Register for rates, business rates and Council Tax	6
2.10	Get online	6
2.11	Get your digital plans ready	6
3	<b>AT LEAST 3 WEEKS BEFORE YOU TAKE OVER THE PUB</b>	7
3.1	Meet your Business Development Manager	7
3.2	Set up Direct Debit mandates	7
3.3	Register for food (if applicable)	7
3.4	Book a removal van (if required)	7
3.5	Plan a marketing campaign	7
3.6	Meet the local police	7
4	<b>AT LEAST 2 WEEKS BEFORE YOU TAKE OVER THE PUB</b>	8
4.1	Return legal paperwork	8
4.2	Send cleared funds to your Broker/Solicitor	8
4.3	Obtain a Gaming Permit (if applicable)	8
4.4	Sign up for our Food & Supplies Service	8
4.5	Prepare and print menus	8
5	<b>AT LEAST 1 WEEK BEFORE YOU TAKE OVER THE PUB</b>	9
5.1	Ensure till floats are available for Open Day	9
5.2	Order stock	9
5.3	Organise your bar price lists	9
6	<b>WHAT NEEDS TO BE IN PLACE READY FOR CHANGE DAY</b>	9
6.1	Display legal notices	9
6.2	Meet staff and set up training (where required)	9
7	<b>CHANGE DAY</b>	10
7.1	Solicitor consultation	10
7.2	Settlement fees	10
7.3	Inventory check	10
7.4	Stock check	10
7.5	Equipment	10
7.6	Utility meter readings	10
7.7	Legal notices	10
7.8	Outgoing Licensee	10
7.9	Keys to the pub	10
8	<b>YOUR FIRST 100 DAYS</b>	11
9	<b>YOUR FIRST YEAR</b>	11
9.1	Working with you	11

## 1: INTRODUCTION

Congratulations! If you're reading this guide then you've been successfully appointed to operate a Greene King pub.

The length of time between now and the day you move into the pub will vary. It can take between 5 to 10 weeks, although it will depend on individual circumstances. We'll work with you during this time to make sure you're as ready as you can be for day one in your new business.

This guide is designed to act as a checklist, ensuring you've got key areas and actions covered prior to taking on your Greene King pub. We've broken it down into suggested weeks, however it's important to start preparing as early as you can so you're as organised as you can be. There's a lot to do and we'll support you all the way.

### ACCESS TO PUBPARTNERS.NET

You'll be able to access lots of information and place orders online via **[www.PubPartners.net](http://www.PubPartners.net)**.

Prior to your Change Day our Business Development Manager will supply you with a temporary password to gain access. Once your trade account is set up, usually a couple of days before you enter the pub, you'll be able to go online and register your own details.

## 2: AT LEAST 4 WEEKS BEFORE YOU TAKE OVER THE PUB

### 2.1: MEETING WITH OUTGOING LICENSEE

You will need to meet with the outgoing Licensee. This is an essential requirement for an efficient transfer of the business. You will need to obtain details of:

- Current trading levels.
- Current suppliers.
- Advance bookings – reservations and deposits, plus names, addresses, phone numbers and amounts collected/charged.
- Website and intellectual property rights – the website domain name, email addresses and membership of any bookings/reservations websites should be provided as these are likely to be included in the business transfer or sale.
- Vending and other machines, TVs, games and other equipment – lease terms and conditions etc.
- Local maintenance contracts.
- Licensing Information – including PubWatch details, local resident issues and due diligence logs.
- Employees' details – You'll have a responsibility under TUPE (Transfer of Undertakings Protection of Employment Regulations 2006) to obtain information about the staff employed by the business. The outgoing licensee also has a responsibility to provide you with all staff contracts and details including information such as name, address, date of birth, hours worked per week, rate of pay, National Insurance number, employment commencement date, holiday pay, details of staff on maternity/ paternity/ sick leave, holiday entitlement, any disciplinary actions, staff training achievements. This information should be provided at least two weeks before the change-over.

**We strongly recommend you seek specialist employment advice to ensure you fully understand your obligations, as failure to comply with TUPE could expose you to Employment Tribunal claims and penalties.**

### 2.2: AGREE YOUR DESIGNATED PREMISES SUPERVISOR/MANAGER (DPS/DPM)

Ensure your DPS/DPM holds a Personal Licence. Anyone authorising the sale of alcohol to the public must hold a Personal Licence.

*See our Guide to Licensing available online at [www.PubPartners.net](http://www.PubPartners.net).*

To obtain a Personal Licence you will need to complete the following course:

- England and Wales – Level 2 Award for Personal Licence Holders (APLH)
- Scotland – Scottish Certificate for Personal Licence Holders (SCPLH)

*For more information, check out our new pub training online at [www.PubPartners.net](http://www.PubPartners.net), see our Training Guide or contact our Training Team using Publine on 0845 6080715.*

### 2.3: SET UP A BUSINESS BANK ACCOUNT

You will need to arrange a suitable account with your bank. It's only possible to apply for a credit card machine when you have a business account.

COMPLETED?

COMPLETED?

COMPLETED?

## 2.4: SET UP CARD PAYMENT FACILITIES

Register with Worldpay as early as possible and get preferential rates through the King Deals buying service. It will take at least four weeks and is a priority for the day you open as without it your customers cannot pay with debit or credit cards.

*Apply using the registration form at [www.business.worldpay.com/partner/greene-king-pub](http://www.business.worldpay.com/partner/greene-king-pub)*

COMPLETED?

## 2.5: RECRUIT ANY NECESSARY STAFF

Any vacancies should be advertised so that the recruitment process can begin and ensure staff are available on the Change Day. Be aware of any TUPE obligations you may have before you recruit new staff. Also make sure you brief the staff already employed to ensure they are engaged with your plans for the business.

COMPLETED?

## 2.6: ARRANGE TRAINING

You will have already completed the online Pre-Entry Awareness Training, however you or your Manager should be booked to attend our induction programme prior to change day. You might also want to plan what in in-pub training you need to support your new team. Take a look in our Training Guide for more information and contact our Training Team to book any training you need from Day 1.

COMPLETED?

## 2.7: SET UP INSURANCE

Contents, stock, Public and Employer's Liability insurance will need to be set up. **Your insurance must cover:**

- Damage to your fixtures and fittings, contents, stock and wines/spirits/beers etc
- Loss of your Licence
- Loss of your income
- Employer's Liability (minimum £10 million)
- Public and Products Liability (minimum £5 million)
- New for old replacement
- Loss due to neglect or lack of maintenance
- Utilities (electricity, gas, water, telecommunications) during any closure
- All associated business expenses during any closure.

**It should also include:**

- Money and goods in transit
- Money held in gaming machines
- Personal and domestic contents.

*Through our Kings Deals buying service, you can obtain preferential insurance rates from Pro-Publican who can be contacted on 01322 424 555 or email [service@propublican.co.uk](mailto:service@propublican.co.uk).*

COMPLETED?

Continues on next page...

## 2: AT LEAST 4 WEEKS BEFORE YOU TAKE OVER THE PUB CONTINUED...

### 2.8: NOTIFY ALL SERVICES/UTILITIES AND AGREE TRANSFER

Water, electricity, gas and telephone suppliers will need to be notified that you are the new Licensee going into the business. It is the outgoing Licensee's responsibility to ensure they end the contract in their name and pay the balance on outstanding bills. You should not agree to any new utility services on the phone as this is a binding agreement.

*Nationwide Energy, our preferred utility broker available as part of our King Deals, can assist you with your utility contracts. Give them a call on 02476 328995 to find out about favourable rates.*

COMPLETED?

### 2.9: REGISTER FOR RATES, BUSINESS RATES AND COUNCIL TAX

Notify your Local Authority.

COMPLETED?

### 2.10: GET ONLINE

Make sure you've got your internet access sorted. Don't miss out on what we have available online. You'll be able to place your weekly product orders online, see your invoices and statements, plus access lots of other support available through [www.PubPartners.net](http://www.PubPartners.net), an exclusive extranet for our Licensees.

COMPLETED?

### 2.11: GET YOUR DIGITAL PLANS READY

Plan your online presence. Get your website sorted and plan what social media resources best work for you to attract customers to your business.

*We can help you with this, drop us an email at [PPMarketing@greeneking.co.uk](mailto:PPMarketing@greeneking.co.uk), or speak to your Business Development Manager for information.*

COMPLETED?

## 3: AT LEAST 3 WEEKS BEFORE YOU TAKE OVER THE PUB

### 3.1: MEET YOUR BUSINESS DEVELOPMENT MANAGER

Once your Agreement has been prepared your Business Development Manager will arrange a Pre-Agreement Meeting with you. This is usually around 2-3 weeks before your Change Day.

At this meeting your Business Development Manager will go through your Agreement and the Pubs Code etc. Regulations 2016 to so you fully understand all aspects of the Agreement, our and your responsibilities and all other terms of trading with us.

**This is a very important meeting and will enable you to ask any questions and deal with any concerns you may have before you fully commit yourself. You should allow at least three hours for this meeting in your diary.**

COMPLETED?

### 3.2: SET UP DIRECT DEBIT MANDATES

You will need these so that you are able pay your rent and invoices for the products you purchase from us. We will require your bank details to assist us in setting up your account.

COMPLETED?

### 3.3: REGISTER FOR FOOD (IF APPLICABLE)

If you'll be selling food, you'll need to register your premises with the Environmental Health Service at your Local Authority at least 28 days before opening – registration is free. You'll also be required to hold the relevant Food Hygiene certification which can be obtained by completing the relevant Environmental Health/ Food Hygiene examination.

*Contact our Training Team or see our Training Guide for more information.*

*Check out section 4.4 for information on the food support we can provide..*

COMPLETED?

### 3.4: BOOK A REMOVAL VAN (IF REQUIRED)

Ensure you prepare early for the move.

COMPLETED?

### 3.5: PLAN A MARKETING CAMPAIGN

Consider flyers, a press release, mailers and banners to coincide with your arrival. Remember to include any online marketing, such as social media resources. Check out our Go Create section on [www.PubPartners.net](http://www.PubPartners.net) for our low cost online professional print service.

COMPLETED?

### 3.6: MEET THE LOCAL POLICE

Establishing an early and good relationship with local police is highly recommended.

COMPLETED?

## 4: AT LEAST 2 WEEKS BEFORE YOU TAKE OVER THE PUB

### 4.1: RETURN LEGAL PAPERWORK

All legal paperwork must be returned to our Agreements Team. Please act instantly on receipt of legal documentation or your Change Day may be delayed.

COMPLETED?

### 4.2: SEND CLEARED FUNDS TO YOUR BROKER/SOLICITOR

Funds must be in place to ensure a smooth entry into your pub. We require these funds to be cleared 7-10 days before the Change Day.

### 4.3: OBTAIN A GAMING PERMIT (IF APPLICABLE)

Our Machines Manager will organise this for you. You'll need to register for Machines Games Duty with HMRC.

*More information is available online at [www.PubPartners.net](http://www.PubPartners.net).*

COMPLETED?

### 4.4: SIGN UP FOR OUR FOOD & SUPPLIES SERVICE

Ensure you have necessary food supplies available for the Change Day.

We provide three options of flexible food support to help you manage your food:

COMPLETED?

#### FULL FOOD PACKAGE

Choose from our **Value menu** range of quality, un-fussy great value pub classics, or our **Mainstream/Premium menu** range of traditional pub classics and more premium dishes. Both menus have a variety of selling prices to suit your customers. The full package includes:

- Dish specification cards and crockery.
- Allergen information pack.
- Training.
- Marketing support for seasonal and special events.

#### BESPOKE MENU HELP

Create your own menu from Greene King's vast library of dishes.

You'll receive full dish specification, including margins pre-calculated for you, as well as all the allergen information you need for each dish.

#### SUPPLY ONLY

You decide what you want to buy from a comprehensive supply list, which includes an extensive listing of non-food items such as cleaning material, glassware or stationary.

Whatever your menu size from traditional 'pub grub' to premium food, we can cater for your needs.

*Contact us at [PubPartnersFood@GreeneKing.co.uk](mailto:PubPartnersFood@GreeneKing.co.uk) for more information.*

### 4.5: PREPARE AND PRINT MENUS

Take a look online at [www.PubPartners.net](http://www.PubPartners.net) for support with your menu printing needs. Wine lists are free of charge for design and print, and we can help you put your wine list together too, if needed.

COMPLETED?



## 5: AT LEAST 1 WEEK BEFORE YOU TAKE OVER THE PUB

### 5.1: ENSURE TILL FLOATS ARE AVAILABLE FOR OPEN DAY

A pub is a cash business so you will need change to operate from day one.

COMPLETED?

### 5.2: ORDER STOCK

You will be given a Customer Account Number usually 48 hours before your Change Day. You'll be able to place your first order online using your Customer Account Number, simply go to [www.PubPartners.net](http://www.PubPartners.net) and register your details. If you have any queries you can call our Customer Sales team who'll assist you.

COMPLETED?

### 5.3: ORGANISE YOUR BAR PRICE LISTS

You must display a Price List of the products you sell at the bar counter. You can print your own price list using the template we have available.

*Take a look at Price List Printing under the Beer and Drinks section on [www.PubPartners.net](http://www.PubPartners.net).*

COMPLETED?

## 6: WHAT NEEDS TO BE IN PLACE READY FOR CHANGE DAY

### 6.1: DISPLAY LEGAL NOTICES

Ensure all required signs and notices such as Exit signs, No Smoking signs, health and safety regulations, your Premises Licence and Personal

Licence are ready. Your Business Development Manager will go through with you what you need to display.

COMPLETED?

### 6.2: MEET STAFF & SET UP TRAINING (WHERE REQUIRED)

Please refer to the employee information earlier in this guide.

It is very important that you comply with TUPE regulations for your staff. It's also a good idea to assess their skills so that you can organise internal and external training for them once you take over. Your staff are able to attend our training programmes and we would encourage you to allow them to take part. You can pay for this using your Training Fund.

COMPLETED?

## 7: CHANGE DAY

This is an important day, and there will be several essential tasks for you to carry out.

### 7.1: SOLICITOR CONSULTATION

We will keep you informed on the progress of the legal documentation regarding your Agreement. You'll need to keep your Solicitor up to date.

COMPLETED?

### 7.2: SETTLEMENT FEES

All settlement fees due will need to be paid by Change Day. These are the fees that you need to pay to various parties in order to take a pub with us. This will be completed through your Broker or Solicitor. Details of the settlement fees are shown in your Heads of Terms summary and our Guide to Charges

COMPLETED?

### 7.3: INVENTORY CHECK

It is essential that you and your Broker check your Inventory thoroughly on Change Day. If there are any queries, these should be raised with your Broker.

COMPLETED?

### 7.4: STOCK CHECK

Your Stocktaker will check and value the wet and dry stock remaining and ensure everything is in date and in a saleable condition. Any out-of-date stock or empty containers should be removed by the outgoing Licensee.

COMPLETED?

### 7.5: EQUIPMENT

All equipment should be checked to ensure it is in full working order. Any problems should be dealt with immediately through your Broker.

COMPLETED?

### 7.6: UTILITY METER READINGS

You'll need to check and record all utility meter readings with the outgoing Licensee and notify the utility companies of those readings.

COMPLETED?

### 7.7: LEGAL NOTICES

Your pub will have various Legal Notices to display, such as Licensing details and Health and Safety regulations etc. Your Business Development Manager will walk through the pub with you to check that all Statutory Notices are correctly displayed.

COMPLETED?

### 7.8: OUTGOING LICENSEE

Make sure you obtain a forwarding address and phone number for the outgoing Licensee so that you can contact them with any queries.

COMPLETED?

### 7.9: KEYS TO THE PUB

We will give you the keys to your new pub. Ensure your trading times are correct at the front door.

COMPLETED?

## 8: YOUR FIRST 100 DAYS

In addition to this Guide, you'll get access to our online tool called 'Your First 100 Days', which covers the lead up to your Change Day and as you start to run your pub. It will guide you, week-by-week, right up to your third month, so that you can make the most of your business and ensure you start in the best way possible.

Your Business Development Manager will provide you with a link to the programme ahead of you taking on your new business. Please ask your Business Development Manager for further details.

## 9: YOUR FIRST YEAR

Throughout your first year you'll continue to receive help and advice from our Business Support Team.

**Business Review Meetings** – you'll attend these with your Business Development Manager at regular intervals in your pub. Review Meetings are essential to the success of your business. At each meeting you'll review your business plan and analyse how your business is developing, and agree a set of action points to be achieved prior to the next meeting. The frequency of these meetings will vary depending on your experience.

**Training courses** – make sure you're making the most of award winning training for you and your team. From online courses to in-pub training, we can help you and your team realise your potential to making your business a success. Check out our available training courses online, see our Training Guide, or give our Training Team a call. Make the most of your Training Fund.

**Customer Experience Research** – we use an independent company to provide you with mystery guest visit feedback that'll give you the opportunity to see your business from the customers' point of view.

You'll receive at least one visit a year and you'll be emailed a copy of your mystery visit report, which your Business Development Manager will discuss with you.

### 9.1: WORKING WITH YOU

For more information about our ongoing ways of working with you, please see our Running a Pub Information Guide. You'll find other important information you need to know during your time with us.

Welcome to Greene King!



# GREENE KING

PUB PARTNERS

## PUB PARTNERS PUBLINE

Telephone: 0845 6080715

## WEBSITES

[www.GreeneKingPubs.co.uk](http://www.GreeneKingPubs.co.uk)

[www.PubPartners.net](http://www.PubPartners.net)

Greene King Pub Partners, Abbot House,  
Westgate Brewery, Bury St Edmunds,  
Suffolk, IP33 1QT.  
Telephone: 01284 763222.  
Website: [www.GreeneKing.co.uk](http://www.GreeneKing.co.uk)

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