



*Nile Restaurant*

## **SAFETY PLAN**

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The following safety plan is an outline of the organizational plan for the Nile Restaurant upon the Granting of a Class B Entertainment License.

### **1. Who are we?**

The Nile Restaurant is a Mediterranean Restaurant located at 6119 Odana Rd, Madison, WI 53719 with great reviews because of the great food and people at the restaurant. The restaurant is managed by Mohammed Hinnawi, Samer Korim, and Mohammed Aburehab. They are the only members and owners of the Nile Restaurant. They have extensive experience managing restaurants, as their family has been in the restaurant business for over 30 years.

### **2. Why do we need a late-night hour(s) extension?**

With the approval of an Entertainment License, we plan to accept the realization of small family events to consolidate ties with the community and promote the cultural enrichment of having a diverse environment where different types of people can interact.

A late-night hour extension will bring an economic benefit for the community; we will require more staff to be present, which implies a source of employment for those in the community and a greater income for the restaurant, part of which is returned to the community.

To successfully implement the late-night hour extension, all pertinent safety measures will be taken, as reflected in this safety plan.

### **3. What is considered "night hours"?**

For the purposes of this safety plan night hours are from 10:00 p.m. to 2:00 a.m. A sign will be posted inside the restaurant illustrating such information. Information such as this and outline of our safety plan will be placed on our website.

### **4. Access to the restaurant**

Access to the restaurant with firearms or weapons of any type is prohibited. A sign will be placed at the entrance of the restaurant expressing this prohibition. During night hours, a security guard will be at the entrance of the restaurant to (1) check the identification of all individuals entering and (2) keep count of occupants to prevent overcapacity.

The restaurant reserves the right to refuse service to customers, to the extent that if a customer shows

obvious signs of intoxication, they will not be admitted to the restaurant. We maintain the right to deny service or entry to any individual who behaves aggressively to our security or staff.

## **5. What will be the Restaurant's operations?**

The restaurant will maintain its normal operation during night hours; therefore, all customers will be accommodated at their tables and will be served by the waiter. Count of customers will be used in night hours. We intend to hold small karaoke sessions in one corner of the restaurant for dining patrons.

The sound and lighting of the restaurant will not significantly change or interfere with the restaurant environment; this allows for the typical indoor communications between the employees and customers. The regular restaurant lights will remain on while opened.

All the staff will work in the same manner, except for those tasks that must be done regarding the operation of events.

Control and supervision by the management and security staff will be higher without altering the comfort of the customers. In part to avoid any situation that may endanger them by excessive consumption of alcohol or any other cause. The owners shall maintain control and supervision of all events.

No sales of bottles of wine or champagne may be made to patrons after 11:00 p.m. each night. Wine and champagne may only be served by the glass after 11:00 p.m. each night.

Customers may make a reservation in order to host an event at our restaurant during night hours that may extend to 1:45 AM. Only customers who have a reservation for events will be served alcohol past 12:00 PM. Those who have reservations will receive a stamp at the front door if they belong to the event. Reservations for events must be made at least 48 hours in advance.

Staff and security personnel will monitor the front door, all exits, and the parking lots to ensure there are no issues and to address any that arise. The restaurant will maintain video recording equipment on site.

## **6. Leaving the restaurant**

The restaurant will close, the sale of alcohol will stop, and the last call will be made at 1:30 a.m. All ambient music and food service will stop at 1:45 a.m. All clients must leave the restaurant by 2:00 a.m.

The staff will be vigilant at all times to assure (1) there are no crowds of customers outside the restaurant (either when entering or leaving the restaurant) and (2) to make sure customers are not blocking the sidewalk or road and remain orderly.

## **7. Back door access**

The back door will not be used after 10:00 p.m. except for emergencies, it will have a sign stating this, and will be continuously monitored by a manager after such time. New customers will not be accepted into the restaurant after 1:30 a.m.

## **8. Supervision and management during night hours**

All restaurant staff will be dressed professionally and easily identifiable. At least one restaurant staff member will always be in contact with customers. In case of an emergency or any problem, it will be immediately reported to an owner and, if necessary, to the police.

After 10:00 p.m., a security guard will be present throughout the night hours. We plan on hiring two additional staff members in order to serve this function. The restaurant regularly operates with 3 waiters, a licensed bartender, and 2 cooks. Additional staff will be brought on to attend to late night reservations in addition to a security guard. A maximum of 10 people will be served by 1 waiter.

Restaurant staff will clean the bathrooms regularly and will monitor and control any circumstances that may arise. In addition, the security staff must walk around all the areas of the restaurant to make sure (1) no illegal activity is taking place, (2) that there are no over-served customers, or (3) any other problems are occurring during the night hours.

## **9. Shift Manager**

An owner will serve as a shift manager during the extended hours. The shift manager during the late night events will ensure the restaurant has adequate staff and at least 2 alternate, on call, staff prior to the commencement of a reserved event. In the event additional staff is needed, or the reservation provided was underestimated, an additional owner shall make themselves available cover the event.

## **10. Security Cameras**

The shift manager will periodically check the security cameras to detect any suspicious activity. The status of the security cameras will be inspected daily to ensure they are working appropriately.

## **11. Incident Record**

An incident record shall be kept with the date and time of each incident along with the names and relevant information of all those involved in that incident. This record will be kept available to the Madison

Police Department.

## **12. What events will we allow?**

The restaurant will only allow small, defined, and structured events such as birthdays or wedding celebrations. The events must have a predefined duration. There will be no charge for entrance to the restaurant or reservation fees. Reservations will require a minimum food order and shall be proportional to the alcohol we sell the night of the event.

Large events involving live music or the attendance of more than 15 people will not be permitted by the restaurant without a reservation in order to ensure we have sufficient staff to cover the reservation. If we are unable to secure sufficient staff to attend to larger groups and our regular customers, we cancel the reservation. We will reserve the right to do so and include it in our reservation policy.

The Madison Police Department will be informed of all large events or reservations of more than 15 people at least 24 hours in advance.

## **13. How will the event(s) be planned?**

All events must be requested at least 48 hours in advance since we will inform the police of the event plan to ensure their availability in case of an emergency. This timeframe is necessary to accommodate the rostering system used by police and will result in the best possible support. It is critical that a police officer be involved in the consultation and briefing process.

Reservations will not be allowed for less than 48 hours.

Those who make such a reservation must provide detailed information about the nature of the event and who is or may be attending. This will be done to avoid any problems caused by those in attendance. The restaurant staff will check the criminal records and infractions of attending customers.

In addition, for groups larger than 10 people, at least 51% of the total amount spent must be on restaurant food. This ratio shall be maintained

## **14. What will be the weekly event limit?**

During the first 6 months of being granted the Entertainment License, a maximum of 2 events per week will be held. After 6 months of being granted the Entertainment License this limit will be increased, holding a maximum of 3 events per week. Approval of this change shall be discussed with the Alderman and Captain of the MPD prior to submitting a petition to change conditions with the ALRC.

No more than 1 event per day or 8 events a month will be allowed. The maximum number of individuals

that may make a reservation are 80. Under the building capacity of 87. At no time shall the number of clients in the restaurant surpass 80. Priority will be given to those who have a reservation and those without a reservation will not be allowed to consume alcohol after 12:00 PM.

### **15. How will we control the serving and handling of alcohol?**

Nile Restaurant's priority is the proper handling of alcohol to avoid possible customer misbehavior. Appropriate precautions to control alcohol services will be adopted and shall be in accordance with all applicable statutes and regulations.

First, the serving alcohol to minors will be prohibited. We will check photo identification before service to ensure our customers are 21 years of age or older.

Second, the sale of alcohol to any customer who shows obvious signs of intoxication or inebriation will cease to continue.

Thirdly, the restaurant will be the only agent to supply and sell alcohol in accordance with all applicable laws and regulations. At least one licensed bartender will be available and will serve all alcoholic drinks to our customers.

Moreover, beer bottles will all be opened at the time of service, as there is an active policy of not entering or leaving the restaurant with alcohol. A security guard will be kept at the main door of the restaurant to control entrances and exits during the night hours and to prevent customers from continuing to drink alcohol in the immediate restaurant surroundings.

Finally, if any customer insists on driving while under the influence of alcohol shall be offered a cab and if they choose to drive while obviously intoxicated, we shall report it to the police.

### **16. How is our staff prepared or trained for all situations?**

The owners shall be responsible for the main management of the restaurant, as they have approximately 30 years of experience running and operating a restaurant. No private events will be held at The Nile without the direct management and control by one of the owners. Otherwise, there are periodic security meetings and planning for handling cases, emergencies, or any inconveniences.

In case of an unruly patron, staff is directed to ask the patron to leave and if the patron does not cooperate, staff are directed to contact City of Madison Police Midtown Department so that officers can assist in de-escalating the situation.

The entire restaurant staff will know and be familiar with the content of this safety plan, and with the Madison General Ordinances regarding unruly patrons.

## **17. Identification Check Training**

Training in legal and non-legal false identifications will be provided to all restaurant staff. In addition, experienced staff members will directly train new employees. We will routinely partner with the City of Madison Police Midtown Department to conduct training sessions to reinforce identification checking and to comply with city and state regulations on tavern safety.

## **18. What will we do in particular situations?**

This safety plan aims to prevent any problem or emergency from occurring. Nevertheless, in the case of a problematic situations, our staff will be trained and prepared to resolve them.

We will take different measures in the following cases:

- Once a large event or reservation is confirmed, the police department will be informed of the event.
- In case of any attempt at physical or verbal aggression between customers, we will have the manager, security team, and employees talk to the parties involved and directly ask them to leave the restaurant. The first customer who is asked to leave will be escorted to his/her/their vehicle (or taxi-including ridesharing services), and once he/she/they has/have left, the other customer will be asked to leave following the same procedure. This will prevent the conflict from continuing in the parking lot.
- If a customer(s) acts violent, boisterous, unreasonably loud, or with disorderly conduct he/she/they will be warned that should the conduct persist, he/she/they will be asked to leave the restaurant without a refund. Thus, customers who partake in this negative behavior will not be served and will be asked to leave the restaurant without further notice.
- If a customer commits a crime or is suspected of committing a crime inside the restaurant, the restaurant staff will immediately call the police.

In the case of an emergency where required, the restaurant staff will turn off the music, use the microphone to instruct customers to remain calm, and ask the customers to leave through the respective exits.

However, there may be situations that cannot be controlled by the restaurant staff, and in those cases, we will immediately call the police to assist in resolving such emergency. It should be noted that in any case, the police will be notified in advance of an event consisting of over 60 people at the restaurant, so they will be prepared to respond to any issues immediately.



## **19. Use of force**

We will not expel customers with the use of force, except in cases of emergency, for which the minimum force necessary will be used. Help from other clients will not be allowed, except in cases of emergencies.

Every effort will be made to persuade customers who are being ejected to leave the premises without the use of force. If the staff of the restaurant is unable to get the customer out, the police will be called for support.

## **20. Who can support us in emergency cases?**

In case of an emergency or any eventuality, we will contact the nearest police department and request their support:

City of Madison Police Midtown Department

Phone: (608) 229-8200

In the event of an emergency or criminal activity, we shall call 9-1-1.

The following owners will be available outside of general work schedules to assist with any issue that comes up. Please do not hesitate to call us if you have any questions, comments, concerns, or suggestions. Thank you for your time and consideration.

Name: Samer Korim

Phone: (608) 807-9080

Name: Mohammed Hinnawi

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