

**From:** Duncan Craig

**Sent:** Monday, September 30, 2024 11:18 AM

**To:** Licensing HF: H&F <licensing@lbhf.gov.uk>

**Cc:** Mckenna Lorna: H&F nicole.sondh [REDACTED]; Louis Stelling  
[REDACTED] AWMailbox-LicensingFH@met.police.uk;

Cardwell Kris J - AW-CU [REDACTED]

**Subject:** RE: Attendance - McGettigan's Fulham 1 Fulham Broadway London SW6 1AA

Dear Licensing

I write further to Wednesday's hearing; please find attached as supporting documents on behalf of the licence holder, CVs of two individuals that the licence holder is proposing to act as management at the premises going forward.

There is a meeting at the premises between the licence holder and the Metropolitan Police Service, tomorrow at 11am, and it is possible that further documents may be forthcoming following that, which would be submitted in accordance with Regulation 18 of the Licensing Act 2003 (Hearings) Regulations 2005.

The premises has been in dialogue with the MPS in the last few days, and following that please find attached a document proposing a number of modifications to the conditions on the premises licence, in relation to which the licence holder will be inviting the Panel to exercise its statutory powers at Wednesday's hearing.

Please could all these documents and this email be placed before the Members and distributed as appropriate in advance of the hearing.

I have copied the MPS into this email.

Many thanks.

Kind regards,  
Duncan Craig  
Barrister

[REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

## Executive Summary

Food and Beverage Executive with extensive experience managing top-tier hospitality venues, including Michelin Star and Five-Star Forbes-rated establishments. Expert in enhancing service delivery, profitability, and guest satisfaction through strategic leadership and operational excellence. Known for effectively leading large teams and maintaining the highest standards in competitive dining environments.

## Professional Experience

### ● [REDACTED]

- Spearheaded the recruitment and comprehensive training of 120 food and beverage team members, enhancing team competency and service excellence.
- Managed operations across two restaurants, three bars, six event rooms, and in-room dining, ensuring seamless service and excellent guest experiences.
- Upheld rigorous standards in a Michelin Star restaurant to guarantee exceptional dining experiences consistently.

### ● [REDACTED]

- Oversaw all Food and Beverage operations for a 70-seater restaurant, 40-seater bar/lounge, and 32-seater private dining area, enhancing service delivery and guest satisfaction.
- Managed a team of 100, overseeing recruitment, payroll, scheduling, and training to boost performance and efficiency.
- Increased profitability through enhanced revenue and operational efficiencies, maintaining targeted cost controls.
- Maintained Five Star Forbes status with over 93% scores in F&B outlet and LQA inspections, ensuring exceptional service and guest interactions.

### ● [REDACTED]

- Key player in the pre-opening phase, establishing operational standards and leading the recruitment and training of a 50-member front-of-house team.
- Oversaw a 50-seater restaurant, 40-seater lounge/bar, and rooftop dining, consistently delivering top-tier service and customer satisfaction.

### ● [REDACTED]

- Managed the front of house operations at Wolfgang Puck's flagship restaurant, renowned as a gathering place for Hollywood celebrities and distinguished clientele.
- Enhanced service standards and guest experiences by initiating a comprehensive training program, significantly elevating the staff's ability to cater to high-profile guests with exceptional service and discretion.
- Collaborated closely with culinary and beverage teams to ensure staff were well-versed in sophisticated menu options, thereby enriching guest interactions and satisfaction in this prestigious dining environment

### ● [REDACTED]

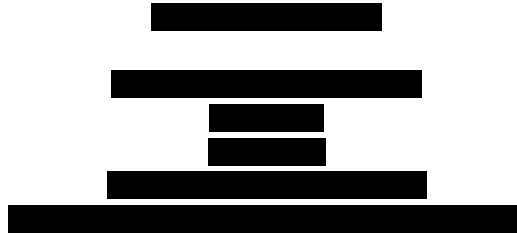
- Service Manager at CUT by Wolfgang Puck, 45 Park Lane: Managed daily operations of the dining areas, ensuring adherence to LQA and Forbes standards, significantly enhancing service quality across all touchpoints.
- Food and Beverage Management Graduate at The Dorchester: Rotated through key F&B roles, developing a broad range of skills and earning accolades for outstanding service.

## Education

BSc in International Hospitality Management

**The Emirates Academy of Hospitality Management,** [REDACTED]

- Graduated with Honors & Recipient of the Outstanding Student Award in Food and Beverage Service and led the team to win the best restaurant award in a practical assignment.



## **Profile**

I am a versatile, hardworking and reliable individual who has excellent communication skills. Through my current and previous roles, I have gained valuable experience within customer service sectors and understand the importance of retaining business and completing tasks to the highest standards. I have the ability to work well under pressure and to meet and exceed set targets, of either time or productivity. I have an outgoing personality and feel I would be an excellent addition to the workplace. I would also be willing to undergo any training offered by the employer to enhance my skills.

## **Professional Experience**

### **McGettigan's, Dubai World Trade Centre, [REDACTED]**

- I am [REDACTED], running the busy Dubai World Trade Centre location.
- My focus is on driving commercial performance and ensuring the pub's operational excellence across all aspects.
- Key areas are business development, partnerships and relationships management, and maximizing F&B revenue and profitability from all market segments
- I work closely with the DWTC Authority, who as well as Landlord are also the licencing authority for the venue.
- Through focus on quality, staff training, and customer service, I have more than doubled revenues year on year.

### **Cairns Bar - Greene King, [REDACTED], [REDACTED]**

- I was responsible for all stock, employees, training, fire safety, repairs, risk assessments, sales plans and the overall general running of the pub.
- Doubled sales over 2 years.
- I implemented and oversaw better services standards, a focus on spend per head and the introduction of sales drivers for business such as karaoke, private functions, party nights with quiz nights and live music nights.

- The business improved dramatically with my oversight and a real focus on food and liquor margin controls, labour spend, consumable costs and recycling measures.
- I continuously reviewed the P&L and studied areas which could be tightened, and identified areas which helped improve profit conversion.
- This had led to the business operating at a conversion rate between 36% and 39%.
- In the entirety of the 2,800 Greene King pubs, Cairns reached the top 40 under my stewardship, a huge turnaround from when I took this over and it was listed below 600.
- [REDACTED] ds.
- I was a finalist in the top three out of 286 General Managers within the GreeneKing Urban Pubs Sector of the business.

**Designate General Manager – [REDACTED]**

This was the same role in Cairns Bar before I became the [REDACTED]

**Rhoderick Dhu, [REDACTED] 22**

**Rhoderick Dhu, [REDACTED]**

- My responsibilities as [REDACTED] included stock control, orders, recruitment, training, fire safety, risk assessment, implementing sales plans and drivers, implementing cost controls throughout the business and the overall general running of the pub.
- Upon being promoted to [REDACTED], my duties included much of the same responsibilities of the [REDACTED] position with more focus on running shifts and ensuring the pub was set up to trade effectively with the correct ambience, lighting and shift management to ensure a great shift whilst maximising the sales.

**Newton Arms Bar and Restaurant, [REDACTED]**

- Opening and closing the bar, cleaning beer lines, serving customers, stocking the bars, cleaning the bars.

**Other Work Experience**

- Disclosure Scotland, [REDACTED]
- Kane Associates, [REDACTED]
- Merrylee Bar and Kitchen, [REDACTED]
- o2, [REDACTED]
- Weatherseal, [REDACTED]

## **Professional Qualifications and Awards**

- [REDACTED]
- Level 4 Technical Apprenticeship in Management [REDACTED]
- SVQ in Management ([REDACTED])
- Level 3 Modern Apprenticeship in Management [REDACTED]
- SVQ in Management ([REDACTED])
- Open University, Environmental Science Masters ([REDACTED])
- University of Strathclyde, Bachelor of Arts Business ([REDACTED])
- Glasgow College of Commerce, Diploma in Business Marketing ([REDACTED])

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]

Out with work I enjoy listening to music, exercising and watching football. I enjoy new experiences, seeing other parts of the world and learning about other cultures.

**References available upon request**

**McGETTIGANS PROPOSED MODIFICATION TO CONDITIONS**

***Condition 27 and 28 to be replaced with the following;***

**1. High Definition CCTV shall be installed, operated and maintained, at all times that the premises are open for licensable activities and;**

- shall be checked every two weeks to ensure that the system is working properly and that the date and time are correct. A record of these checks, showing the date and name of the person checking, shall be kept and made available to Police or authorised Council officers on request**
- one camera will show a close-up of the entrance to the premises, to capture a clear, full length image of anyone entering.**
- shall cover any internal or external area of the premises where licensable activities take place.**
- recordings shall be in real time and stored for a minimum period of 31 days with date and time stamping.**
- footage shall be provided free of charge to Police or authorised council officer within 24 hours of a request.**
- a staff member from the premises that is conversant with the operation of the CCTV system shall be on the premises at all times. This staff member will be able to show police or authorised officers of the Licensing Authority recent data footage with the minimum of delay when requested. This data or footage reproduction shall be almost instantaneous**

***Condition 29 removed and replaced with the following:***

**2. A daily incident log shall be kept at the Premises and made available on request to an authorised officer of the Council or the Police or the Fire Service which shall record the following:**

- (a) all crimes reported to the venue**
- (b) all ejection of patrons**
- (c) any complaints received**
- (d) any incidents of disorder**

- (e) seizures of drugs or offensive weapons**
- (f) any faults in the CCTV system**
- (g) any refusal of the sale of alcohol**
- (h) any visit by a relevant authority or emergency service.**

**3. The incident record shall be kept on the premises and be available for inspection by the police or an authorised officer of the Licensing Authority at all times the premises is open.**

**4. Where SIA registered door supervisors are used at the premises, a record shall be kept of their SIA registration number and the dates and times when they are on duty.**

**5. All door supervisors shall be provided with a radio which allows communication between all members of the door supervisor team and the premises manager.**

**6. All door supervisors shall be provided with body worn cameras, these must be activated when dealing with any incidents involving disorder or allegations of crime.**

**7. All staff shall be trained in how to manage a crime scene and crime scene preservation. This training shall be repeated at least once a year and written records of the training kept on the premise and made available to Police and authorised officers of the Licensing Authority on request.**

**8. The premises shall operate a 'Challenge 25' age-restricted sales policy and promote it through the prominent display of posters.**

**9. The licence holder shall put arrangements in place to ensure that before serving alcohol or other age-restricted goods to customers they believe to be less than 25 years of age, staff ask to see accredited proof of age: that is, proof of age cards carrying the 'PASS' logo (and no others), a Passport, or UK Driving Licence bearing the photograph and date of birth of the customer.**

**10. The Premises shall have a policy to ensure the welfare and safeguarding of vulnerable patrons. Staff shall be able to support and assist people who feel unsafe, vulnerable or threatened. Should customers approach the venue for assistance, these incidents shall be recorded in the incident log. This policy shall be made available to police or authorised officers of the Licensing Authority upon request.**

**11. In the event that a serious assault is committed on the premises (or appears to have been committed) the management will immediately ensure that:**

**(a) The police (and, where appropriate, the London Ambulance Service) are called without delay;**

**(b) All measures that are reasonably practicable are taken to apprehend any suspects pending the arrival of the police;**

**(c) The crime scene is preserved so as to enable a full forensic investigation to be carried out by the police; and**

**(d) Such other measures are taken (as appropriate) to fully protect the safety of all persons present on the premises.**

**12. A Log shall be kept of all the private events held at the premises, including contact details of the event organiser. This log shall be kept on the premises at all times and made available on request to the Police and officers of the Licensing Authority upon request.**

**13. Ms Deborah GOMES is not to be employed in any capacity on or at the premises or involved in the management or ownership of the premises either directly or indirectly.**