



Executive Summary

Levels is a lounge style bar located in the Broad Street section of Providence RI, features a light menu influenced by Latin cuisine. Levels features a comfortable lounge and dining area with full-service bar in a “Caribbean” like setting. Our target audience will be general public who are interested in the Latin cuisine; in an elegant environment.

This business plan offers regulatory institutions an opportunity to review our vision and strategic focus. The plan provides our detailed information on our management team and security plan as well as changes being made to the business and its operations.

Company Ownership & Management Summary

Levels is a privately held corporation wholly owned by Elvira Srait (50%) and Roseyaris Alejo (50%).

Mrs. Alejo also operates as general manager/managing partner. Additionally, an assistant manager performs secondary management functions.

Part-time personnel has been hired to handle bartending, serving, and dishwashing functions.

Appendix A: Security Plan

Goals:

- To create a safe and secure environment within and immediately outside of the for all patrons, guests, employees and surrounding neighbors.
- To provide the highest level of control, safety, and quality stay for all arriving and departing guests/patrons of the establishment.
- To mitigate any noise or inappropriate conduct directed at the immediate neighbors by patrons and guests upon entry or departure from the establishment.
- To diffuse all situations as they occur, but also establish preventative measures to minimize the amount of potential situations. The security staff will provide a strong presence detect and prevent any possible issues.
- To maintain a trained establishment. staff responsible and accountable for looking after the security and well-being of our guests and visitors.

Introduction:

A strategy of prevention will be adopted to minimize the impact of additional pedestrian and vehicular traffic to the community while ensuring economic growth remains possible. A zero-tolerance policy will be enacted and enforced against narcotics and contraband prohibited by law. Further, policy violations by guests and patrons will also be enforced with this same policy. Ownership and management will fully disclose and cooperate with law enforcement personnel, and other City agencies as issues arise. In addition, we will cooperate and coordinate with neighboring businesses to act as a united force to provide an additional sense of security for immediate community, businesses, patrons and employees in the neighborhood.

Security Staff:

The safety and security team consists of contracted Guards and a Security Supervisor.

Responsibilities:

- Directly coordinate with the General Manager about issues as they arise, and work on immediate resolution of said issues.
- Responsible for all security and safety of the entire premises, and proper training of support security staff hired. Ensure proper compliance of all security staff with policy, safety procedures, and protocol for enforcement of said rules and procedures.
- Be a liaison between law enforcement personnel and city officials.
- Be the point person for venue events based on security needs and event requirements.
- Maintain a contact information list of all security personnel working each shift and provide the list to any City entity, as requested.
- Schedule security camera monitoring by the security team.
- Maintain security camera data and make these recordings accessible to law enforcement personnel as requested.
- Undertake regular rigorous security and safety assessments
- Ensure safe ingress and egress of patrons throughout the day.
- Greet guests and patrons.

Staff Training:

Staff will receive regular training on comprehensive emergency response plans and all security positions and the requirements each different position entails.

All security staff will be trained to:

- Adhere to any staging requests made by PPD.
- Maintain order within establishment, and in the immediate property surroundings, and prevent any incidents that might hinder the quiet environment enjoyed by nearby residents and businesses.
- Keep the guests, employees, and patrons safe and take preventative steps to resolve issues in an efficient and secure manner.
- Respond in the event of a drug overdose, natural disaster, bomb threat, or any terrorist act, etc.
- All security staff will be required to have and maintain an active CPR certification with the American Red Cross, and will be required to provide evidence of certification, as requirement of employment. These records will be kept by the hotel in electronic format during the duration of the hotel operations or as required and will be available to any City entity upon request.
- Bartenders will be trained to make sure people are not rowdy or inebriated, and to maintain a secure & safe environment.

Uniforms:

All security staff will be easily identifiable by their uniform

The security staff will be identifiable to guests, patrons, and law enforcement personnel emergency services providers.

Appendix B: Floor Plan

