

Sent: 14 June 2013 15:47
To: Pubs Consultation Responses

Subject: FW: BIS

To whom it may concern

I have worked for Enterprise for years as a Regional Manager and have also been a Tied Lessee.

I am amazed that this trade continues to be the focus of so much government interference.
 Are committee members taking the time to fully explore both sides of the argument.

I don't see any acknowledgement of pubs failing due to bad practice. We all have or know of pubs that we would not wish to Visit.

Pubs very rarely fail due to the price of a pint, and the cost of a pint is never top of the surveys as to why the public don't support a pub. (Do the MP's read these surveys?)

Some will and do argue that because of the cost they pay to the Pub Co's for tied products they make no money so can't invest. Their argument never excepts that they are not getting the basics right that cost nothing.

- Outside clean and tidy, Rubbish removed daily, all areas swept and weeds cleared.
- Blackboards that you can read and offers that are still in date.
- Broken or damaged furniture removed.
- Windows cleaned, planters and hanging baskets that are watered and looking good.
- Inside hovered and smelling clean and fresh.
- Tables and chairs polished and not sticky.
- Toilets that are clean and offering soap and dryers to wash your hands.
- Staff that are happy to see you (not on the phone, texting or reading the paper).
- Staff that have been trained and are knowledgeable and able to recommend and sell.

Enterprise support and training as freely available to all pubs, but for this to work you have to have both sides willing to engage and work together.

Are the committee fully aware of the Support, Training, Investment and hard work that goes to helping people succeed.

The days of landlords standing the customer side of the bar are long gone, the majority work extremely hard within the business to be successful.

I work in a job where I embrace the fact that if something is wrong I can change it. Rent reviews for some time now have been largely downward in what are tough times, you wouldn't think so when you see the few that claim it's all upward only.

There is nothing better than helping someone to succeed that's why I choose to do the job I do. When a landlord gets into trouble it's great to be able to assist in turning things round and to get them back on a firmer footing. I don't see that level of support happening in many other sectors.

No one is saying its easy in the trade, colossal changes such as the Smoking Ban (not Enterprises doing) Beer Tax (not Enterprises doing) Relaxing of Licences (Corner shops, Cafes, Village Halls and even Garages... the list goes on) have not helped the pub trade and have Killed off the Off Licence. Supermarket pricing is still a problem and something no one deals with.

The Pub Trade is still blamed for the majority of antisocial drinking that goes on (this continues to be a distorted message). Preloading prior to visiting pubs and clubs is a well-known practice now and action is

needed on those that stack high and sell cheap with no responsibility for the consequences.

I love this trade and the people and it, and yes I would like to think that everyone who works hard could succeed. There will always be the few that don't help themselves (standards) and continue to expect a guaranteed future and income (wouldn't we all) Life is just not like that, thankfully they are the few.



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