

JUST ADD T★LENT

# FAQs and T&Cs

If you're interested in applying to join Star Pubs & Bars' Just Add Talent team, you may still have some questions you want answered. Here you'll find some frequently asked questions and the terms and conditions for the Just Add Talent agreement to give you a further insight into what it's all about.

If you have any more questions, give us a call on

08085 94 95 96

or email us at

[enquiries@starpubs.co.uk](mailto:enquiries@starpubs.co.uk)

## Frequently asked questions

### ★ Do I need any investment?

You won't need to buy any stock or fixtures and fittings. However, you will need £4,000 in unborrowed funds to get your business started. This consists of a deposit of £3,000 that will be held for the duration of the agreement and returned when you leave, provided there are no stock or cash losses, or damage that's your responsibility. The remainder will go towards your business plan creation fee with your accountants, solicitors' fees and your Employer's Liability Insurance fee.

### ★ What is the recruitment process like and how long will it take?

You can start your Just Add Talent journey today by beginning an [online application](#). This will be followed by two interviews and the creation of a Business Proposal. Once the Business Proposal is completed, you'll be invited to attend our week-long workshop. The whole process takes about three to four months, though this can of course vary, particularly if the pub is the subject of a transformational refurbishment. It may seem complicated but don't worry, your Business Development Manager will be there to guide you along the way!

### ★ What are the required qualifications?

If you don't already have one, you'll need to obtain a Personal Licence before attending Inside Knowledge, our fantastic five-day residential workshop. Prior to going on Inside Knowledge, you'll also be asked to complete an eLearning module called PEAT (Pre-Entry Awareness Training) which is provided by the BII (British Institute of Innkeeping).

### ★ Will I be a Star Pubs & Bars employee?

No – you will be self-employed.

### ★ Will any other staff be employed by Star Pubs & Bars?

No – it will be your responsibility to recruit and employ your staff, as well as managing your own business.

### ★ Do I get any paid leave?

No – this is your own business. When you wish to take leave, you need to make sure there is adequate cover.

### ★ What support will I get?

Before you start, there will be a week-long residential training workshop and pre-opening training for you and your staff.

There will be ongoing training covering areas such as cellar management, customer service, staff coaching and business leadership, as well as a comprehensive online training tool.

You will have a Business Development Manager who will visit the pub on a monthly basis to review the pub's performance and give you advice and guidance.

You will also receive ongoing marketing support including websites, social media and point of sale to help you attract customers and drive profits.

What's more, we'll supply you with the best electronic point of sale, compliance and back of house management systems to help you run a profitable pub business.

### ★ Who sets the food and drinks prices?

We do and they will be set out in the business plan.

## Frequently asked questions

### ★ Can I change the drinks on offer or the menu?

No – the retail offer is set and will be detailed in the business plan. There is of course an option to refine the offer by agreement with us as part of an ongoing business review.

### ★ Do I have to adhere to set opening and closing times?

Yes – these will be detailed as part of the business plan.

### ★ Do you pay for my accommodation?

Many of our pubs come with private accommodation. If this is the case in your pub, you can use the accommodation rent-free. You'll be responsible for insuring your possessions, council tax and your TV licence.

### ★ Who pays for cleaning and other day-to-day costs?

Cleaning labour is part of the labour costs, so would come out of your share. Cleaning products, day-to-day running costs and other incidentals will be paid by us and charged against the profit and loss of the business.

### ★ Who deals with repairs?

We are responsible for the maintenance of the property, including your private accommodation.

### ★ Is the agreement for a fixed-term period?

No, it's open-ended. The agreement can be brought to an end by either Star Pubs & Bars or the operator giving three months' notice. In some cases, the notice period may vary dependent on the reason for termination.

### ★ What training will I receive?

With a Just Add Talent pub potentially being your first business, we'll use our experience to provide you with industry-leading support and training.

#### **Before you start, you will receive:**

- A week-long residential training workshop
- Pre-opening training for you and your staff

#### **Ongoing training will include:**

- Cellar management
- Business leadership
- Customer service
- Access to our comprehensive online training tools
- Staff coaching and training

### ★ Will I be given any equipment?

We'll provide you with the best technology to run your pub, including an iPad and back office computer equipped with Just Add Talent software. All you'll need is your own laptop or computer for applications like Word and Excel.

## Terms and conditions

1. The Just Add Talent Agreement is available for application from individuals aged 18 years old and over.
2. To be considered you will need to have £4,000 in unborrowed funds to get your business started. This consists of a deposit of £3,000 that will be held for the duration of the agreement and returned once you leave, provided that there are no stock or cash losses, or damage, as that is your responsibility. The remainder goes towards the business plan creation fee with accountants, solicitor's fees and the Employer's Liability Insurance fee. The cost of taking on a Just Add Talent pub is significantly less than that of taking on a leased pub which starts at around £10,000 for a small pub and is £200,000+ for a freehold pub. More information on this can be found at [starpubs.co.uk/agreements](http://starpubs.co.uk/agreements).
3. To apply, you must fill out an online application at [starpubs.co.uk](http://starpubs.co.uk). This will be followed up by a telephone interview and a face-to-face interview with a Star Pubs & Bars Business Development Manager. If you don't already have a Personal Licence, you will need to apply for one. You will then be required to develop a business plan with input from a Licenced Trade Accountant. Once the business plan is complete, you will then be required to sign a 'Heads of Terms' document. The Heads of Terms are not binding. You will then attend a five-day, residential training course Inside Knowledge before signing the final agreement. If you decide not to go through with Just Add Talent, you can get your deposit back before signing the final agreement.
4. The notice period for ending the Just Add Talent Agreement is three months. In some cases, the notice period may vary dependent on the reason for termination.
5. The food and drinks offer of the pub is pre-set and detailed in the provided business plan.
6. The pub running costs that are covered include stock (wet, dry and goods not for re-sale), stock taking, electronic point of sale system, telephone and broadband, gas, electric and water, marketing, pest control, washroom facilities, coffee machines, business rates, repairs, Sky (if being offered), BT Sports (if being offered), waste collections, training, music licensing, premises licencing and stationery. Costs not included are Employee Liability Insurance, staff wages, games duty, legal costs when taking the pub on, any costs related to developing the business plan, council tax and contents insurance for any living accommodation.
7. Whilst running a Just Add Talent pub, you are paid a percentage of net turnover, calculated and paid on a daily basis. This percentage is determined on a site-by-site basis at the start of the Just Add Talent Agreement and will only change in exceptional circumstances. Where the total turnover in food is expected to be less than 15%, the revenue share will be 25%, where the total turnover in food is expected to be 16%-30% the revenue share will be 27.5% and where the total turnover in food is expected to be more than 30%, the revenue share will be 30%. You are also paid 20% of the net operating profit calculated and paid on a quarterly basis. This amount is uncapped and fixed across all sites.
8. Many of our Just Add Talent pubs include accommodation and when this is the case, you can use accommodation rent-free although you will be responsible for insuring your possessions, council tax and your TV licence.

## Terms and conditions

9. You will be self-employed, responsible for recruiting your own staff, looking after marketing and finances and all other day-to-day activities.
10. After signing the Heads of Terms document, you will attend our week-long residential training workshop, Inside Knowledge, and there will be pre-opening training for you and your staff. Ongoing, there will be training in areas such as cellar management, customer service, staff coaching and business leadership as well as a comprehensive online training tool.
11. Additional support will include a Business Development Manager who will visit the pub on a monthly basis to review the pub's performance and give you advice and guidance and on-going marketing support which will include website, social media and point of sale materials.