# **Marketing brief**

Wednesday 29 January onwards











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### Introduction

On <u>Wednesday 29 January</u>, price adjustments go live across food and drinks. This will be displayed in a range of updated point of sale (POS).

Some prices have not changed, such as Bud Light, Carling, Coors, Ruddles Bitter, Worthington's, Creamflow, Stowford Press Cider, Bells whisky, Au vodka and draught Pepsi.

It has been decided (post-print) to maintain the introductory price for Poretti. To reflect this, stickers will be allocated to all pubs. Once received, please check that the price matches the current Poretti price and attach to all new table talkers.

Not all POS will changeover. Ensure the team, working on **Tuesday 28 January**, read this brief to ensure the correct POS is changed over.



Below is a summary of POS changes:

### POS changes required:

- Menus food; table talkers; breakfast mats; curry/steak mats; children's menus
- Hit posters Top Brands; breakfast; Poretti; Hotel;
- Menu cabinet posters food; afternoon deals
- Internal easel posters Monday club; Valentine's Day; Six Nations,
- ✓ Ale price cards

The following POS will not change – do not remove:

- Fridge vinyls wine; craft beer
- Perfect serve POS
- O Kitchen spec books; guides
- O Dietary menus
- Wine tasting notes; font panels
- Wetherspoon News
- O Biscuit boards
- O Door stickers
- Hotel map posters with The Mile Castle
- O Hotel brochure

The following POS will not be reprinted and should be removed:

- Wings, Bites and Strips tent card
- X Sticky Korean Fried Chicken Bowl strut card

This brief also covers February events: Valentine's Day and Six Nations.

### Checklist W/c 13 January Complete a risk assessment with your area manager. See: Six Nations W/c 20 January POS allocations commence. All POS for Jan 29 will arrive in one pack; check new POS against the glossary on page 8 and report any missing items to marketingqueries@jdwetherspoon.co.uk on the day of delivery. **Tuesday 28 January** Last day of Burns' Week. At the end of the night: Remove/recycle all 'Burns' Week' POS. Display the 'Six Nations' poster on an internal easel. Change over all POS as detailed in this guide Wednesday 29 January Check that all 'Burns' Week' has been removed. Check that 'Six Nations' posters are on an internal easel. Spring 2024 price changes. Prior to pub opening: Complete a walk-through to check that all new POS is in place correctly. Check that all till pricing is correct (using the new menus). Friday 31 January Last day of Veganuary. At the end of the night: ☐ Remove/recycle all 'Veganuary' POS. **Six Nations** opening weekend (TV coverage to be confirmed via MAP: ☐ France v Wales – 8.15pm kick-off Saturday 1 February Six Nations opening weekend (TV coverage to be confirmed via MAP): Scotland v Italy - 2.15pm kick-off Ireland v England – 4.45pm kick-off Monday 3 February Display the 'Valentine's Day' poster on an internal easel upon arrival Friday 14 February Valentine's Day: Display table mats on every table. Ensure team are aware of the offer and how to process on the tills. Remove/recycle 'Valentine's Day' POS at the end of the night.

## Hotel awareness

All pubs should continue to promote and boost the visibility of Wetherspoon Hotels and drive direct bookings. Promoting in all pubs allows us to relay the message in over 800 locations.

All pubs should now be displaying the AUT24 Hotel map posters, featuring the new Mile Castle hotel along with hotel brochures and BOH notices. Alongside the launch HIT 4 will update with the new hotel posters along with hotel tent cards, table talker panel and beer mats.





Wetherspoon hotel Hit 4 poster



Hotel tent card



Hotel brochure



Back of house notice and A3 (BOH) map poster



Remember to fill in the closest Wetherspoon hotel

### **POS** checklist

- Rota planning Rota an experienced duty manager for both the night before launch, and the opening shift of launch.
- ☐ External menu cabinets Locate the key prior to the POS changeover, and ensure it is accessible for the team.
- Recycling Brief the closing team to correctly recycle old/delisted POS at the end of the night. Separate, flatter and stack neatly in cages. Aim to keep POS in boxes (to assist the Daventry team unpacking cages). See: SOP OF0030 Recycling procedures.

### **External HIT posters**

There are three external HIT poster layouts below – use the correct one:

- UK core Applies to the majority of UK pubs inclusive of NI.
- **UK Even Better Value (EBV)** For those 200+ pubs on the EBV offer, a 'Better prices' and 'Top plates' poster will be your 'Top Brands' and 'Food' poster. The other HIT posters will match to core.
  - **Note**: Updated flyers and tent cards will also be allocated. The tent cards can be used on your tables alongside the table talker, and the flyers can be used as a marketing tool to be handed out locally.
- **UK shopping centres/train stations + 70/ 4424/ 2367/ 7593** For those pubs who are classified as either a shopping centre or training station pub, your HIT 1 and menu cabinets will differ from UK core.

If you are unsure, email: marketingqueries@jdwetherspoon.co.uk

All posters included in the below table are **NEW** for this launch

Pub type	External HITS			A2 menu cabine		
	Hit 1	Hit 2	Hit 3	Hit 4	Cabinet 1	Cabinet 2
UK core	Top Brands	Breakfast	Poretti	Hotels: Book direct	Food	Afternoon Deals
	TOP BRANDS  TOP BR	BREAK FAST Served from 10 mon  Small breakfasts (2.99 Ten and toust (2.49 breakfast smillin deat (3.99  small breakfast smillin deat (3.99)	WORLD BEERS  PRETING  PROPERTY  PROP	Red Glade Company Comp	Latitude D 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Afternoon deals  Colombia Finance  No. Finan
UK Even	Better prices	Top plates	Poretti	Hotels: Book direct	Breakfast	Afternoon Deals
Better Value (EBV) pubs	TOP BRANDS DETERMINES	TOP PLATES, LOW RATES  LOW RATES  222 CHI  Water Control Contr	WORLD BEERS  PORTING  FOR THE PORTING  F	rections poon hotels	Small heakfast 2.99.  Tay and toust 2.49.  Tay and toust 2.49.  Tay and toust 2.49.	Afternoon deals  Constitute of the second se
UK	Fresh Flavours	Breakfast	Poretti	Hotels: Book direct	Wine & Prosecco	Fish and chips
shopping centre/train stations	FRESH  FLAVOURS  1773 1773 1773 1773 1773 1773 1773 17	Pubs 42, 64, 7498, 7650 are exceptions and should display the blue breakfast poster	WORLD BEERS  WATER PORTIL  PRETING  NO ORNAROM  E3 99  E3 99  E3 10 day act	wotherspoon hotels	14.50 16.70 (24.50	Fish and chips Chi

### Menu stands

As part of the Best Ever Profits Plan and taking into account feedback from pub teams at weekly meetings - all pubs now have menu holders to present menus to customers. As part of these efforts, the following areas are a focus:

- Neater table presentation.
- Easier to wipe down, clear and reset tables.
- Reduce menus scattered on the floor
- Keeping menus in better condition. Potentially reducing print costs.
- Maintaining cleanliness standards.

The new menu holder is designed to offer attractive presentation of the menus, minimise build-up of debris/litter and can be washed in the glasswash.



Menu holder

	What goes in the menu holder?				
	In the holder		On the table		
	<b>✓</b>	2x Menus	-	Table talker	
	✓	2x Club wraps	-	Tent cards	
1		(Tuesday + Thursday)			
	<b>✓</b>	Flyers	-	2x breakfast mats	
		(if applicable)		(until noon)	
	<b>√</b>	Hotel brochure			
	✓	Wetherspoon News			
	>	in the holders +			
		stands			
		·		·	



Tall menu

What goes in the tall menu stand?
- Slot 1: Food menus
- Slot 2: Food menus
- Slot 3: Children's menus
- Slot 4: Wetherspoon News
- Slot 5: Ale tasting notes
- Slot 6: Wine tasting notes

### Table layout by area

### Low set tables/dining

- ✓ Menu holder
- ✓ Tall menu stands

# Vertical drinking area (VDA)

- Menu holder
- ✓ Tall menu stands

### Garden area

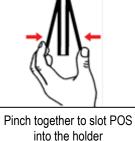
- × Menu holder
- ✓ Tall menu stands







**Tall menu stand**Near garden entrance.
Outside if weather
permits.



### NOTE

- Ensure menu holders are wiped down as you clean and go
- As the menu holders are polycarbonate they can be washed in the glass wash.
- Ensure the plastic film is removed from the menu holders before displaying
- Order codes: Menu holders (SMISC932); Tall menu stands (MENUSTAND20)
- Tall menu stands are already in pubs; more stands can be ordered to increase coverage.
- Pubs using a previous menu holder, should continue using and replace with the new spec over time
  as the holders become tattered.

### **Table POS**





### Bar area



### **Easel posters**

Monday club poster

Hotel map poster

Six Nations

Valentine's Day

NEW

NEW

NEW

SIX NATIONS

FRISIJAN - SAT 15 MAR

JOIN US AND WATCH LIVE

LOCAL STATE OF SATE OF

### **Condiment sideboard**

- □ Children's menu stand
- NEW: Children's menu
- Children's activity sheet



- Dietary menu stand
- Dietary menus



### POS management

All menus (food, club, breakfast and table mats) have been allocated to last three months – you must manage this stock!

### Step 1 - Prepare your POS storage area

- If you do not already have a dedicated storage space for POS, assign an area for menus and posters to be stored so that launch POS and future deliveries will not be misplaced.
- Arrange the space so that all menus can be stored together.
- Store off the ground to avoid water damage.

### Step 2 - Calculate the weekly menu allowance

- Divide the number of menu boxes you have by 13 (number of weeks for a 3-months allocation, plus a buffer week).
- The resulting number is how much of a box you should be using per week. (1 box = 100 menus or 200 table talkers/wraps)
- See examples below:

### If you receive 5x boxes of menus:

5 (boxes) **x** 100 (menus per box) = **500 menus** 

**500** (menus) / 13 (weeks) = **38** menus per week

### Step 3 - Label the menu boxes

 Once you have worked out the weekly menu allowance, label the boxes by week and month to give you an idea of when they should last until.

### If you receive 2x boxes of TTs:

2 (boxes) **x** 200 (menus per box) = **400 TTs** 

**400** (menus) / 13 (weeks) = **30 TTs per week** 

Food Menus

Weeks 1 & 2	Weeks 3 & 4	Weeks 5 & 6
March	March	April
Weeks 7 & 8	Weeks 9 & 10	Weeks 11 & 12
April	May	May/Jane

Alternatively, like non-consumable is managed, take out that week's allocation at the start/end of week (and secure the rest).

### Step 4 – Look after menus!

Each food menu cost 75p (excluding delivery; TTs cost more) – remind the team to wipe menus after use/nightly.

# **POS** code glossary

For pub specific codes please see Which POS is mine.

Posters			Wetherspoon News: WNEWSWINSPR25
	<b>NEW:</b> Top Brands: SPR25DEALSAxVx		Does Truth Matter: WNEWSCTP21
	<b>NEW</b> : Breakfast: SPR25BREAKAxVx		Wine tasting notes: SUM24WINETASTE
	<b>NEW</b> : Monday club: SPR25MONCA1Vx		Guest ale tasting notes: TNOTESJANMAR25
	<b>NEW</b> : Poretti: SPR25PORAxVx		London guest ale tasting notes:
	NEW: Hotel: SPR25HOTELAX		LONTNJANMAR25
	NEW: Food: SPR25FOODA2Vx		Door sticker, no dogs: DOORSTKNODOGS
	NEW: Afternoon deals: SPR25AFTA2Vx		Door sticker, no vaping: DOORNOVAPESTK
	<b>NEW:</b> EBV: Better prices: SPR25DDEALAxVx		Door sticker: 5-star food hygiene rating:
	NEW: EBV: Top plates: SPR25FDEALAxVx		DOORSTK21FIVE
	<b>NEW: TS + SC:</b> Fresh flavours:		Door sticker: Not every disability is visible:
	SPR25FRESHAxVx		DOORSTK21ACCES
	NEW: TS + SC: Wine: SPR25WINEA2Vx		Door sticker: Top employer:
	<b>NEW: TS + SC:</b> Fish and chips: SPR25FISHA2Vx		WINTOPEMPLOY24
	NEW: Lloyds: Bombs & shots:		Door sticker: Challenge 21: DOORSTK21CHL21
	SPR25LLMMAxVx		Door sticker: Challenge 25: DOORSTK21CHL25
	NEW: Lloyds: Pitchers: SPR25LLPITAxVx		Ask for Angela: ASKANGELA24
	Hotel map: AUT24HTLMAPA1		Zero tolerance: ZEROTOL23A4
	Ale info poster: 21ALEINFOA2V1		Male incontinence stickers: INCONTSTICKERA5
	Event: Six Nations: FEB25SIXNA1Vx		App station strut card: APPSTATSTRUTA3
	Event: Valentine's Day: SPR25VALAxVx		
	Event: Spring Beer Festival: SPR25RAFAxVx	Miscella	aneous
			Coming soon: Hotel beer mat:
Menus			SPR25HOTELMAT
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# Six Nations **O**

### Fri 31 Jan - Sat 15 Mar

√ Includes: UK and ROI

**X Excludes**: Pubs without TVs, airports, train stations, service stations and shopping centres.

### **Objectives**

- Three-minute bar and app service time
- Pre-match and half-time focus
- Reliable TV coverage of the tournament
- To have a safe and inviting pub throughout the tournament
- Prepare, plan and schedule rota accordingly especially on home nation matches
- Challenge 21/25 vigilance

#### **POS**

 Posters (A1/A2A3) – Display on internal easels, notice board and toilet menu cabinets upon arrival.

**NOTE**: prices will reflect the price adjustment on Wed 29 Jan. Posters **can** be displayed ahead of Wed 29 Jan.

Pubs with a magic should use the price matrix to price the poster

https://www.myjdw.co.uk/home/documents/Six-Nations-25-Price-Matrix.xlsx



### **Event Day Risk Assessment**

- Pub are to complete a risk assessment with your area manager by Mon 20 January.
   Pub: <a href="https://www.myjdw.co.uk/home/my-library/security-risk-assessment-form-901">https://www.myjdw.co.uk/home/my-library/hotel-security-risk-assessment-1806</a>
- Also discuss if there is need for door staff with your area manager
- Ensure security notices in place e.g. Zero tolerance ZEROTOL23A4 / Ask for Angela ASKANGELAA4

#### Floor Plan

- Some tables may have to be removed to facilitate increased volume (discuss with area manager).
- Consider where tables are located in relation to the screens.
- If tables are moved ensure that your App floor plan is amended to reflect this
- Create walk ways to assist collecting glassware and deliver app orders.
- Ensure fire escapes are not blocked.
- Ensure the needs of all customers are met not everyone will want to watch the football. Zone the pub according to the quantity of fans in the pub and the profile of the game

### Cleaning Plasma TV's

- Ensure all TVs are clean ahead of match days.
- If necessary, use a slightly damp blue cloth. Do not spray the screen and ensure it is turned off. (SOP-CL0009 Cleaning the customer area)
- Finish with a dry cloth.



### Equipment Check – Projector

### Projector - no picture

- Check there is power to the projector (including at the power socket/source)
- Check the Freeview/Sky box is working (if applicable)
- Check the projector is on the correct video input

#### Projector - no sound

- Check there is power to the speakers (including at the power socket/source)
- Check the Freeview/Sky box is fully connected (if applicable)

NOTE: If any of the above checks do not resolve this issue or the screen features a "replace lamp" message, then place a callout.

### Non consumables -if required

### **Polycarbs**

SMISC467 - Pints

SMISC468 - Half pint

SMISC509- Venture Polycarb 12oz

### Plastic (disposable)

SMISC781- Stack Cup Pint

W0473- Disposable Pint

W0470 - Disposable Half Pint

### Trays

W0518- Round tray Non Slip 14in

W0519- Round Tray Non Slip 16in

W0516- Oval Tray Non Slip 27in

#### **Fixtures**

Display the games with sound off and subtitles off unless there is high level of interest. Print and display behind the bar.

Date	Fixture	Channel	Round
Fri 31 Jan	France v Wales, 8.15pm	ITV	Round 1
Sat 1 Feb	Scotland v Italy, 2.15pm	BBC	Round 1
	Ireland v England, 4.45pm	ITV	Round 1
Sat 8 Feb	Italy v Wales, 2.15pm	ITV	Round 2
	England v France, 4.45pm	ITV	Round 2
Sun 9 Feb	Scotland v Ireland, 3pm	BBC	Round 2
Sat 22 Feb	Wales v Ireland, 2.15pm	BBC	Round 3
	England v Scotland, 4.45pm	ITV	Round 3
Sun 23 Feb	Italy v France, 3pm	ITV	Round 3
Sat 8 Mar	Ireland v France, 2.15pm	ITV	Round 4
	Scotland v Wales, 4.45pm	BBC	Round 4
Sun 9 Mar	England v Italy, 3pm	ITV	Round 4
Sat 15 Mar	Italy v Ireland, 2.15pm	ITV	Round 5
	Wales v England, 4.45pm	BBC	Round 5
	France v Scotland, 8pm	ITV	Round 5

#### **NEW SOPS**

Ahead of the sporting events this summer please review the new SOPs below. We are currently in the process of fixing broken TVs ahead of the event.

SOP B0085 – Use of TVs and screens <a href="https://www.myjdw.co.uk/sops/download/5896">https://www.myjdw.co.uk/sops/download/5896</a>
SOP OF0275 – Replacing a TV, drop down screen or projector <a href="https://www.myjdw.co.uk/sops/download/5895">https://www.myjdw.co.uk/sops/download/5896</a>

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Match Day Guide - I	Display behind the bar
· _	nd displaying the right matches
Extra fruit prepare	
	body cameras in use
Radios set up	
All managers and of	doorstaff to 'BEAR-UP'
☐ Food and APP Pag	
☐ Fire exits unblocke	ed
☐ Spillage packs to I	nand
☐ Emergency number	ers to hand
Daily planner refle	cts bar staff till allocations, floor zoning, breaks, etc.
TVs, projectors are	e clean and working. Remotes located and spare batteries ready.
	n fridges fully stocked with relevant products
2 hours before kick off	
	d/extra change ready
Refill ice dumps	
Clear bar (e.g no F	
	d trays are fully stocked.
Check furniture lay	•
	staff breaks during the match
30 minutes before kick-off	
	ady to deal with increased orders before the match do to clear glassware prior to the match to avoid becoming overwhelmed at half time
During 1st Half	
☐ Refill	
☐ Ice/Fruit	
☐ Fridges	
☐ Check Cellar	
☐ Change / Skim	Tills
Clear floor/externa	l areas
Half Time	
_	ady to deal with increased orders at half time. Ir glassware that was difficult to reach during the match (including external areas)
During 2 <sup>nd</sup> Half	
☐ Refill	
☐ Ice/Fruit	
☐ Fridges	
☐ Check Cellar	
☐ Change / Skim	Tills
Clear floor/exte	rnal areas

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# Valentine's Day ♥

### Friday 14 February

✓ Includes: UK and ROI

**Excludes**: Airports, NEC; train stations; service stations; and pubs 39, 70, 6266, 6520, 7606, and 7905.

#### Offer

2-dine-for-£25 in the majority of pubs (exceptions will be 2-dine-for-£30, 2-dine-for-£20 and 2 dine for €30 based on current menu pricing).

Customers will be able to choose two main meals, two desserts and two drinks from the Valentine's menu, with the option to upgrade to a bottle of Prosecco for £5/€6 extra.

For pubs who don't sell steaks pizzas have been added as an alternative.

### **POS**

- Posters (A1/A2/A3/A4) allocated with w/c 3 Feb, delivery schedules will be sent to all pubs. Display on an internal easel upon arrival
- Table mats –These will be allocated <u>seperately</u> prior to Valentine's Day. Allocation details will be briefed via MAP.

#### Main meals

- Gourmet 8oz sirloin steak
- Mixed grill
- BBQ chicken melt
- Mangalorean roasted cauliflower & spinach curry
- Ultimate burger
- Southern-fried chicken strip basket
- Pasta alfredo

#### **Desserts**

- Mini warm chocolate brownie
- Mini warm cookie dough sandwich
- Warm chocolate fudge cake
- Warm chocolate brownie
- Warm cookie dough sandwich
- British Bramley apple crumble

#### **Drinks**

- Any two drinks from the 'includes a drink' range.
- Customers have the option to upgrade to a 750ml bottle of Prosecco for £5/€6.

#### **Kitchen**

- Ensure you increase your orders of the above products in advance to ensure full availability for the duration of the promotion.
- As a guide, the last time this promotion was run, main meal volumes increased by 25% and dessert volumes increased by 50%.

### Tills

The tills and app will be setup to automatically offer the customer the best price.

### Help and support

- Food queries email: FoodDevelopmentManagers@jdwetherspoon.co.uk
- POS email: <u>MarketingQueries@jdwetherspoon.co.uk</u>
- Pricing email: <u>pricechangerequest@jdwetherspoon.co.uk</u>
- Tills/app email: Productdata@jdwetherspoon.co.uk





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