

# Monsters of Dance Pty Ltd – Operational Management Plan – 3 Skyline Place, Frenchs Forrest

## Purpose

The contents of this plan outline the proposed operational arrangements for Monsters of Dance Pty Ltd in new premises located at 3 Skyline Place, Frenchs Forrest. Monsters of Dance is a dance studio that has been in operation for over 7 years and is currently located at B4 1-3 Rodborough Road, Frenchs Forrest.

## Operational details

The draft design of the internal fit out for 3 Skyline Place, Frenchs Forrest includes the creation of 6 studios of varying sizes to allow Monsters of Dance to provide dance classes to students between the ages of 3-17 years.

## Hours of operation and capacities

Due to the cliental Monsters of Dance services operating hours are primarily between the hours of 3:45pm – 8:00pm Monday to Friday. However, we do operate on Saturday between the hours of 9am-2pm and in the AM period on weekdays for pre-school kids. A comprehensive overview of the capacity of the premises throughout operating hours can be seen below.

### **Preschool classes (3-5 years)**

#### **Monday – Friday – 9am – 12pm**

Preschool classes only utilise 25% of the capacity of available studios with an average of two classes with 10 students running concurrently. These classes last for 30 minutes with a 15–20-minute gap between each class to allow for rotating students and parents. Noting that due to the young age of student's parents may choose to stay and watch the class.

### **Peak use - General classes (5-17 years)**

#### **Monday Friday – 4:00pm – 6:00pm**

Between these hours we are at peak operating capacity with an average of 15 students in each studio. Classes through this period last 45 minutes and allow 15 minutes for students to vacate or rest before their next class. Noting that parents are not allowed to stay within the premises for classes and are dropping kids off leaving and returning to collect when required.

### **Non-peak use – General classes (5-17 years)**

#### **Monday – Friday 6:00pm – 8:00pm**

#### **Saturday – 9am – 2pm**

These periods service the high-performance dancers who take several classes. Throughout these periods we operate at 60-70% capacity with an average of 10 students in each studio. Classes through this period last 45 minutes and allow 15 minutes for students to vacate or rest before their next class. Noting that parents are not allowed to stay within the premises for classes and are dropping kids off leaving and returning to collect when required.

## Staffing

Monsters of Dance employs 3 full-time employees. These roles include:

- Director and Owner
- Head Teacher

- Receptionist/admin

These positions work relatively standard business hours 9am-5pm with reception services being covered in some capacity throughout all hours of operation. We also engage several teachers as contractors to deliver classes who only work during periods when classes are being provided.

### Deliveries/loading

All deliveries will be managed through the main entry to the building where reception is the first point of contact when entering. The quantity of deliveries is relatively low and there is limited requirement for a loading area as capacity of car park during normal business (9am-4pm) hours is low.

### Noise management measures

All new internal partitioning will include acoustic insulation to control impacts of music from dance classes. Wireless portable speakers are used for music purposes, so the volume is relatively low and well contained. There is a low-density residential housing within the area with most buildings classified as commercial within 500m.

### Waste management

Internal bin stations with co-mingle and general waste bins will be installed throughout the tenancy, these bins will be emptied by cleaning contractors or staff into 240L bins located at a nominated location at the front of the building. A private waste contractor is proposed to attend bi-weekly to empty external bins.

### Security

The building will be open throughout operating hours with reception resource onsite throughout these hours. The entry is secure through access control that will enable scanned entry outside these nominated hours. The building is also equipped with a security alarm system in the event of a break in.

### Emergency procedures

The landlord's representative will be responsible for coordinating emergency evacuation exercises and for maintaining emergency management systems. Evacuation diagrams, including nominated muster point will be generated by our fire services contractor as part of fit out works. As will compliance adjustments caused by revised use and internal design changes. Emergency wardens will be nominated to be trained and coordinate safe evacuation of the premises.

### Complaints recording and handling

Monsters of Dance has a website and social media accounts which manage communication with external cliental.

<https://www.monstersofdance.net/home>

Channels for communication are clearly outlined with staff members managing response times with customers and general issues promptly. Additionally reception will be operating during standard business hours and can receive any in-person complaints.