

He noted that there was improvement, re AML & RSG, in recent times. He also spoke to examples of when he had removed or stopped patrons for their over-indulgence.

Wanted support for Maybe Room KTC, difficult to balance the service & identification tension. Would rather mandatory identification

I asked him to keep this confidential. I also advised in the future, that he should report to line manager, or to legal direct (JW also noted A.PentLine)

Interesting observations re historical culture. He noted that the tension and pressure is not explicit, but inherent in the sales/host role.

Would prefer a KPO model measured on customer satisfaction, but acknowledged how nebulous this was.