BZA 17047

Night and Day Management at 33 Patterson Street, NE

Entertainment Solutions with Exceptional Customer Service: Security, Safety, Parking Management

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Fur Café and Lounge

- **Location**

Located in the heart of our nation's capitol, *Fur Café and Lounge* offers a brilliant combination of state-of-the-art technology, unsurpassed luxury and non-stop excitement. *Fur* has something to meet every need and match every mood. With its exclusive one-stop entertainment concept and unmatched variety, *Fur* delivers an inspiring and exceptional range of choice. World class dining, luxurious and indulgent lounges, dynamic dancing areas and exciting live entertainment are just the starting points for any exploration of *Fur*.

Fur is enthusiastically committed to forming a cooperative venture with the city, community and other local businesses to stimulate economic growth and create new job opportunities while providing a world class, one-of-a-kind entertainment facility. *Fur* will partner with local civic and spiritual leaders to promote, develop and host innovative community outreach programs that will revitalize the surrounding area.

As a pioneer enterprise north of Massachusetts Avenue, it is essential that *Fur* embrace the surrounding community in order to ensure and encourage other business ventures to invest their time and resources into this economically challenged area.

- **Entertainment Solutions**

Fur's exclusive, one-stop entertainment concept offers an unrivaled variety of services and venues for corporate, private and charity events.

The extraordinary quality, standard of customer service and attention to detail at *Fur* set it apart as a world class entertainment venue for conferences, meetings, charity and corporate events, exhibitions and private parties by combining first-rate service with the ultimate in luxury and comfort.

Fur's professional management team is dedicated to service excellence and committed to ensuring the success of meetings, conferences and events. Whatever special requirements, *Fur* will impress and inspire, enhance your image and ensure each occasion

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is long remembered. *Fur* understands the ingredients for a successful event and has the expertise and resources to deliver the highest level of service. The success of any event is *Fur's* success and there is no room for compromise.

Fur also offers a comprehensive concierge service to cater to all your entertainment needs. Including travel and hotel accommodations, dining and valet service, graphic design of personalized invitations for special events and a professional, in-house staff that includes a licensed cosmetologist, chef and personal security.

A few of the entertainment solutions offered by *Fur:*

- Dining and Catering
- Dancing
- Live Bands
- Corporate Events
- Charity Events
- Private Parties
- Wedding Receptions
- Lounges with live pay per view events
- Fund Raisers
- Community Outreach programs

- **Safety and Security**

The safety, security and well-being of *Fur's* guests and staff is paramount to providing an exciting and unsurpassed entertainment experience. *Fur* will design, customize and tailor a security plan and dedicate the necessary resources and personnel for each event hosted at its venues. *Fur's* security staff is committed to providing a safe, hospitable environment for its guests to enjoy while maintaining an extraordinary level of customer service.

Fur will dedicate the necessary resources to screen, train and properly equip a courteous security staff. The security staff will employ reasonable and responsible measures to ensure a safe and pleasant experience for guests and visitors. The safety and well-being of *Fur's* guests is of utmost importance.

- **Security Personnel**

The Door Staff

Stationed at the entry doors, the door staff checks the identification of *Fur's* guests to ensure they are of legal age. The door staff will promote a fun, safe environment where guests can enjoy themselves.

The Search Staff

Fur will search guests for their own safety and the safety of other guests. The search staff will politely ask all guests to empty their pockets, and upon removal of all objects, the search staff will follow pre-determined protocol, which will include the use of hand held magnetometer.

Bartenders, Waitresses and Servers

Fur's bartenders, waitresses and servers will be certified in Training for Intervention Procedures (TIPS) to identify guests who are visibly intoxicated, belligerent with other guests or staff and to prevent underage drinking and drunk driving. Basic non-confrontational methods will be employed to cut such guests off from further drinking.

Security Personnel

Fur security personnel will be screened (to include background checks), trained in non-confrontational security techniques, and will function not only as security, but also as hosts.

The security personnel will monitor the guests to ensure that no one becomes unruly or belligerent. The security personnel will be carefully screened and trained, utilize specific written instructions to perform their assigned duties and be in constant communication with each other via the use of two-way radios. To ensure that security personnel are in the right place at the right time, *Fur* will dedicate a two-man team to monitor the entertainment complex's surveillance cameras, which will oversee the various venues, adjacent property and valet parking lots. These preventative measures will assist *Fur* in eliminating problems before they arise. If suspicious activity is observed, the police will be notified immediately.

Security personnel will impart a sense of safety and security to *Fur's* guests by being highly visible and courteous. They will circulate amongst the guests, and will wear uniforms that will clearly identify them as *Fur* security.

- **Valet Parking and Traffic Management**

As a first-rate, service oriented enterprise, the *Fur* entertainment complex will offer valet parking to its guests. Valet parking will provide a convenience for *Fur's* guests, eliminate parking and congestion problems and enhance the image of the entertainment complex and surrounding community.

Since *Fur* will cater to both corporate and social functions, extra care will be taken in the selection of the valet parking staff to ensure courteous and exceptional service. The valet parking staff will provide guests with unparalleled service, which will include pleasant greetings upon arrival and departure, a polite and respectful demeanor and intimate knowledge of the area's surrounding roads and attractions.

The valet parking attendants will wear uniforms that identify them as *Fur* staff, and will be equipped with flashlights, a two-way radio to stay in constant communication with other valets and the *Fur* security staff, and a cellular phone for contingency purposes.

Security personnel will monitor the vacant parking lots used by the *Fur* valet staff and the New York Avenue Metro stop the entire time *Fur* is open, and continue monitoring the lots and metro stop until all guests have departed safely. Security escorts will be provided on the sidewalk to ensure the safety of guests that are leaving *Fur* or traveling to and from the Metro stop. The presence of security and surveillance will deter incidents in the parking lots and metro stop, or, if not deterred, security will be in a position to call the police and intervene. *Fur* will coordinate and work with the city and police to establish a safe, secure environment for its guests. As the presence *Fur* attracts more business to the area, underground parking will assist in eliminating traffic and congestion problems and will generate additional revenues for the city.