

Sample House Policy on **Visibly Intoxicated Patrons**

Step 1: What should staff do?

- Refuse the service of alcohol to any person who appears to be visibly intoxicated.
- Inform other servers that the patron has been flagged.
- Notify the manager on duty about the situation.
- Offer them an alternative beverage and food.
- Offer to call them a taxi or to call someone to come for them.
- Fill out an Incident Documentation Form.

Step 2: Who is supposed to do it?

- Any server who recognizes a customer exhibiting signs of visible impairment.
- Any security officer, hostess, or other employee.
- Any manager on duty.

Step 3: When are they supposed to do it?

- Service of alcoholic beverages should be stopped as soon as the first sign of visible impairment is recognized.

Step 4: Where do they get help?

- If the intoxicated customer is with a group, they can try recruiting a sober group member to assist them.
- They may ask for assistance from another server.
- Employees can go to the manager on duty for help with an intoxicated customer.

Step 5: What are the incentives/consequences for following/not following this house policy?

- Any employee who fails to stop service to a visibly intoxicated customer will be subject to immediate termination.
- An employee may also receive fines exceeding \$1,000 from the Pennsylvania State Police, Liquor Control Enforcement.
- The employee may also be involved in a Civil Liability Lawsuit.

Step 6: How will you inform your staff about this house policy?

- This house policy will be explained at the time of hiring.
- All house policies will be reviewed at employee staff meetings.

Step 7: What would you like the public to know about your house policy regarding VIPs and how will you inform them?

- The public should know that our number one concern is for their safety and that we will not serve them any more alcohol if they show signs of visible impairment. We will also do our best to help find them a safe ride home. Posters will be in various places throughout our establishment.

Sample House Policy on Minors and Checking IDs

Step 1: What should staff do?

- Ask for proper ID from any patron who appears to be age 35 or under. ID must be valid and contain the holder's photograph.
- Use the FEAR method of carding to check the information.
- Use an ID checking guide to compare all out of state IDs.
- Fill out a Declaration of Age Card for each patron who was carded.
- Document any time a patron is refused service and notify the manager on duty.
- Management will be available to assist a server with a questionable ID at all times.

Step 2: Who is supposed to do it?

- The server directly responsible for serving the beverage to the customer should ask for proper ID.
- On weekends and nights of entertainment, the doorperson will be initially responsible for checking patrons' IDs.
- The server should ask to see the ID again any time they are in question of a patrons' age.
- Ultimately, the server is legally responsible for the service of alcohol.

Step 3: When are they supposed to do it?

- The doorperson will ask for ID before allowing the patron to enter the premises.
- The server will ask for ID when the patron orders an alcoholic beverage.
- In the bar area, the server will ask for ID as soon as the patron enters.
- Everyone must be 21 to be seated in the bar area.

Step 4: Where do they get help?

- Anyone responsible for checking IDs can ask for management backup at any time.

Step 5: What are the incentives/consequences for following/not following this house policy?

- Any employee who fails to stop service to a minor will be subject to immediate termination.
- An employee may also receive fines exceeding \$1,000 from the Pennsylvania State Police, Liquor Control Enforcement.
- The employee may also be involved in a Civil Liability Lawsuit.

Step 6: How will you inform your staff about this house policy?

- This house policy will be explained at the time of hiring.
- All house policies will be reviewed at employee staff meetings.

Step 7: What would you like the public to know about your house policy regarding minors and how will you inform them?

- Anyone who appears to be under age 35 will be carded. Posters are available in the bar lobby, restrooms, and behind the bar.