

The following is a **SAMPLE** of a house policy concerning minors. You may wish to use this format as a guide in developing your own policy statements.

TO: All Employees
FROM: Management
SUBJECT: House Policies Concerning Minors

(Please read and initial.)

Every employee is to make sure that the patrons who enter our establishment are at least 21 years of age.

It is our policy to request proof of age from any customer who appears to be 35 years of age or younger.

Pennsylvania law requires that a person must be 21 years old to purchase or consume alcoholic beverages. Persons under 21 are not permitted in our establishment unless they are with their parents or court appointed legal guardian or under proper supervision as defined in the Liquor Code.

If the law is violated, our establishment can receive a citation which may result in a fine and even a possible suspension. You, the server, may also be fined or jailed.

We have the right to, and will, refuse service to any customer who cannot produce an acceptable ID.

We will be familiar with the appearance of legal ID.

We may accept the following documents as ID:

- A valid photo driver’s license issued by the Pennsylvania Department of Transportation or any state.
- A valid photo identification card issued by the Pennsylvania Department of Transportation or any state.
- A Canadian driver’s license or other bona fide Canadian identification, such as a Canadian-issued passport that contains a photograph.
- A valid U.S. Armed Forces ID card that contains the holder’s photograph.
- A valid passport, passport card or travel visa that contains the holder’s photograph.

Employees failing to observe house policies are subject to discipline and/or dismissal.

www.lcb.pa.gov

Or call:
866.275.8237

Hearing Impaired:
TTD/TTY 717.772.3725

Responsible
Alcohol
Management
Program
RAMP



HOUSE POLICIES



Every establishment should have...

...a written set of rules beyond the Pennsylvania Liquor Code (Liquor Code) called house policies. Having written policies can greatly reduce your risk of liability and avoid violations. Written policies will guide your staff on how to manage tough situations. When employees know their responsibilities, they are less likely to make mistakes.

House policies should be created, documented, and communicated to employees by owners and/or managers of the licensed establishment. Without them, each employee is left to decide what he/she thinks your rules are. The goal is to create a cohesive environment so that your staff handles situations in a consistent manner and your guests know what to expect.

This pamphlet is designed to assist you in developing or adding to existing house policies. Written house policies are an important part of being a responsible licensee. They will help you avoid problems, reduce the risk of liability, and run a successful business.



Suggested topics to be addressed through house policies:

1. Support of managers/owners for servers refusing to serve alcohol to minors or visibly intoxicated patrons.
2. Third-party liability information.
3. Not pushing drinks.
4. Pitcher service.
5. Stacking of drinks.
6. Alternative beverages or non-alcoholic beverages.
7. General serving practices.
8. Counting drinks.
9. Using measured shots rather than free pouring.
10. Buying of rounds.
11. Last call.
12. Techniques to convince intoxicated customers not to drive.
13. A plan to provide alternative transportation.
14. Appropriate availability of taxi company contact information.
15. Prohibiting service to any person who appears visibly intoxicated, even if they are taking a cab or have a designated driver, because such service is illegal.
16. Slowing down service.
17. Notifying other employees when a customer has been cut off.
18. Providing food to slow down the absorption of alcohol.
19. Requesting proof of age from any customer who appears to be 35 years of age or younger.
20. Documenting any serious incident that may occur (such as a fight or injury) and how it was handled.
21. Maintaining a close, cooperative working relationship with local law enforcement.
22. Having your staff RAMP server/seller trained.
23. Implementing an approved proof of carding, as defined in the Liquor Code, for every guest asked to show identification.

Suggestions for writing and administering house policies:

- Ask staff for input when writing new policies. Employees will be more supportive of policies they helped to create.
- Write all policies clearly and specifically.
- Post all policies and provide employees with a copy.
- Ensure employees have read and understand the policies by having them sign off, acknowledging their understanding of each.
- Provide regular training to employees to reinforce policies.
- Hold regular staff meetings to discuss rules, recent problem situations, and ways to prevent them from happening again.
- Advise employees that you will spot check compliance with the policies and provide employees with regular performance reviews.
- Reward employees who show proficiency in responsible alcohol beverage service.

Through the Pennsylvania Liquor Control Board's Responsible Alcohol Management Program, licensees and their staff can learn how to reduce the risks associated with serving alcohol to minors and visibly intoxicated patrons. By working together, the Pennsylvania Liquor Control Board and licensees can make a difference in improving the safety of our highways and communities across the commonwealth.