

## House Alcohol Policy for Customers Worksheet

### Introduction

This worksheet will assist you and your bar staff build a house alcohol policy for customers. The wording under each section heading is based in part on the AGCO house policy guidelines. After the each heading, examples of actual statements for that heading for 7 bars in Ontario are given. Although the wording for some examples is similar from one example to the next, there are slight variations to consider.

**Name of Your Bar/Restaurant:** \_\_\_\_\_

**Name of Person Completing the Worksheet:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Person in Charge of the Bar/Restaurant:** \_\_\_\_\_  
(if different from that above):

**Phone Number:** \_\_\_\_\_

**Address of the Bar/Restaurant:** \_\_\_\_\_

\_\_\_\_\_

**Date:** \_\_\_\_\_

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### WORKSHEET INSTRUCTIONS

1. Start by putting a checkmark beside those headings (e.g. **Underage customers, Alternative Beverages**) you want in your policy. Use a **pencil** in case there are changes later on.
2. Put a checkmark in the box beside the wording that you want in your policy.
3. Or, in the space available, write the wording you want. Again, use a **pencil**.
4. When you have completed the worksheet, share it with staff and patrons to get their feedback and ideas. Make changes to the worksheet if necessary.
5. Send the completed final version to the person named at the end of the worksheet. He/she will also review it, have it typed up in an attractive format, printed and perhaps laminated. The completed policy will be returned to you. You can request extra copies.

## House Alcohol Policy for Customers Worksheet

Name of the Bar/Restaurant: \_\_\_\_\_ House Alcohol Policy for Customers.

### Preamble

- At \_\_\_\_\_ (your bar's name), our business is selling food and beverage. And we are dedicated to our customers' pleasure and satisfaction. However, we will not permit drunkenness. Nor will we serve patrons who are troublesome, dangerous or under the legal drinking age. To support this position, our house policy is as follows:
- At \_\_\_\_\_ (your bar's name), our business is selling food and beverage. We are dedicated to our customers' pleasure and satisfaction. When it comes to serving alcohol however, our staff will not serve alcohol to patrons to the point of intoxication or who are already intoxicated. Nor will we serve patrons who are troublesome, dangerous or under the legal drinking age.
- As a valued organization in the \_\_\_\_\_ (name of the community) community, we are dedicated to our patrons' pleasure and satisfaction. However, when it comes to the sale and service of alcohol, by law, we will not permit drunkenness. Nor will we serve patrons who are troublesome, dangerous or under the legal drinking age.
- \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Monitoring the Door

- The manager on duty has the authority to check ID, deny access to rowdy or intoxicated persons and prevent overcrowding.
- At the entrances and exits and on the floor, staff are on duty to check ID, deny entry to rowdy or intoxicated persons and prevent overcrowding.
- At the entrance and on the floor, volunteers are on duty to check ID, deny entry to rowdy or intoxicated persons and prevent overcrowding.
- At the entrance/exit we have designated an employee to check ID, deny access to rowdy or intoxicated persons and prevent overcrowding.

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- Entry will be denied to any person whom appears to be intoxicated, belligerent or troublesome. We reserve the right to refuse entry to any person who matches this description. After 9:00pm, entrance is restricted to persons 21 years and older.

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### **Food**

- We offer a good selection of foods and snacks at all times.
- We offer low cost snacks and often, a light lunch.
- We offer a Fat Albert's menu and low cost snacks.
- We offer a full range menu up to 3:00pm. After that time, lighter fare is available.
- Staff will encourage food be eaten when drinking alcohol. We offer a full menu until 10:00pm and a smaller, wide variety menu from 10:00pm to closure.

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### **Alternative Beverages**

- We offer competitively priced non-alcohol and low alcohol beverages.
- We offer low priced non-alcohol beverages.
- Staff will offer competitively priced non-alcohol beverages and free pop to designated drivers and expectant mothers.

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## House Alcohol Policy for Customers Worksheet

### Staff

- All our staff have been trained (and retrained) in the legal and safe service of alcohol and how to prevent violence and injury. They recognize signs of intoxication and know how to intervene to keep customers safe. If you require assistance please ask.
- Staff will assist customers to drink safely and legally.
- Staff will not serve customers to the point of intoxication nor will they serve customers who are already intoxicated.
- Volunteer staff will assist customers to drink safely.
- Volunteer staff will not serve to customers to the point of intoxication nor will they serve customers who are already intoxicated.
- Staff are prohibited from drinking alcohol on the job.
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\_\_\_\_\_  
\_\_\_\_\_

### Transportation

- Staff will gladly assist customers who need a safe ride home. Please ask staff for assistance.
- A taxi service is available. Please ask staff for assistance.
- Staff will glad assist customers find a safe way home. Please ask for assistance.
- A taxi service is available at the entrance. Please ask staff for assistance.
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\_\_\_\_\_  
\_\_\_\_\_

## House Alcohol Policy for Customers Worksheet

### Underage Customers

- Under legal drinking age customers are welcome. However, they will not be allowed to consume alcohol.
- After 9:00pm, entrance is restricted to persons 19 years and older (except for Special Occasion events). At that time, please carry your ID with you.
- Other than Special Occasion permit events, many of our events are restricted to persons 19 years and older. For these "age of majority" events, please carry your ID with you.
- Under legal drinking age customers are welcome. However, they will not be allowed to consume alcohol. You may be asked to show your age of majority card.
- To make sure under legal drinking age persons are not served alcohol, you must be at least 19 years old to enter the Tavern. We apologize for any inconvenience this may cause.
- ID will be checked. Only an Ontario Driver's Licence, AGCO BYID card, Canadian Armed Forces ID card, Canadian passport or Canadian Citizenship card will be accepted.
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\_\_\_\_\_  
\_\_\_\_\_

### Customers' Alcohol Use

- Staff will endeavour to assist customers to drink alcohol safely. Staff will endeavour not to serve customers to the point of intoxication. They will not serve already intoxicated customers. Customers who are intoxicated or are becoming intoxicated will be denied alcohol service.
- Staff will assist customers to drink safely and legally.
- Staff will not serve customers to the point of intoxication nor will they serve customers who are already intoxicated.
- Volunteer staff will assist customers to drink safely.
- Volunteer staff will not serve to customers to the point of intoxication nor will they serve customers who are already intoxicated.

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- Staff will endeavour to assist customers to drink alcohol safely. Staff will endeavour to not serve customers to the point of intoxication. They will not serve already intoxicated customers. Customers who are intoxicated or becoming intoxicated will be denied alcohol service. They will be offered free non-alcohol drinks.
- Taking alcohol from the restaurant to be consumed on the beach is not permitted.
- Staff will endeavour to assist customers to drink alcohol safely.
- Staff will endeavour not serve customers to the point of intoxication.
- They will not serve already intoxicated customers.
- Customers who are intoxicated or are becoming intoxicated will be denied alcohol service. They will be offered free non-alcohol drinks.
- The law prohibits use of illegal drugs.
- You must be 21 years and older to be served in the bar.
- Alcohol is not permitted in the washrooms.
- For our patron's safety, we request that glassware not be brought on the dance floor.
- Drinking or smoking on the dance floor or in the washrooms are not permitted.
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\_\_\_\_\_

### **Managing Intoxicated and or Troublesome Customers**

- In the event that a customer becomes intoxicated or is acting dangerously, staff will carefully and politely deal with that person.
- Intoxicated customers or those who start fights, damage property or bother other customers will be dealt with carefully and politely.
- In the event that a customer becomes intoxicated or is acting dangerously, staff will carefully and politely deal with that person and may ask them to leave the tavern.

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- We will not tolerate any fighting or vandalism. Customers who do either will be asked to leave.
- Patrons involved in troublesome behaviour will be asked to leave the premises. Troublesome behaviours include vandalism, fighting, selling/using drugs, sexual harassment, physical or verbal abuse, belligerence or other similar behaviours. We reserve the right to indefinitely ban entry to these patrons.
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\_\_\_\_\_  
\_\_\_\_\_

### **Expectant Mothers** (see also Alternative Beverages)

- We are pleased to offer expectant mothers free soft drinks.
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\_\_\_\_\_  
\_\_\_\_\_

### **Dress Code**

- To maintain a safe and pleasant environment, clothing that has gang colours or contains racially inflammatory or sexually explicit messages is prohibited. Persons deemed to be inappropriately dressed by staff might be denied entry or asked to leave.
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\_\_\_\_\_  
\_\_\_\_\_

### **Capacity Limits**

- In order to maintain a safe, fun and efficient environment, we must deny entry when the premises are at our licence's capacity limit.
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\_\_\_\_\_  
\_\_\_\_\_

## House Alcohol Policy for Customers Worksheet

### Where Alcohol is Permitted and Not Permitted.

- Alcohol use is allowed on the golf course when it is purchased from the beverage cart. Please leave alcohol that you bring to the course in your vehicle.
- Please do not bring your own alcohol on to the property. We reserve the right to confiscate your alcohol and return it to you when you leave.
- In addition to the golf course, alcohol use is only permitted in licenced areas, notably the bar, the cafeteria and hospitality rooms when a bar has been set up.

Alcohol use is always prohibited in the parking lot, locker rooms, the pool area and tennis courts and most other common areas (e.g. the front lobby & washrooms).

- (See Customer's Alcohol Use, points 5, 8, 10.)

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### Marketing this Policy

- We are pleased to share this policy with our customers. If you have any questions or concerns please ask to speak to the manager.
- We are pleased to share these rules and information with our valued customers. If you have any questions or concerns, please speak to the manager on duty.

○ \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## House Alcohol Policy for Customers Worksheet

When this worksheet is completed, please return it to:

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax: \_\_\_\_\_

Email Address: \_\_\_\_\_