

SALE & SERVICE OF ALCOHOLIC BEVERAGES

Eight Easy Steps to Safe Sale & Service of Alcoholic Beverages

1. Be polite, but firm. Explain that you will get into serious trouble if you don't check everyone's ID.
2. Know how to read birth dates to determine if a person is 21 or older.
3. Make sure the picture on the ID matches the person.
4. Don't fall for any excuses, such as "I left my license at home."
5. Co-workers can help each other. We all get forgetful, so remind each other about checking ID's.
6. If persons over the age of 21 in the club attempt to share their alcoholic beverages with minors, you can ask them to stop or leave the club. This includes the parking lot.
7. If a member or guest gives you a hard time, offer to let them speak to the manager on duty.
8. If you are confused about your club's policy or you come across a difficult situation, ask your manager to explain what he/she expects of you.

IF YOU ARE STILL IN DOUBT, REFUSE TO SELL

SALE & SERVICE OF ALCOHOLIC BEVERAGES (continued)

Employee Training Tips for Sale & Service of Alcoholic Beverages

- Issue a written policy that explains to all managers and employees that our Club will not sell alcohol to anyone who is under 21 years of age. Explain that your establishment has an obligation to obey the federal, state and local age-of-sale laws.
- Provide each employee with a summary of the laws regarding alcohol sales. Review the law and your company's policy with all of your employees.
- Require employees to sign an employee agreement (included) stating that they understand the law regarding alcohol sales to minors and the club's policy.
- Inform your employees that any alcohol sale to minors will result in disciplinary actions and penalties.
- Tell the employees that they must request photo identification from anyone buying alcoholic beverage who appears younger than the 30 years of age. Make it clear that your policy is to refuse to sell without proof of age.
- Teach employees how to read birth dates to determine if a person is 21 or older. Post a sticker on the registers stating "Selling alcohol only to those born on or before today's date, 20xx."
- Practice with your employee ways to check ID's of customers and how to refuse sales to those under the age of 21.
- As the law requires, post signs visible to the public stating that it is illegal to sell alcohol to people under the age of 21.
- Instruct employees on the health and safety risks associated with alcohol use. Underage persons who use alcohol are more likely to have a car crash, get into a fight, have unsafe sex, or experience problems in school than those who don't use alcohol.
- Periodically remind employees of the law and your policy.

SALE & SERVICE OF ALCOHOLIC BEVERAGES

No Serving Underage Consumers

Austin Country Club is committed to the safe sale and service of alcoholic beverages. We have adopted the following policy to ensure that we never serve or sell alcohol to underage (under 21) or intoxicated employees, members or guests. Referring to this policy can help you appropriately check identification and refuse service or sale when necessary. Management will support you in checking identification and refusing sale or service. This policy is an important part of protecting yourself and our business. Both the employee and management can be held responsible and punished for illegal sales. *Employees can face a gross misdemeanor and Austin Country Club could lose their license.*

- During their first week of employment, all employees will be provided with a copy of the establishment policies and asked to sign an employee agreement.
- Employees are required to attend a server training provided by this establishment at least once per year: Failure to attend these trainings will result in disciplinary action against the employee.
- It is everyone's responsibility to make sure those employees, members or guests who buy alcoholic beverages are at least 21 years of age. We verify that all employees, members or guests are of legal drinking age (21 years old). Therefore, we thoroughly check the age identification of all people who appear younger than 30 years old.
- In Minnesota, acceptable forms of identification include a valid driver's license or identification card from any state or province of Canada, or a valid military identification card issued by the U.S. Department of Defense. In the case of foreign nationals, passports with photo from a nation other than Canada are valid. Expired driver's licenses, reservations identification and United States passports are ***not*** valid forms of identification.
- Adequately checking identification means:
 - Comparing the picture on the identification with the employee, member or guest;
 - Checking the birth date;
 - Examining for signs of falsification or tampering;
 - Checking the U.S. Driver's License Booklet when unsure of the validity of a license; and
 - Examine the backside of the license to check for any alcohol restrictions.

SALE & SERVICE OF ALCOHOLIC BEVERAGES (CONTINUED)

- Managers will post signs and make materials available (example U.S. Driver's License Booklet) to employees to help them follow the laws.
- Violation of these policies by employees:
 - **1st Violation: Termination**

No Serving Intoxicated Consumers

We discourage intoxication, and will not serve any person who looks or acts intoxicated, even if he/she is taking a taxicab or has a "designated driver". This includes employees and members or guests. Management will support every employee's decision to refuse a sale or terminate service to any employee, member or guest.

- Reasonable efforts will be made to prevent a patron who is obviously intoxicated from driving upon leaving the establishment. This may include calling a taxi or finding other transportation. If any employee feels any patron is unable to drive responsibly, he or she will notify management who may call the police, if necessary.
- When an employee, member or guest has been refused service or been denied a purchase because he or she is under 21 years of age or appears intoxicated, all employees will help prevent this member or guest from possessing or consuming any alcoholic beverages.
- We will not serve any alcoholic beverages on a "to-go" basis unless beverages are to be consumed on premises; ie. golf course.
- We will refuse to sell alcoholic beverages to any person of legal drinking age if we suspect they are going to furnish them to an underage person.
- We will actively discourage loitering inside the Clubhouse or on any adjacent property.
- Violation of these policies by employees:
 - **1st Violation: Termination**

Pour Standard Measures Only

Austin Country Club has standard pouring measures that will be followed- 1 ½ oz pours for a single, 3 oz. pour for a double. Failure to follow these standards will result in disciplinary action against the employee.

- Violation of these policies by employees:
 - **1st Violation: Suspension**
 - **2nd Violation: Termination**

SALE & SERVICE OF ALCOHOLIC BEVERAGES (CONTINUED)

Employee Agreement

I understand that Minnesota State law prohibits the sale of alcoholic beverages to minors under twenty-one (21) years of age and to obviously intoxicated individuals. Selling alcoholic beverages to a person under the age of 21 or to an intoxicated person may result in the suspension or loss of the establishment's license to sell alcoholic beverages and carries with it substantial criminal charges against the employee.

By signing this form I agree to the following statements:

I understand that our club is dedicated to the safe and responsible sale of alcoholic beverages.

I have read the materials distributed by my manager related to the sale of alcoholic beverages to minors and intoxicated persons and understand their requirements.

I understand that it is against the law to sell alcoholic beverages to any one under the age of 21.

I understand that if a person appearing under the age of 30 gives me a form of identification, I must carefully check to determine if he or she is 21 years of age or older. I must refuse to sell alcoholic beverages to anyone under the age of 21. I will also check to make sure the individual is not restricted from consuming alcohol.

I will discourage intoxication, and not serve any person who looks or acts intoxicated, even if they are taking a taxicab or have a designated driver. This includes employees, members and guests.

Employee Signature

Date

Employee Name Printed

Manager Signature

Date