

**APPLICATION FOR BEER PERMIT  
STATE OF TENNESSEE  
CITY OF FRANKLIN**

PURSUANT TO SECTION 8 CHAPTER 2 OF THE CODE OF THE CITY OF FRANKLIN, TENNESSEE, AND THE REQUIREMENTS OF 57-5-101 ET. SEQ. OF THE TENNESSEE CODE ANNOTATED, I HEREBY MAKE APPLICATION FOR:

- ON PREMISES PERMIT  
 OFF PREMISES PERMIT  
 ON AND OFF PREMISES PERMIT  
 MANUFACTURER'S OR DISTRIBUTOR'S PERMIT  
 SPECIAL EVENTS PERMIT                      HOURS OF EVENT \_\_\_\_\_

DATE PERMIT NEEDED 5/12/2012

PERMITS SHALL BE ISSUED TO THE OWNER OF THE BUSINESS, WHETHER A PERSON, FIRM, CORPORATION, JOINT-STOCK COMPANY, SYNDICATE, OR ASSOCIATION.

1. Applicant (Owner) Pure Life Enterprises, LLC (Thomas Putnam Owner)  
Person  Firm  Corp  LLC  Joint-stock co.  Syndicate  Association
2. List all persons, firm, joint-stock companies, syndicates, or associations having at least a 5% ownership interest in the business (attach additional sheet, if needed). Please give name and address.  
Thomas E Putnam (100%) 9400 Chesapeake Drive  
Brentwood, Tn 37027
3. If the applicant is a corporation, are they authorized to do business in the State of Tennessee? Yes
4. Under what trade name will this business operate?  
"The Bean" Coffee Bistro
5. Location of the business by street address.  
1010 Murfreesboro Rd Suite 190A Franklin, Tn 37064  
Phone number of the business 615-790-9553

6. Please give the following information on the person who will be managing the business. This person is an owner  or a managing agent \_\_\_\_\_.

Name \_\_\_\_\_

Drivers license # \_\_\_\_\_ State \_\_\_\_\_

Date of birth \_\_\_\_\_ Soc. Sec. # \_\_\_\_\_

Home phone # \_\_\_\_\_ Daytime phone # \_\_\_\_\_

7. Specify the identity, address and daytime contact phone number of the person to receive annual privilege tax notices and any other communication from the City.

Name Thomas Putnam Title President

Mailing Address 1010 Murfreesboro Rd Suite 190A

City, State, Zip Franklin, Tn 37064

Daytime contact phone number 615-790-9553

8. Will the permit be used to operate two or more restaurants or other businesses under the same permit as permitted by T.C.A. Section 57-5-103(a)(4) within the same building? Yes \_\_\_ No .

If so, specify number \_\_\_\_\_. List the names of the restaurants or other businesses and describe their location (use additional sheet if necessary)

N/A

9. Do you own the premises on which you will operate? No  
If no, please give the name and address of the property owner.

TransAmerica Life C/O /Aegon USA Realty Advisors, Inc. Attn: Lease

Admin. 4333 Edgewood Road N.E Cedar Rapids, Ia 52499-5553

10. Has any person having at least 5% ownership interest, managers or employees of the business been convicted of any violation of beer or alcoholic beverage laws or any crime (other than minor traffic violations) within last ten (10) years? No\* If so, give particulars of each charge, court and date convicted.

\*See Attached Explanation

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11. Has this owner or the owners organization had a beer permit revoked, suspended, or denied in the State of Tennessee? Yes \_\_\_ No X If so, please give date, place and cause of said revocation.

N/A TP

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12. Give the name and address of the former beer permittee at this establishment.

N/A

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13. Give applicant's history of involvement in the beer business, if any.

None- Upon Approval applicant will hire an experienced Bar Manager.

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14. Give applicant's employment record for the past 10 years.

2002-2009 BellSouth/AT&T Director of Govt. Sales

2009-Present Pure Life Enterprises, LLC President (Coffee Shop Owner)

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15. What is the exact nature of the business in which you are applying for a beer permit? (Restaurant, tavern, motel, etc.)

Restaurant/Coffee Shop and upon approval Bistro

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16. Will a full course menu be served? Yes

17. Will separate and sanitary facilities be maintained for men and for women? Yes

18. Will dancing be allowed on your premises? No  
If yes, do you acknowledge that section 9-102 of the Franklin Municipal Code prohibits the operation of establishments allowing dancing between 1:30 AM and 8:00 AM? \_\_\_\_\_

19. Does your company have a training policy for employees regarding the sale of beer to minors? Yes X No \_\_\_\_\_

If yes, explain the procedure in detail or you may provide a separate attachment.

We currently do not sell beer or any alcohol. A detailed training plan

using Natl. Rest. Assoc. training material (attached) will be used.

If no, do you plan to implement a training policy in the future? \_\_\_\_\_

20. Please read the following and upon signature of this application, you do understand and agree to comply if you are granted a permit.

- (a) You will not sell beer or similar beverages except at the place or places for which the beer board has issued your permit.
- (b) You will not sell beer or any like beverage except in accordance with the terms of said permit.
- (c) If this application is made for permit to sell and not for consumption on the premises, you will not sell for consumption on the premises and not allow consumption on the premises.
- (d) You will rigidly enforce the law against sales to minors.
- (e) You will prohibit gambling at your establishment and understand that the conduct of such activities on the premises will result in revocation of your permit.
- (f) You will secure a certificate or statement from the health department or health officer that the premises covered by the application meet the requirements of the ordinances of the City of Franklin and the laws of the State of Tennessee.
- (g) You will not attempt to transfer this permit to anyone else.
- (h) You will display this permit in a prominent place in your establishment.
- (i) You will not sell or distribute beer between the hours of 3:00 AM and 6:00 AM (8:00 AM for on premises consumption) during the week and between the hours of 3:00 AM Sunday and 12:00 Noon Sunday (10:00 AM for on premises consumption).
- (j) You will prohibit the congregation at your establishment of those who reasonably appear to be intoxicated, lawless, rowdy, or prostitutes.
- (k) You will not allow any liquor with alcoholic content of greater than five percent (5%) to be consumed on the premises.
- (l) You will not allow any sale or delivery of beer for consumption on the premises outside of the building, it being the intention to prohibit the sale of beer by what is commonly known as "curb service" or "curb sales" of beer.
- (m) You will comply with all requirements of section 2-201 through 2-229 of the municipal code of the City of Franklin.

A non-refundable \$250 fee must accompany this application and the application shall be submitted at least fifteen (15) days prior to the Beer Board meeting at which it is to be considered. If the application is approved you are required to provide documentation of sales tax registration to the city within ten days of approval. Any applicant making false statement in this application shall forfeit his permit and shall not be eligible to receive any permit for a period of ten years.

A privilege tax of \$100 is imposed on the business of selling, distributing, storing or manufacturing beer in this state effective January 1, 1994 and each successive January 1. Any holder of a beer permit issued after January 1, 1994 shall pay a pro rata portion of this annual tax when the permit is issued.

*I hereby make application to the City of Franklin Beer Board for a beer permit.*

*The signing of this application acknowledges that I am aware of the laws prohibiting the sale of beer to minors.*

*I hereby certify that no person having at least a 5% ownership interest, nor any person to be employed in the distribution or sale of beer in my establishment has been convicted of any violation of the beer or alcoholic beverage laws or any crime involving moral turpitude within the past 10 years.*

*I am also aware that I shall not be issued a permit or my permit shall be revoked if my business location causes traffic congestion or interferes with schools, churches, or other public places of public gathering, or otherwise interferes with public health, safety and morals.*

*K. E. Putnam*

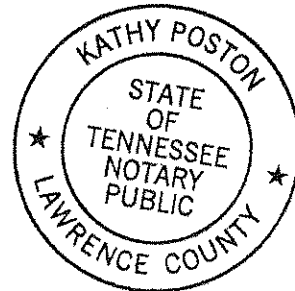
Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: PURE LIFE ENTERPRISES, LLC dba "The Bean"  
Name of Business Entity

Sworn to and subscribed before me this 30<sup>th</sup> day of April, 2012

*Kathy Poston*  
Notary Public

My Commission Expires: 12-3-14



<b>Official Use Only</b>	
Application Fee \$ <u>250.00</u>	Date Paid <u>5-1-12</u>
Privilege Tax \$ <u>69.00</u>	Date Paid <u>5-1-12</u>
Board Meeting Date <u>5, 8, 12</u>	

Attachment to Application for Beer Permit

City of Franklin, Tn

Filed April 30, 2012

Explanation for Question 10.

Applicant has had no charge for any violation of an alcohol related offense of any kind.

Applicant was charged in April , 2007 with a class B misdemeanor under TCA 39-13-514\*1 for Patronizing. The final disposition was:

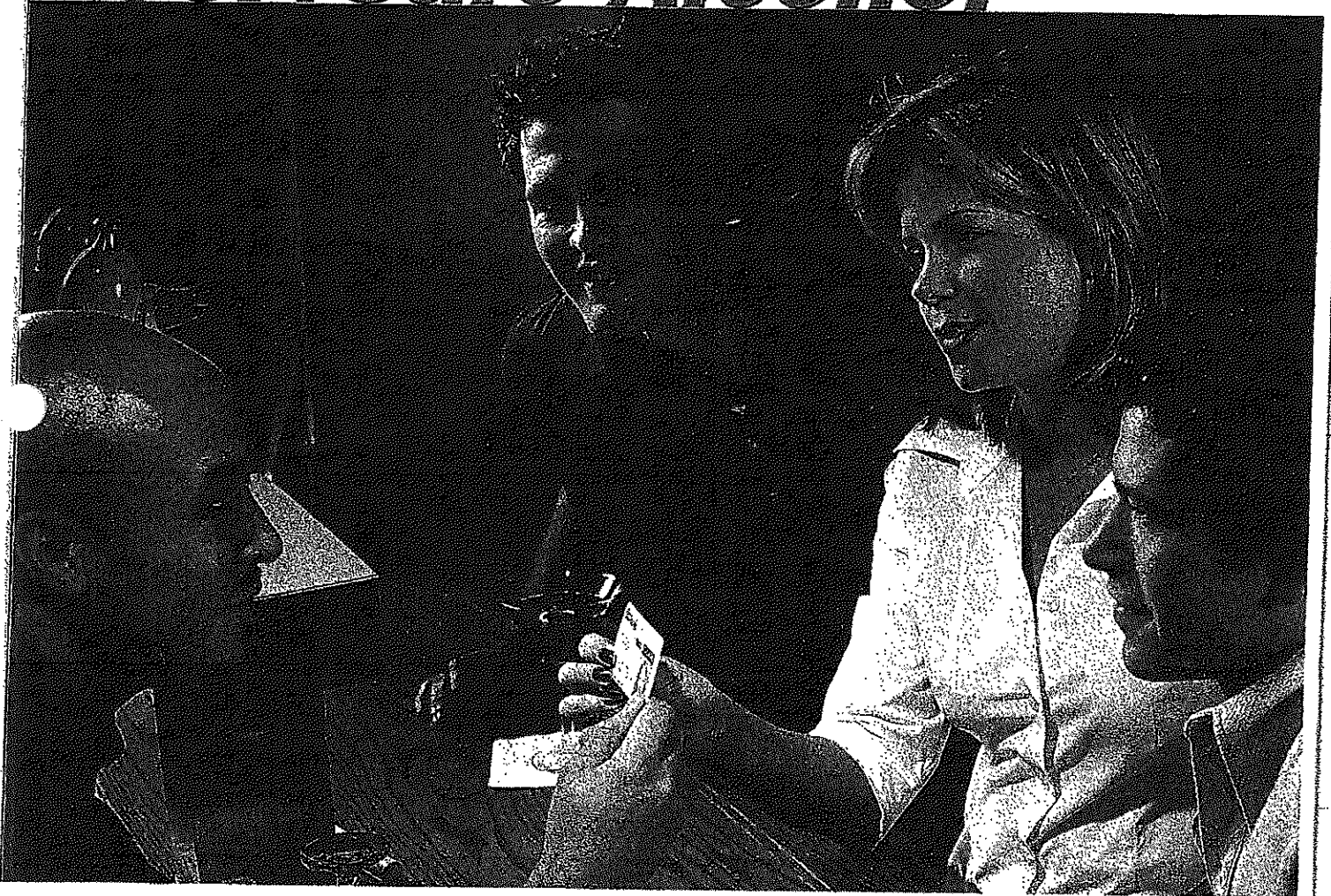
Judgment Deferred-no conviction under TCA 40-35-313 and the case was expunged.

TRAINING

GUIDE & POLICY



# ServSafe Alcohol™



**Fundamentals of Responsible Alcohol Service**

National Restaurant Association  
EDUCATIONAL FOUNDATION

# 1

## Alcohol Law and Your Responsibility

*After completing this chapter, you should be able to:*

- Identify criminal liability as it relates to the sale and service of alcohol.
- Identify criminal violations related to the sale and service of alcohol and their consequences.
- Identify civil liability as it relates to the sale and service of alcohol.
- Define dram shop law.
- Recognize the impact of employee violations on the owner and the establishment and identify consequences.
- Identify the role of the liquor authority.
- Identify liquor authority violations and their consequences.
- Identify laws restricting alcohol service.

Note: The information provided is intended only to inform and assist the reader in understanding basic areas of alcohol law and the responsibilities involved therein. The information provided should not be considered legal advice, nor is it intended to address how particular laws may apply to a problem that might arise. The reader is encouraged to discuss any specific problem with appropriate counsel before making any decision with respect to the matters discussed or the information provided in this chapter.



## TEST YOUR KNOWLEDGE

1. **True or False:** You may be charged with a crime simply for serving a guest who appears to be intoxicated. (See page 1-4.)
2. **True or False:** It is illegal to serve alcohol to a pregnant woman. (See page 1-9.)
3. **True or False:** Dram shop laws protect the server from being sued in the event that an intoxicated guest injures another individual. (See page 1-5.)
4. **True or False:** The state liquor authority can suspend an establishment's liquor license for allowing a minor to enter the establishment with a fake ID. (See page 1-6.)
5. **True or False:** All guests must be 21-years old to purchase alcohol. (See page 1-8.)

For answers, please turn to page 1-12.

## CONCEPTS

- **Criminal liability:** Being held responsible for committing a crime. Servers can be held criminally liable for violating state, county, or municipal alcohol service laws, particularly for serving someone under 21 years of age or serving someone who is intoxicated.
- **Civil liability:** Being held responsible for payment of damages for injuring a person. Servers can be sued and forced to pay damages if their actions or lack of care while serving alcohol lead to an injury.
- **Dram shop laws:** Laws that allow an establishment and its owners and employees to be sued by someone injured by a patron who had been drinking alcohol at the establishment.
- **Liquor authority:** State or municipal agency that enforces alcohol regulations and licensing laws.

## YOUR RESPONSIBILITY AS A SELLER OR SERVER OF ALCOHOL

As a member of the service staff, you must understand your liability regarding alcohol service. Being liable means you have legal responsibilities. If you do not act in accordance with the law, you could face consequences ranging from lawsuits to criminal charges—which could result in fines or even imprisonment. In addition, your establishment could lose its liquor license and be forced to close. You must always balance the desire to please your guests with your legal responsibilities regarding alcohol service. Sometimes the customer is not always right.

This chapter will give you a better understanding of general alcohol laws and how they directly impact you.

### SOMETHING TO THINK ABOUT...

*The following is based on a true story.*

It was a busy Saturday evening at a club in a small Midwestern town. One of the establishment's regulars sat quietly at the bar. The bartender poured the man his favorite drink, and then moved along to fill the drink orders from the servers attending to the rest of the crowd. As the night progressed, the bartender kept an eye on the glass of his regular, ready for the man's signal to fill it again.

About two hours later, showing no signs of intoxication, the regular left. He got in his truck to drive the two miles from the club to his house. Five minutes after leaving the establishment, he crashed his truck into a car carrying two 20-year-old college students. All three were killed. In the subsequent investigation, it was discovered that the man had consumed a fifth of liquor in the two hours he was at the club, or the equivalent of 17 drinks.

In a civil suit brought by the students' parents, the owners of the club were ordered to pay \$100,000 to the families. The establishment also lost its liquor license and was forced to close. In addition, the bartender was tried and convicted of criminal recklessness, and given the maximum penalty. He was ordered to serve 180 days in jail, as well as pay a fine. He was also ordered to pay the court costs of the families. Lastly, as a condition of his sentence, the judge ordered the bartender to place a picture of the deceased students in his cell for the length of his term.

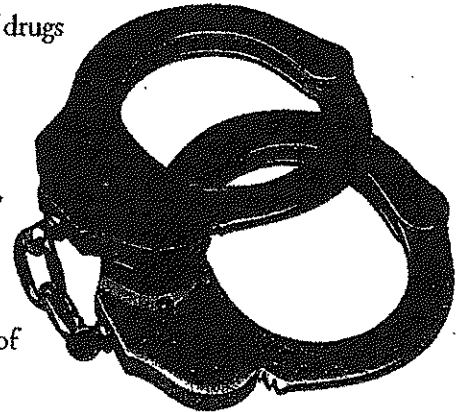
## Criminal Liability

As a seller or server of alcohol, you may face criminal charges if you break state, county, or municipal alcohol laws.

Most states may hold you criminally liable for the following actions:

- Serving alcohol to a minor
- Serving a guest who is or appears to be intoxicated
- Possessing, selling, or allowing the sale of drugs on the premises

The consequences of these violations can be serious. Depending on the state in which you work, you could be placed on probation, fined, or even given jail time. In Illinois, for example, selling or serving alcohol to a minor is a Class A misdemeanor punishable by a fine of up to \$2,500 and a jail sentence of up to one year.



### SOMETHING TO THINK ABOUT...

A new law in New Mexico went into effect on July 1, 2004, making it a felony to purchase, give, or sell alcohol to anyone under the age of 21. Each violation could result in 18 months in jail and a \$5,000 fine. This is the first law in the U.S. that imposes felony charges on those who provide alcohol to a minor.

## Civil Liability

You have probably heard of establishments that have been sued by guests who were injured on the premises, but did you know that bartenders and servers have also been sued because they contributed to a guest's injury or did nothing to prevent it? Your civil liability as a seller or server of alcohol means you can be held responsible for payment of damages in addition to criminal charges.

Many states have passed dram shop laws, which create a special kind of civil liability for establishments with liquor licenses and for the people employed by them. These laws allow someone—who may not have been in the establishment—to sue the business, its owners, and its employees for injuries caused by a guest who was drinking there.

During any civil lawsuit, the court will look at the actions you took at the time of the incident in question. Did you check your guest's ID? Did you stop serving because the guest was becoming intoxicated? The "atmosphere" of the establishment will also be questioned. Do servers check IDs at all times? Are guests allowed or even encouraged to become intoxicated? Are policies in place to protect guests' overall safety? It is crucial for you to learn how to serve alcohol responsibly to your guests. It is even more important to be aware, be consistent, and apply your knowledge of responsible service on the job—for your protection and for the protection of your guests.



### **SOMETHING TO THINK ABOUT...**

*The following are based on true stories.*

Driving home from a party at a friend's house, a couple on their motorcycle was struck by an oncoming car. The man on the motorcycle broke every bone in his left leg, from foot to hip. His wife, seated behind him, suffered a severe pelvic injury, rendering her unable to have children.

Upon investigation, it was revealed that the driver of the car had recently left a private party at a local, casual-dining establishment. In civil court, the couple sued the restaurant for serving a guest who was visibly intoxicated. During the trial, a subpoenaed server testified that she knew the driver of the car had been drunk, but had continued to serve him anyway. The jury found in favor of the couple, awarding them \$39 million in damages.

In another case, a 25-year-old woman drove her car into a utility pole soon after leaving a small pub. According to the coroner's report, her BAC was twice the legal limit. Based on that information, the woman's family named the bar's owners and the bartender in a civil lawsuit seeking over \$25,000 in damages. It was subsequently revealed that at no point did the bartender serve to the woman, despite knowing she was driving home.

## THE ROLE OF THE LIQUOR AUTHORITY

Every state has its own liquor laws and oversees the sale and service of alcohol within its borders. Laws vary considerably from state to state. To complicate matters further, many counties and towns have their own, often stricter, liquor laws.

Each state and many municipalities have a liquor authority—often called the Alcoholic Beverage Control or Liquor Control Commission—that enforces alcohol laws along with the local police. In addition, these agencies are responsible for issuing and monitoring liquor licenses, issuing citations for violations, and holding hearings for violators of the liquor code.

### HOW THIS RELATES TO ME...

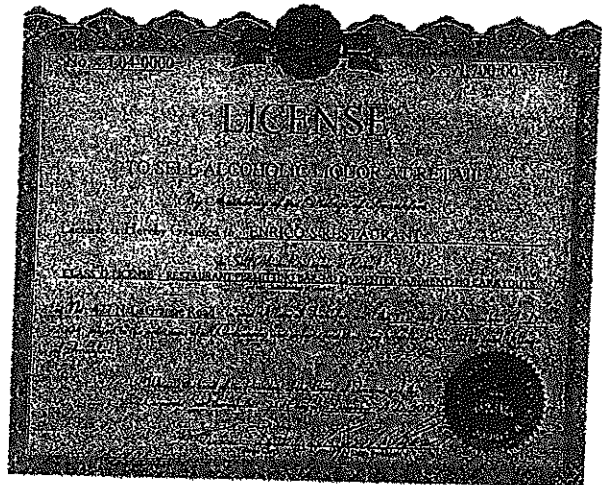
In my state/municipality, my liquor authority is

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Obtaining a liquor license is not a right, but a privilege granted to establishments meeting specific conditions. Citations can be issued to the owner and/or their employees if these conditions are violated.

The liquor authority can issue citations for the following violations:

- Selling liquor to a minor
- Failing to check identification of a guest who appears to be underage
- Allowing a minor to enter the establishment with a fake ID
- Serving a guest who is or appears to be intoxicated
- Discriminating against patrons due to race, gender, age, or sexual orientation



**A liquor authority violation can result in the suspension or revocation of the establishment's license.**

- Selling or serving alcoholic beverages at those times or occasions when it is not permitted

These violations can result in a fine for both the server and the owner, and suspension or revocation of the establishment's liquor license—putting the operation out of business. In states that license servers to serve alcohol, the state may also take away the server's license.



**Cooperate when law enforcement enters your establishment.**

Liquor authorities can enter establishments at any time without notice. State liquor laws require you to cooperate when law enforcement agents or agents of the liquor authority visit your establishment. Be polite, and immediately notify your manager.

### **SOMETHING TO THINK ABOUT...**

Compliance checks, or stings, are a common way for the liquor authority and local law enforcement to monitor the service of alcohol to underage drinkers. Working with undercover teenage volunteers, police monitor their attempts to buy alcohol with minor IDs, or sometimes with no identification at all. In one recent check in New York, the volunteers, ranging in age from 16 to 18, were able to buy a drink from one out of every three servers they approached. Over 40 servers were arrested and charged during the three-day operation, each facing \$1,000 fines and up to a year in jail.

## LAWS RESTRICTING ALCOHOL SERVICE

Since laws pertaining to the sale and service of alcohol vary widely, you must become familiar with those that apply to your establishment. These may include the following:

- 1. Legal age to drink:** In all 50 states, you must be 21-years old to purchase alcohol. In some states, it is currently legal for a parent or legal guardian to purchase alcohol and serve it to a minor child.
- 2. Legal age to serve:** In general, you must be 21-years old to serve alcohol. However, this law varies. For example, some states allow underage servers to bring alcohol to the table but not to pour it. Others allow underage servers to take the order and payment for the drink, but not to serve the order. Some states require the underage server to apply to the liquor authority for permission to serve alcoholic beverages.

### HOW THIS RELATES TO ME...

In my state/municipality, you must be: 18 years old to serve alcohol.

18 years old to pour alcohol.

18 years old to take a drink order.

- 3. Legal age to enter the establishment:** In some areas, the law does not allow minors to enter a tavern or restaurant bar area. Some establishments may require guests to be older than the age allowed by law to enter the bar.

### HOW THIS RELATES TO ME...

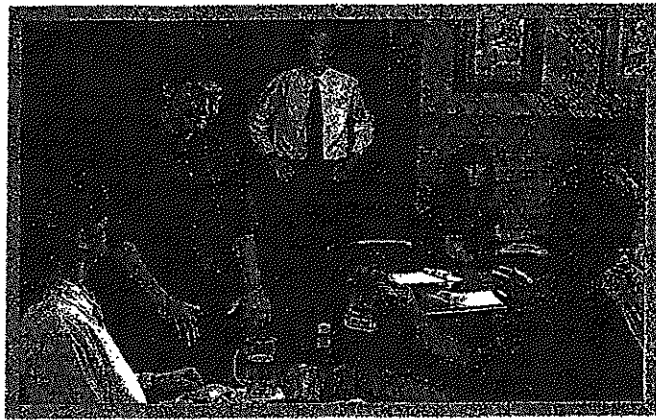
At my establishment, minors are (allowed/not allowed) \_\_\_\_\_ inside.

At my establishment, a guest must be \_\_\_\_\_ years old to enter.

At my establishment, minors are (allowed/not allowed) \_\_\_\_\_ in the bar area.

**4. Serving intoxicated guests:** It is illegal to serve a guest who is intoxicated or who shows signs of intoxication. (In Chapter 2, you will learn how to identify visible signs of intoxication.)

**5. Serving a pregnant guest:** It is illegal to deny alcohol service to a woman because she is pregnant. This would be considered gender discrimination. Many states, however, require establishments to post signs warning about the effects of alcohol on a fetus.



**It is illegal to serve an intoxicated guest.**

**HOW THIS RELATES TO ME...**

In my state/municipality, warning signs about the effects of alcohol on a fetus (are, are not) \_\_\_\_\_ required.

**6. Hours of service:** The legal hours for the sale and service of alcohol are listed in the establishment's liquor license and must be strictly followed.

**HOW THIS RELATES TO ME...**

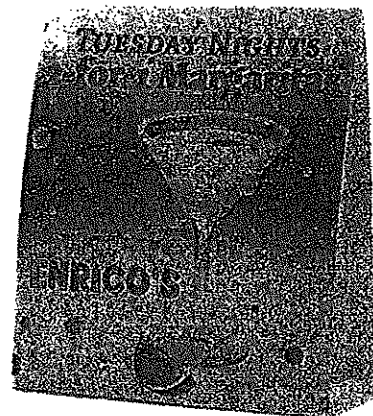
I cannot sell or serve alcohol before \_\_\_\_\_ (a.m./p.m.) at my establishment.

I must stop selling or serving alcohol at \_\_\_\_\_ (a.m./p.m.) at my establishment.

**7. Happy hours and other drink promotions:** Some states, counties, and municipalities restrict or forbid "happy hours" and other drink promotions.

These laws may prohibit serving a guest

- two or more drinks at a time.
- an unlimited number of drinks for a fixed price.
- reduced-priced drinks for a specified period of time.
- drinks containing additional alcohol without an increase in price.
- drinks as a prize for a game or contest conducted at the establishment.





### HOW THIS RELATES TO ME...

Restrictions on drink promotions in my jurisdiction include:

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For information on your state's law concerning the sale and service of alcohol, visit the National Restaurant Association Educational Foundation's Web site at [www.nraef.org/reg\\_require](http://www.nraef.org/reg_require).

### SUMMARY

It is important that all service staff understand their legal responsibilities, or liability, regarding alcohol service. As sellers or servers of alcohol, you should be concerned with two types of liability: criminal and civil.

You can face criminal charges if you break state, county, or municipal alcohol law, such as serving alcohol to a minor, serving a guest to the point of intoxication, or serving an already intoxicated guest. Depending on the state in which you work, you could be placed on probation, fined, or given jail time.

Your civil liability as a seller or server of alcohol means you can be held responsible for payment of damages in addition to criminal charges. Many states have passed dram shop laws, which create a special kind of civil liability for establishments with liquor licenses. These laws allow someone who may not have been on the premises to sue the establishment, its owners, and its employees for being injured by a guest who was drinking there.

Every state has its own liquor laws and oversees the sale and service of alcohol within its borders. Since these laws vary, you must become familiar with those that apply to your establishment.

Each state and many municipalities have a liquor authority that enforces alcohol laws. In addition, these agencies are responsible for issuing and monitoring liquor licenses, issuing citations for violations, and holding hearings for violators of the liquor code. Citations for violating liquor licensing laws can result in a fine for both the server and the owner and suspension or revocation of the establishment's license—putting the operation out of business. In states that license servers to serve alcohol, the state may take away the server's license.

# 2

## Recognizing and Preventing Intoxication

*After completing this chapter, you should be able to:*

- Identify alcohol's path through the body.
- Identify the liver's role in breaking down alcohol in the body.
- Identify factors that affect a guest's BAC.
- Identify drinks that contain the same amount of alcohol.
- Identify how to count drinks accurately.
- Identify the physical and behavioral signs of intoxication.
- Identify methods for preventing guests from becoming intoxicated.

## TEST YOUR KNOWLEDGE

1. **True or False:** A lean guest will become intoxicated faster than a guest with a high percentage of body fat. (See page 2-6.)
2. **True or False:** A 12-ounce beer contains less alcohol than one and a half ounces of 80 proof vodka. (See page 2-12.)
3. **True or False:** The liver can break down alcohol at the rate of two drinks per hour. (See page 2-5.)
4. **True or False:** Carbohydrates are the best type of food to serve with alcohol to help prevent intoxication. (See page 2-25.)
5. **True or False:** A guest who switches to larger or stronger drinks may be intoxicated. (See page 2-19.)

For answers, please turn to page 2-30.

## CONCEPTS

- **Blood Alcohol Content (BAC):** Amount of alcohol that has been absorbed into the bloodstream, expressed as a percentage.
- **Small intestine:** Organ from which the majority of consumed alcohol is absorbed into the bloodstream.
- **Liver:** Organ responsible for breaking down alcohol in the body at a constant rate of one drink per hour.
- **Tolerance:** Drinker's ability to endure the effects of alcohol without exhibiting signs of intoxication.
- **Proof:** Measure of a liquor's strength. The percentage of alcohol in a liquor can be determined by dividing its proof in half.

## ALCOHOL AND THE BODY

To protect your guests, you must understand how alcohol moves through the body, how it is eliminated, and the factors that affect its concentration in the bloodstream. This information will make it easier to understand what you can do to prevent intoxication.

## Alcohol's Path through the Body

Alcohol moves through a person's body in much the same way as food. Unlike food, however, it does not need to be digested in order to reach the bloodstream. How does alcohol reach the bloodstream? To find out, let's take a closer look at what happens when a person drinks alcohol.

### 1. Mouth

A small amount is immediately absorbed into the bloodstream through the mouth.

### 2. Stomach

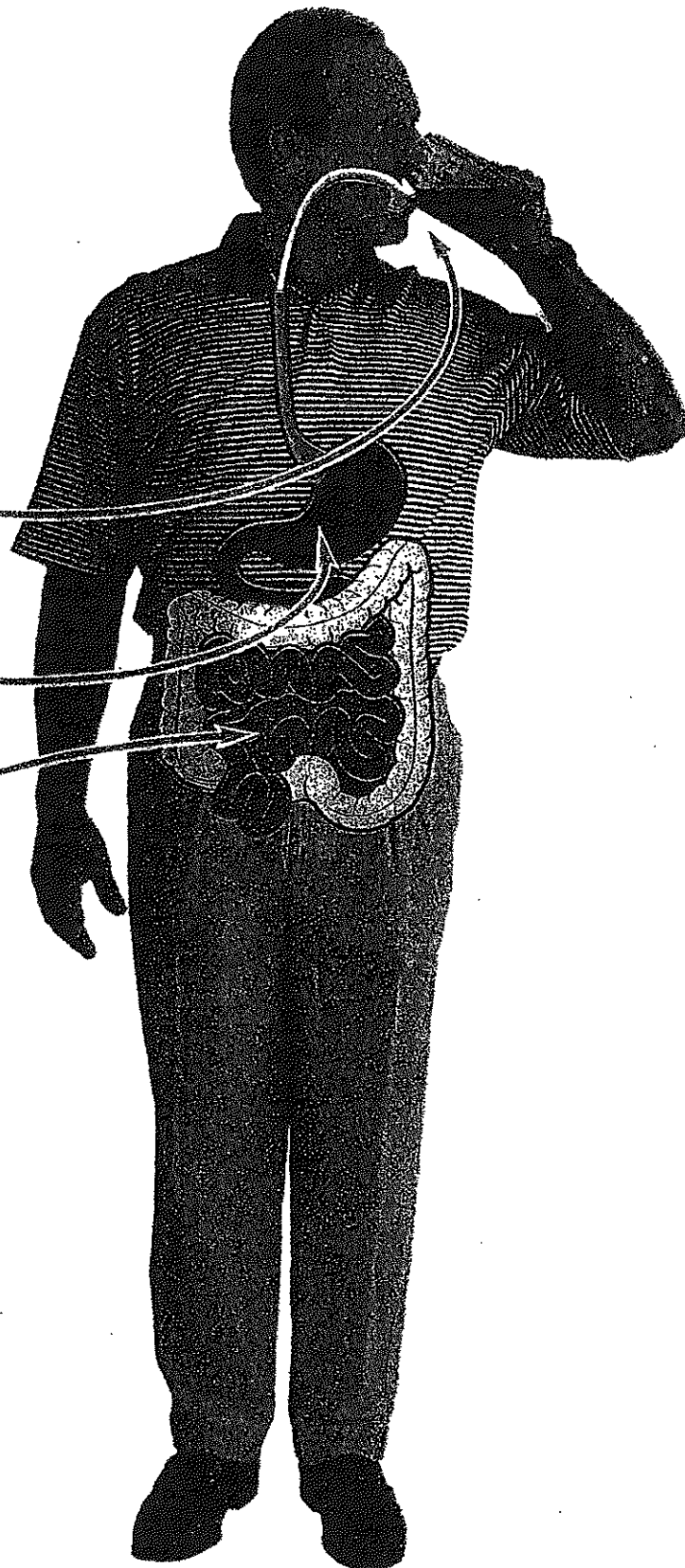
From the mouth, the alcohol moves into the stomach where some is absorbed into the bloodstream through the stomach wall.

### 3. Small intestine

From the stomach, the alcohol moves to the small intestine, where most of it is absorbed into the bloodstream.

### 4. Throughout the body

Once in the bloodstream, alcohol travels quickly throughout the body, reaching organs—including the brain—in minutes.



The amount of alcohol that has been absorbed into a person's bloodstream is called Blood Alcohol Content (BAC). A BAC of .10 means there is about one drop of alcohol present for every 1000 drops of blood. In all 50 states, it is against the law to drive with a BAC of .08 or higher. A BAC of .30 or higher can lead to coma or death.

### SOMETHING TO THINK ABOUT

Recently, a 19-year-old college sophomore drank ten rum and tonics, the equivalent of 10 beers, in an 11-hour period. Her BAC was .15, more than five times the legal limit for driving.

### APPLY YOUR KNOWLEDGE: Believe It or Not?

Place an X next to each activity that removes a large amount of alcohol from the body.

1.  Breathing

4.  Exercising

2.  Drinking coffee

5.  Urinating

3.  Taking a cold shower

For answers, please turn to page 2-30.

## The Liver's Role in Removing Alcohol from the Body

Actually, none of the activities in the *Believe It or Not?* exercise will eliminate a significant amount of alcohol from the body. Only the liver can break down alcohol. It does this at a constant rate of about one drink per hour.

## Factors That Affect a Guest's BAC

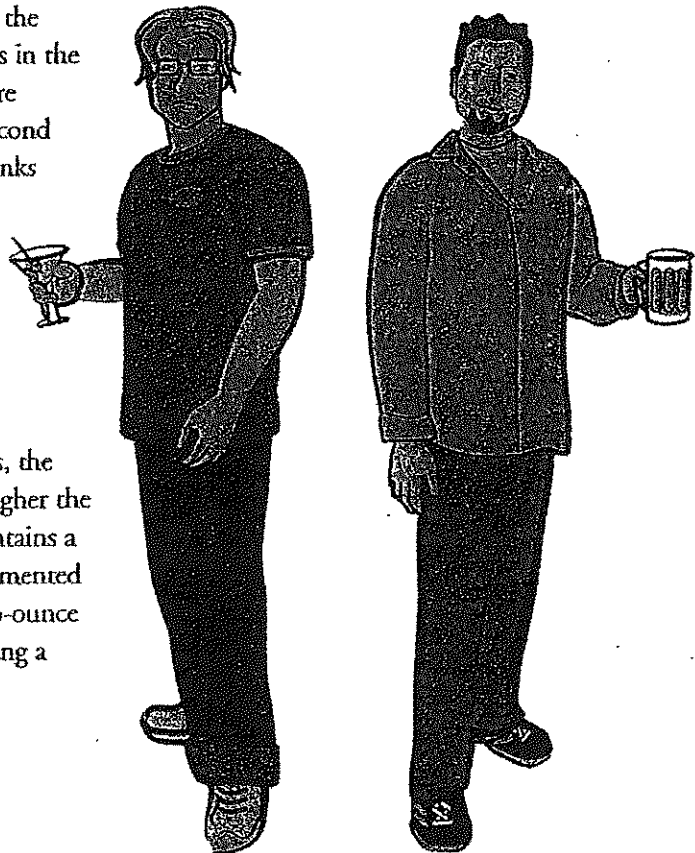
How high and how quickly a guest's BAC rises depends on several factors, including:

- **Rate of consumption and amount consumed.** As alcohol moves through the body, the effect it has on a guest's BAC depends on the rate at which it enters the bloodstream. Since the liver can remove alcohol from the body at the rate of only one drink per hour, consuming more will result in a buildup in the guest's bloodstream, raising his or her BAC.

Let's say a customer orders two drinks in an hour. While the liver is breaking down the alcohol in the first drink, the alcohol in the second drink gets backed up and stays in the bloodstream. What if the customer orders three more drinks in the next hour? While the alcohol in the second drink is being broken down, there are now three drinks backed up in the bloodstream.

Alcohol can affect guests long after they have stopped drinking. Although they may appear fine, guests may become intoxicated after leaving the establishment, since alcohol will continue to enter their bloodstreams.

- **Drink strength.** The more alcohol a drink contains, the more that will end up in the bloodstream and the higher the BAC. Distilled liquor, such as whiskey or vodka, contains a larger percentage of alcohol by volume than does fermented liquor such as beer or wine. A person drinking a two-ounce martini will have a higher BAC than a person drinking a 12-ounce beer, all other factors being the same.

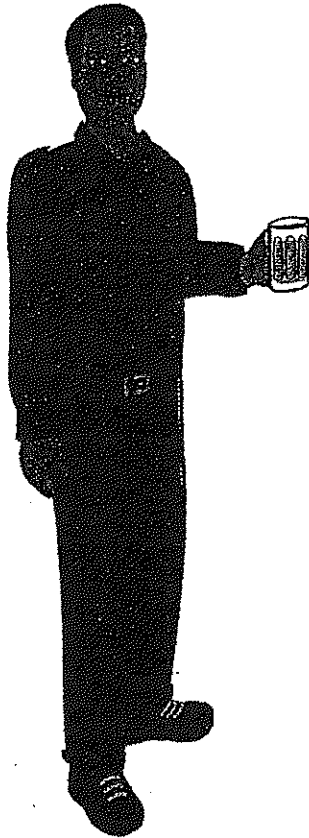


Higher BAC

Lower BAC



Higher BAC

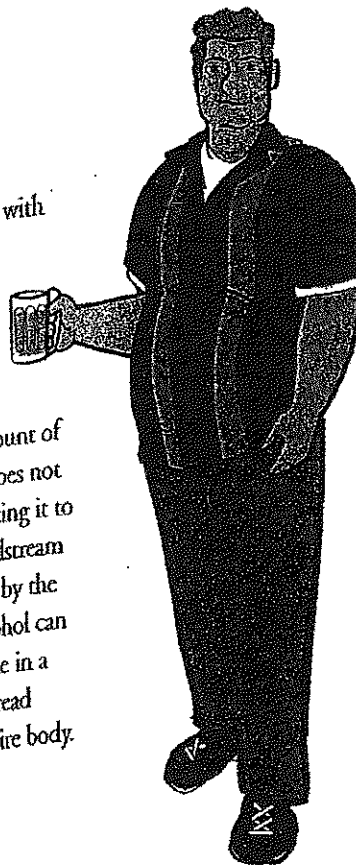


Lower BAC

- **Body type.** A guest's size and percentage of body fat will affect his or her BAC.

**Body size.** Drink for drink, a small person will have a higher BAC than a large person because the small person has less blood in his or her body to dilute the alcohol.

**Body fat.** A person with a large percentage of body fat will have a higher BAC than a lean person if both drink the same amount of alcohol. Body fat does not absorb alcohol, forcing it to remain in the bloodstream until broken down by the liver. However, alcohol can pass through muscle in a lean person and spread throughout the entire body.



Higher BAC



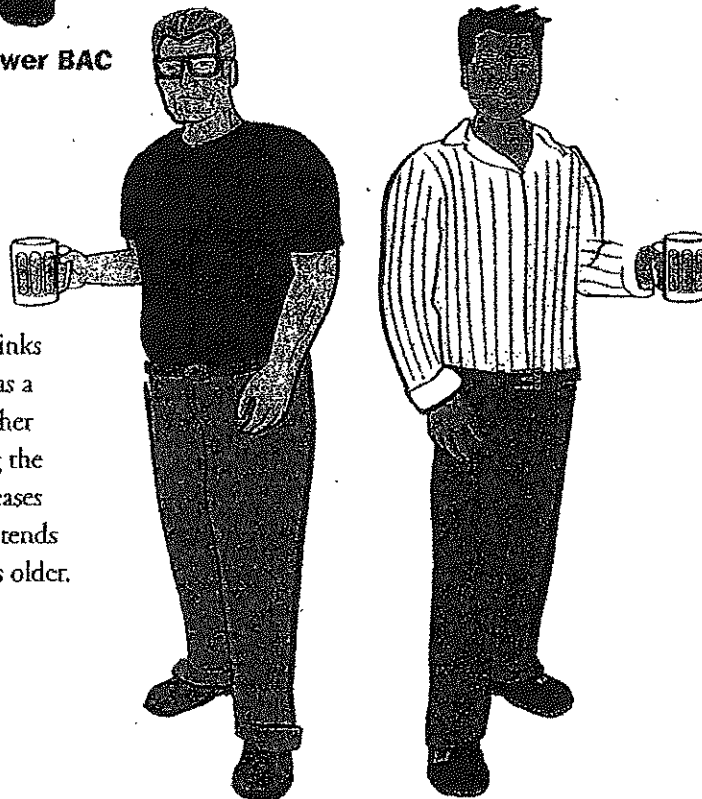
Lower BAC



Higher BAC

Lower BAC

■ **Gender.** Drink for drink, a woman will have a higher BAC than a man if both ate of equal size. Women have a higher percentage of body fat and a smaller amount of a stomach enzyme that helps break down alcohol. They are also typically smaller than men, and therefore have less blood in their bodies.



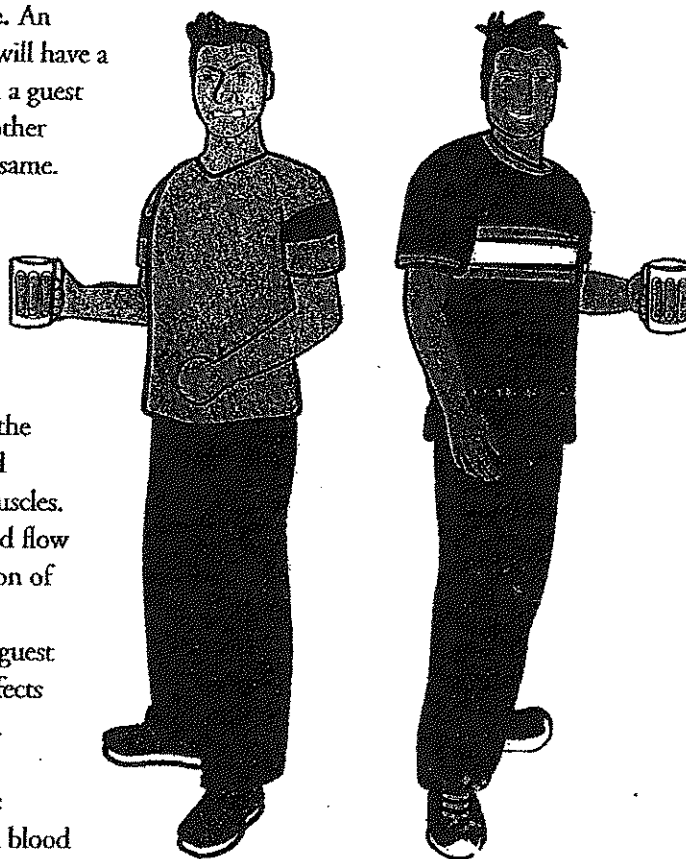
■ **Age.** A senior citizen who drinks the same amount of alcohol as a younger guest will have a higher BAC—all other factors being the same. Body fat typically increases with age, and enzyme action tends to slow down as a person gets older.

Higher BAC

Lower BAC



- **Emotional state.** An emotional guest will have a higher BAC than a guest who is calm, all other factors being the same. When a person is stressed, angry, or afraid, the body diverts blood away from the stomach and small intestine to the muscles. This reduced blood flow slows the absorption of alcohol into the bloodstream. The guest will not feel the effects of the alcohol, and may continue to drink. As he or she begins to calm and blood flow returns to the stomach, the guest may experience a sudden increase in his or her BAC.

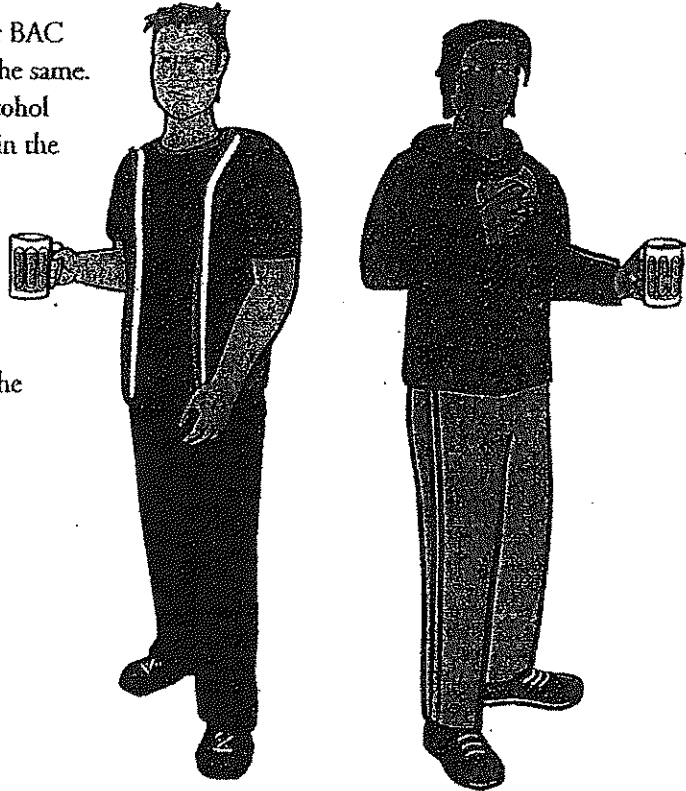


- **Medications.** Guests who consume alcohol while using illegal drugs or medications—such as cold tablets, tranquilizers, antihistamines, or high blood pressure medications, can compound the effects of alcohol or expose themselves to dangerous interactions.

It is often difficult to know if a guest is taking medication. Sometimes, you may notice signs of illness such as coughing, sneezing, runny nose, etc. This may be a good opportunity to ask the guest how he or she is feeling and to find out if the individual is taking medication.

■ **Food.** A guest who has not eaten will have a higher BAC than a guest who has eaten, all other factors being the same. One of the major factors impacting the rate that alcohol enters the bloodstream is food. Food keeps alcohol in the stomach for a longer period of time, slowing the rate at which it reaches the small intestine.

Take special care if you know a guest is dieting, since the individual may not have eaten or may have eaten considerably less than usual. Alcohol may pass more quickly from his or her stomach to the small intestine.



Higher BAC

Lower BAC



Higher BAC

Lower BAC

■ **Carbonation.** A guest who is drinking a carbonated drink, such as sparkling wine or vodka and tonic, will have a higher BAC than a guest who is drinking an alcoholic beverage without carbonation, all other factors being the same. Carbonation may speed the rate at which alcohol passes through the stomach, causing a person to reach a higher BAC at a faster rate.

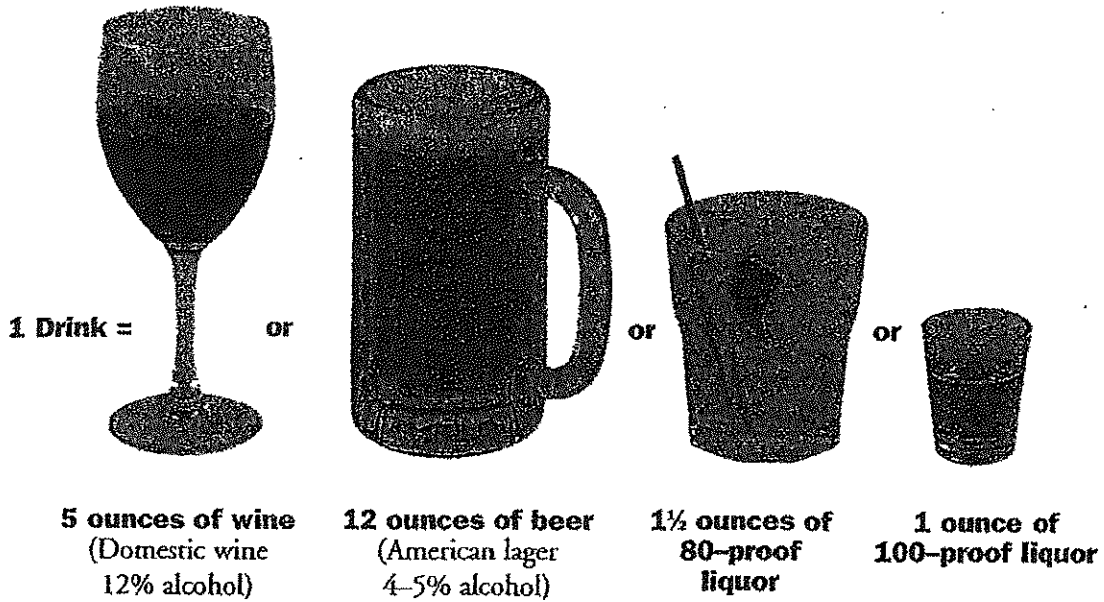
Keep in mind that some guests will have a combination of these factors, resulting in a higher risk of intoxication. For example, an elderly woman on medication who is consuming a martini, or an obviously irritated man with a high percentage of body fat who has had two Long Island ice teas in an hour, are both at higher risks for intoxication. These types of guests require even more attention on your part to prevent intoxication.

### Counting Drinks

Counting drinks is a useful tool for determining whether or not a guest is intoxicated. To accurately count drinks, however, you need to know how much alcohol they contain.

**Proof** is a measure of a liquor's strength, or the percentage of alcohol it contains. The percentage is determined by dividing the liquor's proof by two. For example, 100-proof whiskey is 50 percent alcohol ( $100 \div 2 = 50$ ), while 80-proof vodka is 40 percent alcohol. Thus, the whiskey is stronger because it contains more alcohol.

The following beverages serve as the standard measure when counting drinks. They contain approximately the same amount of pure alcohol (half ounce), and should be counted as one drink.



Here is another way to look at these standard measures when counting drinks:

DISTILLED LIQUOR	
PROOF	AMOUNT IN ONE DRINK
100	1.5 ounces
80	2 ounces
40	4 ounces

FERMENTED LIQUOR	
TYPE	AMOUNT IN ONE DRINK
Beer	12 ounces
Wine	5 ounces

Whether a liquor is served straight, such as a one-ounce shot of 80-proof vodka, or diluted in a mixed drink, such as a vodka and tonic containing one ounce of 80-proof vodka, the alcohol content is the same and both should be counted as one drink. Adding a nonalcoholic beverage (mixer) to a drink does not alter the alcohol content.

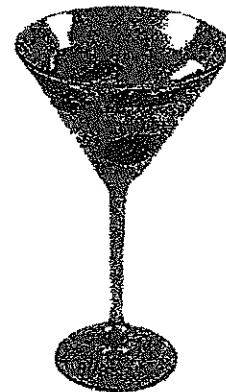
It is also important to note that some beers, flavored malt beverages, and wines have a higher alcohol content, and therefore must be counted differently than the standard beverages listed on the previous page.

Other factors that affect the way a drink is counted include:

- **Size of the drink.** Some beverages contain more than a single serving of liquor. To find the actual number of drinks in these cocktails, divide the liquor in the cocktail by the standard amount of that liquor found in one drink. (See the tables on page 2-12 for a review of standard measures.)

For example, a dry gin martini containing three ounces of 80-proof gin would be counted as two drinks since:

$$\begin{array}{ccccccc}
 \text{[shaded box]} & \div & \text{[shaded box]} & = & \text{[shaded box]} & & \\
 \text{ounces of 80-proof gin} & & \text{ounces of 80-proof gin in 1 drink} & & \text{Total number of drinks} & & 
 \end{array}$$



Martini

Here's another example. You now know that a 12-ounce beer is counted as one drink, but how many drinks are contained in a 24-ounce beer? The answer is two. Here's why:

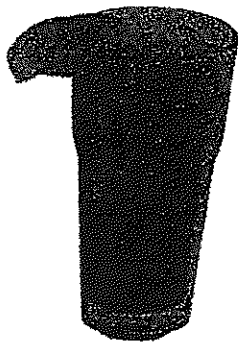
$$\begin{array}{ccccccc}
 \text{[shaded box]} & \div & \text{[shaded box]} & = & \text{[shaded box]} & & \\
 \text{ounces of beer} & & \text{ounces of beer in 1 drink} & & \text{Total number of drinks} & & 
 \end{array}$$















24-ounce Beer

- **Contents of the drink.** Mixed drinks may contain liquors with different proofs. Some contain cordials and liqueurs, which may be as little as 20-percent alcohol, or 40-proof.

Counting drinks containing multiple liquors can be challenging, especially if those liquors have different proofs. For example, the Long Island ice tea below contains three 80-proof liquors (one ounce each of vodka, gin, and rum) and one 40-proof liquor (one ounce of triple sec). To determine the number of drinks in this cocktail, you must calculate the number of drinks for each liquor, and then add the totals together. According to the recipe, the Long Island ice tea would be counted as 2.5 drinks. Here's why:



Long Island ice tea

 ounce of 80-proof vodka	÷	 ounces of 80-proof vodka in 1 drink	=	 Total number of drinks
+				
 ounce of 80-proof gin	÷	 ounces of 80-proof gin in 1 drink	=	 Total number of drinks
+				
 ounce of 80-proof rum	÷	 ounces of 80-proof rum in 1 drink	=	 Total number of drinks
+				
 ounce of 40-proof ounces of triple sec	÷	 40-proof triple sec in 1 drink	=	 Total number of drinks
<b>Total</b>			=	<b>2.5 drinks</b>

Take a look at the alcoholic beverages served in your establishment, and calculate the number of drinks in each one. (Your manager might already have done this for you.) This information will be important for accurately counting the drinks consumed by your guests.

**APPLY YOUR KNOWLEDGE: Count the Drinks**

Calculate the number of drinks in each item and write the number in the space provided.

1. \_\_\_\_\_ 12-ounce pitcher of beer
2. \_\_\_\_\_ 2 ounces of 80-proof vodka on the rocks
3. \_\_\_\_\_ Martini containing 2 ounces of 80-proof gin and 1 ounce of 40-proof triple sec
4. \_\_\_\_\_ 4-ounce glass of wine
5. \_\_\_\_\_ 6-ounce glass of beer

For answers, please turn to page 2-30.

**Calculating BAC**

If you count the number of drinks consumed by your guests and can estimate their approximate weight, you can get a rough idea of their BAC using the charts on the next page. Each chart is based on one hour of drinking, accounting for the liver breaking down alcohol at a rate of one drink per hour.

How many drinks can a guest safely consume? How much is too much? As you know, a BAC of .08 is the legal level of intoxication while driving in the U.S. The values in the charts highlighted in red indicate a BAC of .08 or higher. While you are not legally responsible for knowing your guest's BAC, counting drinks and using these charts—along with watching for visible signs of intoxication (which you will learn about in the next section)—will help you make the best decisions while serving.

These charts should be used only as a reference. A guest's actual BAC may be higher or lower since the chart cannot account for other factors, such as prior drinking, the guest's physical condition, emotional state, and/or consumption of food or medication. Also, guests may exhibit signs of intoxication at a lower BAC.

### Blood Alcohol Content (BAC) Estimation Charts

#### MEN (after one hour of drinking)

Number of Drinks	Body Weight							
	100	120	140	160	180	200	220	240
1	.022	.015	.011	.007	.005	.003	.001	.000
2	.059	.046	.038	.031	.026	.022	.018	.015
3	.097	.078	.064	.054	.046	.040	.035	.031
4	.134	.109	.091	.078	.067	.059	.052	.046
5	.172	.140	.118	.101	.088	.078	.069	.062
6	.209	.172	.145	.125	.109	.097	.086	.078
7	.247	.203	.172	.148	.130	.115	.103	.093
8	.284	.234	.198	.172	.151	.134	.120	.109

■ Indicates a BAC of .08 or higher

Merkham, M.R., Miller, W.R. & Arciniegas, L. (1993) BACCUS 2.01: Computer software for quantifying alcohol consumption. Behavior Research Methods, Instruments, & Computers, 25, 420-421

#### WOMEN (after one hour of drinking)

Number of Drinks	Body Weight							
	100	120	140	160	180	200	220	240
1	.029	.022	.016	.012	.009	.006	.004	.003
2	.074	.059	.048	.040	.034	.029	.025	.022
3	.119	.097	.080	.068	.059	.052	.045	.040
4	.164	.134	.113	.096	.084	.074	.066	.059
5	.209	.172	.145	.125	.109	.097	.086	.078
6	.254	.209	.177	.153	.134	.119	.107	.097
7	.299	.247	.209	.181	.159	.142	.127	.115
8	.344	.284	.241	.209	.184	.164	.148	.134

■ Indicates a BAC of .08 or higher

Merkham, M.R., Miller, W.R. & Arciniegas, L. (1993) BACCUS 2.01: Computer software for quantifying alcohol consumption. Behavior Research Methods, Instruments, & Computers, 25, 420-421

Let's say that a 120-pound woman has consumed two drinks in an hour. Using the chart for women, her approximate BAC would be .059. On the other hand, it would take four drinks for a 200-pound man to reach the same BAC.

**APPLY YOUR KNOWLEDGE: What Are Their BACs?**

Estimate the BAC of each guest using the charts on page 2-16 and write it in the space provided.

1. \_\_\_\_\_ 100-pound man who has consumed five 12-ounce beers in one hour
2. \_\_\_\_\_ 100-pound woman who has consumed three 5-ounce glasses of wine in one hour
3. \_\_\_\_\_ 120-pound man who has consumed two vodkas on the rocks, each containing 3 ounces of 80-proof vodka, in one hour
4. \_\_\_\_\_ 240-pound man who has consumed two shots (two ounces) of 100-proof bourbon and two 12-ounce beers in one hour
5. \_\_\_\_\_ 140-pound woman who has consumed two strawberry daiquiris, each containing 3 ounces of 80-proof rum, in one hour

For answers, please turn to page 2-31.

**When to Count Drinks**

You should start counting drinks when guests place their first order, and continue counting until they leave the premises. There are many ways to do this. In bar areas, a tab can be left in front of the guest so bartenders and servers can monitor it. For dining guests, servers can keep a drink tally on the back of the guest check. In some establishments, the guest check moves with the guest, which makes counting easier.

In some situations, counting drinks can be difficult, if not impossible. For example, servers at banquets have unique problems when attempting to count drinks because guests move around and may be served at different locations. If counting drinks will not work, you must rely on observation to spot signs of intoxication.



**Bar tabs can help bartenders and servers count drinks.**



### HOW THIS RELATES TO ME...

What is your company policy regarding counting drinks? List some ways that you count drinks in your establishment.

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### Observing Guests for Signs of Intoxication

In addition to counting drinks, you can learn a lot about how the alcohol your guests have consumed is affecting them by carefully watching for physical and behavioral changes. Keep in mind that a change in behavior is more significant than the actual behavior itself. There is a big difference between a normally loud and boisterous guest and a guest who is quiet when he or she first arrives at your establishment and then becomes loud and boisterous after a few drinks. Communication is also important. Taking the time to talk to your guests in addition to observing their behavior will help you determine the purpose of their visit as well as their level of intoxication. If guests are determined to become intoxicated, you want to know about it. Continue talking to each guest throughout his or her stay.

Watching for changes and talking to your guests can also help prevent a potentially embarrassing situation. Certain disabilities and physical conditions can cause a guest to stumble, slur his or her speech, or have difficulty concentrating. Observation and communication will help you avoid mistakenly seeing these actions as signs of intoxication.

### Physical and Behavioral Signs of Intoxication

When large amounts of alcohol reach the brain, it can no longer function normally. This results in physical and behavioral changes, including relaxed inhibitions, impaired judgment, slowed reaction time, and impaired motor coordination.

■ **Relaxed inhibitions.** Inhibitions restrain or suppress a person's emotions, actions, or thoughts. A guest's normal inhibitions will become relaxed, allowing the person to say or do things he or she normally would not. Guests with relaxed inhibitions may

- ☒ be overly friendly.
- ☒ be unfriendly, depressed, or quiet.
- ☒ use foul language.
- ☒ become loud.
- ☒ make rude comments.

■ **Impaired judgment.** A guest's ability to make sensible decisions will be affected. Guests with impaired judgment may

- ☒ complain about the strength of a drink after having consumed others of the same strength.
- ☒ begin drinking faster or switch to larger or stronger drinks.
- ☒ make irrational or argumentative statements.
- ☒ become careless with money (i.e., buying drinks for strangers).

■ **Slowed reaction time.** A guest's reaction time and responses will become slower. Guests with slowed reaction time may

- ☒ talk or move slowly.
- ☒ be unable to concentrate, lose their train of thought, or become forgetful.
- ☒ become drowsy.
- ☒ become glassy eyed, lose eye contact, or become unable to focus.



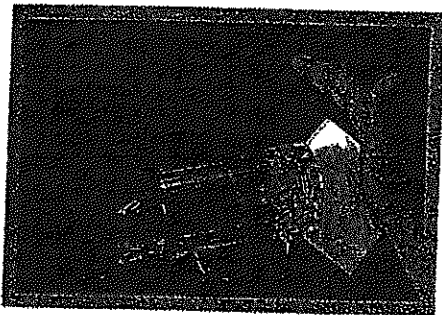
**Guests with relaxed inhibitions may be overly friendly.**



**Guests with impaired judgment may become careless with money and buy drinks for strangers.**



**Guests with slowed reaction time will often become drowsy or fall asleep.**



**Guests with impaired motor coordination may spill drinks.**

- **Impaired motor coordination.** A guest's motor skills will be affected. Guests with impaired motor coordination may
  - ✦ stagger, stumble, fall down, or bump into objects.
  - ✦ be unable to pick up objects, or may drop them.
  - ✦ spill drinks or miss their mouths when drinking.
  - ✦ sway when sitting or standing.
  - ✦ slur their speech.
  - ✦ have difficulty lighting a cigarette.

## **Tolerance to Alcohol**

People can build up a tolerance to alcohol. Tolerance is the ability to endure the effects of alcohol without exhibiting the usual signs. An experienced drinker can often consume a lot of alcohol without showing its effects. These individuals have learned to hide them—even after becoming intoxicated. This makes it difficult for you to assess this type of guest by observation alone. Remember: tolerance does not affect a guest's BAC, just his or her ability to hide the effects of alcohol.

### **Regulars**

Most establishments have guests who are regular patrons. As a server, you can become used to the drinking habits of these regulars and their ability to handle their liquor. They may be leaving your establishment, however, with a dangerously high BAC. In fact, the majority of alcohol-related incidents involve regular patrons. Use your knowledge of alcohol's effects on the body—and count drinks.

### **Inexperienced Drinkers**

Another type of guest who should be closely monitored is the inexperienced drinker. These guests often show signs of intoxication after drinking a small amount of alcohol because their bodies are unaccustomed to it and sensitive to smaller amounts. Remember: while guests may have had only one or two drinks at your establishment, you can be held liable if they were visibly intoxicated when they left.

## SOMETHING TO THINK ABOUT...

Steve was a regular patron of Bill's Fine Bar and Grill, which he visited at least three times a week. One day Steve and Mike from Kelly's Office had his day off. Kelly served him a small salad, and by the end of the course of an hour she noticed that Steve was noticeably intoxicated and slumped over. Kelly was amazed by Steve's tolerance.

Later she said to Mike, "I once served a general manager who had a similar problem. After a while, Kelly had been working with him for years. He must have a high tolerance. When Kelly was concerned about how much he had consumed, she thought that the volume of his tolerance was..."

After three hours and several drinks, Steve had a restaurant manager informing the manager, who dialed 911. A call from the law forces the previous evening on Steve's own accident and had all of the children, two children and injured Bill's wife had a Alcoholism program at the accident.

How do you think Kelly's tolerance served Steve took...

## The Importance of Observation and Communication

Monitor guests from the moment they arrive on the premises until they are ready to leave. When a guest shows signs of intoxication, that information must be communicated to management and the appropriate coworkers. If guests move from the bar to another location, such as a table in the dining room, information about the amount of alcohol they have consumed should go with them. To be successful when evaluating guests, you will need input from coworkers who have come in contact with them. This includes:

- Valets
- Waitstaff
- Bus staff
- Bartenders
- Security, hosts, hostesses and greeters
- Coat check and restroom attendants



**Valets can spot signs of intoxication by watching guests get out of their car.**

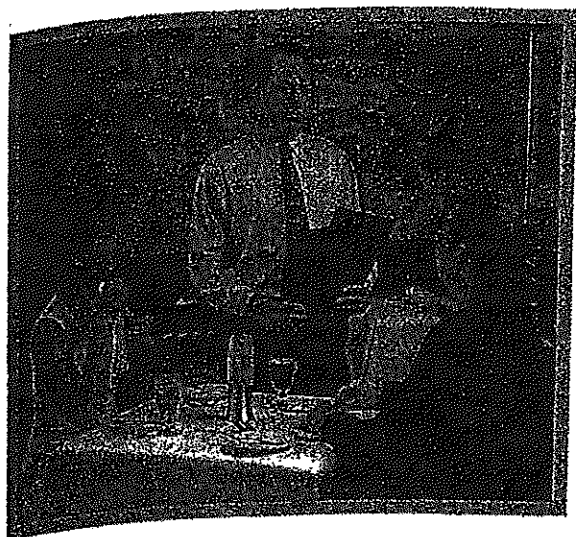
### Valets

Valets often are the first people to make contact with guests. If you are a valet, you should identify intoxicated guests and alert your manager before they enter the establishment and attempt to be served.

As you observe guests, ask yourself the following questions:

- Is their driving erratic?
- Are they having difficulty parking between the lines in the parking space?
- Are they having difficulty getting out of the car or walking?
- Are they having difficulty talking?
- Do you smell alcohol?

If you can answer *Yes* to any one of these questions, there may be cause for concern and you should notify your manager. If you suspect a guest is intoxicated, never ask him or her to leave the premises in that condition. You should take steps to keep that person from leaving in that condition. (Handling this type of situation will be addressed in Chapter 4.)



**Hosts and hostesses should talk to guests to look for signs of intoxication.**

### Security, Hosts and Hostesses, and Greeters

Security staff, hosts and hostesses, and/or greeters often are the first people to make contact with guests once they have stepped inside the establishment. Use your greeting as an opportunity to talk to the guests and to observe the following:

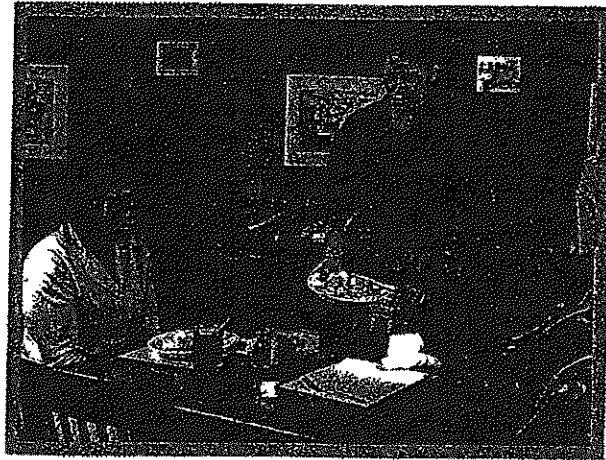
- Are they speaking rationally?
- Is their speech slurred?
- Are they able to make eye contact and focus while talking to you?
- Can they walk without staggering, stumbling, or bumping into objects?

**Bus Staff**

Bus staff are in a unique position to observe guest behavior. If you are bussing tables, use the opportunity to listen to how guests speak and to observe the following:

- Are they getting louder as time passes?
- Are they becoming overfriendly, or are they beginning to use foul language or becoming rude?
- Have they started spilling drinks or food on the table?
- Are they having difficulty talking?
- Are they beginning to look tired or sleepy?

If you notice any of these behaviors, talk to your manager.



**Bus staff can spot signs of intoxication by observing and listening to guests.**

**HOW THIS RELATES TO ME...**

How do you communicate information about intoxicated guests in your establishment?

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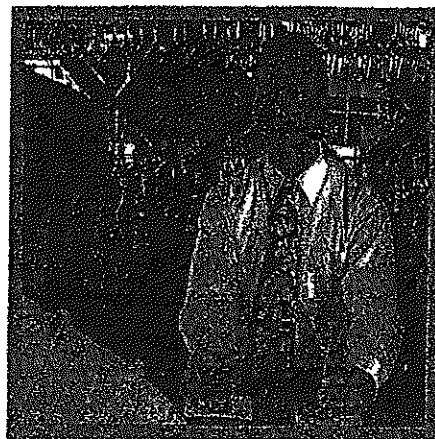
## PREVENTING GUESTS FROM BECOMING INTOXICATED

As a seller or server of alcohol, you must do everything possible to ensure that guests do not become intoxicated at your establishment. This can sometimes be a difficult task, but there are some simple things you can do. These practices will help guests drink responsibly—they are also hallmarks of good service.

- **Offer food.** Offering food is one of the most important things you can do to help prevent intoxication. Remember: food helps keep alcohol in the stomach, slowing the rate at which it reaches the small intestine. Some types of food do a better job than others. **Food high in fat and/or protein, such as pizza, chicken wings, cheese, and deep-fried items, is the best type to serve because it is digested more slowly. Avoid serving food items that are:**
  - ❖ **High in sugar or carbohydrates**—While better than nothing, these items are easily digested and thus less effective in slowing the movement of alcohol into the small intestine.
  - ❖ **Salty**—While food such as peanuts, pretzels, and chips are common bar fare, these items can make guests thirsty and increase their consumption of alcohol.
- **Offer water.** Drinking alcohol causes dehydration, making guests thirsty. This can cause them to drink more than they ordinarily would to quench their thirst. You can help by offering water with drinks and refilling water glasses often.
- **Avoid overpouring when mixing drinks.** Overpouring makes it difficult to count the actual number of drinks consumed by a guest. It also makes it difficult for guests to keep track of, and regulate, their own drinking. For example, let's say that the recipe for a gin and tonic calls for one-and-a-half ounces of 80-proof gin. If you mix three gin and tonics for a guest, but you overpour the gin in each drink by a half ounce, you have actually served the guest four drinks instead of three! Follow house recipes and be consistent. Guests should not be able to tell when different bartenders are making their drinks.
- **Avoid serving the guest more than one drink at a time.** This will help pace the guest's consumption.



**Deep-fried items are one of the best types of food to serve with alcohol.**



**Offer water with drinks.**

**APPLY YOUR KNOWLEDGE: Which Food Is Best?**

Place an X in front of the food items that are best for preventing intoxication.

Appetizers	_____
Salads	_____
Grilled meats	_____
Starchy foods	_____
High-fat foods	_____
High-sugar foods	_____
High-protein foods	_____
High-fiber foods	_____
High-water content foods	_____
High-salt foods	_____
High-caffeine foods	_____
High-alcohol foods	_____

For answers, please turn to page 2-12.

**HOW THIS RELATES TO ME...**

List the types of appetizers served in your establishment that can help prevent intoxication.

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**SUMMARY**

When a person drinks alcohol, the majority of it is absorbed into the bloodstream through the small intestine. Once in the bloodstream, alcohol travels quickly throughout the body, reaching the brain in minutes. Only the liver can break down alcohol, which it does at a constant rate of about one drink per hour. Consuming more than this will result in a buildup of alcohol in the bloodstream.

How quickly and how high a guest's BAC rises depends on several factors, including the rate of consumption, drink strength, and amount consumed. Body type, gender, age, and the guest's emotional state play factors, as does the amount of food consumed and whether or not a drink is carbonated.



There are two ways to assess a guest's level of intoxication—counting the number of drinks served and/or observing the guest for physical and behavioral changes. A combination of these two approaches is best for preventing intoxication. In order to accurately count drinks, you need to know how much alcohol they contain. The following alcoholic beverages contain approximately the same amount of alcohol and should be counted as one drink: a 12-ounce beer, a five-ounce glass of wine, one-and-a-half ounces of 80-proof liquor, and one ounce of 100-proof liquor.

While these beverages serve as the standard measure when counting drinks, some will be counted differently. The proof of the liquor used and the serving size of the drink will affect the count. If you can identify a guest's approximate weight and have counted the number of drinks he or she has consumed, you can get a rough estimate of the person's BAC using a blood alcohol content estimation chart. These charts should be used only as a general reference.

In addition to counting drinks, you can learn a lot about a guest's level of intoxication by carefully watching for physical and behavioral changes. Keep in mind that a change in behavior is more significant than the actual behavior itself. When large amounts of alcohol reach the brain, it can no longer function normally. This results in physical and behavioral changes, including relaxed inhibitions, impaired judgment, slowed reaction time, and impaired motor coordination.

Tolerance is the ability to endure the effects of alcohol without exhibiting the usual signs of intoxication. An experienced drinker can often consume a large quantity of alcohol without showing its effects. These individuals have learned to hide the effects—even after becoming intoxicated. You must be careful when dealing with regular drinkers at your establishment who may have a high tolerance. They may be leaving with a dangerously high BAC. Use your knowledge of alcohol's effect on the body—and count drinks.

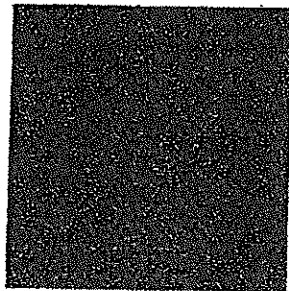
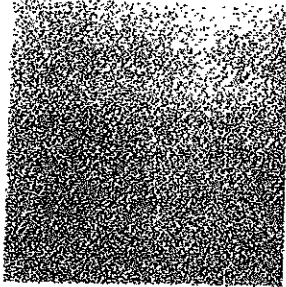
As a seller or server of alcohol, there are several things you can do to prevent a guest from becoming intoxicated. One of the most important is offering food. Remember: food keeps alcohol in the stomach for a longer period of time, slowing the rate at which it reaches the small intestine. The best food items are fatty and high in protein, since these types of food are digested more slowly. It is also important to offer water to guests, as they will become dehydrated while drinking alcohol. Avoid overpouring when mixing drinks. Overpouring makes it difficult to count the actual number of drinks consumed by a guest. Follow house recipes when mixing drinks, and be consistent. Finally, avoid serving guests more than one drink at a time.

# 3

## Checking Identification

*After completing this chapter, you should be able to:*

- Identify acceptable forms of identification.
- Identify the characteristics of a valid ID.
- Identify valid IDs issued to minors.
- Verify that an ID is genuine.
- Verify that an ID belongs to the guest who has presented it.
- Identify when to check IDs.
- Identify the proper procedure for checking IDs.
- Properly use bar-code and magnetic-stripe ID readers.
- Identify the proper way to deal with a fake ID.



## TEST YOUR KNOWLEDGE

1. **True or False:** A birth certificate is an acceptable form of identification. (See page 3-5)
2. **True or False:** To be valid, an ID must contain a state seal. (See page 3-5)
3. **True or False:** An ID with soft lamination is not valid. (See page 3-5)
4. **True or False:** IDs containing the words "Official," "Authentic," or "Secure" are not genuine. (See page 3-10)
5. **True or False:** A guest that avoids eye contact while you are carding him may have presented a fake or altered ID. (See page 3-11)

For answers, please turn to page 3-20.

## CONCEPTS

- **Hologram:** Three-dimensional image that appears to change when viewed from different angles.
- **Lamination:** Plastic film enclosing many state-issued IDs.
- **Ghost photo image:** Faint copy of the photo added to the ID as a security feature.
- **ID checking guide:** Reference used to validate IDs. It includes samples of each state's drivers' licenses and a detailed description of minor IDs, state ID cards, and valid drivers' licenses in current circulation.
- **ID reader:** Device used to validate IDs by reading information encoded in an ID's bar codes or magnetic stripes.

**APPLY YOUR KNOWLEDGE: Spot the Minor**

Which of these people is a minor?



For answers, please turn to page 8-20

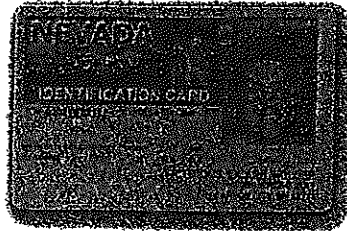
**INTRODUCTION**

While all of the women in the photos look at least 21 years of age, all of them are minors. The woman in photo #1 is only 17-years old!

Many minors today look much older than they actually are. For this reason, it is dangerous to make a decision about service on a guess or hunch about a guest's age. As a seller or server of alcohol, you are responsible for ensuring that all of your guests are of legal age to drink. This can be a challenging task given the fast-paced environment in which you work. If there is any doubt about a guest's age, however, you must take the appropriate steps to verify that he or she is of legal age to drink. You have the legal right to refuse service if you suspect the guest is underage. Remember: you can be held criminally liable for serving a minor.

## ACCEPTABLE FORMS OF IDENTIFICATION

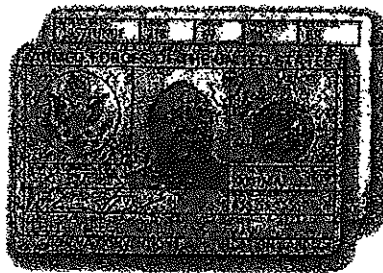
The types of identification that can be used to confirm a guest's age depends upon what is legally acceptable in your state or municipality. In most states, the following forms of ID are acceptable:



**Driver's License**



**State ID Card**



**Military ID**

Military IDs and passports, while acceptable, are not commonly used forms of identification in most areas. For this reason, you should always use an ID checking guide to validate them.

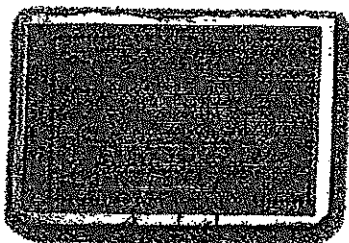


**Passport**

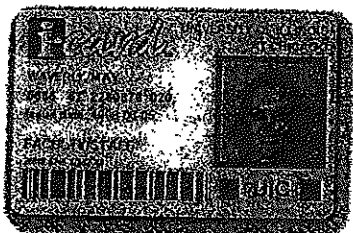
In some jurisdictions, an immigration card is an acceptable form of identification. Ask your manager if you can accept them.

IDs that are valid in one state may not be valid in another. For example, some jurisdictions do not acknowledge out-of-state drivers' licenses or state ID cards as acceptable forms of ID. Check with your manager.

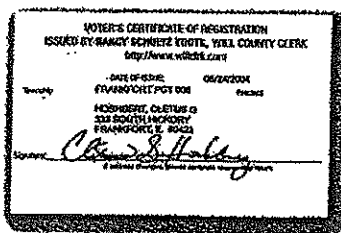
In most states, the following forms of ID are *not* acceptable:



Birth Certificate



School ID



Voter's Registration Card

## VERIFYING IDENTIFICATION

When checking an ID, you must verify that it

- is valid.
- is genuine.
- has not been issued to a minor.
- belongs to the guest.

Each of these topics will be discussed in detail in the following chapters:

### Determining if an ID is Valid

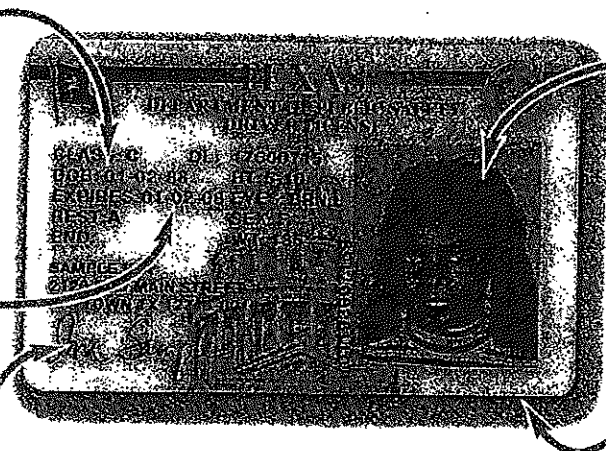
An ID must be valid before you can accept it. A valid ID has the following features:

#### It contains the owner's birth date.

- The birth date can be used to calculate the age of the guest.

#### It is current.

- An expired license is never valid.
- Minors often use the expired license of a family member or friend who has been issued a new one.



#### It contains the owner's photo.

- The photo is used to verify that the person who presented the ID is the owner.

#### It is intact.

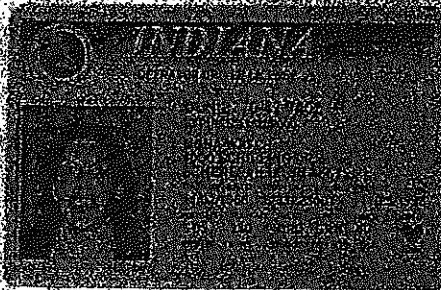
- Several states use IDs that are laminated, or enclosed in plastic.
- Lamination must be the proper thickness, and must not be split or contain bubbles or creases.
- In most states, a damaged ID is not valid and must be replaced.

#### It contains the owner's signature.

- The signature can be used to verify that the person who presented it is the owner.

**APPLY YOUR KNOWLEDGE: Valid or Invalid?**

Circle the ID(s) that are not valid.



For answers, please turn to page 3-20.

**Determining if an ID Has Been Issued to a Minor**

All states add special features on a minor's ID to make an underage guest easy to spot. These include:

**■ Designated colors**

- ✱ **Title bars.** Many states use specific colors in title bars, headers, and bands used to highlight text on the ID. See the ID at right.

- **Photo backdrops.** Some states use a red, yellow, or blue photo backdrop to identify minor IDs.
- **Outlines and borders around photos.** Many states use red frames, outlines, or borders around photos on minor IDs.
- **Text.** Several states display the minor's birth date, name and address, and other text in a special color.

■ **Text**

- Most states include the words, "UNDER 21," or "UNDER 21 UNTIL 00-00-0000" on the ID.

■ **Layout features**

- **Photo placement.** In some states, a minor's photo is placed on the opposite side of where it is placed for someone 21 years or older. In Minnesota, for example, a minor's photo is placed on the left side of the ID, while a person who is of age has a right-sided photo.
- **Format of the ID.** The IDs issued to minors in many states are in a vertical format rather than the horizontal format used for those over 21 years of age.
- **Ghost photo images.** A ghost photo image is a faint copy of the photo added to the ID as a security feature. Many states place a ghost photo image on all IDs, while some states use the ghost image only on minor IDs.

**HOW THIS RELATES TO ME...**

List the security features used on minor IDs in your state.

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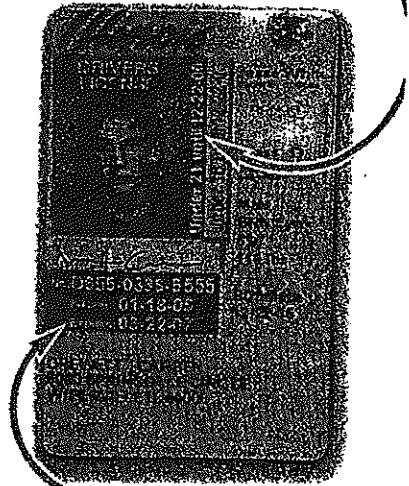
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**MINOR IDS WITH VERTICAL FORMAT**

Text indicating guest is a minor until the date listed



Blue block highlighting expiration date



Ghost photo



### Using the Birth Date to Verify a Guest's Age

Many state IDs include the date that the minor will turn 21-years old. This eliminates the need to calculate the guest's age from his or her birth date. However, since several states do not provide this information, it is important to be able to calculate if a guest is old enough to drink.

**Example:** The guest was born on May 5, 1982.

**Step 1** Add 20 to the guest's birth year.

$$\begin{array}{ccc} \boxed{1982} & + & 20 = & \boxed{2002} \\ \text{Guest's} & & & \text{Total} \\ \text{birth year} & & & \end{array}$$

**Step 2** Add 1 to the total.

$$\begin{array}{ccc} \boxed{2002} & + & 1 = & \boxed{2003} \\ \text{Step 1 total} & & & \text{Calculated} \\ & & & \text{year} \end{array}$$

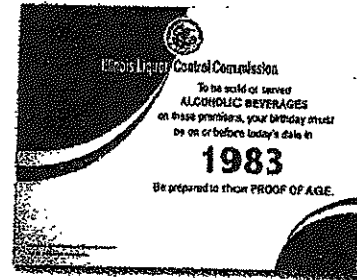
**Step 3** Compare the calculated year to the current year.

$$\begin{array}{ccc} \boxed{2003} & \text{to} & \boxed{2004} \\ \text{Calculated} & & \text{Current} \\ \text{year} & & \text{year} \end{array}$$

<b>IF</b>	<b>THEN</b>
The calculated year occurs <i>before</i> the current year	the guest is 21 years old or older
The calculated year occurs <i>after</i> the current year	the guest is underage
The calculated year <i>matches</i> the current year and	
<ul style="list-style-type: none"> <li>■ the guest's birthday has passed</li> <li>■ the guest's birthday has not passed</li> </ul>	<ul style="list-style-type: none"> <li>■ the guest is 21 years old</li> <li>■ the guest is underage</li> </ul>

In the example, since the calculated year (2003) occurs before the current year (2004), the guest is 21-years old or older.

Your establishment may also post signs or calendars that state a guest must have been born on or before the current date to be served alcohol in your establishment. These can be excellent aids to help you determine if a guest is old enough to drink. They are typically available through your liquor distributor. Talk to your manager.



**APPLY YOUR KNOWLEDGE: To Serve or Not to Serve?**

It is July 19, 2004. Based on their birth dates, which of the following guests are old enough to be served?

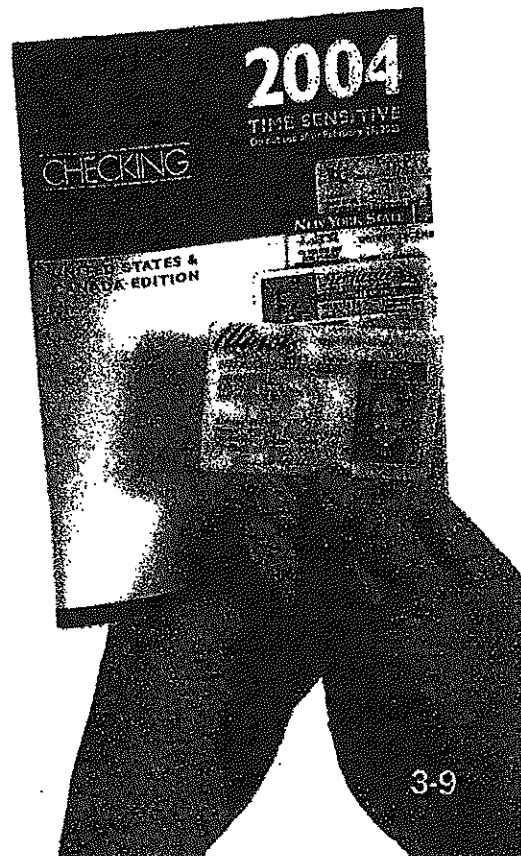
- 1. Someone born on 12-31-83
- 2. Someone born on 05-11-85
- 3. Someone born on 03-11-87
- 4. Someone born on 07-01-82

For answers, please turn to page 3-20.

**Verifying That the ID is Genuine**

It is important that you become thoroughly familiar with the valid IDs in your state and neighboring states. In recent years, states have developed IDs that are difficult to alter or falsify, but counterfeiters have also become more sophisticated at creating genuine-looking IDs. The key to spotting fake IDs is to be knowledgeable and to use the most current tools at your disposal.

Check with your manager for the valid IDs issued by your state. Another important tool you can use is an ID checking guide. These guides provide full-size samples of each state's drivers' licenses. They also provide a detailed description of minor IDs, state ID cards, and valid drivers' licenses in current circulation.



## Characteristics of Genuine IDs

To determine if an ID presented by a guest is genuine, look for the following characteristics:

- **Proper text and images.** The text on the ID must have the correct font and be properly spaced.

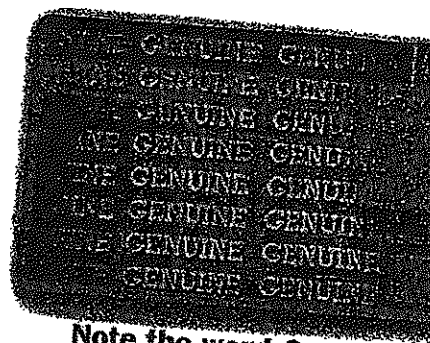
Counterfeiters often place improper text or icons on IDs in order to avoid criminal liability. IDs should not contain the words "Official," "Valid," "Secure," "Genuine," "Authentic," "Souvenir," "Novelty," or similar terms. Also, look for improper icons such as keys or locks.

States often include other security features on their IDs to discourage tampering. These include:

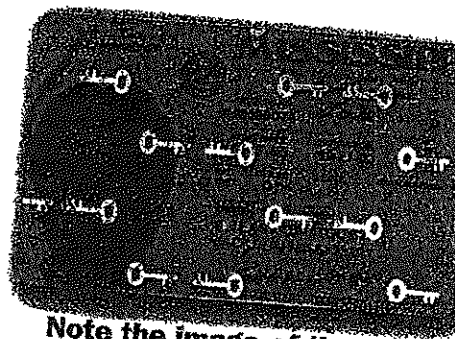
- **Special text or images.** Several states place holograms or other images on their IDs. These images can be seen only when the ID is tilted, or they might change color or shape when the ID is held at an angle. Possible images include the state's name, seal, motto, shape, or other graphics. When checking an ID with one of these images, make sure it is appropriate, has been placed in the correct location, and is not distorted.

Several states include objects that can only be seen using ultraviolet light. If the ID contains these features, you must make sure they are present.

- **License numbers.** All states include a license number on the ID. This may consist of the person's social security number, or a series of letters and/or digits that may be coded to the person's name, birth date, etc. When checking IDs, make sure that this number contains the appropriate letter(s) and/or number of digits. If the number is coded to the person's personal information, make sure it is coded correctly.



**Note the word *Genuine* on this fake ID.**



**Note the image of the key on this fake ID.**

- **Clear photos.** A blurry photo may indicate that the ID has been altered. Many states include a ghost photo image on the ID as an additional security feature. When checking IDs from these states, make sure the ghost image is present and matches the photo.
- **Appropriate information on the back.** All state-issued ID cards contain information on the back, such as an organ-donor signature area or driving restrictions. A majority of states also include bar codes, magnetic stripes, or both on the back of their IDs. These contain specific data about the person, and can be accessed by using an ID reader (see page 3-16). For states that include bar codes and/or magnetic stripes, make sure these features are present on the ID.



This fake ID has a blurry photo, indicating that it has been altered.

You should be aware that the backs of fake IDs are sometimes blank or contain a statement that identifies it as a fake, such as "For Entertainment Purposes Only." For this reason, always check the back of an ID to ensure it is genuine.

**APPLY YOUR KNOWLEDGE: Check It Out!**

Using this page from the *ID-Checking Guide*, identify the features on the ID that should be verified to ensure the ID is genuine.



**NEBRASKA**

**Description:** Current license is digitized with ghost image; 2D bar code on back. Prior license: Photographic, encased in plastic. Current CDL shows "COMMERCIAL DRIVERS LICENSE" in orange headbar. Prior license has "COMMERCIAL/DRIVERS LICENSE" at top right of state heading.

**Minor's license:** Current in vertical format with "UNDER 21 UNTIL MM-DD-YYYY" (if applicable), "UNDER 18 UNTIL MM-DD-YYYY" in red under headbar. Prior licenses issued beginning September 1999 have red photo backdrop and "UNDER 21" down each side and on the back. Blue "MINOR" stickers, begun in September 1997, are no longer issued.

**Validation:** Current license: Front laminate shows an optically variable pattern of the state name and seal that changes color when the license is tilted and that fluoresces under UV light. Date of birth overlaps ghost image; state seal overlaps photo and ghost image. Prior license: State seal and 3-digit serial number below state seal overlap photo. Laminate contains a box with "BUCKLE UP (with or without) NEBRASKA" and "DON'T DRINK AND DRIVE" over data portion.

**License number:** One letter followed by up to 8 numbers, not spaced, not coded.

**License term:** Up to 5 years, expiring on birthday in the 5th year after issuance, making the license good for up to 5 years 11 months. If under 21, license expires on 21st birthday.

**HOW THIS RELATES TO ME...**

List the security features used on IDs issued by your state:

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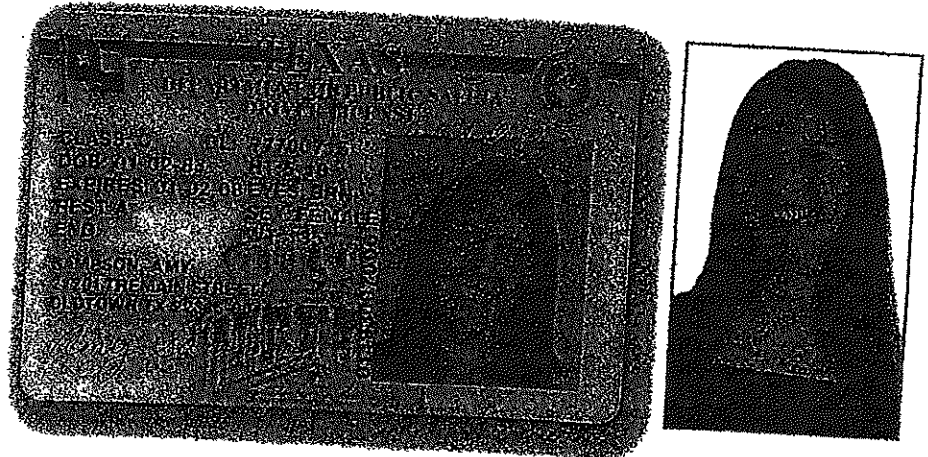
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**Verifying That the ID Belongs to the Guest**

A common practice used by minors is to present the valid ID of a family member or friend. They might also use an expired license from an individual who has been issued a new one.

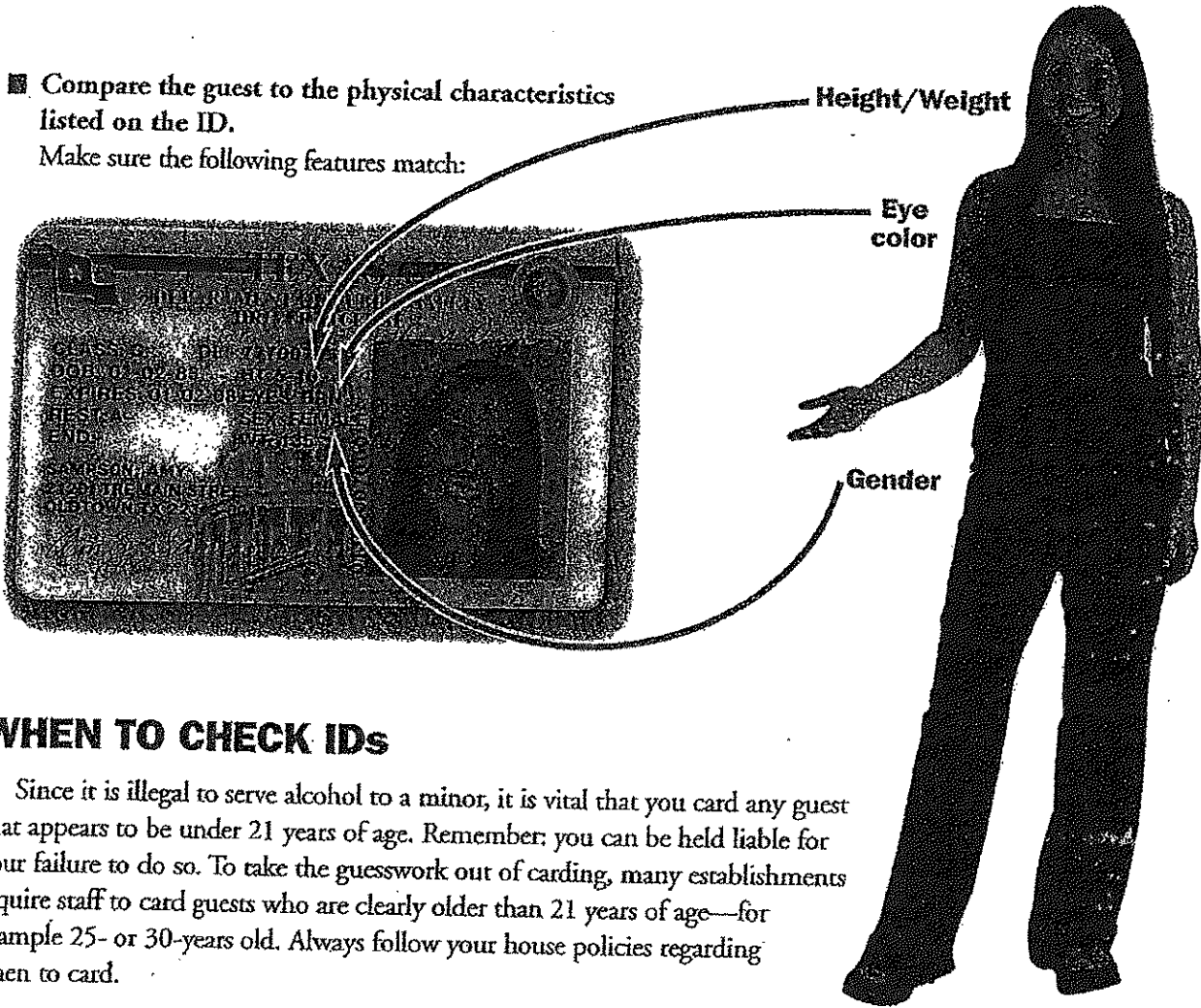
To verify that the ID belongs to a guest:

- Compare the guest to the photo on the ID. When making the comparison, you should account for changes that may have occurred since the photo was taken, such as differences in hair length/color, facial hair, etc. Look at the chin, nose, eyes, eyebrows, hairline, and shape of the guest's face. They should match the features in the photo.



- Compare the guest to the physical characteristics listed on the ID.

Make sure the following features match:



### WHEN TO CHECK IDs

Since it is illegal to serve alcohol to a minor, it is vital that you card any guest that appears to be under 21 years of age. Remember: you can be held liable for your failure to do so. To take the guesswork out of carding, many establishments require staff to card guests who are clearly older than 21 years of age—for example 25- or 30-years old. Always follow your house policies regarding when to card.

### HOW THIS RELATES TO ME...

When should IDs be checked in your establishment?

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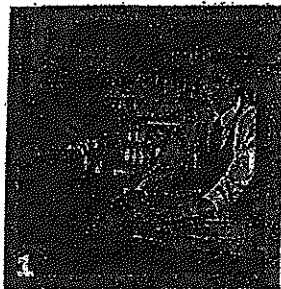
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## THE PROPER PROCEDURE FOR CHECKING ID

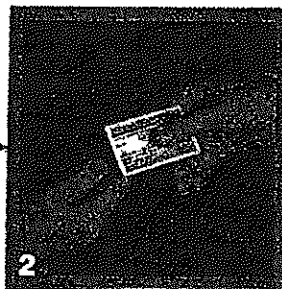
IDs must be checked thoroughly and properly according to the procedure below. While this may seem like an inconvenience, especially during a rush, you must never skip steps. Any time guests leave the establishment and then return, should recheck their IDs. If you are in doubt or not comfortable with the situation, contact your manager. *You have the legal right to refuse service if you suspect the guest is a minor.*



### Greet the guest politely.

The greeting can help you assess whether the guest is nervous (avoiding eye contact), indicating that he or she may be using a fake ID.

- is nervous (avoiding eye contact), indicating that he or she may be using a fake ID.



### Politely ask the guest for ID.

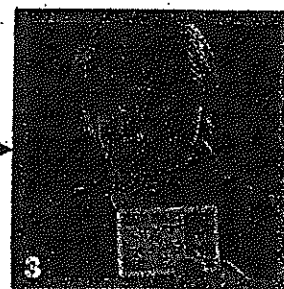
Ask the guest to remove the ID from his or her wallet. Hold the ID to detect signs of tampering, including:

- Bubbles and creases
- Improper thickness
- Ink signatures

Signs of tampering may be easier to spot if you light the ID from behind while examining it.

Greet the guest using the name on the ID to

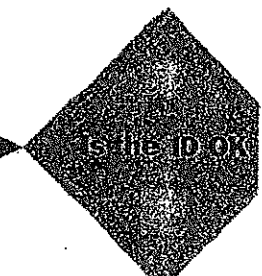
- discourage the guest from lending the ID to another guest.
- remind you later that you've checked this ID.



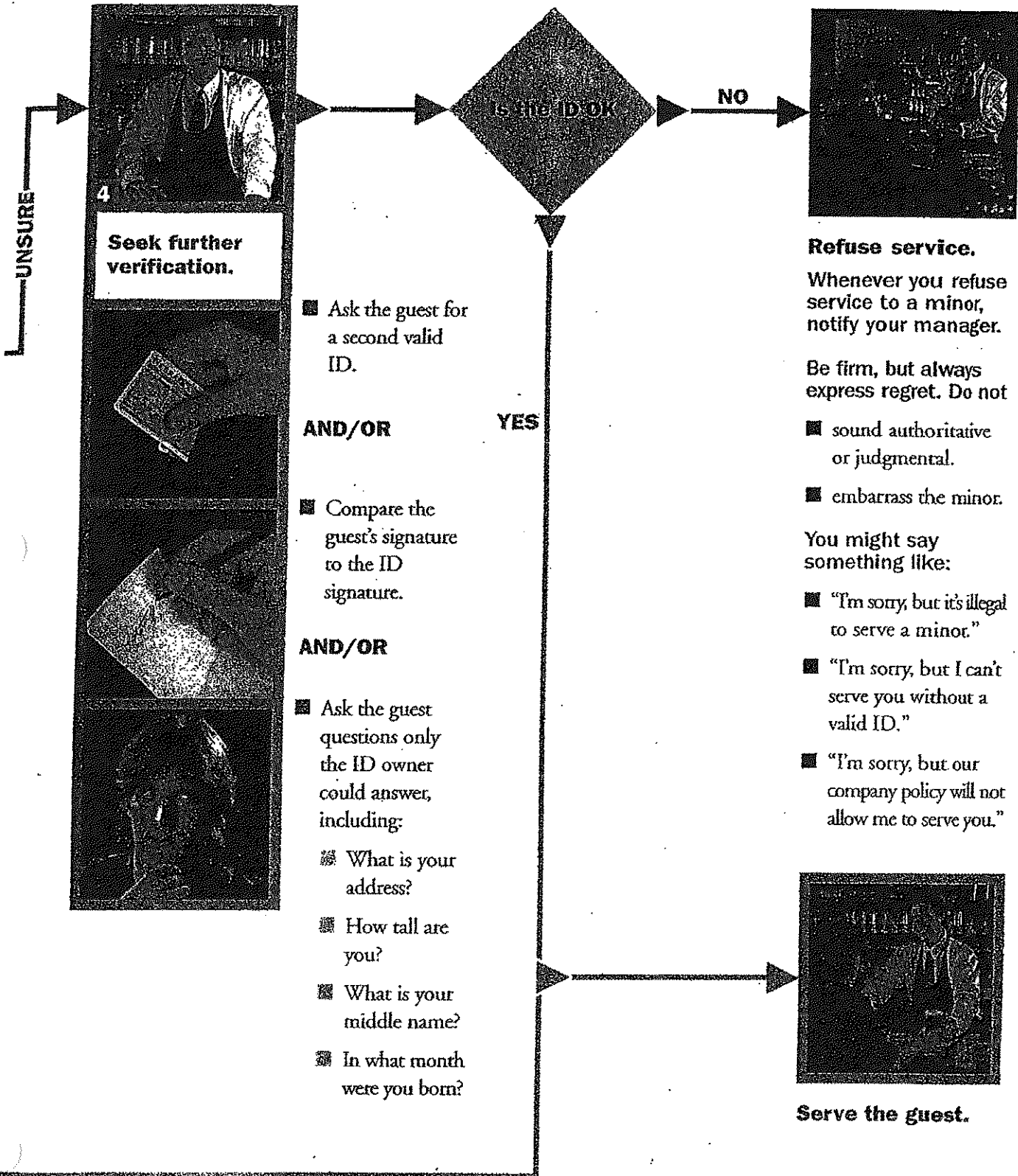
### Verify the ID.

Make sure it

- is valid.
- has not been issued to a minor.
- is genuine.
- belongs to the guest.



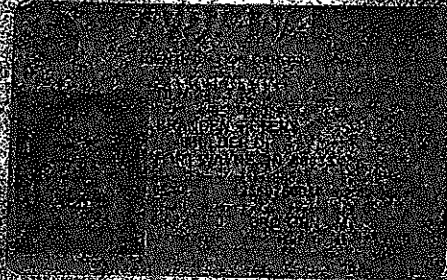
YES



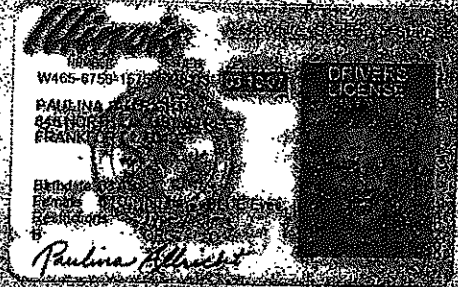


**APPLY YOUR KNOWLEDGE: Spot the Fake**

Circle the ID(s) that are fake.



1



2



3

For answers, please turn to page 3-20.



**USING ID READERS**

Some establishments use ID readers to check IDs with bar codes or magnetic stripes. While these tools can help verify the age of a guest, they should be used along with the other checking procedures discussed in this chapter. It is especially important to compare the ID reader's display with the actual information listed on the ID, since bar codes can be imported from valid ID cards. If the ID contains magnetic stripes, the stripes should be checked for signs of tampering intended to invalidate the reading.

## DEALING WITH A FAKE ID

If you spot a fake ID, there are several steps you can take depending upon your company policy and the law in your jurisdiction. This may include refusing service, refusing entry to your establishment, and/or confiscating the ID. Always follow your company policy.

### APPLY YOUR KNOWLEDGE: Rate the Response

This activity requires the video/DVD 5: *Evaluating Real World Scenarios*. After watching each scenario from Section 2 of this video/DVD rate how well the employee handled the situation by placing the appropriate number in the space provided.

#### Rating Scale

- 1 = Employee handled the situation effectively.
- 2 = Employee handled the situation somewhat effectively.
- 3 = Employee handled the situation ineffectively.

Video Segment	Description	Rating
1	Parents attempting to serve an underage child in a fine-dining restaurant	
2	Group of friends attempting to enter a nightclub	
3	Flirtatious guest attempting to be served at the bar	
4	Guests attempting to enter a nightclub	
5	Guest attempting to be served at a sports bar	

For answers please turn to page 3-21.