



5. Location of the business by street address. For special event, list location of the event.

1203 Murfreesboro Rd. Ste 155, Franklin, TN 37064

Phone number of the business 615-791-9326

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

Name [REDACTED]

Drivers license # [REDACTED]

State [REDACTED]

Date of birth [REDACTED]

Soc. Sec. # [REDACTED]

Home phone # [REDACTED]

Daytime phone # [REDACTED]

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 Dollar General Corporation

Title \_\_\_\_\_

Mailing Address Attn: Beer and Wine Licensing T-1, 100 Mission Ridge

City, State, Zip Goodlettsville, TN 37072

Daytime contact phone number 615-855-4000

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 X.

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

\_\_\_\_\_  
\_\_\_\_\_

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

Cooke & Cooke Properties

P.O. Box 210754, Nashville, TN 37221

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.

\_\_\_\_\_  
\_\_\_\_\_

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

Please see application attachment Statement #2

\_\_\_\_\_  
\_\_\_\_\_

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

No prior permits

\_\_\_\_\_  
\_\_\_\_\_

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

Dollar General Corporation has been issued beer permits

in Tennessee and other states.

\_\_\_\_\_

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

None

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

Retail Sales

16. Will a full course menu be served? No

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? \_\_\_\_\_

#### TRAINING POLICY:

All beer applications must have a training policy submitted with application. This policy must include training regarding the sale of beer to minors.

19. 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.*

Dolgencorp, LLC.

By: *[Signature]* Manager of Dolgencorp, LLC.  
Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: Dolgencorp, LLC.  
Name of Business Entity

Sworn to and subscribed before me this 26 day of July, 20 13

*[Signature]*  
Notary Public

My Commission Expires: \_\_\_\_\_



<b>Official Use Only</b>	
Application Fee \$ <u>250<sup>00</sup></u>	Date Paid <u>9-13-13</u>
Privilege Tax \$ _____	Date Paid _____
Board Meeting Date <u>10, 8, 13</u>	

**2013 - 2014**

**REGULATORY SERVICES PERMIT  
STATE OF TENNESSEE  
DEPARTMENT OF AGRICULTURE  
NASHVILLE, TN. 37204**

**Permit No.  
037705**

**Issued To:**

DOLLAR GENERAL CORPORATION  
ATTN:TAX DEPT.  
100 MISSION RIDGE RD  
GOODLETTSVILLE TN 37072 -2171

DOLLAR GENERAL #3511  
1203 MURFREESBORO RD  
STE #155  
FRANKLIN TN 37064

Having complied with the following provisions of the Tennessee Code,  
is hereby granted privileges to operate:

RETAIL FOOD	1	TCA 53-8-107	\$50.00
-------------	---	--------------	---------

This certificate is issued for one year, ending June 30, 2014,  
receiving \$ 50.00 in payment of same and is conditioned on the  
faithful observance of the applicable laws and rules of the Department  
of Agriculture.

In testimony whereof we have hereunto affixed our signatures, and the  
Great Seal of the State of Tennessee, this FOURTEENTH DAY OF  
AUGUST, 2013.

Date of Ownership Change: 06/25/2013

Amount Paid: \$ 50.00



Post Conspicuously

AG-0459

*[Signature]*  
Director

*[Signature]*  
Commissioner

**Beer and Wine Application Attachment:**



**DOLGENCORP, LLC**

**A manager-managed Kentucky Limited Liability Company**  
(Formerly known as Dolgencorp, Inc. – converted from Corporation to LLC)  
Action by written consent June 25, 2013 showing the below Officers

**Sole Member**

Dollar General Corporation

**List of Managers**

Larry J. Gatta	Manager
Robert R. Stephenson	Manager

**List of Officers**

Todd Vasos	Chief Executive Officer
David M. Tehle	Executive Vice President and Chief Financial Officer
John W. Flanigan	Executive Vice President, Global Supply Chain
Robert D. Ravener	Executive Vice President, Chief People Officer
Daniel J. Nieser	Senior Vice President, Real Estate and Store Development
Anita C. Elliott	Senior Vice President and Controller
Jeff Owen	Senior Vice President, Store Operations
Rhonda M. Taylor	Senior Vice President and General Counsel
Steven R. Deckard	Vice President, Store Operations
Maurice A. Laliberté	Vice President, Lease Administration
Timothy Dearman	Vice President, Real Estate
Barbara Springer	Vice President and Treasurer
Matthew Hancock	Assistant Treasurer
Robert R. Stephenson	Secretary

**Beer and Wine Application Attachment:****Statement #1:**

Dollar General Corporation (“Dollar General”) is a publicly traded corporation. Dollar General’s most recent 10-Q and annual report are available at:  
**<http://investor.shareholder.com/dollar/financials.cfm>**

**Statement #2:**

The applicant entity, Dolgencorp, LLC is a wholly owned subsidiary of Dollar General Corporation (“Dollar General”). During the course of applying for thousands of alcoholic beverage licenses for store locations in at least 14 states, some of the alcoholic beverage license applications have been denied for one reason or another. Only a small minority of the over 4,000 alcoholic beverage licensed locations held by Dollar General Subsidiaries have had their licenses suspended due to violations. To my knowledge, none of the alcoholic beverage licenses held by any Dollar General subsidiary have ever been revoked.



**DOLLAR GENERAL**

Save time. Save money. Every day!

# Beer and Wine Sales Training



This course is for informational purposes and not intended to serve as or substitute for legal advice. Company policies and legal counsel should be consulted to address specific situations.

**START**

(No Narration)

 Introduction**Welcome to Dollar General's Beer and Wine Sales Training program.**

The goal of this course is to:

- Encourage the sale of beer and wine in a legal and responsible manner.
- Prevent sales to:
  - ▶ Underage and intoxicated customers.
  - ▶ Customers that may be buying for an underage person.
- Reduce business practices that may lead to accidents, injuries, and deaths due to intoxication.
- Learn how to properly check IDs.



00:00 / 00:00



Welcome to Dollar General's Beer and Wine Sales Training program.  
The goal of this course is to:

Encourage the sale of beer and wine in a legal and responsible manner including preventing sales to underage and intoxicated customers or to customers that may be buying for an underage person.

Reduce business practices that may lead to accidents, injuries, and deaths due to intoxication; and

Learn how to properly check IDs and refuse sales.

Why Verify ID?



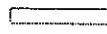
The legal age to purchase and consume alcoholic beverages is 21.

- ▶ Do not sell to anyone under 21 years of age!

**The sale of alcoholic beverages is age-restricted in every state.**

An important part of your job at Dollar General is to comply with all state and local laws.

**There are consequences!**



00:16 / 00:40



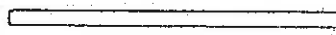
By law, the sale of alcoholic beverages is age-restricted in every state.

An important part of your job at Dollar General is to comply with all applicable state and local laws, and you must understand that there are consequences if you don't. These will be reviewed in a moment.

Why Verify ID?

Our company policies relating to the sale of alcoholic beverages include:

- 1 Always check every customer for valid ID before selling alcohol.
- 2 No sales are permitted to anyone
  - Underage; or
  - Who cannot provide a valid ID
- 3 Do not sell alcoholic beverages to anyone, (even if they are of age), that you know or believe is buying for an underage person.
- 4 Do not sell to anyone that appears to be intoxicated.
- 5 Alcohol may not be opened or consumed on store premises.



2 of 3 slides

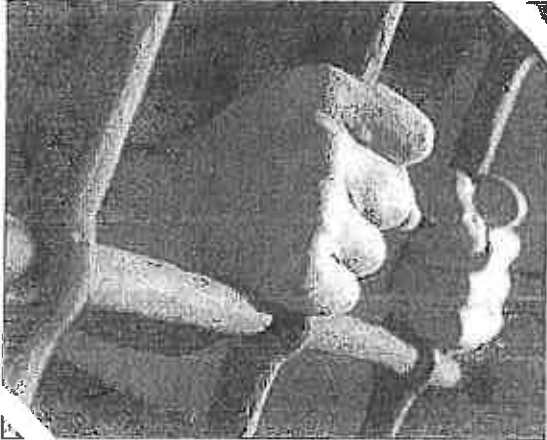


Our company policies relating to the sale of alcoholic beverages include:

- Always check every customer for valid ID before selling alcohol.
- No sales are permitted to anyone that is underage or cannot provide a valid ID.
- Do not sell alcoholic beverages to anyone, even if they are of age, that you know or believe is buying on behalf of an underage person.
- Do not sell to anyone that appears to be intoxicated; and
- Alcohol may not be opened or consumed on store premises.

>> Your Location: Why Verify ID?

Page 2 - Penalties



Penalties for alcohol sales violations include:

- Fines
- Restrictions
- License being revoked

**Employees can be held personally accountable along with the store and Company.**

The fines and penalties for alcohol sales violations vary from state to state, and can include jail time or other civil and criminal penalties.

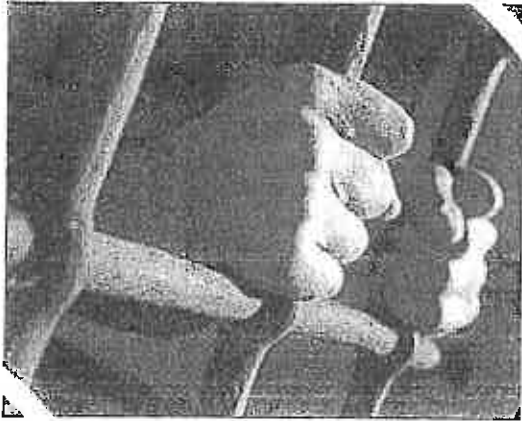
Penalties for alcohol sales violations may include fines, restrictions, or the license being revoked.

Employees can be held personally accountable along with the store and Company.

The fines and penalties for alcohol sales violations vary from state to state, and can include jail time or other civil and criminal penalties.

Your Location: City, Velocity ID#

## Page 2 - Penalties



If it is determined that you are:

- Not properly inspecting ID for alcoholic purchases
- Found guilty of selling, giving or allowing any underage or intoxicated person to purchase or consume alcoholic beverages on company premises
- Arrested and/or fined for alcohol sales violations

You are subject to disciplinary action up to and including termination even for a first offense.

If it is determined that you are not properly inspecting ID for alcoholic purchases, are found guilty of selling, giving or allowing any underage or intoxicated person to purchase or consume alcoholic beverages on company premises, or if you are arrested and/or fined for alcohol sales violations, you are subject to disciplinary action up to and including termination even for a first offense.

>> Your Location: Wine Verify ID?

Page 2 - Penalties



Any questions regarding alcohol sales:

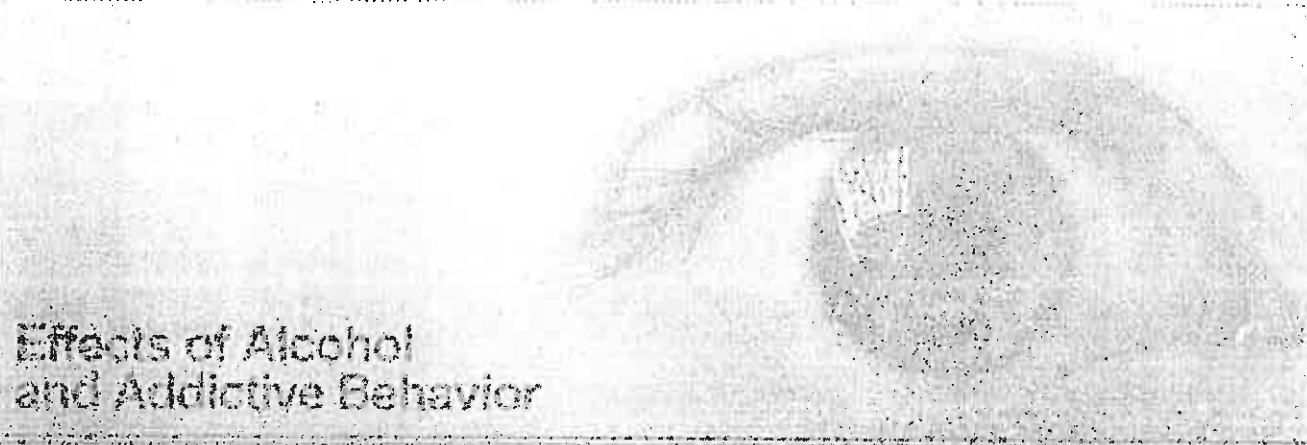
• Contact

Employee Response Center (ERC) at:

1-888-237-4114

If at any time during your career at Dollar General you have questions regarding alcohol sales, please contact the Employee Response Center.

Effects of Alcohol and Addictive Behavior



# Effects of Alcohol and Addictive Behavior



Click here to go to the Next Page



(No Narration)



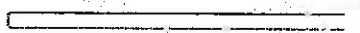
» Your Location: Effects of Alcohol and Addictive Behavior

## Objectives

**Lesson Objectives**

At the end of this lesson, you will be able to:

- Identify signs of intoxication
- Explain blood alcohol count (BAC) levels
- Describe behavioral effects at certain BAC levels
- Describe the law regarding controlled substances
- Describe ways to refuse sales to intoxicated customers



00:01 / 00:21



At the end of this lesson, you will be able to:

- Identify signs of intoxication
- Explain blood alcohol count of B-A-C levels
- Describe effects at certain B-A-C levels
- Describe the law regarding controlled substances
- Describe ways to refuse sales to intoxicated customers

>> Your Location: Effects of Alcohol and Abusive Behavior

Intoxication



**Public intoxication is a violation of state law.**

An individual commits the offense if they:

- Appear in public under the influence
- Present a danger to themselves, others, or property
- Commit offensive conduct (e.g. shouting, indecent exposure) which annoys another in their vicinity

Public intoxication is a violation of state law.

An individual commits the offense if they:

- appear in public under the influence;
- present a danger to themselves, others, or property;
- engage in offensive conduct.

Intoxicated persons display visible signs, including:

- Bloodshot eyes
- Staggering
- Strong alcohol breath
- Difficulty handling money
- Slurred speech
- Loud and obnoxious behavior

Do not allow any intoxicated person to loiter in the store

&gt;&gt;Your Location: Effects of Alcohol and Addictive Behavior

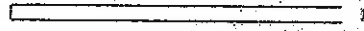
 Blood Alcohol Count Levels Explained

## BAC Levels

BAC levels are usually reported as decimals.

That number actually represents the number of grams of alcohol per 100 ml of blood.

.15 BAC = 15 grams of alcohol per 100 ml of blood (150 mg%).



01:27 / 01:27



Although B-A-C levels are usually reported as decimals — for example, point one-five — that number actually represents the number of grams of alcohol in 100 milliliters of blood.

A point one five B-A-C level equals 15 grams of alcohol per hundred milliliters of blood.

This number is sometimes represented as a percentage, such as one hundred fifty milligrams percent.

**DOLLAR GENERAL** Beer and Wine Sales Training

>>Your Location: Effects of Alcohol and Addictive Behavior

**Behavioral Effects**

Roll your mouse pointer over the numbers on the scale to learn about the expected behavioral effects for each BAC level.




120 mg%  
Vomiting may occur unless tolerance is established

Roll your mouse pointer over the scale to learn about the expected behavioral effects for each BAC level.

.02 - .04	.05	.06 - .08	.1	.12	.15	.2	.3	.45
20-40 mg%	55 mg%	60-80 mg%	100 mg%	120 mg%	150 mg%	200 mg%	300 mg%	450 mg%
<ul style="list-style-type: none"> <li>Relaxation</li> <li>Mild euphoria</li> <li>Changes in social behavior (increased gregariousness, humor enhancement)</li> <li>Legally intoxicated in some states in the U.S.</li> <li>Any positive</li> </ul>	<ul style="list-style-type: none"> <li>Any positive changes occur below this limit</li> </ul>	<ul style="list-style-type: none"> <li>Judgment altered; likely to take risks and actions not taken when sober</li> <li>Driving abilities clearly impaired</li> <li>Fine motor control discoordination</li> <li>Information processing altered</li> <li>Mood tends to shift from positive to negative</li> <li>Fantasies and motivations change</li> <li>Some disruption of</li> </ul>	<ul style="list-style-type: none"> <li>Legally intoxicated in all states</li> <li>Reaction time slowed</li> <li>Color perception and visual acuity decreased</li> <li>Memory impairment</li> <li>State dependent retrieval</li> <li>Driving at this</li> </ul>	<ul style="list-style-type: none"> <li>Vomiting may occur unless tolerance is established</li> </ul>	<ul style="list-style-type: none"> <li>Balance impaired</li> <li>Slurring of speech</li> <li>Risk of fatal crash increases 25 times in drivers at this BAC</li> </ul>	<ul style="list-style-type: none"> <li>Major memory impairment "blackout" (complete memory loss) normally occurs in this range, especially if BAC rises rapidly</li> <li>Memory does not transfer from short-term</li> </ul>	<ul style="list-style-type: none"> <li>Double vision may occur</li> <li>Most drinkers become unconscious or fall asleep at this level, and are difficult to awaken</li> </ul>	<ul style="list-style-type: none"> <li>Lethal dose for 50% (LD-50) of adults</li> <li>Death occurs due to alcohol poisoning - central nervous system inhibition of heart and breathing</li> <li>Death can occur</li> </ul>


changes occur below 55 mg%		restraint ("loss of control") for other behaviors such as eating, smoking, gambling, drugs, etc.	BAC increases risk of a fatal crash by 10 times			to long-term		at lower doses in children and adolescents
----------------------------	--	--	---	--	--	--------------	--	--

**DOLLAR GENERAL** *Beer and Wine Sales Training*

Your Location: Effects of Alcohol and Addictive Behavior

DUI







Intoxicated persons rank high among drivers involved in crashes - particularly fatal crashes. Given the range of sensory and behavioral impairment, it is not surprising that driving behavior is impaired by even low doses of alcohol.

**Basic equivalency**

A 12-ounce bottle of beer, a 5-ounce glass of wine, and a 1-ounce shot of 100-proof liquor all contain approximately the same amount of alcohol.

The impairment of judgment and perception may leave the drinker with the impression they are driving safely, even better than usual.





Click here to go to the Next Page

It is well known that intoxicated persons rank high among drivers involved in crashes, particularly fatal crashes.

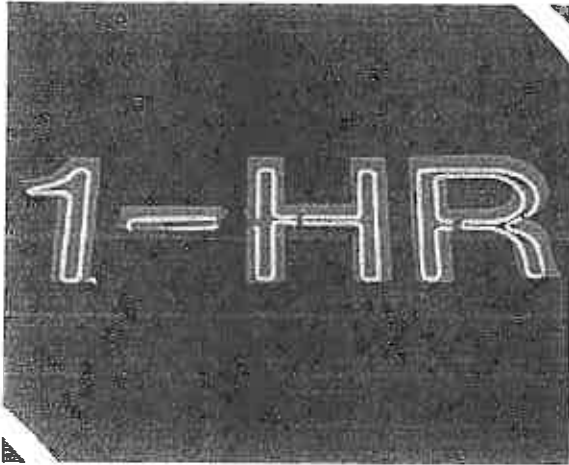
Given the range of sensory and behavioral impairment, it should not be surprising that driving behavior is impaired by even low doses of alcohol.

Basically, a 12-ounce bottle of beer, a 5-ounce glass of wine, and a 1-ounce shot of 100-proof liquor all contain approximately the same amount of alcohol.

The impairment of judgment and perception may leave the drinker with the impression they are driving safely, even better than usual.

Your Location: Effects of Alcohol and Addictive Behavior

**DUI**



If one drinks before driving, the only truly safe plan is to allow enough time for all of the alcohol to be eliminated from the body.

**The sobering process**

As a general rule, it takes approximately **one hour** for the liver to eliminate from the body the alcohol in one drink.

- This process cannot be accelerated.
- Only time sobers a person.

The only safe BAC level behind the wheel is 0.

If one drinks before driving, the only truly safe plan is to allow enough time for all of the alcohol to be eliminated from the body.

As a general rule, it takes approximately one hour for the liver to eliminate from the body the alcohol in one drink.

- This process cannot be accelerated.
- Only time sobers a person.

Clearly the only safe B-A-C level behind the wheel is zero

▶▶ Your Location: Effects of Alcohol and Medication [Home]

What Are the Signs?

Instructions: Use your mouse to click on and listen to an exchange between a clerk and an intoxicated customer. Then based on the audio use your mouse to click and drag the three signs of the customer's intoxication onto the image. Click SUBMIT when you're done.

**Audio Narrative:**

Female Clerk: (*Polite*): Hello, sir. How may I help you?

Male Customer: (*Drunk, speech slurred, loud*): Hello! Yourself pretty lady. Yeah, uh, I'd like to buy these six packers right here. (*Patting the cans*).

Female Clerk: (*Uncertain*): Well, sir, it'll cost seven dollars. I'm sorry, but I can't –

Male Customer: (*Laughs*): Seven? (*snaps his fingers*) Deal! Let's see here... (*He fumbles for cash, and we hear coins dropping on the counter and mumbles as he counts the bills*) There's two, ten, oops, too much. (*laughs*) um, three... (*voice fades out*)

> Your Location: Effects of Alcohol and Adulterated Beverages

**Controlled Substances**



Unlawful distribution of controlled substances is a felony.

There are five schedules of controlled substances, known as Schedules I, II, III, IV and V.

- Heroin
- Opium
- Cocaine
- Methamphetamines
- Marijuana

Any employee who uses, sells, purchases, possesses, or is under the influence of illegal drugs is subject to immediate termination.



Click here to go to the Next Page

Unlawful distribution of controlled substances is a felony.

There are five schedules of controlled substances, known as Schedules I, II, III, IV and V. The illegal schedule drugs include:

- Heroin
- Opium
- Cocaine
- Methamphetamines; and
- Marijuana

Any employee who uses, sells, purchases, possesses, or is under the influence of illegal drugs is subject to immediate termination.



>> Your Location: Effects of Alcohol and Addictive Behavior

Handling Intoxicated Customers



You may notice an individual browsing around the liquor section of the store, or they may casually ask about prices for certain brands. The individual may appear intoxicated or you may smell alcohol on their breath.

Stating your store policy to deny alcohol sales to intoxicated persons and checking ID is understood as a necessary routine.

**Be polite and courteous.**

A customer may say:

- "I am not drunk."
- "But I always buy my alcohol here."

Respond with an apology and a polite explanation:

- "I'm sorry. Our store has to follow state law, or else pay a big fine, and I can lose my job."



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**Be polite and courteous.**

A customer may say:

- "I am not drunk." ; or
- "But I always buy my alcohol here."

Respond with an apology and a polite explanation:

"I'm sorry. Our store has to follow state law; or else pay a big fine, and I can lose my job."

>> Your Location: Effects of Alcohol and Addictive Behavior

1 Handling Intoxicated Customers



**Be polite and courteous.**

- "We really appreciate your coming in today, but it appears that you've been drinking. I could get into trouble with the law or lose my job if I sell this to you. Would you like to buy another type of cold drink?"

"We really appreciate your coming in today, but it appears that you've been drinking. I could get into trouble with the law or lose my job if I sell this to you. Would you like to buy another type of cold drink?"

Your Location: Effects of Alcohol and Addictive Behavior

### Handling Intoxicated Customers



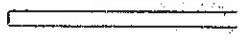
#### Refusing the sale

Does not have to turn into a confrontational situation.

When refusing alcohol sales:

- Remember it is the law, not anything personal.
- Maintain a customer service attitude.
- Stay calm.

The words you choose and your tone of voice can make the difference in how the customer reacts.



01:08 / 01:17



Refusing the sale of alcohol to a customer doesn't have to turn into a confrontational situation.

When refusing alcohol sales:

- Remember it is the law, not anything personal
- Maintain a customer service attitude.
- Stay calm

The words you choose and your tone of voice can make the difference in how the customer reacts.

>> Your Location: Effects of Alcohol and Addictive Behavior

▣ Handling Intoxicated Customers

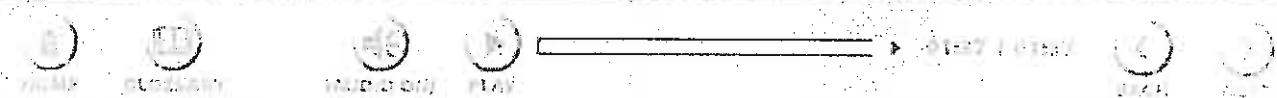


**Do not intimidate or embarrass the customer.**

The customer may become defensive and/or confrontational. If they shout or become threatening:

- You can tell them to leave the store.
- Ask your supervisor or co-worker for assistance.
- Contact law enforcement.

An employee who sells, or provides alcoholic beverages to a person who appears intoxicated is subject to termination of employment.



**Do not intimidate or embarrass the customer.**

The customer may become defensive and/or confrontational. If they shout or become threatening:

- You can tell them to leave the store;
- Ask your supervisor or co-worker for assistance; or
- Contact law enforcement

An employee who sells, or provides alcoholic beverages to a person who appears intoxicated is subject to termination of employment.

Your Location: Effects of Alcohol and Addictive Behavior

Assessment

# Assessment

**Instructions:** Read each of these questions carefully. You must correctly answer all questions for successful completion. If you have incorrectly answered any of the questions, you will have the opportunity to retake the assessment.

Select your answer and click **SUBMIT**.

Click **BEGIN** when you are ready.

**BEGIN**

(No Narration)

at Your Location: Effects of Alcohol and Abusive Behavior

Assessment

1

An intoxicated person is staggering and singing out loudly, while other customers are shopping. Though her behavior is annoying it is not illegal.

- True
- False



(No Narration)

>>Your Location: Effects of Alcohol and Addictive Behavior

Assessment

2

Select which one of these images appears to be a sign of intoxication.

- A
- B
- C



(No Narration)

>>Your Location: Effects of Alcohol and Addictive Behavior

Assessment

3

An intoxicated customer becomes threatening when you explain why you cannot sell him a bottle of wine. Which of the following is a proper response?

- Embarrass the person into leaving the store by commenting on his breath and bloodshot eyes.
- Sell him the bottle just to get him to leave.
- Ask your supervisor or co-worker for assistance.



(No Narration)



Sales to Minors and Age Determination

# Sales to Minors and Age Determination

YOUR FIRST LINE OF DEFENSE IS TO CHECK ID

(No Narration)

>> Your Location: Sales to Minors and Age Determination

Objectives



### Lesson Objectives

At the end of this lesson, you will be able to:

- Explain how alcohol laws are enforced
- Describe what forms of ID will be accepted to determine legal age
- Describe techniques to identify false or altered IDs
- Explain how to determine the legal age of a customer
- Describe the responsibilities and consequences of third-party sales



00:02 / 0:02

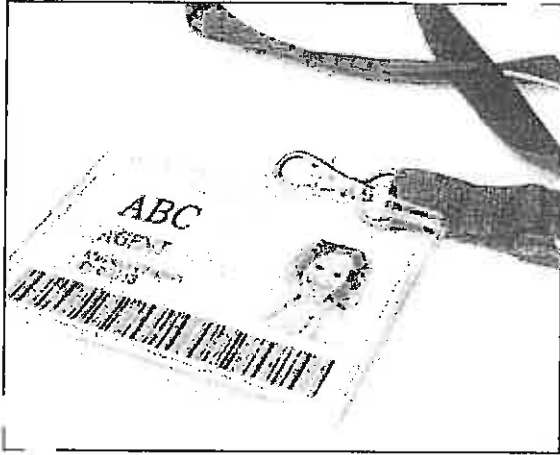


At the end of this lesson you will be able to:

- Explain how alcohol laws are enforced
- Describe what forms of ID will be accepted to determine legal age
- Describe techniques to identify false or altered IDs
- Explain how to determine the legal age of a customer
- Describe the responsibilities and consequences of third-party sales

Your Location: Sales to Minors and Age Determination

Alcohol Beverage Control



**Alcohol Beverage Control Board (ABC)**

- Administers and enforces all laws regarding the sale and use of alcohol in the state.

Alcoholic beverage laws may be enforced by any duly commissioned law enforcement agency or officer.

Sting operations can be performed by law enforcement at any time.

An Alcohol Beverage Control Board usually administers and enforces all laws regarding the sale and use of alcohol in the state.

Alcoholic beverage laws may be enforced by any duly commissioned law enforcement agency or officer.

Sting operations can be performed by law enforcement at any time.

Your Location: Sales to Minors and Age Discrimination

Alcohol Beverage Control



Law enforcement will send minors into the store with their own IDs to attempt to purchase alcohol.

- The minor will present their ID.
- Will not lie about their age if asked

The appropriate fines and penalties will be issued if the employee knowingly sells alcoholic beverages to minors.



[Click here to go to the Next Page](#)

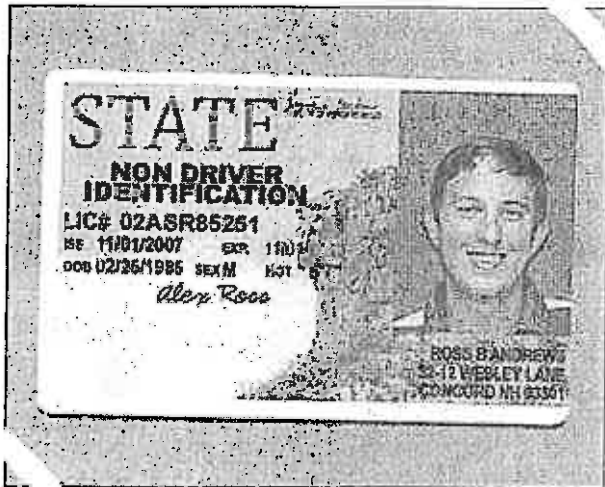
Typically, law enforcement will send minors into the store with their own IDs to attempt to purchase alcohol. During the inspection:

The minor will present their real ID and will not lie about their age if asked by the seller.

The appropriate fines and penalties will be issued if the employee knowingly sells alcoholic beverages to minors.

>> Your Location: Sales to Minors and Age Determination

Check ID



### It is not always easy to tell!

- Your first line of defense is to check ID.

Establish the customer's age prior to making an alcoholic beverage sale.

Accept the following identification:

- 1 A valid driver's license of any state
- 2 A valid military identification card
- 3 A valid passport (or permanent resident green card)
- 4 A non-driver ID of any state

Identification must be checked on the day of service, even if the individual's ID has been checked on previous occasions.



Click here to go to the Next Page

It's not always easy to tell if someone is legally old enough to purchase alcohol.

Your first line of defense is to check I-D – every time.

Establish the customer's age prior to making an alcoholic beverage sale.

Accept the following identification:

- A valid driver's license of any state;
- A valid United States Uniformed Service Identification;
- A valid passport; and
- A non-driver ID of any state

Identification must be checked on the day of service, even if the individual's I-D has been checked on previous occasions.

Check the expiration date. An expired license is not considered valid and must not be accepted

Your Location: Sales to Minors and Age Determination

Check ID



Use the **WE I.D.** book located at your register for more information about valid IDs.

Play it by **E.A.R.** when checking ID.

Examine:

- Always examine the date of birth. Make sure the customer is old enough to purchase alcohol today!
- Verify the photo matches the customer.
- Check the expiration date.

Checking identification is an important part of ensuring legal alcohol sales. Checking an I-D involves more than simply glancing at it. Play it by *ear* when checking I-D.

Examine:

- Always examine the date of birth. Make sure the customer is old enough to purchase alcohol today!
- Verify the photo matches the customer.
- Check the expiration date.

> Your Location: Sales to Minors and Age Determination

Check ID



- Look for misaligned birth and expiration dates, erasures, smudges, glue lines, blurry or bumpy surfaces and other signs of tampering. Look for special ID features such as a holograms, state seals and logos.

- Look for misaligned birth and expiration dates, erasures, smudges, glue lines, blurry or bumpy surfaces and other signs of tampering. Look for special ID features such as a holograms, state seals and logos.

The back of the document, as well as the front, should be checked

>> Your Location: Sales to Minors and Age Determination

Check ID



Play it by **E.A.R.** when checking ID.

Examine

Ask:

- About basic information on the ID, such as when is your birthday and where do you live.
- If you have any reservations, ask for a second form of ID.

Refuse:

- If you are not convinced, do **not** complete the purchase. It is much better to say **no** than to risk a violation.

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- About basic information on the ID, such as when is your birthday and where do you live.
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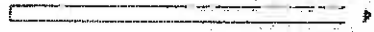


Your Location: Sales to 18 Years and Age-Driven Regions

Check ID



Failure to properly check identification can lead to termination of employment.



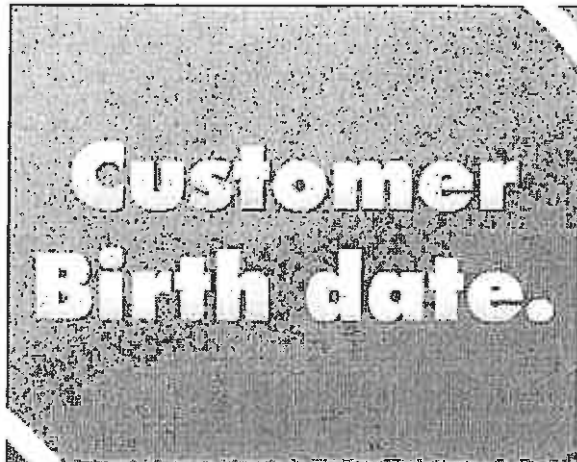
01:00 / 01:40



- Failure to properly check identification can lead to termination of employment.

Your Location: Sales to Minors and Age Determination

Checking ID at the Register



At the register, follow these steps:

- 1 Ask the customer for their ID.
- 2 Don't just glance at the ID. Inspect the ID to make sure it is valid and not fake.
- 3 Scan the alcohol.
- 4 Read the customer's date of birth as you enter it into the register.
- 5 If the customer's birthdate falls under legal age requirements or if the sale is restricted, you will receive a message prompt to decline the sale. Declined sales can be due to factors such date/time limits (e.g. sale allowed only before 10 p.m. or sale not allowed on Sundays.)



DOLLAR GENERAL

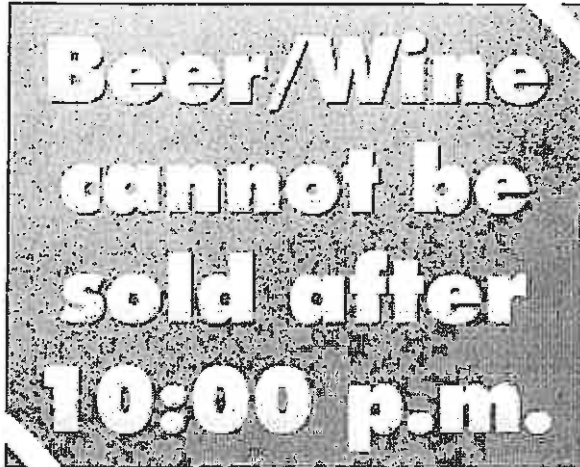


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>>Your Location: Sales to Minors and Age Determination

☐ Checking ID at the Register



- ▶ If the sale is accepted, return the ID to the customer.
- ▶ If the sale is declined, give the customer back his or her ID and return the alcohol to the shelf.
- 6 If the sale is declined, say
  - "I'm sorry, but I can't sell this to you. Would you like to purchase another type of cold drink instead?"
- 7 Always maintain a customer service attitude. Remain polite and courteous.

If the sale is accepted, return the ID to the customer.

If the sale is declined, give the customer back his or her ID and return the alcohol to the shelf.

6. If the sale is declined, say, "I'm sorry, but I can't sell this to you. Would you like to purchase another type of cold drink instead?"
7. Always maintain a customer service attitude. Remain polite and courteous.

>>Your Location: Sales to Minors and Age Determination

*Checking ID at the Register*



**Check!**

Regular audit reports are being used to verify same birth date information is not being repeatedly entered at your store.

**Remember!**

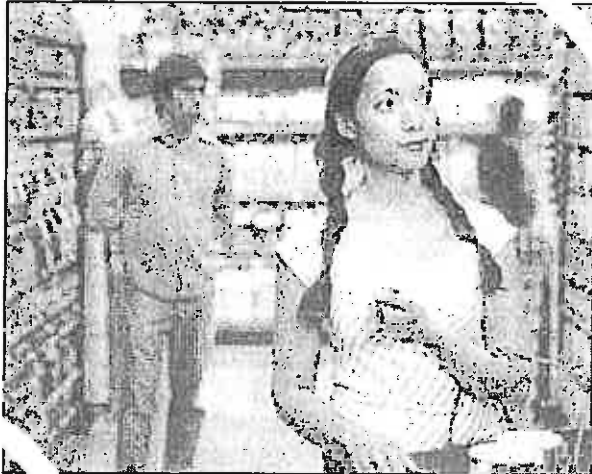
It's much better to say no than to risk a violation.

As a check, regular audit reports are being used to verify same birthdate information is not being repeatedly entered at your store.

Remember, it's much better to say no that to risk a violation.

at Your Location: Sales to Minors and Age Determination

*Handling Underaged Customers*



You may notice a minor browsing around the liquor section of the store, or they may casually ask about prices for certain brands of alcohol products.

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Your Location: Sales to Minors and Age Determination

Handling Underaged Customers



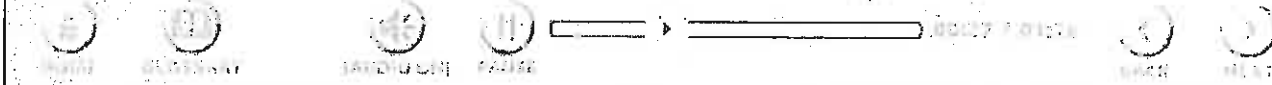
You may notice a minor browsing around the liquor section of the store, or they may casually ask about prices for certain brands of alcohol products.

How do you handle someone underaged?

Underaged customers are valued customers. Handle them as you would an adult if you refuse service.

**Be polite and courteous.**

Stating your store policy to deny alcohol sales to underaged persons, and asking for ID is understood as a necessary routine.



How do you handle someone underaged?

Underaged customers are valued customers. Handle them as you would an adult if you refuse service.

- **Be polite and courteous.**

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Your Location: Sales to Minors and Age Determination

**Handling Underaged Customers**

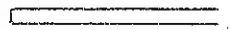


The suspected minor may say:

- "Oh, I forgot my ID."
- "I've bought alcohol here before and never had a problem."

Respond with an apology and a polite explanation:

- "I'm sorry. Our store has to follow state law; or else pay a big fine, and I can lose my job."
- "I'm sorry, but the law requires that we check ID before we sell any alcohol."
- "I'm sorry, but our store cannot sell alcohol to people who are underaged."



00:07 / 01:28



The suspected minor may say:

- "Oh, I forgot my ID."; or
- "I've bought alcohol here before and never had a problem."

Respond with an apology and a polite explanation:

- "I'm sorry. Our store has to follow state law; or else pay a big fine, and I can lose my job."; or
- "I'm sorry, but the law requires that we check ID before we sell any alcohol."; or
- "I'm sorry, but our store cannot sell alcohol to people who are underaged."

11: Your Location: Sales to Minors and Age Determination

Handling Underaged Customers

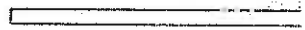


**Do not intimidate or embarrass the customer.**

The customer may become defensive and/or confrontational. If they shout or become threatening:

- You can tell them to leave the store.
- Ask your supervisor or co-worker for assistance.
- Contact law enforcement.

An employee who sells or provides any person under the age of twenty-one (21) alcohol, or allows such individual to consume alcoholic beverages on company premises is subject to termination of employment.



11:10 / 11:18



Do not intimidate or embarrass the customer.

They may become defensive, confrontational, or hostile. If so:

- You can tell them to leave the store;
- Ask your supervisor or co-worker for assistance; or
- Contact law enforcement

An employee who sells or provides any person under the age of twenty-one alcohol or allows such individual to consume alcoholic beverages on company premises is subject to termination of employment.



At Your Location: Sales to Minors and Age Determination

Third-Party Sales



Some adults may attempt to purchase alcohol for minors.

Suspect third-party sales include:

- Minors talking to an adult or handing money to an adult outside or in the back of the store.
- ◆ An adult purchasing multiple brands after talking with minors.

If you have reason to believe that an adult customer is buying alcohol on behalf of a minor, the responsible thing to do is to refuse the sale.

Navigation bar with icons for HOME, HISTORY, TRANSCRIPT, PAUSE, and a progress indicator. The progress indicator shows a bar that is approximately 75% full, with the text 'page 11 of 16' next to it. There are also icons for BACK and NEXT.

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> Your Location: Sales to Minors and Age Determination

Third-Party Sales



**Respond**

"I saw a teenager hand you some money at the back of the store. Sometimes kids try to get adults to buy beer for them. I could lose my job if I sold beer to you and you gave it to those kids. You could get into trouble, too. Are you sure you still want to get these?"

Respond with:

"I saw a teenager hand you some money at the back of the store. Sometimes kids try to get adults to buy beer for them. I could lose my job if I sold beer to you and you gave it to those kids. You could get into trouble too. Are you sure you still want to get these?"

>> Your Location: Sales to Minors and Age Determination

Assessment

# Assessment

**Instructions:** Read each of these questions carefully. You must correctly answer all questions for successful completion. If you have incorrectly answered any of the questions, you will have the opportunity to retake the assessment.

Select your answer and click **SUBMIT**.

Click **BEGIN** when you are ready.

**BEGIN**



(No Narration)

Your Location: Sales to Minors and Age Determination

**Assessment**

**1**

Which one of the following is NOT an accepted form of ID?

- Driver's license
- Library card
- Passport

(No Narration)

Your Location: Sales to Minors and Age Determination

Assessment

3

By being alert to certain customer behaviors, you may be able to recognize underage and third-party sales attempts. Which of the following are warning signs?

- A teenager hands money to another customer at the back of the store.
- A customer arrives in a car full of young looking people and comes in to buy beer.
- A customer removes his or her ID from a pocket, rather than a wallet.
- A customer attempts to distract you with conversation while you are ringing up the purchase.
- All of the above

(No Narration)

>> Your Location: Sales to Managers and ALC Determination

Assessment

Good Job! You answered all the questions correctly  
Please click on the "Next" button to continue with the course.



(No Narration)

Liabilities of Illegal Sales

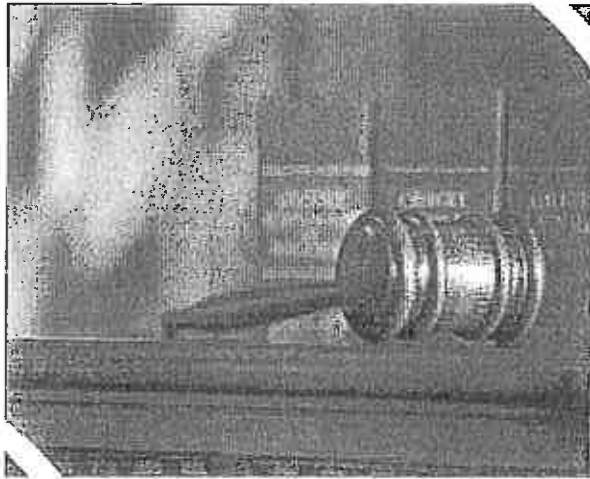


Liabilities of Illegal Sales

**A LICENSEE IS RESPONSIBLE FOR VIOLATIONS BY EMPLOYEES.**

> Your Location: Liabilities of Illegal Sales

**Objectives**



**Lesson Objectives**

At the end of this lesson, you will be able to:

- Describe the criminal and civil liabilities for illegal sales and service

At the end of this lesson, you will be able to:

Describe the criminal and civil liabilities for illegal sales and service.



>> Your Location: LIABILITIES OF ILLEGAL SALES

Consequences of Illegal Sales



**Selling alcohol is a serious responsibility.**

- Don't sell or provide alcoholic beverages to any person if they are underage or appear to be intoxicated.
- Your store could face fines, restrictions or lose its liquor license if you sell alcohol to a minor or intoxicated person.
- You can be held personally accountable along with the store and Company.
- Fines and penalties for alcohol sales violations vary from state to state, and can even include jail time or other civil and criminal penalties.

If someone dies or gets hurt because you sold alcohol to a minor or intoxicated person, you and the Company can be held accountable.

Selling alcohol is a serious responsibility.  
Remember these key points:

Don't sell or provide alcoholic beverages to any person if they are underage or appear to be intoxicated.

Your store could face fines, restrictions or lose its liquor license if you sell alcohol to a minor or intoxicated person.

You can be held personally accountable along with the store and Company.

Fines and penalties for alcohol sales violations vary from state to state, and can even include jail time or other civil and criminal penalties.

If someone dies or gets hurt because you sold alcohol to a minor or intoxicated person, you and the Company can be held accountable.

Your Location: Utilities of Legal Sales

*Illegal Sales to Minors*

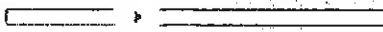


Providing alcohol!

The parent or legal guardian of a minor has the right to take legal action against any person who unlawfully sells or furnishes alcohol to the minor.

Action can be taken provided the offender:

- Served a minor, or
- Is charged with such action



00:24 / 00:25



The parent or legal guardian of a minor has the right to take legal action against any person who unlawfully sells or furnishes alcohol to the minor.

Action can be taken provided the offender served a minor, or was charged with such action.

>>Your Location: Liability & Legal Sales

☑ **Illegal Sales to Minors**



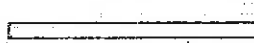
**Providing controlled substances**

A person who unlawfully sells, or provides a controlled substance to a minor:

*Can be liable for injury or damages (or both) suffered by a third person.*

If the controlled substance (or alcohol) provided by the offender to the minor is the cause of the injury or damages.

A third person who is injured or suffers damages (or both), can take legal action against the person who provided the controlled substance (or alcohol) to the minor.



00:00 / 00:10



A person who unlawfully sells, or provides a controlled substance to a minor:

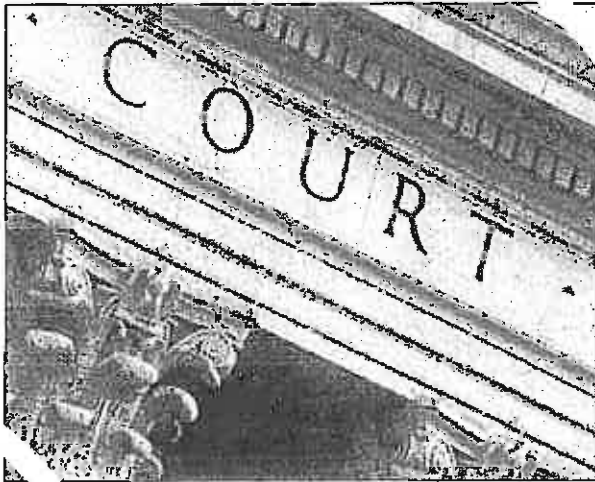
Can be liable for injury or damages suffered by a third person if the controlled substance provided by the offender to the minor is the cause of the injury or damages.

A third person, who is injured or suffers damages, can take legal action against the person who provided a controlled substance to the minor.

Upon the death of a party, the suit will continue to process in court.

Year Location: LIABILITIES of Retail Sales

**Illegal Sales to Intoxicated Persons**



Person(s) who suffer bodily injuries, property damage, or are deprived of a means of support by any intoxicated person or as a result of the intoxication:

- Can take legal action against an individual who sells, or provides alcoholic beverages that cause the intoxication of such person for all damages sustained.

Upon the death of a party, the suit will continue to process in court.

The injured party may file a joint or separate action against the:

- Intoxicated person and/or
- Who furnished the liquor

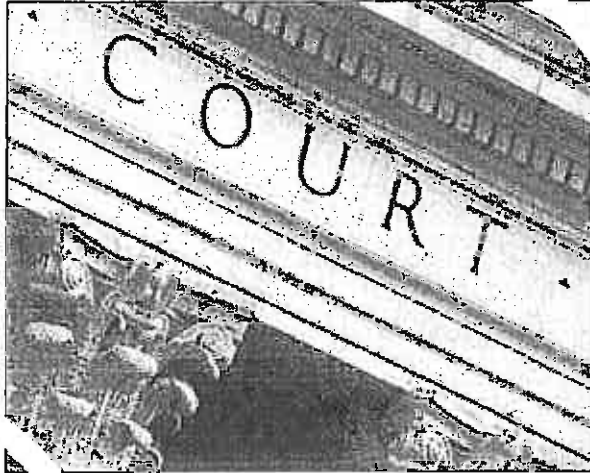
Persons who suffer bodily injuries or property damage, or are deprived of a means of support by any intoxicated person, or as a result of the intoxication; can take legal action against an individual who sells or provides any alcoholic beverages that cause the intoxication of such person for all damages sustained.

Upon the death of a party, the suit will continue to process in court.

The injured party may file a joint or separate action against the person intoxicated or the person who furnished the liquor.

>>Your Location: Liabilities of Retail Sales

Illegal Sales to Intoxicated Persons



All such claims are filed as a civil liability in court.

HOME SECURITY VIDEO Drag this Button to Change Media Position AUDIO 00:01 / 00:33 BACK NEXT

All such claims are filed as a civil liability in court.

Your Location: Libraries of Retail Sales

Assessment

# Assessment

**Instructions:** Read each of these questions carefully. You must correctly answer all questions for successful completion. If you have incorrectly answered any of the questions, you will have the opportunity to retake the assessment.

Select your answer and click **SUBMIT**.

Click **BEGIN** when you are ready.

**BEGIN**



(No Narration)

Your Location: Unlimited Alcohol Sales

Assessment

1

A person who sells or provides a controlled substance (or alcohol) to a minor is not liable for injury to or damages suffered by a third person.

- True
- False

(No Narration)

Your Location: Suburbs of Major Cities

Assessment

2

You can be held personally accountable, along with the store and company for alcohol sales violations.

- True
- False

(No Narration)



Your Location: Distribution of Retail Sales

Assessment

3

Identify the types of customers that cannot be sold alcohol.

- Underage
- Intoxicated
- Purchasing for someone else (third-party)
- All of the above



(No Narration)

Your Location: Liability of Legal Sales

Assessment

Good Job! You answered all the questions correctly  
Please click on the "Next" button to continue with the course.

(No Narration)

Legal and Responsible Management

Legal and  
Legal and  
Responsible Management

ABC BOARD LICENSE



[Click here to go Back a Page](#)



(No Narration)

Your Location: Laws and Responsible Management

Objectives



Lesson Objectives

At the end of this lesson, you will be able to:

- Describe prohibited behaviors
- Describe requirements for licensed premises
- Describe how minors may handle alcohol sales
- Describe the rules against gambling on the premises

At the end of this lesson, you will be able to:

- Describe prohibited behaviors
- Describe requirements for licensed premises
- Describe how minors may handle alcohol sales; and
- Describe the rules against gambling on the premises

Your Location: Legal and Responsible Management

**Prohibited Behavior**



**Misdemeanor** charges in addition to fines and/or imprisonment apply to any **vendor** who engages in, or permits any practices prohibited by the rules and regulations of the board by:

- Refusal to allow full inspection of the premises
- Delaying or preventing inspection
- Interfering with an agent of the board in the performance of their duties

The same penalties also apply to person(s) who:

- Manufacture, transport, or import alcoholic beverages into this state (except in accordance with the rules and regulations of the board)
- Sell, or provide taxable alcoholic beverages within this state when the required taxes have not been paid



08/31 / 01:03



Misdemeanor charges in addition to fines and/or imprisonment apply to any vendor who engages in, or permits any practices prohibited by the rules and regulations of the board by:

- Refusal to allow full inspection of the premises;
- Delaying or preventing inspection;
- Interfering with an agent of the board in the performance of their duties relating to the confiscation of alcoholic beverages.

The same penalties also apply to persons who:

- Manufacture, transport, or import alcoholic beverages into this state; or
- Sell, or provide taxable alcoholic beverages within this state when the required taxes have not been paid.

Your Location: USA and Resource Management

Prohibited Behavior

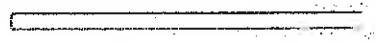


### Premiums or Presents to Induce Purchase-Prohibited

It is illegal for all licensees to offer cash or prizes as a premium for the return of:

- Caps,
- Corks,
- Stamps,
- Labels, or
- Other items taken from any bottle or package containing alcoholic beverages

It is illegal to offer anything of value as a premium to encourage the purchase of alcoholic beverages.



01:03 / 01:03



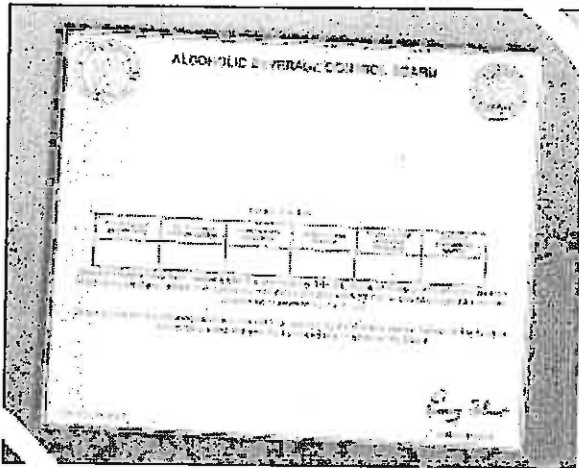
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Your Location: [Home](#) and [Responsible Management](#)

**Licensed Premises**



ABC Board licensees are accountable to the Board for criminal conduct that occurs on any part of the licensed premises. Such activities are subject to disciplinary action.

The premises of all ABC Board retail licensees will not provide the sale of alcoholic beverages through any exterior means of access, such as:

- Drive-up;
- Walk-up; or
- Drive-thru window

All sales of alcoholic beverages must be made on the inside of the licensed premises.

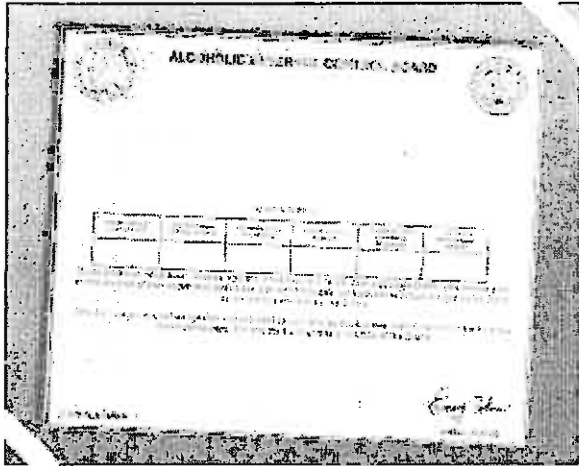
ABC Board licensees are accountable to the Board for criminal conduct that occurs on any part of the licensed premises. Such activities are subject to disciplinary action.

The premises of all ABC Board retail licensees will not provide the sale of alcoholic beverages by means of a "drive-up," "walk-up," or "drive-thru" window or other type of exterior access.

All sales of alcoholic beverages must be made on the inside of the licensed premises.

Your Location: Local and Accountable Management

1 Licensed Premises



Off-premises beer and/or off-premises table wine licensees may sell beer and/or table wine through a "walk-up" window if:

- All other goods are sold through said window
- Premises are otherwise closed to the public

However, off-premises beer and/or table wine licensees may sell beer and/or table wine through a "walk-up" window if all other goods of said licensee are sold through said window and the premises are otherwise closed to the public



Your Location: Legal and Responsible Management

**Employment of Minors**



The laws that govern handling and selling of alcohol by minor employees vary by state.

In some instances:

- The minor may be allowed to handle and sell alcohol.
- A legal-age adult may be required to ring the merchandise.

Where minors are employed, stores must comply with any applicable local or state laws.



[Click here to go to the Next Page](#)

The laws that govern handling and selling of alcohol by minor employees vary by state. In some instances, the minor may be allowed to handle and sell alcohol with no modifications. In others, a legal adult may be required to ring the merchandise.

Where minors are employed, stores must comply with any applicable local or state laws.

Your Location: Legal and Responsible Placement

### Off-Premises Licensees



No ABC Board off-premises licensee will allow alcoholic beverages to be consumed on its premises.

### Prohibition Against Gambling - Gaming - Betting Activities

It is illegal for any person to:

- ◊ Knowingly promote, advance or profit from illegal gambling activities

A person commits the crime of possession of a gambling device if they manufacture, sell, transport, place or possess, or conduct use of:

- ◊ A slot machine
- ◊ Any other gambling device used in the advancement of illegal gambling activity



[Click here to go to the Next Page](#)

No A-B-C Board off-premises licensee will allow alcoholic beverages to be consumed on its premises.

It is illegal for any person to:

- Knowingly promote, advance or profit from illegal gambling activities;

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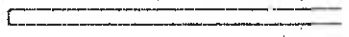
Your Location: Law & Responsible Management

Off-Premises Licensees



Any ABC Board licensee (agent, member or employee) found in violation or who allows patrons to engage in such activities, is subject to disciplinary action, including:

- Fine
- Suspension or revocation of the license



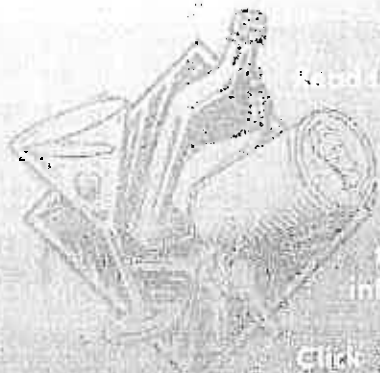
00:45 / 00:45



Any A-B-C board licensee found in violation, or who allows patrons to engage in such activities, is subject to disciplinary action, including a fine, suspension or revocation of the license.

Your Location: Legal and Responsible Management

State Laws



Read the State Laws, from the state of origin of each of the products you sell, including state laws, receiving, inventory, and shipping.

In this activity, click on the state where you work to review the respective agency contact and other information such as sales hours and age to sell.

Click **Start** when you're ready to begin.

(After you have reviewed the summary, you will be returned to the main page. **Click NEXT** to continue.)

Click here to go to the Next Page

Every employee must recognize the state laws that affect us. In this activity, you must click on the state where you work to review the respective agency contact and other information such as sales hours and age to sell. Click Start when you are ready to begin.

By Your Location: Legal and Responsible Management

State Laws

The image shows a map of the United States with state boundaries. To the right of the map is a list of state names, each with a small icon or link next to it, representing the State Laws section.



Click here to go Back a Page



- SOP for each state is attached as a link

Your Location: Legal and Responsible Consumption

Assessment

# Assessment

**Instructions:** Read each of these questions carefully. You must correctly answer all questions for successful completion. If you have incorrectly answered any of the questions, you will have the opportunity to retake the assessment.

Select your answer and click **SUBMIT**.

Click **BEGIN** when you are ready.

**BEGIN**



(No Narration)

On Your Location: Legal and Responsible Management

Assessment

1

It is legal to offer a prize award to promote the sale of alcoholic beverages.

- True
- False



(No Narration)

Your Location: Local Retail Operations Management

Assessment

2

Slot machines are permitted on the licensee's premises.

- True
- False

(No Narration)



Your Location: Legal and Responsible Management

Assessment

Good Job! You answered all the questions correctly  
Please click on the "Next" button to continue with the course.

(No Narration)

Finishing Touches

Finishing Touches



HOME



INVENTORY



(\$0.00) (\$0.00)



BACK




NEXT

Let's take this opportunity now to review the key points of alcohol sales.

**DOLLAR GENERAL** *Beer and Wine Sales Training*

Your Location: *Winning Touches*

*Course Summary*



**Key Points**

- Always check for valid ID before selling alcoholic beverages to a customer.
- No sales are permitted to anyone that is underage or cannot provide a valid ID.
- Do not sell alcoholic beverages to anyone, even if they are of age, that you know or believe is buying on behalf of an underage person.
- Do not sell to anyone that appears to be intoxicated.
- Alcohol may not be opened or consumed on store premises.

Navigation icons: Home, Progress, Audio, Pause, Play, Next, Back, Help.

Always check for valid ID before selling alcoholic beverages to a customer.

No sales are permitted to anyone that is underage or cannot provide a valid ID.

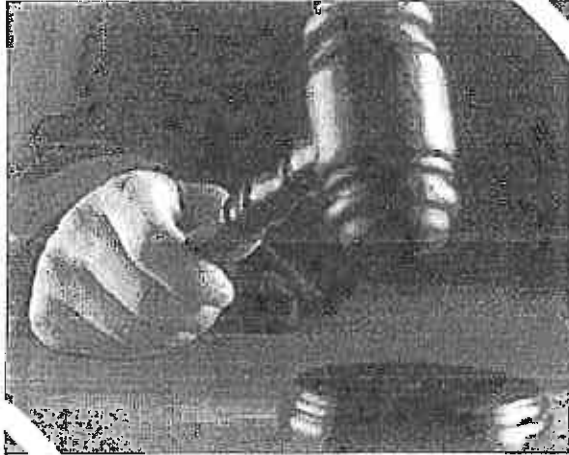
Do not sell alcoholic beverages to anyone, even if they are of age, that you know or believe is buying on behalf of an underage person.

Do not sell to anyone that appears to be intoxicated.

Alcohol may not be opened or consumed on store premises.

Your Location: Training Teacher

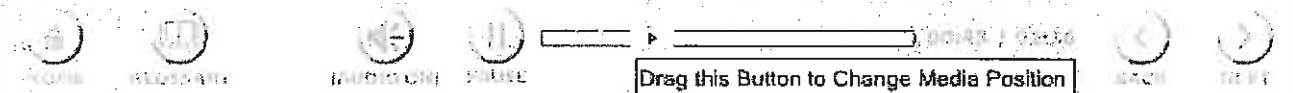
### Course Summary



#### Key Points

Selling alcohol is a serious responsibility.

- Your store could face fines, restrictions or lose its liquor license if you sell alcohol to a minor or intoxicated person.
- You can be held personally accountable along with the store and Company.
- Fines and penalties for alcohol sales violations vary from state to state, and can include jail time or other civil and criminal penalties.
- If someone dies or gets hurt because you sold alcohol to a minor or intoxicated person, you and the Company can be sued.



Selling alcohol is a serious responsibility.  
Remember these points:

Your store could face fines, restrictions or lose its liquor license if you sell alcohol to a minor or intoxicated person.

You can be held personally accountable along with the store and Company.

Fines and penalties for alcohol sales violations vary from state to state, and can include jail time or other civil and criminal penalties.

If someone dies or gets hurt because you sold alcohol to a minor or intoxicated person, you and the Company can be sued for damages such as lost earnings, pain and suffering, medical and hospital expenses.

Your Location: Teaching Tools

Course Summary



Key Points

Accept these forms of valid ID:

- ▶ Driver's license
- ▶ Military ID
- ▶ Passport (or green card)
- ▶ Non-driver ID of any state

Accept these forms of valid ID:

Driver's license

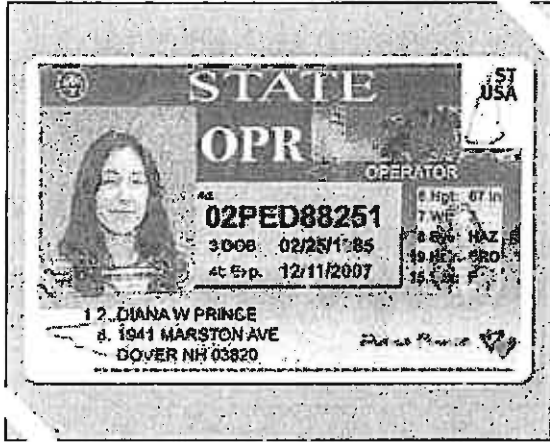
Military ID

Passport

Non-driver ID of any state

Your Location: Flashy | 1000000000

Course Summary



Key Points

Play it by E.A.R. when checking ID.

Examine:

- Always examine the date of birth. Make sure the customer is old enough to purchase alcohol today!
- Verify the photo matches the customer.
- Check the expiration date. Expired IDs are not valid.

Play it by E.A.R. when checking ID.

Examine:

- Always examine the date of birth. Make sure the customer is old enough to purchase alcohol today!
- Verify the photo matches the customer.

Check the expiration date. Expired IDs are not valid

> Your Location: [Fishing beaches](#)

Course Summary



Play it by E.A.R. when checking ID.

Examine:

- Look for misaligned birth and expiration dates, erasures, smudges, glue lines, blurry or bumpy surfaces and other signs of tampering.
- Look for special ID features such as a holograms, state seals and logos.
- The back of the document, as well as the front, should be checked for authenticity.



Drag this Button to Change Media Position

- Look for misaligned birth and expiration dates, erasures, smudges, glue lines, blurry or bumpy surfaces and other signs of tampering. Look for special ID features such as a holograms, state seals and logos.
- The back of the document, as well as the front, should be checked for authenticity.

Your Location: Training Tools

## Course Summary



## Key Points

Play it by E.A.R. when checking ID.

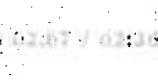
Examine

Ask:

- About basic information on the ID, such as when is your birthday and where do you live.
- If you have any reservations, ask for a second form of ID.

Refuse:

- If you are not convinced, do not complete the purchase. It is much better to say no than to risk a violation.

Ask:

- About basic information on the ID, such as when is your birthday and where do you live.
- If you have any reservations, ask for a second form of ID.

Refuse:

If you are not convinced, do not complete the purchase.

It is much better to say no than to risk a violation.



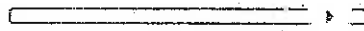
Your Location: Indiana Locations

Course Summary



Key Points

- Always maintain a customer service attitude when refusing alcohol sales.
- A few carefully chosen words can make the difference in how our customers react to us in different situations.



100% COMPLETE



Always maintain a customer service attitude when refusing alcohol sales. A few carefully chosen words can make the difference in how our customers react to us in different situations.

**DOLLAR GENERAL** *Beer and Wine Sales Training*

Home | My Profile | My Locations | My History | My Tools

**Course Acknowledgement**

**Acknowledgement**

**Instructions:** Use the scroll bar (up and down arrows) which is located on the right side of the screen to view additional text.

As a condition of my employment and continued employment at Dollar General, I agree to follow the policies and procedures of the Company (listed below). I understand that I will be held personally accountable for alcohol sales violations. If I have any questions, I understand that I should contact my manager or the Employee Response Center (ERC) at [redacted]

**I acknowledge receipt of training and agree to abide by company policies.**  
Click in left box to acknowledge statement.

Home | My Profile | My Locations | My History | My Tools | [Click here to go to the Next Page](#)

As a condition of my employment and continued employment at Dollar General, I agree to follow the policies and procedures of the Company:

I understand that I can be personally accountable for alcohol sales violations. If I have any questions, I understand that I should contact my manager or ERC.

Prior to making an alcohol beverage sale, I agree to check every customer for valid ID before selling alcohol.

I understand that I can be held personally accountable (e.g. fines, civil and criminal penalties) for alcohol sales violations.

I will not sell alcoholic beverages to anyone, even if they are of age, that I know or believe is buying on behalf of an underage person.

If I am found guilty of selling, giving, or allowing any underage or intoxicated person to purchase or consume alcoholic beverages on company premises that I am subject to disciplinary action up to and including termination.

I understand that if it is determined by the Company that I am not properly inspecting ID for alcoholic purchases that I am subject to disciplinary action up to and including termination.

If I use, sell, purchase, possess or am under the influence of illegal drugs or allow gambling activities on premise that I am subject to disciplinary action up to and including termination.

Your Location: Fresno, CA

**Completion Record**

The following requirements must be satisfied.

This item must be acknowledged:

Course Acknowledgment

This item must be passed:

Assessment

These items have been passed:

Assessment

Assessment

Assessment



(No Narration)

**POLICE DEPARTMENT**


**David Rahinsky**  
Chief of Police

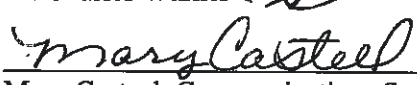


**Dr. Ken Moore**  
Mayor

**Eric S. Stuckey**  
City Administrator

September 15, 2013

TO: Lt. Charles Warner 

FROM:   
Mary Casteel, Communications Support Coordinator

SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on James Forsythe, Managing Agent for Dollar General Store #3511 and found to be clear.

A check was completed through LexisNexis/Accuint and found to be clear

Requested by: Christy McCandless

A handwritten signature in cursive, appearing to be 'Dmc', is located in the lower-left quadrant of the page.

City of Franklin

P O Box 705  
Franklin, TN 37065  
(615) 791-3225

DATE: 9-13-13  
TO: POLICE CHIEF  
FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR  
RE: RECORDS CHECK FOR APPLICATION FOR BEER PERMIT  
BEER BOARD MEETING DATE 10-8-13

- Applicant is requesting a temporary permit. Please return ASAP.
- Please return by \_\_\_\_\_ to provide information for Beer Board meeting agenda.

Name of Business Dollar General Store #3511

Location of Business 1203 Murfreesboro Rd #155

Name of applicant Dolgen Corp LLC

Managing Agent \_\_\_\_\_

Drivers License # \_\_\_\_\_ State \_\_\_\_\_

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

- Recommend. Based on information available to date, the applicant has no record requiring denial of the permit under the provisions of Title 8 of the Franklin Municipal Code.
- Not recommending. Based on information available to date, the Police Dept. is not recommending approval of a permit.

CENTRAL RECORDS DIVISION  
FRANKLIN POLICE DEPT

By \_\_\_\_\_

Date \_\_\_\_\_

Approved \_\_\_\_\_  
Signature

CM

# City of Franklin

P O Box 705  
Franklin, TN 37065  
(615) 791-3225

DATE: 9-13-13  
TO: **CODES DEPT**  
**FIRE DEPT**  
FROM: **CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR**  
RE: **BUILDING INSPECTIONS FOR APPLICATION FOR BEER PERMIT**

- ON PREMISES PERMIT
- OFF PREMISES PERMIT
- ON AND OFF PREMISES PERMIT
- MANUFACTURER'S OR DISTRIBUTOR'S PERMIT
- SPECIAL EVENTS PERMIT

- Applicant is requesting a temporary permit. Please return ASAP.
- Please return by 1 to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 10-8-13

Name of Business Dollar General Store # 3511  
Location of Business 1203 Murfreesboro Rd # 155

### CODES DEPT

  
Building Inspector

9-19-13  
Date

### FIRE DEPT

\_\_\_\_\_  
Fire Inspector

\_\_\_\_\_  
Date

**City of Franklin**

P O Box 705  
Franklin, TN 37065  
(615) 791-3225

DATE: 9-13-13

TO: **CODES DEPT**  
**FIRE DEPT**

FROM: **CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR**

RE: **BUILDING INSPECTIONS FOR APPLICATION FOR BEER PERMIT**

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- SPECIAL EVENTS PERMIT

- Applicant is requesting a temporary permit. Please return ASAP.
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Beer Board Meeting Date 10-8-13

Name of Business Dollar General Store #3511

Location of Business 1203 Murfreesboro rd # 155

**CODES DEPT**

\_\_\_\_\_  
Building Inspector

\_\_\_\_\_  
Date

**FIRE DEPT**  
  
\_\_\_\_\_  
Fire Inspector

9/17/13  
\_\_\_\_\_  
Date