

14-32

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 07/28/2014

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

1. Applicant (Owner) Red Lobster Restaurants LLC

Person \_\_ Firm \_\_ Corp \_\_ LLC X 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.

Red Lobster Management LLC is the sole Member and has 100% ownership.

1000 Darden Center Drive, Orlando, FL 32837

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?  
Red Lobster #0620

5. Location of the business by street address.  
1718 Galleria Blvd, Franklin, TN 37067-6186

Phone number of the business (615) 771-7577

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 \_\_\_\_\_

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 Norma Rivera

Title Licensing Mgr

Mailing Address Attn: Licensing, P.O. Box 695016

City, State, Zip Orlando, FL 32869-5016

Daytime contact phone number (407) 245-4711

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 N/A. 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.

ARCP RL Portfolio IX, LLC c/o ARCP Acquisitions, LLC

2325 E. Camelback Road, Suite 1100, Phoenix, AZ 85016, Attention: Legal Department

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.

N/A

---

---

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

---

---

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

GMRI, Inc.; 1000 Darden Center Drive, Orlando, FL 32837

---

---

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

Applicant operates many full-service restaurants across the country

---

---

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

N/A

---

---

---

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

Full-service restaurant serving alcoholic beverages

---

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? Yes  
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? Yes

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

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

See attached.

---

---

If no, do you plan to implement a training policy in the future? N/A

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.

- (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.

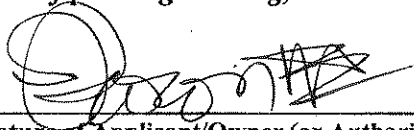
A privilege tax of \$100 is imposed on the business of selling, distributing, storing or manufacturing beer in this state effective January 1, 1994 and each successive January 1. Any holder of a beer permit issued after January 1, 1994 shall pay a pro rata portion of this annual tax when the permit is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

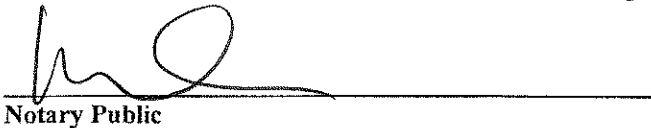
*I am also aware that I shall not be issued a permit or my permit shall be revoked if my business location causes traffic congestion or interferes with schools, churches, or other public places of public gathering, or otherwise interferes with public health, safety and morals.*



Signature of Applicant/Owner (or Authorized Corporate Officer)  
Horace G. Dawson, III / VP & Secretary

On behalf of: Red Lobster Restaurants LLC  
Name of Business Entity

Sworn to and subscribed before me this 7<sup>th</sup> day of July, 2014



Notary Public



MARY DIANE KIERSTEIN  
MY COMMISSION # EE 222737  
EXPIRES: August 6, 2016  
Bonded Thru Budget Notary Services

My Commission Expires: August 6, 2016

<b>Official Use Only</b>	
Application Fee \$ <u>250<sup>00</sup></u>	Date Paid <u>7/21/14</u>
Privilege Tax \$ <u>42<sup>00</sup></u>	Date Paid <u>7-28-14</u>
Board Meeting Date <u>8/12/14</u>	

**List of Owners/Officers**  
**of**  
**Red Lobster Restaurants LLC**

Red Lobster Management LLC  
100% Owner  
1000 Darden Center Drive  
Orlando, FL 32837

Horace Greeley Dawson, III  
0% Owner  
Vice President and Secretary  
808 Bridgewater Circle  
Maitland, FL 32751

Joseph George Kern  
0% Owner  
Assistant Secretary  
112 Kennison Drive  
Orlando, FL 32801

Colleen Marie Hunter  
0% Owner  
Assistant Secretary  
11762 Aurello Lane  
Orlando, FL 32827

POLICE DEPARTMENT

Deborah Y. Faulkner, EdD  
Interim Chief of Police



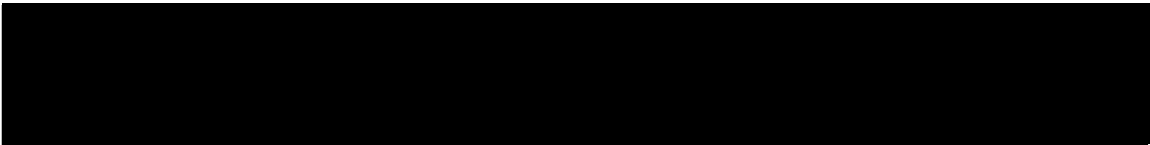
Dr. Ken Moore  
Mayor

Eric S. Stuckey  
City Administrator

July 21, 2014

TO: Interim Chief Deborah Y. Faulkner *DF*  
THRU: Lt. Joann Willhite *JW*  
FROM: Mary Casteel  
Mary Casteel, Communications Support Coordinator  
SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on Cory Jackson, Agent for Red Lobster #620, and found to be clear.



Requested by: Christy McCandless

City of Franklin

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

DATE: 7-21-14  
TO: POLICE CHIEF  
FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR  
RE: RECORDS CHECK FOR APPLICATION FOR BEER PERMIT  
BEER BOARD MEETING DATE 8/12/14

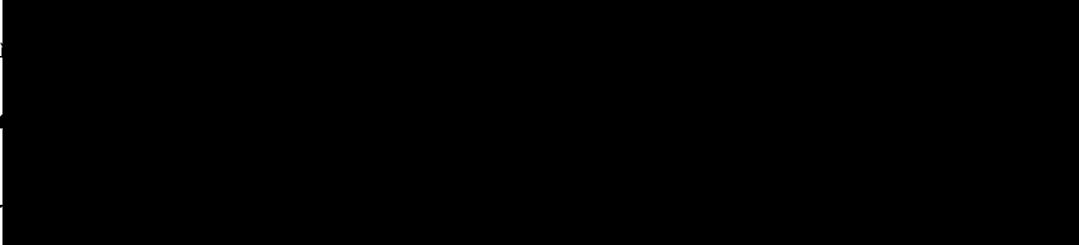
- Applicant is requesting a temporary permit. Please return ASAP.
- Please return by 7-25-14 to provide information for Beer Board meeting agenda.

Name of Business Red Lobster # 0620

Location of Business 1718 Galleria Blvd

Name of applicant Red Lobster Restaurants LLC

Managing Agent  
Drivers License  
Date of Birth



- 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



# City of Franklin

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

DATE: 7-21-14  
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 7-25-14 to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 8-12-14

(existing business)  
Chg in ownership

Name of Business Red Laster # 0620

Location of Business 1718 Galleria Blvd

## CODES DEPT

JA Haman  
Building Inspector

7-22-14  
Date

## FIRE DEPT

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

\_\_\_\_\_  
Date

# **Darden Responsible Alcohol Service Online Training**

## **Program Description**

The Darden Restaurants Responsible Alcohol Service online training comprises of six modules with four built-in quizzes and a series of agreement questions.

The program is linear so that the employee is forced to complete each module in the order presented. The program is designed to be used by all Darden restaurants and is intended to supplement existing responsible alcohol service training. It was not designed to replace any required state or local certification although it covers much of the same material.

The six modules are:

- Introduction
- Getting to know the Law (includes quiz)
- Checking ID (includes quiz)
- Facts About Alcohol (includes quiz)
- Handling Guest Situations (includes quiz)
- Summary and Wrap-up

## **Student Actions**

- When taking this online training, the student is presented with four 5-question tests. They must get all questions right to continue to the next lesson and they have two chances to do so before being required to repeat the relevant lesson. Correct/incorrect feedback is given after each question so that the student can see which questions were answered incorrectly
- In lesson 6, the student must check each statement to show agreement to the fundamentals learned and are instructed that checking all statements indicates completion and understanding of the fundamentals of responsible alcohol service. Completion is recorded in the eLearning Management system and passed to PeopleSoft for permanent inclusion in the employee's record
- Note that there is no passing grade. There is only complete and incomplete

## **About this Summary**

- This document is based on the audio script. Screen caps from the actual online training have been added to give some idea of what the student is seeing on screen
- Scripts from the video shoot are inserted where applicable. Where no dialog takes place, the video script is not included
- The tests, with correct answers marked, are also inserted where presented in the training

Instructions on how the Responsible Alcohol Service online training should be used as part of new employee training is documented in the Crew Member (employee) Guide.

Currently, employees are required to sign a statement indicating completion and understanding of the program. Certified trainers or managers answer questions if needed.

CREW MEMBER GUIDE  
Server

**Service of Alcohol**

Red Lobster is committed to the responsible service of alcoholic beverages to consumers.

We are also committed to protecting our crew and the community at large.

As a crew member who may come in contact with a guest as part of my employment, I understand that following these procedures is required.

I must:

- ▶ Participate in alcohol awareness training when beginning employment
- ▶ Check the ID of anyone who appears to be under 30 years of age. I know that acceptable identification includes an authentic driver's license with a picture or military ID (if permitted in your state). I will check with the manager when in doubt.
- ▶ Never serve an alcoholic beverage or non-alcoholic beer to anyone under 21 years of age; anyone who is visibly intoxicated; or a known, habitual alcoholic.
- ▶ Serve alcohol in compliance with state laws.
- ▶ Immediately notify a manager if a guest shows signs of intoxication and inform a manager of circumstances under which the guest became intoxicated.
- ▶ Always discourage intoxicated guests from driving.
- ▶ Offer to call a taxi for a visibly intoxicated guest. Ask a manager to report visibly intoxicated guest's auto tag number to local police if guest insists on driving.

I have read this policy statement and understand what is required to provide responsible service of alcoholic beverages. I agree to follow these procedures.

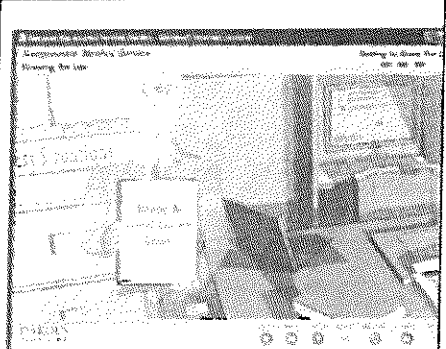
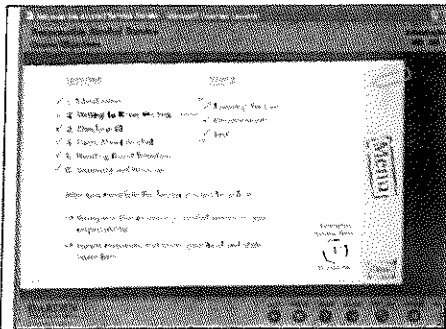
\_\_\_\_\_  
Crew Member Signature

\_\_\_\_\_  
Date

Tear out and give to your trainer or manager for your file.

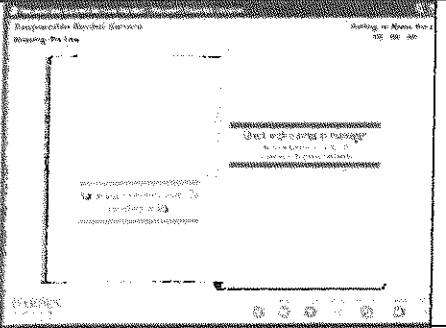
[03]  
RC PEOPLE DEVELOPMENT 08/00

## Lesson 2: Getting to Know the Law

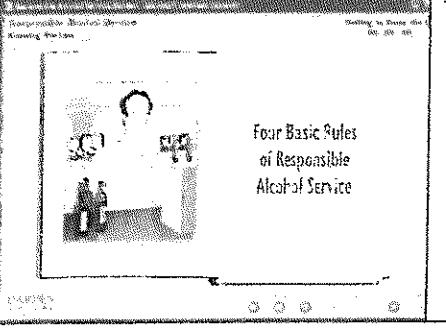


Let me tell you about liquor laws.

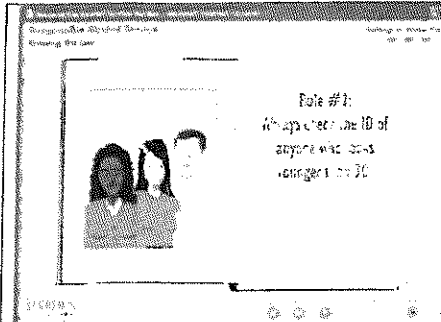
All states and provinces have laws which cover the sale of alcohol. Sometimes, there are laws that are specific to your city or county. You'll need to check with your certified trainer or a manager to find out what laws cover alcohol service in your restaurant. Do it right after this training or when you take a break.



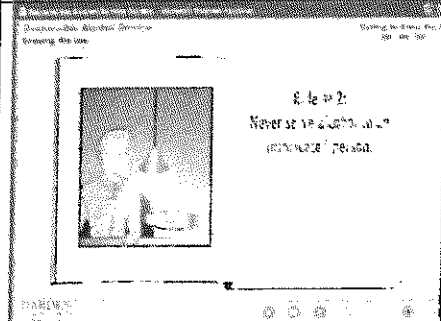
I'll make it easy for you. In all Darden Restaurants throughout the United States, we do not serve alcohol to anyone under the age of 21. Now, if you're in Canada, the age requirement may be different, so check with your trainer or manager.



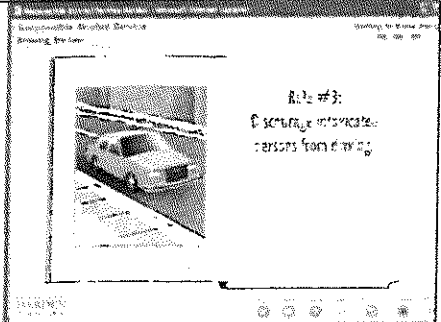
There are four basic rules that apply. Let's examine each rule closely.



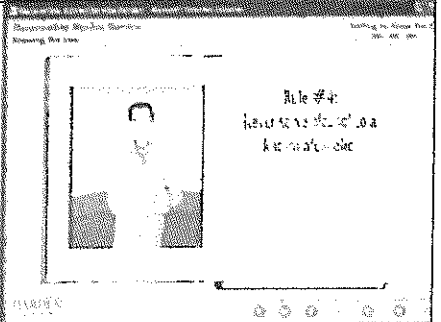
Rule #1: Always check the ID of anyone who looks younger than 30.



Rule #2: Never serve alcohol to an intoxicated person.

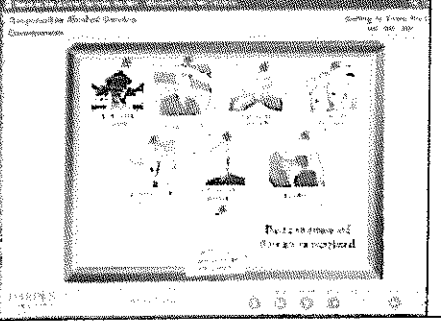


Rule #3: Discourage intoxicated persons from driving.



Rule #4: Never serve alcohol to a known alcoholic.

Now you may be asking yourself, "Why do I need to know the law and just how could it affect me?"



First let's talk about the others affected by responsible alcohol service. Come over here to my high tech-bulletin board. Click the photos to see how each person is affected. When you have seen them all, click Next to continue.

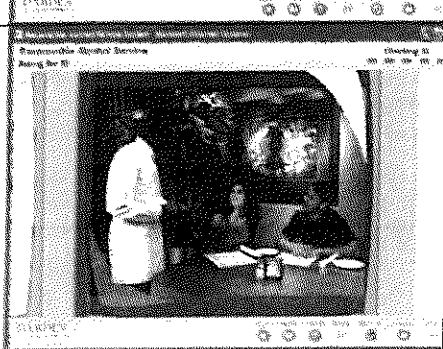
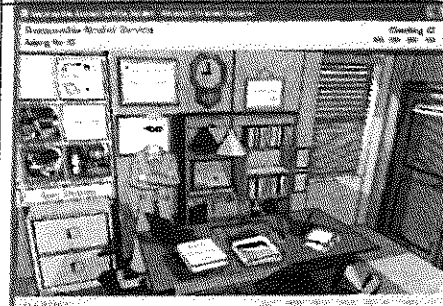
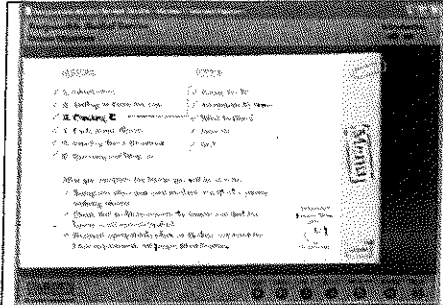
[Student clicks each picture to reveal title and hear narration]



## Lesson 2 Test: Getting to know the Law

1. Which of the following statements are part of the four basic rules regarding responsible alcohol service? Check all that apply.
  - a) **Check the ID of anyone who appears younger than 30**
  - b) **Never serve alcohol to someone who appears to be intoxicated**
  - c) Serve alcoholic beverages only when a guest orders food
  - d) **Discourage intoxicated guests from driving**
  - e) There's no excuse for irresponsible service of alcoholic beverages
  - f) **Never serve a known alcoholic**
  
2. It is against the law to serve alcoholic beverages to which of these groups? Check all that apply.
  - a) **Minors (under 21)**
  - b) **Intoxicated persons**
  - c) Students
  - d) Government employees
  - e) **Known, habitual alcoholics**
  - f) Guests who enter your restaurant after 10 pm
  
3. If while serving drinks, you violate liquor laws, you could face which of the following. Check all that apply.
  - a) **Fines**
  - b) **Imprisonment**
  - c) **Lawsuits**
  - d) None of the above – Darden would be target of all legal action
  
4. Who can be served non-alcoholic beer in Darden Restaurants?
  - a) All guests
  - b) **All guests over the legal drinking age**
  - c) Minors
  - d) Any minor accompanied by an adult
  
5. Regarding liquor laws, which statement is correct?
  - a) All liquor laws were passed by the US Congress
  - b) **All states and provinces have laws which cover the sale of alcohol**
  - c) Darden alcoholic beverage sales guidelines having nothing to do with liquor laws
  - d) Liquor laws are voted on every four years

### Lesson 3: Checking IDs



You can avoid a lot of trouble for everyone if you get in the habit of always checking the ID of anyone who orders an alcoholic beverage and looks under 30. If in doubt, ask for ID. It's the most important and responsible thing you can do. If everyone would get serious about carding guests who look under 30, we could significantly reduce legal situations involving under age drinking.

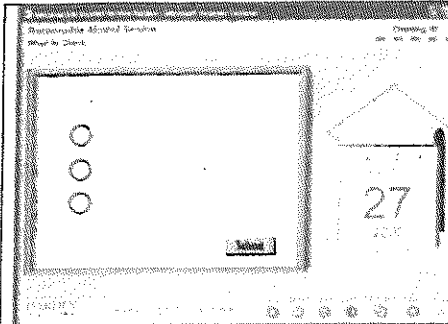
So, how do we do that?

#### Video Script:

Scene Description	Narration
A server approaches two guests at the table. One guest is under 30.	<p><b>Server:</b> Good evening and welcome. My name's Will and I'll be your server</p> <p><b>Guest 1:</b> Hi, Will, how's it going?</p> <p><b>Server:</b> Fine, thanks. We have a full bar, great wine, a variety of beers and non-alcoholic drinks. What are you in the mood for?</p> <p><b>Guest 1:</b> You know a light beer would be great.</p> <p><b>Guest 2:</b> Scotch on the rocks for me and a glass of water.</p> <p><b>Server (to guest 1):</b> I'll need to see some ID, please.</p> <p><b>Guest 1:</b> Sure (reaches for ID and gives to bartender)</p>

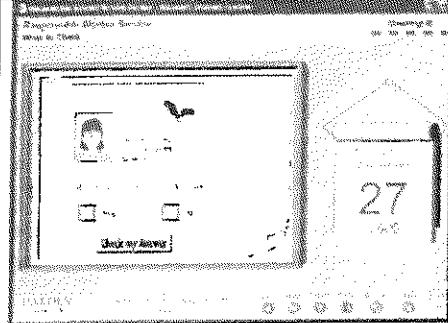
	<p>Asking for ID is easy. Most people don't get annoyed even if they're old enough because they know you're doing your job. If they give you a hard time – get a manager.</p> <p>The important thing to remember is if they look under 30, always ask for ID.</p>
	<p>So what ID do we accept? A driver's license or state issued photo ID card are always accepted. In most states, we also take a passport or an active military ID. Check with your trainer or a manager to verify what ID is acceptable in your state or province.</p>
	<p>Your managers have a great book with pictures of every US and Canadian driver's license. If you ever have a question about any state licenses, ask your manager to check in the driver's license handbook.</p>
	<p>Let's talk about drivers licenses. Most of this information also applies to state issued ID cards as well.</p>
	<p>The first thing we should be looking at is the date of birth. Most US states make this easy for you</p>
	<p>by marking licenses for minors either by design, by color, or with the words "under 21 until" and then the date they turn 21. All you have to do with these licenses is see if this date has passed. If so, you can serve them . . . or can you?</p>
	<p>Okay, put the calculators away. Let's have a little pop quiz to see how good you are at calculating dates.</p>





OK. Now we will show you some licenses. First you need to tell me where your restaurant is. Click the button next to your location. Then click Submit.

*[This part of the program automatically uses the current calendar date to make the exercise more realistic]*



Great! Now let's see how good you are at Math. Please click Yes if you can serve the guest presenting the ID shown here. Click No if they are under age. After making your choice, click the Check My Answer button.

*[There are five licenses. The date on each license changes in relationship to the current date for realism]*

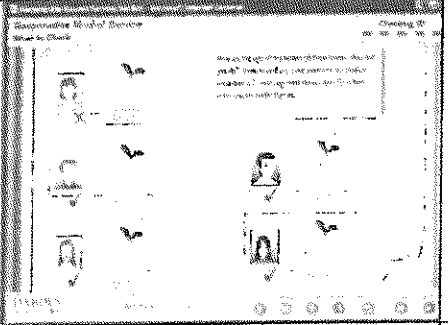
Great work! Now try the next one.

Sorry, but that's not correct. Give the next one try.

Great! Now, let's see a summary of how you did.

Sorry, that wasn't correct. Let's have a look at a summary of how you did.

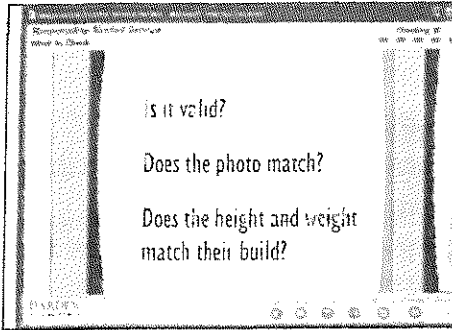
Here are the ages of the holders of these licenses. How did you do? If you missed any, take some time to calculate what date is 21 years ago from today's date. Click Next when you are ready to go on.



Here are the ages of the holders of these licenses. How did you do? If you missed any, take some time to calculate what date is 19 years ago from today's date. Click Next when you are ready to go on.

Here are the ages of the holders of these licenses. How did you do? If you missed any, take some time to calculate what date is 18 years ago from today's date. Click Next when you are ready to go on.

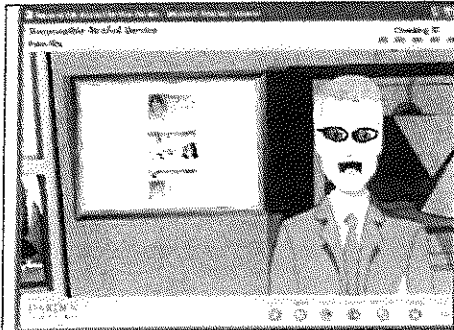
Now that you know it's valid – do you know it's theirs?



If you still think the guest may be under age, check the ID a little closer. Does the guest match their photo? If there's a height and weight on the ID, does it match the build of the guest?

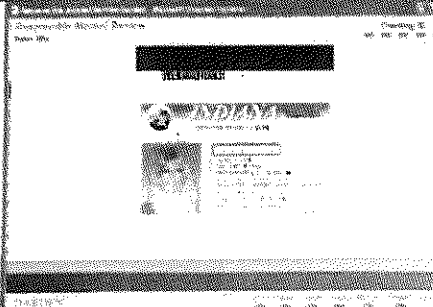
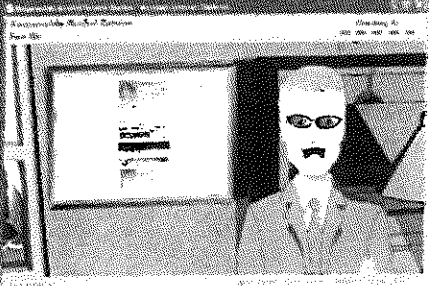
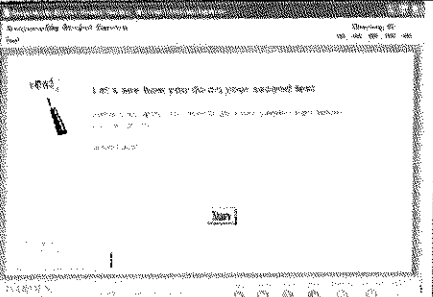
**Video Script:**

Scene Description	Narration
<p>The server is still unsure, so he asks the guest some questions.</p>	<p><b>Narrator:</b> Still unsure? Ask a couple of questions about the ID.  <b>Server:</b> I just need to be sure about the ID. What year were you born?  <b>Guest 1:</b> 71  <b>Server:</b> And your street address?  <b>Guest 1:</b> 148 Bonaventure Road  <b>Server (returns ID):</b> Thanks</p>



Occasionally, you may be offered an ID that could be fake or altered

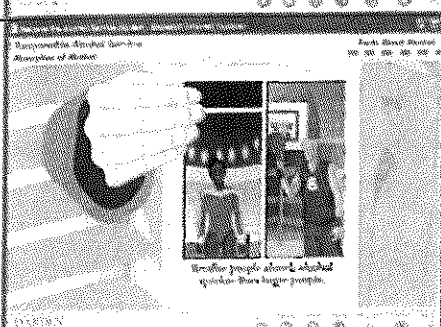
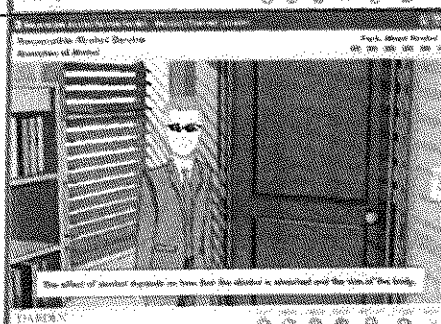
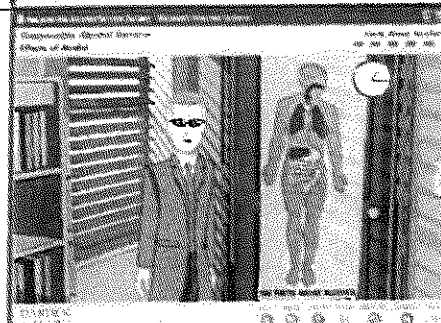
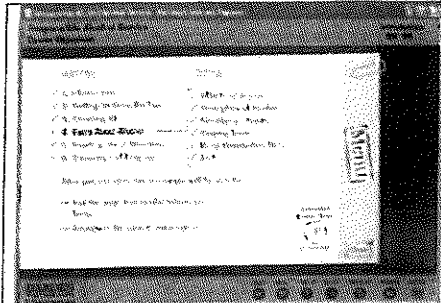
	<p>Look for obvious signs of tampering –</p>
	<p>peeled or rough laminate,</p>
	<p>mismatched or altered letters,</p>

	or a changed date.
	With newer plastic card licenses, look for holograms on the front,
	and the presence of a magnetic stripe on the back.
	If the ID is expired, it's no longer valid and we can't accept it.
	Remember . . . you need to be satisfied that this ID belongs to the person who presented it. If you're still in any doubt, tell the guest that you need to show the ID to a manager and then do so. Think you know everything about IDs? Click Next to take a test on your new knowledge.
	Let's see how you do on your second test. Same rules apply. You need to get every question right before you can go on. Click Start when you are ready to begin.

### Lesson 3 Test: Checking ID

1. Which are forms of identification that can be accepted from a guest to confirm their age? Check all that Apply.
  - a) **Driver's license with a picture**
  - b) An expired driver's license with a picture
  - c) **State or province issued ID card with a picture**
  - d) Picture ID from place of employment
  - e) **Passport (if permitted)**
  - f) **US military ID (if permitted)**
  
2. You should check the identification of anyone who appears to be younger than:
  - a) 21
  - b) 25
  - c) **30**
  - d) 40
  
3. What are some of things that would make you suspect that an ID is fake or has been tampered with? Check all that apply.
  - a) Out of state license
  - b) **Laminated license with frayed edges**
  - c) **No hologram on a plastic card style license**
  - d) **Misaligned birth date numbers**
  
4. A guest orders an alcoholic beverage and presents you with a minor's driver's license as ID. You should do which of these? Hint: Just because it's a minor's driver's license doesn't mean the guest is still a minor.
  - a) **Check the date of birth to see if they're old enough**
  - b) **Check to see if the ID has expired**
  - c) Accept the ID if the date of birth and photo are OK but the license has expired
  - d) **Match the photo on the ID to the guest**
  - e) **Get a manager if you're not sure**
  - f) Politely refuse to serve the guest since we can't accept a minor's ID
  
5. When checking ID, it is your responsibility to do which of these?
  - a) **Ensure the picture looks like the guests**
  - b) **Ensure the date of birth makes the guest the legal drinking age in your restaurant**
  - c) **Take the ID to a manager if you are unsure if it is real**
  - d) Make sure the ID was issued in your state

## Lesson 4: Facts About Alcohol

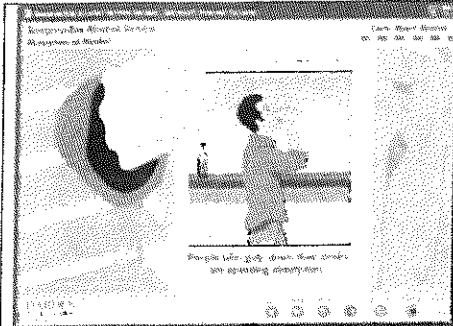


To really understand why you have to serve alcohol responsibly, you need to know the facts about how alcohol affects people.

Let's start with the basics. A body can only process about 1 ounce of alcohol per hour. The effects of 1 ounce of alcohol will not leave the body for one hour. 2 ounces take 2 hours. 3 ounces, 3 hours and so on. Nothing can change this - not even a cold shower or a strong cup of coffee. Time passing is the only way to reduce the amount of alcohol in your body.

So how does that 1 ounce of alcohol affect the body? Well, it depends on the body. So who's more likely to absorb alcohol quickly and, therefore, shows signs of intoxication with fewer drinks?

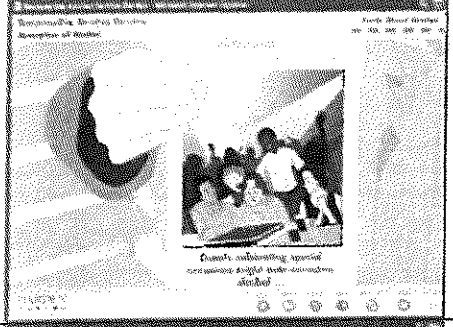
Smaller people absorb alcohol quicker than larger people. A gymnast is going to feel the effects of alcohol before a basketball player does.



People who gulp down their drinks are speeding absorption.



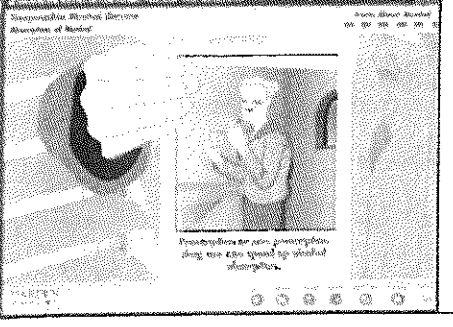
A person will actually absorb alcohol more quickly when they are exhausted, emotional, stressed, or drinking after exercise.



Guests celebrating special occasions might over-consume alcohol ...



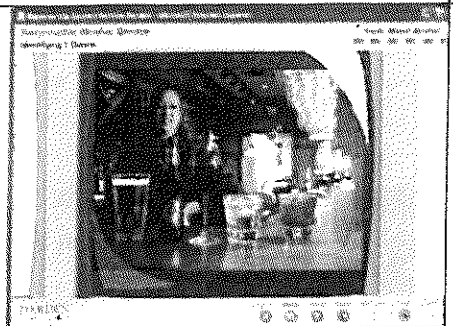
... as do guests who are depressed.



And prescription or non-prescription drug use can speed up alcohol absorption.



On the other hand, a full stomach slows the alcohol absorption rate so if your guests order drinks and they fall into one of those faster alcohol absorption categories we just mentioned, suggesting an appetizer might be a great idea. Heck, suggesting appetizers is a good idea – period.

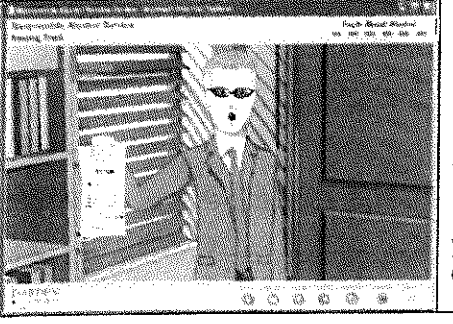


Now that you have a better understanding of how alcohol affects the body, let's get back to the fact that it takes 1 hour for 1 ounce of alcohol to leave the body. Just what is 1 ounce of alcohol? Let's take a look.

This is not an exact science but you can assume that each represents about one ounce of alcohol: A regular size glass of light beer, a bottle of domestic beer, a glass of merlot or any other wine, a gin and tonic, a Piña Colada, and a vodka and cranberry juice.



A word of caution here. Some drinks have a higher alcohol content because they contain 2 or more liquors, have a higher proof alcohol or they're just larger servings. You need to know what these drinks are. As you can see, alcohol comes in different shapes, sizes and flavors but no matter what kind of drink it is, the effects are still the same.



It's one thing to know how alcohol affects your guests but it won't help unless you're keeping track of what your guests are drinking. Here's an easy way to keep track and what makes it really easy is that you're doing it already.

All you have to do is ring up each drink as it's ordered. Since the bartender can't make the drink until you ring it up, that should be really simple. Now your guest check is a record of the drinks you've sold to each guest. And bartenders, you need to ring up every drink at the time of sale, too.



Knowing the facts about alcohol is really important, but you're also going to rely heavily on your observations as well. Keep an eye on all your guests who are drinking. Pay special attention to those guests at risk of possible intoxication, like . .



guests with a small build,

*A group of 6 guests at a table for a birthday celebration. One of the guests has a "Happy 40<sup>th</sup>" balloon tied to their chair and a gift on the table. There are two bottles of wine on the table and they are toasting.*

guests celebrating

*A man sitting alone at a table drinking a mixed drink. He is looking very unhappy with slumped shoulders.*

or appearing depressed,

*Two male guests are sitting at a table dressed in work shirts with name label. They are drinking beer, and gulping it down.*

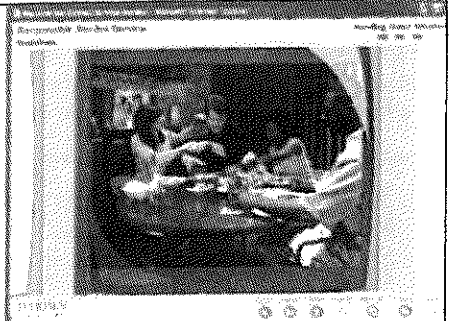
guests gulping their drinks, etcetera.

*A group of three female guests is sitting at a table. They are enjoying Margaritas and are singing and swaying, with very happy looks on their faces.*

Observe the behavior of all your guests and watch for signs of intoxication. Watch for loss of good judgment. The guest may get over-friendly or start singing or dancing. Worse than that, they may still think they're able to drive home.

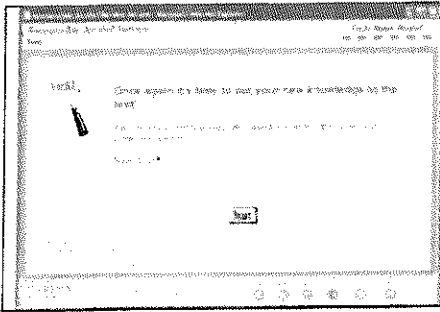
*Two guests are sitting at a table. There is a near empty bottle of wine on the table. The server brings an appetizer and one of the guests looks confused and begins shaking her head. She obviously does not remember ordering this item. The server and the other guest are nodding.*

Watch for slowed reactions. This could include losing their train of thought or forgetting things like what they ordered. You might also notice slurred speech.



Watch for a loss of coordination. Look out for spilled drinks, trouble with handling silverware and difficulty standing up.





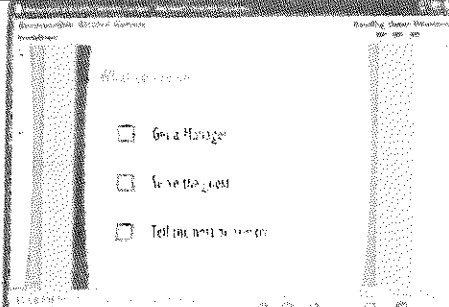
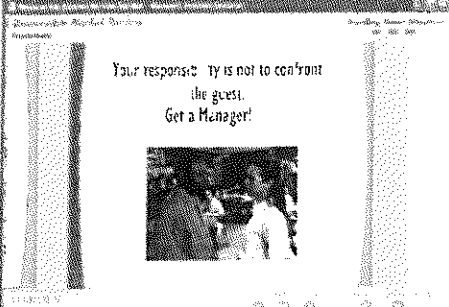
Once again, it's time to put your new knowledge to the test. You need to correctly answer all 5 questions on this test to move on to the next lesson. Click the Start button when you are ready to begin.

#### Lesson 4 Test: Facts About Alcohol

1. Alcohol is processed by the human body at a rate of:
  - a) **1 oz per hour**
  - b) 10 oz per hour
  - c) Depends on the size of the person
  - d) 1.5.oz per hour if drinking coffee
  
2. Which of the following beverages has more alcohol? Check
  - a) A regular size glass of beer
  - b) A glass of Chardonnay
  - c) **A double scotch on the rocks**
  - d) A vodka and tonic
  
3. Who is likely to feel the effects of alcohol more quickly?
  - a) Tall people
  - b) Overweight people
  - c) **Small people**
  - d) Men
  
4. What lowers the amount of alcohol in the body?
  - a) Coffee
  - b) Food
  - c) **Passage of Time**
  - d) Exercise
  
5. Which of these conditions is likely to enhance the effects of alcohol?
  - a) Just eaten an appetizer
  - b) Talking loudly
  - c) **Recent exercise**
  - d) **Celebrating with gusto**
  - e) **Depression**

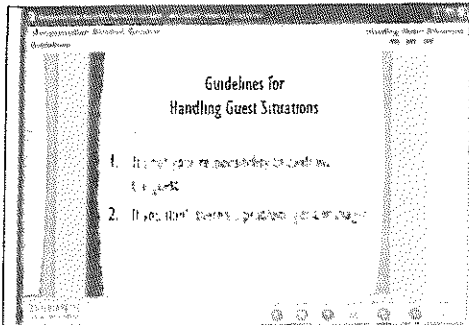
## Lesson 5: Handling Guest Situations

	<p>I know you'll do everything you can to make sure our guests don't become intoxicated. I know you'll check IDs if they look under 30 and I know that you'll keep a close eye on guests that might be having too much to drink. But what do you do if you think a guest is approaching intoxication.</p>
	<p>We'll talk more about the specifics, but here are two guidelines want you to remember:</p>
	<p>It's not your job to confront the guest.</p>
	<p>If you think there's a problem, get a manager.</p>
	<p>OK. Remember the guests from the last lesson who had been drinking and were showing some warning signs? Well, you've been waiting on a table just like that. They've shown poor judgment, have slowed reactions, or are less coordinated. It could even be a combination of all three. In spite of the fact that they've ordered more drinks, you really think they've had enough. What do you do? Get a manager, serve the guest, or tell the hostess?</p>

	<p>Go ahead and click on the box next to the answer you think is correct.</p> <p>[Correct answer is "Get a Manager"]</p>
	<p>Your job is not to confront the guest. Just get a manager.</p>
	<p>Let's take a look at how the server handled it.</p>

**Video Script:**

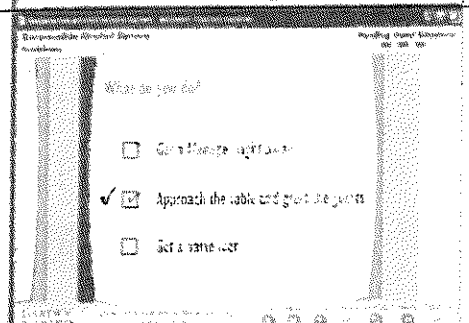
<p><i>A server is talking with a manager about the above described situation.</i></p>	<p><b>Server:</b> Joe, I think the guests at table 27 are intoxicated.  <b>Manager:</b> Why?  <b>Server:</b> A couple of drinks have been spilled and they're getting little loud.  <b>Manager:</b> OK. Sounds like you made a good decision. I'll go over and talk to them.</p>
<p><i>A host seats a couple and then walks over to the server. Table with guests in the background, as Host is talking with the server.</i></p>	<p><b>Host April:</b> Don, I just sat table 23 and I think the gentleman man have already had too much to drink.  <b>Server Don:</b> Thanks. I'm my way to the table. I'll check it out.  <b>Narrator:</b> What should the server do? Get a manager right away? Approach the table and take the guests' order? Get a bartender?</p>
<p><i>A server talking with a manager.</i></p>	<p><b>Narrator:</b> We want you to make up your own mind about the guest so go ahead and take the order. However, if the host is right...  <b>Server Don:</b> April just seated a couple at 23 and thought the man was intoxicated. I approached table and took their beverage order and the man definitely had something to drink before he got here.  <b>Manager:</b> Good catch for both of you. I'll go and talk to him.</p>



Remember our two guidelines? Don't confront the guest. In this case, that means it's not your job to tell the guests that they can't have any more to drink. Get a Manager. They'll explain to the guests the reasons why we can't serve them.

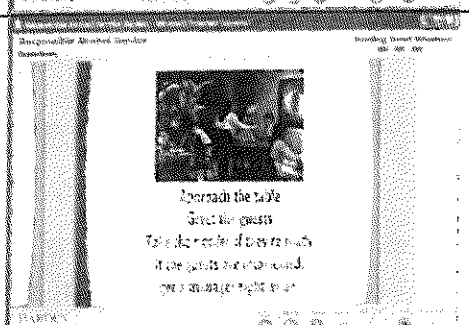


What if a guest arrives at your restaurant intoxicated? It doesn't matter if you're a server, bartender or just passing through the dining room. If you see a guest waiting for a table, being seated at a table or going to the restroom and they show signs of intoxication – tell a Manager.

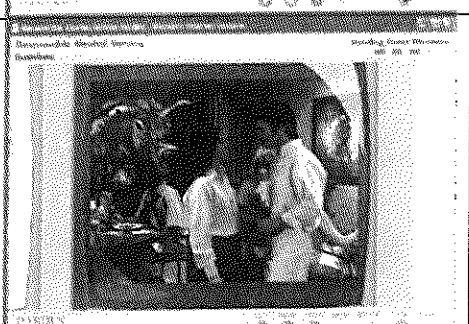


What should the server do? Get a manager right away? Approach the table and take the guests' order? Get a bartender? Go ahead and click on the box next to the answer you think is correct.




*[The correct answer is "Approach the table and greet the guests"]*



Regardless of the situation, you still need to approach the table, greet your guest and, if they're ready take an order.



Let's see how this server, Don, handled the situation.

	<p>Remember, we want you to make up your own mind about the guest so we want you to greet the guest and take the order. However, if the guests are showing signs of intoxication then get a Manager.</p>
	<p>I know you'll be on your toes, so it's not likely that a guest is going to get intoxicated on your shift. But suppose they do? Maybe they had a drink before they even arrived at your restaurant. The guidelines are still the same and if you're using your powers of observation, you'll catch on quickly.</p>
	<p>Let's look at how the server properly handles this situation.</p>
	<p>Don't remember the rules.</p>
	<p>Let's see how the Manager handles this couple.  Note how the Manager handled this situation. Remember, we don't expect you to do this.</p>

**Video script:**

<p>Server brings bread to two guests at a table. There are drinks on the table and the male guest is savoring the last of a Margarita.</p>	<p><b>Server:</b> I thought you might enjoy some more bread.  <b>Female Guest:</b> What are you trying to do? Ruin my diet?  <b>Male guest:</b> (jovially) Hey, how about a couple more Margaritas.  <b>Server:</b> Sure. I'll be right back.</p>
--	---

Away from the table, (it can be in the background) the server approaches a manager



**Server:** Kelly, I think the people at table 16 have had enough. They've each had two margaritas and they've eaten a little. But now they're starting to get loud and they've just ordered another round. Shall I get them non-alcoholic margaritas?

**Manager:** (shakes head) No, it's not good to try and trick people with a non-alcoholic drink. Usually they just get mad. You did the right thing coming to me, Don. Thanks. I'll take care of it.

**Narrator:** Don remembered the rules. Let's see how the manager handles this couple.

Manager approaches table and talks to guests.



**Manager:** Hello I'm Kelly Gatlin, the manager. How is everything?

**Female guest:** Great.

**Narrator:** Keep it private. Don't embarrass the guest.

**Male guest:** Have you seen our waiter? We ordered a drink awhile ago and he disappeared.

**Manager:** I'm sorry. I can't serve you any more alcohol.

**Narrator:** Use "I" statements. Avoid "You" statements like you've had too much to drink.

**Male guest:** You're kidding. You can't do this to us; we're just having little fun.

**Female guest:** We only had a couple.

**Manager:** I understand and I'm glad you're having a good time . . .

**Male guest:** (interrupting) Oh come on, one more drink.

**Manager:** I really can't serve you any more tonight.

**Narrator:** Avoid confrontation but don't be afraid to say no. Never touch the guest.

**Male guest:** Ok, that's it. Could you just bring us the bill?

**Manager:** Sure thing, only I'd like to call you a cab.

**Narrator:** See if a friend can drive or if there is a friend who can be called or suggest a cab.

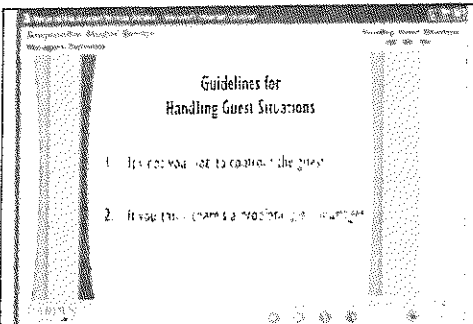
**Male guest:** Are you saying I can't drive? Oh, here, that's it, (gets out money). Here, keep the change. We're outa here.

**Female guest:** Relax, Dave, it's not that big a deal.

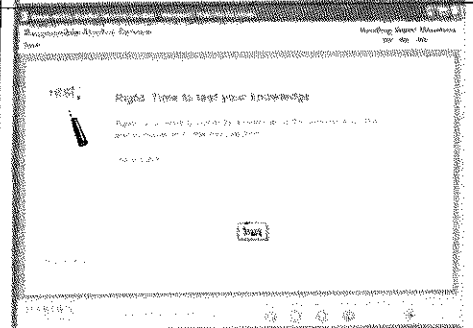
**Manager:** Sir, the state is very strict about driving under the influence. I'm concerned about you getting home safely so I like to call you a cab.

**Narrator:** Stress concern for the guest's safety.

	<p><b>Female guest:</b> Hey, Dave, let's just finish our dinner.</p> <p><b>Manager:</b> Sir, I don't want to see you lose your driver's license and Do and I could lose our jobs. Take your time. Enjoy your steak. Let me know when you're ready to leave and I'll call that cab for you.</p> <p><b>Narrator:</b> Stress the your and the guest's liability. Remind them of possible consequences like losing their license, accidents, etc. Remind them of your restaurant's liability, the possible loss of jobs and the loss of the restaurant's liquor license.</p> <p><b>Male guest:</b> Can we have some more bread?</p> <p><b>Manager:</b> We can arrange that. Can I get you something to drink like some coffee or a soda?</p> <p><b>Narrator:</b> Offer coffee or non-alcoholic beverage which makes it easier to cut off service</p> <p><b>Manager:</b> Thanks for understanding.</p>
--	---



That's what a Manager will do, but remember ... yeah ... the two guidelines. Guess what? They're going to be on the next test, which is going to start right now.



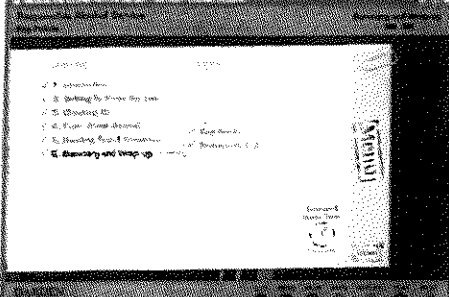

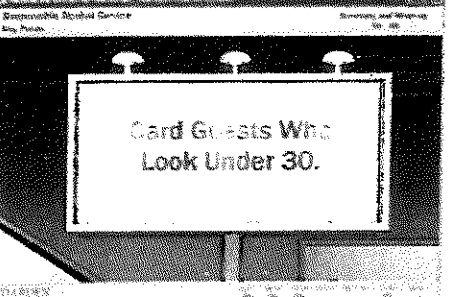
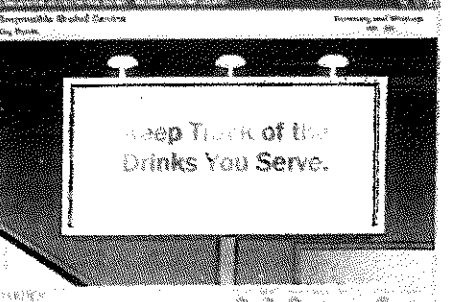
Now, time to test your knowledge.



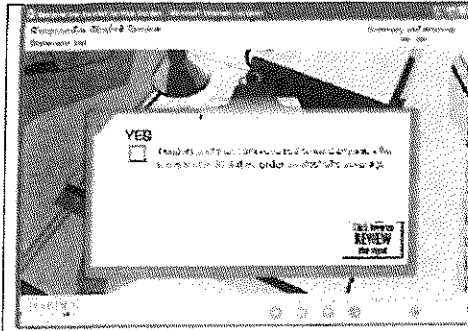
## Lesson 5 Test: Handling Guest Situations

1. Check the phrases you might use if a guest asks you why you are asking for ID.
  - a) **The law requires me to check ID of anyone who looks under 30 before I can serve alcohol**
  - b) I don't want to go to jail for serving a minor
  - c) You don't look like you're old enough to drink
  - d) **It's our company policy to check ID to verify age.**
2. What should you do if you think a guest is intoxicated? Check all that apply.
  - a) **Stop serving them alcoholic beverages**
  - b) **Get a manager**
  - c) Give them the check
  - d) Warn them that you might ask them to leave
  - e) Offer them non-alcoholic beverages.
3. What would lead you to think a guest is intoxicated and that you should alert a manager?
  - a) **The guest is disturbing other guests**
  - b) The guest has just ordered a second glass of wine
  - c) **The guest is slurring their words**
  - d) **The guest spilled their drink**
4. Who has responsibility for talking to an intoxicated guest and stopping liquor service?
  - a) **Manager**
  - b) Host or greeter
  - c) Server
  - d) Certified Trainer
5. What are the two guidelines you should remember if a guest arrives or becomes intoxicated at your restaurant?
  - a) Always confront the guest and always tell a manager
  - b) Never confront the guest and only tell a manger if the guest looks like they are going to drive themselves
  - c) **Never confront the guest and always get a manager**
  - d) Never confront the guest and make sure you tell a manager at the end of your shift

## Lesson 6: Summary and Wrap-up

	
	<p>Alcoholic beverages go great with our food and many guests relax and enjoy themselves after a drink.</p>
	<p>So, here's what we're asking you to do ..</p>
	<p>Always ID guests who look under 30. Don't guess. Don't gamble. You must card everyone who looks under 30. If in doubt, ask for ID.</p>
	<p>Keep track of alcohol you serve each guest. Ringing up drinks as you serve them makes this easy.</p>

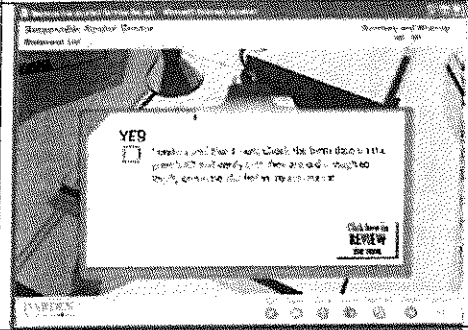
	<p>Know the facts about how alcohol is absorbed by the body.</p>
	<p>If a guest becomes intoxicated, get a Manager.</p>
	<p>If the guest arrives at your restaurant intoxicated, get a Manager.</p>
	<p>Remember our two guidelines: If you think a guest is intoxicated, don't confront the guest. Always get a Manager.</p>
	<p>We take pride in serving alcoholic beverages responsibly. That's what this training is all about. To educate you on alcohol so you'll be more confident selling and serving it responsibly. Suggesting and serving drinks is a big part of being a successful server or bartender and a bigger part of a great dining experience. It's good for business. And in the communities where we live and work, selling responsibly is the right thing to do. Click Next to finish up by confirming that you understand your responsibilities.</p>



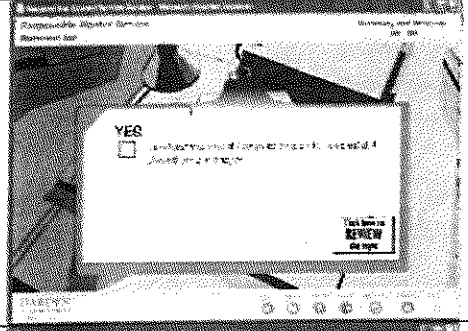
OK, let's go over what you've learned. We'll present 8 statements about responsible alcohol service, like this one. Please check the box next to each one. That says you understand the statement and agree on your responsibility. If you're not sure, click on the Review button to review the relevant part of the training. Then click the Menu button and return to the Lesson 6 Statement List.

Click in the box now to confirm that you understand that you are required to card anyone who looks under 30 if they order an alcoholic beverage or click Review to jump to the relevant course material.

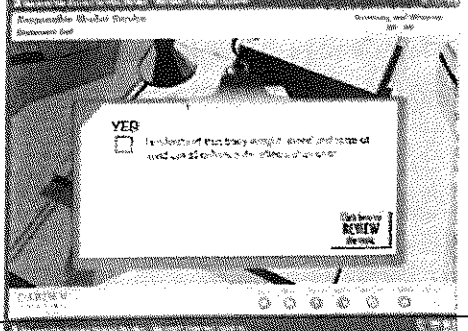
*[Student must check each statement to continue]*



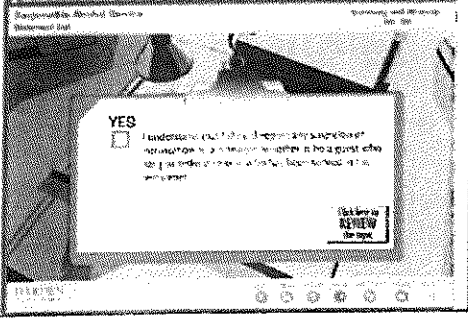
You understand that you must check the birth date on the guest's ID and verify that they are old enough to legally consume alcohol in my restaurant.



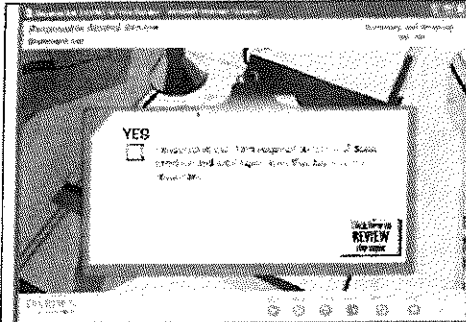
You understand that if you suspect that an ID isn't valid, you should get a manager.



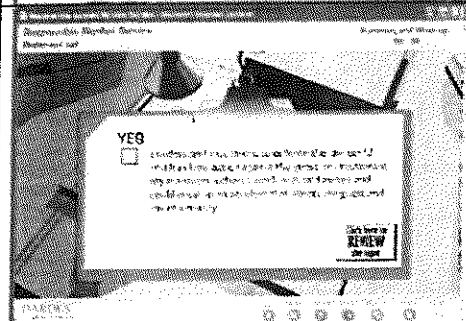
You understand that body weight, mood and state of mind can all enhance the effects of alcohol.



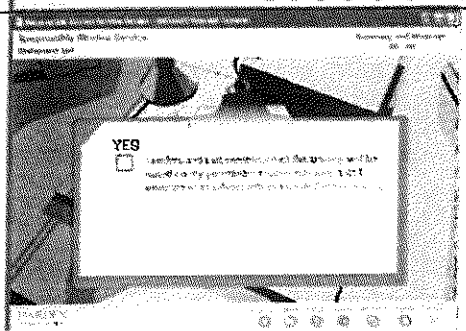
You understand that you should report any suspicion of intoxication to a Manager, whether it be a guest who has just arrived or one who has been served in the restaurant.



You understand that you are required to follow all state, province and local liquor laws that apply to my restaurant.

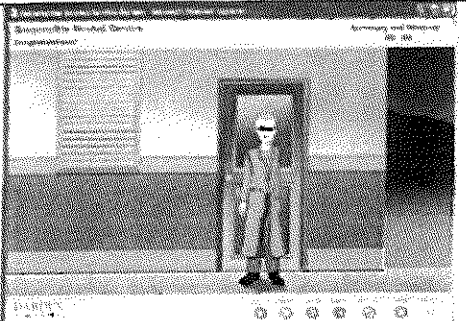


You understand that failure to enforce the law could result in legal action against the guest, your restaurant, your managers, others you work with and yourself and could result in an accident that affects the guest and your community.



You understand that completion of this training will be noted on your permanent record indicating that you understand all subject matter included in this training.

Remember, click the Menu button after your review and click Lesson 6 Statement List to return here.



Congratulations on completing this Responsible Alcohol Service online training! Make sure to use what you've learned in your restaurant. If you have any questions later, ask a manager or your certified trainer. That too, is the right thing to do!



**What Do You Know About Alcohol?****Pre-Test**

Name:	# Correct
Date:	+ 15 questions = %

**Instructions:**

Read each statement and decide if it is true or false. Write a "T" for true or "F" for false on the blank line next to the statement.

- |   | <b>T or F</b> |
|---|---------------|
| 1. The average 4-ounce glass of wine is less intoxicating than an average 1-ounce drink of hard liquor.         | _____         |
| 2. A cold shower can help sober up a person.  | _____         |
| 3. A person drinking on an empty stomach will get drunk faster.   | _____         |
| 4. A person's mood can determine how he/she will be affected by alcohol.  | _____         |
| 5. Given the same amount of alcohol, someone weighing 100 lbs. will get drunk faster than a 200 lbs. person.    | _____         |
| 6. Measuring the percent of alcohol in the blood is the most accurate way to tell if a person is legally drunk. | _____         |
| 7. If you are used to drinking, your body will process alcohol more slowly.                                     | _____         |
| 8. It takes two cans of beer to match the alcohol content of the average mixed drink.                           | _____         |
| 9. A cup of coffee can help you sober up if you've been drinking.   | _____         |
| 10. Alcohol-related car accidents are the number one killer of Americans under the age of 34.                   | _____         |
| 11. Strenuous exercise before drinking can help you to better tolerate the effects of alcohol.                  | _____         |
| 12. Alcohol is absorbed more quickly by people with a higher fat-to-muscle ratio.                               | _____         |
| 13. It takes a blood alcohol concentration of at least .08% to impair your driving ability.                     | _____         |
| 14. Loss of coordination and slow reactions are two of alcohol's effects on the body.                           | _____         |
| 15. Almost half of all traffic fatalities are alcohol-related.  | _____         |

Name:	# Correct
Date:	÷ 28 questions = %

**SECTION I:**

Instructions: Read each statement and circle the letter of the correct answer.

1. **The body burns up alcohol at a constant rate of about:**
  - a. Two drinks per hour
  - b. One drink per hour
  - c. Three drinks per hour
  - d. One drink per half hour
  
2. **Every guest who orders an alcoholic beverage must be carded if he/she appears to be under the age of:**
  - a. 21
  - b. 25
  - c. 30
  - d. 23
  
3. **The alcohol content of 1 ounce of 100-proof liquor is equal to the alcohol content of:**
  - a. One 12-ounce bottle of beer
  - b. Two 12-ounce beers
  - c. 6 ounces of wine
  - d. One 12-ounce beer and 4 ounces of wine
  
4. **How many ounces of alcohol can the body burn up in an hour, once the alcohol is in the bloodstream?**
  - a. 3 ounces
  - b. 2 ounces
  - c. 1 ounce
  - d. 4 ounces, if you drink lots of coffee

**SECTION II:**

Instructions: Each question has 3 correct answers. Circle the three answers that are correct.

1. **It is illegal to serve drinks to anyone who is:**
  - a. Loud and obnoxious
  - b. Visibly intoxicated
  - c. Under age 21
  - d. Depressed
  - e. A known, habitual alcoholic
  
2. **Three behavior changes that indicate guests have moved from the Green Light level to the Yellow Light level are:**
  - a. They tip better
  - b. They become overly friendly
  - c. They become overly loud or quiet
  - d. They become less coordinated
  - e. Their speech is slurred
  
3. **If a guest has moved to a Red Light level, you should:**
  - a. Notify your manager
  - b. Use "I" statements: "I can't serve you any more drinks. I might lose my job."
  - c. Suggest an appetizer
  - d. Ask them to leave
  - e. Offer coffee or non-alcoholic beverages to cut off alcohol beverage service
  
4. **If an obviously intoxicated guest gets ready to leave the restaurant, you should:**
  - a. Offer to call a cab
  - b. Physically restrain the guest for his/her own safety
  - c. Ask if you can call a friend to drive, or see if a sober guest in the party can drive
  - d. Report the license tag number to the police if the guest insists on driving



**SECTION III:**

Instructions: Read each statement and decide if it is true or false. Write a "T" for true or "F" for false on the blank line next to the statement.

T or F

1. If you eat while you drink alcoholic beverages, you won't get drunk. \_\_\_\_\_
2. You should refuse to seat guests who arrive already intoxicated. \_\_\_\_\_
3. You should get a manager to tell guests who show signs of visible intoxication that you can't serve them any more alcohol beverages. \_\_\_\_\_
4. Two ways of estimating if a guest is intoxicated are to count the number of drinks consumed in an hour and look for visible signs of intoxication. \_\_\_\_\_
5. If guests are beginning to show signs of intoxication, you should only offer light drinks such as beer or wine. \_\_\_\_\_
6. A server or bartender can be named a defendant in a liability lawsuit if a guest consumes too much alcohol in our restaurant and then leaves and causes injury or death to someone else. \_\_\_\_\_
7. The only forms of valid I.D. are a picture driver's license or state I.D., a military I.D., or a passport (if your state allows it). All other forms of I.D. must be approved by a manager. \_\_\_\_\_
8. It's okay to serve a known alcoholic as long as you make them stay in the restaurant and avoid driving. \_\_\_\_\_
9. A strong cup of coffee and a cold shower can sober a person up. \_\_\_\_\_
10. Drinking a large amount of alcohol in a short time can speed up absorption. \_\_\_\_\_
11. The first sign of alcohol impairment is loss of coordination. \_\_\_\_\_
12. Alcohol can still affect a person 30 to 90 minutes after the person stops drinking. \_\_\_\_\_

# Responsible Service of Alcohol

## Part One

- All states and provinces have laws which cover the sale of alcohol
- In this state you must be \_\_\_\_ years old to serve alcohol
- In this state, the rules for minors in the bar are \_\_\_\_\_
- *Explain any other state specific laws that apply*

There are 4 basic rules of alcohol service

1. Always check the ID of anyone who looks under 30
2. Never serve alcohol to an intoxicated person
3. Discourage intoxicated persons from driving
4. Never serve alcohol to a known alcoholic

If you violate liquor laws, you could face

- Fines
- Imprisonment
- Lawsuits

*Verbally review the following questions*

1. Which of the following statements are part of the four basic rules regarding responsible alcohol service? Check all that apply.
  - a) Check the ID of anyone who appears younger than 30**
  - b) Never serve alcohol to someone who appears to be intoxicated**
  - c) Serve alcoholic beverages only when a guest orders food
  - d) Discourage intoxicated guests from driving**
  - e) There's no excuse for irresponsible service of alcoholic beverages
  - f) Never serve a known alcoholic**
2. It is against the law to serve alcoholic beverages to which of these groups? Check all that apply.
  - a) Minors (under 21)**
  - b) Intoxicated persons**
  - c) Students
  - d) Government employees
  - e) Known, habitual alcoholics**
  - f) Guests who enter your restaurant after 10pm
3. If, while serving drinks, you violate liquor laws, you could face which of the following? Check all that apply.
  - a) Fines**

**b) Imprisonment**

**c) Lawsuits**

d) None of the above- Darden would be target of all legal action

4. Who can be served non-alcoholic beer in Darden Restaurants?

a) All guests

**b) All guests over the legal drinking age**

c) Minors

d) Any minor accompanied by an adult

5. Regarding liquor laws, which statement is correct?

a) All liquor laws were passed by the US Congress

**b) All states and provinces have laws which cover the sale of alcohol**

c) Darden alcoholic beverage sales guidelines have nothing to do with liquor laws

d) Liquor laws are voted on every four years

## **Part Two**

It is your responsibility to card anyone who appears to be under the age of 30

What ID's do we accept?

- Driver's License
- State issued photo ID card
- Passport
- Active military ID

There are other acceptable forms of ID but these are the most common. See a manager if you have questions.

What should we check when we look at an ID?

- Date of Birth

If the validity of the ID is in question

- Does the photo match the person?
- Does the height and weight match of build of the guest?
- Ask the year they were born or their street address

Occasionally, you may be offered an ID that could be fake or altered.

Look for signs of obvious tampering

- Laminated license with frayed edges
- No hologram on a plastic card style license
- Misaligned or altered letters

*Verbally review the following questions*

1. Which are forms of identification that can be accepted from a guest to confirm their age? Check all that apply.
  - a) Driver's license with a picture**
  - b) An expired driver's license with a picture
  - c) State or province issued ID card with a picture**
  - d) Picture ID from a place of employment
  - e) Passport (if permitted)**
  - f) US military ID (if permitted)**
  
2. You should check the identification of anyone who appears to be younger than:
  - a) 21
  - b) 25
  - c) 30**
  - d) 40
  
3. What are some of things that would make you suspect that an ID is fake or has been tampered with?
  - a) Out of state license
  - b) Laminated license with frayed edges**
  - c) No hologram on a plastic card style license**
  - d) **Misaligned birth date numbers**
  
4. A guest orders an alcoholic beverage and presents you with a minor's driver's license as ID. You should do which of these? (Hint: Just because it's a minor's driver's license doesn't mean the guest is still a minor)
  - a) Check the date of birth to see if they're old enough**
  - b) Check to see if the ID has expired**
  - c) Accept the ID if the date of birth and photo are OK but the license has expired
  - d) Match the photo on the ID to the guest**
  - e) Get a manager if you're not sure**
  - f) Politely refuse to serve the guest since we can't accept a minor's ID
  
5. When checking ID, it is your responsibility to do which of these?
  - a) Ensure the picture looks like the guests**
  - b) Ensure the date of birth makes the guest the legal drinking age in your restaurant**
  - c) Take the ID to a manager if you are unsure if it is real**
  - d) Make sure the ID was issued in your state

### Part Three

To understand why you have to serve alcohol responsibly you need to know the facts about how alcohol affects people. A body can only process about one ounce of alcohol an hour.

- The effects of alcohol will not leave a body for one hour, two ounces takes two hours, etc.
- Nothing will change this- not a shower, not a strong cup of coffee
- The passage of time is the only way to reduce the amount of alcohol in the body

How does alcohol affect the body? It depends on the body.

- Smaller people absorb alcohol quicker than larger people
- People who drink quickly are speeding absorption
- A person will absorb alcohol more quickly if they are exhausted, emotional, stressed or drinking after exercise
- People celebrating might over-consume alcohol
- Guests who are depressed or those taking prescription or non-prescription drugs can speed up absorption

A full stomach will slow the absorption of alcohol.

What represents an ounce of alcohol? (approximately)

- A light or domestic beer
- A glass of wine
- A pina colada
- A vodka and cranberry juice

Remember that some drinks have a higher alcohol content because they have 2 or more liquors- a double scotch, a Long Island Iced Tea, etc.

Behaviors to watch for that may show signs of intoxication

- Loss of good judgment
- Overly friendly
- Singing or dancing
- Slowed reactions
- Slurred speech
- Forgetting what they ordered
- Loss of coordination- spilling drinks, difficulty standing, dropping things

*Verbally review the following questions*

1. Alcohol is processed by the human body at a rate of:
  - a) **1 oz per hour**
  - b) 10 oz per hour
  - c) Depends on the size of the person
  - d) 1.5 on per hour if drinking coffee
2. Which of the following beverages has more alcohol? Check all that apply.
  - a) A regular size glass of beer
  - b) A glass of Chardonnay

**c) A double scotch on the rocks**

d) A vodka and tonic

3. Who is likely to feel the effects of alcohol more quickly?

a) Tall people

b) Overweight

**c) Small people**

d) Men

4. What lowers the amount of alcohol in the body>

a) Coffee

b) Food

**c) Passage of time**

d) Exercise

5. Which of these conditions is likely to enhance the effects of alcohol?

a) Just eaten an appetizer

b) Talking loudly

**c) Recent exercise**

**d) Celebrating with gusto**

e) **Depression**

#### **Part Four**

There are times a guest may question why you are asking to see an ID. If they inquire please let the guest know that

- the law requires us to check ID of anyone who looks under 30 before we can serve alcohol
- It is our company policy to check ID to verify age

If you find that a guest is intoxicated

- Stop serving them alcoholic beverages
- Get a manager

If you find that you need to stop alcohol service to a guest it is the manager's responsibility to speak to the guest.

Remember to look for the behaviors that may indicate a guest is intoxicated

- Slurred speech
- Loss of coordination
- Loud voices, singing dancing, disturbing other guests
- Forgetfulness

- Spilled drinks, dropping things
- Difficulty standing

There are two guidelines to follow if a guest becomes intoxicated or arrives at the restaurant intoxicated

- Never confront the guest
- Get a manager

*Verbally review the following questions*

1. Check the phrases you might use if a guest asks you why you are asking for ID
  - a) The law requires me to check ID of anyone who looks under 30 before I can serve alcohol**
  - b) I don't want to go to jail for serving a minor
  - c) You don't look like you're old enough to drink
  - d) It's our company policy to check ID to verify age**
2. What should you do if you think a guest is intoxicated? Check all that apply.
  - a) Stop serving them alcoholic beverages**
  - b) Get a manager**
  - c) Give them the check
  - d) Warn them that you might ask them to leave
  - e) Offer them non-alcoholic beverages
3. What would lead you to think a guest is intoxicated and that you should alert a manager?
  - a) The guest is disturbing other guests**
  - b) The guest has just ordered a second glass of wine
  - c) The guest is slurring their words**
  - d) The guest spilled their drink**
4. Who has responsibility for talking to an intoxicated guest and stopping liquor service?
  - a) Manager**
  - b) Host or greeter
  - c) Server
  - d) Certified Trainer
5. What are the two guidelines you should remember if a guest arrives or becomes intoxicated at your restaurant?
  - a) Always confront the guest and always tell a manager
  - b) Never confront the guest and only tell a manager if the guest looks like they are going to drive themselves
  - c) Never confront the guest and always get a manager**

d) Never confront the guest and make sure you tell a manager at the end of your shift