

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 7/08/14

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

1. Applicant (Owner) T.G.I. Friday's Inc.
Person Firm Corp LLC Joint-stock co. Syndicate Association
2. List all persons, firm, joint-stock companies, syndicates, or associations having at least a 5% ownership interest in the business (attach additional sheet, if needed). Please give name and address.
TGIF Parent, Inc., c/o Sentinel Capital Partners, 330 Madison Avenue
27th Floor, New York, NY 10017
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?
T.G.I. Friday's #310
5. Location of the business by street address.
520 Cool Springs Boulevard, Franklin, Tennessee 37067
Phone number of the business 615-771-8185

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

Name _____

Drivers license # _____ State _____

Date of birth _____ Soc. Sec. # _____

Home phone _____ Daytime phone _____

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

Name Karen Kovach Title Liquor License Administrator

Mailing Address 4201 Marsh Lane

City, State, Zip Carrollton, Texas 75007

Daytime contact phone number 972-662-4802

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

If so, specify number 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.

Thoroughbred Realty, L.L.C., c/o Brookside Properties, Inc.

224 White Bridge Road, Nashville, TN 37209

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.

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

T.G.I. Friday's Inc. d/b/a T.G.I. Friday's #310

520 Cool Springs Boulevard, Franklin, TN 37067

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

The applicant has restaurants serving beer throughout the U.S.

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

The applicant was formed in 07/21/80.

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

Restaurant

16. Will a full course menu be served? yes

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

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

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? _____

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

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

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

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

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

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

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

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

T.G.I. Friday's Inc.

By: Karen M. Kovach

Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: T.G.I. Friday's #310

Name of Business Entity

Sworn to and subscribed before me this 26 day of June, 20 14

Karen L. Kovach
Notary Public

My Commission Expires: 9-7-2015



Official Use Only

Application Fee \$ 250.⁰⁰ Date Paid 7/1/14
Privilege Tax \$ Date Paid
Board Meeting Date 8/12/14

SURF

SERVING UP RESPONSIBLE FUN



Revised October 2013

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INTRODUCTION

Carlson Restaurants is extremely pleased to provide you with the SURF (Serving Up Responsible Fun) program. Our company has been an industry leader in alcohol awareness training for a long time and our training program signifies the importance that we continue to place on the responsible service of alcohol in our restaurants. The purpose of this program is to help you and your fellow team members serve our guests in a responsible manner and to provide useful strategies for handling specific situations that you may encounter in the restaurant. The safety of our guests, our team members, and the community has always been one of our top priorities. Therefore, this information will provide you with the tools necessary for quality decision making, even in difficult situations. The SURF program contains:

TRAINING TOOL

HOW TO USE IT

SURF Manual

You are required to read this manual and apply it in executing responsible bar service. This manual contains information on the effects of alcohol and guidelines to prevent alcohol service to a minor and to recognize and prevent guest intoxication. Each section of the manual contains scenarios to help you determine the best approach for responsible alcohol service.

SURF Online Training

You are required to complete the online course after thoroughly reading this manual. The online course provides an overview of the content, along with video scenarios of real situations. This course must be completed in the restaurant.

SURF Online Assessment

You are required to successfully complete the assessment as a condition of employment. You must receive a score of at least 90% to pass and you will be given two opportunities to pass.

Many states and municipalities have enacted laws requiring additional approved training. If required by your state or municipality, you **must** complete such training program, within the required time frame **in addition to** completing the company's SURF training.

YOUR RESPONSIBILITY AND THE LAW

Your Responsibility

It is your responsibility to know the local laws regarding the service of alcohol. You must understand your legal responsibilities and your potential liability regarding alcohol service.

Criminal Liability

Anyone who violates state, county, or municipal alcohol service laws may be held liable and face criminal charges. This means you could get a citation, get arrested, and/or incur legal fees. The company will not take responsibility for defending you in such criminal actions. The following actions are criminal in most states:

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

Civil Liability

Civil liability is being held responsible for payment of damages for injury to a person. Individual managers, bartenders and servers, in addition to the business and its owners, are at risk of being sued and held financially responsible if they contribute to a guest's injury or do not act to prevent it.

Dram Shop Laws

Dram shop laws allow an establishment and its owners and employees to be sued by someone injured by a patron who was drinking alcohol at the establishment. These laws create a special type of civil liability related specifically to holders of liquor licenses and their employees.

Laws Restricting Alcohol Service

Age-Related Laws Restricting Alcohol Service

- It is illegal to serve alcohol to a minor. In all states, a minor is defined as an individual under the age of 21.
- In some states, parents are permitted to offer alcohol to their minor children in a bar or restaurant. **However, it is our company's policy to refuse service to anyone under 21, even when authorized by the parent.**
- Some municipalities also have age restrictions for entering a restaurant bar area.
- Additionally, your municipality may have age restrictions for serving alcohol, taking a drink order, pouring alcohol, and processing payment for alcohol. (Check with your GM for your municipality's restrictions.)

Other Laws Restricting Alcohol Service

- It is illegal to serve a guest who is intoxicated or who shows signs of intoxication.
- It is illegal to deny alcohol service to a woman because she is pregnant.
- Some municipalities have restrictions related to hours of service, happy hours, and other drink promotions. (Check with your GM for your municipality's restrictions.)

CHECKING IDENTIFICATION

Ensure All Guests Are of Legal Age

Fridays Forty Rule: it is company policy to always ask for ID from anyone who appears to be under the age of 40. Always verify age by checking ID. You should refuse service if a guest cannot prove they are at least 21. Never assume someone is of legal age, even if you have witnessed them drinking in the restaurant before (for example, if they are a "regular"). You must always personally check their ID.

Acceptable Forms of Identification

You should always use the current ID Checking Guide to verify that an ID is genuine. As a general rule, only the following IDs are considered valid:

- State-issued driver's license
- State-issued ID
- Military ID
- Current passport
- In some jurisdictions, an immigration card is an acceptable form of identification.

All IDs, no matter their state of origin, must have all of the following to be valid:

- The holder's birthdates, signature, and photograph
- Be current (not expired)
- Be intact—not damaged
- Contain a hologram

Unacceptable Forms of Identification

The following are generally not acceptable forms of ID:

- A birth certificate
- A company ID from the guest's employer
- An ID issued by a private identification company
- A student ID card
- Voter's registration card
- A laminated ID card

Verifying Identification

There are four qualities that must be verified when checking an ID. An ID must:

- Be valid
- Not be issued to a minor
- Be genuine
- Belong to the guest

Verifying the ID is Genuine

Familiarize yourself with the valid IDs in your state and those of neighboring states. It is important to use a resource, such as the current I.D. Checking Guide, to verify that an ID is genuine. You must be able to recognize the following types of commonly used false IDs:

- A driver's license or ID altered to include a false photo, fake dates, and other incorrect data
- A counterfeit card created with a camera, computer, and lamination equipment
- A genuine ID being used by the wrong person

The Proper Procedure for Checking IDs

Be pleasant to all guests while checking identification. If you are not certain about the authenticity of the ID, ask to see a second form of acceptable ID to confirm and refer to the current ID Checking Guide in your restaurant. It is the responsibility of the guest to provide an acceptable form of identification. If you cannot confirm the authenticity of the ID or if the guest is unable to produce a second form of acceptable ID, politely refuse service. DO NOT serve the guest an alcoholic beverage. Use statements such as, "I apologize but I cannot serve you without a valid ID." Do not embarrass the guest.

The proper procedure for checking IDs is to:

- Greet the guest politely—make eye contact
- Ask the guest for an ID—review ID for signs of tampering
- Verify the ID—check the four verification qualities (listed above)
- Seek further verification if necessary—second ID or signature comparison

Using the Birth Date to Verify the Guest's Age

- Add **20** to the guest's birth year
 - Add **1** to the total
 - Compare the calculated year to the current year
- The guest is 21 years or older IF:
- The calculated year occurs *before* the current year
 - The calculated year *matches* the current year and the guest's birthday has passed
- The guest is UNDERAGE IF:
- The calculated year occurs *after* the current year
 - The calculated year *matches* the current year and the guest's birthday has not passed

Signs That an ID Has Been Issued to a Minor

- Specific color—such as red—in backdrops, title bars, text, and borders around photos
- Statement such as "UNDER 21 UNTIL 00-00-0000"
- Photo placement—opposite side of ID
- Format—vertical vs. horizontal
- Ghost photo images

IMPORTANT:



We use a mystery shopper program to ensure quality service in all of our restaurants and to confirm that guests are being "carded" according to SURF requirements. While the ages of mystery shoppers will vary, all mystery shoppers will be over 21 and appear under 40. Therefore, mystery shopper's must be "carded."

If you do not check a mystery shopper's ID and you place an ordered drink within the shopper's reach, then you are NOT adhering to the policy. You may be terminated with a no re-hire option.

Checklist for Authentication

The following questions should be considered when deciding if an ID is genuine:

- Does the photo look like the person? Do photos on different documents look like the same person?
- Does the description match the individual?
- Is the document an out of state driver's license which the person believes you will not recognize as a forgery?
- Is the expiration date correct? (e.g. State driver's licenses expire on the individual's birth date and the driver's license handed to you expires on another.)
- Has the document expired?
- Are there any errors in the seal?
- Is some lettering raised while other portions in the same line are not?
- Is the photograph raised higher than other portions of the document? (Indicates that the photograph has been placed over another photo, then laminated.)
- Does the photograph have too much or too little body in it compared to a genuine document? Is the document recently laminated? (Indicates that a portion of it has been covered with a different photo or other information, then laminated.)
- Does a genuine document have frosted lamination? Does the document in front of you?
- Are there any lumps, bumps, or indentation under the lamination?
- Are there any stray marks or lines on the document? (Indicates that a portion has been covered in the process of photocopying.)
- Are there any misspelled words?
- Are there any incorrect colors or shades of colors?
- Does the document contain a hologram?

- Is the document worn in abnormal places or is there any uneven fading? (Indicates that the documents have been artificially made to appear old.)
- Is the weight of paper correct? (e.g. too thin, too thick?)
- Is the size of the document correct?
- Is the amount of letters or numbers in the document number correct? (e.g. The genuine document combines three numbers and two letters and this document combines one number and four letters.)
- Does the size or style of lettering vary:
 - Within the same words or phrases?
 - Does a genuine document have these same variances?
- Can the person quickly answer simple questions about age, address, zip code, year of birth, year of graduation from high school, middle name, etc.?
- Does the identification look like the example in the current ID Checking Guide?
- Is the style of printing correct? (e.g. block versus script)
- Is the document blurred?
- Is the name of the department issuing the identification correct? (e.g. Licenses in Texas are issued by the Texas Department of Public Safety not "Texas Department of Safety".)



IMPORTANT:

Handling a fake ID: Some states do not allow vendors to confiscate false IDs; therefore it is our company's policy to never do so.



SCENARIOS

This section is intended to demonstrate some of the rules and procedures stated in the manual. It is impossible to predict all types of situations that you will encounter in your restaurant on a day-to-day basis. The following are examples of possible situations you may encounter and suggested ways to respond.

Two guests enter the restaurant claiming they forgot their driver's licenses but offer a college ID with no photograph as proof of age. What should you do/say? What if they show their birth certificates?

Answer: You should refuse alcohol service to these guests. A college ID is not acceptable, nor is any ID without a photo. You should politely refuse service without embarrassing the guests. Invite them to stay for food and a non-alcoholic beverage, and/or invite them to return when they have their IDs with them. A birth certificate is not an acceptable form of ID.

A guest is sitting at the bar and orders another beer. You know that she was served by the bartender before you, whose shift just ended. The guest appears to be under 21 to you. What should you do/say? What should the previous bartender have done?

Answer: You should politely ask her for identification before serving any more alcohol. The previous bartender should have advised you if her ID had been checked so it wouldn't have to be done again. However, do not assume that the prior bartender checked the identification simply because she is drinking alcohol. If you discover the person is a minor or does not have an acceptable ID, do not serve any more alcohol to her, remove the drink that she is drinking, and notify your manager.

You notice a minor walk in with an adult in the bar area. Shortly thereafter, the adult comes to the bar and orders two alcoholic beverages. What should you do/say?

Answer: Tell the guest you must see the ID of the person who will be drinking the beverage. You may have to elicit the help of other team members to ensure that alcohol is not given to the underage guest. If you see the guest supply alcohol to the other person, you must immediately check that guest's ID. If the guest is underage, stop service to both guests.

RECOGNIZING AND PREVENTING INTOXICATION

Alcohol and the Body

This information helps you to understand what you can do to prevent our guest from becoming intoxicated. As alcohol enters the body:

- Approximately 5% is absorbed in the mouth;
- Approximately 20% is absorbed through the stomach wall;
- Approximately 80% is absorbed in the small intestine.
- Once in the bloodstream, the alcohol passes through cells and throughout the body.

Blood Alcohol Content (BAC)

Blood Alcohol Content (BAC) is the amount of alcohol that has been absorbed into the bloodstream. In all 50 states, it is against the law to drive with a BAC of .08 or higher.

Removing Alcohol from the Body

Only the liver can eliminate alcohol from the body. It takes time for this to happen; **about one hour for each drink consumed**. A cold shower, exercise, fresh air or black coffee will **NOT** help the liver metabolize alcohol at a faster rate. Only time will lessen the effects of alcohol.

How Alcohol Affects BAC

Since the liver can eliminate alcohol from the body at the rate of only about one drink per hour, consuming more will result in a build-up in the guest's bloodstream, raising their BAC. During the hour that the liver is breaking down the alcohol in the first drink consumed, the alcohol in any additional drinks gets backed-up and stays in the bloodstream.

You can estimate a guest's BAC by counting drinks, by using BAC charts, and by watching for signs of intoxication. This will help you make good decisions in the responsible service of alcohol.

Refer to the charts to see some of the factors that may affect BAC. These charts should only be used as a general guideline; a guest's actual BAC may be higher due to other factors.

Calculating BAC Using Estimation Charts

		MEN (after one hour of drinking)							
		Body Weight							
Number of Drinks		100	120	140	160	180	200	220	240
1		.022	.015	.011	.007	.005	.003	.001	.000
2		.059	.046	.038	.031	.026	.022	.018	.015
3		.097	.078	.064	.054	.046	.040	.035	.031
4		.134	.109	.091	.078	.067	.059	.052	.047
5		.173	.140	.118	.101	.088	.078	.069	.062
6		.209	.172	.143	.125	.109	.097	.086	.078
7		.247	.203	.172	.148	.130	.115	.103	.093
8		.284	.234	.198	.172	.151	.134	.120	.109

Indicates a BAC of .09 or higher.

		WOMEN (after one hour of drinking)							
		Body Weight							
Number of Drinks		100	120	140	160	180	200	220	240
1		.029	.022	.016	.012	.009	.006	.004	.003
2		.074	.059	.048	.040	.034	.029	.025	.020
3		.119	.097	.080	.068	.059	.052	.045	.031
4		.164	.134	.113	.096	.084	.074	.066	.059
5		.209	.172	.145	.125	.109	.097	.086	.078
6		.254	.209	.177	.153	.134	.119	.107	.097
7		.299	.247	.209	.181	.159	.142	.127	.115
8		.344	.284	.241	.209	.184	.163	.148	.134

Indicates a BAC of .08 or higher.

According to the BAC chart, a woman weighing 160 lbs. might possibly safely consume 3 drinks in the first hour and her BAC may stay under the legal limit, but there are several factors that must be considered (see next section). Each individual is different, so this is the absolute maximum she should be served in an hour. After the first hour, service must be slowed because BAC continues to rise. Remember, the charts do not take other factors into consideration.

IMPORTANT:

These charts are only a guideline for the maximum amount of alcohol that could be consumed in the first hour of service because BAC continues to rise after every consecutive hour of alcohol consumption.

Physical Factors Affecting BAC

Body Type - People with a higher percentage of body fat are at a higher risk for intoxication than leaner people.

Gender - Women tend to become intoxicated with less alcohol because they have a higher percentage of body fat, are often smaller than men, and produce less of the enzyme that aids in breaking down alcohol.

Age - Age can affect individuals by increasing their average body fat percentage and reducing the quantity of the enzyme that aids in breaking down alcohol.

Additional Factors Affecting BAC


Emotional State - Stress, anger, and fear cause reduced blood flow to the stomach and small intestine, slowing the absorption of alcohol. Once calm, a person may experience a sudden increase in their BAC as the blood flow returns to normal.

Medications - Many over the counter medications can compound the effects of alcohol including those for colds and allergies. Further, many prescription medications such as those taken for high blood pressure, anxiety, and depression may even more sharply increase the effects of alcohol.

Food - Food keeps alcohol in the stomach for a longer period of time, slowing the rate at which it reaches the small intestine. Foods that are high in protein work best. Sugars and carbohydrates digest quickly and do not help speed the absorption of alcohol. Salty foods may cause thirst and lead to additional drinking of alcohol.

Carbonation - Carbonation may speed the rate at which alcohol passes through the stomach, causing a person to reach a higher BAC at a faster rate.

Proof - Measure of a liquor's strength, or the percentage of alcohol it contains. Percentage of alcohol can be determined by dividing the proof by two. It is important that you know **what** drinks guests are consuming, as well as **how many**. Some beverages we serve contain more than one serving of alcohol. Drink equivalents are listed in the drink recipe book.



IMPORTANT:
Guests with a combination of these factors require more attention on your part to prevent intoxication.

Assessing Guests' Level of Intoxication

The best approach is to:

- Count the number of drinks you serve AND
- Observe guest behavior

Counting Drinks

Begin to count with a guest's first drink and continue counting the entire time the guest is in the restaurant. Keep in mind that **not all drinks are of equal strength (or proof)**. As previously mentioned, drink strength/proof is a major factor affecting a guest's BAC. To accurately count drinks, you need to know how much alcohol each drink contains. Use bar tabs to help keep an accurate count.

Each of the following has equivalent alcohol content even though they differ in amount and type of alcohol:

- 12 oz. beer (American lager 4-5% alcohol)
- 1 ¼ oz. of 80 proof liquor
- 1 oz. of 100 proof liquor
- 2 ½ oz of 40 proof liquor
- 5 oz. glass of wine (Note* Our standard serving of wine is 6 oz.)

Using Tab Procedures to Count Drinks

- To start a new tab, place it in a clean rocks glass in front of the guest or party, or at the bar. On cocktail tables, place tabs in a clean rocks glass or check presenter.
- Tabs must be placed in front of every guest/party seated at the bar and cocktail tables within 30 seconds of drink delivery.
- If a guest is not running a tab, cash out the transaction. Provide a receipt with the guest's change/voucher.
- Each time an order is added to the tab, replace the existing tab with the newly printed, updated tab.
- In some situations, counting drinks may be difficult. If this is the case, you must rely primarily on your observation of the guest's behavior.

Observing Behavior

Observe the guest's behavior upon arrival and be aware of any changes in behavior. A change in a guest's behavior is more important than the action or behavior itself. For example, a person who enters the restaurant and is quiet, but becomes loud and boisterous after a few drinks should be watched carefully.

In addition, careful observance of behavior will help you avoid mistakes such as believing that a person with a speech impediment or physical condition that causes stumbling or other issues, is intoxicated. Keep in mind that certain medical conditions (stroke or diabetes) can cause similar symptoms. Look for a medic alert emblem which is normally worn around the neck or wrist.

Physical and Behavioral Signs of Intoxication

- Relaxed Inhibitions – Inhibitions restrain or suppress a person's emotions, actions, or thoughts. Guests with relaxed inhibitions may:
 - Be overly friendly
 - Be unfriendly, depressed, quiet
 - Use foul language
 - Become loud
 - Make rude comments
- Impaired judgment – A guest's ability to make sensible decisions will be affected. Guests with impaired judgment may:
 - Complain about the strength of a drink after having consumed others of the same strength
 - Begin drinking faster or switch to larger or stronger drinks
 - Make irrational or argumentative statements
 - Become careless with money (i.e., buying drinks for strangers, over tip)
- Slowed Reaction Time – A guest's reaction time and response may slow down. Guests with slowed reaction time may:
 - Talk or move slowly
 - Be unable to concentrate, lose their train of thought, become forgetful
 - Become drowsy
 - Become glassy-eyed, lose eye contact, lose the ability to focus
- Impaired Motor Coordination – A guest's motor skills may be affected. Guests with impaired motor coordination may:
 - Stagger, stumble, fall down, bump into objects
 - Be unable to pick up objects, or may drop them
 - Spill drinks or miss their mouths when drinking
 - Sway when sitting or standing
 - Slur their speech
 - Have difficulty lighting a cigarette

Tolerance to Alcohol

Tolerance is the ability to endure alcohol's effects without exhibiting the usual signs of intoxication. A person with a high tolerance can consume more drinks before exhibiting signs of impairment or intoxication. Therefore, be mindful that the BAC will be much higher than a regular drinker.

IMPORTANT:



Tolerance does not affect a guest's BAC, but it may improve the ability to hide the effects of alcohol. We do not want guests with a high alcohol tolerance to leave the restaurant with a high BAC. This is why counting drinks and observing guest behavior is imperative. You will be held liable for the guest's impairment, acts of violence or alcohol.

Team Communication

Team communication is vital to ensuring that the company's SURF policies are carefully followed. All FOH team members must observe the behaviors and actions of guests and communicate to other team members and managers if a guest shows signs of intoxication.

If you or another server have slowed or refused alcoholic beverage service to a guest (or believe that such action may soon be necessary), inform your manager and your fellow team members, particularly at shift change.

If a guest is drinking and moves from one area of the restaurant to another, communicate with the bartender/server in the new area to ensure the guest is not over-served. Let the bartender/server know how many drinks the guest has already been served.

IMPORTANT:



If, at any time, you decide to stop service to a guest, your manager will support your decision. Therefore, always support your fellow team members decision to discontinue the service of alcoholic beverages. Never over-ride a fellow member's decision even if you disagree.

Preventing Guest Intoxication

- If you have a group celebrating a particular event (e.g. bachelor party, softball tournament, etc.) be aware of drinking "contests".
- Solitary drinkers are sometimes more difficult to read. Taking the extra time to engage them in conversation will help with your observation.
- Do not over-pour when making drinks. It alters the count of drinks and is a violation of company policy. It is also a terminable offense. You are expected to free pour and you will be given a pour test at the start of each shift. Therefore, it is very important that you follow recipes and be consistent.
- It is our company's policy that other than a shot and a beer, no guest should be served more than one alcoholic beverage at a time. Team members are responsible for ensuring that no person obtains an alcoholic beverage through a third party.



SCENARIOS

This section is intended to review and test your knowledge on recognizing and preventing intoxication. The following are examples of possible situations you may encounter and suggested ways to respond.

Four people are drinking together. One person is drinking much faster than the others and is trying to get the others to drink more by ordering rounds. What should you do/say?

Answer: Slow down alcohol service to the person who is drinking too much. Do not allow that person to order drinks for others. To avoid offending the first guest, ask each of the others if, in fact, they want another drink or would they prefer some food or another non-alcoholic drink.

You are working the service bar late on a Saturday night. A server orders a third round of drinks for a table in one hour. What should you do/say?

Answer: Advise the manager of the situation immediately, so that the server and the manager can assess the situation and determine if service should be discontinued.

A guest enters the bar and orders a drink. At first, the guest appears quiet and calm. After a second drink, he becomes louder and more outgoing. What should you do?

Answer: It is important to watch for behavioral changes in your guests. Continue to monitor his behavior; he could have been partially impaired when he arrived. It is your responsibility to ensure that he is not over-served, regardless of his condition upon arrival.

A 200 lb. guest gulps down 2 Long Island Iced Teas (or 2 shooters) in less than an hour. What should you do/say?

Answer: Slow alcohol service to the guest and pay close attention as service to him/her may need to be discontinued. Suggestively sell food and non-alcoholic drinks

You overheard a 200 lb. guest state that he is dieting and has not eaten in hours. The guest has had 1 glass of wine in less than 1 hour. What should you do/say?

Answer: Someone who is dieting and has not eaten will feel the effects of alcohol faster than normal. However, a 200 lb. guest who has only had 1 drink is still in the safe zone. You should carefully monitor his drink consumption to ensure that he is not over-served and you should suggestively sell some type of food item.

You overheard a guest state that he is taking antihistamines for hay fever and is drinking. What should you do/say?

Answer: Drugs such as antihistamines and alcohol do not mix well. The use of antihistamines can sharply increase the effect of alcohol. Monitor the guest and closely watch for signs of intoxication

A guest sits at the bar area and orders a beer after finishing his meal in the dining room. What should you do/say?

Answer: In order to ensure the guest is not over-served, you should first observe the guest's behavior. Talk with the server as soon as possible to determine how much alcohol the guest was served while in the dining room. Continue to carefully observe the demeanor and behavior of the guest

A friend of yours from college comes into the restaurant. She has several drinks and continues to order more. What should you do/say?

Answer: You should treat your friend no differently than any other guest, and you should ensure that she is not over-served alcohol.

HANDLING DIFFICULT SITUATIONS

Handling an Impaired or Intoxicated Guest

Impaired or intoxicated guests can be challenging from time to time. Following the proper procedures can help keep the situation under control. Managing with proper procedures and following an action plan can keep the situation under control. Some of these procedures include: discontinuing service to a guest, managing a guest who arrives impaired, and managing a guest who wants to leave, yet appears to be impaired.

Discontinuing Service to a Guest

If you believe a guest may be approaching a level of impairment, service should be discontinued immediately. A bartender/server can stop service to a guest if uncomfortable with confrontation, request that the manager on duty "cut-off," or discontinue, the service of alcoholic beverages to the guest.

The bartender/server reserves the right to cut-off, or discontinue, alcohol service without prior approval of management, if he/she believes that the guest is becoming impaired. If this occurs, the manager WILL support the decision.

Procedures for Stopping Service

- Wait until the guest orders the next drink before refusing service
- If you think you might need assistance, alert an experience team member or manager prior to refusing service.
- Make eye contact and inform the guest that you are stopping service
 - Express concern and empathy
 - Remain firm in your decision and maintain a non-threatening demeanor
 - Offer nonalcoholic alternatives
- Notify other team members on shift and/or at shift change to ensure the guest is not served
- Managers must be informed immediately of your decision and action to "cut off," or discontinue service to a guest

Guests Who Arrive Impaired or Intoxicated

- Do not serve alcohol to a guest who enters the restaurant impaired
- Introduce yourself by your first and last name and ask the guest for his/her first/last name. Refer to the guest as Mr. or Mrs. (last name).
- Offer to call a taxi, car service (see taxi procedures), or a friend
- Remain firm and maintain a non-threatening demeanor
- Do not touch or have physical contact with the guest
- Should the guest refuse assistance, call the police and report the guest's name and the make, model, color, and license plate of the guest's car (if you can acquire that information without leaving the restaurant).

Impaired Guests Who Attempt to Leave

In the event that a guest appears to be impaired, you must use your best efforts to convince the guest not to drive. Offer the following solutions:

- Introduce yourself by first/last name and ask the guest for his/her first/last name. Refer to the guest as Mr. or Mrs. (last name).
- Suggest a friend or someone else who is not impaired to drive them home
- Offer to call a friend to pick them up
- Call a taxi or car service using the following procedure. (We will pay the fare to take the guest home, and if necessary, pay the return fare to pick up their car):
 - The GM charges taxi costs to the DO's cost center (coded to travel)
 - Where available, use a funded taxi or car service. If a funded service is not available, select a preferred taxi company.
 - Post the number of the preferred taxi or car service, along with numbers of two alternative taxi companies in the office, the Bar, and the Host/Hostess stand. These numbers should not be visible to guests.
- Offer complimentary food while they wait for a taxi or friend

If the guest refuses assistance, advise that you will contact the police and that you are concerned for his/her safety. If the guest continues to refuse assistance, call the police and report the guest's name and the make, model, color, and license plate of the guest's car (if you can acquire that information without leaving the restaurant).

Managing Potentially Violent Situations

The company does not allow weapons of any type on to the premises. If you become aware of such a situation, notify your manager immediately.

You must make a reasonable effort to avoid all situations that may lead to violence. If an impaired or intoxicated guest becomes verbally abusive, bolsters, or shows signs of hostility that may lead to a physical altercation, notify your manager immediately. If fighting or violence occurs, immediately take the following steps:

- Get the attention of other team members and a manager, if possible
- Immediately remove all glass, bottles, and utensils from the area
- Remove other guests from the area; ask guests to remain calm and refrain from interaction
- Stay out of harms way
- Call 911 immediately
- Announce that the police were called and are on their way - repeat this announcement as necessary
- Continue to monitor the situation for escalation

Managing Suspicious or Illegal Activities

Illegal activities are strictly prohibited on the premises. Illegal activities may include:

- Gambling
- Prostitution
- Possession or sale of drugs

Always consider your safety and the safety of other team members and our guests before taking action:

- Notify your manager
- Call the police
- Always involve your manager when taking actions that may have legal implications

Keep your own personal liability in mind. If asked by a manager to do something you believe to be illegal:

- Tell the manager you are not comfortable with the request
- Ask the manager to do it instead of doing it yourself
- Talk to the GM, DO, or call the employee relations hotline at 1-800-Fridays



SCENARIOS

This section is intended to review and test your knowledge on handling difficult situations. The following are examples of possible situations you may encounter and suggested ways to respond.

Your guest appears intoxicated and orders another drink. What should you do/say?

Answer: Do not serve the drink. Obtain back-up, preferably from the manager. If the guest is with a group, try and get the guest alone and advise them that you cannot serve him/her any more alcohol. Offer suggestions for food and non-alcoholic beverages. Do your best to not allow the guest to drive home. Ask for his/her car keys. If he/she insists on driving, contact the police.

Two guests at the bar get into a loud argument. Your efforts to quiet them are ignored. They become angrier and louder. What should you do/say?

Answer: Attempt to calm the guests and notify the manager of the situation. If you and the manager cannot calm them down, contact the police.

Your guest appears intoxicated. You offer to call a cab but she refuses. She is about to leave. What should you do/say?

Answer: Introduce yourself by using your first/last name. Ask the guest for their first/last name. Refer to the guest using (Mr. or Mrs.) Last Name. Offer to call a taxi or let someone drive her home. If she refuses, tell her that you are going to contact the police if she attempts to drive away. If the guest still insists on driving, note the vehicle make, model, color, and license plate (only if it is possible to acquire this information without leaving the restaurant) and call the police. Advise the police of the guest's name and vehicle information and that the person appears to be impaired and may not be able to drive a car safely. (Refrain from using statements such as "the guest is drunk.")

It is Saturday night and the bar area is extremely crowded. You see two guests in the back of the line start to argue and the discussion seems to be escalating. What should you do/say?

Answer: First, approach the guests and request that they stop arguing. If they continue to argue and you cannot stop them, contact the police. It is best to be overly cautious rather than let the problem escalate. Your restaurant should develop and maintain a "zero tolerance" attitude to incidents of this type.

A fight breaks out in the bar on a Friday night when the restaurant is completely full of guests. What should you do/say?

Answer: Get the attention of another team member and a manager if possible. Call 911 and announce that the police were called. Repeat this announcement as necessary. Remove other guests from the area and ask guests to remain calm and refrain from interaction. Stay out of harm's way and remove all glass, bottles and utensils, if possible, from the area. Continue to monitor the situation for escalation from a safe distance while waiting for the police to arrive.

A guest walks into the restaurant and is staggering and swaying as he makes his way to the bar area. Upon arrival at the bar, what should you do/say?

Answer: You should engage the guest in conversation and observe him long enough to determine if he is intoxicated or if there is another reason he is walking in that manner (such as a physical handicap). If he appears intoxicated, no alcohol should be served and you should attempt to ensure that he does not drive.

ATTENTION FRANCHISEES:

As a T.G.I. Friday's® franchisee, you are strongly encouraged to train your team members in responsible alcohol service. Our corporate program -"SURF" (Beverage And Responsibility) is available for your use, however, you are not required to use it. Other alcohol awareness training programs are available through the National Restaurant Association, state restaurant associations, state beverage commissions and from hospitality industry consultants.

The responsibility to train your team members in the responsible sale and service of alcohol is exclusively your obligation. Carlson Restaurants assumes no duty or right of control over training you or your team members. Carlson Restaurants does not intend to exercise any duty or control over the sales and service of alcohol by you or your team members. The sale and service of alcohol and the method of training your team members is exclusively within your control and responsibility as the licensed provider of alcohol in your restaurants. Pursuant to the Franchise Agreement, you are obligated to comply with all applicable laws and regulations, including those related to the sale of alcohol.

When you see the term "SURF" referenced in other training materials, this term will refer to our SURF program or your chosen alcohol awareness training program.



POLICE DEPARTMENT

David Rahinsky
Chief of Police



Dr. Ken Moore
Mayor

Eric S. Stuckey
City Administrator

July 3, 2014

TO: Interim Chief Deborah Y. Faulkner *DF*

THRU: Lt. Joann Willhite

FROM: *Mary Casteel*
Mary Casteel, Communications Support Coordinator

SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on Albert V. Boldin, Managing Agent for T.G.I. Friday's #310 and found to be clear.

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

Requested by: Delisa Pugh

City of Franklin

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

DATE: 7/2/14
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 _____ to provide information for Beer Board meeting agenda.

Name of Business T.G.I. Friday's #310
Location of Business 520 Cool Springs Blvd.
Name of applicant T.G.I. Friday's Inc.
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: 7/2/14

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 _____ to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 8/12/14

Name of Business TGI Fridays #310

Location of Business 520 Cool Springs Blvd.

CODES DEPT

Hamman
Building Inspector

7-3-14
Date

FIRE DEPT

Fire Inspector

Date

City of Franklin

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

DATE: 7/2/14
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 _____ to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 8/12/14

Name of Business TGI Friday's #310
Location of Business 520 Cool Springs Blvd.

CODES DEPT

Building Inspector Date

FIRE DEPT

Wesley Mobley
Fire Inspector Date 7-3-14