



Meeting Agenda

Beer Board

Tuesday, June 13, 2023

4:30 PM

Board Room

CALL TO ORDER

APPROVAL OF MINUTES

1. Consideration Of Approval Of Minutes
May 9, 2023 Beer Board Meeting

NEW BUSINESS

2. Consideration Of Application Of The Heimerdinger Foundation Inc, D/B/A Hope For Healing, Liberty Hall At The Factory, 230 Franklin Rd, Franklin, TN 37064, Katharine Ray, Managing Agent, For Special Event.
Event Date And Hours June 24, 2023 4:00 PM - 11:00 PM

Sponsors:

Revenue Management

3. Consideration Of Application Of Stable Reserve Spirits, LLC, D/B/A Stable Reserve Distillery, 412 Main St, Ste 100, Franklin, TN 37064, Cam Goodwin, Managing Agent, For On Premises Consumption

Sponsors:

Revenue Management

4. Consideration Of Ordinance 2023-16, An Ordinance To Amend Title 8, Chapter 2, Section 211 Of The Franklin Municipal Code Relative To Special Event Beer Permits

Sponsors:

Bill Squires, Jessica Davey

OTHER BUSINESS

ADJOURN

Anyone needing accommodations due to disabilities please contact the ADA Coordinator at 615-791-3277 at least 24 hours prior to the meeting.



Meeting Minutes

Beer Board

Tuesday, May 9, 2023

4:00 PM

Board Room

CALL TO ORDER

Chair Jason Potts called the meeting to order at 04:00 PM

Board Members Present: Jason Potts, Gabrielle Hanson, Clyde Barnhill

Board Members Absent: None

Staff Present: Jessica Davey, Bill Squires, Cayce Anderson

APPROVAL OF MINUTES

1. **Consideration Of Approval Of Minutes
April 11, 2023 Beer Board Meeting**

Sponsors:

A motion was made by Alderman Barnhill, seconded by Alderman Hanson to Approve the April 11, 2023 Beer Board Meeting Minutes. The motion passed unanimously.

OLD BUSINESS

2. **Consideration Of Application Of Franklin Noon Rotary Club D/B/A, Franklin Rodeo, Williamson County Ag Expo Center, 4215 Long Ln, Franklin, TN 37064, A. Scott Hubbard, Managing Agent, For Special Event. Event Date And Hours: May 17-20, 2023 5:00PM – 11:00PM**

Sponsors: Revenue Management

Scott Hubbard, authorized agent for the Franklin Noon Rotary Club, was in attendance to answer any questions from the Committee. This will be the 71st Annual Franklin Rodeo hosted by the Franklin Noon Rotary Club.

A motion was made by Alderman Barnhill, seconded by Alderman Hanson to Approve the Beer Permit. The motion Passed 3-0.

NEW BUSINESS

3. **Consideration Of Application Of Habitat For Humanity Williamson-Maury, D/B/A Hammers & High Heels, The Factory At Franklin, 230 Franklin Rd, Franklin, TN 37064, Kim Randell, Managing Agent, For Special Event. Event Date And Hours May 19, 2023 6:00 PM - 10:00 PM**

Sponsors: Revenue Management

Breann DeMoss, Outreach and Event Coordinator for Habitat for Humanity Williamson-Maury, was in attendance to answer any questions from the Committee. This will be the 14th Annual Hammers & High Heels event. The proceeds will go towards building a home for a single mom in the community.

A motion was made by Alderman Barnhill, seconded by Alderman Hanson to Approve the Beer Permit. The motion Passed 3-0.

4. Consideration Of Application Of Saddle Up!, D/B/A Music Country Grand Prix, Brownland Farm, 1155 Hillsboro Rd, Franklin, TN 37069, Alanah McKinley, Managing Agent, For Special Event. Event Date and Hours June 3, 2023 11:00 AM - 7:00 PM

Sponsors: Revenue Management

Alanah McKinley, Event Director for Saddle Up!, was in attendance to answer any questions from the Committee. The first Music Country Grand Prix event was in 1989. Ms. McKinley clarified that beer will only be served from 2:30 PM to 6:30 PM, and this will need to be updated on the permit application. However, Ms. Davey assured her that if beer was being served between the times noted on the application (11 AM to 7 PM), the hours do not need to be amended.

A motion was made by Alderman Barnhill, seconded by Alderman Hanson to Approve the Beer Permit. The motion Passed 3-0.

5. Consideration Of Application Of Kasevan Govindan, D/B/A, Cafe India, 101 International Dr Ste 106, Franklin, TN 37067, Vineeth Kumar Sheelam, Managing Agent, For On Premises Consumption

Sponsors: Revenue Management

Vineeth Kumar Sheelam, new owner of Cafe India, was in attendance to answer any questions from the Committee. Ms. Davey clarifies for the Committee that Kesavan Govindan is still an owner of the restaurant. Hence, this permit is for an existing business with a new additional owner. Mr. Sheelam states that Cafe India has been in business in Franklin since 2014.

A motion was made by Alderman Barnhill, seconded by Alderman Hanson to Approve the Beer Permit. The motion Passed 3-0.

6. Consideration Of Application Of Hyung Suk Ro, D/B/A MI Kitchen, 9050 Carothers Pkwy, Ste 104, Franklin, TN 37067, Hyung Suk Ro, Managing Agent, For On Premises Consumption

Sponsors: Revenue Management

HyungSuk Ro (Nick), owner of MI Kitchen, was in attendance to answer any questions from the Committee. Ms. Davey informs the Committee that this is an application for a new restaurant in the Cool Springs area. Nick explains that this application is for a Korean International Tapas restaurant in the soft opening phase. The restaurant will operate between the hours of 5 PM to 10PM everyday, except Monday.

Alderman Barnhill asks about Nick's background in the restaurant industry.

Answer: He has been in the restaurant business for 12 years and has undergone all the necessary training for beer and liquor sales.

A motion was made by Alderman Barnhill, seconded by Alderman Hanson to Approve the Beer Permit. The motion Passed 3-0.

7. Consideration Of Ordinance 2023-12, An Ordinance To Amend Title 8, Chapter 2, Section 219 Of The Franklin Municipal Code Relative To Background Checks For Beer Permit Applicants

Sponsors: Bill Squires, Jessica Davey

A motion was made by Alderman Barnhill, seconded by Alderman Hanson to Recommend Ordinance 2023-12 to the Board of Mayor and Aldermen for Discussion. The motion Passed 3-0.

OTHER BUSINESS**ADJOURN**

A motion was made by Alderman Barnhill, seconded by Alderman Hanson to adjourn the meeting. The motion passed unanimously.

Meeting Adjourned @ 4:14 PM

Jason Potts, Chair

Minutes Prepared by Sarah Schilling, Assistant Deputy City Recorder, City Administrator's Office - 5/23/23, 10:56 AM

City of Franklin
Beer Board Cover Page

Beer Board Meeting Date 6/13/2023 Permit # 23-29

Owner/Applicant The Heimerdinger Foundation Inc

On Prem	Off Prem	On & Off	Special Event X
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Name of Business/Event Hope for Healing

Special Event Date(s)/Hours June 24, 2023 4 PM - 11 PM

Location of Business/Event 230 Franklin Rd
Franklin TN 37064

Mailing Address 4004 Hillsboro Pk Ste 223 B
Nashville TN 37215

Phone 615-730-5632

Email katharine.ray@hfmeals.org

Primary Contact Katharine Ray

Phone 615-415-6795

Email katharine.ray@hfmeals.org

Managing Agent Katharine Ray

Review Sign Off:

Police Y Fire Y BNS Y

COMMENTS

Permit # 23-29



HISTORIC
FRANKLIN
TENNESSEE

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 DATE OF EVENT 6/24/23
- HOURS OF EVENT 4pm-11pm

DATE PERMIT NEEDED 6/24/23

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

- Owner (Applicant) The Heimerdinger Foundation, Inc.
Person ☐ Firm ☐ Corp ☒ LLC ☐ Joint-stock co. ☐ Syndicate ☐ Association ☐
- 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.
None; nonprofit entity; Executive Director is Katharine Ray, 4004 Hillsboro Pike,
Suite 223-B, Nashville, TN 37215
- If the applicant is a corporation, are they authorized to do business in the State of Tennessee? Yes



HISTORIC
FRANKLIN
TENNESSEE

4. Under what trade name will this business operate?
 Hope for Healing

 City of Franklin business account number N/A
5. Location of the business by street address. For special event, list location of the event.
Liberty Hall at The Factory, 230 Franklin Road, Franklin, TN 37064
 Phone number of the business 615-730-5632
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 Katharine Ray
 Driver's license # _____ State _____
 Date of birth _____ Soc. Sec. # _____
 Home phone # _____ Daytime phone # _____
 Email _____
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 Katharine Ray Title Executive Director
 Mailing Address 4004 Hillsboro Pike, Suite 223-B
 City, State, Zip Nashville, TN 37215
 Daytime contact phone number (615) 730-5632
 Email katharine.ray@hfmeals.org
8. Will the permit be used to operate two or more restaurants or other businesses under the same permit as permitted by T.C.A. Section 57-5-103(a)(4) within the same building? Yes _____ No X.
 If so, specify number _____. List the names of the restaurants or other businesses and



HISTORIC
FRANKLIN
TENNESSEE

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.

The Factory at Franklin, 230 Franklin Road, Franklin, TN 37064

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 owner's organization had a beer permit revoked, suspended, or denied in the State of Tennessee? Yes ☐ No ☒ 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.

N/A

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

N/A



HISTORIC
FRANKLIN
TENNESSEE

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.)

Special event/charity fundraiser

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



Application Signature Page

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 understand that making false statement in this application shall precipitate forfeiture of permit and holder shall not be eligible to receive any permit for a period of ten 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.

Katharine Ray
Signature of Applicant/Owner (or Authorized Corporate Officer) Katharine Ray, CEO

On behalf of: The Heimerdinger Foundation, Inc.
Name of Business Entity

Sworn to and subscribed before me this 30 day of MAY, 2023

Eric G. Evans
Notary Public

My Commission Expires: 11/6/2024



Official Use Only

Application Fee \$ _____ Date Paid _____

Privilege Tax \$ _____ Date Paid _____

Board Meeting Date ____/____/____

City of Franklin
Beer Board Cover Page

Beer Board Meeting Date

6/13/2023

Permit #

23-28

Owner/Applicant

Stable Reserve Spirits LLC

On Prem ☒

Off Prem ☐

On & Off ☐

Special Event ☐

Name of Business/Event

Stable Reserve Distillery

Special Event Date(s)/Hours

Location of Business/Event

412 Main St Ste 100

Franklin TN 37064

Mailing Address

412 Main St, Ste 100

Franklin TN 37064

Phone

615-804-6426

Email

cam@stablereservespirits.com

Primary Contact

Cam Goodwin

Phone

615-804-6426

Email

cam@stablereservespirits.com

Managing Agent

Cam Goodwin

Review Sign Off:

Police

☒

Fire

☒

BNS

☒

COMMENTS

Permit #

23-28

**INFORMATION SHEET
for
BEER PERMIT APPLICATION**



**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 TENNESSEE CODE ANNOTATED § 57-5-101 ET. SEQ., I HEREBY MAKE APPLICATION FOR:

- ☒ ON PREMISES PERMIT
☐ OFF PREMISES PERMIT
☐ ON AND OFF PREMISES PERMIT
☐ MANUFACTURER'S OR DISTRIBUTOR'S PERMIT

DATE PERMIT NEEDED 6/1/2023

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

1. Owner (Applicant) Stable Reserve Spirits, LLC
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.
Elizabeth Goodwin (50%), 1102 State Blvd., Franklin, TN 37064
John Hunter Yeager (50%), 2630 Old Charlotte Pk., Franklin, TN 37064
3. If the applicant is a corporation, are they authorized to do business in the State of Tennessee? YES

**INFORMATION SHEET
for
BEER PERMIT APPLICATION**



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. §57-5-103(a)(4) within the same building?

Yes ____ No X

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

9. Do you own the premises on which you will operate? NO

If no, please give the name and address of the property owner.

HG Main Street Partners, 412 Main Street, Franklin, TN 37064

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

11. Has this owner or the owner's 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.

INFORMATION SHEET for BEER PERMIT APPLICATION



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

N/A

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

N/A

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.)

Distillery and taproom

16. Will a full course menu be served? YES, a limited food menu will be available

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?

INFORMATION SHEET for BEER PERMIT APPLICATION



Please read the following and upon signature of this application acknowledge your understanding of, and agreement 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 beer with alcoholic content of eight percent (8%) or greater 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 et. seq. of the municipal code of the City of Franklin.**

**INFORMATION SHEET
for
BEER PERMIT APPLICATION**



Application Signature Page

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.

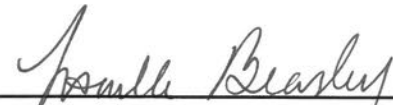
I understand that making false statement in this application shall precipitate forfeiture of permit and holder shall not be eligible to receive any permit for a period of ten years.

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.

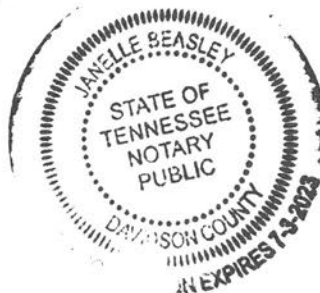

Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: Stable Reserve Spirits, LLC
Name of Business Entity

Sworn to and subscribed before me this 4th day of May, 20 23


Notary Public

My Commission Expires: 7/3/23



**INFORMATION SHEET
for
BEER PERMIT APPLICATION**



**CITY OF FRANKLIN
TENNESSEE**

ACKNOWLEDGEMENT OF BEER BOARD MEETING

This is to acknowledge that I, _____, representing
Printed name of representative

Stable Reserve Spirits, LLC have been notified that the meeting of the
Name of business

Beer Board will be held at City Hall in the Board Room on Tuesday, _____

at 4:30 PM. The purpose of the meeting is to consider the application for a beer

permit for the above stated business. Presence of a representative is imperative to receive a
permit.

WCJ
Signature

5/4/2023
Date

412
MAIN
ST.

STABLE RESERVE



FRANKLIN

DISTILLERY

TENNESSEE

TASTING ROOM BARTENDER TRAINING MANUAL

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RECIPES

HANDLING CRITICISMS

412 Main Street, Franklin, TN 37064
cheers@stablereservespirits.com
stablereservespirits.com | @stablereserve

 **STABLE RESERVE**
FRANKLIN *DISTILLERY* TENNESSEE

INTRODUCTION

Welcome to Stable Reserve! With this training manual, this will help you guide through to become a successful bartender. This manual will also help you better understand that your success will also be the success of Stable Reserve. The course outline in this manual will help you deliver high-standard quality to customers and excellent customer care service.

To become a successful bartender, you are expected to have a proper theory on how to make quality drinks as well as proper hands-on training. Becoming the best in the field does not happen overnight, thus, you are expected to work hard and work through it. Stable Reserve aims to provide world-class training to our bartenders and also bring world-class quality.

PROFESSIONAL AND ORGANIZATIONAL DEVELOPMENT

Responsibilities of a Bartender:

- To make sure that the quality standard of customer service is achieved
- Keeping the bar area and other areas of responsibilities sanitary and organized
- Be able to prepare drinks that are of high quality standard
- Not to say NO to the requests of the customers unless their requests are unreasonable and or are illegal
- Be knowledgeable of all the drinks in the menu
- Be able to explain to the customer the drinks and be able to present them well with confidence
- To be able to communicate well with the guests
- Be able to have a harmonious working relationship with everyone at Stable Reserve
- Knowledgeable in proper handling and mixing of beverages
- Knowledgeable in proper care standards (Health safety, Fire safety, Food safety)
- To be able to check the identity of the guest if he or she met the requirements in procuring alcoholic beverages and other products that need age restriction
- Able to make suggestive selling and or up selling
- Be able to make inventory of the stocks
- Knows when to make request to replenish supplies
- Knows how to determine if the guest had too much alcohol already and must know how to refuse politely
- Knows how to plan and make a bar menu
- Able to move the bottles using the hands and the arms
- Can carry out tasks without less supervision
- Can perform the job as prescribed by the management

Bartending Quality Standards

- Arrive at the bar early
- You must know your shift schedule

- Grooming must be excellent
- You must be responsible for your login time schedule
- Ask permission from the direct supervisor or from the management for shift changes
- Inform direct supervisor or management ahead of time if in case you will be absent
- Request in a polite manner an ID to confirm that the guest is not a minor
- Carry out tasks with a sense of urgency
- Always issue a receipt for every transaction
- Be a team player
- Have Fun!

RESPONSIBLE BARTENDING

What is an Alcoholic Beverage?

An alcoholic beverage is simply a drink with a minimal amount of ethyl alcohol. Alcohol is formed when yeast reacts with sugar. Beverages such as beer, vodka, tequila and the like, though all of them are alcoholic beverages, they differ in alcohol content.

What is Responsible Bartending?

One of your responsibilities as a bartender is to look out for your guests to enjoy their stay in the bar responsibly. Although the guest is mainly responsible for his or her behavior, Tennessee's Dram Shop Law states that victims in alcohol-related accidents are allowed to file a civil claim against the business or individual who supplied alcohol to the person who caused the victim's injury.

In this chapter, you must know how to get hints on drunkenness and other things that can help you control the behavior of your guest. This chapter will also guide you in handling proper measurement in your creations.

Although people may already be aware of what they are drinking, it is still best that you are equipped with handling different kinds of situations using practical measures. You can use the following in order to help your guest have a responsible night:

- Always know what you are making. Make sure that you know the alcohol content for every drink that you have on hand. This is very important so that you can achieve the balance that is desired for the drink and so that you can achieve the desired mix of taste.
- Always keep your guests hydrated all throughout. Make sure you offer your guest soda or water to keep him or her hydrated to slow down the pace of alcohol consumption.
- Always make sure that your guest has something to eat. Offering the guest with a variety of food may help the body slowdown in absorbing the alcohol into the blood.
- Take note that women absorb alcohol in the blood faster than men.
- Always make sure that your guest does not drink and drive. In getting home, assist your guest to find a taxi or any form of public utility vehicle that your guest can use in going home.

When to serve and not serve?

You should always be aware of Stable Reserve's policies regarding when to serve a guest with alcoholic beverages and when not to. You can serve alcoholic beverages to anyone who, by law, can already legally consume alcoholic beverages and those who are not intoxicated.

You will not serve any alcoholic beverages to anyone who is by law, not yet legal to consume alcoholic beverages. If the guest looks like someone who is underage to consume any alcoholic beverages, you must require a valid ID. Examples of a valid ID are Driver's license, passport and social security ID. If the guest is underage, we will offer alternative drinks instead. If ever the guest is intoxicated, refuse to serve the alcoholic beverage in a polite manner and ask assistance from the management.

Hospitality service is our main business and serving alcoholic beverages is only one element in our business. Hence, we are reminded to put our customers first in all aspects.

THE BARTENDER

Bartenders are the first point of contact for our guests. The first impression and the experience of the guest will also be based on how the bartender treated them. Thus, it is very important how the bartender presents himself, promotes the business and entertains guests.

What are the traits of a good Bartender?

Since bartenders are the first point of contact of our guests, they must possess the following traits:

- Bartenders should have a very welcoming aura. It is all about the first impression in the business. If the guest feels that he or she is very welcome, it will put the guest at ease and businesswise, the guest will be sure to come back.
- Bartenders should always look pleasing. The appearance of the first point of contact will reflect that of the company and its management. We should work together in keeping the name of Stable Reserve uplifting to the guests and other customers.
- Bartenders should possess a good personality. If the bartender has a good personality, guests or customers can easily make a connection. This will start a good rapport.
- Bartenders should be knowledgeable of the products and services offered by Stable Reserve. This is very important so that the guests or customers can trust you whenever you upsell or suggest other products to them.
- Bartenders should be patient and understanding with the guests and customers. This is very important since we always put our customers first. The ability to assess the guest well will lead to a more personalised quality of service.
- Bartenders should manage their time. There is not only the customer they have to attend to in their entire shift. Bartenders should be able to socialize well and should create rapport with the guests or customers. Aside from that, they should be able to prepare the drinks in a timely manner to satisfy the customer's wants and needs.

- Bartenders should showcase world-class showmanship in their craft. The way the bartender presents himself to the guest, the style of mixing and pouring the drink will create a sense of entertainment among spectators. Impress them!
- Bartenders should check their guests every now and then. We always make sure that the guests and customers are satisfied with the service offered. It is also to make sure that services offered are within the standards prescribed.
- Bartenders should also be sensitive enough in extending a little extra service to the guests in order for the guests to give that amazing factor not only to the bartender but also to Stable Reserve as well.
- A well parting with the bartender and the guest will compliment all the work that was done for the guest.

FUNCTIONING THE BAR

Aside from treating guests appropriately and connecting to them, you are also expected to make sure that the business is functioning well. You are also expected to upsell or make suggestive selling to guests and customers. Always make sure to collect the funds first before giving the drink. Make sure that in every transaction, you issue a receipt. Make the beverage according to the exact measurement of our recipes, to deliver the desired taste. Make sure that the guest or customer can understand clearly everything you explain to him or her and some of those jargon terms to the guests.

It is also the responsibility of the management and the team to protect the public from diseases or any illness coming from the food being prepared and ingested, thus, sanitary procedures must strictly be followed. The management and the staff should work hand in hand to ensure the cleanliness of the area especially those areas where food is stored and prepared and also those areas wherein guests are welcomed. The cleanliness and sanitary procedures a restaurant business is following say a lot about its management and its people.

Always make sure also that when storing food, you must comply with the prescribed procedure so that it will not spoil right away. Always separate those foods that are already stored for a few days from the fresh foods that are on hand. This is necessary so that fresh foods will not be spoiled right away. If procedures like these are strictly followed, then management can also monitor its budget closely.

Mixing drinks or making the bar's creation to serve the guests and or customers must be watched closely by all bartenders. This is the most crucial part of any stage in functioning the bar because the drinks that are being mixed would also determine the reputation of the bar. Bartenders should be properly trained on how to mix drinks.

In addition to those mentioned, the management and its team should always secure the safety of everyone. Its goal is to operate the business without causing any accidents, be they the Restaurant's staff or the guests. The management and its team should always follow Health Safety Procedures, Food Safety Protocol and Fire Safety Procedures within the area of business. Every now and then, all areas within the vicinity where the business is taking place, shall be inspected to update all equipment needed to prevent such accidents from happening. The management will also let licensed personnel check the safety of the building and the processes that are followed by the entity.

If you happen to see anything that you think might cause danger to the company or harm anyone, let the management know immediately.

VISUAL DISPLAY OF THE BARTENDER

Appearance can make or break a reputation. As reiterated in the previous chapters, personal appearance can greatly affect the business. The image of the person behind the bar also reflects the image of the whole restaurant business.

Thus, everyone is mandated to always appear to guests wearing a clean uniform. It must be pressed and not crumpled. The face should also be free from any form of visual disturbance such as piercings and or tattoos. For males, hair should be well-groomed and clean shaven. For females, avoid wearing very bold makeup and also avoid wearing too much shimmery makeup. Hair should be clean and be pulled back. Avoid also wearing a lot of accessories. For both, male and female, wear mild scents only.

Both male and female service staff should opt for dark or black denim, comfortable shoes, and a black button-up shirt.

THE GUEST

You are expected to read and profile every guest that you have. In reading and profiling your guest, it will allow you to personalise the kind of service that you will be rendered to him or her. Guests should not be underestimated. A guest is never dependent on us but we always depend on them. We are not giving favour to them by satisfying them through our service but they are giving us a favour in continuing our business and our service to them. They are never a third party in running our business but they are always a part of our business. A guest deserves the most courteous treatment, a restaurant business could offer. The guests are the reason why the company is still operating and still going strong.

There are types of guests that will visit the restaurant. Such types are:

- a. There are guests that are very timid. When confronting one of them, you should make suggestions on what is best suited for the guest. This type of guest will always listen to your suggestions. Make the most of your suggestive selling and upselling to this type of guest.
- b. There are also guests that are assertive. These types of guests are those that once they enter the place of business, they already know very well what they want and what they do not want. You must listen to these kinds of guests.
- c. There are also guests that are very hard to please. These are the type of guests who are always irate and would not take any suggestion. Try to make rapport with these types of guest and be sensitive enough to notice every single detail that can make them irate.
- d. There are also guests that are very chatty. You can make conversations with them but always put a barrier in a polite manner so that you can still entertain other guests and not consume all your time to only one guest or customer.

Always make sure to help your guests and or customers. Put your guests and or customers before anything else.

PRODUCT PRESENTATION

Presentation is necessary when delivering the desired drink to the guest. This will excite the guest in ordering more if he or she sees that the ordered drink or product is delivered in a pleasing presentation.

One factor in delivering a beautiful drink presentation is the use of the proper glassware. There are different types of glassware and each type of glassware would correspond to different types of liquor. You should know what these types of glasswares are and what types of liquor would correspond to each type of glassware.

You should also know how to take care of the utensils or glassware used in delivering the products to the guest. You should properly clean the utensils and or glassware for dirt to come off. We don't want our guest to use a dirty glassware. If there are cracks or broken utensils or glassware, discard them immediately. Do not reuse utensils and or glassware upon reorder of the guest and do not use any utensils and or glassware straight from the dishwasher. Properly wipe all the utensils and or glassware before using them for guests' orders.

Another factor in delivering a beautiful product presentation to the guest is the garnish that is being used by the bartender. Make sure that the garnish that is being used is correct and the presentation that is being prepared is not "over the top" presentation. Correct use of garnish can enhance the appearance and it uplifts the appeal of the product. A drink or a product can never be complete when garnish is not done.

TEAMWORK IS NECESSARY

Working as a team is necessary especially working at Stable Reserve. Here at Stable Reserve, we value the hard work of one another. You should be a team player and is flexible enough to work with different parts of the bar. The versatility of the bartender is necessary to deliver world-class service to our guests and customers.

PRICE LIST

As a bartender, you are expected to be aware and be knowledgeable of the price range of the products and services offered.

Here are the prices of the products and services offered:

NAME OF THE BEVERAGE	SERVING	PRICE
412 Old Fashioned	Large rock, DOF glass	[TBD]
Vesper Martini	Shaken, straight up, martini coupe	[TBD]

Espresso Martini	Shaken, straight up, martini coupe	[TBD]
Bee's Knees	Stirred, straight up, martini coupe	[TBD]

RECIPES

Every restaurant brings pride to what it can offer to its guests and or customers. Stable Reserve brings pride to these original recipes. These are handed down to you with a full expectation that whatever being disclosed in this manual is a top secret among the management and its staff only. You are expected not to reveal any of these trade secrets among competitors or any firms, businesses, organizations and or entities having the same nature of business with us.

Name of the drink	Ingredients	Procedure on how to make the drink
412 Old Fashioned	[Forthcoming]	[Forthcoming]
Vesper Martini	[Forthcoming]	[Forthcoming]
Espresso Martini	[Forthcoming]	[Forthcoming]
Bee's Knees	[Forthcoming]	[Forthcoming]

HANDLING CRITICISM

As people always say, "we cannot please everybody". There might really be guests that aren't satisfied with our service and or our products offered. They might get agitated at some point and or very irate already. Your role as a bartender is to keep calm and put your guests at ease. If ever they have a reasonable complaint with the drink or product being delivered, always apologize and replace it at no cost. If ever there are queries or issue that is very hard for you to resolve, let your guest wait while you call for your direct manager.

ORDINANCE 2023-16

**AN ORDINANCE TO AMEND TITLE 8, CHAPTER 2, SECTION 211 OF THE
FRANKLIN MUNICIPAL CODE RELATIVE TO SPECIAL EVENT BEER
PERMITS.**

WHEREAS, in order to promote the health, safety, prosperity, and general welfare of the people of Franklin, Tennessee, the Board of Mayor and Aldermen is authorized to prescribe regulations and standards relative to beer permits within the City; and

WHEREAS, the City of Franklin Municipal Code Title 16, Chapter 5 requires special event organizers to obtain a permit for their special event under certain circumstances; and

WHEREAS, the City of Franklin Municipal Code Title 8, Chapter 2, Section 211 provides that the beer board is authorized to issue beer permits for use at special events under certain criteria; and

WHEREAS, failure to receive a special event permit where one is required stops an event organizer from holding the special event where beer was intended to be served; and

WHEREAS, to ensure all proper permitting requirements are met the Board of Mayor and Aldermen deems it prudent to require that where a special event permit is necessary and the event organizers desire to serve beer, the special event permit must be obtained before appearing before the beer board to obtain a beer permit for the special event; and

WHEREAS, the Board of Mayor and Aldermen find this action to be in the best interests of the City.

**NOW, THEREFORE, BE IT ORDAINED BY THE CITY OF FRANKLIN BOARD OF MAYOR AND
ALDERMEN, AS FOLLOWS:**

SECTION I. That the Franklin Municipal Code, Title 8, Chapter 2, Section 211 be amended by deleting the section in its entirety and adding the new Section 211 listed below:

Sec. 8-211. – Special event permits.

- (1) The beer board is authorized to issue special event beer permits to bona fide charitable, nonprofit or political organizations for special events. If a special event permit is required for the event under Title 16, Chapter 5 of this code, the event organizers must obtain the special event permit before appearing before the beer board to obtain a special event beer permit.
- (2) The special event beer permit shall not be issued for longer than one 48-hour period unless otherwise specified, subject to any limitations on the hours of sale imposed by law. The application for the special event beer permit shall state whether the applicant is a charitable, nonprofit or political organization, include documents showing evidence of the type of organization, and state the location of the premises upon which alcoholic beverages shall be served and the purpose for the request for the beer permit.
- (3) For purposes of this section:

- (a) Bone fide charitable or nonprofit organization means any corporation which has been recognized as exempt from federal taxes under section 501(c) of the Internal Revenue Code.
- (b) Bona fide political organization means any political campaign committee as defined in T.C.A. § 2-10-102 or any political party as defined in T.C.A. § 2-13-101.
- (4) No charitable, nonprofit or political organization possessing a special event beer permit shall purchase, for sale or distribution, beer from any source other than a licensee as provided pursuant to state law.
- (5) Failure of the special event beer permittee to abide by the conditions of the permit and all laws of the State of Tennessee and the City of Franklin will result in a denial of a special event beer permit for the sale of beer for a period of one year.

SECTION II. BE IT FINALLY ORDAINED by the Board of Mayor and Aldermen of the City of Franklin, Tennessee, that this Ordinance shall take effect from and after its passage on second and final reading, the health, safety, and welfare of the citizens of Franklin, Tennessee, requiring it.

ATTEST:

CITY OF FRANKLIN, TENNESSEE:

By: _____
Eric Stuckey
City Administrator

By: _____
Dr. Ken Moore
Mayor

Approved as to form by:

William E. Squires
Assistant City Attorney

PASSED FIRST READING

PASSED SECOND READING:
