



City of Franklin

109 3rd Ave S
Franklin, TN 37064
(615)791-3217

Meeting Agenda

Beer Board

Tuesday, December 11, 2018

4:30 PM

Board Room

Call To Order

1. [18-1255](#) Consideration of Minutes from November 13, 2018 Beer Board
2. [18-1253](#) Consideration of Application from Biscuit Love Franklin, LLC, D/B/A Biscuit Love Franklin, LLC, 132 3rd Av. S., Sarah Worley, Managing Agent, for On Premises Consumption.

Attachments: [18-48 at 12-11-18 Biscuit Love.pdf](#)
3. [18-1254](#) Consideration of Application from Olive Garden Holdings, LLC, D/B/A The Olive Garden Italian Restaurant, 1712 Galleria Blvd, Tresa Marie Reigart, Managing Agent, for On Premises Consumption.

Attachments: [18-49 at 12-11 Olive Garden.pdf](#)

Other Business

Adjournment

ANYONE REQUESTING ACCOMMODATIONS DUE TO DISABILITIES SHOULD CONTACT A.D.A. COORDINATOR, AT 791-3277 AT LEAST 10 DAYS PRIOR TO THE MEETING, IF POSSIBLE.

City of Franklin
Beer Board Cover Page

Beer Board Meeting Date 12/11/2018 Permit # 18-48

Owner/Applicant Biscuit Love

On Prem	X	Off Prem	On & Off	Special Event
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Name of Business/Event **Biscuit Love Franklin, LLC**

Special Event Date(s)/Hours _____

Location of Business/Event 132 3rd Av S
Franklin, TN 37064

Mailing Address Keirston Candler
General Manager
132 3rd Av S.
Franklin, TN 37064
615-557-6933

Phone

Email

Primary Contact

Phone

Email

Managing Agent

Keirston Candler

615-557-6933

Sarah Worley

Review Sign Off:

Police Y

Fire Y

BNS Y

COMMENTS

Change in Name

Permit # 18-48

**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:**

DATE PERMIT NEEDED we have permit - updated w/ new name ASAP

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

3. If the applicant is a corporation, are they authorized to do business in the State of Tennessee? YES

- Biscuit Lane Franklin, LLC

5. Location of the business by street address. For special event, list location of the event.
132 3rd Ave. South

Phone number of the business 615-557-6933

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

Name Sarah Worley

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 Keirsten Candler Title General Manager

Mailing Address 132 3rd Ave. S.

City, State, Zip Franklin, TN 37064

Daytime contact phone number 615-557-6933

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

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

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.

BL Franklin Real Estate, LLC
PO Box 120897 Nashville, TN 37212

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

N/A

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

N/A

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

N/A

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

Owner has a beer permit @ two other restaurants

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

Biscuit Love Brand LLC - 316 11th Ave S. Nashville, TN 37203, food service, Dec. '14 - present
Biscuit Love Truck, LLC - 300 4th Ave. S #6 Franklin, TN 37004, food service, Mar. '12 - Dec. '14
Garden Food Service, PO Box 1787, Grand Rapids, MI 49501, food service, Oct. '10 - May '12
Apple Inc. 2126 Abbott Martin Rd. Nashville, TN 37215, retail sales, Oct. '08 - Oct. '10

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? No
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 : 0 0 AM? Yes

TRAINING POLICY:

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

19. Please read the following and upon signature of this application, you do understand and agree to comply if you are granted a permit.
- (a) You will not sell beer or similar beverages except at the place or places for which the beer board has issued your permit.
 - (b) You will not sell beer or any like beverage except in accordance with the terms of said permit.
 - (c) If this application is made for permit to sell and not for consumption on the premises, you will not sell for consumption on the premises and not allow consumption on the premises.
 - (d) You will rigidly enforce the law against sales to minors.
 - (e) You will prohibit gambling at your establishment and understand that the conduct of such activities on the premises will result in revocation of your permit.
 - (f) You will secure a certificate or statement from the health department or health officer that the premises covered by the application meet the requirements of the ordinances of the City of Franklin and the laws of the State of Tennessee.
 - (g) You will not attempt to transfer this permit to anyone else.
 - (h) You will display this permit in a prominent place in your establishment.
 - (i) You will not sell or distribute beer between the hours of 3:00 AM and 6:00 AM (8:00 AM for on premises consumption) during the week and between the hours of 3:00 AM Sunday and 12:00 Noon Sunday (10:00 AM for on premises consumption).
 - (j) You will prohibit the congregation at your establishment of those who reasonably appear to be intoxicated, lawless, rowdy, or prostitutes.
 - (k) You will not allow any liquor with alcoholic content of greater than five percent (5%) to be consumed on the premises.

CITY OF FRANKLIN

INFORMATION SHEET for BEER PERMIT APPLICATION

Permits shall be issued to the owner of the business, whether a person, firm, corporation, joint-stock company, syndicate, or association.

A permit is valid only for the business of the owner named in the permit.

The beer privilege tax fee is \$100.00 per year and is due January 1.

If the business operates through a managing agent and the owner changes managing agents, it shall notify the Beer Board in writing within 30 days of the change and shall supply the name, address, drivers license number and phone number of the new managing agent. (For your convenience, a blank "change of managing agent" form has been provided in the packet).

Periodic renewal of beer permits is not required; however, there will be annual inspections for the on premises permit holders.

A permit holder must return a permit to the county or city that issued it within fifteen (15) days of termination of the business, change in ownership, relocation of the business or change of the business name. A change in ownership occurs for a corporate owner when at least fifty percent (50%) of the stock of the corporation is transferred to a new owner.

A permit is only for a single location and is valid for all decks, patios, and other outdoor serving areas that are contiguous to the exterior of the building in which the business is located.

Where an owner operates two or more restaurants or other businesses within the same building, the owner may, in his or her discretion, operate some or all of such businesses under the same permit.

The City of Franklin also has a liquor privilege tax for selling alcoholic beverages on premises. The tax is at the same rate as the State in the manner prescribed by State law and shall be collected annually.

A copy of the sales tax certificate must be provided within 10 days of approval of the permit. If you already have it, please submit with application.

Please note that all questions must be answered on the application. Failure to do so will only delay the process. The Beer Board will not approve any incomplete applications.

Date of next Beer Board Meeting _____ Time _____ P.M.

- (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.

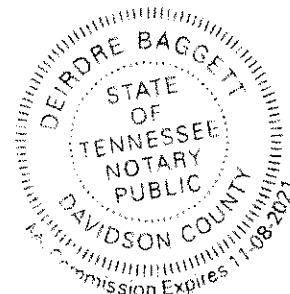
Samah g. W.ley
Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: *Biscuit Love Franklin LLC*
Name of Business Entity

Sworn to and subscribed before me this 29 day of October, 20 18

Deirdre Baggett
Notary Public

My Commission Expires: 11/08/2021



Official Use Only

Application Fee \$ _____ Date Paid _____

Privilege Tax \$ _____ Date Paid _____

Board Meeting Date _____ / _____ / _____

J. Jason McConnell	202 4th Avenue South 25.1% Franklin TN 37064
Jerry Michael Bodnar	3755 Corporate Woods Dr 15.2% Birmingham, AL 35242
John Michael Bodnar	4150 Camp Coleman Rd 6.6% Trussville, AL 35173
Karl Worley	1608 Green Hills Drive 7.7% Nashville, TN 37215
Mike Tidwell	206 Cherokee Rd. 7.3% Hendersonville, TN 37075
Sarah Worley	1608 Green Hills Drive 8.0% Nashville, TN 37215

City of Franklin
Beer Board Cover Page

Beer Board Meeting Date

12/11/2018

Permit #

18-49

Owner/Applicant

Olive Garden Holdings, LLC

On Prem

☒

Off Prem

On & Off

Special Event

Name of Business/Event

The Olive Garden Italian Restaurant

Special Event Date(s)/Hours

Location of Business/Event

1712 Galleria Blvd

Franklin, TN 37067

Mailing Address

Annette Pirzadian

Attn: Licensing

PO Box 695016

Orlando, FL 32869-5016

Phone

407-245-4804

Email

Apirzadian@arden.com

Primary Contact

Tresa Marie Reigart

Phone

615-479-6188

Email

Treigart@olivegarden.com

Managing Agent

Tresa Marie Reigart

Review Sign Off:

Police

☒

Fire

☒

BNS

☒

COMMENTS

Previous Tenant at location was Macaroni Grill

Permit #

18-49

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

1712 Galleria Blvd, Franklin TN 37067

Phone number of the business 615-771-9707

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.

I	
I	
I	
I	
I	

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 Annette Pirzadian Title Sr. Paralegal

Mailing Address ATTN: Licensing, PO Box 695016

City, State, Zip Orlando, FL 32869-5016

Daytime contact phone number 407-245-4804

Email Apirzadian@darden.com

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

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

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.

Landlord: Casual Dining Cool Springs, LLC c/o 26 Knights Court, Upper Saddle River
NJ, 07458

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

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

Owner's parent corporation and its subsidiaries have had suspensions. See attached
suspension list.

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

Previous tenant was Romano's Macaroni Grill, which is not affiliated with
Olive Garden Holdings, LLC or parent corporation.

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

Olive Garden Holdings, LLC is the owner/operator of full service restaurants with
alcohol sales in TN and across the United States; only involvement is the sales and service of beer
in our restaurants.

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

N/A

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

Full service restaurant with alcohol sales.

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

TRAINING POLICY:

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

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

- (a) You will not sell beer or similar beverages except at the place or places for which the beer board has issued your permit.
- (b) You will not sell beer or any like beverage except in accordance with the terms of said permit.
- (c) If this application is made for permit to sell and not for consumption on the premises, you will not sell for consumption on the premises and not allow consumption on the premises.
- (d) You will rigidly enforce the law against sales to minors.
- (e) You will prohibit gambling at your establishment and understand that the conduct of such activities on the premises will result in revocation of your permit.
- (f) You will secure a certificate or statement from the health department or health officer that the premises covered by the application meet the requirements of the ordinances of the City of Franklin and the laws of the State of Tennessee.
- (g) You will not attempt to transfer this permit to anyone else.
- (h) You will display this permit in a prominent place in your establishment.
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- (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.

APPLICATION FEE AND BUSINESS PRIVILEGE TAX:

For **BOTH Special Event and Business Applications**, a non-refundable fee of \$250.00 must accompany this application. Checks are payable to:

City of Franklin
Attn: Beer Board
PO Box 705
Franklin, TN 37065-0705

For **Business Applications Only**, a prorated share of the Annual Beer 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. (Please see meeting schedule below.)

APPLICATION DEADLINES:

Please see the Meeting Schedule and Application Deadlines and complete and return the “Acknowledgement of Beer Board Meeting” below. Your application must be submitted at least fifteen (15) days prior to the Beer Board meeting at which it is to be considered.

Meeting Schedule, Application Deadlines and Fees

Beer Board Meeting Date	Application Due Date	Special Event and Business Application Fee	Prorated Annual Privilege Tax (for Businesses)	Business Total Amount Due
11/13/2018	10/29/2018	\$250.00	\$17.00	\$267.00
12/11/2018	11/26/2018	\$250.00	\$8.00	\$258.00
1/8/2019	12/17/2018	\$250.00	\$100.00	\$350.00
2/12/2019	1/29/2019	\$250.00	\$92.00	\$342.00
3/12/2019	2/26/2019	\$250.00	\$83.00	\$333.00
4/9/2019	3/26/2019	\$250.00	\$75.00	\$325.00
5/14/2019	4/30/2019	\$250.00	\$67.00	\$317.00
6/11/2019	5/28/2019	\$250.00	\$58.00	\$308.00

CITY OF FRANKLIN TENNESSEE

ACKNOWLEDGEMENT OF BEER BOARD MEETING

This is to acknowledge that I, Tresa Marie Reigart, representing
Olive Garden Holdings, LLC d/b/a Printed name of representative
The Olive Garden Italian Restaurant Name of business have been notified that the meeting of the
Beer Board will be held at City Hall in the Board Room on Tuesday, December 11, 2018
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 in order
to receive a permit.

Tresa Reigart
Signature
11.9.18
Date

Application Signature Page

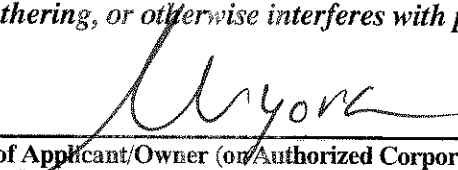
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I understand that making false statement in this application shall precipitate forfeiture of permit and holder shall not be eligible to receive any permit for a period of ten years.

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.

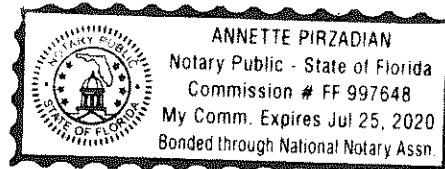

Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: Olive Garden Holdings, LLC
Name of Business Entity

Sworn to and subscribed before me this 9th day of November, 20 18


Notary Public

My Commission Expires: 7/25/2020



Official Use Only

Application Fee \$ _____ Date Paid _____

Privilege Tax \$ _____ Date Paid _____

Board Meeting Date _____ / _____ / _____

**OLIVE GARDEN HOLDINGS, LLC
OFFICERS AND MANAGERS**

Name	Title	Residence	SSN	Tel. No.	Email	Ownership Interest
Joseph G. Kern	President/Manager	112 Kennison Drive Orlando, FL 32801	461-78-6842	407/245-6091	Jkern@darden.com	0%
Colleen Hunter Lyons	Secretary/Treasurer Manager	11762 Aurelio Lane Orlando, FL 32827	265-47-2324	407/245-4711	Clyons@darden.com	0%
GMRI, Inc.	Owner/Sole Member of Olive Garden Holdings, LLC	1000 Darden Center Drive, Orlando, FL 32837	59-1219168	407-245-4000		100%

GMRI, INC.
RECORD OF LICENSE SUSPENSIONS

GMRI, Inc. and its affiliates own and operate over 1,600 restaurants in 50 states.

GMRI, Inc. d/b/a The Olive Garden Italian Restaurant

<u>Rest. #</u>	<u>City, State</u>	<u>Occurrence</u>
#1289	Johnson City, TN	City beer permit suspended for 6 days (3/8 – 3/13/99) for sale to minor.
#1104	Chattanooga, TN	City beer permit suspended for sale to minor (1/16-1/20/03).
#1289	Johnson City, TN	City beer permit suspended for 5 days (11/2/04 – 11/7/04) for sale to minor.
#1794	Spring Hill, TN	Beer license suspended for 18 days for sale to minor (5/11/16-5/28/16).
#1794	Spring Hill, TN	License suspended for seven (7) days for sale to minor (12/7/16 – 12/16/16).
#1893	Cleveland, TN	License suspended for four (4) days for sale to minor (12/11/16 – 12/14/16).
#1721	Memphis, TN	License suspended for five (5) days for sale to minor (12/11/16 – 12/15/16).
#1794	Spring Hill, TN	License suspended for forty (40) days for sale to minor (01/02/17 – 02/10/17).

RARE Hospitality International, Inc. d/b/a LongHorn Steakhouse

<u>Rest. #</u>	<u>City, State</u>	<u>Occurrence</u>
#5427	Johnson City, TN	State liquor license suspended for 8 days for sale to minor (12/5/16-12/12/16)

GMRI, Inc. d/b/a Red Lobster

<u>Rest. #</u>	<u>City, State</u>	<u>Occurrence</u>
#285	Chattanooga, TN	Suspension of city beer license for 30 days beginning 12/26/00 for sale to minor.
#285	Chattanooga, TN	City beer permit suspended for 30 days beginning 6/24/02 for sale to minor.



STATE OF TENNESSEE
DEPARTMENT OF REVENUE

Certificate of Registration

November 6, 2018



THE OLIVE GARDEN ITALIAN RESTAURANT
PO BOX 695016
ORLANDO FL 32869-5016

Letter ID: L1705412096
Account ID: 1000171788-SLC
Account Type: Sales and Use Tax

The above named taxpayer has filed an application for sales and use tax registration for the place of business at the above referenced location address. The Tennessee Department of Revenue issued this Certificate of Registration in accordance with Tenn. Code Ann. §§ 67-6-601 and 67-6-602. The Certificate of Registration must be publicly displayed at the location address for which it is issued. The tax account number and location number on this certificate are used by the Department to identify your account and must be shown on all correspondence and reports. The certificate is not assignable and is valid only for the above referenced taxpayer and for transactions of business for this registration. **In accordance with Tenn Code Ann. § 67-6-607, it is a Class C misdemeanor for any person to misuse a Certificate of Registration for the purpose of obtaining taxable property without the payment of sales or use tax when it is due. Such wrongful use is grounds for the Commissioner to revoke the taxpayer's Certificate of Registration.**

Tax Returns

All sales and use tax returns must be filed and associated tax payments made electronically to the Department. Taxpayers may do this at <https://tntap.tn.gov/eservices/>. Taxpayers should file the sales and use tax return according to their filing frequency on the 20th day of the month following the reporting period. If your business opens after the 20th of the month, you may report sales made during the remaining days of the month with the next reporting period. In order to avoid penalty and interest charges, all returns must be filed and all associated tax payments must be made on or before the due date for the reporting period. Taxpayers should always file a return for their business, even if they do not make any sales during a reporting period.

Detach here and display in public area



Tennessee Department of Revenue
Certificate of Registration
Sales and Use Tax

THE OLIVE GARDEN ITALIAN RESTAURANT
1712 GALLERIA BLVD
FRANKLIN TN 37067-6186

Effective Date: February 1, 2019
Account No.: 1000171788-SLC
Location No.: 1001029729
Filing Status: Monthly

David Gerregano
Commissioner of Revenue

Darden Responsible Alcohol Service Online Training

Program Description

The Darden Restaurants Responsible Alcohol online training is made up of three (3) modules containing six (6) lessons with four (4) quizzes and a series of agreement questions.

The program is linear so the employee is forced to complete each module in the order presented. The program is intended to supplement existing on-the-job alcohol service training. It was not designed to replace any required state or local certification, although it covers much of the same material.

The six lessons are:

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

Employee Actions

- When taking this online training, the employee is presented with four (4) 5-question quizzes. They must get all questions correct to continue to the next lesson and they have two chances to do so before being required to repeat the relevant lesson. Correct/Incorrect feedback is given after each question so the employee can see which questions were answered incorrectly.
- In Lesson 6, Summary and Wrap-up, the employee must check each statement to show agreement to the fundamentals learned and are instructed that checking all statements indicates completion and understanding of the fundamentals of responsible alcohol service. Completion is recorded in the eLearning Management System and passed to PeopleSoft for permanent inclusion in the employee's record. Note that a passing score of 100% is reported for each completed module

Quiz: Getting to Know the Law

Correct answers are **bold**

Which of the following statements are part of the four basic rules regarding responsible alcohol service?

- **Check the ID of anyone who appears younger than 30**
- **Never serve alcohol to someone who appears to be intoxicated**
- Serve alcoholic beverages only when a guest orders food
- **Discourage intoxicated guests from driving**
- There's no excuse for irresponsible service of alcoholic beverages
- **Never serve a known alcoholic**

It is against the law to serve alcoholic beverages to which of these groups?

- **Minors (under legal drinking age)**
- **Intoxicated persons**
- Students
- Government employees
- **Known, habitual alcoholics**
- Guests who enter your restaurant after 10 pm

If while serving drinks, you violate liquor laws, you could face which of the following.

- **Fines**
- **Imprisonment**
- **Lawsuits**
- None of the above – Darden Restaurants would be target for all legal action

Who can be served non-alcoholic beer in our restaurants?

- All guests
- **All guests of legal drinking age**
- Minors
- Any minor accompanied by an adult

Regarding liquor laws, which statement is correct?

- All liquor laws were passed by the US Congress
- **All states and provinces have laws which cover the sale of alcohol**
- Darden alcoholic beverage sales guidelines have nothing to do with liquor laws
- Liquor laws are voted on every four years

Quiz: Checking ID

Correct answers are **bold**

Which are forms of identification that can be accepted from a guest to confirm their age?

- **Driver's license with a picture**
- An expired driver's license with a picture
- **State or province issued ID card with a picture**
- Picture ID from place of employment
- **Passport (if permitted)**
- **US military ID (if permitted)**

You should check the identification of anyone who appears to be younger than:

- 21
- 25
- **30**
- 40

What are some of the things that would make you suspect that an ID is fake or has been tampered with?

- Out of state license
- **Laminated license with frayed edges**
- **No hologram on a plastic card style license**
- **Misaligned birth date numbers**

A guest orders an alcoholic beverage and presents you with a minor's driver's license as ID. You should do which of these? Hint: Just because it's a minor's driver's license doesn't mean the guest is still a minor.

- **Check the date of birth to see if they're old enough**
- **Check to see if the ID has expired**
- Accept the ID if the date of birth and photo are OK but the license is expired
- **Match the photo on the ID to the guest**
- **Get a manager if you're not sure**
- Politely refuse to serve the guest since we can't accept a minor's ID

When checking ID, it is your responsibility to do which of these?

- **Ensure the picture looks like the guest**
- **Ensure the date of birth makes the guest the legal drinking age in your restaurant**
- **Take the ID to a manager if you are unsure it is real**
- Make sure the ID was issued in your state

Quiz: Facts about Alcohol

Correct answers are **bold**

Alcohol is processed by the human body at what rate?

- **1 oz per hour**
- 10 oz per hour
- Depends on the size of the person
- 1.5 oz per hour if drinking coffee

Which one of these beverages has more alcohol?

- A regular size glass of beer
- A glass of Chardonnay
- **A double scotch on the rocks**
- A vodka and tonic

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

- Tall people
- Overweight people
- **Small people**
- Men

What lowers the amount of alcohol in the body?

- Coffee
- Food
- **Passage of time**
- Exercise

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

- Just eaten an appetizer
- Talking loudly
- **Recent exercise**
- **Celebrating with gusto**
- **Depression**

Quiz: Handling Guest Situations

Correct answers are **bold**

Check the phrases you might use if a guest asks why you are asking for ID.

- **"The restaurant requires me to check the ID of anyone who looks under 30 before I can serve alcohol."**
- "I don't want to go to jail for serving a minor."
- "You don't look like you're old enough to drink."
- **"If I have any doubt, I always check ID to verify age."**

What should you do if you think a guest is intoxicated?

- **Stop serving them alcoholic beverages**
- **Get a manager**
- Give them the check
- Warn them that you might ask them to leave
- Move them to another part of the restaurant

What would lead you to think a guest is intoxicated and that you should alert a manager?

- **The guest is disturbing other guests**
- The guest just ordered a second glass of wine
- **The guest is slurring their words**
- **The guest spilled their drink**

Who has the responsibility for talking to an intoxicated guest and stopping liquor service?

- **Manager**
- Host or greeter
- Server
- Certified Trainer

Which answer includes the two guidelines you should remember if a guest arrives intoxicated or becomes intoxicated at your restaurant?

- Always confront the guest and always tell a manager
- Never confront the guest and only tell a manager if the guest looks like they are going to drive themselves
- **Never confront the guest and always get a manager**
- Never confront the guest and make sure you tell a manager at the end of your shift

Statement List

Statements with a "Yes" check box for users to acknowledge their understanding of alcohol service guidelines.

- I understand that I am required to card anyone who looks under 30 if they order an alcoholic beverage.
- I understand that I must check the birth date on the guest's ID and verify that they are old enough to legally consume alcohol in my restaurant.
- I understand that if I suspect that an ID isn't valid, I should get a manager.
- I understand that body weight, mood and state of mind can all enhance the effects of alcohol.
- I understand that I should report any suspicion of intoxication to a manager, whether it be a guest who has just arrived or one who has been served in the restaurant.
- I understand that I am required to follow all state, province and local liquor laws that apply to my restaurant
- I understand that failure to enforce the law could result in legal action against the guest, my restaurant, my managers, others I work with and myself and could result in an accident that affects the guest and my community.
- I understand that completion of all three Responsible Alcohol Service lessons will be noted on my personnel record indicating that I understand all subject matter in this training.