



City of Franklin

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

Meeting Agenda

Beer Board

Tuesday, November 10, 2015

4:30 PM

Board Room

Call To Order

Approval of Minutes

1. [15-1011](#) Consideration of Minutes from October 13, 2015.
2. [15-0999](#) Consider application of Carothers McEwen LLC d/b/a Homewood Suites Franklin, 2225 East McEwen Drive, Bill Ghumm, Managing Agent, for on premises consumption.

Attachments: [Homewood Suites Franklin.pdf](#)
3. [15-1000](#) Consider application of CHH Café LLC d/b/a Starbucks #10172, 9175 Carothers Parkway, Suite 101, Lizanna Dobbs, Managing Agent, for on premises consumption.

Attachments: [Starbucks.pdf](#)
4. [15-1001](#) Consider application of Enceladus Entertainment LLC d/b/a Hard Knocks, 1113 Murfreesboro Road, Suite 250C, Kathryn Simms, Managing Agent, for on premises consumption.

Attachments: [Hard Knocks.pdf](#)
5. [15-1002](#) Consider application of Franklin Fieldhouse LLC, d/b/a Franklin Fieldhouse, 1850 General George Patton Drive, Jennifer Hinterman, Managing Agent, for on premises consumption.

Attachments: [Franklin Fieldhouse.pdf](#)
6. [15-1004](#) Consider application of Connor Diner, Inc. d/b/a Connor's Steak & Seafood, 1916 Galleria Blvd, Matthew Ryan Williams, Managing Agent, for on premises consumption.

Attachments: [Conners Steak & Seafood.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.

15.53

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

DATE OF EVENT _____
 HOURS OF EVENT _____

DATE PERMIT NEEDED

1. Owner (Applicant) Carothers McEwen LLC

Person ☐ Firm ☐ Corp ☐ LLC ☒ Joint-stock co. ☐ Syndicate ☐ Association ☐

- Kamlisk Govindji. Pretty Govindji.

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

- Home wood Suites Franklin

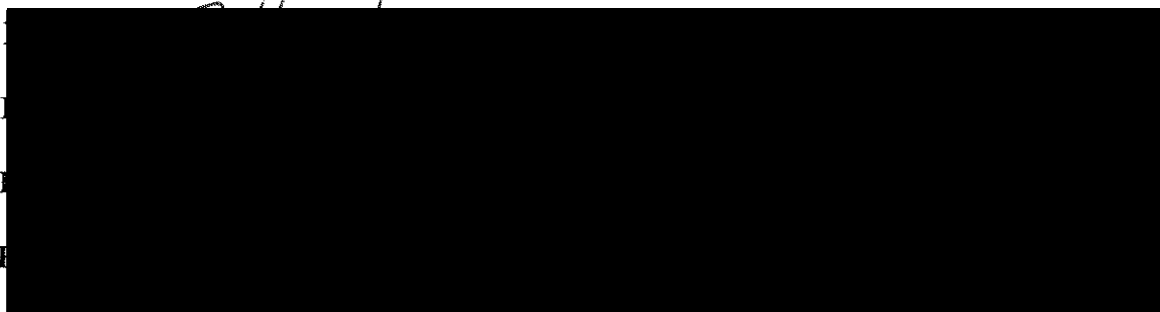
City of Franklin business account number ~~20054~~ 20054

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

2225 E McEwen Dr Franklin TN 37067

Phone number of the business 615-465-0400

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



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 Bill Ghumm Title General Manager

Mailing Address 2225 E McEwen Dr.

City, State, Zip Franklin TN. 37067

Daytime contact phone number 615-830-8936

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

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

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

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 ___ 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.

New Building

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

NONE

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

Hotel Preston General Manager 2004 to 2008
Hilton Garden Inn Franklin General Manager 2009 to 2015

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

Hotel

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

TRAINING POLICY:

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

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

- (l) You will not allow any sale or delivery of beer for consumption on the premises outside of the building, it being the intention to prohibit the sale of beer by what is commonly known as "curb service" or "curb sales" of beer.
- (m) You will comply with all requirements of section 2-201 through 2-229 of the municipal code of the City of Franklin.

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

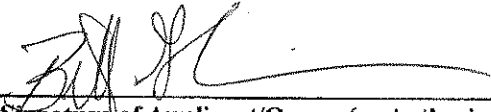
A privilege tax of \$100 is imposed on the business of selling, distributing, storing or manufacturing beer in this state effective January 1, 1994 and each successive January 1. Any holder of a beer permit issued after January 1, 1994 shall pay a pro rata portion of this annual tax when the permit is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

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

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

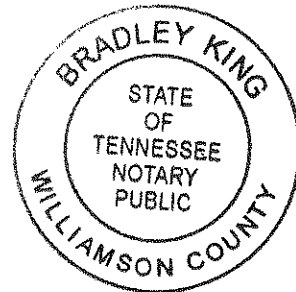
I hereby certify that no person having at least a 5% ownership interest, nor any person to be employed in the distribution or sale of beer in my establishment has been convicted of any violation of the beer or alcoholic beverage laws or any crime involving moral turpitude within the past 10 years.

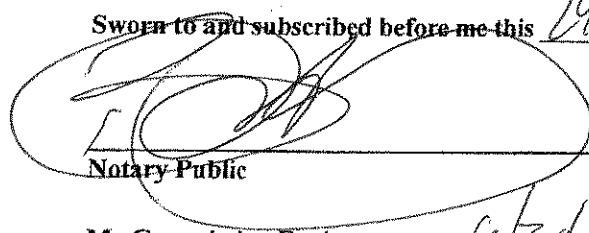
I am also aware that I shall not be issued a permit or my permit shall be revoked if my business location causes traffic congestion or interferes with schools, churches, or other public places of public gathering, or otherwise interferes with public health, safety and morals.


Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: Homewood Suites - Franklin
Name of Business Entity

Sworn to and subscribed before me this 29th day of September, 2015




Notary Public

My Commission Expires: 6/30/18

Official Use Only

Application Fee \$ 250.00 Date Paid 9.30.15
Privilege Tax \$ 30.00 Date Paid 9.30.15
Board Meeting Date 10.13.15

POLICE DEPARTMENT

Deborah Y. Faulkner, EdD
Chief of Police



Dr. Ken Moore
Mayor

Eric S. Stuckey
City Administrator

October 1, 2015

TO: Chief Deborah Y. Faulkner *DF*

FROM:

Mary E. Casteel
Mary E. Casteel, Communications Support Coordinator

SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on Bill Ghumm, Managing Agent for Carothers McEwen, LLC and found to be clear.

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

Requested by: Christy McCandless

City of Franklin

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

DATE: 9-30-15
TO: POLICE CHIEF
FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR
RE: RECORDS CHECK FOR APPLICATION FOR BEER PERMIT
BEER BOARD MEETING DATE 10-13-15

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

Name of Business Homewood Suites Franklin
Location of Business 2225 E McEwen Dr
Name of applicant Carothers McEwen LLC
Managing Agent _____
Drivers License _____
Date of Birth _____

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

CENTRAL RECORDS DIVISION
FRANKLIN POLICE DEPT

By _____

Date _____

Approved _____
Signature

City of Franklin

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

DATE: 9-30-15

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 10-13-15

Name of Business Homewood Suites Franklin

Location of Business 2025 E McEwen Drive

CODES DEPT

[Signature]

Building Inspector

9-30-15

Date

FIRE DEPT

Fire Inspector

Date

City of Franklin

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

DATE: 9-30-15

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 10-13-15

Name of Business Homewood Suites Franklin

Location of Business 2225 E Main Street Drive

CODES DEPT

Building Inspector

Date

FIRE DEPT


Fire Inspector

Oct 5, 2015
Date

1554

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:

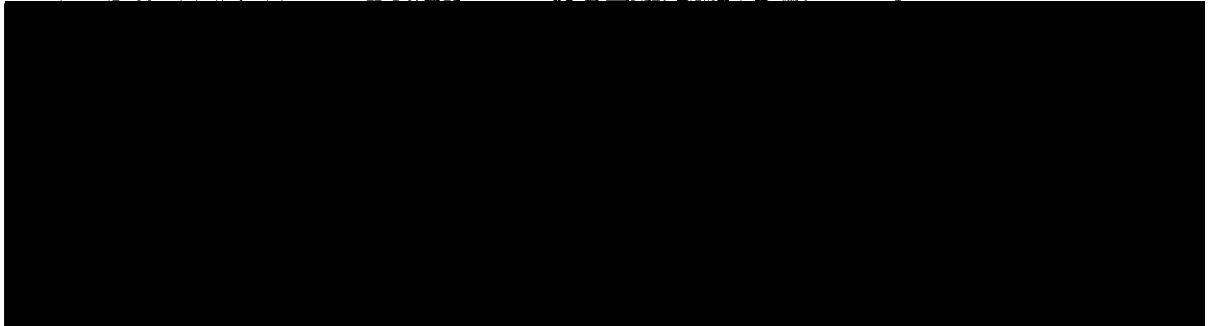
X ON PREMISES PERMIT
___ OFF PREMISES PERMIT
___ ON AND OFF PREMISES PERMIT
___ MANUFACTURER'S OR DISTRIBUTOR'S PERMIT
___ SPECIAL EVENTS PERMIT HOURS OF EVENT _____

DATE PERMIT NEEDED _____

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

1. Applicant (Owner) CHH Cafe LLC
Person ___ Firm ___ Corp ___ LLC X Joint-stock co. ___ Syndicate ___ Association ___
2. List all persons, firm, joint-stock companies, syndicates, or associations having at least a 5% ownership interest in the business (attach additional sheet, if needed). Please give name and address.
CHH Holdings of Texas LLC - (100% owner)
2401 Utah Avenue South, 27th Floor Seattle, WA 98134
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?
Starbucks #10172
5. Location of the business by street address.
9175 Carothers Parkway #101, Franklin, Tennessee 37067
Phone number of the business (615) 778-1773

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



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 Attn: Mailstop S-Tax2 License Services Title n/a

Mailing Address PO Box 34442

City, State, Zip Seattle, WA 98124

Daytime contact phone number n/a

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.

Crews Johnston, LLC, Bratschi Johnston Children's Trust, NDG-Carothers, LLC

The Dream Team (Franklin), LLC; 4117 Hillsboro Road, Suite 207, Nashville, TN 37215

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.

CHH Cafe LLC operates multiple Starbucks cafes in various jurisdictions and has held an interest in liquor licenses nationwide for over 5 years.

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.)

Restaurant and Cafe

16. Will a full course menu be served? no

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

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

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

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

We train every employee for age identification and intoxication.

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

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

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

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.

CHH CAFE LLC

By: Stephanie J. Meier

Signature of Applicant/Owner (or Authorized Corporate Officer) Stephanie J. Meier, Manager

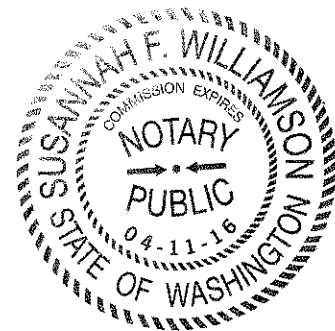
On behalf of: CHH Cafe LLC

Name of Business Entity

Sworn to and subscribed before me this 22 day of September, 20 15

Susannah F. Williamson
Notary Public

My Commission Expires: 4.11.16



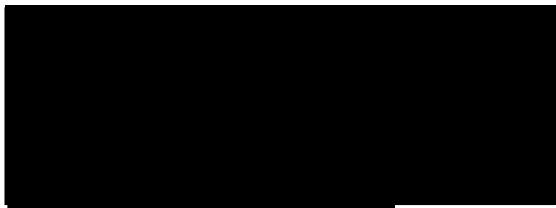
Official Use Only

Application Fee \$ 250.00 Date Paid 10-6-15
Privilege Tax \$ 17.00 Date Paid 10-12-15
Board Meeting Date 11, 10, 15

**List of Officers/Directors for
CHH Café LLC**

CHH Holdings of Texas LLC

100% Member



Michael Evans Malanga

0% Manager



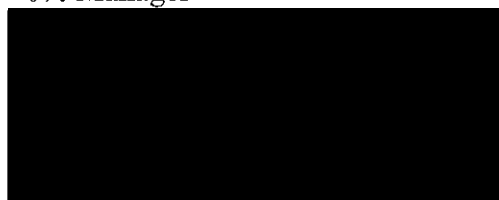
Clarice Janine Turner

0% Manager



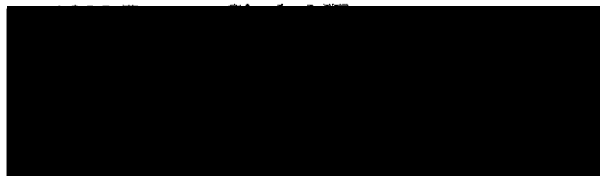
Susan Mary Johnson

0% Manager



Stephanie Jo Meier

0% Manager



POLICE DEPARTMENT

Deborah Y. Faulkner, EdD
Chief of Police



Dr. Ken Moore
Mayor

Eric S. Stuckey
City Administrator

October 8, 2015

TO: Chief Deborah Y. Faulkner

FROM:

Mary E. Casteel
Mary E. Casteel, Communications Support Coordinator

SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on Lizanna Dobbs, Managing Agent for CHH Café, LLC and found to be clear.

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

Requested by: Christy McCandless

City of Franklin

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

DATE: 10-7-15
TO: POLICE CHIEF
FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR
RE: RECORDS CHECK FOR APPLICATION FOR BEER PERMIT
BEER BOARD MEETING DATE _____

- ☐ Applicant is requesting a temporary permit. Please return ASAP.
☒ Please return by 10-16-15 to provide information for Beer Board meeting agenda.

Name of Business Starbucks #10172
Location of Business 9175 Carothers Pkwy #101
Name of applicant CHH Cafe LLC

Man

Drive

Date

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

CENTRAL RECORDS DIVISION
FRANKLIN POLICE DEPT

By _____

Date _____

Approved _____

Signature

CM

City of Franklin

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

DATE: 10-6-15

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 10-23-15 to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 11-10-15

Name of Business Starbucks #10172

Location of Business 9175 Carothers Pkwy #101

CODES DEPT

M Haman
Building Inspector

10-8-15
Date

FIRE DEPT

Fire Inspector

Date

City of Franklin

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

DATE: 10-6-15
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 10-23-15 to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 11-10-15

Name of Business Starbucks #10172
Location of Business 9175 Carothers Pkwy #101

CODES DEPT

Building Inspector

Date

FIRE DEPT

[Signature]
Fire Inspector

Oct 23, 2015
Date

Alcohol Safety Program: Responsible Alcohol Training & Certification

You can print this text-only version of this course for future reference.

Lesson 1. Why Alcohol Training?

As a seller-server of alcohol, you can be faced with challenges and opportunities every day in a fast-paced work environment where important decisions must be made quickly. This program is designed to help you recognize those challenges and opportunities and help you make the best decisions in any given situation, as quickly as possible. Specifically, trained sellers and servers make better decisions with regard to preventing the sale of alcoholic beverages to minors and intoxicated individuals.

After completing this lesson, you should be able to:

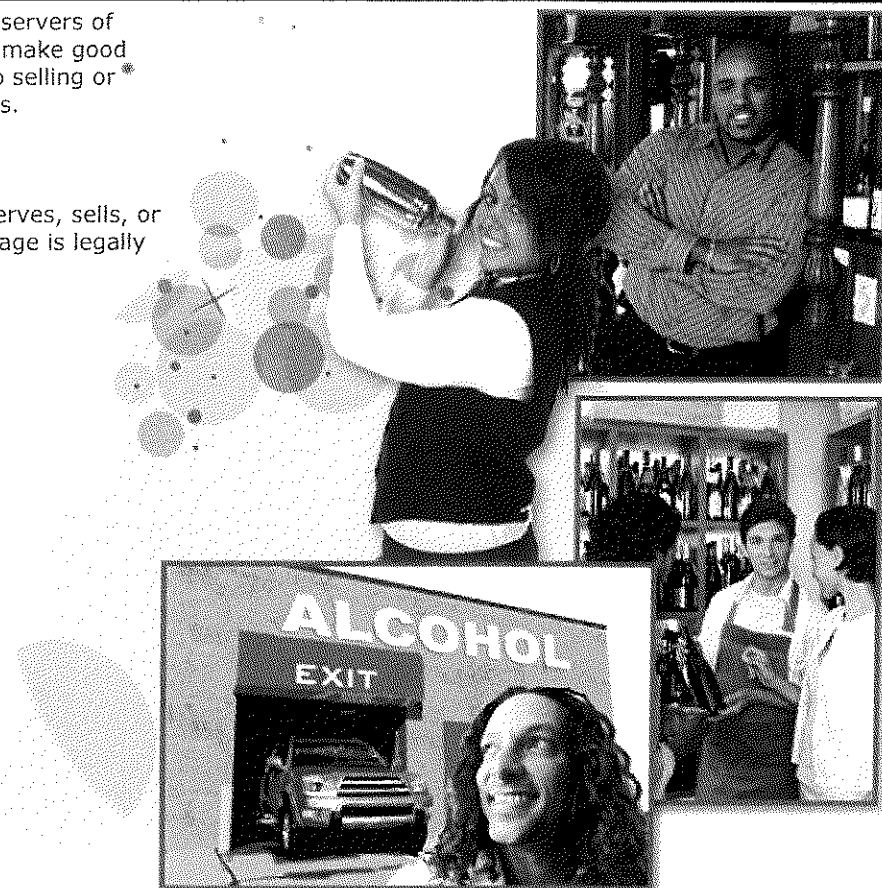
- Describe your responsibilities as a seller-server of alcohol
- Explain who suffers the penalties if laws are violated

Topic 1.1 Your Responsibilities

Both managers and seller-servers of alcohol need to be able to make good decisions when it comes to selling or serving alcoholic beverages.

Memorize this key point:

The person who actually serves, sells, or delivers an alcoholic beverage is legally responsible for the sale.



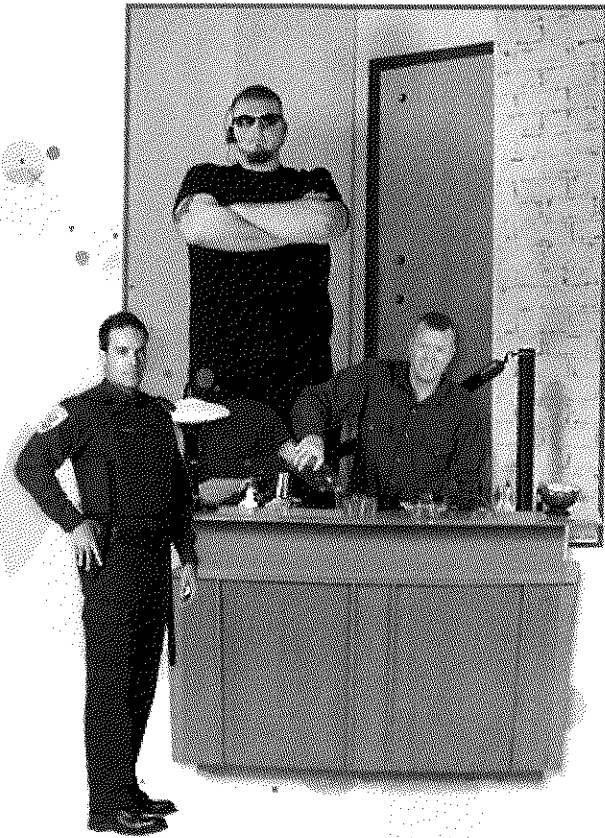
Both managers and seller-servers of alcohol need to be able to make good decisions when it comes to selling or serving alcoholic beverages. This course provides seller-servers with the information to do just that and helps managers ensure their employees are making good decisions. Memorize this key point and use it to help you understand the need for this course:

The person who actually serves, sells, or delivers an alcoholic beverage is legally responsible for the sale.

There may be other employees present who interact with the customers.

You -- the seller-server -- are legally responsible.

If there is a violation to be handed out, **you** will be the one to receive it.



There may be other employees present who interact with the customers -- for example, door people, bouncers, or bartenders. These individuals can assist with checking IDs and monitoring for intoxication, but you -- the seller-server -- are legally responsible. If there is a violation to be handed out, you will be the one to receive it.

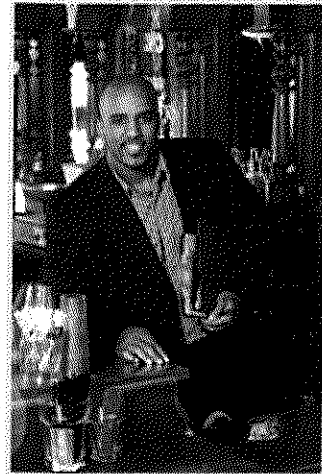
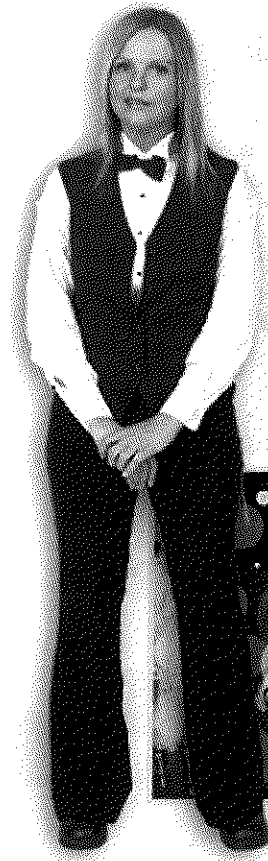
Topic 1.2 Violating the Law

Breaking the law puts you, your employer, and your customers at risk.

If you knowingly break the law, you may be found guilty of a crime.

Penalties get increasingly harsh depending on the number of violations you receive.

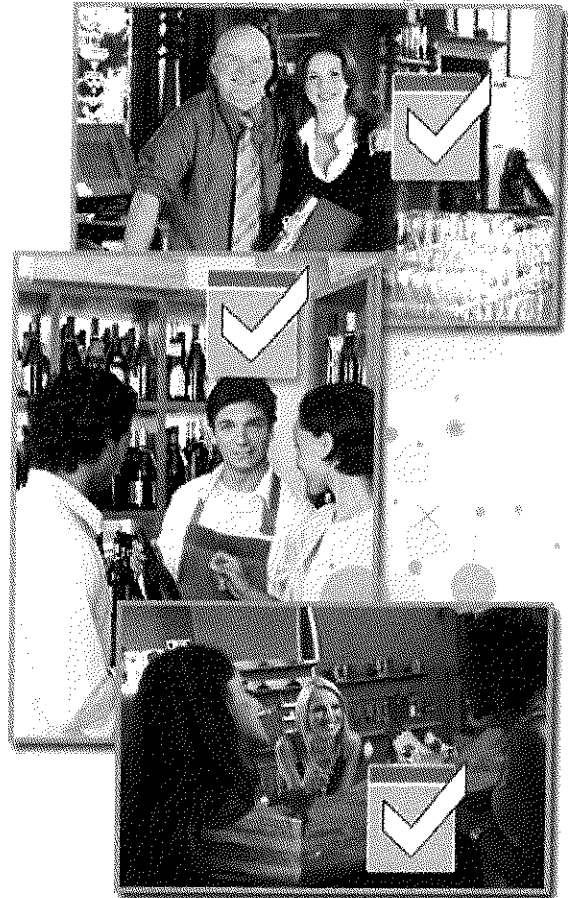
Definitely think twice before breaking the law!



If making a poor decision results in you breaking your state or local laws for selling alcohol, you, your employer, and your customers are all placed at risk. If you knowingly break the law, you may be found guilty of a crime. Your employer is at risk because they could lose their license to sell alcohol. Your customers are at risk because they may be violating the law by purchasing alcohol. The penalties for breaking the laws governing the selling of alcohol get increasingly harsh depending on the number of violations you receive. You should definitely think twice before breaking the law!

Protect:

- Yourself
- Your employer
- Others



Here's the bottom line: Protectyourself and your livelihood... ..your employer... ..and others by following the law and making responsible decisions about the customers you choose to serve.

Lesson 2. Alcohol's Effect on the Body

It's important that seller-servers of alcohol understand how alcohol affects the body. By understanding the affects of alcohol and how to estimate someone's blood alcohol content, you will be better prepared to recognize an intoxicated person.

After completing this lesson, you should be able to:

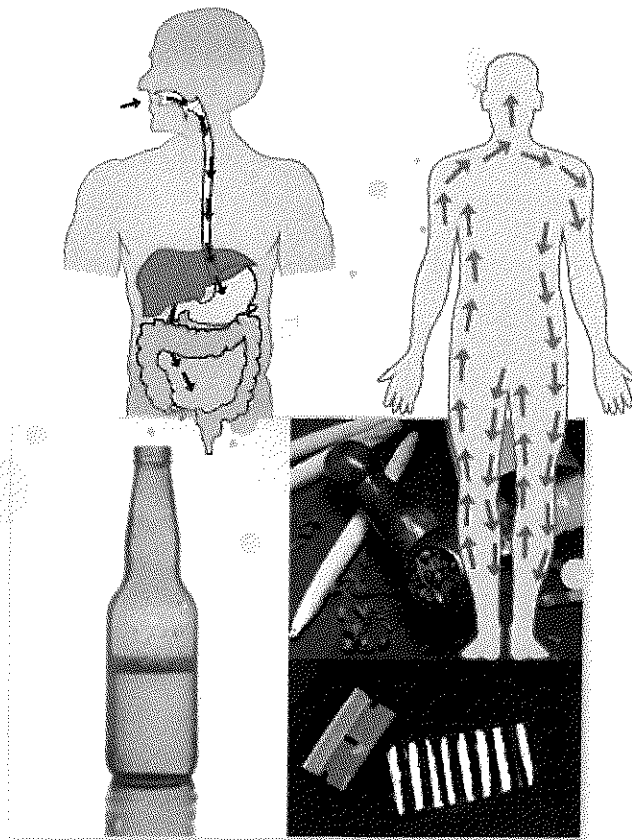
- Describe how alcohol affects the body
- Estimate a person's blood alcohol content
- Recognize other factors that affect BAC and intoxication
- Identify myths about alcohol

Topic 2.1 How Alcohol Affects the Body

Alcohol is a drug.

Alcohol is absorbed into the bloodstream.

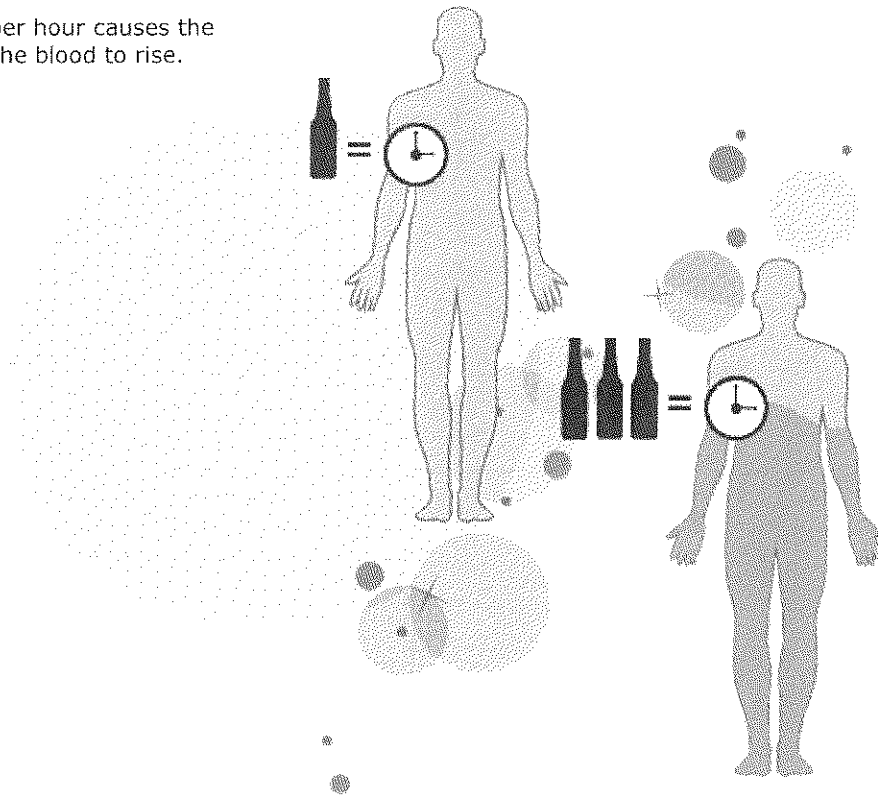
It quickly reaches all parts of the body.



Alcohol is a drug that can result in intoxication. It affects thought processes, depresses inhibitions, and dulls the senses. Alcohol is absorbed into the bloodstream almost immediately after consumption. Once there, it quickly reaches all parts of the body.

The liver breaks down alcohol at the rate of about one standard drink per hour.

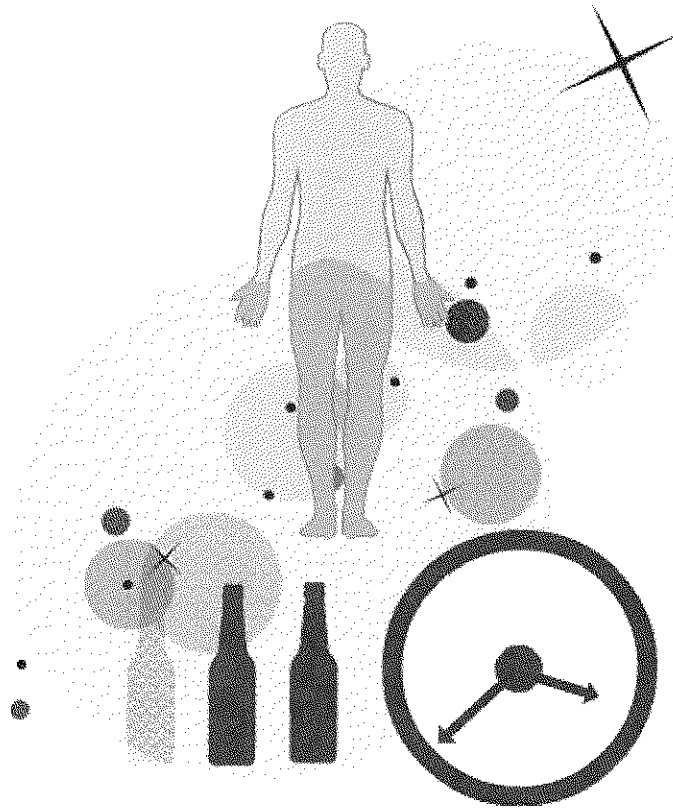
More than one drink per hour causes the amount of alcohol in the blood to rise.



The liver is the body's detoxification organ. It metabolizes, or breaks down, alcohol. In a healthy person, the liver metabolizes alcohol at the rate of about one standard drink per hour. Having more than one drink per hour means that the liver simply cannot keep up, and the amount of alcohol in the blood begins to rise.

Topic 2.2 Reducing the Affects of Alcohol

Time is the only factor that reduces the effects of alcohol.



Time is the only factor that reduces the effects of alcohol.

Drinking coffee or eating food will NOT help a person sober up faster.

It only fills up time when no more alcohol is consumed.



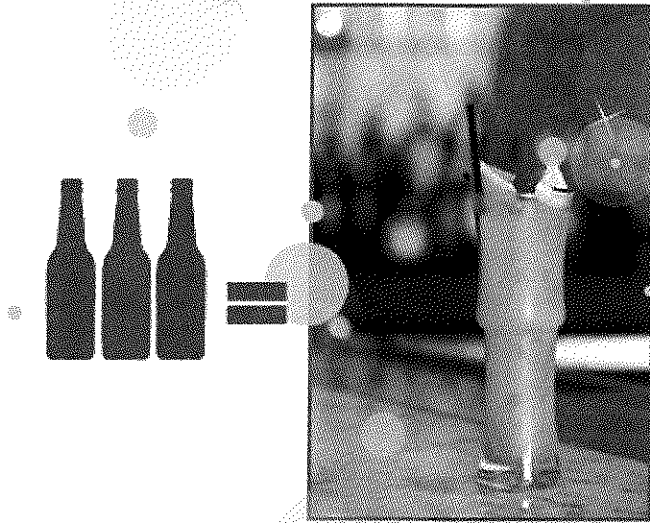
It's a common misconception that drinking coffee or eating food will help a person sober up faster. This is not the case. If an intoxicated individual has a cup of coffee or something to eat, it's only filling up time when he or she is not consuming any more alcohol.

Topic 2.3 Standard Drink Sizes

A standard drink is typically any drink containing about 0.6 fluid ounces (or 14 grams) of "pure" ethyl alcohol.

Multi-liquor drinks or oversized drinks contain more alcohol than a single shot drink or a regular 12-ounce beer.

One mixed drink made with hard liquor can contain as many as three standard drinks.

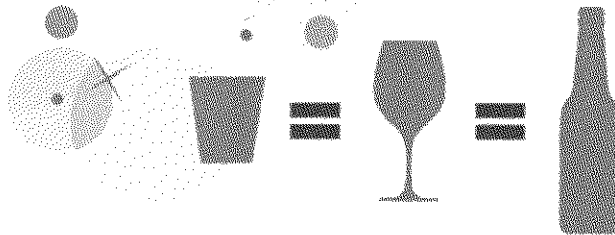


A standard drink is typically any drink containing about 0.6 fluid ounces (or 14 grams) of "pure" ethyl alcohol. Keep in mind, though, that not all drinks are equal! Multi-liquor drinks or oversized drinks contain more alcohol than a single shot drink or a regular 12-ounce beer. At some establishments, one mixed drink made with hard liquor can contain as many as three standard drinks.

There are 0.6 fluid ounces of alcohol in:

- a 12-ounce beer
- a 5-ounce glass of wine
- 1.5 ounces of spirits (vodka, gin, tequila, bourbon, etc.)

It is a myth that by drinking a glass of white wine you'll be consuming less alcohol.

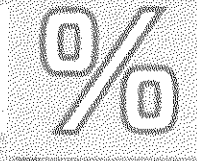
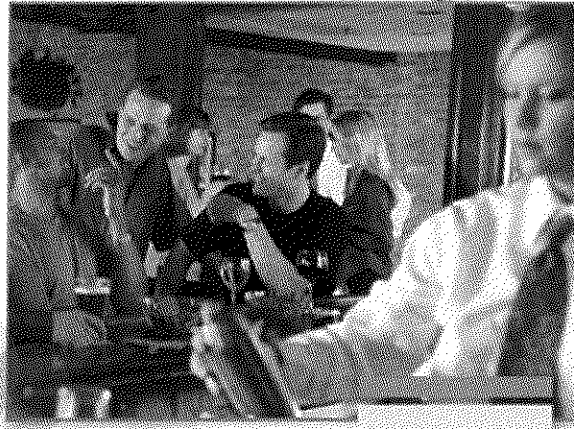


As stated, a standard drink contains about 0.6 fluid ounces of alcohol. Here is a comparison. There are 0.6 fluid ounces of alcohol in... one regular 12-ounce beer... in ...a 5-ounce glass of wine, and... 1.5 ounces of spirits (vodka, gin, tequila, bourbon, etc.). This being the case, it is a myth that by drinking a glass of white wine you'll be consuming less alcohol. A 12-ounce beer, a 5-ounce glass of wine -- white or red -- and 1.5 ounces of spirits contain the same amount of alcohol.

Topic 2.4 Blood Alcohol Content

BAC is the measurement of the amount of alcohol in the bloodstream.

It is typically expressed as a percentage.



Blood Alcohol Content (BAC), sometimes referred to as Blood Alcohol Concentration, is the measurement of the amount of alcohol in the bloodstream. It is typically expressed as a percentage.

A 160-pound man will have a BAC of approximately 0.04%, one hour after consuming two 12-ounce beers or two other standard drinks on an empty stomach.

Having a BAC over a given limit while operating a vehicle is illegal.



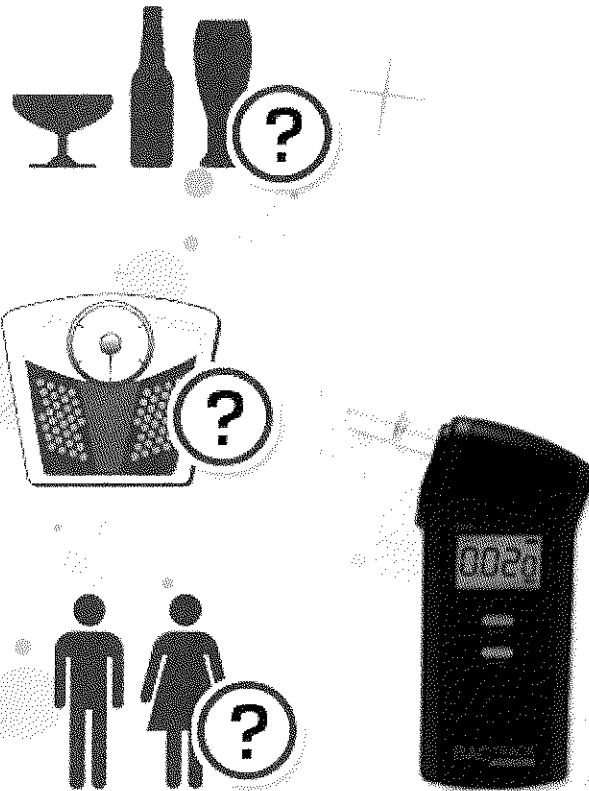
For example, a 160-pound man will have a BAC of approximately 0.04%, one hour after consuming two 12-ounce beers or two other standard drinks on an empty stomach. All states have specific laws pertaining to driver BAC limits. According to these laws, having a BAC over the given limit while operating a vehicle is illegal.

Topic 2.5 Estimating BAC

It is difficult to determine someone's exact BAC without the use of a Breathalyzer.

You can take what you do know and make an educated guess.

Estimating BAC in this manner is termed "drink counting."



It is difficult to determine someone's exact BAC without the use of a Breathalyzer, which is a device used to determine someone's BAC based on a breath sample. However, you can take what you do know and make an educated guess -- the number of drinks the individual has consumed, the approximate weight of the individual, and whether the individual is male or female. Estimating BAC in this manner is termed "drink counting."

Here's a chart you can use to estimate BAC for men, and a separate chart for women.

MEN

Drinks	Body Weight in Pounds								Influenced
	100	120	140	160	180	200	220	240	
1	.04	.03	.03	.03	.03	.03	.03	.03	Possibly
2	.05	.05	.05	.05	.04	.04	.04	.04	
3	.06	.06	.06	.07	.06	.06	.05	.05	
4	.07	.07	.07	.08	.08	.08	.07	.06	Impaired
5	.08	.08	.08	.09	.09	.09	.08	.08	
6	.09	.09	.09	.10	.10	.10	.09	.09	Legally intoxicated
7	.10	.10	.10	.11	.11	.11	.10	.10	
8	.11	.11	.11	.12	.12	.12	.11	.11	
9	.12	.12	.12	.13	.13	.13	.12	.12	
10	.13	.13	.13	.14	.14	.14	.13	.13	

WOMEN

Drinks	Body Weight in Pounds								Influenced
	100	120	140	160	180	200	220	240	
1	.05	.04	.03	.03	.03	.03	.03	.03	Possibly
2	.06	.06	.07	.06	.05	.05	.04	.04	
3	.07	.07	.08	.08	.07	.07	.06	.06	Impaired
4	.08	.08	.09	.09	.08	.08	.07	.07	
5	.09	.09	.10	.10	.09	.09	.08	.08	Legally intoxicated
6	.10	.10	.11	.11	.10	.10	.09	.09	
7	.11	.11	.12	.12	.11	.11	.10	.10	
8	.12	.12	.13	.13	.12	.12	.11	.11	
9	.13	.13	.14	.14	.13	.13	.12	.12	
10	.14	.14	.15	.15	.14	.14	.13	.13	

Here's a chart you can use to estimate BAC for men, and a separate chart for women.

Topic 2.6 BAC Levels

There are specific effects of intoxication directly related to BAC.

The effects related to BAC range from loss of coordination to loss of consciousness and possibly death.



There are specific effects of intoxication directly related to BAC. The effects related to BAC range from loss of coordination to loss of consciousness and possibly death.

0.02-0.03

No loss of coordination. Slight euphoria and lack of timidity. No apparent depressant effect.

0.04-0.06

Feelings of relaxation, warmth, and greater euphoria. Lowered inhibitions. Minor impairment of reasoning and memory.

0.07-0.09

Slight impairment of speech, vision, balance, and reaction time. Complete euphoria. Lack of judgment and self-control; impairment of reason and memory. **It is illegal to operate a motor vehicle at a BAC of 0.08.**

0.10-0.12

Slurred speech and additional impairment of vision, balance, and reaction time. Significant impairment of judgment and motor skills. Complete loss of sound judgment.

0.13-0.20

Gross impairment of motor skills and loss of balance. Euphoria fades and anxiety and restlessness appear. Feelings of nausea. General disheveled appearance.

0.25

Inability to walk unassisted. Mentally confused. Nausea and possible vomiting.

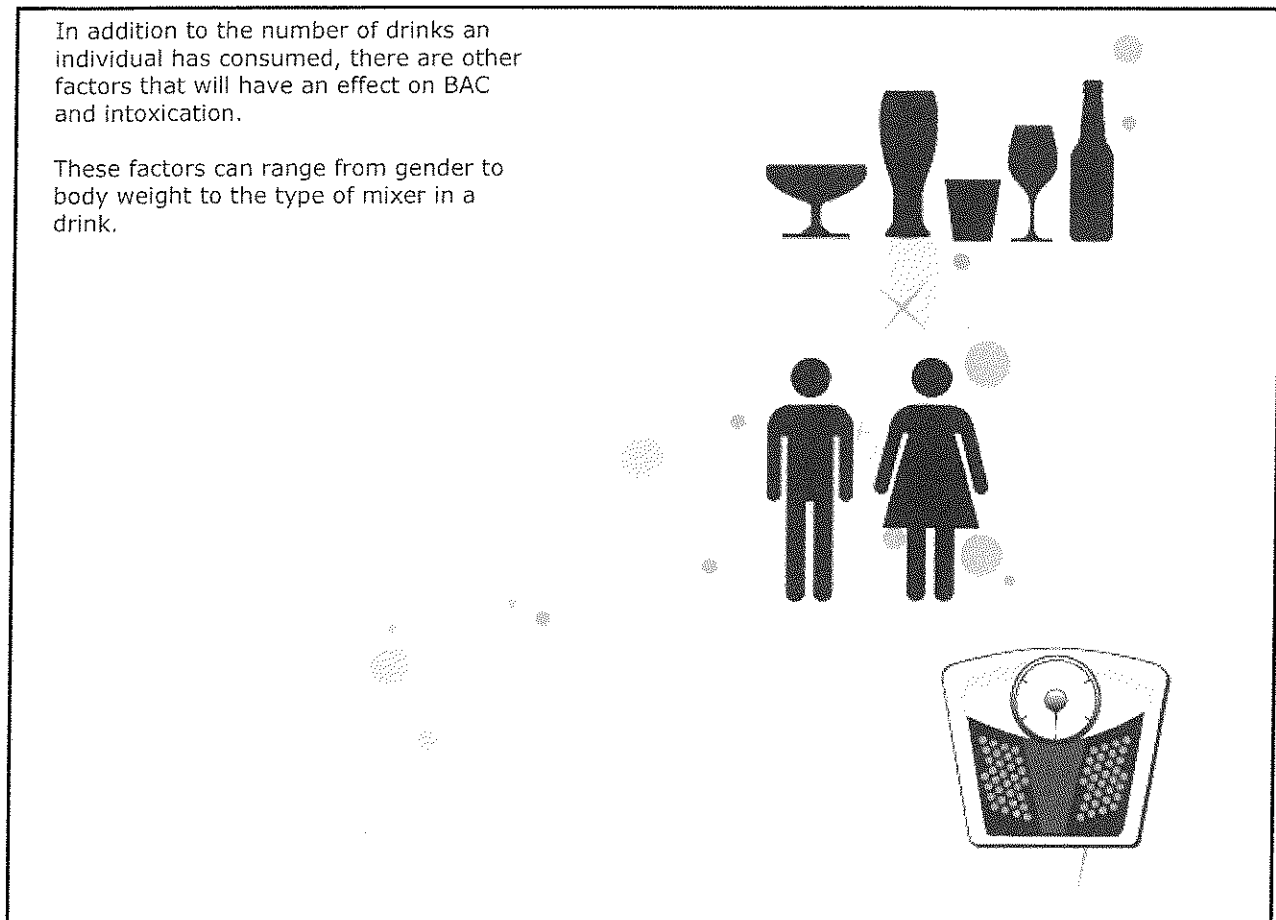
0.30

Loss of consciousness.

0.40 and Greater

Possible death.

Topic 2.7 Recognizing Other Factors



In addition to the number of drinks an individual has consumed, there are other factors that will have an effect on BAC and intoxication. These factors can range from gender to body weight to the type of mixer in a drink.

Gender

On average, men metabolize alcohol faster than women. This is because women have less water in their bodies than men as well as a higher amount of fat.

Body Weight

Generally the heavier a person is, the more alcohol they can drink before becoming intoxicated.

Muscle/Fat Ratio

Body fat does not absorb alcohol. Instead, it forces the alcohol to stay in the bloodstream until the liver can break it down. A person with more body fat than muscle will have a higher BAC than a more muscular person.

Food in the Stomach

Alcohol is absorbed into the bloodstream slower if there is food in the stomach. Drinking alcohol on an empty stomach results in the BAC rising more rapidly, as there is nothing there to slow the rate of absorption.

Fatigue and Stress

A person who is tired and worn down, under emotional distress, or experiencing a lack of energy due to illness will become intoxicated more quickly than someone who is more alert and in good health.

Amount of Alcohol

"Doubles" and drinks made with more than one type of liquor contain more alcohol than a standard drink. And distilled liquor -- highly concentrated alcohol -- enters the bloodstream faster than wine and beer, even though the alcohol content is equivalent.

Temperature of the Alcohol

Warm alcohol is absorbed faster than cold alcohol.

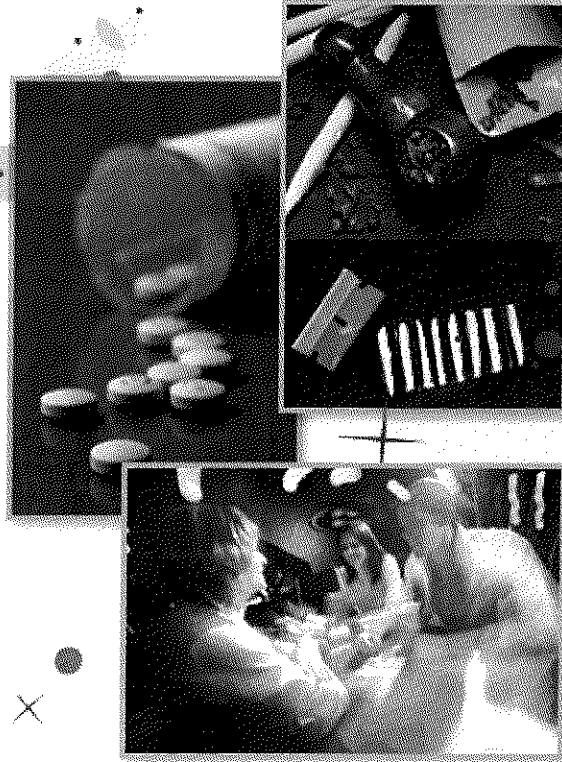
Type of Mixer

Carbonated beverages speed up the absorption process, while water and fruit juices slow it down. The carbon dioxide in carbonated beverages speeds the alcohol to the stomach and intestine, causing BAC to rise more rapidly.

Topic 2.8 Mixing Alcohol and Drugs

Taking over-the-counter, prescription, or illegal drugs while drinking alcohol will not affect BAC.

It will have an impact on a person's reaction to the alcohol.



Taking over-the-counter, prescription, or illegal drugs while drinking alcohol will not affect BAC. However, it will definitely have an impact on a person's reaction to the alcohol and may cause him or her to become intoxicated much more quickly.

Topic 2.9 Effects of Mixing Alcohol and Drugs

Alcohol and Prescription Drugs

Alcohol interacts adversely with about half of all common prescription drugs. For example, alcohol causes antibiotics to become ineffective.

Alcohol and Depressants

Alcohol can dangerously increase the effects of depressant drugs such as sedatives and barbiturates. Alcohol is also a depressant, and mixing alcohol with another depressant increases the effect five times. Impairment is intensified, the ability to drive safely becomes affected, and life-threatening slowing of vital functions can occur.

Alcohol and Stimulants

Using alcohol and stimulants together also causes serious imbalances in the body. Stimulants -- including cold medicines, diet pills, methamphetamines, and cocaine -- do not cancel the depressant effects of alcohol.

Alcohol and Marijuana

Mixing alcohol with marijuana is a recipe for disaster. Both slow thinking and reactions, and alter the perception of time, distance, and speed. Driving or attempting to operate machinery while under the influence is more difficult and extremely dangerous.

Servers are generally not permitted to give away or sell aspirin or any other non-prescription drug to patrons in licensed premises.

Ask your manager if this is a policy in your place of business.

It cannot be emphasized enough that alcohol impairs the functions needed for safe driving.

Alcohol impairs the mental and physical functions needed to drive safely.

These effects, when compounded with drug use, have the potential to become lethal.



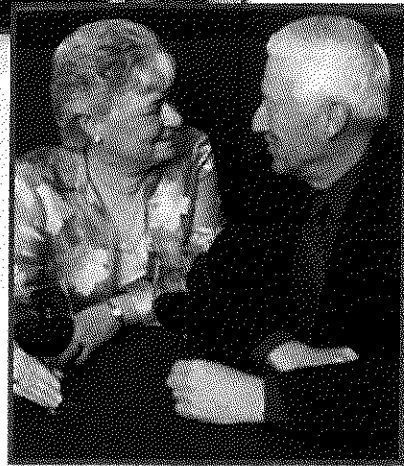
Because mixing alcohol and other drugs, including a simple aspirin, can be dangerous, servers are generally not permitted to give away or sell aspirin or any other non-prescription drug to patrons in licensed premises. Ask your manager if this is a policy in your place of business. It cannot be emphasized enough that alcohol impairs the functions needed for safe driving. Safe driving requires sound judgment, steady concentration, and quick reactions. Alcohol impairs the mental and physical functions needed to drive safely. These effects,

when compounded with drug use, have the potential to become lethal.

Topic 2.10 Drink Tampering

Alcohol by itself is the most common drug associated with sexual assault.

However, due to its broad social acceptance, alcohol is not readily identified as a root cause of rape and other forms of sexual assault.



Alcohol by itself is the most common drug associated with sexual assault. However, due to its broad social acceptance, alcohol is not readily identified as a root cause of rape and other forms of sexual assault.

Alcohol impairs judgment, lessens inhibitions, reduces movement and coordination, and impairs vision, speech, and balance. Alcohol impairment can therefore make a person vulnerable, dependent, and easily manipulated.

Other drugs may also be used in conjunction with alcohol in order to facilitate sexual assault.

It is a criminal offense to put an intoxicating substance into the food or beverage of another person without the person's consent.



As you have learned, alcohol impairs judgment, lessens inhibitions, reduces movement and coordination, and impairs vision, speech, and balance. Alcohol impairment can therefore make a person vulnerable, dependent, and easily manipulated. Other drugs may also be used in conjunction with alcohol in order to facilitate sexual assault. You should be aware that it is a criminal offense to put an intoxicating substance into the food or beverage of another person without the person's consent.

Topic 2.11 Identifying Date Rape Drugs

Rohypnol

Rohypnol is a powerful tranquilizer that causes muscle weakness, sedation, slurred speech, loss of motor coordination and judgment, and blackouts. It looks like an aspirin and is colorless and flavorless. When dissolved in a drink, it can take effect in as little as 20 minutes.

Gamma-Hydroxybutyrate (GHB)

Like Rohypnol, GHB causes quick sedation. Its side effects include drowsiness, nausea, vomiting, headaches, dizziness, coma, and death. The drug's most common form is a clear liquid, but it can also be a white, grainy powder.

Ketamine

Ketamine is an anesthetic commonly used by veterinarians on large animals. In humans, it can cause delirium, amnesia, loss of motor coordination, slurred speech, and breathing problems. Its most common form is a clear liquid, but it can also be dried into an off-white powder.

If you believe that drink tampering has occurred, take action.

Remove the potentially contaminated drink with the pretext of bringing a fresh drink, alert management, and offer assistance.



If you believe that drink tampering has occurred, where someone might have placed a drug in an unattended drink or in a drink when someone was distracted, take action. Remove the potentially contaminated drink with the pretext of bringing a fresh drink, alert management, and offer assistance.

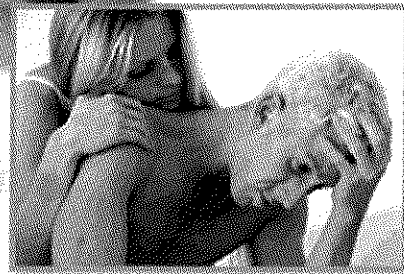
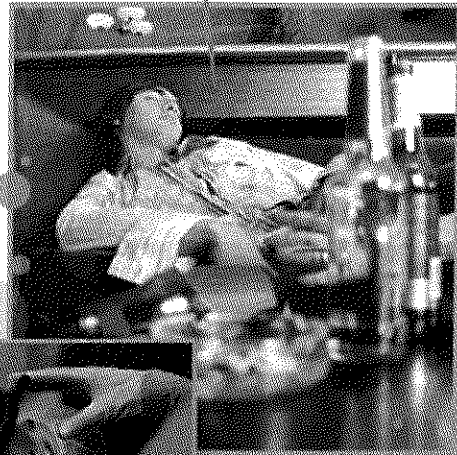
Topic 2.12 Alcohol Poisoning

Alcohol poisoning can occur when a large amount of alcohol is consumed in a short period of time.

Drinking too much too fast can affect the breathing, heart rate, and gag reflex. It can lead to a coma or even death.

Symptoms of alcohol poisoning include:

- Disorientation, stupor
- Vomiting
- Seizures
- Slow breathing (less than eight breaths per minute)
- Irregular breathing (10 seconds or longer between breaths)
- Pale or bluish skin color
- Low body temperature (hypothermia)
- Unconsciousness



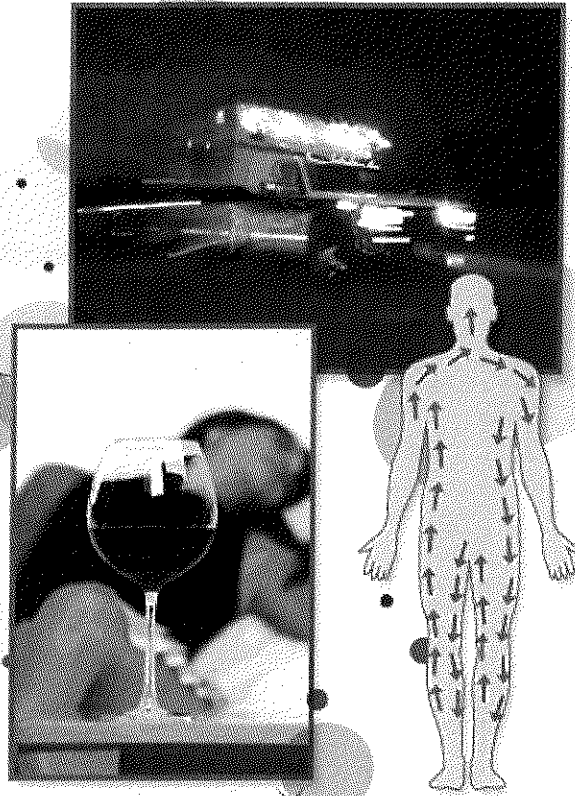
Alcohol poisoning can occur when a large amount of alcohol is consumed in a short period of time. Drinking too much too fast can affect the breathing, heart rate, and gag reflex. Much worse, it can lead to a coma or even death. The symptoms of alcohol poisoning include:•

If you believe someone may have alcohol poisoning:

- Know the signs and symptoms.
- Don't wait for all signs and symptoms to be present before taking action.
- Never leave an unconscious person alone to "sleep it off." A person who has passed out may die.
- Call 911 for help.
- Do not try to make the person vomit.

A person's BAC will continue to rise even while he or she is passed out.

After a person stops drinking, alcohol continues to enter the bloodstream and circulate throughout the body.



If you believe someone may have alcohol poisoning:•

- Know the signs and symptoms. •
- Don't wait for all signs and symptoms to be present before taking action. •
- Never leave an unconscious person alone to "sleep it off." A person who has passed out may die. •
- Call 911 for help. •
- Do not try to make the person vomit. Alcohol poisoning affects the gag reflex, meaning it's possible for the person to choke on his or her own vomit and die.

You should also know that a person's BAC will continue to rise even while he or she is passed out. Even after a person stops drinking, alcohol continues to enter the bloodstream and circulate throughout the body.

Topic 2.13 Myths about Alcohol**Myth: Alcohol is a stimulant.**

Reality: Alcohol is a depressant. Alcohol reduces judgment and inhibitions, so it may appear at first to be a stimulant. But as BAC increases, the depressant effects of the alcohol become more apparent.

Myth: Having a drink or two helps a person relax and drive better.

Reality: Even a very low BAC can impair the ability to drive safely.

Myth: Beer and wine are less intoxicating than hard liquor.

Reality: A 12-ounce beer, a five-ounce glass of wine, and one normal mixed drink or cocktail (containing 1.5 ounces of alcohol) are all equally intoxicating.

Myth: If you can't taste the alcohol in a drink, it's not there.

Reality: Some mixers, such as fruit juices, can mask the taste of alcohol.

Myth: Drink coffee to sober up.

Reality: Coffee does not sober up an intoxicated person. Neither does fresh air or a cold shower. These things buy time, and time is the only thing that works.

Myth: If you are cold, drinking alcohol will warm you up.

Reality: Alcohol lowers body temperature and contributes to hypothermia. Alcohol also causes dehydration which accelerates the effects of hypothermia.

Myth: When a group of people has a designated driver, the other group members can drink as much alcohol as they want, even if they become visibly intoxicated.

Reality: It is illegal to serve alcohol to a visibly intoxicated person, even if they are not driving.

Myth: It is good to throw up at the end of a night of drinking because it gets the alcohol "out of the system."

Reality: Throwing up is a sign the body is getting toxic, but will not get alcohol "out of the system;" only time will.

Myth: It is easy to spot an alcoholic.

Reality: Stereotypes of alcoholics are sometimes inaccurate. An alcoholic may not look like a "bum." They can be from all walks of life and work in any profession. Women are more susceptible to alcoholism than men. Just because a person may drink a lot or drink often does not mean he or she is an alcoholic.

Lesson 3. Recognizing and Preventing Intoxication

It is illegal to serve a person who appears visibly intoxicated. Visible intoxication is a level of intoxication that can be observed by others. You have a responsibility to recognize a visibly intoxicated individual.

After completing this lesson, you should be able to:

- Assess levels of intoxication
- Employ tactics to prevent intoxication
- Refuse service to an intoxicated person

Topic 3.1 Assessing Levels of Intoxication

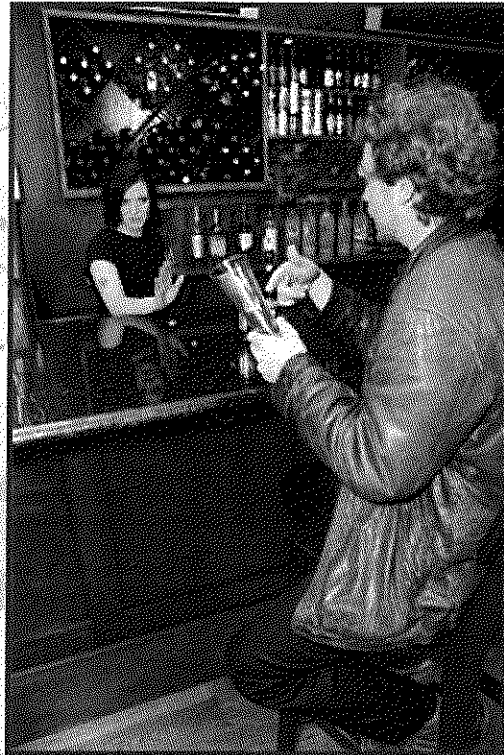
As a seller-server of alcohol, be aware that it is illegal to serve a person who appears visibly intoxicated.

You have a responsibility to recognize a visibly intoxicated individual.

Consider the following:

- How do they look? What is their overall general appearance?
- What do they do?
- How do they react? How is the customer responding to you and to other patrons?
- How much alcohol has been ordered and consumed?

All of these factors can be very important when determining a person's intoxication level.



As a seller-server of alcohol, be aware that it is illegal to serve a person who appears visibly intoxicated. Visible intoxication is a level of intoxication that can be observed by others. You have a responsibility to recognize a visibly intoxicated individual. Pay close attention to your customers' appearance, behaviors, and reactions. Make conversation and interact with them. Consider the following:... ..How do they look? What is their overall general appearance?... ..What do they do? Observe their movements and behaviors... ..How do they react? How is the customer responding to you and to other patrons?... ..How much alcohol has been ordered and consumed? Keep an eye on the tab. Also keep in mind that the individual may have consumed alcohol elsewhere before entering your establishment. All of these factors can be very important when determining a person's intoxication level.

There may be times when you have only moments to decide whether or not to serve someone.

Do a quick, periodic assessment of your customers for signs of intoxication.

If you feel that serving another alcoholic beverage to a customer would cause him or her to become intoxicated, then you should not serve.



Use your instincts, skills, and experiences to guide you. There may be times when you have only moments to decide whether or not to serve someone. You should do a quick, periodic assessment of your customers for signs of intoxication. If you feel that serving another alcoholic beverage to a customer would cause him or her to become intoxicated, then you should not serve.

Topic 3.2 Common Signs of Intoxication

Appearance

- Bloodshot, glassy eyes
- Flushed face
- Blank stare
- Dazed and disoriented
- Shaking or trembling
- Disheveled clothing
- Excessive perspiration

Speech

- Thick, slurred speech
- Loud, noisy speech
- Speaking loudly, then quietly
- Rambling conversation
- Bravado, boasting
- Making irrational statements
- Slow response to questions

Attitude

- Annoying other guests or servers
- Overly friendly to other guests or employees
- Aggressive or belligerent
- Obnoxious or mean
- Argumentative
- Boisterous
- Inappropriate comments about others

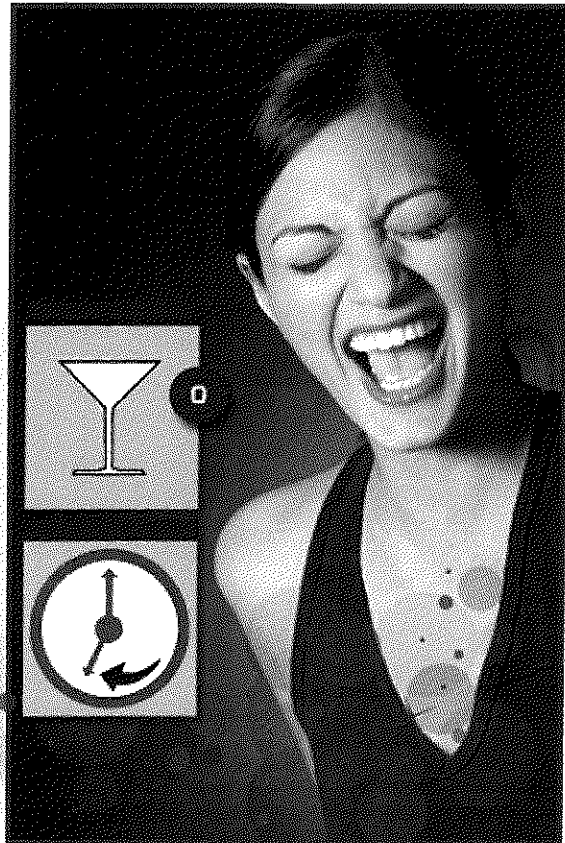
Behavior

- Swaying, staggering, or stumbling
- Unable to sit straight
- Can't find mouth with glass
- Careless with money
- Difficulty making change
- Restless
- Crying or moody
- Extreme or sudden change in behavior
- Overly animated or entertaining
- Crude, inappropriate speech or gestures
- Depressed or sullen
- Lack of focus and eye contact
- Difficulty standing up
- Unusual walk
- Drowsiness
- Falling asleep
- Falling off of chair
- Falling down
- Difficulty lighting cigarettes
- Lighting more than one cigarette

- Clumsy
- Difficulty remembering
- Spilling drinks
- Agitated, anxious
- Grinding teeth
- Repeated trips to rest room or outside area

Just because a customer exhibits one or more of these signs does not prove definitively that he or she is intoxicated.

Watch for a combination of these signs, as well as a significant shift in behavior over time.



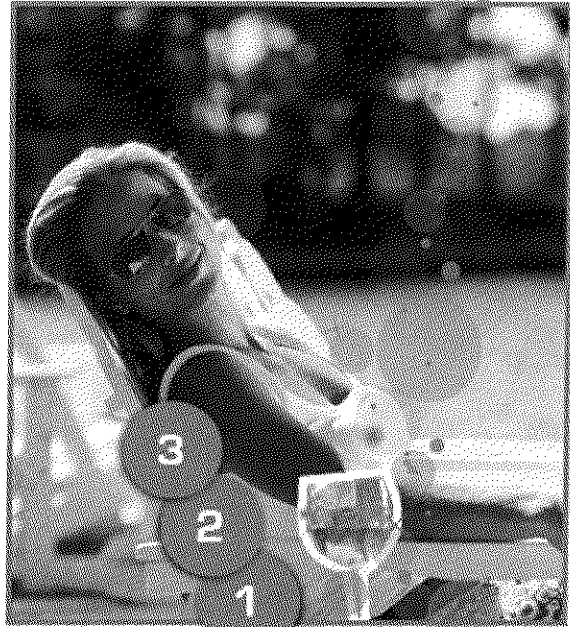
Keep in mind that just because a customer exhibits one or more of these signs does not prove definitively that he or she is intoxicated. What you want to watch for is a combination of these signs, as well as a significant shift in behavior over time.

Topic 3.3 Tolerance

It is possible for a person to be intoxicated without displaying any of the visible signs.

This is not a tolerance for alcohol.

Individuals who consume over three drinks at a time on a continual basis or who occasionally binge are the most likely to develop a tolerance.

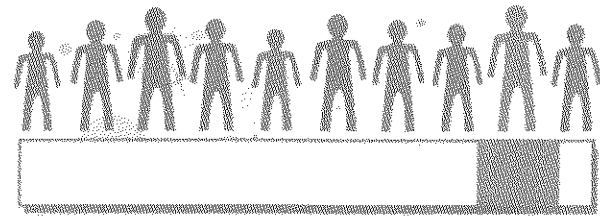


It is possible for a person to be intoxicated without displaying any of the visible signs. Sometimes people will refer to this as having a "tolerance" for alcohol. This is not completely accurate. What they actually mean is that over time they've learned to control the behaviors that are signs of intoxication. Individuals who consume over three drinks at a time on a continual basis or who occasionally binge are the most likely to develop a tolerance. This is because the liver becomes more efficient at breaking down alcohol and brain cells become desensitized to its effects.

Approximately one in 10 drinkers is an alcoholic.

The likelihood of you encountering one as a seller-server in an establishment selling alcoholic beverages is high.

Although it takes more alcohol for these individuals to show signs of visible intoxication, their BAC continues to rise as they continue consumption.

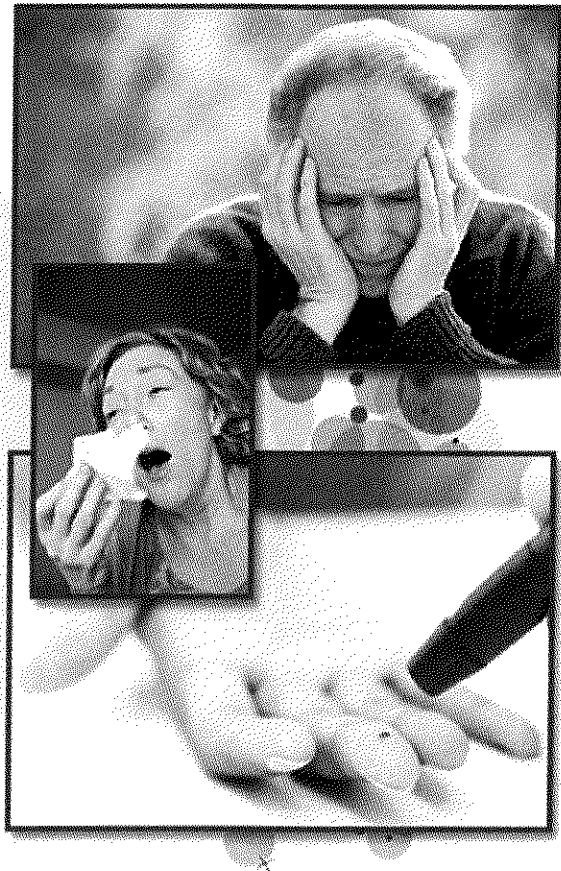


Approximately one in 10 drinkers is an alcoholic... ..so the likelihood of you encountering one as a seller-server in an establishment selling alcoholic beverages is high. Be mindful that although it takes more alcohol for these individuals to show signs of visible intoxication, their BAC continues to rise as they continue consumption.

Topic 3.4 Mistaking Illness for Intoxication

It's possible to mistake some common illnesses for intoxication.

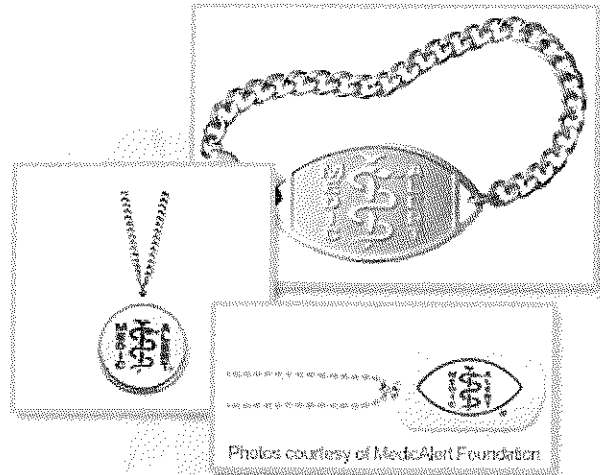
- The common cold can slow the senses and reaction time, cause drowsiness, and make it difficult to concentrate.
- Diabetics may experience dizziness, or be irritable, weak, or tired because their blood sugar levels may be low.



It's possible to mistake some common illnesses for intoxication. For example, the common cold can slow the senses and reaction time, cause drowsiness, and make it difficult to concentrate -- all signs we've looked at that may indicate intoxication. Also, diabetics may experience dizziness, or be irritable, weak, or tired because their blood sugar levels may be low. These symptoms can also be signs of visible intoxication.

If you think someone may have a condition that may be mimicking intoxication, look for MedicAlert® jewelry.

If you believe a customer is showing signs of visible intoxication but you see that they are wearing the MedicAlert symbol, ask questions of the customer or someone accompanying the customer to determine the appropriate next step.



If you think someone may have a condition that may be mimicking intoxication, look for MedicAlert jewelry. Individuals may be wearing a bracelet, necklace, watch, or even a sports band or dog tags with the MedicAlert emblem recognized by emergency responders worldwide. If you believe a customer is showing signs of visible intoxication but you see that they are wearing the MedicAlert symbol, ask questions of the customer or someone accompanying the customer to determine the appropriate next step.

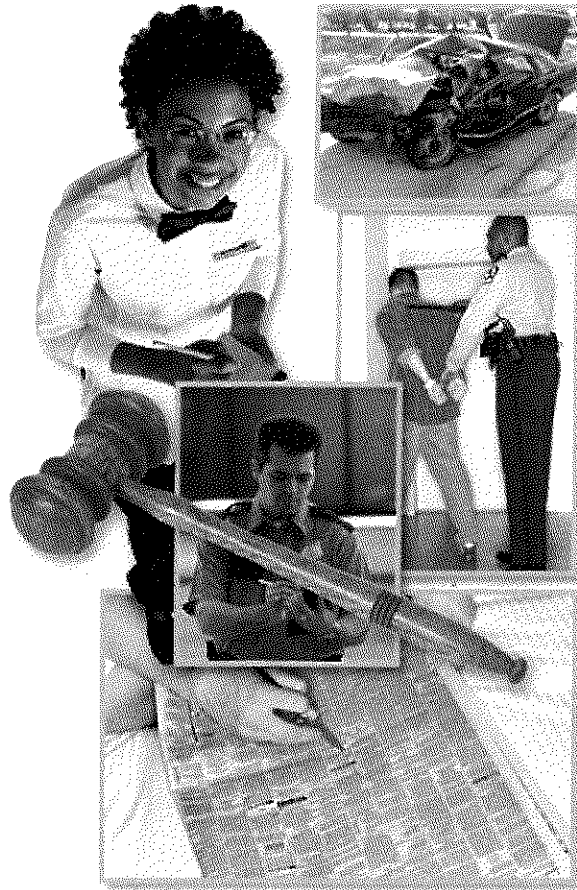
Topic 3.5 Preventing Intoxication

It is your responsibility to prevent someone from becoming intoxicated.

This is a responsibility that needs to be taken seriously, as failure to intervene may result in you:

- losing your job
- being arrested
- being fined
- being sued

Failure to intervene also puts others at risk as it allows more intoxicated drivers on the roads.



It is your responsibility to prevent someone from becoming intoxicated. And this is a responsibility that needs to be taken seriously, as failure to intervene may result in you... ..losing your job... ..being arrested... ..being fined... ..or even being sued. Failure to intervene also puts others at risk as it allows more intoxicated drivers on the roads.

You need to be able to refuse service to someone if you feel that another alcoholic beverage will cause them to become intoxicated.

As you count drinks and continually monitor and reassess the situation, there are many things you can do.

- Slow down service.
- Only serve one drink per person at a time.
- Suggest food or non-alcoholic beverages to customers between drinks.

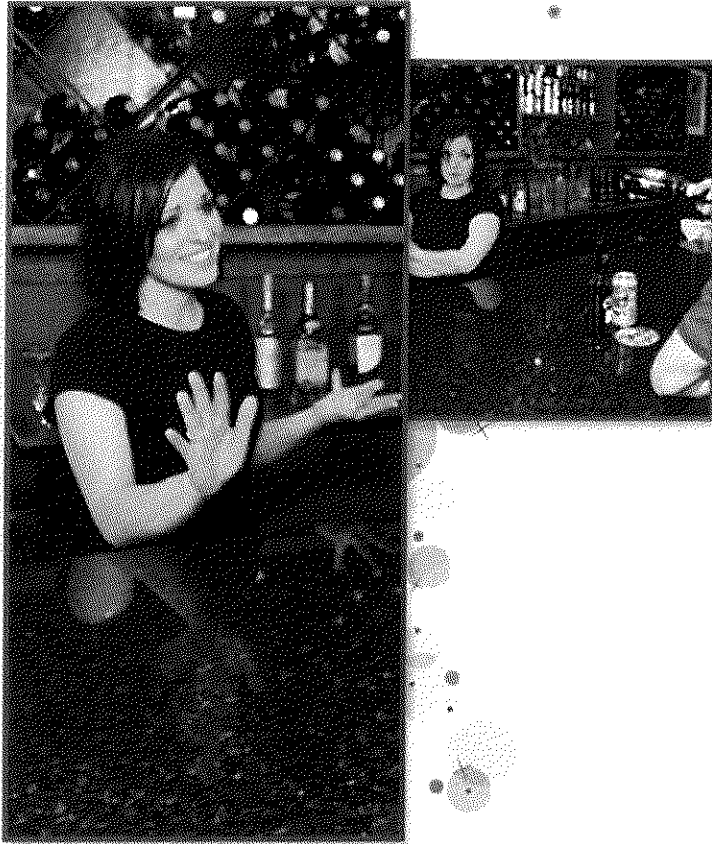


Ultimately, you will need to be able to refuse service to someone if you feel that another alcoholic beverage will cause them to become intoxicated. But as you count drinks and continually monitor and reassess the situation, there are many things you can do:... Slow down service. To do this, avoid passing by the table as often. Do not push drinks, and wait until a customer finishes a drink before offering another. Watch customers who order doubles or more than one drink at a time. Only serve one drink per person at a time. Know how much alcohol is in the drinks you are serving to help with drink counting and estimating BAC. Suggest food or non-alcoholic beverages to customers between drinks.

Topic 3.6 Refusing Service

When through your observations you have determined a person to be intoxicated, it becomes illegal for you to continue to serve him or her.

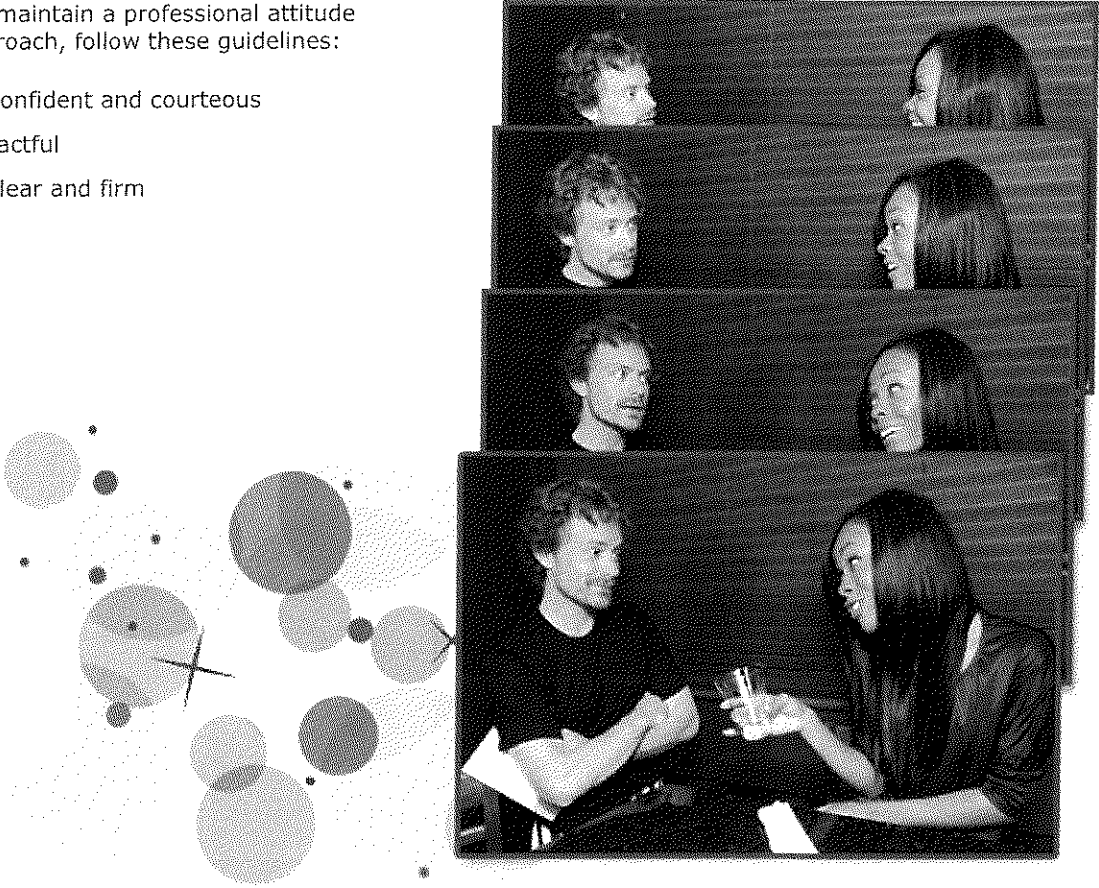
Maintaining a professional attitude and approach allows you to stay in control of the situation.



When through your observations you have determined a person to be intoxicated, it becomes illegal for you to continue to serve him or her. If it comes to this, you must maintain a professional attitude and approach, allowing you to stay in control of the situation.

To help maintain a professional attitude and approach, follow these guidelines:

- ▶ Be confident and courteous
- ▶ Be tactful
- ▶ Be clear and firm



To help maintain a professional attitude and approach, follow these guidelines: Being confident conveys the message that you know you are doing the right thing. And people tend to be more cooperative when they feel they are being treated with respect. Let the customer know that you are concerned for their safety. Be tactful. Do not embarrass customers in front of their friends or business associates. Never say derogatory or demeaning things to customers or accuse them of being drunk. Just simply state that you cannot serve more alcohol, and bring them something in place of another drink -- food, coffee, or even just a glass of water. Be clear and firm. Do not allow the intoxicated customer to talk you out of your decision to stop service. Use a phrase that gets the message across and stops an argument in its tracks like, "I'm sorry, I can't serve you anymore -- it's against the law." Never argue with the customer when refusing service; walk away. Remember that the individual's ability to reason has been impaired, and that arguing with the person will only escalate the situation.

Lesson 4. Dealing with Problem Situations

Occasionally circumstances will arise that require some extra effort on your part to ensure you stay in control of the situation. By being prepared, you can maintain control even in difficult situations.

After completing this lesson, you should be able to:

- Deal with difficult customers
- Help customers get home safely
- Document incidents

Topic 4.1 Dealing with Difficult Customers

Occasionally circumstances will arise that require some extra effort on your part to ensure you stay in control of the situation.

By being prepared, you can maintain control even when an intoxicated customer is hostile, threatening, and irrational.



Occasionally circumstances will arise that require some extra effort on your part to ensure you stay in control of the situation. For example, a customer may be determined to argue with you when you cut off service. By being prepared, you can maintain control even when an intoxicated customer is hostile, threatening, and irrational.

Here are three suggestions for dealing with difficult customers:

- Stay calm
- Get help
- Avoid a fight



Here are three suggestions for dealing with difficult customers: Stay calm. Remember, it is the customer that has the impaired judgment, not you. Get help. Let other servers and your manager know what's happening. If the hostile customer is with a group of friends, they can often help diffuse the situation. Be prepared to call the police if circumstances necessitate. Avoid a fight. Fights are bad for business, and you could end up facing a lawsuit.

Topic 4.2 Pulling Drinks

You may have to make the decision to remove a drink from a customer.

This is called **drink pulling**.



Earlier in the course we talked about the proper way to refuse service to a customer if you believe that person to be intoxicated. In addition to refusing service, you may also have to make the decision to remove a drink from a customer. This is called **drink pulling**.

When you cut off a customer, tell your manager and the other servers. When appropriate, take another server with you.

Make it clear that you are in control, but don't be overbearing or threatening toward the customer.

If the customer is with a group of friends, use peer pressure by asking for their support.

When you attempt to pull the drink, you might try using the "wipe-and-swipe" method, creating a distraction for the customer.



When you cut off a customer, tell your manager and the other servers. When appropriate, take another server with you when you have to refuse service or pull a drink. Make it clear that you are in control, but don't be overbearing or threatening toward the customer. If the customer is with a group of friends, use peer pressure by asking for their support. Chances are that others in the group have not become intoxicated and will understand that you are looking out for their friend's safety and the safety of others. When you attempt to pull the drink, you might try using the "wipe-and-swipe" method, creating a distraction for the customer. For example, tell the customer they have a phone call at the bar, or ask them if that's their wallet, gloves, or earring under their chair, and so on. When you pull the drink, have something to replace it with such as a soft drink, a cup of coffee, food, or even just a glass of water.

Topic 4.3 Using Prepared Statements

When choosing your words, keep these key points in mind:

- Avoid "you" statements.
- Use "I" statements.
- Do not bargain or get into a debate with the customer.
- Be clear and firm.

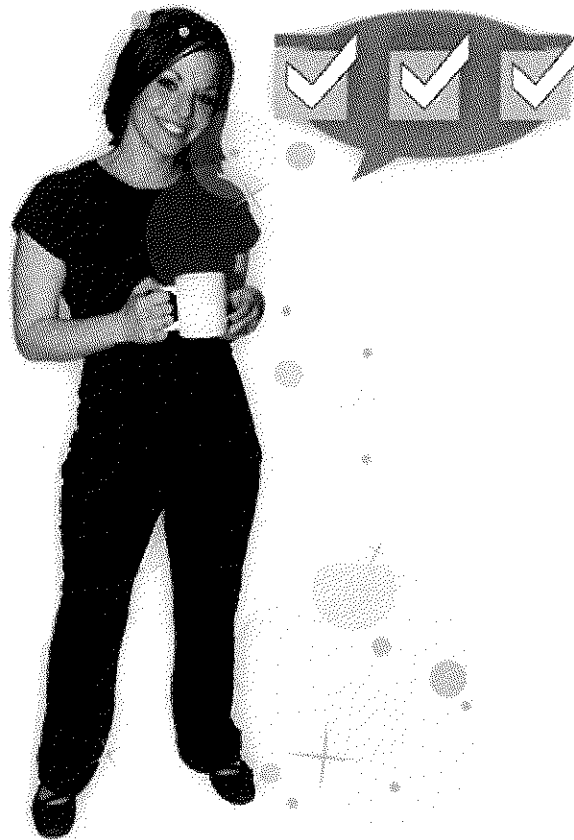


Every difficult customer is unique, and every situation is different, but here are some examples of what you can say when you have to tell a customer you cannot serve them another drink. Variations of these statements may also work when you're dealing with a minor. All you have to do is modify the details to fit your specific establishment and its customers. When choosing your words, keep these key points in mind: Avoid "you" statements. "You" statements come off sounding accusatory and judgmental. Saying, "You're drunk," "You're cut off," or "You've had too much to drink" are likely to offend and provoke the customer. Use "I" statements instead that put the focus on you and why you're refusing service. Do not bargain or get into a debate with the customer. Likewise, do not get defensive or go into any sort of lengthy explanation. As we've stated before, be clear and firm.

Topic 4.4 Sample Prepared Statements

These statements focus on the law, company policies, and potential consequences for you and your employer:

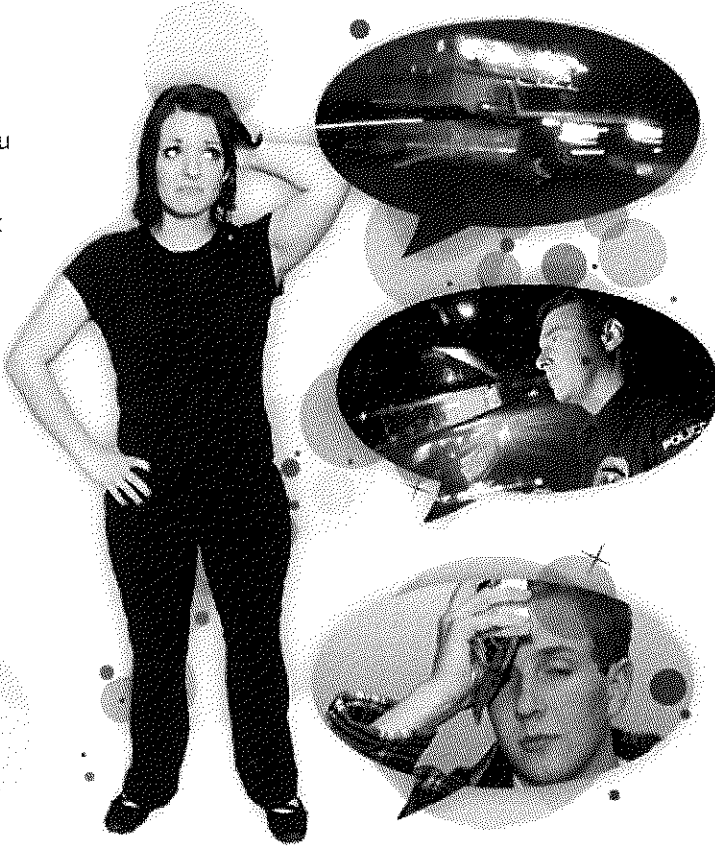
- ▶ "I'm sorry, but I'm not able to bring you another drink tonight. I could get into legal trouble and even lose my job. Instead, I'm happy to bring you a cup of coffee and something to eat."
- ▶ "Our company policy prevents me from serving you any more alcohol. I could get into trouble personally, and the restaurant, too. Just sit tight, and I'll be right back with a soda and a basket of fries."
- ▶ "Listen, if I serve you another drink, I could get fired. And the bar could have to pay big bucks in fines. I'll bring you an iced tea or a cup of coffee instead."



These statements focus on the law, company policies, and potential consequences for you and your employer: "I'm sorry, but I'm not able to bring you another drink tonight. I could get into legal trouble and even lose my job. Instead, I'm happy to bring you a cup of coffee and something to eat." "Our company policy prevents me from serving you any more alcohol. I could get into trouble personally, and the restaurant, too. Just sit tight, and I'll be right back with a soda and a basket of fries." "Listen, if I serve you another drink, I could get fired. And the bar could have to pay big bucks in fines. I'll bring you an iced tea or a cup of coffee instead."

These statements focus on the customer's safety and well-being:

- ▶ "Look, your safety is my primary concern, and I want to be sure you get home OK tonight. Why don't you choose something to eat from our appetizer menu? The pretzel nuggets are really good. I'll be back in a minute with some lemonade."
- ▶ "I'm sure this is frustrating, but I don't want you getting into any trouble tonight. The police have been out in full force the past few weeks, pulling people over and doing sobriety checks. I don't want that to happen to you! Instead of another beer, I'll bring you a cup of coffee."
- ▶ "Legally, I'm not allowed to serve you another drink. I wouldn't want to be responsible for the awful headache you might have in the morning! Stay here a little while longer. I'll bring you a glass of water and something to munch on."



These statements focus on the customer's safety and well-being: "Look, your safety is my primary concern, and I want to be sure you get home OK tonight. Why don't you choose something to eat from our appetizer menu? The pretzel nuggets are really good. I'll be back in a minute with some lemonade." "I'm sure this is frustrating, but I don't want you getting into any trouble tonight. The police have been out in full force the past few weeks, pulling people over and doing sobriety checks. I don't want that to happen to you! Instead of another beer, I'll bring you a cup of coffee." "Legally, I'm not allowed to serve you another drink. I wouldn't want to be responsible for the awful headache you might have in the morning! Stay here a little while longer. I'll bring you a glass of water and something to munch on."

Topic 4.5 Designated Drivers

A designated driver is a person in a group who abstains from drinking alcoholic beverages and makes sure that the others in the group have a safe, sober ride home.

Public intoxication is still illegal even if those individuals are not going to be driving.

It is illegal to serve customers whom you believe to be intoxicated.

Remember to carefully observe your customers and keep an eye out for visible signs of intoxication.



A designated driver is a person in a group who abstains from drinking alcoholic beverages and makes sure that the others in the group have a safe, sober ride home. Just because a group has a designated driver does not mean that the other members of the group may become intoxicated. Public intoxication is still illegal even if those individuals are not going to be driving. It is illegal to serve customers whom you believe to be intoxicated. Remember to carefully observe your customers and keep an eye out for visible signs of intoxication.

At many places, "virgin" cocktails are offered.

These drinks are typically served in festive glasses and may make the designated driver feel more included.

Some establishments offer free soft drinks and free or reduced price food items for designated drivers. Ask about your employer's policy on designated drivers.



At many places, non-alcoholic versions of beverages typically made with alcohol are offered. These are called "virgin" cocktails. For example, you might offer the designated driver a virgin strawberry daiquiri or virgin pina colada. These drinks are typically served in festive glasses and may make the designated driver feel more included, even though they're not drinking alcohol. Also, some establishments offer free soft drinks and free or reduced price food items for designated drivers. Ask about your employer's policy on designated drivers.

Topic 4.6 Alternate Forms of Transportation

Alternate forms of transportation that you can suggest.

- Call them a cab.
- Ask your customers if they have a friend or relative you or they can call to come and pick them up.
- A safe ride program is a ride service program aimed at increasing safety and reducing the number of tragedies associated with drunk driving.

Check to see if there is a safe ride program in the community where your place of employment is located.

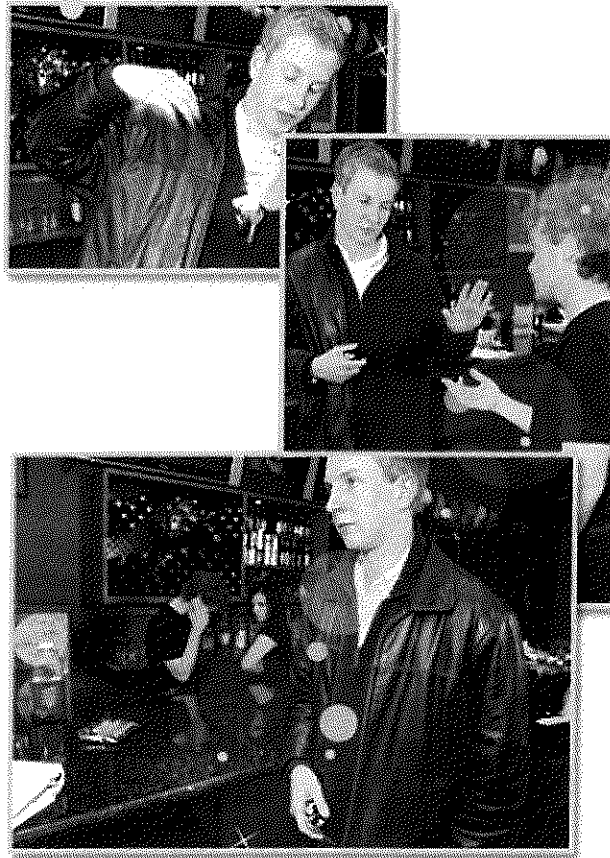


If you've been waiting on customers whom you believe to be intoxicated but do not have a designated driver, there are alternate forms of transportation that you can suggest. The most common would be to call them a cab. Another alternative is to ask your customers if they have a friend or relative you or they can call to come and pick them up. One more alternative is a "safe ride" program. A safe ride program is a ride service program aimed at increasing safety and reducing the number of tragedies associated with drunk driving. Many communities, including college communities, have started these programs aimed at preventing individuals from driving under the influence, riding with someone who may be under the influence, or riding with strangers. Check to see if there is a safe ride program in the community where your place of employment is located.

You are responsible for any incident that may occur if an intoxicated customer leaves your establishment and operates a motor vehicle.

If the customer refuses a cab or refuses to allow a friend to pick them up, you have no choice but to call the police.

Check with your manager about specific policies for notifying law enforcement.



Allowing someone to drive drunk is illegal, and as the server, you are responsible for any incident that may occur if an intoxicated customer leaves your establishment and operates a motor vehicle. If the customer refuses a cab or refuses to allow a friend to pick them up, you have no choice but to call the police. Likewise, you have a responsibility to inform the authorities when someone is intoxicated and refuses your help to get home safely. Check with your manager about specific policies for notifying law enforcement.

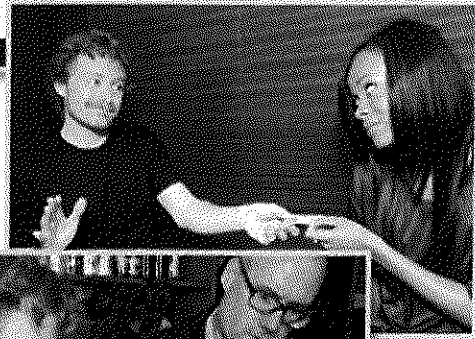
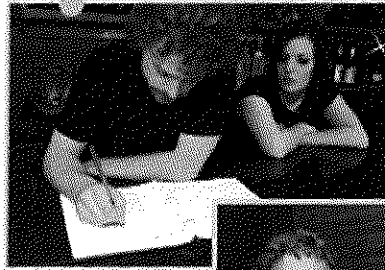
Topic 4.7 Documenting Incidents

An incident log is documentation of any questionable occurrence at your establishment.

Examples of events you should document include:

- a fight
- refusing service to an intoxicated person or a minor
- confiscating someone's ID
- calling the police

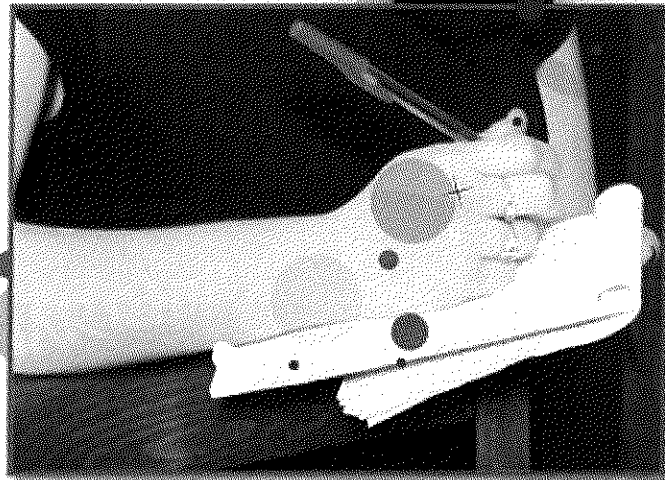
The log provides details and information that will become invaluable in the event a lawsuit is filed.



An incident log is documentation of any questionable occurrence at your establishment. Examples of events you should document include a fight, refusing service to an intoxicated person or a minor, confiscating someone's ID, and calling the police. The log provides details and information that will become invaluable in the event a lawsuit is filed.

The following information should be recorded in an incident log:

- Date and time of day the incident occurred.
- Names, addresses, phone numbers, and e-mail addresses of customers, employees, and any other witnesses. If you do not know someone's name, give a description.
- Description of the events that took place before, during, and after the incident.
- License plate numbers, if applicable.

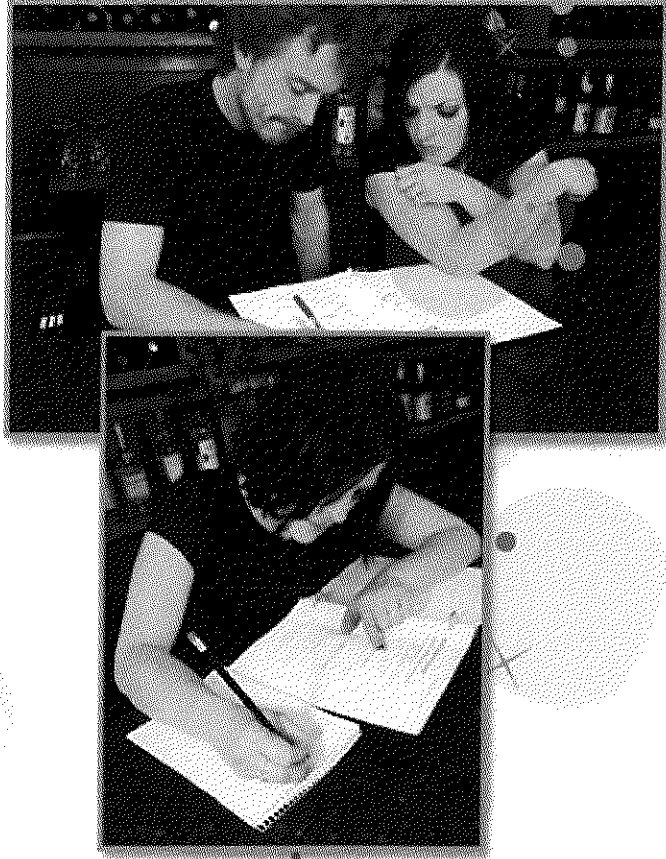


The following information should be recorded in an incident log: Date and time of day the incident occurred. Names, addresses, phone numbers, and e-mail addresses of customers, employees, and any other witnesses. If you do not know someone's name, give a description. Description of the events that took place before, during, and after the incident. License plate numbers, if applicable.

Topic 4.8 Maintaining an Accurate Incident Log

Thorough, consistent entries -- even when an event is resolved without issue -- demonstrate responsible business practices.

You should consider keeping an individual incident log that you can take with you if you go to work elsewhere.



Thorough, consistent entries -- even when an event is resolved without issue -- demonstrate responsible business practices. Additionally, you as a server should consider keeping an individual incident log. This way, you can take it with you if you go to work elsewhere.

Be aware that many claims and lawsuits are often filed months or even years after incidents occur.

One of the best weapons you can have is accurate and complete documentation gathered immediately after an incident.

Incidents should be recorded whether or not you expect a claim to be filed.

Attaching other data or documentation that may be available can further support your case.

Store completed forms in a safe place where you can get to them easily, because you'll need to keep them for over two years.



Be aware that many claims and lawsuits are often filed months or even years after incidents occur. One of the best weapons you can have is accurate and complete documentation gathered immediately after an incident. Incidents should be recorded whether or not you expect a claim to be filed. Additionally, attaching other data or documentation that may be available (for example, photographs or newspaper clippings) can further support your case. Store completed forms in a safe place where you can get to them easily, because you'll need to keep them for over two years.

Lesson 5. Alcohol and Minors

A minor is any person under the age of 21. Because you can be held liable for serving alcohol to a minor, it is vital that you learn how to identify minors.

After completing this lesson, you should be able to:

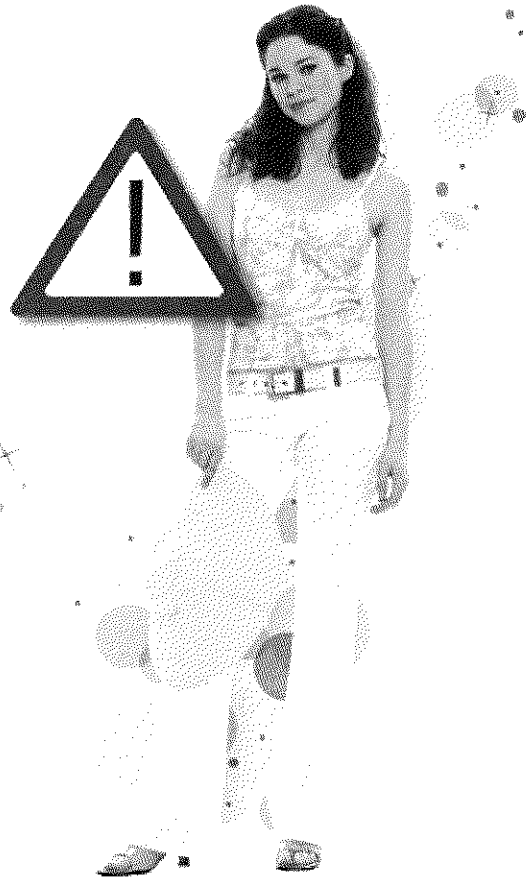
- Describe the laws and punishments regarding minors and alcohol
- Identify minors
- Refuse service to minors

Topic 5.1 Your Responsibilities

A minor is any person under the age of 21.

It is very difficult to determine someone's age, as minors today tend to look older than they actually are.

Because you can be held liable for serving alcohol to a minor, it is very dangerous to make an age determination based on an assumption.



A minor is any person under the age of 21. It is very difficult to determine someone's age, as minors today tend to look older than they actually are. And because you can be held liable for serving alcohol to a minor, it is very dangerous to make an age determination based on an assumption.

You are responsible for making sure that all your customers are of legal age to drink.

You have the legal right to refuse service to a customer that you believe to be underage.

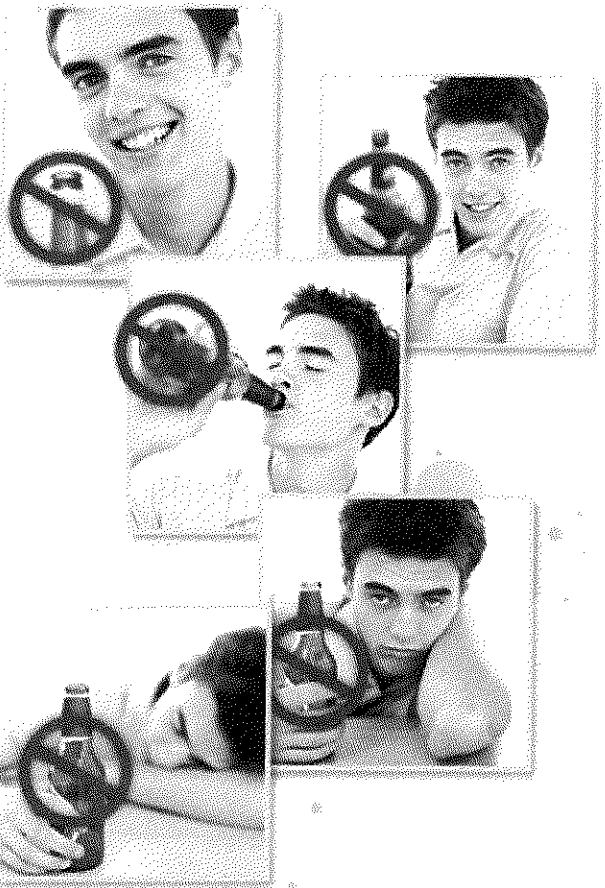


You are responsible for making sure that all your customers are of legal age to drink. If there is any doubt about whether or not someone is legal, you must take the appropriate steps to verify his or her age. Later we will discuss proper identification and the appropriate way to ask for and check an ID. But for now, be aware that you have the legal right to refuse service to a customer that you believe to be underage.

Topic 5.2 Exceptions to the Law

It is illegal for a minor to:

- purchase
- possess
- attempt to purchase
- consume alcoholic beverages



It is illegal for a minor to... ..purchase,possess,attempt to purchase, or... ..consume alcoholic beverages.

In certain cases, there are exceptions to this general rule:

- ▶ When the minor is legally serving or selling the alcohol as an employee.
- ▶ When the minor is assisting a police officer, as in the case of a "sting operation."



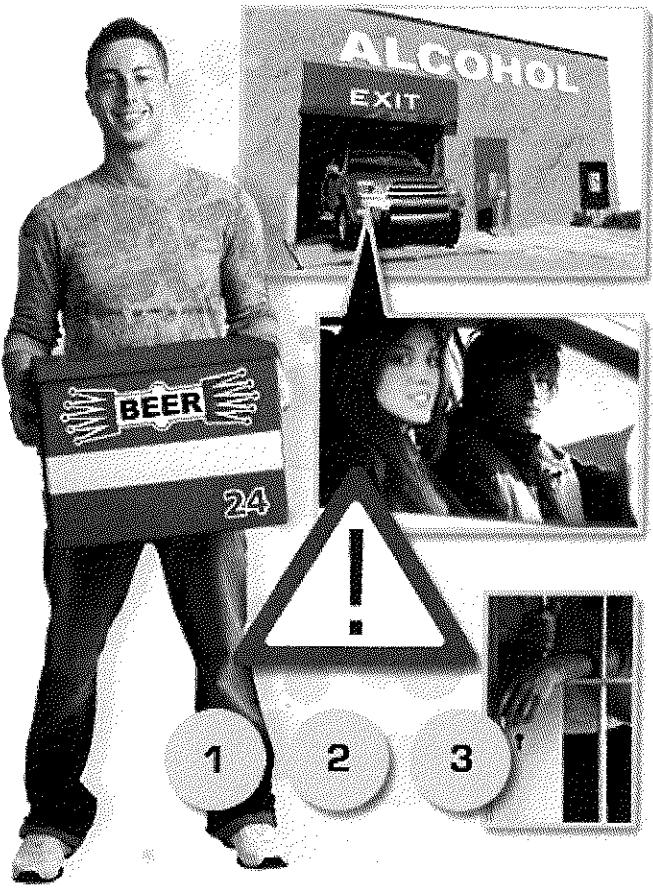
In certain cases, there are exceptions to this general rule: For example, when the minor is legally serving or selling the alcohol as an employee and... when the minor is assisting a police officer, as in the case of a "sting operation."

Topic 5.3 Punishments

As the seller-server, you need to know that it is illegal to sell alcoholic beverages to a minor.

You can face sizable fines, jail time, or both.

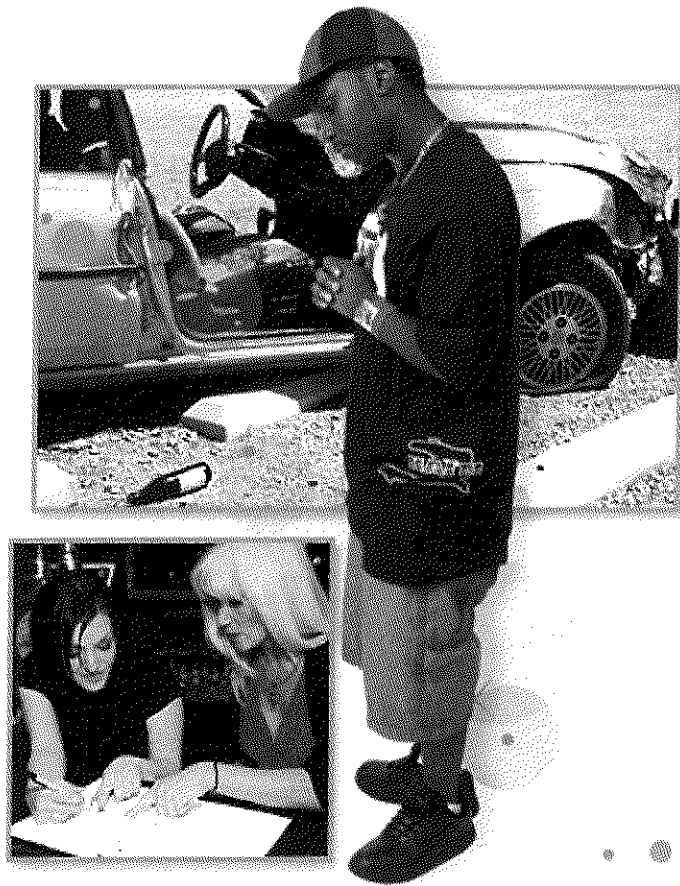
Depending on whether it is a first, second, or even third offense, the punishment and penalties get harsher each time.

A composite image illustrating the consequences of selling alcohol to a minor. It features a man holding a 'BEER' box, a store with an 'ALCOHOL EXIT' sign, a photo of a minor, a large exclamation mark, and a sequence of three numbered circles (1, 2, 3) representing escalating offenses.

As the seller-server, you need to know that it is illegal to sell alcoholic beverages to a minor. You can face sizable fines, jail time, or both. And depending on whether it is a first, second, or even third offense, the punishment and penalties get harsher each time.

You can be found liable for any damages caused by an intoxicated minor if you served or provided the alcohol, or even if you allowed the minor to be served or provided the alcohol.

Check with your employer for any establishment-specific policies regarding alcohol and minors, and also be aware of the laws.



Additionally, you can be found liable for any damages caused by an intoxicated minor if you served or provided the alcohol, or even if you allowed the minor to be served or provided the alcohol. Check with your employer for any establishment-specific policies regarding alcohol and minors, and also be aware of the laws.

Topic 5.4 Identifying Minors

Minors today tend to look older than they actually are.

Being aware of both physical characteristics and behaviors, will help you identify minors.

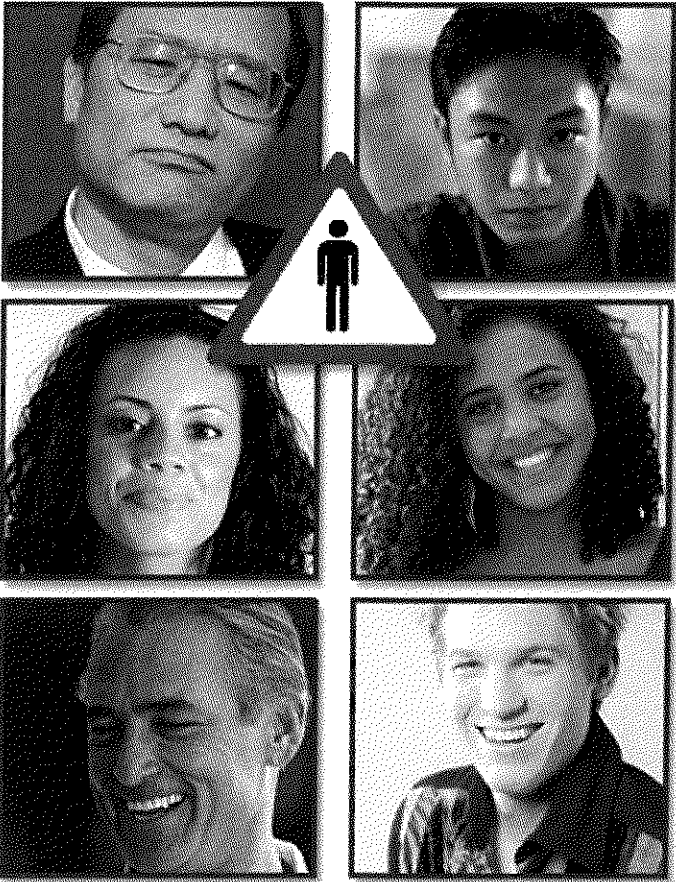


As previously stated, minors today tend to look older than they actually are. It can be very difficult to determine someone's age just by looking at them. Being aware of both physical characteristics and behaviors, will help you identify minors.

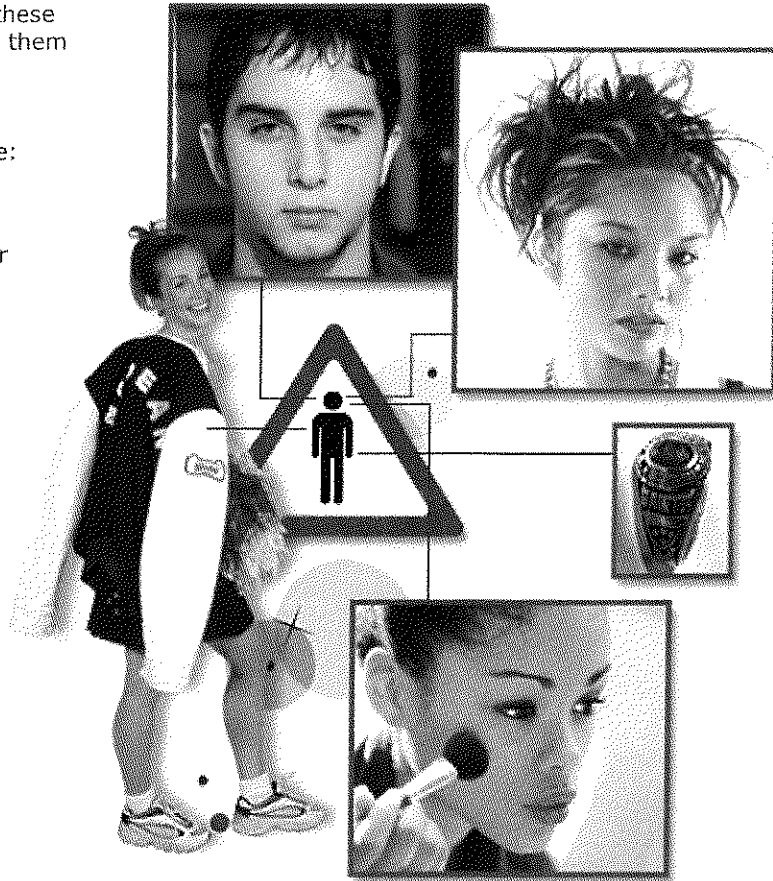
Topic 5.5 Physical Characteristics

Minors generally have common physical characteristics. You should always take these characteristics into consideration:

- ▶ Immature physical appearances
- ▶ Skin complexion



Minors generally have common physical characteristics. You should always take these characteristics into consideration: Immature physical appearances (Little to no facial hair on boys; the underdeveloped appearance of girls) Skin complexion (Smooth faces with no "laugh lines;" possible acne)

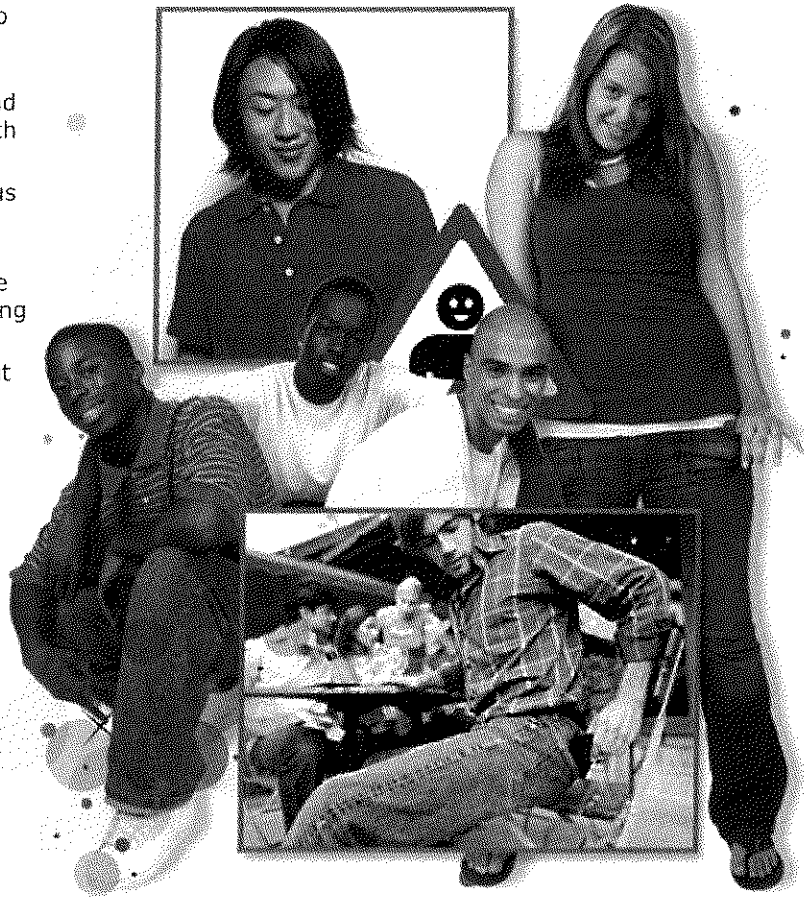


Be aware that not all minors have these physical characteristics. Do not use them as your only criteria for identifying minors. Some minor males may have beards and/or mustaches, or may even have shaved heads. Also, some minor males are big and tall, which may make them appear older. Females may wear makeup or clothing that makes them appear older. Some other indicators of minors are: School uniforms/insignias Class rings, trendy bracelets, or other "fad" jewelry Overdone makeup Trendy hair styles

Topic 5.6 Behaviors and Reactions

These behavior patterns may also be characteristic of minors:

- They may appear nervous and avoid making eye contact with you.
- They may seem self-conscious about their appearance.
- They may come off as overconfident and overly sure of themselves when attempting to purchase alcohol.
- They may show you an ID but will then try to put it away quickly.



These behavior patterns may also be characteristic of minors: They may appear nervous and avoid making eye contact with you. They may seem self-conscious about their appearance. Conversely, they may come off as overconfident and overly sure of themselves when attempting to purchase alcohol. They may show you an ID but will then try to put it away quickly.

Topic 5.7 Refusing Service to Minors

Always check the identification of any customer you believe might be a minor.

Talk to your manager about your company's specific policy.

If you are not absolutely certain that the customer is 21 or over, or if you are not absolutely certain that the ID presented is valid, then you should not make the sale.

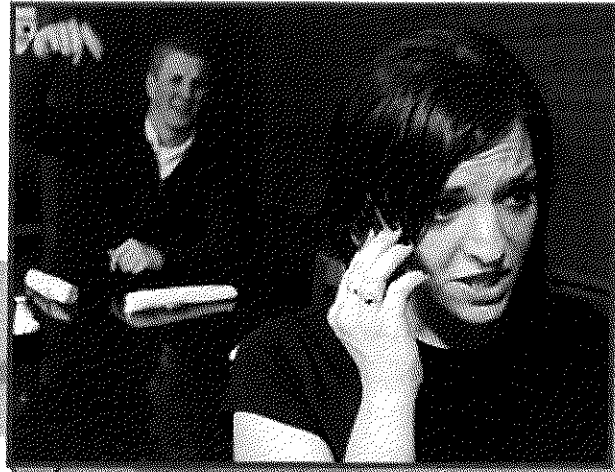


Always check the identification of any customer you believe might be a minor. Establishments want you to do the right thing and avoid the liability that comes with selling alcohol to minors. Talk to your manager about your company's specific policy. If you are not absolutely certain that the customer is 21 or over, or if you are not absolutely certain that the ID presented is valid, then you should not make the sale.

When refusing to serve alcohol to a minor:

- Be Quick
 - Say no before any alcoholic beverage is served.
- Be Clear and Firm
 - Refuse the sale politely but firmly.
 - Politely state the reason that you can't make the sale.
 - Let the minor know that you both could get in legal trouble if you made the sale.
- Be Consistent
 - Don't go back on your refusal for any reason.
 - If the customer begins to argue, simply restate the reason that you can't legally make the sale.

It is the employee's obligation to notify law enforcement authorities when intervention attempts fail. Ask your manager about policies and procedures for reporting incidents.



When refusing to serve alcohol to a minor: Be Quick-Say no before any alcoholic beverage is served. Be Clear and Firm-Refuse the sale politely but firmly.-Politely state the reason that you can't make the sale.-Let the minor know that you both could get in legal trouble if you made the sale. Be Consistent-Don't go back on your refusal for any reason.-If the customer begins to argue, simply restate the reason that you can't legally make the sale. It is the employee's obligation to notify law enforcement authorities when intervention attempts fail. Ask your manager about policies and procedures for reporting incidents.

Lesson 6. Checking Identification

Because minors today tend to look older than they actually are, it can be very difficult to determine someone's age. If you have the smallest suspicion that a customer is under 21 years of age, you should ask for an ID before you begin serving or selling alcohol.

After completing this lesson, you should be able to:

- Describe various forms of identification
- Check an ID
- Spot false or altered IDs
- Explain the penalties for ID falsification

Topic 6.1 Acceptable Forms of Identification

If you suspect that a customer is under 21 years of age, you should ask for an ID before you begin serving or selling alcohol.

Here are some examples of acceptable forms of identification that can be used in most establishments:

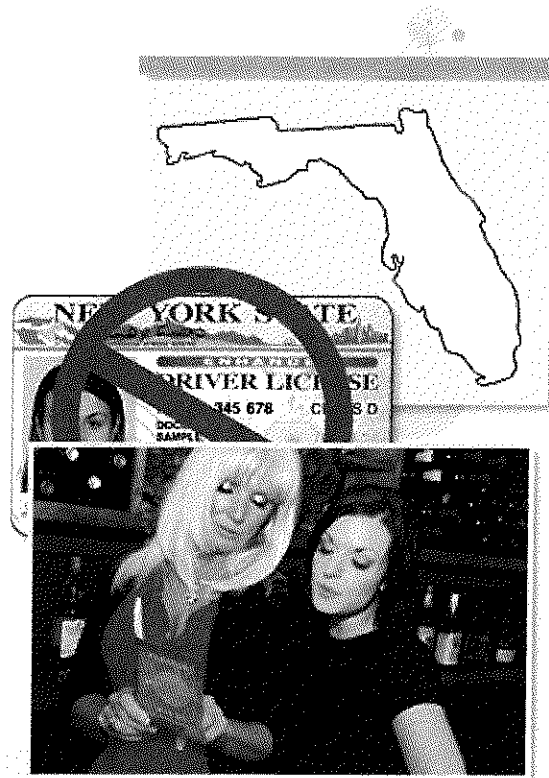
- Driver's license
- State identification card
- U.S. Military ID
- U.S. Passports and passport cards
- Out-of-state driver's licenses or IDs



If you suspect that a customer is under 21 years of age, you should ask for an ID before you begin serving or selling alcohol. In fact, many establishments have a written or even an unwritten policy to "card" anyone who appears to be under the age of 39. Here are some examples of acceptable forms of identification that can be used in most establishments: -Driver's license-State identification card-U.S. Military ID-U.S. Passports and passport cards-Out-of-state driver's licenses or IDs

Be sure to refer to your company's policy on what IDs are allowed to be used.

If you are presented with a form of ID you are not familiar with, ask your manager if you can accept it.



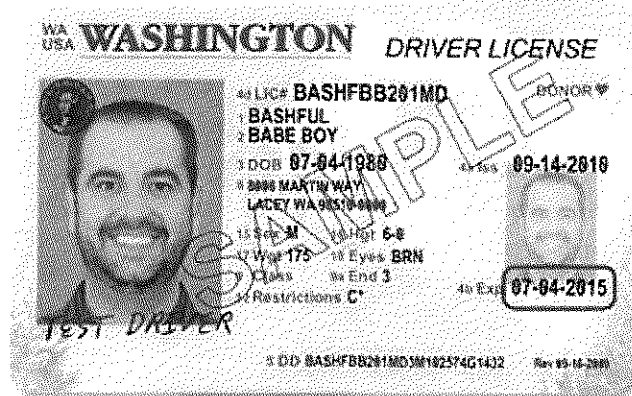
Be sure to refer to your company's policy on what IDs are allowed to be used. For example, your establishment may not consider an out-of-state ID to be an acceptable form of identification. If you are presented with a form of ID you are not familiar with, ask your manager if you can accept it.

Topic 6.2 IDs Issued to Minors

Be aware that in some states, minor driver's licenses and ID cards have a vertical format and indicate "UNDER 21" on the front of the document.

Some of them may even have an "UNDER 21 UNTIL" date.

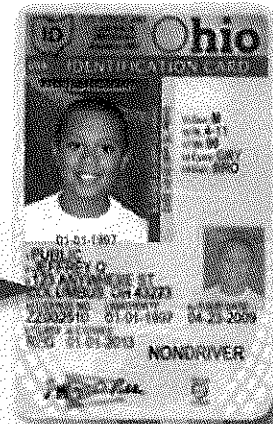
As long as the driver's license is still valid, and based on the current date, the ID holder is over 21 years of age, they can legally purchase alcohol.



Be aware that in some states, minor (under age 21) driver's licenses and ID cards have a vertical format and indicate "UNDER 21" on the front of the document. Some of them may even have an "UNDER 21 UNTIL" date. As long as the driver's license is still valid, and based on the current date, the ID holder is over 21 years of age, they can legally purchase alcohol.

Other characteristics of an ID issued to a minor may include:

- Specific colors in the title bar or header areas
- A colored photo backdrop
- Frames, outlines, or borders around the photo
- Photos placed on the opposite side of their location for someone who is age 21 or older

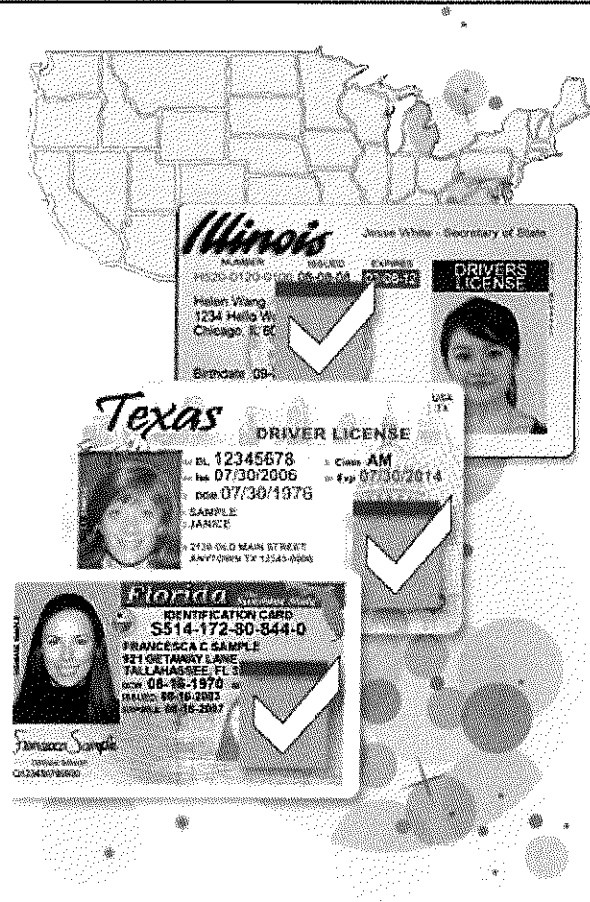


Other characteristics of an ID issued to a minor may include: Specific colors in the title bar or header areas A colored photo backdrop Frames, outlines, or borders around the photo Photos placed on the opposite side of their location for someone who is age 21 or older

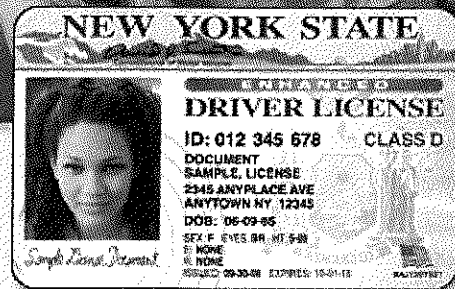
Topic 6.3 Out-of-State IDs

Typically, driver's licenses and ID cards from other states may be allowed to be used as proof of age.

You'll want to check your company's policy on out-of-state identification.



Typically, driver's licenses and ID cards from other states may be allowed to be used as proof of age. You'll want to check your company's policy on out-of-state identification.

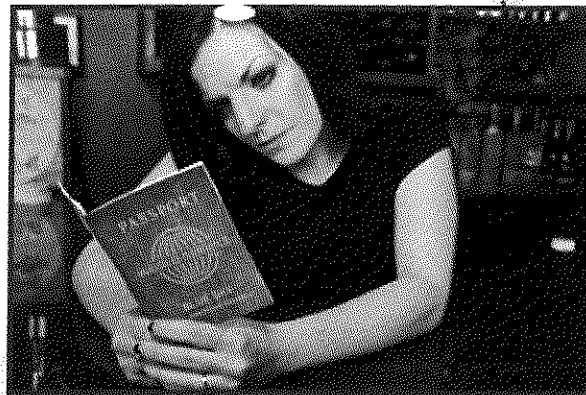


https://www.skillsoftcompliance.com/aicc_courses/AlcoholSafety_Courses/ml-crs_alco01/... 8/24/2015

Topic 6.4 Federal IDs

Other IDs that are generally accepted are those issued by the federal government, including military IDs and passports.

Check your company's policy about what IDs you can accept as proof of age.



Other IDs that are generally accepted are those issued by the federal government, including military IDs and passports. Again, check your company's policy about what IDs you can accept as proof of age.

Topic 6.5 Unacceptable IDs

All forms of ID you accept must be valid and readable.

If you can't read the ID because it's worn or damaged, you should not accept it.

You should not accept birth certificates, school IDs, or voter registration cards.



All forms of ID you accept must be valid and readable. Expired IDs are not valid and are not acceptable as legal proof of age. If you can't read the ID because it's worn or damaged, you should not accept it. Additionally, you should not accept birth certificates, school IDs, or voter registration cards as valid forms of identification for the purchase of alcohol.

If you have any reason to question the validity of an ID, do not serve the person.



If you have any reason to question the validity of an ID, do not serve the person.

Topic 6.6 Verifying Identification**Do the Math!**

The most common form of ID you are likely to see when verifying proof of age is a driver's license.

Some states now include the date that a minor will turn 21 right on the ID.

If this information is not provided, you need to be able to quickly mathematically determine if serving alcohol to the customer is legal.



Do the Math! The most common form of ID you are likely to see when verifying proof of age is a driver's license. Some states now include the date that a minor will turn 21 right on the ID, thereby eliminating the need for you to have to calculate the customer's age. But if this information is not provided, you need to be able to quickly mathematically determine if serving alcohol to the customer is legal.

Here is a method of quickly determining a customer's age. Let's say our customer was born on February 11, 1988.

1. Add 20 to the customer's birth year.

➤ $1988 + 20 = 2008$

2. Then add 1 to the total.

➤ $2008 + 1 = 2009$

3. Compare the total calculated in Step 2 to the current year.

➤ Total = 2009

➤ Current year = 2011

If the total of Step 2 occurs BEFORE the current year, you can serve the customer.

If the total of Step 2 occurs AFTER the current year, it is illegal to serve the customer.

If the total of Step 2 MATCHES the current year and the customer's birthday has passed, you can serve the customer.

If the total of Step 2 MATCHES the current year and the customer's birthday has NOT passed, it is illegal to serve the customer.

+ - = ÷



Here is a method of quickly determining a customer's age. For this example, let's say our customer was born on February 11, 1988.

1. Add 20 to the customer's birth year.

• $1988 + 20 = 2008$

2. Then add 1 to the total.

• $2008 + 1 = 2009$

3. Compare the total calculated in Step 2 to the current year.

• Total = 2009

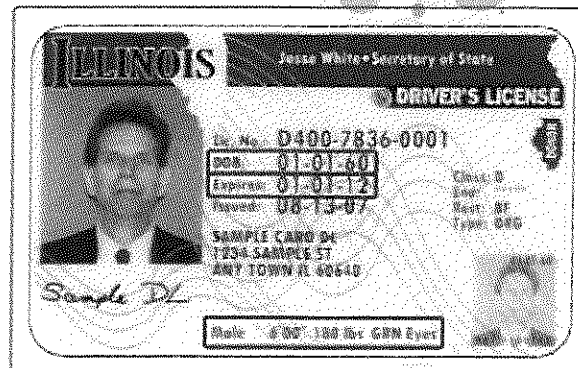
• Current year = 2011

If the total of Step 2 occurs BEFORE the current year, then the customer is over the age of 21 and legal to serve. If the total of Step 2 occurs AFTER the current year, the customer has not had his or her 21st birthday. Selling alcohol to this customer is illegal. If the total of Step 2 MATCHES the current year and the customer's birthday has passed, the customer is over the age of 21 and legal to serve. If the total of Step 2 MATCHES the current year and the customer's birthday has NOT passed, the customer is not yet 21. Selling alcohol to this customer is illegal.

Topic 6.7 Checking an ID

Learn to scan the ID for these critical elements:

- Make sure that it is a valid ID.
- Make sure the ID is genuine.
- Make sure the ID holder is 21 years of age or older.
- Make sure that the description and photo on the ID matches the person presenting it.



Learn to scan the ID for these critical elements: 1. Make sure that it is a valid ID. 2. Make sure the ID is genuine. 3. Make sure the ID holder is 21 years of age or older. 4. Make sure that the description and photo on the ID matches the person presenting it.

Topic 6.8 The C.A.R.D. Method

Current

Check the expiration date of the ID first; an expired ID is never valid. You cannot accept it as legal proof of age even if it looks like the person. If the ID is expired, all you have to do is return the ID and refuse service.

Age

Check the date of birth next. If the card does not show an "UNDER 21 UNTIL" date, do the math to determine the customer's age.

Readable

You must be able to read and understand the ID. If the ID is in a foreign language or is worn or damaged so that parts are unreadable, do not accept it.

Description

Compare the photo, and especially the height, weight, and physical description, to the customer. Take your time to make a good comparison.

Although people can lose or gain weight, their hair style and color may change, and even their eye color may change with the help of contact lenses, their height should be consistent with the information on the ID.

Look closely at the distance between the person's eyes. This is something that will rarely ever change.

If the photo or description does not match the person presenting the ID, refuse service.

It's the customer's responsibility to supply an ID that verifies their age.

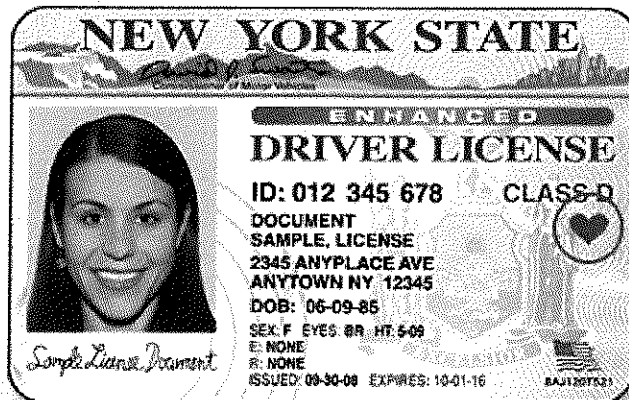
They have to prove that they are 21 or older; you don't have to prove that they are not.



Although people can lose or gain weight, their hair style and color may change, and even their eye color may change with the help of contact lenses, their height should be consistent with the information on the ID. Also, look closely at the distance between the person's eyes. This is something that will rarely ever change, even if the person's weight or hairstyle did. If the photo or description does not match the person presenting the ID, refuse service. It's the customer's responsibility to supply an ID that verifies their age. They have to prove that they are 21 or older; you don't have to prove that they are not.

Don't be afraid to ask the customer questions to verify their identity. Here are examples of some good questions to ask:

- What is your address?
- What is your zip code?
- What is your middle name?
- What is your date of birth?
- How old are you now?
- How do you spell your first, middle, or last name?
- Are you an organ donor?



Additionally, don't be afraid to ask the customer questions to verify their identity. Here are examples of some good questions to ask: -What is your address? -What is your zip code? • -What is your middle name? -What is your date of birth? -How old are you now? -How do you spell your first, middle, or last name? -Are you an organ donor?

Topic 6.9 Spotting False or Altered Identification

Text placement and characteristics

All text on the ID must have the proper font and spacing; it should not be fuzzy or distorted in any way. The words "valid," "official," or "secure" should not appear, but look for things like "not a government document" or "for entertainment purposes only." This will indicate a fake ID.

Special images

Many states use holograms or other images on their IDs. Typically, these images can only be seen when the ID is tilted or being looked at under ultraviolet light. These images might include the state's seal, motto, or an image of the state itself. If you're expecting to see these items, make sure they are indeed present.

License numbers

You need to be familiar with the proper length and format of license numbers used in your state. Look for any deviation from the standard format, indicating that tampering or falsification has occurred.

Clear photos

A blurry photo, or one containing "red eye," usually indicates tampering or falsification.

Appropriate information on the back

Look at the back of the ID for information about organ donation or driving restrictions. This is where states typically place this type of information. Also look for a bar code, magnetic strip, or both. This is information that can be accessed using an electronic scanning device. If you have one available, you can use it. But always rely on your own expertise and observations to validate a customer's identity and age.

Condition of the ID

If the ID is badly beaten up, including ragged edges, and bumpy surfaces around the picture, birth date, height, or weight, pay special attention to the other characteristics. Often an ID in this condition has been tampered with.

You can always ask for more than one piece of ID. People with false ID rarely carry a "back-up."



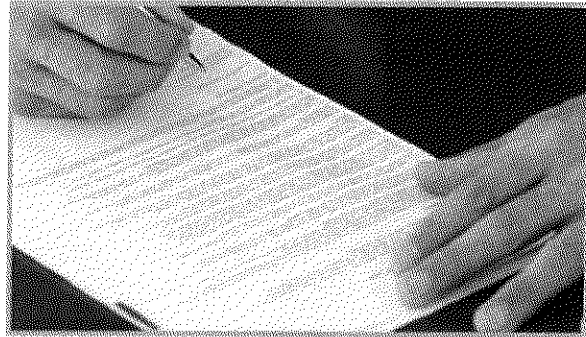
You can always ask for more than one piece of ID. People with false ID rarely carry a "back-up."

Topic 6.10 Penalties for ID Falsification

It is illegal to use, possess, or manufacture a counterfeit driver's license or ID card.

It is also illegal to:

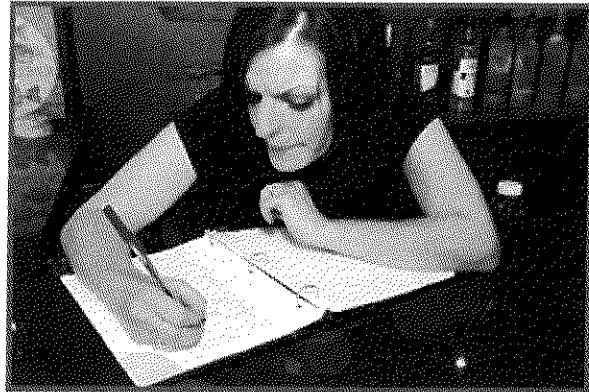
- Let another person use your driver's license.
- Possess more than one driver's license.
- Provide false information when applying for or renewing a driver's license or other form of ID.



It is illegal to use, possess, or manufacture a counterfeit driver's license or ID card. It is also illegal to: ...
...let another person use your driver's license,to possess more than one driver's license, and to ...
....provide false information when applying for or renewing a driver's license or other form of ID.

If a customer presents you with an ID that you believe has been falsified or tampered with, do not accept it, and refuse service.

Check with your manager as to the proper procedure, and be sure to fill out an incident log after such an event takes place.



If a customer presents you with an ID that you believe has been falsified or tampered with, do not accept it, and refuse service. Check with your manager as to the proper procedure, and be sure to fill out an incident log after such an event takes place.

Lesson 7. Certification Exam

Congratulations on completing the course. You're now ready to take the Certification Exam.

Before you begin the exam, you will be presented with an end user license agreement and the exam instructions.

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15.55

X ON PREMISES PERMIT
OFF PREMISES PERMIT
ON AND OFF PREMISES PERMIT
MANUFACTURER'S OR DISTRIBUTOR'S PERMIT
SPECIAL EVENTS PERMIT DATE OF EVENT _____
HOURS OF EVENT _____

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

1. Owner (Applicant) Kathryn J. Simms
- 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.
- Larry Scott Simms 50%
- Kathryn J. Simms 50%
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?
- Hard Knocks
- City of Franklin business account number 20114

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

1113 Murfreesboro Road, Suite 250C

Phone number of the business 615-854-6050

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 .

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 Kathryn J. Simms **Title** Vice President

Mailing Address 815 Harrisburg Lane

City, State, Zip Mount Juliet, TN 37122

Daytime contact phone number 615-854-6050

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 _____. 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.

Premises leased through Williamson Square Associates and Limited Partnerships

c/o Brixmor Property Group, 450 Lexington Ave. New York, NY 10170

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 ___ 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.

N/A

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

None

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

Currently stay at home mom for young son, prior to that Manager of an LA Weight Loss Center

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

Entertainment in the form of laser tag with cafe

16. Will a full course menu be served? No
17. Will separate and sanitary facilities be maintained for men and for women? yes
18. Will dancing be allowed on your premises? No
If yes, do you acknowledge that section 9-102 of the Franklin Municipal Code prohibits the operation of establishments allowing dancing between 1:30 AM and 8:00 AM? _____

TRAINING POLICY:

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

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

- (l) You will not allow any sale or delivery of beer for consumption on the premises outside of the building, it being the intention to prohibit the sale of beer by what is commonly known as "curb service" or "curb sales" of beer.
- (m) You will comply with all requirements of section 2-201 through 2-229 of the municipal code of the City of Franklin.

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

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

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

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

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

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

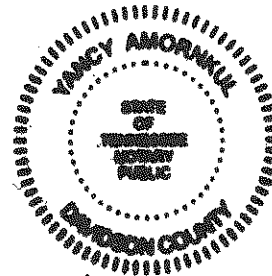
Kathryn J. Smith
Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: Enceladus Entertainment, LLC
Name of Business Entity

Sworn to and subscribed before me this 15 day of October, 20 15

[Signature]
Notary Public

My Commission Expires: 11/05/2018



Official Use Only			
Application Fee	\$ <u>250.00</u>	Date Paid	<u>10-15-15</u>
Privilege Tax	\$ <u>17.00</u>	Date Paid	<u>10-15-15</u>
Board Meeting Date	<u>11, 10, 15</u>		

Hard Knocks-Nashville Policy for Server Training of Alcoholic Beverages

1. All servers of alcoholic beverages are required to undergo a Certified Training Program that meet all the requirements set forth by the Tennessee Alcoholic Beverage *Commission*. *Unless noted otherwise, all reference to the commission shall be to the Tennessee Alcoholic Beverage Commission.*
2. All servers will attend an In-House Training Program that includes the following:
 - The effect of alcohol on the human body focusing upon these elements:
 - (i) A complete review of blood alcohol content (BAC);
 - (ii) Absorption rates and factors affecting the absorption of alcohol;
 - (iii) The behavioral effects of alcohol: i.e., decrease in reaction and decision making capability;
 - (iv) Interaction and combined effects of mixing alcohol with legal and/or illegal drugs; and
 - (v) Identification of possible problem drinkers.
3. Identifying situations in which server intervention is appropriate.
4. Handling people in a non-confrontational manner. Communications and support from co-workers is necessary.
5. Suggested responses by servers to situations involving the service of intoxicated and/or underage persons.
6. A review of current Tennessee laws, rules, and regulations promulgated by the Commission relating to the sale and service of alcoholic beverages and the Alcohol Server Responsibility and Training Act.
7. A review of appropriate identification including acceptable driver's licenses, military identification, passports, and other identification cards.

Training Program Format:

- Complete training program must be at least five (5) hours of classroom instruction, excluding breaks for attendees. Such training program must take place in a publicly accessible location. Training programs may not be conducted in private homes.
- The training program must provide printed training materials to attendees. Once a program has been certified by the Commission, the following statement shall be placed in bold type on the cover sheet of such written materials or manuals: "This program has approved by the Tennessee Alcoholic Beverage Commission as currently satisfying the requirements contemplated by the Alcohol Server Responsibility and Training Act of 1995."
- The training program must be supervised by qualified and trained instructors who are physically present during all training sessions. Further, instructors must submit a trainer questionnaire to the Commission prior to providing any instruction.
- At the beginning of each training program, the certified trainer shall advise all attendees that if they are not at least 18 years of age, and/or have been convicted of any felony within four years of the date of application, and/or have been convicted of any statute involving the sale of alcoholic beverages, beer, or Schedule I or II controlled substances or any sex-related crime or

embezzlement within the previous eight (8) years, then they do not meet the qualifications for a server permit. The certified trainer shall refund any fee previously received by any attendee who does not continue with the class after hearing such restrictions.

- Upon completion of the presentation, the program must adequately test the comprehension and understanding of the attendees. A passing score of at least seventy (70%) percent will be required from each person attending the training before a certificate shall be issued-unless the certified program requires a higher score.
- Alcoholic beverages may not be consumed by the instructor or any attendee during the training program.
- All Certified Training Programs shall issue to any attendee who has successfully completed the program, a certificate.

Server Permit:

(1) Every person seeking a server permit from the Commission authorizing that person to sell or serve alcoholic beverages for consumption on the premises must make written application to the Commission for a sever permit on forms prescribed by the Commission. A twenty dollar non-refundable fee shall accompany each application. A cost adjustment factor for permit fees will be updated by the Executive Director of the Commission based upon the consumer price index at regular intervals beginning in January, 2013.

(2) All information submitted pursuant to such written application must be accurate and is submitted under oath. Failure to submit accurate information is grounds for suspension or revocation of such server permit.

(3) Every application for a server's permit shall include a certificate from a Commission certified organization or entity, demonstrating that the applicant has successfully completed a certified course on alcohol awareness within one year of the date of the application. Copies of the certificate are acceptable to obtain a new permit.

(a) The applicant must successfully complete a certified program to receive a certificate.

(b) It is the applicant's duty to ensure that the alcohol awareness program attended has been certified by the Commission.

POLICE DEPARTMENT

Deborah Y. Faulkner, EdD
Chief of Police



Dr. Ken Moore
Mayor

Eric S. Stuckey
City Administrator

October 18, 2015

TO: Chief Deborah Y. Faulkner *DF*
FROM: Mary E. Castee
Mary E. Castee, Communications Support Coordinator

SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on Kathryn Simms, Managing Agent for Hard Knocks and found to be clear.

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

Requested by: Christy McCandless

City of Franklin

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

DATE: 10-15-15

TO: POLICE CHIEF

FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR

RE: RECORDS CHECK FOR APPLICATION FOR BEER PERMIT

BEER BOARD MEETING DATE 11-10-15

- ☐ Applicant is requesting a temporary permit. Please return ASAP.
- ☒ Please return by 10-23-15 to provide information for Beer Board meeting agenda.

Name of Business Hard Knocks

Location of Business 1113 Murfreesboro Rd #250C

Name

Man

Drive

Date

- ☐ 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: 10-15-15

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 10-23-15 to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 10-10-15

Name of Business Hard Knocks

Location of Business 1113 Mechanicsburg Rd #250 C

CODES DEPT

Building Inspector

Date

FIRE DEPT

Wayne Mobley
Fire Inspector

10-22-15
Date

15.510

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

DATE OF EVENT _____
 HOURS OF EVENT _____

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.

MIKE RALSTON (25%) - 1880 GENERAL GEORGE PATTON DR. FRANKLIN, TN 37067

- 4. Under what trade name will this business operate?**

City of Franklin business account number

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

1950 GENERAL GEORGE PATTON DR. FRANKLIN, TN 37067

Phone number of the business 615-679-9766

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

Driver

Date of

Home

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 JENNIFER HINTERMAN Title MANAGER

Mailing Address 505 ARDMORE PLACE

City, State, Zip FRANKLIN, TN 37064

Daytime contact phone number 615-828-4679

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 _____. 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.

BRANDON HANNAH - 308 SEABOARD LANE FRANKLIN, TN 37067

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 ___ No ☒ 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.

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.

AUG 2013 - PRESENT: OWNER AT FRANKLIN FIELDHOUSE

AUG 2009 - DEC 2014: ABAIME GENERAL MANAGER

AUG 1994 - MAY 2007: CEO of FLORIDA'S FIRST COAST YMCA

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

SPORTS BAR

16. Will a full course menu be served? NO
17. Will separate and sanitary facilities be maintained for men and for women? YES
18. Will dancing be allowed on your premises? NO
If yes, do you acknowledge that section 9-102 of the Franklin Municipal Code prohibits the operation of establishments allowing dancing between 1:30 AM and 8:00 AM? _____

TRAINING POLICY:

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

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

- (l) You will not allow any sale or delivery of beer for consumption on the premises outside of the building, it being the intention to prohibit the sale of beer by what is commonly known as "curb service" or "curb sales" of beer.
- (m) You will comply with all requirements of section 2-201 through 2-229 of the municipal code of the City of Franklin.

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

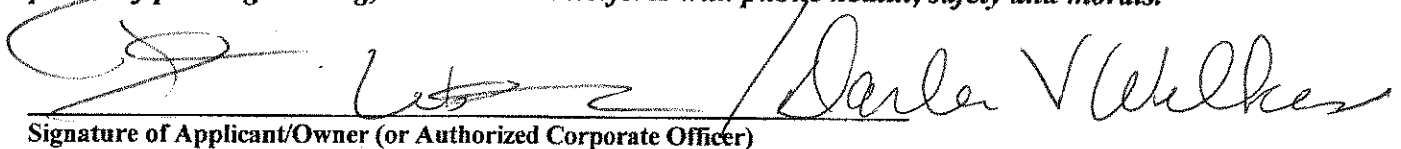
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I hereby make application to the City of Franklin Beer Board for a beer permit.

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

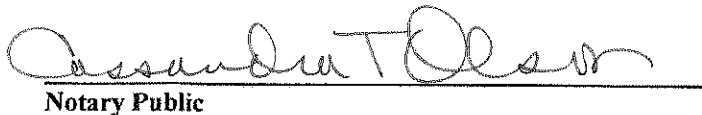
I hereby certify that no person having at least a 5% ownership interest, nor any person to be employed in the distribution or sale of beer in my establishment has been convicted of any violation of the beer or alcoholic beverage laws or any crime involving moral turpitude within the past 10 years.

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


Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: FRANKLIN FIELDHOUSE
Name of Business Entity

Sworn to and subscribed before me this 13 day of Oct, 20 15


Notary Public

My Commission Expires: 2/19/18



Official Use Only	
Application Fee \$ <u>250.00</u>	Date Paid <u>10-20-15</u>
Privilege Tax \$ _____	Date Paid _____
Board Meeting Date <u>11, 10, 15</u>	



Responsible Alcohol Service

Franklin Fieldhouse will require a proper picture ID for any persons drinking alcohol regardless of Age. Beer is consumed on premises and not to be sold as a To-Go-Item.

Acceptable Forms of Identification

Driver's License with Picture
State Issued Personal Information
Passport
An Active Military ID

Policies Concerning Responsible Alcohol Service

- The sale of alcohol to minors is prohibited.
- The legal age to purchase alcohol is 21.
- No person under 21 will be served alcoholic beverage.
- Employees must ID anyone attempting to purchase alcohol.
- The sale or service of alcohol to intoxicated customers is prohibited.
- All employees must report incidents to a manager and document them in an incident log within an hour.
- Employees will offer to call a taxi service for the intoxicated customer to prevent them from leaving the establishment.
- Employees will immediately notify the manager and will call the police to report any intoxicated customer who leaves the establishment and gets behind the wheel of a motor vehicle.
- It is against the law to serve alcohol to any person who is visibly intoxicated.

POLICE DEPARTMENT

Deborah Y. Faulkner, EdD
Chief of Police



Dr. Ken Moore
Mayor

Eric S. Stuckey
City Administrator

October 22, 2015

TO: Chief Deborah Y. Faulkner *DF*

FROM: Mary E. Casteel
Mary E. Casteel, Communications Support Coordinator

SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on Jennifer Hinterman, Managing Agent for Franklin Fieldhouse, LLC and found to be clear.

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

Requested by: Christy McCandless

City of Franklin

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

DATE: 10-21-15

TO: POLICE CHIEF

FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR

RE: RECORDS CHECK FOR APPLICATION FOR BEER PERMIT

BEER BOARD MEETING DATE 11-10-15

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

Name of Business

Franklin Fieldhouse

Location of Business

1850 General George Patton Dr

Name of applicant

Franklin Fieldhouse

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: 10-21-15

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 11-10-15

Name of Business Franklin Fieldhouse

Location of Business 1850 General George Patton Dr Ste B

CODES DEPT

[Signature]
Building Inspector

10-23-15
Date

FIRE DEPT

Fire Inspector

Date

City of Franklin

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

DATE: 10-21-15

TO: CODES DEPT
FIRE DEPT

FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR

RE: BUILDING INSPECTIONS FOR APPLICATION FOR BEER PERMIT

- ☒ ON PREMISES PERMIT
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☐ MANUFACTURER'S OR DISTRIBUTOR'S PERMIT
☐ SPECIAL EVENTS PERMIT

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☐ Please return by _____ to provide information for Beer Board meeting agenda.

Beer Board Meeting Date 11-10-15

Name of Business Franklin Fieldhouse

Location of Business 1850 General George Patton Dr.

CODES DEPT

Building Inspector

Date

FIRE DEPT

Wesley Mobley
Fire Inspector

10-26-15
Date

APPLICATION FOR BEER PERMIT
STATE OF TENNESSEE
CITY OF FRANKLIN

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:

- [illegible]

DATE PERMIT NEEDED 11-1-15

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

1. Owner (Applicant) J. Michael Connor
- 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.

J. Michael Connor	President	78.061%
James Connor	C.O.D.	5.046%
Kevin W. Thompson	V.P.	13.995%

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?

Connor Diner Inc. DBA Connor's Steak + Seafood

City of Franklin business account number Local ID# 20020
license # 84196

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

1916 Galleria Blvd Franklin TN 37067

Phone number of the business 615-771-5333

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

Date of

Home p

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 Angela Hawkins Title controller

Mailing Address 10911 Turkey Drive

City, State, Zip Knoxville TN 37934

Daytime contact phone number 865-777-2677 Ext 20

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 _____. 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.

CBL + Associates Properties, Inc.
2030 Hamilton Place Blvd Chattanooga TN. 37421

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 ___ 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.

NA

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

~~NA~~ THERE ARE SEVERAL RESTAURANTS IN SEVERAL
STATES THAT SELL BEER

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

Connor Concepts Inc.
Employed since 1991

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? _____

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.

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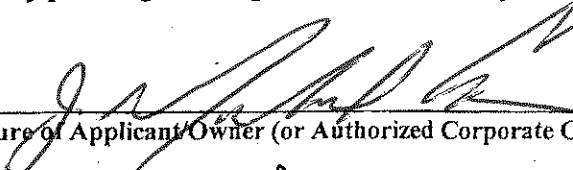
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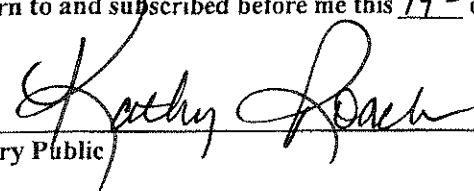
I am also aware that I shall not be issued a permit or my permit shall be revoked if my business location causes traffic congestion or interferes with schools, churches, or other public places of public gathering, or otherwise interferes with public health, safety and morals.



Signature of Applicant/Owner (or Authorized Corporate Officer)

On behalf of: Connor Diner Inc.
Name of Business Entity

Sworn to and subscribed before me this 14th day of September, 20 15



Notary Public

My Commission Expires: 1-26-16



Official Use Only

Application Fee \$	<u>250.00</u>	Date Paid	<u>10-27-15</u>
Privilege Tax \$	<u>25.00</u>	Date Paid	<u>10-27-15</u>
Board Meeting Date	<u>11, 10, 15</u>		

Connors Steak & Seafood's Guide to Liquor, Beer, & Wine

As compliments to our GREAT food we will serve a variety of liquors, beers, and wines. As a properly prepared Service Team we want you to be as knowledgeable about our bar as you are about our kitchen. We challenge you to learn all of our liquor, beer, and wine offerings as well as the systems that we use. **Because responsibility and professionalism go hand and hand**, we have included a section on Connors Steak & Seafood guidelines for serving alcohol responsibly. We want our guests to enjoy themselves without endangering themselves or others

Wine Service

Food, service, and ambience are all improved by the presence of a glass or bottle of wine on the table. Bottle presentation is a great time to feature your service skills and interact with your guests. The service of wine should be relaxed and conversational. If you are ever uncomfortable with serving wine or responding to guests' questions, you should always ask for the assistance of a manager.

- **Ensure Proper Temperature**

For optimal appreciation of a wine's particular qualities, it must be served at the proper temperature. White wines served too cold will hide the true character and flavor of the wine. Red wines served too warm change the balance of the components by increasing the sensation of tannin over the fruit; especially California wines.

Optimal Serving Temperatures:

Sparkling:	45 – 48 degrees F
Whites:	55 – 60 degrees F
Reds:	62 – 67 degrees F
Port:	Room temp or slightly chilled

- **Step One: Glassware, Cork and Bottle Presentation**

Using a traditional table setting to explain glassware placement, wine glasses are placed about ½ inch above the tip of the knife. If a party of three or less orders white wine, the wine server must bring a chiller for the table. Always deliver wine glasses by holding the stem. Fresh glasses should always be offered for each new bottle presented.

Place your service linen (folded once) across your arm and show the label on the wine bottle to the person who ordered the wine. Quietly announce the product name as the guest reviews his/her selection. This allows the guest to verify the selection or make a change. Remove the cork, ***keeping the label facing the guest at all times*** (pull AND twist to prevent to breakage) and place it on the table to the right of the guest's (who ordered the bottle) wine glass

- **Step Two: Guest Acceptance/Rejection of the Bottle**

Wine server offers a 1 oz. sample to the guest who ordered the wine

- **Step Three: Pouring Order, Pouring Correctly and Pouring Evenly**

Pouring Order --- If the guest accepts the bottle of wine, traditional serving order is ladies first, then gentlemen, with the person who ordered the wine last (regardless of gender), clockwise around the table

Pouring Correctly --- Do not touch the bottle to the glass rim. Glasses should be on the table when pouring, not held. Hold the bottle about 1½ inches above the rim to pour, and stop the flow before you pull away by tilting the bottle tip up with a slight twist of the wrist. Do your best to keep the wine label facing each guest as you pour. When possible, pour wine to the right of the guest

Pouring Evenly --- Share the bottle evenly among those who are drinking. When serving a bottle of wine, keep in mind that a bottle of wine is a little more than twenty-five ounces. If a party of four orders a bottle, pour evenly and remove the bottle. If a party of five orders a bottle and all are drinking, 3 to 4 oz. pours will complete the round. **Running out of a bottle for larger parties is poor service**

- **Step Four: Service Linen and Bottle Placement**

If the bottle of wine is not finished after pouring, the service linen is folded twice and placed in front of the guest who ordered it. The cork and the bottle are placed on the linen. Remember to place the bottle with the label towards the guest who ordered the bottle.

- **Step Five: Completion of Wine Service**

It is the server's responsibility to pour the wine until the unfinished bottle is empty. When a bottle is finished, the server immediately removes the bottle, linen, chiller (if applicable) and cork

Wine descriptions

Chardonnay – (*Shahr-duh-nay*) - Mid dry to real dry white wine---hints of fruit or wood, but not sweet--- slightly fruity and acidic flavored---good with fish or for someone who wants a light, dry wine

Merlot – (*Murr-low*) - Soft, medium bodied dry red wine---A blend of Bordeaux grapes---not a sweet wine---goes well with the lighter cuts (6 Filet, 8 oz. Prime, Sirloin, Steakburger)

Cabernet Sauvignon – (*Cab-uh-r-nay Sow veen-yone*) - Heavy bodied, dry, red wine---good with heavy cuts (Ribeye, Strip, Sirloin, 12 oz. Prime, Prime Steak, Dry Aged Steak)

Zinfandel – (*Zihn-fuhn-dehl*) - It is actually a red grape that has had the skins removed before the wine making process. Light, sweet, and fruity; blush wine goes with anything ... a cocktail wine

Pinot Noir --- (*Pee-noh NWAHR*) – a lighter-bodied wine, with medium intensity of fruitness and a floral aroma. Goes well with Salmon or Tuna

Riesling --- (*REEZ-ling*) – light to medium body with distinctive fruity character and sweetness. Goes well with any white fish or chicken

Connors Steak & Seafood Alcoholic Beverage Pricing Index

The pricing structure of liquor, beer, and wine at Connors Steak & Seafood is based on the cost of the ingredients of the individual beverage to the restaurant. The greatest cost item to be accounted for is liquor. We pour 1- 1/4 ounces of alcohol unless otherwise stated

Brands & Pricing at Connors Steak & Seafood

Remember that there are seven basic types of liquor, but many brands of each type. Connors Steak & Seafood carries brands as our "house" or "well" brand of each type. The well brand will always be poured unless the guest specifies another brand. **Note: Anytime a guest does not specify a certain brand of liquor, you must always ask the following question: “Do you have a preferred (type of liquor)? Therefore, if a guest ordered a Scotch and soda, you would ask, “Do you have a preferred Scotch?”**

Your bartender pouring a well brand normally indicates either that an improvement is needed in suggestively selling our liquors (asking, “Do you have a preferred (type of liquor?)” or that there is improvement needed in knowing what brands of a particular liquor we stock.

Type	Abbreviation
Bourbon	B
Scotch	S
Vodka	V
Gin	G
Rum	R
Tequila	Teq
Brandy	BR

Martinis

There are four questions you need to ask or four bits of information you must have when a guest orders a martini:

1. Do you prefer a gin or vodka martini?
2. Do you have a preferred gin/vodka?
3. Do you prefer it on the rocks or straight up?
4. Do you prefer an olive or a twist?

Cognac

Two questions you need to ask a guest when they order a cognac or brandy:

1. Do you have a preferred cognac?
2. Do you prefer it heated or served at room temperature?

Frozen Drinks

-Daiquiris are served frozen unless requested "on the rocks".

-Ice cream drinks, which the guest would rather have made with cream instead of ice cream, must be indicated as "on the rocks"

-The following is a list of popular ice cream drinks and cream drinks:

Ice Cream	Cream
Piña Colada	White Russian
Straw Piña Colada	Sombrero
Banshee	Rum Punch
Brandy Alexander	

Coffee/Cappuccino Drinks

-The following is a list of coffee drinks:

Irish Coffee	Cafe Royale
Cafe Rio	Millionaires
Spanish Coffee	Café Frappe
Jamaican Coffee	Espresso Martini

*You must bring your own coffee and/or cappuccino to the bar service well to finish your coffee drinks.

Garnishes

-The following garnishes are used on the listed drinks:

- *A twist is a slice from the rind of a lemon. A twist is rubbed along the rim of the glass, twisted over the top of the drink then dropped into the drink
- *A flag garnish is an orange and a cherry
- *All tonic drinks are garnished with a lime

<i>Amaretto Sour</i> – cherry	<i>Madras</i> – flag
<i>Appletini</i> – cherry	<i>Mai Tai</i> – flag
<i>Bay Breeze</i> – flag	<i>Manhattan</i> – cherry
<i>Bahama Mama</i> – flag	<i>Margarita</i> – salt&lime wheel
<i>Bloody Mary</i> – salt&celery	<i>Classic Martini</i> – olives/twist
<i>Cape Cod</i> – lime	<i>Pina Colada</i> – flag
<i>Chocolate tini</i> – chocolate	<i>Rum Runner</i> – flag
<i>Cosmo</i> – lime wheel	<i>Sangria</i> – flag&lime
<i>Dirty Martini</i> – olives	<i>Sea Breeze</i> – flag
<i>Flirtini</i> – cherry	<i>Sex on the Beach</i> – flag
<i>Gibson</i> – onions	<i>Strwbry Daiq</i> – cherry&whip
<i>Gimlet</i> – lime	<i>Strw Pina Colada</i> – cherry&whip
<i>Grateful Dead</i> – lemon	<i>Tom Collins</i> - cherry
<i>Kamikazi</i> – lime	<i>Whiskey Sour</i> - cherry
<i>Lemondrop tini</i> – sugar&lemon	<i>Hurricane</i> – flag
<i>LIT</i> – lemon	<i>Mojito</i> – lime&mint

Other Information

-Our wine pour is six ounces or nine ounces: Encourage the nine ounce pour...it is better value!

-Our house wine is Salmon Creek

-We do NOT sell the house wine by the bottle

-Bottled water, IBC Root Beer, and bottled juices are non-alcoholic beverages and should be charged as such; there are no free refills for these beverages

-Virgin drinks, which are frozen or made with ice cream, have their own key

Happy Hour

-Half off draft beers, well liquors, and our house brand wine Mon thru Fri from 3pm to 6pm in THE BAR & COCKTAIL AREA ONLY!!!!

***Cold Beer Cold – Bartenders will ensure a proper draft head on draft beer before the beer is taken from the bar pick-up area; however, **YOU are the final check** on ensuring a proper draft beer “look” prior to taking the draft beer to the table. If it’s not a “just-poured looking draft”, then make it one before the guest receives it from YOU

Alcohol Awareness

Fact: Alcohol is a drug; it greatly affects the central nervous system

Fact: Nearly half of all traffic deaths are related to alcohol

Fact: Coordination is impaired at blood levels of .05%. This can be as little as 2 drinks within an hour

Fact: Every day 70 Americans die in drunk driving accidents

Fact: Each year 25,000 deaths are related to drunk driving

Fact: More Americans have died in accidents involving alcohol than in all the wars we've fought, combined

Fact: The alcohol related car accident is the #1 killer of Americans under age 40

Fact: Alcohol is a factor each year in serious injuries to 750,000 people

Fact: A cold shower, exercise, fresh air, or black coffee will not "sober up" an intoxicated person. Only time will lessen the effects of alcohol. A general rule of thumb is that it will take as many hours to sober up as the number of drinks ingested

Fact: If you serve a guest a drink and the guest causes an accident, you may be sued as an individual

Fact: A person arrested on a drunk driving charge is now asked where he has been drinking. Connors Steak & Seafood and the team member who served this person may be liable

Fact: Both Connors Steak & Seafood and team members can also be liable for injuries incurred by others because of a drunken guest's actions

Think about it - **YOU** can and do make a difference!

We are genuinely concerned about our guests' well being. We care. Our intent is to provide a fun environment and ensure the safety of our guests in such a way that no one gets hurt. Being able to recognize the signs of intoxication better provides for our guests' safety. It is up to you. Stepping in to stop someone we care about from becoming intoxicated stems from a concern for their personal safety and the safety of others

For Your Information

-Most American beers contain 4% alcohol. Wine falls within the 9% to 12% range. Dessert wines like Sherries and cordials are even higher (around 18%). Distilled beverages range from 40% to 50%

-Two 10 oz. mugs of beer, 2-1/2 oz. of 80 proof liquor, and one 8 oz. glass of wine are equal in alcohol content

-As alcohol enters the body, 20% is absorbed into the bloodstream through the stomach walls and 70-80% is absorbed through the small intestine. Once in the bloodstream, alcohol permeates through all body tissue. The more water in the body, the more diluted the alcohol

-Alcohol is continually recycled through the system as the liver detoxifies the spirits at the rate of about 3/4 ounce per hour for an average man with a normal liver. The bloodstream carries alcohol to the brain where it affects the central nervous system, retarding or depressing brain activity

-A small amount of alcohol in the blood, the result of consuming one drink per hour, will have a slight tranquilizing effect on most people. Even though alcohol may seem to stimulate the drinker, it is really a central nervous system depressant. After one or two drinks, the drinker's

inhibitions may be lost and he may begin expressing himself more candidly, feeling like "the life of the party." Then again, he may exhibit signs of depression or aggression

-Higher blood alcohol content levels depress brain activity, possibly impairing balance, memory, and muscular coordination. Still greater alcohol intake within a relatively short time span depresses the brain further, causing severely affected judgment, dulled sensory perceptions and loss of control. The rate at which alcohol enters the bloodstream (absorption rate) has a detrimental effect on the brain and body and depends on several factors:

- How quickly it is consumed
- Whether the stomach is full or empty
- The kind of alcohol
- How much the drinker weighs
- The setting or circumstances

-Wine and beer are absorbed more slowly than hard liquors because they contain small amounts of non-alcoholic substances. Diluting an alcoholic beverage with another liquid, such as water, also helps decrease the absorption rate, but mixing alcohol with carbonated beverages actually increases the rate of absorption. The only difference between a mixed drink and a straight shot of liquor is that the absorption rate for the mixed drink is somewhat slower

-The same amount of alcohol can, and usually does, have more intense effects on a 120 lb. person than that of a 180 lb. person. Because alcohol is quickly distributed through the circulatory system, the heavier person will have smaller concentration in his bloodstream and body than the lighter person will. Remember, you can make the difference. Drinking and driving do not mix

Symptoms of Intoxication

Anyone consuming an excessive amount of alcohol at one sitting will exhibit certain telltale signs of intoxication. First, there is a loss of inhibitions; second, an impairment of judgment and reactions; and finally, loss of coordination. Watch for any or a combination of the following:

- Becoming drowsy (heavy eyelids)
- Drinking too fast
- Becoming loud, argumentative, mean, obnoxious, etc.
- Becoming entertaining, animated, boisterous
- Careless with money
- Spilling drinks
- Complaining about drink strength or preparation
- Overly friendly to guests and/or Team Members
- Altered speech pattern, loss of train of thought
- Making irrational statements
- Slurring words
- Annoying other guests
- Losing eye contact, concentration, focus
- Losing muscular control, becoming clumsy
- Walk changing
- Becoming detached, brooding
- Slower response time in movement or in answering questions
- Glassy-eyed
- Repetitive

Hopefully, we won't have to deal with the "heavy drinker" very often. Of course, you do not want to give a guest the impression that you think he is a lush, so don't be too protective too soon. Again, involve a manager and allow the manager to make any critical decisions regarding the continuance of service. You should always be aware of how many drinks you've served each guest and monitor their behavior. You do not want to seem rude

- Suggestively sell food. It will slow down the absorption rate of alcohol, thus lessening its effect
- Suggestively serve water along with stronger drinks
- Be aware of the different types of drinkers: especially those celebrating, those drinking alone, and the novice drinker

Dealing with an Intoxicated Guest

• DO NOT TAKE ANY ACTION OTHER THAN INFORMING THE MANAGER. THE MANAGER WILL MAKE ALL DECISIONS REGARDING THE CONTINUANCE VS. DISCONTINUANCE OF SERVICE AND ANY OTHER DECISIONS

POLICE DEPARTMENT

Deborah Y. Faulkner, EdD
Chief of Police



Dr. Ken Moore
Mayor

Eric S. Stuckey
City Administrator

October 28, 2014

TO: Chief Deborah Y. Faulkner *DF*
FROM: Mary E. Casteel
Mary E. Casteel, Communications Support Coordinator

SUBJECT: Beer Board Background Checks

A check of Franklin Police Department records was completed on Matthew Ryan Williams, Managing Agent for Connor Diner, Inc. and found to be clear.

A check was completed through LexisNexis/Accurint revealed the following:



Requested by: Christy McCandless

City of Franklin

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

DATE: 10-26-15
TO: POLICE CHIEF
FROM: CHRISTY MCCANDLESS, ACCOUNT MGMT SUPERVISOR
RE: RECORDS CHECK FOR APPLICATION FOR BEER PERMIT
BEER BOARD MEETING DATE 11-10-15

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

Name of Business

Conner's Steak & Seafood

Location of Business

1916 Galleria Blvd

Name of applicant

Conner Diner Inc

Managing Agent

Drivers License

Date of Birth

- ☐ Recommend _____, 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: 10-26-15

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 11-10-15

Name of Business Conner's Steak & Seafood

Location of Business 1916 Galleria Blvd

CODES DEPT

Building Inspector

Date

FIRE DEPT

Wayne Mobley
Fire Inspector

10-30-15
Date