

## ALCOHOL MANAGEMENT POLICIES AND GUIDELINES

**Mission Management Services' intention is to promote the responsible use of alcohol.** Our intention is to never intoxicate a guest, serve a minor or serve an intoxicated guest. It is unlawful to do so. The following guidelines will enable you to serve alcohol within the law and enhance a guest's experience with us.

### ***Guidelines for taking alcoholic beverages into or out of the building:***

1. No alcoholic beverages are allowed to be brought in from the outside unless purchased from this establishment. Beverages brought in from off premise must be taken from the guest and disposed of.
2. No open alcoholic beverages are allowed to leave the premises. If a guest should try to leave with an open alcoholic beverage, take the drink from the guest and dispose of it.
3. Only those restaurants with SDM licenses may sell unopened alcoholic beverages to go. Please check with your manager whether this is permitted at your restaurant.
4. If a guest brings a drink into the dining room, from another area of the restaurant i.e. deck, patio, lounge (or vice versa), it is your responsibility to card the guest upon ordering another alcoholic beverage if they look 30 years old or younger. If a guest brings in a drink from another area of the restaurant and you believe they are under age, **inform a manager immediately.**

### ***Policy for checking ID:***

1. Anyone ordering an alcoholic beverage, who looks 30 years old or younger, should be asked to present ID.
2. If the guest has no ID, they may NOT be served an alcoholic beverage. The how to of "CHECKING ID" will follow. NO ID, NO DRINK!
3. In the case of someone vouching for another person with no ID, the guest may NOT be served. If the guests are upset with this policy, contact the manager and he/she will explain the legalities.

### ***Guidelines for serving alcoholic beverages:***

1. Alcohol may not be served until the actual recipient is present.
2. If a minor is observed drinking an alcoholic beverage, contact the manager.
3. If it becomes apparent that one of your guests is near intoxication, it is your responsibility to refuse alcohol service. Make a manager and fellow employees aware of the situation immediately. The how to of "CUTTING OFF" will follow.
4. No triples ever.
5. During Happy Hour, guests may not order more than one drink at a time.
6. Never pile up drinks (more than two) in front of a guest at anytime.
7. Non-alcoholic beer (NA beer) is only to be served to persons 21 and over.
8. **Guests will be carefully observed after three alcoholic beverages are consumed in one hour. Watch for signs of intoxication. Notify a manager and co-workers so all are aware. We are concerned for our guests' safety even when they are not driving. Communicate and watch. There is responsibility involved in serving alcohol.**

**1 Beer (12 oz.) = 1 Shot (1 oz. 100 proof spirits) = 1 Glass of wine (5 oz.)**

**The difference is 0.**

**(All of these measured drinks contain approximately 1/2 oz. of pure ethyl alcohol.)**

Please be aware some cocktails have more than one shot of liquor and should be considered more than one drink, e.g. Long Island Iced Tea.

***Guidelines for last call:***

1. No more than one drink may be ordered per guest.
2. No pitchers (where applicable) of anything may be ordered.
3. Big beers (where applicable) - service personnel's discretion.

These guidelines must be taken very seriously and adhered to. Penalties for violating liquor laws or Mission Management Services' policies and guidelines can include fines, suspension or revocation of a liquor license, the suspension or termination of your employment and the tarnishing of our establishment's reputation and image. Revocation of a license could mean losing the business entirely.

It is not worth sacrificing the loss of your job and the jobs of your fellow employees.

***REMEMBER:***

1. Never fail to check identification.
2. Never serve an alcoholic beverage to an underage patron intentionally or accidentally.
3. Never serve an alcoholic beverage to an intoxicated patron intentionally or accidentally.

<p><b>When in doubt, do not serve! It is better to be safe than sorry.</b></p>
--

**If you are ever in need of help in making a decision about alcohol service or there is a conflict with a guest, do not argue with the guest...get a manager!**

## **Mission Management Services' Policy on Checking I.D.**

- 1. Anyone ordering an alcoholic beverage, who looks 30 years old or younger, should be asked to present I.D.**
- 2. If the guest has no I.D., they may not be served an alcoholic beverage.**

### **Some important guidelines:**

- 1. Be polite.**
- 2. Ask, "May I please see your I.D.?"**
- 3. Know the date you are looking for and check the birthdate on the I.D.**
- 4. Compare the picture with their face.**
- 5. Check the expiration date to be sure it is valid. (It is in the upper right hand corner of a Michigan driver's license. A license with a clipped corner is not valid.)**
- 6. If the I.D. has been altered in any way, do not serve.**
- 7. Ask for a second piece of I.D. if the first is questionable.**

### **I.D.s that we accept:**

- 1. A valid Michigan driver's license.**
- 2. A Michigan personal I.D. card. (This is issued by the Secretary of State and has a picture.)**
- 3. A valid passport.**
- 4. A valid out of state driver's license (with a picture).**
- 5. An active U.S. military I.D. card.**

When it comes to checking I.D.s, the laws are all on your side. Please keep in mind that *we can refuse service to anyone for any reason at any time!* We do not *legally* have to serve anyone!

- 1. Failure to check anyone who looks 30 or under will result in one week's suspension.**
- 2. If you are a minor and you try to drink in any of our establishments, you will be dismissed.**
- 3. If you serve someone without ID or knowingly serve a minor you will be dismissed.**

## ALCOHOL AWARENESS

(General Information)

Alcohol is a commonly used drug, which, as it is absorbed into the bloodstream, can change a person's behavior. Although it may appear to be a stimulant, **it is actually a depressant**. As the body gets rid of the alcohol (it burns up, or is oxidized, in the liver), the person's behavior returns to normal. In other words, he "sobers up". Some people falsely believe that they can speed up alcohol's exit from the body. Unfortunately, cold showers, exercise and black coffee won't do it. **Only time will allow your body to get rid of alcohol.**

When you drink more alcohol than your liver can oxidize, the percentage of alcohol in your blood increases. This measurement (the amount of alcohol in your blood) is called blood alcohol concentration or BAC. BAC is the legal standard frequently used to indicate when a person is "Driving Under the Influence" (DUI) or "Driving While Intoxicated" (DWI). A person with a .08 BAC is considered to be legally drunk.

As a person's BAC increases, their behavior changes visibly. As a server of alcohol, you should know the progressive effects of alcohol and be alert to the visible signs that assist you in recognizing "over-indulgence". Although any one particular behavior may not necessarily mean intoxication, a combination of several behaviors is a definite warning signal.

### 1. ALCOHOL REDUCES INHIBITIONS AND CAUSES BEHAVIORAL CHANGES.

Inhibitions have to do with a person's sense of self-control, knowing how far to go in a situation. Visible warning signs:

- Overly friendly
- Over talkative
- Speaking or laughing too loudly
- Remaining very quiet, detached from others, continually drinking
- Entertaining, animated or boisterous behavior
- Annoying other people
- Mood swings
- Inappropriate and/or impulsive behavior
- Complaining about the strength or price of a drink
- Complaining about the check
- Being belligerent

### 2. ALCOHOL IMPAIRS JUDGEMENT. Judgement concerns a person's ability to evaluate what is going on. Visible warning signs:

- Being careless with money
- Using foul language
- Buying rounds for strangers
- Changing consumption rate (i.e. changing to doubles, etc.)
- Making irrational statements

3. ALCOHOL SLOWS DOWN REACTIONS - physical and mental. Visible warning signs:

- Lack of eye focus
- Glassy eyes
- Slurred speech
- Incoherent speech
- Inability to light a cigarette or lighting another cigarette when one is already burning in the ashtray
- Loss of train of thought

4. POOR COORDINATION.

- Drowsiness and slumped posture
- Spilling drinks
- Not getting glass to mouth
- Having trouble picking up change on table or bar
- Changes in gait - weaving, stumbling, falling down
- Bumping into or knocking over furniture
- Clumsiness
- Dropping things

5. OTHER VISIBLE PHYSICAL WARNING SIGNS:

- Noticeable change in skin color; going pale or looking flushed
- Strong smell of alcohol on breath

**These warning signs help us to deliver responsible service.  
Watch & communicate!**

## FACTORS AFFECTING INTOXICATION

1. **Rate of drinking:** sips, gulps, chugging, shooters, the amount of time elapsed between drinks.
2. **Strength of drink:** straight, on the rocks, w/mix, w/juice, w/water, doubles, multi liquor drinks. **A straight-up drink will get into the bloodstream faster than alcohol diluted by water. But be aware that sodas and carbonated mixers actually speed the absorption of alcohol into the blood faster than a drink mixed with water.**
3. **Size of person** (height and weight): small, large, underweight, overweight.
4. **Sex:** women tend to reach higher levels of alcohol in the bloodstream more quickly because they are smaller and have more body fat.
5. **Food factor:** drinking on an empty stomach is not good, fatty and greasy foods will help absorb alcohol, large meals are not always helpful. Food in the stomach can help slow down the absorption of alcohol.
6. **Mood:** stressed, tired, depressed, upset guests are affected more quickly than happy guests.
7. **Medication or other drugs.**

## RATE OF INTOXICATION

Once the amount of alcohol in the bloodstream (BAC) reaches .08, a person is considered legally intoxicated. For a person weighing 135 pounds it generally takes 5 drinks for them to reach .10. It generally takes about 6 drinks for a person weighing 170 pounds to reach .10.

Weight	1 drink	3 drinks
120	.03	.09
160	.02	.06
200	.01	.03

**This chart shows the amount of alcohol in the bloodstream after one hour of consuming alcohol.** Notice the person weighing 120 pounds is very close to being intoxicated. If the person were to stop drinking at this point their level would drop .02 to .07 in the next hour. If the person were to have one more drink in the 2nd hour it would increase their level by .03 but drop it by .02 so the level would be .10, so on and so on. **The amount of elimination, .02, is standard for all body types.**

## HOW TO REFUSE SERVICE WITHOUT CREATING BIGGER PROBLEMS ("CUTTING OFF")

When it becomes apparent that one of your guests is near intoxication, it is your responsibility to refuse alcohol service. Make a manager aware of the situation immediately. The important thing to remember when declining alcohol service is to be confident, tactful and friendly, but assertive!

Some of the key elements of this interaction with the guest are:

1. Contain the situation. Get on the same level. Don't embarrass the guest in front of others.
2. Use "I" statements. (Assertive) Don't accuse or judge the guest by using emotionally charged words such as "drunk", "high", "you've had too much" or "cut off".
3. Remain calm. Quiet but firm.
4. Don't touch. Give the guest space.
5. Express concern for the guest's safety.
6. Offer the guest a choice (food, alternative beverage, etc.)
7. Don't get defensive.
8. Don't back down.

Your dialogue should reflect your concerned attitude as opposed to being an abrupt, gruff denial. Here are some examples:

"Sally, I can't serve you another drink tonight. I'm concerned about your safety. What can I get you instead - coffee, tea, juice? You name it!"

"I'd like to serve you another, Tom, but I just can't. Sure, I appreciate the business, but I'd rather you get home safely tonight so I can keep enjoying your business! Can I bring you something to eat?"

***If a guest is intoxicated we have a responsibility not only to refuse alcohol service, but also to arrange a ride home to secure the guest's safety and the safety of others that may be endangered if the guest is allowed to drive away.*** This is, admittedly, a difficult dialogue to have with a guest, because as alcohol impairs judgment, a guest is likely to believe that he is "even more careful behind the wheel" when he's had a few drinks. **Always get a manager involved immediately.** You then do have some options:

1. Ask for assistance from the patron's (sober) friends.
2. Call a friend or family member to pick up the guest.
3. Call a cab for the guest **at our expense.**

Again, when you do confront the guest, express your sincere concern for his well being. For example:

"Sam, I know you would rather drive yourself home, but, I've got a cab on the way for you. We always appreciate your business, but I want to make sure you get home safely tonight. Here's some coffee while you wait."

"George, I can't serve you another drink tonight and I'll be worried about you if I let you drive. I'd be glad to spring for a cab unless you'd rather I call a friend to come pick you up."

"John, you're a good friend. I just can't allow you to drive home tonight. Would you like to call someone to pick you up or would you rather I call a cab?"

It's difficult to predict a guest's response in this situation. However, with practice (and persistence) you'll be able to provide alternative transportation for most of your guests who are obviously intoxicated and shouldn't drive. If a guest refuses your help, a manager will make the necessary arrangements to ensure the safety of the guest and others on the road. ***Our challenge is to not contribute to the problem of drunk driving and to establish ourselves as a business dedicated to the pleasure and safety of our guests.***