

## HOSPITALITY BEST PRACTICES

*This establishment has voluntarily agreed to the following Best Practices –*

### **Underage Patrons**

- Maintain a no tolerance policy for the consumption of alcohol by underage patrons.
- Clearly mark all persons over the age of 21 with armbands (in establishments with an entertainment permit allowing 18-20 year olds).
- Only sell to or permit the consumption of alcohol by persons properly marked (or identified as over 21 years of age).

### **Training**

- Complete training approved by the Community Partnership of the Ozarks, State of Missouri Division of Alcohol and Tobacco Control, City of Springfield, or a similar organization approved by the Hospitality Resource Panel (HRP) for topics including, but not limited to, identifying intoxication levels, monitoring identification cards of all patrons, and maintaining proper safety and security practices within 30 days of employment. If the initial training consists of the “Pathways to Selling Alcohol” training kit, the employee must also attend a retailer training facilitated by the Community Partnership, Alcohol and Tobacco Control or an agency approved by the HRP within three months.

### **Safety and Security**

- Maintain a minimum of one dedicated security staff per 75 patrons in the establishment when minors are permitted entry.
- Not allow entrance to visibly intoxicated patrons.
- Confiscate all false identification cards or licenses and delivers them to the Greene County Prosecutor’s Office (or an agency designated by the HRP).
- Post a sign outlining the consequences of the consumption of alcohol by minors (the design of the sign – language, size, color, and placement to be specified by the Community Partnership, State of Missouri Division of Alcohol and Tobacco Control, the City of Springfield or an agency designated by the HRP).
- Communicate regularly with local law enforcement and allow admittance to all law enforcement personnel during normal business hours.
- Inform local law enforcement of any suspicious activity.
- Maintain a no tolerance policy for fighting and abusive language.
- Require all doormen be given a policy manual and an acknowledgement form with agreement to follow the Best Practices of the establishment and the HRP.

### **Overservice**

- Identify at-risk patrons.
- Talk to patrons at the door and at the bar to see if they are intoxicated.
- Have the patron pull out their identification to check their dexterity.
- Make sure all staff members are communicating with each other.
- Communicate problem patrons with the surrounding bars.
- Monitor the amount of time between rounds of drinks.
- Be consistent with pouring liquor.
- Have a drink limit.
- Cut people off.
- Have water, non-alcohol drink menu, and food easily accessible.
- Recruit the friends of the intoxicated patrons to aid in caring for patron.
- Constantly remove empty bottles and glasses from the table.

### **Transportation**

- Promote the use of designated drivers and alternative forms of transportation (taxi cabs, shuttles, Bear TRACS, Night Riders, etc.).

### **Facilities**

- Ensure that all outside lighting related to business be in proper working order and replace bulbs every time there is a burn out.
- Maintain trash outside of business at end of business day and remove outdated, ripped, or faded posters.

### **Participation in Hospitality Meetings**

- Attend four hospitality meetings per year.
- Establish a hospitality card for four members of each liquor establishment to receive free cover and or soft drinks to any location (including Pub Crawls).
- Work with other bar owners to develop a hospitality economic impact summary (including, but not limited to, the number of employees, number of patrons, sales tax revenues, etc.) demonstrating the importance of hospitality to the economy.