

HOUSE POLICY EXAMPLE

RESPONSIBLE SERVICE OF ALCOHOL

- All staff are trained in RSA
- A register and copy of staff RSA certificates are kept by management
- Management support staff who practice and enforce RSA.

MINORS

- Minors are not permitted entry to the premises
- Minors will not be served alcohol
- Individuals procuring drinks for minors will be removed from the premises
- All patrons are required to provide acceptable evidence of age where there is any doubt they are under 18.

UNDULY INTOXICATED & DISORDERLY PATRONS

- All staff are trained in identifying signs of undue intoxication
- Unduly intoxicated patrons will not be served
- Management support staff who do not serve unduly intoxicated patrons
- Unduly intoxicated patrons will be asked to leave the premises
- A taxi can be called for unduly intoxicated patrons, to take them home safely
- All staff actively monitor levels of undue intoxication of all patrons
- Management seeks to meet its duty of care obligations to all patrons

SECURITY

- Management only employs crowd controllers licensed under the Security Providers Act
- A register and copy of current licenses of crowd controllers are kept by management
- Crowd controllers will ask unduly intoxicated patrons to leave the premises if required
- Crowd controllers will organize taxis for unduly intoxicated patrons to go home safely
- All crowd controllers act respectfully towards patrons at all times
- Crowd controllers do not use excessive force in removing patrons.

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STAFF TRAINING

- Management encourage staff to be trained efficiently and effectively for their job.
- Management ensure all staff are Responsible Service of Alcohol trained
- All staff have signed off and agree to work according to this published House Policy
- Regular staff meetings are held to ensure staff are kept informed of changes in the industry.

PROMOTIONS

- Free liquor and multiple quantities of liquor are not promoted off the premises
- Management do not heavily discount or offer free alcohol to encourage drinking for drinking's sake.

RESPONSIBLE HOSPITALITY PRACTICES

- We provide water either free or at a reasonable price to all patrons (for example, a glass of tap water should not cost more than a glass of soft drink)
- We provide non-alcoholic and low-alcohol content drinks
- We encourage you to monitor and control your consumption of liquor
- We will deter you from rapidly and excessively consuming liquor
- We will supply liquor in standardized quantities that can be recognized by you
- We will serve half measures of spirits if requested