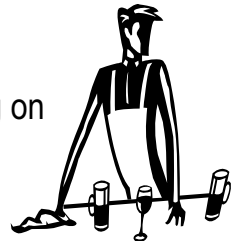


Common Sense Guide to Responsible Hospitality



Concessionaires

Controlling alcohol service to any large group, for example a stadium, can appear overwhelming. A safe and enjoyable environment can be created by planning and focusing on service at the point of contact between customer and server.



Suggestions for responsible hospitality

- Voluntarily participate in responsible server/retailer programs.
- Promote establishments as a safe, social and enjoyable gathering place for everybody regardless of beverage choice.
- Avoid promotions, advertisements, and practices that encourage over consumption.
- Develop and provide each employee with written policies describing accepted company practices that promote a safe, social and pleasant environment.
- Educate employees to the rules and regulations, civil liabilities and criminal statues governing the service of alcohol within the jurisdiction.
- Develop policies and practices that prohibit the sale of alcohol beverages to underage persons (under the age of 21) and to adults who would provide alcohol to the underage.
- Develop policies and practices that discourage the sale of alcohol beverages to impaired adults and prohibit the sale of alcohol to intoxicated persons.
- Promote awareness of serving size and alcohol content through polices and practices.
- Server should ask for valid identification card whenever he or she in doubt of the age of a patron.
- Publicize alcohol policies in any visible location (ex: "We Check ID" signage)
- Make alcohol free beverages available whenever alcohol beverages are served.
- Encourage consumption of high protein, low salt foods that slow the absorption of alcohol into the bloodstream.
- Ensure that employees do not consume alcohol beverages while working.
- Monitor parking areas to stop tailgate drinking.
- Arrange alternative transportation for alcohol impaired customers.
- Make available treatment information/referral assistance to employees whose work performance may be impaired by an alcohol or drug problem.

Created by the Montgomery County Department of Liquor Control, Outreach Office, Hospitality Resource Panel (HRP).
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