

Common Sense Guide to Responsible Hospitality



On Premise Establishments

Patrons typically go to bars, restaurants and taverns to be social and make and build on friendships. As most on premise licensed establishments recognize the needs of their guests, it is equally important to adopt best practices and avoid selling alcohol to underage and intoxicated persons.



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 statutes governing the service of alcohol within the jurisdiction.
- Observe laws regarding server age.
- 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.
- Arrange alternative transportation for alcohol impaired customers.
- Ensure that employees do not consume alcohol beverages while working.
- Make available treatment information/referral assistance to employees whose work performance may be impaired by an alcohol or drug problem.