



# Common Sense Guide to Responsible Hospitality

## Concessionairies

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

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

