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HOUSE POLICY ON VIP (VISIBLY INTOXICATED PATRONS)

- Do NOT serve alcohol to VIP
- Only serve one drink per person at a time.
- 2 drink limit on any drink containing caffeinated products mixed with liquor, as well as “big drinks” (Long Island).
- Offer to VIP free food (burger, sandwich, etc – whether cold or hot).
- Do your best to help find a safe ride home for VIP: offer to call relative, order Uber, taxi, etc.
- Complete Incident Documentation Form every time you refuse service to VIP.

What do I supposed to do?

- Refuse the service of alcohol to any person who appears to be visibly intoxicated.
- Inform other servers that the patron has been flagged.
- Notify the Manager on Duty about the situation.
- Offer them an alternative beverage and food.
- Offer to call them a taxi or to call someone to come for them.
- Fill out an Incident Documentation Form.

Who is supposed to do it?

- Any server who recognizes a customer exhibiting signs of visible impairment.
- Any security officer, hostess or any other employee.
- Any Manager on duty.

When are they supposed to do it?

- Service of alcoholic beverages should be stopped as soon as the first sign of visible impairment is recognized.

Where do I get help?

- Ask for assistance from another server.
- If the intoxicated customer is with a group, try recruiting a sober member to assist you.
- Go to the Manager on Duty for help with an intoxicated customer.

What are the incentives/consequences for following/not following this house policy?

- Any employee who fails to stop service to a visibly intoxicated customer will be subject to immediate termination.
- Employee may also receive fines exceeding \$1,000 from the PA State Police, Liquor Control Enforcement.
- The employee may also be involved in a Civil Liability Lawsuit.

What would you like the public to know about house VIP policy?

- The public should know that our #1 concern is for their safety and that we will not serve them any more alcohol if they show signs of visible impairment.

LOCAL TAXI

Haggerty's Rides, Inc.
(412) 420-7383

Washington PA Limousine
(724) 222-8990

A.C.S Asbury's Chauffeur
(724) 263-1291

Green's Taxi Service
(724) 926-1200

Employee Name (print)

Signature of Employee

Date