



## Responsible Vendor Program

# House Policy Guidelines

*For Page 2 of the Responsible Vendor Program Application*

The Responsible Vendor Program requires you to have house policies on the 4 areas listed on the application form. The guidelines below will help you create those policies.

The OLCC recommends that you adopt additional house policies to ensure that your employees sell alcohol responsibly. Additional suggested house policies are listed on the back of this page.

### ***House Policy #1 – When to check ID***

The law and the Responsible Vendor Program **require** your employees to check the ID of anyone who looks younger than the age of 26. You may choose to set a higher age, such as 30 or 35, but your policy must be at least 26.

### ***House Policy #2 – What is acceptable ID***

The Responsible Vendor Program **requires** your employees to accept **only** the following forms of ID:

1. Valid U.S. state driver license with a photo (includes District of Columbia)
2. Valid ID card issued by a U.S. state with a photo, name, date of birth, and physical description (includes District of Columbia)
3. Valid US Military ID card
4. Valid passport or passport ID card

You may choose to accept fewer forms of ID, but the ID you do accept must be among these four.

### ***House Policy #3 – How to check ID***

Your house policy must say what process your employees will use when checking ID. Examples include: Asking the customer to remove the ID from wallet or sleeve; feeling for cuts, bumps, or uneven lamination; checking the expiration date; making sure the birth date shows the person is 21 or older; comparing the photo with the person (height, weight, facial structure, etc.); being able to read and understand the ID. See TIPS FOR CHECKING ID for more information.

### ***House Policy #4 – What will happen if an employee sells to a minor***

You must have a house policy explaining what will happen if an employee sells alcohol to a minor. For example, your policy might say that any employee who sells to a minor will be fired immediately. Or your policy might say that you will require the employee to retake a training course for the first violation, but they will be fired if they sell again. Or your policy might say the employee will be suspended for a period of time after the first violation, but they will be fired after a second violation.

## Suggested House Policies to Promote Responsible Alcohol Sales

Each business should develop its own house policies that are appropriate for the nature of the business, its location, and its customers. House policies may be more strict than what the law requires but may never allow illegal activity. All employees should be expected to follow house policies. The following list contains suggested house policies that many businesses have successfully used to prevent problems and promote a safe environment for their customers and neighbors.

### *Policies appropriate for off-premises and on-premises businesses*

1. Employees will know and obey liquor laws and house policies.
2. Managers will always support employees in refusing alcohol to minors and visibly intoxicated persons.
3. All on-duty employees must be notified when a customer is refused service.
4. We will post the signs of visible intoxication.
5. We will post signs saying we will not sell alcohol to minors or visibly intoxicated persons.
6. Employees may not report to work under the influence of alcohol or other intoxicants.
7. Employees must not consume alcohol or other intoxicants while on duty.

### *Policies appropriate for on-premises businesses only*

8. Servers will not push alcoholic drinks.
9. Servers will offer food and non-alcoholic drinks.
10. Servers will offer a non-alcoholic “spacer” drink between alcoholic drinks.
11. We will serve pitchers of alcohol to groups only.
12. Rather than announcing “last call” near closing time, servers will announce that drinks will be picked up in 10 minutes.
13. No alcohol will be served during the last hour the establishment is open.
14. We will support the Designated Driver Program by offering free (or low-cost) non-alcoholic beverages and snacks.
15. We will make every effort to keep intoxicated customers from driving, including offering free food to encourage them to stay longer, providing alternative transportation, or arranging overnight accommodations.
16. If an intoxicated customer insists on driving, the manager will immediately notify the police.
17. Servers will notify the manager of incidents such as cutting off or refusing service to a patron or ejecting a patron. The manager will make daily entries in an incident log and each employee will initial the log at the end of his or her shift regardless of whether an incident occurred.
18. Servers will not allow drinks to stack up in front of a customer.
19. Customers will respect our business, staff, and other customers or they will be required to leave.
20. We will serve individual customers no more than 2 high-volume alcoholic drinks, such as Long Island Iced Teas.
21. Minor spouses and domestic partners will not be allowed in areas prohibited to minors.