



**Strathcona Hotel
Policies & Procedures**

Subject: Serving it Right, Responsible Beverage Service
Revised: February 21, 2013/ July 5, 2018

The Strathcona Hotel would like to emphasize the importance of the strict adherence of all rules and regulations pertaining to our liquor primary and food primary licenses in accordance with British Columbia's Liquor Laws. This includes full knowledge and understanding of all rules and principles in regards to Serving It Right.

- Always obtain at least two pieces of ID for customers that look under the age of 30 in the Liquor-Primary Licensed areas.
- Inform security and/or management if you see a customer that is intoxicated. A person that is identified as being intoxicated should then be escorted out of our premises.
- Do not serve any alcoholic beverage to any customer that is intoxicated.
- Do not allow intoxicated patrons to enter our premises.
- Work to quietly disperse any crowd that might gather in-front of our premises after closing.

To ensure the safety of our guests/patrons the Strathcona Hotel actively promotes various programs i.e.: "dial a driver" and or regular taxi service through our advertising screens and business cards throughout the establishment. We ask that all our employees do their utmost in ensuring the safety of our guests and actively recommend alternative transportation if the guest seems to be intoxicated as per BC liquor regulations.

Upon commencement of your employment all front of the house staff must provide the Strathcona Hotel with a valid Serving it Right certificate.

The following will be cause for immediate termination of your employment:

- Willfully allowing or encouraging patrons to stay after 2:30am on our premises.
- Serving alcohol to patrons after 2:00 a.m.
- Consuming alcohol while on shift and/or after we have closed for regular business hours.
- Knowingly allowing underage patrons into or serving them alcohol on our premises.
- Failure to obtain 2 pieces of I.D to ensure no minors are allowed in