



Date: November 6, 2019

To: All Employees at the Strathcona Hotel

Memo: Responsible Service

We understand that our employees like to enjoy the various outlets when off duty, however it is important to realize that even when off- duty, you are still a representative of the establishment. When visiting off duty you will be treated as a guest and are subject to all guidelines set by Serving it Right and BC liquor laws especially regarding over-consumption and intoxication. (The Strath Employee Handbook, page 16).

It has been brought to our attention that sometimes when staff members get asked to leave by security, they go into BBJ's in hope to stay and be served.

Moving Forward, anytime a staff member is refused service in the building the following steps will take place;

- 1) Bartender/Server/Security will cut the staff member off letting them know that it is time to leave
- 2) Bartender/Server/Security will help to make sure staff member gets outside and into a cab safely
- 3) Bartender/Server/Security will **inform the duty manager** by calling 0 for front desk or 250-516-8208

The duty manager will then be helping the security team by monitoring the building to make sure no one reenters the building. Let's take care of our fellow staff members and make sure they get home safe!

### **Mystery Shop Program**

As you know we have hired an independent company to rate our performance and to protect our premises from potential closures. They have advised us that we are deficient in checking I.D for people who look under 30. We need to be on top of this as we could have been given a contravention notice with a fine and/ or shut down if it was the minor as agent program. Please make sure you are checking for I.D!

Not checking for I.D during a mystery shop will result in a last and final warning

Not checking I.D during a Minor as Agent sting will result in termination

Please do your due diligence and ask for two pieces of I.D

