

Date: June 9, 2014 Item No.: 13.e

Department Approval

City Manager Approval

RHR.

Item Description: PRESUMPTIVE PENALTY APPROVAL —ROMANO'S

MACARONI GRILL RESTAURANT ALCOHOL COMPLIANCE

FAILURE

Background

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On or about March 31st, 2014, all businesses with a city liquor license were mailed a packet from the Roseville Police Department announcing two city wide alcohol compliance checks to be conducted before the end of the calendar year. On the front of the packet envelope stamped in 3/8" letters were the words "ALCOHOL COMPLIANCE!" The 3/8" stamped words were intentionally placed on the front of the envelope to ensure the mailing would be directed to the business owner/manager/alcohol compliance employee. The envelope packet included notice of recent changes to Roseville City Ordinances regarding mandatory liquor licensee training programs and penalties for noncompliance. Also in the letter was a complete copy of the City of Roseville Manager and Server Training Program and the name and telephone number of a police contact should a business have any questions/concerns relating to alcohol compliance.

12 **Compliance Failure**

On Thursday, May 1, 2014, at 3:45 p.m., two plain clothes Roseville Police Officers, along with a 19-year old underage buyer, entered the Romano's Macaroni Grill Restaurant, 1595 West Hwy. 36, Roseville Minnesota, to conduct an alcohol compliance check. The underage buyer and the plain clothes police officers entered the bar. A server soon approached and asked if they wanted anything to drink? The officers said they wanted water and the underage compliance checker ordered a Bud Light beer. The server asked the underage compliance checker for her identification. The compliance checker provided the server her Minnesota photo drivers license which displays her date of birth as 10-24-1994. The server looked at the compliance checker's license for a moment and then returned it to her. Shortly thereafter, the server returned with a poured glass of beer and placed it in front of the underage compliance checker to consume. The officers identified themselves as police officers to the server and asked why she served alcohol to an underage person? The server stated she had looked at the year (1994) and thought the compliance checker was 21-years of age. The server was administratively cited for the violation and released. On Wednesday, May 21, 2014, management of Romano's Macaroni Grill Restaurant provided the police department thirty-four (34) manager/server training employee documents. Of the 34 employees, 21 (62%) had current alcohol beverage server training. The remaining 13 employee server documents were rejected because they were found to be incomplete lacking completion dates or not signed by the trainer manager(s) or completed post violation. This is the Romano's Macaroni Grill Restaurant's first liquor compliance failure/violation in the last thirty six (36) months.

Staff Recommendation

Issue and administer the presumptive penalty pursuant to City Code Section 302.15, for on-sale license holders for the first violation within thirty-six (36) months. The mandatory minimum penalty shall be a one thousand dollar (\$1,000.00) fine and a one (1) day suspension.

Discuss violation of City Code Section 308.08C, Manager and Server Training. Failure to comply with this provision in its entirety is sufficient grounds for denial or non-renewal of a requested license in 2014.

Council Action Requested

39	Allow the Roseville Police Department to issue and administer the presumptive penalty as set forth in
40	Section 302.15, of the Roseville City Code or other action as determined by the Roseville City Council.

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Prepared by: Lt. Lorne Rosand

Attachments:

- A: Police Report CN/14011436
- B: Letter announcing compliance checks and enclosures
- C: Accepted Manager/Server Training Documents
- D: Rejected Manager/Server Training Documents
- E: Letter announcing Council Meeting

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ROSEVILLE POLICE DEPARTMENT INCIDENT REPORT

MOC: M4102	
MOC: M4102	
MOC: M4102	Primary: No
Last Name: Norberg First: Patricia Middle: Marie DOB: 03-09-09-09-09-09-09-09-09-09-09-09-09-09-	Primary: Yes
Last Name: Norberg First: Patricia Middle: Marie DOB: 03-09-09-09-09-09-09-09-09-09-09-09-09-09-	UCR: 22
Involvement: Arrested Age: 63	
Phone: (Home) (651)653-9055 Arrest Date Time: 05-01-2014 1545 Involvement: Other Name: Kellen, Krista DOB: 03-04-1987 Age: 27 Sex: Race: Height: 0 Ware: Kellen, Krista Address: 1595 Highway 36 City: Roseville State: MN Zip: 55113 Phone: (Work) (651)633-2148 Name: Carbone, Anthony Eugene DOB: 07-14-1981 Age: 32 Sex: M Race: W Height: 504 Ware: City: ST PAUL Address: 653 Fairview Ave City: ST PAUL State: MN Zip: 55116 County: C	19-1951
Phone: (Home) (651)653-9055 Arrest Date Time: 05-01-2014 1545 Involvement: Other Name: Kellen, Krista DOB: 03-04-1987 Age: 27 Sex: Race: Height: 0 Ware: Kellen, Krista Address: 1595 Highway 36 City: Roseville State: MN Zip: 55113 Phone: (Work) (651)633-2148 Name: Carbone, Anthony Eugene DOB: 07-14-1981 Age: 32 Sex: M Race: W Height: 504 Ware: City: ST PAUL Address: 653 Fairview Ave City: ST PAUL State: MN Zip: 55116 County: C	
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Age: 27 Address: 1595 Highway 36 Phone: (Work) (651)633-2148 Involvement: Mentioned Age: 32 Address: 653 Fairview Ave Sex: Race: Height: 0 W City: Roseville State: MN Zip: 55113 Name: Carbone, Anthony Eugene DOB: 07-14-1981 Sex: M Race: W Height: 504 W City: ST PAUL State: MN Zip: 55116 Cou	Country:
Address: 1595 Highway 36 City: Roseville State: MN Zip: 55113 Phone: (Work) (651)633-2148 Involvement: Mentioned Name: Carbone, Anthony Eugene DOB: 07-14-1981 Age: 32 Sex: M Race: W Height: 504 W Address: 653 Fairview Ave City: ST PAUL State: MN Zip: 55116 Cou	
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Age: 32Sex: MRace: WHeight: 504WAddress: 653 Fairview AveCity: ST PAULState: MNZip: 55116County	Country:
·	Weight: 123
Eye Color: HAZ Hair Color: BLK	Country: USA)1278@macgrill.com

Supplemental Report

City: Houston

Race:

DOB: --

State: TX

Height: 0

Zip: 77063

Weight: 0

Country: USA

ICR: 14011436 Last Modified: 05-12-2014 1736

Title: Alcohol Compliance Failure Created By: Joe Adams

On 05/01/14 Officer Dattilo, myself and underage checker, XXXXX (herein after referred to as FP) entered

Name: Reilly, Matthew

Phone: (Work) (713)366-7589 Phone: (Fax) (832)553-7841 Email: (Work)mreilly@igniterestaurants.com

Sex: M

Romano's Macaroni Grill located at 1595 Highway 36.

Involvement: Mentioned

Address: 9900 Westpark Drive 300

Age:

The FP, Dattilo and I sat at the bar. We were soon approached by a female bartender (later identified as, Patricia Marie Norberg DOB 03/09/1951. Norberg asked all three of us what we would like a drink. Dattilo and I advised we would only be drinking water and the FP requested a Bud Light beer. Norberg then requested the

FP's identification which the FP provided to her. Norberg viewed the MN Drivers license for a short while and returned it to the FP. Shortly thereafter, Norberg returned with poured glass of beer which she left on the bar in front of the FP for her to consume.

Officer Dattilo and I then identified ourselves as a police officers and made contact with Norberg and the manager on duty, above Kellen. I informed both parties of the violation. Norberg stated that she had looked at the date (1994) and thought the FP was 21 years of age.

Norberg was issued administrative citation #11363 for selling to underage party.

See attached for additional information.

Supplemental Report

ICR: 14011436 Last Modified: 05-23-2014 1014

Title: Administrative Citation #11363 Paid Created By: Lorne Rosand

On Tuesday, May 6, 2014, Norberg traveled to the Roseville City Hall and paid the \$250.00 administrative citation (#11363).

With Norberg paying her administrative citation, I consider her her portion of the case closed.

Report for informational purposes.

Supplemental Report

ICR: 14011436 Last Modified: 05-23-2014 1057

Title: Manager Server Training Records Created By: Lorne Rosand

On Wednesday, May 21, 2014 at 1710 hours, I met with Romano's Macaroni Grill General Manager Tony Carbone at his restaurant.

When we met, I identified myself to Tony Carbone with my police photo identification, wallet shield as well as business card. I did this because I was in plain clothing.

Carbone provided me with his restaurant's server training records as well as a cover letter authored by the restaurant's service manager Krista Kellen explaining the types of alcohol server training employees receive.

I asked Carbone to present Patricia Norberg's alcohol server training document. Carbone had Norberg's training document on top of the stack of server training records.

I reviewed Norberg's alcohol server training documents and learned she had completed her training on February 26, 2014 and scored 100% on her server training test.

Prior to ending our meeting, Carbone explained he had provided me with all original documents and asked I return the documents once I had completed my review.

On Thursday, May 22, 2014, I reviewed all thirty-four (34) Macaroni Grill employee alcohol server training documents. What follows is a summary of my observation of these records:

- Of the 34 alcohol server training documents, I accepted 21 (62%). I accepted these documents noting the records were current, dated and signed by a restaurant manager.
- Of the 34 server training documents, I rejected 13 (38%). I rejected these training records because they were not dated or they were dated after the May 1st compliance check or were not signed by a grading manager.

I scanned both the accepted and rejected server training documents to the case file and secured in the Media file.

With 38% of Romano's Macaroni Grill server training records being incomplete, I called Carbone and spoke him

about my concerns. Carbone agreed to meet me at the police department at 1430 hours on Thursday, May 22, 2014 to review incomplete training records and provide an explanation.

At 1430 hours Carbone arrived at the police department. We talked in the Chief's conference room.

Carbone explained one of the records was in fact of an employee who was hired after the May 1, 2014 alcohol compliance failure. As far as the other 12 server training records, Carbone acknowledged "poor house keeping" specific to the testing employee forgetting to document the date the alcohol server testing was administered as well as the manager neglecting to sign the training document.

Carbone assured me Romano's Macaroni Grill would improve their record keeping. Carbone also acknowledged a better understanding of the city code specific to server training documentation.

Report for informational purposes.

Supplemental Report

ICR: 14011436 Last Modified: 05-23-2014 1041

Title: June 9, 2014 Council Hearing Created By: Lorne Rosand

On Thursday, May 22, 2014, I prepared the attached letter to Romano's Macaroni Grill summarizing the May 1, 2014 alcohol compliance violation and notifying of the June 9, 2014 request for council action (RCA) hearing.

I scanned and placed a copy of this letter in the report's media file. I also electronic e-mailed a copy of this same letter to Matthew Reilly (mentioned) who is the Licensing Manager for Ignite Restaurant Group (owners of Romano's Macaroni Grill).

I will supplement this case file after the June 9, 2014 request for council action specific to the May 1, 2014 alcohol compliance failure.

Report for informational purposes.



Date

Business Address Roseville, MN 55113

ATTN: MANAGER

Please thoroughly review the following information as it pertains to alcohol compliance checks conducted by the Roseville Police Department, relative to your establishment.

The City of Roseville began alcohol compliance checks on licensed alcoholic beverage sellers in 1997. At that time, the compliance rate was only 70%. Nearly 30% of our licensees failed those compliance checks. Our goal is to achieve 100% compliance. We need your cooperation to make that happen.

The Roseville Police Department conducts yearly compliance checks to insure licensed alcoholic beverage sellers in the City of Roseville are complying with State law and Roseville Code Provisions relating to the selling of alcoholic beverages.

Please review the following relating to sales of alcohol to underage persons:

Minnesota Statute Chapter 340A.503 PERSONS UNDER 21; ILLEGAL ACTS. Subdivision 1. Consumption.

- (a) It is unlawful for any:
- (1) retail intoxicating liquor or 3.2 percent malt liquor licensee, municipal liquor store, or bottle club permit holder under section 340A.414, to permit any person under the age of 21 years to drink alcoholic beverages on the licensed premises or within the municipal liquor store;

Subdivision 2. Purchasing. It is unlawful for any person:

(1) to sell, barter, furnish, or give alcoholic beverages to a person under 21 years of age;

The City of Roseville has passed Chapter 302, Roseville's Liquor Control Ordinance. The Roseville Police Department encourages you to become familiar with the Liquor Control Ordinance. For your convenience, a complete copy of Roseville Liquor Control Ordinance Chapter 302 has been enclosed for your review. Roseville's ordinances are also available for on-line viewing at www.cityofroseville.com

The civil penalties for underage alcoholic beverage sales are set forth in the Roseville City Code. Presumptive penalties are set forth in § 302.15 of the Code. These penalties vary depending upon whether it is a first time violation, a second time violation, a third time violation, etc.

The Roseville Police Department has worked with City alcoholic beverage licensees to promote training for both servers and managers to prevent sales of alcohol to underage persons, and to prevent other violations of the Liquor Control Ordinance. All licensees and their managers, and all employees or agents employed by the licensee that sell or serve alcohol, must complete a city approved or city provided liquor licensee training program. A City of Roseville Manager/Server Approved Training Program is included in this packet for your convenience.

Additional city approved licensee training/resources are listed in the enclosed manager/server training packet.

Both the City's approval and the required training shall be completed:

- 1. Prior to licensure or renewal for licensees and managers, or
- 2. Prior to serving or selling for any employee or agent, and
- 3. Every year thereafter.

Your business must maintain documentation that you have properly trained every employee that sells or serves alcohol, and produce such documentation upon reasonable request made by a peace officer, health officer or properly designated officer or employee of the city. The City will not maintain these records for you. Additional penalties may be assessed if you are unable to provide documentation or it is determined the employee did not under-go the required training.

The mandatory minimum penalty (imposed upon the licensee) for the sale of alcoholic beverages to underage individuals is a \$1,000 fine and a one day suspension.

These penalties are civil in nature. Please be aware criminal penalties may also be imposed for violations of the Liquor Control Ordinance.

The Roseville Police Department will conduct a minimum of two compliance checks in 2014 beginning this spring. Please remind your employees of their legal and moral responsibility not to sell or serve alcoholic beverages to anyone under the age of 21.

Once again, we encourage you to review Roseville City Code, Chapter 302, to insure that you have familiarized yourself with the local regulations applicable to your establishment. If you have any questions, please contact Lt. Lorne Rosand at 651-792-7211.

Sincerely,

Rick Mathwig Chief of Police

Enclosures:

Roseville City Code Chapter 302 Roseville City Approved Manager and Server Training Program

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Attachment C



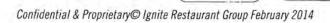
Lieutenant Rosand ~

Here are all of our Alcohol tests/certifications for all employees including management. You will notice there are two different kinds for some employees and only one kind for others. It used to be Macaroni Grill standard to have Learn2Serve be our alcohol certification provider. However Macaroni Grill was sold to a new company and they have now switched the standard. We now have all staff complete the "Ignite Alcohol Awareness Training Program." It was put together by our new owners, but still meets state requirements for employee alcohol certifications. We keep both on file just to be safe as they are still valid. Please let us know if you need anything else, thank you.

~Krista Kellen Service Manager Romano's Macaroni Grill 651-633-2148

NAME: Patricia, DATE: Morbo	42/14 Score:
 What age must a Guest be to legally consume alcoholic beverages? 	 A valid state-issued driver's license with a photograph is a valid form of ID.
a. 18	a. True
b. 20	b. False
C. 21	
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply)
	a. Ask the Guest to see their ID
2. It is our policy to check ID for every Guest who appears to be under the age of:	b. Feel the ID for signs of tampering
a. 25	c. Match the face on the picture to the Guest
b. 30	d. Check the expiration date
c. 40	e. Ask questions of the GUest about the information on the
d. We ID ALL Guests	Deturn the ID to the Cuest
d. He ib ALL duests	f. Return the ID to the Guest
 Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph 	7. What should you do if a Guest gives you an ID that does not look like the Guest?
b. Passport (US or foreign) with photograph	a. Serve the Guest anyway
c. Active Duty US Military ID with photograph	b. Confront the Guest
d. US Immigration ID with photograph	c. Refuse to serve the Guest
e. Current University ID with photograph	d. Notify a Manager
o. Journal officers in Milit photograph	e. Keep the ID and call the police
 Which options do you have for help when checking an out-of- state ID? Circle all that apply. 	On average, how much pure alcohol does the body burn per hour?
a. A bartender	a. 1/4 oz. to 1/2 oz.
b. Your Manager	(b.)1/2 oz. to 3/4 oz.
c. Government ID Booklet	c. 3/4 oz. to 1 oz.
d. Another Server	d. Over 1 oz.
	u. 0401 1 02.

9. Which of the following foods help to break down the alcohol and slow the absorption rate the best?	14. Who can refuse service of alcohol to a Guest?
(a.) Foods high in protein	a. Any Server
b. Foods high in fat	b. Any Bartender
c. Foods high in carbohydrates	c. Any Manager
	d. Only the General Manager
d. Coffee	
10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)	15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
	a. True
a. Green	b. False
Yellow	
c. Red	16. A Guest showing visible signs of intoxication should be
d. Black	allowed to drive after they have eaten. a. True
11. Which of the following are signs of intoxication? (Circle all that may apply.)	a. True b. False
a. Slurred speech	
Drowsiness	GRADING MANAGER NAME: 100 y Cachore
c. Glassy eyes	SIGNATURE:
d Loss of coordination	
(e.) Impaired judgement	ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:
12. What do we provide free of charge for any Guest who needs it?	834916
a. A cab ride home	034310
b. Their first drink	
c. Choice of appetizer	(IGNITE)
d. Coffee	MEST ALMANT GROUP
13. Gender and size affect the way in which a Guest may respond	Dievo.



TAVERN + TAP

to alcohol.

a. True

b. False

Macaroni

GRILL

1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages? valid form of ID. a. 18 True b. 20 b. False 21 C. 6. When checking an ID you must: (Circle all that apply) d. 18 with an active military ID Ask the Guest to see their ID 2. It is our policy to check ID for every Guest who appears to be Feel the ID for signs of tampering under the age of: Match the face on the picture to the Guest 25 a. Check the expiration date 30 Ask questions of the GUest about the information on the 40 ID We ID ALL Guests Return the ID to the Guest Which of the following forms of ID is NOT acceptable? 7. What should you do if a Guest gives you an ID that does not look like the Guest? Valid state-issued ID card with photograph Serve the Guest anyway Passport (US or foreign) with photograph b. Confront the Guest Active Duty US Military ID with photograph Refuse to serve the Guest d. US Immigration ID with photograph Notify a Manager Current University ID with photograph e. Keep the ID and call the police 4. Which options do you have for help when checking an out-ofstate ID? Circle all that apply. 8. On average, how much pure alcohol does the body burn per hour? a. A bartender a. 1/4 oz. to 1/2 oz. b. Your Manager 1/2 oz. to 3/4 oz. Government ID Booklet 3/4 oz. to 1 oz. d. Another Server

d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server Foods high in protein b. Any Bartender b. Foods high in fat Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False Yellow Red

11. Which of the following are signs of intoxication? (Circle all that may apply.)

Slurred speech

Drowsiness

d. Black

Glassy eyes

Loss of coordination

Impaired judgement

12. What do we provide free of charge for any Guest who needs it?

- A cab ride home
- Their first drink
- Choice of appetizer
- d. Coffee

13. Gender and size affect the way in which a Guest may respond to alcohol.

- True
 - b. False

15. It is okay to serve alcohol to a Guest who is intoxicated as long

16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.

a. True

False

GRADING MANAGER NAME: XXISTO KOLUM

SIGNATURE:

ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%. ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:

834916









Name:	Tony Carbone DATE: 2/2	26/14 Score: 100%
	hat age must a Guest be to legally consume alcoholic everages?	5. A valid state-issued driver's license with a photograph is a valid form of ID.
a. b.		a True b. False
d.	18 with an active military ID	6. When checking an ID you must: (Circle all that apply) Ask the Guest to see their ID
a.) 30 40	Feel the ID for signs of tampering C. Match the face on the picture to the Guest d. Check the expiration date e. Ask questions of the GUest about the information on the ID
d. R Wi	We ID ALL Guests hich of the following forms of ID is NOT acceptable?	f. Return the ID to the Guest
a. b. c. d.	Valid state-issued ID card with photograph Passport (US or foreign) with photograph Active Duty US Military ID with photograph	 7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager
	nich options do you have for help when checking an out-of- ate ID? Circle all that apply. A bartender	e. Keep the ID and call the police8. On average, how much pure alcohol does the body burn per hour?
(b.)(c.) d.	Your Manager Government ID Booklet Another Server	 a. 1/4 oz. to 1/2 oz. b. 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz.
		d Over 1 oz

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server a.) Foods high in protein b. Any Bartender b. Foods high in fat c. Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) Slurred speech GRADING MANAGER NAME: Tony Corbone

SIGNATURE: **Drowsiness** Glassy eyes SIGNATURE: Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home









b. False

to alcohol.

d. Coffee

b. Their first drink

Choice of appetizer

13. Gender and size affect the way in which a Guest may respond

NAME: Sudney G DATE: 3/	1/14 Score: 100%
 What age must a Guest be to legally consume alcoholic beverages? 	 A valid state-issued driver's license with a photograph is a valid form of ID.
a. 18	a. True
b. 20	b. False
©. 21	
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply)
	Ask the Guest to see their ID
2. It is our policy to check ID for every Guest who appears to be	Feel the ID for signs of tampering
under the age of:	©. Match the face on the picture to the Guest
a. 25	d. Check the expiration date
b.) 30	e. Ask questions of the GUest about the information on the
£ 40	1D
d. We ID ALL Guests	(f.) Return the ID to the Guest
 3. Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph b. Passport (US or foreign) with photograph c. Active Duty US Military ID with photograph d. US Immigration ID with photograph e. Current University ID with photograph 	 7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
 4. Which options do you have for help when checking an out-of-state ID? Circle all that apply. a. A bartender b. Your Manager c. Government ID Booklet d. Another Server 	 8. On average, how much pure alcohol does the body burn per hour? a. 1/4 oz. to 1/2 oz. b. 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz.
2	d. Over 1 oz.

- 9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best?
 - a.) Foods high in protein
 - b. Foods high in fat
 - Foods high in carbohydrates
 - d. Coffee
- 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)
 - Green a.
 - Yellow b.
 - Red
 - d. Black
- 11. Which of the following are signs of intoxication? (Circle all that may apply.)
 - a Slurred speech
 - Drowsiness
 - Glassy eyes
 - Loss of coordination
 - Impaired judgement
- 12. What do we provide free of charge for any Guest who needs it?
- A cab ride home
 - b. Their first drink
 - Choice of appetizer
 - dX Coffee
- 13. Gender and size affect the way in which a Guest may respond to alcohol.



- - a. Any Server
 - b. Any Bartender
 - Any Manager
 - d. Only the General Manager
- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
 - a. True
 - False
- 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.
 - a. True
 - False

GRADING MANAGER NAME:

SIGNATURE:

ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:

834916









Score: NAME:

- 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages?
 - a. 18
 - 20 b.

 - d. 18 with an active military ID
- 2. It is our policy to check ID for every Guest who appears to be under the age of:
 - a. 25



- d. We ID ALL Guests
- Which of the following forms of ID is NOT acceptable?
 - Valid state-issued ID card with photograph
 - Passport (US or foreign) with photograph
 - Active Duty US Military ID with photograph
 - US Immigration ID with photograph
 - Current University ID with photograph
- Which options do you have for help when checking an out-ofstate ID? Circle all that apply.
 - a. A bartender
 - Your Manager
 - Government ID Booklet
 - Another Server

- valid form of ID.
 - True
 - b. False
- 6. When checking an ID you must: (Circle all that apply)
 - Ask the Guest to see their ID
 - Feel the ID for signs of tampering
 - Match the face on the picture to the Guest
 - Check the expiration date
 - Ask questions of the GUest about the information on the ID
 - Return the ID to the Guest
- 7. What should you do if a Guest gives you an ID that does not look like the Guest?
 - Serve the Guest anyway
 - Confront the Guest
 - Refuse to serve the Guest
 - Notify a Manager
 - Keep the ID and call the police
- On average, how much pure alcohol does the body burn per hour?
 - a. 1/4 oz. to 1/2 oz.
 - 1/2 oz. to 3/4 oz.
 - 3/4 oz. to 1 oz.
 - d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server a.) Foods high in protein b. Any Bartender b. Foods high in fat Any Manager . Foods high in carbohydrates d. Only the General Manager 1. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. lou should inform a Manager when a Guest gets to which as they are not driving. evel of intoxication. (Circle all that may apply.) a. True & Green b.) False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) (a) Slurred speech Drowsiness GRADING MANAGER NAME: Glassy eyes SIGNATURE: (d.) Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 (a.) A cab ride home b. Their first drink Choice of appetizer d. Coffee

13. Gender and size affect the way in which a Guest may respond

to alcohol.

True

b. False

Name:	: Amanda Kapaun Date:	2/26/14 Score: 100
	/hat age must a Guest be to legally consume alcoholic everages?	valid form of ID.
b Cc.	. 20	b. False
d	. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply) Ask the Guest to see their ID
) 30 40	b. Feel the ID for signs of tampering c. Match the face on the picture to the Guest d. Check the expiration date e. Ask questions of the GUest about the information on the ID f. Return the ID to the Guest
a. b. c. d.	hich of the following forms of ID is NOT acceptable? Valid state-issued ID card with photograph Passport (US or foreign) with photograph Active Duty US Military ID with photograph	7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
	hich options do you have for help when checking an out-of- ate ID? Circle all that apply. A bartender Your Manager	8. On average, how much pure alcohol does the body burn per hour?a. 1/4 oz. to 1/2 oz.
c.	Government ID Booklet Another Server	(b.) 1/2 oz. to 3/4 oz.c. 3/4 oz. to 1 oz.

d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server Foods high in protein b. Any Bartender b. Foods high in fat ⁾ Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. Black a. True 11. Which of the following are signs of intoxication? (Circle all ****False that may apply.) Slurred speech GRADING MANAGER NAME: b. Drowsiness Glassy eyes SIGNATURE:)Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, /Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 a.) A cab ride home b. Their first drink







Choice of appetizer

13. Gender and size affect the way in which a Guest may respond

Coffee

to alcohol.

b. False

True

d.

Mey Guillaumenre 03/01/14 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages? valid form of ID. a. 18 True 20 b. b. False 21 6. When checking an ID you must: (Circle all that apply) d. 18 with an active military ID Ask the Guest to see their ID 2. It is our policy to check ID for every Guest who appears to be Feel the ID for signs of tampering under the age of: (C) Match the face on the picture to the Guest a. 25 Check the expiration date 30 b) Ask questions of the GUest about the information on the 40 We ID ALL Guests Return the ID to the Guest Which of the following forms of ID is NOT acceptable? 7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Valid state-issued ID card with photograph a. Serve the Guest anyway Passport (US or foreign) with photograph Confront the Guest Active Duty US Military ID with photograph Refuse to serve the Guest US Immigration ID with photograph Notify a Manager Current University ID with photograph Keep the ID and call the police 4. Which options do you have for help when checking an out-ofstate ID? Circle all that apply. On average, how much pure alcohol does the body burn per hour? a. A bartender a. 1/4 oz. to 1/2 oz. Your Manager 1/2 oz. to 3/4 oz. Government ID Booklet c. 3/4 oz. to 1 oz. Another Server

d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server Foods high in protein Any Bartender b. Foods high in fat c. Any Manager Foods high in carbohydrates Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False b. Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) Slurred speech GRADING MANAGER NAME: **Drowsiness** Glassy eyes SIGNATURE: Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home









to alcohol.

True

d. Coffee

b. Their first drink

c. Choice of appetizer

13. Gender and size affect the way in which a Guest may respond

NAME: Deniu DATE: 3	1114 Score: 100°/0
1. What age must a Guest be to legally consume alcoholic beverages?	5. A valid state-issued driver's license with a photograph is a valid form of ID.
a. 18	a. True
b. 20	b. False
<u></u>	
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply)
 It is our policy to check ID for every Guest who appears to be under the age of: 	Ask the Guest to see their ID b. Feel the ID for signs of tampering c. Match the face on the picture to the Guest
a. 25	d. Check the expiration date
(b.) 30	e. Ask questions of the GUest about the information on the
c. 40	ID In the goest about the information on the
d. We ID ALL Guests	f. Return the ID to the Guest
 Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph 	7. What should you do if a Guest gives you an ID that does not look like the Guest?
b. Passport (US or foreign) with photograph	a. Serve the Guest anyway
c. Active Duty US Military ID with photograph	b. Confront the Guest
d. US Immigration ID with photograph	c. Refuse to serve the Guest
e. Current University ID with photograph	d. Notify a Manager
,	e. Keep the ID and call the police
 Which options do you have for help when checking an out-of- state ID? Circle all that apply. 	8. On average, how much pure alcohol does the body burn per
a. A bartender	hour?
(b.) Your Manager	a. 1/4 oz. to 1/2 oz.
c. Government ID Booklet	b. 1/2 oz. to 3/4 oz.
d. Another Server	c. 3/4 oz. to 1 oz.
	d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server a. Foods high in protein b. Any Bartender b. Foods high in fat Any Manager c. Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False b.) Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) Slurred speech GRADING MANAGER NAME: **Drowsiness** Glassy eyes SIGNATURE: Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home Na. Their first drink c. Choice of appetizer Coffee 13. Gender and size affect the way in which a Guest may respond to alcohol. True

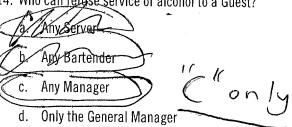
b. False

Nan	IE: DATE: 2	/ /	27/14 Score: 10576
1.	What age must a Guest be to legally consume alcoholic beverages?	5.	A valid state-issued driver's license with a photograph is a valid form of ID.
	a. 18		a. True
	b. 20	•	b. False
	c. 21		
	d. 18 with an active military ID	6.	When checking an ID you must: (Circle all that apply)
			a. Ask the Guest to see their ID
2.	It is our policy to check ID for every Guest who appears to be under the age of:	7	b. Feel the ID for signs of tampering
	a. 25		c. 'Match the face on the picture to the Guest
	b. 30		d. Check the expiration date
	c. 40		e. Ask questions of the GUest about the information on the ID
<	d. We ID ALL Guests		f. Return the ID to the Guest
3.	Which of the following forms of ID is NOT acceptable?	7.	What should you do if a Guest gives you an ID that does not look like the Guest?
	a. Valid state-issued ID card with photographb. Passport (US or foreign) with photograph		a. Serve the Guest anyway
	c. Active Duty US Military ID with photograph		ba Confront the Guest
		1	c. Refuse to serve the Guest
بيسر	d. US Immigration ID with photograph		d. Notify a Manager
	e. Current University ID with photograph		e. Keep the ID and call the police
	Which options do you have for help when checking an out-of- state ID? Circle all that apply. a. A bartender	8.	On average, how much pure alcohol does the body burn per hour?
	b. Your Manager		a. 1/4 oz. to 1/2 oz.
>	c. Government ID Booklet		b. 1/2 oz. to 3/4 oz
_	d. Another Server		c. 3/4 oz. to 1 oz.

d. Over 1 oz.

- 9. Which of the following foods help to break down the alcohol and slow the absorption rate the best?
 - a. Foods high in protein
 - b. Foods high in fat
 - c. Foods high in carbohydrates
 - d. Coffee
- 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)
 - a. Green
 - b. Yellow
 - c. Red
 - d. Black
- 11. Which of the following are signs of intoxication? (Circle all that may apply.)
 - a. Slurred speech
 - b. Drowsiness
 - c. Glassy eyes
 - d. Loss of coordination
 - e. Impaired judgement
- 12. What do we provide free of charge for any Guest who needs it?
 - a. A cab ride home
 - b. Their first drink
 - c. Choice of appetizer
 - d. Coffee
- 13. Gender and size affect the way in which a Guest may respond to alcohol.
- a. True
 - b. False

14. Who can refuse service of alcohol to a Guest?



- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
 - a. True
 - (b.) False
- 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.
 - a. True



GRADING MANAGER NAME:

SIGNATURE:

Once the Team Member has passed this test with a score of 100%, enter the following certification number into UltiPro for tracking, then place this test in the Team Members file folder:

834916









race

- 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages?
 - a. 18
 - b. 20

- d. 18 with an active military ID
- 2. It is our policy to check ID for every Guest who appears to be under the age of:
 - a. 25

30

- C. 40
- We ID ALL Guests
- 3. Which of the following forms of ID is NOT acceptable?
 - a. Valid state-issued ID card with photograph
 - b. Passport (US or foreign) with photograph
 - c. Active Duty US Military ID with photograph
- US Immigration ID with photograph Current University ID with photograph
- Which options do you have for help when checking an out-ofstate ID? Circle all that apply.
 - a. A bartender
 - Your Manager
 - Government ID Booklet
 - d. Another Server

- valid form of ID.
 - True
 - b. False
- 6. When checking an ID you must: (Circle all that apply)
 - Ask the Guest to see their ID
 - Feel the ID for signs of tampering

Match the face on the picture to the Guest

- Check the expiration date
- Ask questions of the GUest about the information on the ID
- Return the ID to the Guest
- What should you do if a Guest gives you an ID that does not look like the Guest?
 - a. Serve the Guest anyway
 - Confront the Guest
 - Refuse to serve the Guest
- Notify a Manager
 - Keep the ID and call the police
- 8. On average, how much pure alcohol does the body burn per hour?
 - a. 1/4 oz. to 1/2 oz.
- 1/2 oz. to 3/4 oz.
 - c. 3/4 oz. to 1 oz.
 - d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server a. Foods high in protein b. Any Bartender b. Foods high in fat Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) Slurred speech GRADING MANAGER NAME: Drowsiness Glassy eyes SIGNATURE: Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home b. Their first drink Choice of appetizer d. Coffee 13. Gender and size affect the way in which a Guest may respond to alcohol. True b. False

Name:	Heidi	Rickert	DATE: 2/27	114	Score:	100%	
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- 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages?
 - a. 18
 - b. 20

 - d. 18 with an active military ID
- 2. It is our policy to check ID for every Guest who appears to be under the age of:
 - a. 25
 - 30 b.
 - 40 C.
 - We ID ALL Guests
- Which of the following forms of ID is NOT acceptable?
 - a. Valid state-issued ID card with photograph
 - Passport (US or foreign) with photograph
 - Active Duty US Military ID with photograph
 - US Immigration ID with photograph
 - Current University ID with photograph
- 4. Which options do you have for help when checking an out-ofstate ID? Circle all that apply.
 - a. A bartender
 - Your Manager
 - Government ID Booklet
 - **Another Server**

- valid form of ID.
 - True
 - b. False
- 6. When checking an ID you must: (Circle all that apply)
 - Ask the Guest to see their ID
 - Feel the ID for signs of tampering
 - Match the face on the picture to the Guest
 - Check the expiration date
 - Ask questions of the GUest about the information on the ID
 - Return the ID to the Guest
- 7. What should you do if a Guest gives you an ID that does not look like the Guest?
 - Serve the Guest anyway
 - Confront the Guest
 - Refuse to serve the Guest
 - Notify a Manager
 - Keep the ID and call the police
- On average, how much pure alcohol does the body burn per hour?
 - a. 1/4 oz. to 1/2 oz.
 - 1/2 oz. to 3/4 oz.
 - 3/4 oz. to 1 oz.
 - d. Over 1 oz.

a. Any Server b. Foods high in protein b. Foods high in fat c. Foods high in carbohydrates d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as I as they are not driving. a. Green (b) Yellow 15. It is okay to serve alcohol to a Guest who is intoxicated as I as they are not driving. a. True (c) Any Manager d. Only the General Manager a. Any Server b. Any Bartender c. Any Manager d. Only the General Manager as they are not driving. a. True (c) False	
b. Foods high in fat c. Foods high in carbohydrates d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as I as they are not driving. a. Green b. Any Manager d. Only the General Manager 15. It is okay to serve alcohol to a Guest who is intoxicated as I as they are not driving. a. True b. False	
 c. Foods high in carbohydrates d. Only the General Manager d. Only the General Manager 15. It is okay to serve alcohol to a Guest who is intoxicated as I as they are not driving. a. Green b. False 	
d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as I as they are not driving. a. Green b. False	
10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.) a. Green b. False	
	long
(c) Red 16. A Guest showing visible signs of intoxication should	l be
d. Black allowed to drive after they have eaten. a. True	
11. Which of the following are signs of intoxication? (Circle all b.) False that may apply.)	
(a) Slurred speech	
(b) Drowsiness Grading Manager Name: Wista Veller	
Glassy eyes Signature: VOON	
Consideration Constitution	
Once the Team Member has passed this test with a score of 100 enter the following certification number into UltiPro for tracks then place this test in the Team Members file folder:	
12. What do we provide free of charge for any Guest who needs it? 834916	
(a) A cab ride home	
b. Their first drink	
c. Choice of appetizer	
d. Coffee	
13. Gender and size affect the way in which a Guest may respond to alcohol.	
(a.) True JOE'S //lacaro	ni
b. False Confidential & Proprietary© Ignite Restaurant Group February 2014	9

1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages? valid form of ID. a. 18 True b. 20 b. False When checking an ID you must: (Circle all that apply) d. 18 with an active military ID a. Ask the Guest to see their ID 2. It is our policy to check ID for every Guest who appears to be Feel the ID for signs of tampering under the age of: Match the face on the picture to the Guest a. 25 Check the expiration date b. 30 Ask questions of the GUest about the information on the 40 We ID ALL Guests Return the ID to the Guest 3. Which of the following forms of ID is NOT acceptable? What should you do if a Guest gives you an ID that does not Took like the Guest? a. Valid state-issued ID card with photograph Serve the Guest anyway b. Passport (US or foreign) with photograph Confront the Guest Active Duty US Military ID with photograph Refuse to serve the Guest d. US Immigration ID with photograph Notify a Manager Current University ID with photograph Keep the ID and call the police 4. Which options do you have for help when checking an out-ofstate ID? Circle all that apply. On average, how much pure alcohol does the body burn per hour? A bartender a. 1/4 oz. to 1/2 oz. Your Manager 1/2 oz. to 3/4 oz. C. Government ID Booklet c. 3/4 oz. to 1 oz. Another Server

d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest?

and slow the absorption rate the best? a. Any Server roods high in protein b. Any Bartender b. Foods high in fat Any Manager **B**ods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication, (Circle all that may apply.) a. True a. Green False b. Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) Slurred speech JUNING Sterreh GRADING MANAGER NAME b. Drowsiness C. Glassy eyes SIGNATURE: Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home b. Their first drink Choice of appetizer d. Coffee 13. Gender and size affect the way in which a Guest may respond to alcohol. b. False Confidential & Proprietary Ignite Restaurant Group February 2014 9

NAME: JOSH CONFER DATE: 2-	26-14 Score: 100%
 What age must a Guest be to legally consume alcoholic beverages? 	A valid state-issued driver's license with a photograph is a valid form of ID.
a. 18	a. True
b. 20	b. False
c. 21	
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply)
	a.) Ask the Guest to see their ID
2. It is our policy to check ID for every Guest who appears to be	b.) Feel the ID for signs of tampering
under the age of: a. 25	c.) Match the face on the picture to the Guest
	d) Check the expiration date
(b.)30	e. Ask questions of the GUest about the information on the
c. 40	ID
d. We ID ALL Guests	f. Return the ID to the Guest
Which of the following forms of ID is NOT acceptable?a. Valid state-issued ID card with photograph	7. What should you do if a Guest gives you an ID that does not look like the Guest?
b. Passport (US or foreign) with photograph	a. Serve the Guest anyway
c. Active Duty US Military ID with photograph	b. Confront the Guest
d. US Immigration ID with photograph	c. Refuse to serve the Guest
e. Current University ID with photograph	d. Notify a Manager
on content on versity is with photograph	e. Keep the ID and call the police
 Which options do you have for help when checking an out-of-state ID? Circle all that apply. a. A bartender 	8. On average, how much pure alcohol does the body burn per hour?
(b) Your Manager	a. 1/4 oz. to 1/2 oz.
(c.) Government ID Booklet	b 1/2 oz. to 3/4 oz.
d. Another Server	c. 3/4 oz. to 1 oz.
	d. Over 1 oz

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9

Name:	Jeremy Stanek DATE: 2/	26/14 Score: 100%
	hat age must a Guest be to legally consume alcoholic everages?	5. A valid state-issued driver's license with a photograph is a valid form of ID.
a.	18	(a.) True
b.	20	b. False
C.)21	
d.	18 with an active military ID	6. When checking an ID you must: (Circle all that apply)
		(a.) Ask the Guest to see their ID
	is our policy to check ID for every Guest who appears to be order the age of:	
a.	-	(c.) Match the face on the picture to the Guest
(b)	30	(d.) Check the expiration date
C.	40	Ask questions of the GUest about the information on the
d.	We ID ALL Guests	Return the ID to the Guest
3. WI	hich of the following forms of ID is NOT acceptable?	7. What should you do if a Guest gives you an ID that does not look like the Guest?
a.		a. Serve the Guest anyway
b.	Passport (US or foreign) with photograph	b. Confront the Guest
C.	Active Duty US Military ID with photograph	c. Refuse to serve the Guest
d.		(d.) Notify a Manager
(e.	Current University ID with photograph	e. Keep the ID and call the police
	hich options do you have for help when checking an out-of-ate ID? Circle all that apply.	8. On average, how much pure alcohol does the body burn per hour?
a.		a. 1/4 oz. to 1/2 oz.
(p)	Your Manager	(b.) 1/2 oz. to 3/4 oz.
Ć.	Government ID Booklet	c. 3/4 oz. to 1 oz.
d.	Another Server	d. Over 1 oz.

and slow the absorption rate the best? a Foods high in protein b. Foods high in fat c. Foods high in carbohydrates d. Coffee	a. Any Server b. Any Bartender c. Any Manager d. Only the General Manager
 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.) a. Green b. Yellow 	15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.a. Trueb. False
d. Black	16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.a. True
11. Which of the following are signs of intoxication? (Circle all that may apply.)	(b) False
(a) Slurred speech (b) Drowsiness	Grading Manager Name: Tony Carbone
© Glassy eyes Doss of coordination	Signature:
(e) Impaired judgement	ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:
12. What do we provide free of charge for any Guest who needs it? (a. A cab ride home	834916
b. Their first drinkc. Choice of appetizer	







d. Coffee

to alcohol.

b. False

True

13. Gender and size affect the way in which a Guest may respond

10	147. 147.		TO STATE OF THE ST
Name:	Leigh Windorski 3/1	/14	Score: Score:
	hat age must a Guest be to legally consume alcoholic everages?		A valid state-issued driver's license with a photograph is a valid form of ID.
a.	18	(1	a. True
b.	20	ŀ	b. False
C.	21		
d.	18 with an active military ID	6. V	When checking an ID you must: (Circle all that apply)
un	is our policy to check ID for every Guest who appears to be oder the age of:		Ask the Guest to see their ID Feel the ID for signs of tampering Match the face on the picture to the Guest
a. (b. c.			Check the expiration date Ask questions of the GUest about the information on the ID
d.	We ID ALL Guests	f	Return the ID to the Guest
3. Wł a.	nich of the following forms of ID is NOT acceptable? Valid state-issued ID card with photograph		What should you do if a Guest gives you an ID that does not ook like the Guest?
b.	Passport (US or foreign) with photograph	г	a. Serve the Guest anyway
C.	Active Duty US Military ID with photograph	b	o. Confront the Guest
d.		C	c. Refuse to serve the Guest
e.	Current University ID with photograph	(d	1.) Notify a Manager
	,	e	e. Keep the ID and call the police
1. Wh sta (a.	nich options do you have for help when checking an out-of- ate ID? Circle all that apply. A bartender		On average, how much pure alcohol does the body burn per nour?
(b.	Your Manager	a تر	a. 1/4 oz. to 1/2 oz.
C.	Government ID Booklet	(b	
ب d.	Another Server	С	c. 3/4 oz. to 1 oz.

d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server Foods high in protein b. Any Bartender Foods high in fat c. Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) Slurred speech GRADING MANAGER NAME: b.) Drowsiness c.) Glassy eyes SIGNATURE: d.\ Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, e. Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home b. Their first drink Choice of appetizer d. Coffee







13. Gender and size affect the way in which a Guest may respond

to alcohol.

a. True

b. False

Name: Lowron Chen Date: 21	26/2014 Score: 100%
1. What age must a Guest be to legally consume alcoholic beverages?	5. A valid state-issued driver's license with a photograph is a valid form of ID.
a. 18	a True
b. 20	b. False
(c) 21	
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply) a. Ask the Guest to see their ID
It is our policy to check ID for every Guest who appears to be under the age of:	Example 2 b. Feel the ID for signs of tampering co. Match the face on the picture to the Guest
a. 25	(d.) Check the expiration date
(b.) 30	e. Ask questions of the GUest about the information on the
c. 40	ID
d. We ID ALL Guests	f. Return the ID to the Guest
Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph	7. What should you do if a Guest gives you an ID that does not look like the Guest?
b. Passport (US or foreign) with photograph	a. Serve the Guest anyway
c. Active Duty US Military ID with photograph	Confront the Guest
d. US Immigration ID with photograph	c. Refuse to serve the Guest
e.) Current University ID with photograph	d. Notify a Manager
o. 7 Surrent Gillversity ib With photograph	e. Keep the ID and call the police
 Which options do you have for help when checking an out-of- state ID? Circle all that apply. 	8. On average, how much pure alcohol does the body burn per
a. A bartender	hour?
b Your Manager	a. 1/4 oz. to 1/2 oz.
c. Government ID Booklet	(b.) 1/2 oz. to 3/4 oz.
d. Another Server	c. 3/4 oz. to 1 oz.
	d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server Foods high in protein b. Any Bartender Foods high in fat Any Manager Foods high in carbohydrates Only the General Manager Coffee d. 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) Slurred speech genery Sand GRADING MANAGER NAME: **Drowsiness** Glassy eyes SIGNATURE: Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, Impaired judgement ENTER THE FOXLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home Their first drink Choice of appetizer

d. Coffee

to alcohol.

b. False

True

13. Gender and size affect the way in which a Guest may respond

NAME: Spile C DATE: 2/216	114 Score: 100%
 What age must a Guest be to legally consume alcoholic beverages? a. 18 b. 20 c. 21 d. 18 with an active military ID It is our policy to check ID for every Guest who appears to be under the age of: a. 25 b. 30 c. 40 	 5. A valid state-issued driver's license with a photograph is a valid form of ID. a. True b. False 6. When checking an ID you must: (Circle all that apply) a. Ask the Guest to see their ID b. Feel the ID for signs of tampering c. Match the face on the picture to the Guest d. Check the expiration date e. Ask questions of the GUest about the information on the ID
 d. We ID ALL Guests 3. Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph b. Passport (US or foreign) with photograph c. Active Duty US Military ID with photograph d. US Immigration ID with photograph e. Current University ID with photograph 	 f. Return the ID to the Guest 7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
 4. Which options do you have for help when checking an out-of-state ID? Circle all that apply. a. A bartender b. Your Manager c. Government ID Booklet d. Another Server 	 8. On average, how much pure alcohol does the body burn per hour? a. 1/4 oz. to 1/2 oz. b. 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz. d. Over 1 oz.

- 9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best?
 - Foods high in protein
 - Foods high in fat
 - Foods high in carbohydrates
 - d. Coffee
- 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)
 - a. Green
 - Yellow
 - Red
 - Black
- 11. Which of the following are signs of intoxication? (Circle all that may apply.)
 - Slurred speech
 - **Drowsiness**
 - Glassy eyes
 - Loss of coordination
 - Impaired judgement
- 12. What do we provide free of charge for any Guest who needs it?
 - A cab ride home
 - b. Their first drink
 - Choice of appetizer
 - Coffee
- 13. Gender and size affect the way in which a Guest may respond to alcohol.
 - True
 - b. False

- - Any Server
 - b. Any Bartender
 - Any Manager
 - Only the General Manager
- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
 - a. True
 - False
- 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.
 - a. True
 - False

GRADING MANAGER NAME: Krista Lel

SIGNATURE:

ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:









NAME: Kachel Anderson DATE: \$6 26, 201 Score: 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages? valid form of ID. a. 18 a.) True b. 20 b. False 21 6. When checking an ID you must: (Circle all that apply) d. 18 with an active military ID Ask the Guest to see their ID 2. It is our policy to check ID for every Guest who appears to be (b) Feel the ID for signs of tampering under the age of: Match the face on the picture to the Guest a. 25 Check the expiration date 30 Ask questions of the GUest about the information on the 40 ID d. We ID ALL Guests Return the ID to the Guest Which of the following forms of ID is NOT acceptable? 7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Valid state-issued ID card with photograph Serve the Guest anyway Passport (US or foreign) with photograph Confront the Guest Active Duty US Military ID with photograph Refuse to serve the Guest d. US Immigration ID with photograph Notify a Manager Current University ID with photograph Keep the ID and call the police 4. Which options do you have for help when checking an out-ofstate ID? Circle all that apply. On average, how much pure alcohol does the body burn per hour? a. A bartender a. 1/4 oz. to 1/2 oz. Your Manager (b) 1/2 oz. to 3/4 oz. Government ID Booklet c. 3/4 oz. to 1 oz. d. Another Server

d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server Foods high in protein b. Any Bartender b. Foods high in fat Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. Black a. True 11. Which of the following are signs of intoxication? (Circle all that may apply.) a.) Slurred speech GRADING MANAGER NAME: Drowsiness Glassy eyes SIGNATURE: (d.) Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, (e.) Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 (a.) A cab ride home b. Their first drink







d. Coffee

to alcohol.

Choice of appetizer

13. Gender and size affect the way in which a Guest may respond

NAME: SIMON KINSLER DATE: 21	26/2014 Score: 100%
 What age must a Guest be to legally consume alcoholic beverages? 	 A valid state-issued driver's license with a photograph is a valid form of ID.
a. 18	(a) True
b. 20	b. False
(c. 21	
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply)
	a.) Ask the Guest to see their ID
2. It is our policy to check ID for every Guest who appears to be	b.) Feel the ID for signs of tampering
under the age of:	c. Match the face on the picture to the Guest
a. 25	d. Check the expiration date
(b.) 30	e.) Ask questions of the GUest about the information on the
c. 40	✓ ID
d. We ID ALL Guests	f. Return the ID to the Guest
Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph	7. What should you do if a Guest gives you an ID that does not look like the Guest?
b. Passport (US or foreign) with photograph	a. Serve the Guest anyway
c. Active Duty US Military ID with photograph	b. Confront the Guest
d. US Immigration ID with photograph	c. Refuse to serve the Guest
e. Current University ID with photograph	d. Notify a Manager
out out officers ty in with photograph	e. Keep the ID and call the police
4. Which options do you have for help when checking an out-of-state ID? Circle all that apply.a. A bartender	On average, how much pure alcohol does the body burn per hour?
(b.) Your Manager	a. 1/4 oz. to 1/2 oz.
c.) Government ID Booklet	(b.) 1/2 oz. to 3/4 oz.
d. Another Server	c. 3/4 oz. to 1 oz.
49 (40.00000000000000000000000000000000000	d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server Foods high in protein b. Any Bartender Foods high in fat Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) Slurred speech GRADING MANAGER NAME: (b). Drowsiness (c) Glassy eyes SIGNATURE: d.) Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%. (e.) Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home b. Their first drink Choice of appetizer d. Coffee







13. Gender and size affect the way in which a Guest may respond

to alcohol.

b. False

Nam	E: Tim DA	NTE: <u>2</u> -	-27.14 Score: 100%
1.	What age must a Guest be to legally cons beverages? a. 18	ume alcoholic	5. A valid state-issued driver's license with a photograph is a valid form of ID. (a.) True
(b. 20 c. 21 d. 18 with an active military ID		b. False6. When checking an ID you must: (Circle all that apply)a.) Ask the Guest to see their ID
	It is our policy to check ID for every Guest who under the age of: a. 25 b. 30 c. 40 d. We ID ALL Quests	appears to be	Feel the ID for signs of tampering C. Match the face on the picture to the Guest d. Check the expiration date e. Ask questions of the GUest about the information on the ID f. Return the ID to the Guest
(Which of the following forms of ID is NOT accepta. Valid state-issued ID card with photograph b. Passport (US or foreign) with photograph c. Active Duty US Military ID with photograph d. US Immigration ID with photograph e. Current University ID with photograph	1	 7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
4.	Which options do you have for help when check state ID? Circle all that apply. a. A bartender b. Your Manager c. Government ID Booklet d. Another Server	ing an out-of-	8. On average, how much pure alcohol does the body burn per hour? a. 1/4 oz. to 1/2 oz. b. 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz. d. Over 1 oz.

- 9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best?
 - Foods high in protein
 - b. Foods high in fat
 - Foods high in carbohydrates
 - d. Coffee
- 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)
 - a. Green
 - Yellow Red
 - d. Black
- 11. Which of the following are signs of intoxication? (Circle all that may apply.)
 - /Slurred speech
 - 15. \ Drowsiness
 - Glassy eyes
 - Loss of coordination
 - Impaired judgement
- 12. What do we provide free of charge for any Guest who needs it?
 - A cab ride home
 - Their first drink
 - Choice of appetizer
 - d. Coffee
- 13. Gender and size affect the way in which a Guest may respond to alcohol.

b. False

- - a. Any Server
 - b. Any Bartender
 - ∕Any Manager
 - d. Only the General Manager
- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
 - a. True
- ₱alse
- 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.
 - a. True

GRADING MANAGER NAME:

SIGNATURE:

ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:









NAME: TOVI DATE: 2-3	27-14 Score: 10076
 What age must a Guest be to legally consume alcohol beverages? 	lic 5. A valid state-issued driver's license with a photograph is a valid form of ID.
a. 18	a True
b. 20	b. False
(c.) 21	
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply)
	a. Ask the Guest to see their ID
2. It is our policy to check ID for every Guest who appears to	be b. Feel the ID for signs of tampering
under the age of:	c. Match the face on the picture to the Guest
a. 25	d.) Check the expiration date
b. 30	(e.) Ask questions of the GUest about the information on the
c. 40	O ID
We ID ALL Guests	f. Return the ID to the Guest
3. Which of the following forms of ID is NOT acceptable?	7. What should you do if a Guest gives you an ID that does not look like the Guest?
a. Valid state-issued ID card with photograph	a. Serve the Guest anyway
b. Passport (US or foreign) with photograph	
c. Active Duty US Military ID with photograph	b. Confront the Guest
d. US Immigration ID with photograph	c. Refuse to serve the Guest
e. Current University ID with photograph	d. Notify a Manager
	e. Keep the ID and call the police
 Which options do you have for help when checking an out-of state ID? Circle all that apply. 	8. On average, how much pure alcohol does the body burn per
a. A bartender	hour?
(b. Your Manager	a. 1/4 oz. to 1/2 oz.
C.) Government ID Booklet	(b.) 1/2 oz. to 3/4 oz.
d. Another Server	c. 3/4 oz. to 1 oz.
	d Over 1 oz

- 9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best?
 - a.\ Foods high in protein
 - Foods high in fat
 - Foods high in carbohydrates
 - d. Coffee
- 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)
 - a. Green
 - (b.)Yellow
 - Red
 - d. Black
- 11. Which of the following are signs of intoxication? (Circle all that may apply.)
 - Slurred speech
 - b. Drowsiness
 - Glassy eyes
 - (d.)Loss of coordination
 - e.) Impaired judgement
- 12. What do we provide free of charge for any Guest who needs it?
 - A cab ride home
 - b. Their first drink
 - Choice of appetizer
 - Coffee d.
- 13. Gender and size affect the way in which a Guest may respond to alcohol.
 - True a.
 - b. False

- - a. Any Server
 - b. Any Bartender
 - Any Manager
 - Only the General Manager
- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.



- False
- 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.
 - a. True
- False

GRADING MANAGER, NAME:

SIGNATURE: 0

ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:









- beverages?
 - a. 18
 - b. 20

- d. 18 with an active military ID
- 2. It is our policy to check ID for every Guest who appears to be under the age of:
 - a. 25

- 40 C.
- We ID ALL Guests
- Which of the following forms of ID is NOT acceptable?
 - Valid state-issued ID card with photograph
 - Passport (US or foreign) with photograph
 - Active Duty US Military ID with photograph
 - US Immigration ID with photograph
 - Current University ID with photograph
- 4. Which options do you have for help when checking an out-ofstate ID? Circle all that apply.
 - a. A bartender
 - Your Manager
 - Government ID Booklet
 - Another Server

- 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a valid form of ID.
 - True
 - b. False
 - 6. When checking an ID you must: (Circle all that apply)
 - Ask the Guest to see their ID
 - Feel the ID for signs of tampering
 - Match the face on the picture to the Guest
 - Check the expiration date
 - Ask questions of the GUest about the information on the ID
 - Return the ID to the Guest
 - 7. What should you do if a Guest gives you an ID that does not look like the Guest?
 - Serve the Guest anyway
 - Confront the Guest
 - Refuse to serve the Guest
 - Notify a Manager
 - e. Keep the ID and call the police
 - On average, how much pure alcohol does the body burn per hour?
 - a. 1/4 oz. to 1/2 oz.
 - 1/2 oz. to 3/4 oz.
 - 3/4 oz. to 1 oz.
 - Over 1 oz.

9. Which of the following foods help to break down the alcohol and slow the absorption rate the best?	
(a.) Foods high in protein	a. Any Server
b. Foods high in fat	b. Any Bartender
c. Foods high in carbohydrates	Cc.)Any Manager
d. Coffee	d. Only the General Manager
10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)a. GreenYellow	15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.a. Trueb. False
d. Black	16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.
11. Which of the following are signs of intoxication? (Circle all that may apply.)	a. True b. False
Slurred speech Drowsiness	GRADING MANAGER NAME: SAN BANCON
Glassy eyes Loss of coordination	Signature:
(e.) Impaired judgement	Once the Team Member has passed this test with a score of 100%, enter the following certification number into UltiPro for tracking, then place this test in the Team Members file folder:
12. What do we provide free of charge for any Guest who needs it? (a. A cab ride home	834916
b. Their first drink	
c. Choice of appetizer	(IGNITE)
d. Coffee	THE THE DESCRIPTION OF THE PERSON OF THE PER
 Gender and size affect the way in which a Guest may respond to alcohol. True 	JOE'S Macaroni
b. False	TAVERN+TAP CRAB SHACK GRILL
Confidential & Proprietary© Ignite	Restaurant Group February 2014

Nam	DATE:	Score:
1.	What age must a Guest be to legally consume alcoholic beverages?	5. A valid state-issued driver's license with a photograph is a valid form of ID.
	a. 18	a. True
1	b. 20 c. 21	b. False
	d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply) a. Ask the Guest to see their ID
2.	It is our policy to check ID for every Guest who appears to be	b. Feel the ID for signs of tampering
	under the age of:	c. Match the face on the picture to the Guest
dv	a. 25	d. Check the expiration date
M. David S. Lorange	b. 30 c. 40	e. Ask questions of the GUest about the information on the ID
	d. We ID ALL Guests	f. Return the ID to the Guest
3.	Which of the following forms of ID is NOT acceptable?	7. What should you do if a Guest gives you an ID that does not look like the Guest?
	a. Valid state-issued ID card with photograph	a. Serve the Guest anyway
	b. Passport (US or foreign) with photograph	b. Confront the Guest
	c. Active Duty US Military ID with photograph	c. Refuse to serve the Guest
	d. US Immigration ID with photograph	d. Notify a Manager
To the second	e. Current University ID with photograph	e. Keep the ID and call the police
4.	Which options do you have for help when checking an out-of-state ID? Circle all that apply.	8. On average, how much pure alcohol does the body burn per
	a. A bartender	hour?
7	b. Your Manager	a. 1/4 oz. to 1/2 oz.
a di	c. Government ID Booklet	b. 1/2 oz. to 3/4 oz.
	d. Another Server	c. 3/4 oz. to 1 oz.

- 9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best?
 - Foods high in protein
 - b. Foods high in fat
 - Foods high in carbohydrates
 - d. Coffee
- 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)
 - a. Green
 - Yellow
 - Red
 - d. Black
- 11. Which of the following are signs of intoxication? (Circle all that may apply.)
 - a. Slurred speech
 - b. Drowsiness
 - Glassy eyes
 - d. Loss of coordination
 - e. Impaired judgement
- 12. What do we provide free of charge for any Guest who needs it?
 - a. A cab ride home
 - b. Their first drink
 - Choice of appetizer
 - d. Coffee
- 13. Gender and size affect the way in which a Guest may respond to alcohol.
 - a. True
 - b. False

- - a. Any Server
 - b. Any Bartender
 - Any Manager
 - d. Only the General Manager
- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
 - a. True
 - False
- 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.
 - a. True
 - b. False

GRADING MANAGER NAME:

SIGNATURE:

Once the Team Member has passed this test with a score of 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:









Name:	Variety Date:	Score:
	nat age must a Guest be to legally consume alcoholic verages?	5. A valid state-issued driver's license with a photograph is a valid form of ID.
a.	18	a.) True
b.	20	b. False
(0)	21	
d.	18 with an active military ID	6. When checking an ID you must: (Circle all that apply)(a.) Ask the Guest to see their ID
	is our policy to check ID for every Guest who appears to be der the age of:	Feel the ID for signs of tampering Match the face on the picture to the Guest
a.	25	d.) Check the expiration date
(b.) c.	40	e. Ask questions of the GUest about the information on the ID
d.	We ID ALL Guests	f. Return the ID to the Guest
3. Wh a.	valid state-issued ID card with photograph	7. What should you do if a Guest gives you an ID that does not look like the Guest?
b.	Passport (US or foreign) with photograph	a. Serve the Guest anyway
C.	Active Duty US Military ID with photograph	b. Confront the Guest
d.	US Immigration ID with photograph	c. Refuse to serve the Guest
(e.		d. Notify a Manager
	, p (1.44)	e. Keep the ID and call the police
sta	ich options do you have for help when checking an out-of- ite ID? Circle all that apply.	8. On average, how much pure alcohol does the body burn per hour?
a.	A bartender	a. 1/4 oz. to 1/2 oz.
(b)	Your Manager	(b.) 1/2 oz. to 3/4 oz.
C.	Government ID Booklet	c. 3/4 oz. to 1 oz.
d.	Another Server	d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server (a.) Foods high in protein b. Any Bartender Foods high in fat c.) Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green False (b.) Yellow (C.) Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all False that may apply.) (a.) Slurred speech GRADING MANAGER NAME: (b.) Drowsiness C.) Glassy eyes SIGNATURE: (d) Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, e. Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it?

834916









13. Gender and size affect the way in which a Guest may respond to alcohol.

- (a.) True
 - b. False

d. Coffee

A cab ride home

Their first drink

Choice of appetizer

NAME: . 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages? پرalid form of ID. a. 18 True 20 b. b. False 21 6. When checking an ID you must: (Circle all that apply) 18 with an active military ID Ask the Guest to see their ID 2. It is our policy to check ID for every Guest who appears to be b.) Feel the ID for signs of tampering under the age of: Match the face on the picture to the Guest a. 25 Check the expiration date 30 Ask questions of the GUest about the information on the 40 ID c. We ID ALL Guests Return the ID to the Guest Which of the following forms of ID is NOT acceptable? 7. What should you do if a Guest gives you an ID that does not look like the Guest? Valid state-issued ID card with photograph Serve the Guest anyway Passport (US or foreign) with photograph Confront the Guest Active Duty US Military ID with photograph Refuse to serve the Guest d. US Immigration ID with photograph Notify a Manager urrent University ID with photograph Keep the ID and call the police Which options do you have for help when checking an out-ofstate ID? Circle all that apply. 8. On average, how much pure alcohol does the body burn per hour? a. A bartender a. 1/4 oz. to 1/2 oz. Your Manager 1/2 oz. to 3/4 oz. Government ID Booklet 3/4 oz. to 1 oz. d. Another Server

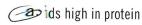
d. Over 1 oz.

 9. Which of the following foods help to break down the alcohol and slow the absorption rate the best? a Foods high in protein b. Foods high in fat c. Foods high in carbohydrates d. Coffee 	 14. Who can refuse service of alcohol to a Guest? a. Any Server b. Any Bartender c. Any Manager d. Only the General Manager
 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.) a. Green b. Yellow c. Red 	 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving. a. True b False 16. A Guest showing visible signs of intoxication should be
d. Black 11. Which of the following are signs of intoxication? (Circle all that may apply.) Slurred speech	allowed to drive after they have eaten. a. True b. False
b. Drowsiness Glassy eyes d. Loss of coordination e. Impaired judgement	GRADING MANAGER NAME: SIGNATURE: ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING,
12. What do we provide free of charge for any Guest who needs it? a. A cab ride home b. Their first drink c. Choice of appetizer d. Coffee	THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 834916
13. Gender and size affect the way in which a Guest may respond to alcohol.a. Trueb. False	JOE'S Macaroni TAVERN+TAP CRAB SHACK

Confidential & Proprietary© Ignite Restaurant Group February 2014

NAME: JESSA DATE: 2/0	Score: 100/0
 What age must a Guest be to legally consume alcoholic beverages? a. 18 b. 20 c. 21 	 5. A valid state-issued driver's license with a photograph is a valid form of ID. a. True b. False
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply) a. Ask the Guest to see their ID
 2. It is our policy to check ID for every Guest who appears to be under the age of: a. 25 b 30 c. 40 d. We ID ALL Guests 	Feel the ID for signs of tampering Match the face on the picture to the Guest Check the expiration date Ask questions of the GUest about the information on the ID f. Return the ID to the Guest
 3. Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph b. Passport (US or foreign) with photograph c. Active Duty US Military ID with photograph d. US Immigration ID with photograph e. Current University ID with photograph 	7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
 4. Which options do you have for help when checking an out-of-state ID? Circle all that apply. a. A bartender b. Your Manager c. Government ID Booklet d. Another Server 	 8. On average, how much pure alcohol does the body burn per hour? a. 1/4 oz. to 1/2 oz. b. 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz. d. Over 1 oz.

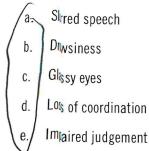
Whif the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and the absorption rate the best?



- b. ids high in fat
- C. Ids high in carbohydrates
- d. Ifee
- 10. You fuld inform a Manager when a Guest gets to which levelintoxication. (Circle all that may apply.)
 - a. len



- d. Bick
- that my apply.)



- 12. What d_0 we provide free of charge for any Guest who needs it?
 - A cab ride home
 - Their first drink
 - Choice of appetizer
 - d. Coffee
- 13. Gender and size affect the way in which a Guest may respond to alcohol.



b. False

- - a. Any Server
 - b. Any Bartender



- d. Only the General Manager
- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
 - a. True
 - False
- 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.



True

False

Grading Manager Name	

SIGNATURE:

Once the Team Member has passed this test with a score of 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOIDER:



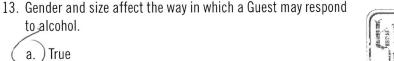






NAME: Shantel DATE: 2-2	(0-/\$- Score:
 1. What age must a Guest be to legally consume alcoholic beverages? a. 18 b. 20 c.) 21 	 5. A valid state-issued driver's license with a photograph is a valid form of ID. a. True b. False
d. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply) (a) Ask the Guest to see their ID
 2. It is our policy to check ID for every Guest who appears to be under the age of: a. 25 b. 30 c. 40 d. We ID ALL Guests 	b. Feel the ID for signs of tampering c. Match the face on the picture to the Guest d. Check the expiration date e. Ask questions of the GUest about the information on the ID f. Return the ID to the Guest
 3. Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph b. Passport (US or foreign) with photograph c. Active Duty US Military ID with photograph d. US Immigration ID with photograph e. Current University ID with photograph 	 7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
 4. Which options do you have for help when checking an out-of-state ID? Circle all that apply. a. A bartender b. Your Manager c. Government ID Booklet d. Another Server 	 8. On average, how much pure alcohol does the body burn per hour? a. 1/4 oz. to 1/2 oz. b. 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz. d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? Any Server a.) Foods high in protein b. Any Bartender b. Foods high in fat Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving. 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.) a. True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True False 11. Which of the following are signs of intoxication? (Circle all that may apply.) Slurred speech GRADING MANAGER NAME: _ **Drowsiness** Glassy eyes SIGNATURE: d.) Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home b. Their first drink Choice of appetizer d. Coffee



to alcohol.

b. False

True





Name	E: Samantra Date: 212	1(1	14 Score: 100°70			
	What age must a Guest be to legally consume alcoholic beverages?		A valid state-issued driver's license with a photograph i valid form of ID.	is a		
ć	a. 18	(True			
J	b. 20		b. False			
Ć	21					
(d. 18 with an active military ID	6.	When checking an ID you must: (Circle all that apply)			
		((a) Ask the Guest to see their ID			
	it is our policy to check ID for every Guest who appears to be under the age of:	Č	b) Feel the ID for signs of tampering			
	a. 25	© Match the face on the picture to the Guest				
1	ā 30	(d Check the expiration date			
ن	e. 40		e. Ask questions of the GUest about the information on ID	the		
t	We ID ALL Guests	C	Return the ID to the Guest			
	Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph		What should you do if a Guest gives you an ID that does look like the Guest?	not		
	b. Passport (US or foreign) with photograph		a. Serve the Guest anyway			
	c. Active Duty US Military ID with photograph	!	b. Confront the Guest			
	d. US Immigration ID with photograph	1	c. Refuse to serve the Guest			
<i>F</i>	Current University ID with photograph		d. Notify a Manager			
C		1	e. Keep the ID and call the police			
S	Which options do you have for help when checking an out-of-state ID? Circle all that apply. a. A bartender		On average, how much pure alcohol does the body burn hour?	per		
(I	Your Manager	;	a. 1/4 oz. to 1/2 oz.			
(d	Government ID Booklet		b. 1/2 oz. to 3/4 oz.			
_	d. Another Server	(c. 3/4 oz. to 1 oz.			

d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server a.)Foods high in protein b. Any Bartender b. Foods high in fat c. Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) a. True a. Green b. False b. Yellow c.) Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. d. Black a. True 11. Which of the following are signs of intoxication? (Circle all (b.) False that may apply.) (a.) Slurred speech GRADING MANAGER NAME: (b.) Drowsiness (c.) Glassy eyes SIGNATURE: d) Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, e. Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 a.) A cab ride home b. Their first drink Choice of appetizer d. Coffee







13. Gender and size affect the way in which a Guest may respond

to alcohol.

a.) True

b. False

Name	: PEACY DATE:	Score: 15076
	What age must a Guest be to legally consume alcoholic everages?	5. A valid state-issued driver's license with a photograph is a valid form of ID.
а	. 18	a: True
b	. 20	b. False
(C	.))21	
d	. 18 with an active military ID	6. When checking an ID you must: (Circle all that apply)
		a.) Ask the Guest to see their ID
	is our policy to check ID for every Guest who appears to be nder the age of:	Feel the ID for signs of tampering
a	25	Match the face on the picture to the Guest
(b		d. Check the expiration date
C	10	Ask questions of the GUest about the information on the ID
d		f. Return the ID to the Guest
3. W	/hich of the following forms of ID is NOT acceptable? . Valid state-issued ID card with photograph	7. What should you do if a Guest gives you an ID that does not look like the Guest?
b		a. Serve the Guest anyway
С		b. Confront the Guest
d		c. Refuse to serve the Guest
(e	2)	d. Notify a Manager
(outfold officersity to with photograph	e. Keep the ID and call the police
	hich options do you have for help when checking an out-of-tate ID? Circle all that apply.	8. On average, how much pure alcohol does the body burn per
а	. A bartender	hour?
(b	.) Your Manager	a. 1/4 oz. to 1/2 oz.
(C.	Government ID Booklet	(b.) 1/2 oz. to 3/4 oz.
d	. Another Server	c. 3/4 oz. to 1 oz.
		d. Over 1 oz.

 9. Which of the following foods help to break down the alcohol and slow the absorption rate the best? a. Foods high in protein b. Foods high in fat c. Foods high in carbohydrates d. Coffee 	 a. Any Server b. Any Bartender c. Any Manager d. Only the General Manager 15. It is okay to serve alcohol to a Guest who is intoxicated as long
 You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.) a. Green 	as they are not driving. a. True
b. Yellow	(b.) False
c. Red d. Black	16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.a. True
11. Which of the following are signs of intoxication? (Circle all that may apply.)	b. False
a. Slurred speech b. Drowsiness	Grading Manager Name:
Glassy eyes d. Loss of coordination	Signature:
e Impaired judgement	Once the Team Member has passed this test with a score of 100%, enter the following certification number into UltiPro for tracking, then place this test in the Team Members file folder:
12. What do we provide free of charge for any Guest who needs it? (a.) A cab ride home	834916
b. Their first drinkc. Choice of appetizerd. Coffee	IGNITE
13. Gender and size affect the way in which a Guest may respond to alcohol.	

(a) True

b. False

機構	AND THE PERSON OF THE PERSON O	戵	
Name:		<u>3</u>	14 Score: 100%
	hat age must a Guest be to legally consume alcoholic everages?	5.	i. A valid state-issued driver's license with a photograph is a valid form of ID.
	20 21 18 with an active military ID is our policy to check ID for every Guest who appears to be der the age of:	6.	a. True b. False When checking an ID you must: (Circle all that apply) a. Ask the Guest to see their ID b. Feel the ID for signs of tampering c. Match the face on the picture to the Guest d. Check the expiration date e. Ask questions of the GUest about the information on the ID f. Return the ID to the Guest
3. WI a. b. c. d.	valid state-issued ID card with photograph Passport (US or foreign) with photograph Active Duty US Military ID with photograph US Immigration ID with photograph Current University ID with photograph	7.	 What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
	nich options do you have for help when checking an out-of- ate ID? Circle all that apply. A bartender Your Manager Government ID Booklet	8.	On average, how much pure alcohol does the body burn per hour? a. 1/4 oz. to 1/2 oz. b) 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz.
d.	Another Server		U. JIT UL. LU 1 UL.

d. Over 1 oz.

 9. Which of the following foods help to break down the alcohol and slow the absorption rate the best? a. Foods high in protein b. Foods high in fat c. Foods high in carbohydrates d. Coffee 	 14. Who can refuse service of alcohol to a Guest? a. Any Server b. Any Bartender c. Any Manager d. Only the General Manager
 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.) a. Green b) Yellow c) Red d. Black 11. Which of the following are signs of intoxication? (Circle all that may apply.) 	 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving. a. True b. False 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. a. True b. False
Slurred speech Drowsiness C. Glassy eyes d. Loss of coordination e Impaired judgement	GRADING MANAGER NAME: SIGNATURE: ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:
 12. What do we provide free of charge for any Guest who needs it? a. A cab ride home b. Their first drink c. Choice of appetizer d. Coffee 	834916
13. Gender and size affect the way in which a Guest may respond to alcohol. a. True b. False Confidential & Proprietary© Ignite	JOE'S Macaroni GRILL ROMANO'S GRILL RESTAURANT GROUP February 2014

Name:	Jacki Date: 5/	9/19 Score: 50%
be a. b. c. d.	20 21 18 with an active military ID is our policy to check ID for every Guest who appears to be	 5. A valid state-issued driver's license with a photograph is a valid form of ID. a. True b. False 6. When checking an ID you must: (Circle all that apply) a. Ask the Guest to see their ID b. Feel the ID for signs of tampering
a. b. c. d.	ader the age of: 25 30 40 We ID ALL Guests	c. Match the face on the picture to the Guest Check the expiration date e. Ask questions of the GUest about the information on the ID f. Return the ID to the Guest
a. b. c. d.		 7. What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
4. What start a. b. c. d.	nich options do you have for help when checking an out-of- ate ID? Circle all that apply. A bartender Your Manager Government ID Booklet Another Server	 8. On average, how much pure alcohol does the body burn per hour? a. 1/4 oz. to 1/2 oz. b. 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz. d. Over 1 oz.

· 7.5

	d slow the absorption rate the best?	a. Any Server	
(a.)	Foods high in protein	b. Any Bartender	
b.	Foods high in fat	C. Any Manager	
C.	Foods high in carbohydrates	d. Only the General Manager	
d.	Coffee		
	u should inform a Manager when a Guest gets to which rel of intoxication. (Circle all that may apply.) Green Yellow Red Black	 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving. a. True b. False 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. a. True 	
	nich of the following are signs of intoxication? (Circle all at may apply.) Slurred speech	b.) False	
(b.)	Drowsiness	Grading Manager Name:	
C.	Glassy eyes	Signature:	
e.	Loss of coordination Impaired judgement	ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:	
12. Wh	at do we provide free of charge for any Guest who needs it?	834916	
(a.)	A cab ride home	001010	
b.	Their first drink		
C.	Choice of appetizer	IGNITE	
d.	Coffee	MESTAL MANAFF GARCUA	
13 Ge	nder and size affect the way in which a Guest may respond	\sim	

to alcohol.

b. False

True

Nan	ne: Ben Winkler Date:		Score:
1.	What age must a Guest be to legally consume alcoholic beverages?	5.	A valid state-issued driver's license with a photograph is a valid form of ID.
	a. 18 b. 20 c. 21		b. False
	d. 18 with an active military ID	6.	When checking an ID you must: (Circle all that apply) a. Ask the Guest to see their ID
2.	It is our policy to check ID for every Guest who appears to be under the age of: a. 25 b. 30 c. 40 d. We ID ALL Guests		 b. Feel the ID for signs of tampering c. Match the face on the picture to the Guest d. Check the expiration date e. Ask questions of the GUest about the information on the ID f. Return the ID to the Guest
3.	Which of the following forms of ID is NOT acceptable? a. Valid state-issued ID card with photograph b. Passport (US or foreign) with photograph c. Active Duty US Military ID with photograph d. US Immigration ID with photograph e. Current University ID with photograph	7.	What should you do if a Guest gives you an ID that does not look like the Guest? a. Serve the Guest anyway b. Confront the Guest c. Refuse to serve the Guest d. Notify a Manager e. Keep the ID and call the police
4.	Which options do you have for help when checking an out-of-state ID? Circle all that apply. a. A bartender b. Your Manager c. Government ID Booklet d. Another Server	8.	On average, how much pure alcohol does the body burn per hour? a. 1/4 oz. to 1/2 oz. b. 1/2 oz. to 3/4 oz. c. 3/4 oz. to 1 oz. d. Over 1 oz.

- Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best?
 - a. Foods high in protein
 - b. Foods high in fat
 - Foods high in carbohydrates
 - d. Coffee
- 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)
 - a. Green

Yellow

Red

d. Black

- 11. Which of the following are signs of intoxication? (Circle all that may apply.)
 - Slurred speech
 - **Drowsiness**
 - c. Glassy-eyes
 - d. Loss of coordination
 - Impaired judgement
- 12. What do we provide free of charge for any Guest who needs it?
 - a. A cab ride home
 - b. Their first drink
 - Choice of appetizer
 - d. Coffee
- 13. Gender and size affect the way in which a Guest may respond to alcohol.

True

b. False

Any Server

Any Manager

d. Only the General Manager

- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
 - True

False

16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.

a. True

GRADING MANAGER NAME:

SIGNATURE:

ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:









NAME: Drew Sanmrow DATE:



SCORE

- 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages?
 - a. 18
 - b. 20
 - 21
 - d. 18 with an active military ID
- 2. It is our policy to check ID for every Guest who appears to be under the age of:
 - a. 25
 - 30 b.
 - 40 C.
 - d. We ID ALL Guests
- Which of the following forms of ID is NOT acceptable?
 - a. Valid state-issued ID card with photograph
 - Passport (US or foreign) with photograph
 - Active Duty US Military ID with photograph
 - US Immigration ID with photograph
 - Current University ID with photograph
- 4. Which options do you have for help when checking an out-ofstate ID? Circle all that apply.
 - a. A bartender
 - Your Manager
 - Government ID Booklet
 - d. Another Server

- valid form of ID.
 - True
 - b. False
- 6. When checking an ID you must: (Circle all that apply)
 - Ask the Guest to see their ID
 - Feel the ID for signs of tampering
 - Match the face on the picture to the Guest
 - d.) Check the expiration date
 - Ask questions of the GUest about the information on the ID
 - Return the ID to the Guest
- 7. What should you do if a Guest gives you an ID that does not look like the Guest?
 - Serve the Guest anyway
 - Confront the Guest
 - Refuse to serve the Guest
 - Notify a Manager
 - Keep the ID and call the police
- On average, how much pure alcohol does the body burn per hour?
 - a. 1/4 oz. to 1/2 oz.
 - 1/2 oz. to 3/4 oz.
 - 3/4 oz. to 1 oz.
 - d. Over 1 oz.

9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best? a. Any Server Foods high in protein b. Any Bartender Foods high in fat) Any Manager Foods high in carbohydrates d. Only the General Manager d. Coffee 15. It is okay to serve alcohol to a Guest who is intoxicated as long 10. You should inform a Manager when a Guest gets to which as they are not driving. level of intoxication. (Circle all that may apply.) True a. Green False Yellow Red 16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten. Black a. True b.) False 11. Which of the following are signs of intoxication? (Circle all that may apply.) a.) Slurred speech GRADING MANAGER NAME: **Drowsiness** Glassy eyes SIGNATURE: Loss of coordination ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%. Impaired judgement ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING, THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER: 12. What do we provide free of charge for any Guest who needs it? 834916 A cab ride home b. Their first drink Choice of appetizer Coffee 13. Gender and size affect the way in which a Guest may respond to alcohol. True

b. False

DATE: 1. What age must a Guest be to legally consume alcoholic 5. A valid state-issued driver's license with a photograph is a beverages? valid form of ID. True a. 18 h. False 20 21 6. When checking an ID you must: (Circle all that apply) d. 18 with an active military ID Ask the Guest to see their ID Feel the ID for signs of tampering 2. It is our policy to check ID for every Guest who appears to be under the age of: c. Match the face on the picture to the Guest 25) Check the expiration date 30 Ask questions of the GUest about the information on the ID 40 C. Return the ID to the Guest d. We ID ALL Guests 7. What should you do if a Guest gives you an ID that does not 3. Which of the following forms of ID is NOT acceptable? look like the Guest? a. Valid state-issued ID card with photograph a. Serve the Guest anyway b. Passport (US or foreign) with photograph Confront the Guest Active Duty US Military ID with photograph Refuse to serve the Guest US Immigration ID with photograph d. Notify a Manager Current University ID with photograph e. Keep the ID and call the police 4. Which options do you have for help when checking an out-of-8. On average, how much pure alcohol does the body burn per state ID? Circle all that apply. hour? a. A bartender a 1/4 oz. to 1/2 oz. b. Your Manager 1/2 oz. to 3/4 oz. Government ID Booklet c. 3/4 oz. to 1 oz. d. Another Server

d. Over 1 oz.

- 9. Which of the following foods help to break down the alcohol 14. Who can refuse service of alcohol to a Guest? and slow the absorption rate the best?
 - a. Foods high in protein
 - b. Foods high in fat
 - Foods high in carbohydrates
 - d. Coffee
- 10. You should inform a Manager when a Guest gets to which level of intoxication. (Circle all that may apply.)
 - a. Green Yellow

'Red

- d. Black
- 11. Which of the following are signs of intoxication? (Circle all that may apply.)
 - Slurred speech
 - Drowsiness
 - **Glassy** eyes
 - Loss of coordination
 - e. Impaired judgement
- 12. What do we provide free of charge for any Guest who needs it?
 - A cab ride home
 - б. Their first drink
 - Choice of appetizer
 - d. Coffee
- 13. Gender and size affect the way in which a Guest may respond to-alcohol.
 - True
 - False

- - a. Any Server
 - b. Any Bartender
 - c. Any Manager
 - d. Only the General Manager
- 15. It is okay to serve alcohol to a Guest who is intoxicated as long as they are not driving.
 - a. True

Balse

16. A Guest showing visible signs of intoxication should be allowed to drive after they have eaten.

True False

GRADING MANAGER NAME:

SIGNATURE:

ONCE THE TEAM MEMBER HAS PASSED THIS TEST WITH A SCORE OF 100%, ENTER THE FOLLOWING CERTIFICATION NUMBER INTO ULTIPRO FOR TRACKING. THEN PLACE THIS TEST IN THE TEAM MEMBERS FILE FOLDER:











May 22, 2014

Tony Carbone General Manager Romano's Macaroni Grill Restaurant 1595 West Hwy. 36 Roseville Minnesota 55113

Mr. Tony Carbone;

Reference Roseville PD Case File 14-011436: May 1, 2014 Romano's Macaroni Grill Restaurant Alcohol Compliance Failure

On Monday, June 9, 2014, the Roseville City Council will discuss the May 1, 2014 alcohol compliance failure at Romano's Macaroni Grill Restaurant. Staff has recommended Council impose the presumptive penalty of a \$1000.00 fine and one (1) day liquor license suspension.

A representative of your establishment may appear at the time of the council discussion to offer any information that you deem relevant as to whether the Council should deviate from the presumptive penalties set forth in the Roseville City Code. If you fail to appear at this meeting, the City Council will act without any input from your establishment.

Summary of Violation:

March 31, 2014:

All businesses with a liquor license in the City of Roseville were mailed a letter from the Roseville Police Department announcing two alcohol compliance checks will be conducted before the end of

the year.

May 1, 2014:

A Romano's Macaroni Grill Restaurant employee served an underage compliance buyer an alcoholic beverage. The Romano's Macaroni Grill Restaurant employee/server provided an underage alcohol compliance checker with a Bud Light beer. This violation was witnessed by two plain clothing police

officers. The employee server was administratively cited for the violation.

May 6, 2014:

The Romano's Macaroni Grill Restaurant server/violator paid a \$250.00 administrative fine to the City

of Roseville for violating city code.

May 21, 2014:

Romano's Macaroni Grill Restaurant management provides police with server training documentation

showing the offending server last received alcohol server training on February 26, 2014.

Roseville City Council will consider staff recommendation specific to this violation at its regular meeting scheduled for Monday, June 9, 2014. Council discussion of this violation will occur during the "Business Actions" segment of the meeting.

Finally, please be advised if another violation should occur, further penalties will be invoked. If you have any questions, you can reach me at my desk telephone number of 651-792-7211 during normal business hours.

Sincerely,

Loune Rosand Lieutenant

Cc:

Rick Mathwig – Chief of Police Patrick Trudgeon – City Manager

Roseville City Council