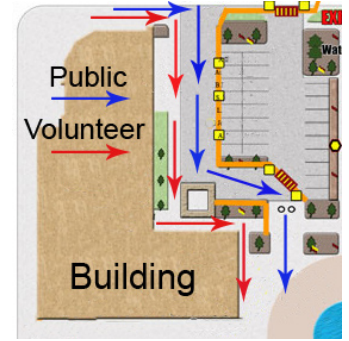


# Beer Booth - Supervised by Molly Kirby

## All Volunteers, All Shifts, All Stations

- Enter near Gate 1 on State St. (red arrows on diagram). You must be registered and enter here for free admission. No exceptions made at the main gates (blue arrows).
- Checkin at the volunteer booth to receive instruction. Wear your volunteer tag for identification.
- Maintain a clean & organized work area. Use care with all materials/equipment - we reuse.
- Before leaving train your replacement. Last shifts do not leave early unless area is completely clean, all supplies properly put away and you are released by Volunteer Coordinator at Site Tent.
- Do not leave area unattended - If you feel unneeded, check with your supervisor.
- After your shift check out at the volunteer tent to receive: Confirmation/thank you letter and Restaurant Discount Card. If working 9 hours or more you will get a tshirt. All volunteers can purchase tshirts for \$8 (regularly \$12).



**Specific Duties:** Volunteers at the beer booth check IDs, collect money and serve beer. They must be over 21 and nightclub experience is preferred. They must be trained by the supervisor to work in this area. The supervisor will keep all money in the cash box. NEVER leave beer or money unattended.

## 10:30am-1:30pm; 1:15-4:15; 4-7:15pm:

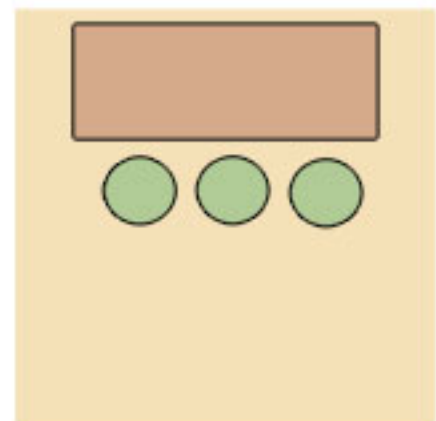
- Tape Prices, Liquor license, warning to minors and warning to pregnant women to trailer.
- Put out donation jar. The donation jar is for donations to the festival NOT tips for server.
- Tape laminated copy of Signs of Intoxication list & Cut-Off Techniques to trailer above taps & read carefully.
- DO NOT give away or discount beer. There is NO DISCOUNT for anyone. It is illegal in KY to give away alcohol.
- DO NOT allow anyone but assigned workers in beer serving area.
- During busy times or in case of foam, fill pitchers with beer & pour from them.
- Keep a rag in a bucket of water with a small amount of bleach and wipe the table regularly. Water is at the end of the sidewalk by parking lot entrance.
- DO NOT serve anyone more than one drink at a time - each person must order for themselves
- At the top of each hour, supervisor should count the cash box & place receipts in the appropriate envelope to be collected. Write the totals from beer and donations on envelope and on the sheet in cashbox, sign both.
- At 7 pm Unscrew taps and lock in trailer. Return key to Executive Director.
- Wipe & fold table & take it & chairs to building.
- Carefully remove tape from signs, put in bin.
- Put all supplies in bin & take it to Site Tent in small parking lot.
- Sweep area surrounding booth (brooms at Site Tent) & throw away all trash.

## Procedures for each sale:

- Check ID every time a drink is ordered (must be 21 or over to drink). Check for date of birth, expiration date or signs of tampering. Do not accept a torn or curled ID. Make sure the picture looks like the person. If you have any doubt ask questions or for a second ID. If you find a fake ID keep it. Serving someone under 21 is punishable by up to 1 year imprisonment and a \$500 fine.

- Talk to customers while checking IDs to see if there are any signs they have been drinking elsewhere or that they are intoxicated. YOU CAN BE HELD LIABLE if you serve a visibly intoxicated person. See Signs of Intoxication list. REMEMBER - you have the RIGHT and RESPONSIBILITY to refuse service to anyone who is: obviously intoxicated, in danger of being a drunk driver, below legal drinking age.

- Inform patrons that they can not leave the site with alcohol.



Budweiser Trailer

# Signs of Intoxication list:

To stay under the legal limit for driving, most adults can consume 1-2 glasses of beer per hour. How much is effected by the speed of intake, digestion, body weight, medications, body chemistry, tolerance and psychological factors. Signs of intoxication can be divided into several categories as follows:

- Relaxed Inhibitions
  - o Overly friendly
  - o Loud
  - o Annoying others
  - o Drinking alone
  - o Using foul language
  - o Acting big
  - o Changing from loud to quiet or vice versa
  - o Giggles for no apparent reason
- Impaired Judgement
  - o Using foul language
  - o Belligerent
  - o Changing consumption rate
  - o Arguing
  - o Careless with money
  - o Irrational statements
- Reactions Affected
  - o Slurred speech
  - o Slow or deliberate movement
  - o Decreased alertness
  - o Fluctuating pace of speech
- Loss of Coordination
  - o Unable to pick up change
  - o Can't find the mouth with glass
  - o Stumbling
  - o Bumps into things
  - o Swaying, falling
  - o Spills drink
  - o Unable to sit straight on chair or bar stool
  - o Drowsing
  - o Stands with feet wide apart for balance
  - o Leans against structure for support
- Physical Appearance
  - o Red, watery eyes
  - o Disheveled clothing
  - o Sweating
  - o Smell of alcohol
  - o Droopy eyelids
  - o Lack of eye focus
  - o Flushed Face
  - o Frequently rubs hands through face and hair.

## Cut-Off Techniques:

For many servers, it's easier to tell when someone should be cut off than to know how to do it. Here are some tips:

- Use a non-judgmental approach. Don't use words like "drunk" or "had too much."
- Don't seem to blame him or her. Say something like, "I'm sorry, but if I served you it might get in trouble," or "I don't want to see you get in trouble with the police."
- Be firm. Once you've decided to cut a patron off, he or she is cut off, period. Don't bargain. After the initial "I'm sorry..." remarks, don't get drawn into explanations, defenses, or arguments. Don't back down.
- Minimize the confrontation. Try to tell the patron privately if possible. If the patron is in a group, see if you can get somebody in the group to handle the situation for you.
- Alert a backup. Even if you feel completely comfortable about cutting somebody off, be sure the supervisor or a festival board member knows what's happening and keeps an eye on you and the situation. You never know what could happen, and you may be glad for help or even a witness later.
- Assert the law. Inform the person that state law prohibits you, from serving alcohol to them. This technique is useful because it indicates to the person that this is not a personal decision but is the law you are required to enforce.
- Maintain a proper attitude. It is the responsibility of the server to remain in control, cool, calm and professional.
- Move on to the next customer. This technique is effective because it enforces the seriousness of the server's decision not to provide alcohol to the customer who is already exhibiting signs of intoxication.
- If a customer starts yelling at you or physically hitting things you should request additional help. You could ask for help from a supervisor, or if you need to, call the police.