ISAAC’S DELI, INC ALCOHOL POLICY

It is the intention of Isaac’s Deli, Inc. to serve Alcohol safely and responsibly. The reputation of Isaac’s Deli, Inc. relies heavily on the people who deal directly with the customers, i.e., all Isaac’s Deli, Inc. employees. Employees failing to observe Isaac’s Deli, Inc’s alcohol policy are subject to discipline and/or dismissal. The following lists all policies regarding service and handling of alcohol at Isaac’s Deli, Inc.

**RAMP Certification**

The PLCB approved Responsible Alcohol Management Training (RAMP) is designed to educate employees on policies and regulations of the Pennsylvania Liquor Control Board. The training covers laws that you must follow as an employee who serves alcohol or checks ID. The RAMP program is intended to train you to be responsible, even when your clientele is not.

All Managers, Bar Tenders and Servers (hired after August 2016) are required to be RAMP certified within 6months of a transfer, promotion or hire into an Isaac’s location that serves alcohol. Isaac’s locations that add alcohol service will have the RAMP certification of existing employees coordinated with Isaac’s HR department.

# POLICY

## Minors and “Carding”

1. It is our policy to request proof of age from any customer who appears 30 years of age or younger.
2. Isaac’s Downtown, LLC will adhere to the “Pizza Hut Exception”:

* Minors are allowed to frequent Isaac’s Downtown for the purpose of eating food and without needing supervision.
* The minors must be seated in the dining area or the take out area of the establishment only. Minors are not permitted to stand, sit or walk in the bar area.
* No alcohol is to be served at the table or booth in which the minor is seated, unless they are properly accompanied by a parent, legal guardian, or under proper supervision of someone 25 years or older at the discretion of the manager.

1. Pennsylvania law requires that a person must be at least 21 years old to purchase or consume alcoholic beverages. If the law is violated, Isaac’s Deli, Inc. can receive a citation and a fine and possibly be closed down. You may also be fined or jailed.
2. We have the right to, and will, refuse service to any customer who cannot produce an acceptable ID. We will be familiar with the appearance of legal ID and may accept the following documents:

* Valid PA photo driver’s license.
* Valid PA photo identification card (issued by PENNDOT)
* Another state’s valid photo driver’s license or valid photo identification card
* Valid Armed Forces identification card with photo
* Valid passport or travel visa with photo

1. Servers should use the FEAR method of carding to check the information

F – Feel the ID for evidence of tampering

E – Examine the information such as: picture, expiration date, birth date, etc.

A – Ask questions such as: zip code, birth date, address, etc.

R – Return the ID

1. Servers should check all Out-of-State ID’s by using the Drivers’ License Booklet.
2. Servers should document anytime a patron is refused service and notify a Manager
3. Legal responsibility is always the server’s. Managers will support servers’ refusal to serve alcohol to minors.
4. Failure of an employee to follow these procedures may result in one or more of the following consequences:

* Termination of employment
* Fines exceeding $1,000 from the Pennsylvania State Police, Liquor Control Enforcement
* Criminal penalties
* Possible civil lawsuits

## Serving Alcohol Responsibly

1. Managers will support servers’ refusal to serve alcohol to visibly intoxicated patrons. Service must be stopped as soon as the FIRST sign of visible impairment is recognized and should be handled discreetly.
2. Isaac’s Deli, Inc. will use the following measures to help ensure that customers drink responsibly:

* Measured shots
* Last call no later than 15 minutes after closing.
* Customer interaction, paying attention to intoxication rate factors such as customer build, gender, behavior and speech, rate of consumption, number and strength of drinks, etc.)
* Serve no more than 3 shots to any one customer in a 1-hour time-period without manager notification
* Never serve a co-worker’s customer without first checking how much alcohol they’ve already consumed.
* Slow down service when the customer is drinking or ordering rapidly
* Offer and encourage food purchases and consumption to customers consuming alcohol, on the house if necessary.
* Offer and encourage non-alcoholic beverages and food items on the house if necessary.

1. Isaac’s Deli, Inc. will document any incident determined to be “unusual” or “unsafe” by an employee or manager. Incident documentation will be kept for at least two years. Examples of such incidents may include:

* When service is refused to an intoxicated individual
* When transportation is arranged for an intoxicated individual
* When a patron presents a questionable ID
* When the police are called
* When a guest has an accident or has taken ill.
* When drug-use is apparent or suspected
* When a guest acts in any way that is deemed socially unacceptable

1. Alcoholic beverages sold at takeout (6-packs) must be rung out by a RAMP certified Manager.
2. Failure of an employee to follow these procedures may result in one or more of the following consequences:

* Termination of employment
* Fines exceeding $1,000 from the Pennsylvania State Police, Liquor Control Enforcement
* Criminal penalties
* Possible civil lawsuits

## Serving Alcohol to Isaac’s Downtown, LLC Employees

## Isaac’s Downtown, LLC Employees are permitted to patronize Isaac’s Downtown, provided:

* Employees are at least 21 years of age.
* Employees are not in Isaac’s Downtown, LLC uniform.
* Employees are not “on the clock”.
* Employees are not on a scheduled break or patronizing immediately preceding a scheduled shift.
* Employees have left the premises after a scheduled shift and have returned as a customer.

1. Isaac’s Downtown, LLC Employees are not permitted on premises after business close unless they are on the clock.
2. Isaac’s Downtown, LLC Employee Meal Discounts (both 15% and 50%) do NOT apply to the sale of alcohol.
3. Isaac’s Downtown, LLC Employees will be treated as other customers in regards to checking ID and serving alcohol responsibly.

# Comping Alcohol

Occasionally, there will be the need to COMP alcohol. The following reasons define this necessity:

* Management wishes to provide a “drink on the house” as a goodwill gesture to regulars and community and business partners.
* A customer is not satisfied with the alcoholic drink he/she ordered.

A tron or bartender may ask for or suggest a COMP, however, only a manager may approve and perform an alcoholic beverage COMP for a customer.

Examples of situations requiring a COMP are as follows:

* Loyal customers who patronize our bar very frequently and are courteous and respectful of our workers and establishment.
* Business or community partners whose repeat business we want to encourage.
* Property management individuals who provide a service or favor to us at an inconvenience to them.
* Customer orders an alcoholic drink and we make it incorrectly, or serve spoiled product.

Alcohol COMPS will be heavily monitored by the General Manager and/or Bar Manager. Abuse of this policy may result in disciplinary action up to and including termination of employment.