

Responsible
Hospitality Group
Manual

Table of Contents

- A.Mission Statement
- B.History
- C.Members
- D.Membership Agreement
- E. Q & A Membership
- F. Suggested Involvement
- G.Over-Service Guidelines
- H.Private Party Guidelines

A. Mission: The Responsible Hospitality Group (“RHG”) is an organization of liquor licensees in the City of Boulder who work together to achieve responsible service of alcohol in licensed establishments. RHG will help educate the Boulder community at large in responsible alcohol use.

B. History: The idea of this group evolved, due to the fact that the groups that dealt with alcohol were so polarized. Encouraging each faction to assemble at one table seemed to be the most effective way to gather information in order to better address alcohol issues.

C. Members:

- La Iguana
- The Sink
- Hapa
- Dark Horse
- Sushi Zamai
- Rose Hill
- Thunderbird Burgers
- The Tea Spot
- Catacombs
- Juanita’s

D. Membership Agreement

1. We will not discount liquor of any sort on Graduation morning, as agreed upon by the founding members, in conjunction with CU.
2. We will have written training manuals at our individual establishments.
3. We will turn in the fake ID’s that we confiscate to the Boulder Police Department.
4. We will have regular staff meetings.
5. We will have written policy manuals that include a liquor policy based on Responsible Hospitality Best Practices.
6. We will attend at least eight RHG meetings per year.
7. We will have our door staff attend at least one ID seminar per year.

8. We will have all new staff trained in the Boulder Police Department L.E.S.S. within 6 months of their hire date.
9. We will adopt in our individual businesses the Best Practices documents that exist currently and any other Best Practices lists that we create in the future, as appropriate to our businesses.
10. We will have available information on alternative ways home, such as, cabs, busses, and/ or Night Riders.
11. We will participate in all programs that RHG currently advocates, such as WATCH YOUR DRINK and any other programs that the Board of Directors deems relevant.
12. We will have working relationships with the Boulder Police Department, Environmental Enforcement Office, the Boulder Liquor Authority, and the Boulder Fire Department.

E. Membership: Q & A Section

1. Financial Aspect:
 - A. How is it cash distributed? What are the needs of RGH?
 - A quorum must be gathered for each meeting when money is involved or requested.
 - B. How is it collected and when?
 - Money collected annually at the end of January.
 - C. Set up an account for cash flow.
 - Setting up a checking account for the RGH
 - D. Invoices for requests of funds
 - A written request for funds before funds are distributed.
 - E. Who pays what amount?
 - New members pay \$120.00 for year 2005
 - Previous Active Members pay \$ 60.00 for year 2005
 - (Previous members determined by attendance in 2004)
 - All members pay \$120.00 for 2006 and beyond.
2. Member requirements:
 - A. Attendance of 8 of the 11 monthly meetings.
 - B. Attendance of at least 2 sponsored events yearly.
3. Benefits:
 - A. Public acknowledgement threw published media or events.
 - B. Alcohol Education on ID's and Fake ID's.
 - C. Alcohol training and access to findings and studies.
 - D. Support of RGH in general.

4. How to reach new members:
 - A. Education package to new liquor license application for City of Boulder
(via Ann Large from RGH)
 - B. Getting list of current liquor license holders and send out a direct mail item.
- 5.** Non member's attendance:
 - A. Non members can attend but will be unable to vote or receive publicity from RGH

F. Suggested Involvement:

1. Donate portion of sales once a year to RHG's designated organization in support of responsible drinking.
2. Sponsor an event to promote responsible drinking.

G. Over-Service Guidelines:

1. Identify at- risk patrons
2. Talk to patrons at the door to see if they are intoxicated
3. Talk to patrons at the bar to see if they are intoxicated.
4. Have the patron pull out their i.d. to check their dexterity.
5. Make sure all staff members are communicating with each other to avoid potential problems
6. Communicate problem patrons with the surrounding bars
7. Have a phone list with surrounding bar phone numbers
8. Monitor the amount of time between rounds of drinks
9. Have a drink limit
10. Have "responsible" drink specials.
11. Don't serve liquor in high quantities after 10:00pm, i.e. Pitchers, buckets, etc.
12. Control how much alcohol a patron is served during a drink special. For example, don't give one person more than one drink
13. Cut people off
14. Have water easily accessible
15. Be consistent with pouring liquor. It is easier to know how much someone has consumed
16. Recommend non- alcoholic drinks
17. Recommend food

18. Train your staff on the signs of intoxication
19. Encourage your staff to feel proprietary about your business
20. Provide alternate methods home, like cabs, Night Riders
21. Contact Boulder Police with problems
22. When cutting someone off, make them leave the premises to avoid more consumption
23. Recruit the friends of the intoxicated patrons to aid in caring for patron
24. Have the door staff constantly walking around the bar
25. Constantly take empty bottles/ glasses off the table.

***** Employees are more apt to take care of your bar if they know that management will back them up! *****

H. Private Party:

Definition: A private party MUST be registered when ALL 4 of the following qualifications occur:

1. A single point of contact (either an individual or a group of individuals) who represents a group of people who are gathering for social and/or business reasons
2. The event will be held PAST 10:00pm
3. There will be BOTH of age and underage people present.
4. The group uses a private room or a portion of an establishment designated for the privacy function only, not open to the public.

Private Party Practices

1. Stay under capacity
2. Identify underage patrons: A) wrist bands on those over 21 and B) X the hands of any underage patrons
3. Adequate security staff. (Ratio being 1:50 A) i.d. EVERY person B) prevent outside liquor from entering premises C) walk around to prevent passing of drinks D) control entrances and exits, for both access by people and to prevent alcohol from leaving the premises.
4. Adequate general staff (ratio totaling 1:25)
5. Contact person should be owner or GM
6. Register with BLA
7. Have a sober party member to contact if need arises
8. Have a signed contract that explains: A) any deposits or fines B) any termination policy C) that the establishment WILL NOT serve visibly

intoxicated or underage patrons

9. Inform party host by providing them with A) a map to the establishment B) cab numbers, bus routes, Night Riders C) parking places and tips
10. Serve food