



FGI Alcohol Sales Standard Operating Procedure

- Any FGI employee who serves/sells alcohol must complete the PREP or eTIPS certification within 45 days of the start of their employment.
- All customers attempting to buy alcohol who appear under 35 years of age will be asked for valid identification:
 - Valid state-issued driver's license
 - Valid state-issued Identification Card
 - Valid government issued identification card (military ID, passport, immigration card)
- No alcohol will be sold to any customer, regardless of age, who cannot provide valid age identification when it is requested. (Regardless of age, if their driver's license has expired, it is not a valid ID).
- No alcohol will be sold to any adult who is suspected of purchasing for the purpose of giving it to an underage person.
- No alcohol will be served during restricted hours.
- Each facility will maintain a bound notebook to document the details of incidents such as refusing alcohol service, arranging transportation for a guest, refusing a false or underage ID, or calling the police.
- If identification presented is not valid, the customer will be refused service and asked to leave. The incident will be documented in the incident log.
- No alcohol will be sold to an intoxicated customer. Signs of intoxication may include:
 - Slurred speech
 - Speaking loudly and inappropriately
 - Bloodshot eyes
 - Swaying when talking
 - Loss of coordination (fumbling of money, dropping change, etc.)
- Employees will use REFUSE system to refuse sales of alcohol to an intoxicated customer:
 - Recognize the need for refusal of service (signs of intoxication or under the age of 21)
 - Explain FGI's policy, as well as the law.
 - Be Firm, yet polite.
 - Unite. Ask for help from other employees or your manager.
 - Shift your attention to the next customer.
 - Make an Entry in your incident log.
- If the intoxicated customer is driving:
 - Ask for their keys.
 - Offer to get them a taxi or Uber.
 - Offer to call someone to come pick them up.
 - If the intoxicated customer leaves the establishment and gets behind the wheel, call the police to report it.