

## **Nightlife Oversight Committee (NLOC)**

### **Responsible Bar Management Guidelines As Unanimously Adopted by NLOC**

#### **1. Pricing/Promotion**

- a. Limit promotional advertising of drinks [28-A§710](#)
- b. No selling liquor at or below cost
- c. No more than two (2) drinks containing spirits, a carafe containing more than one-liter or 33.8 ounces of wine, or any serving or pitcher containing more than one liter or 33.8 ounces of malt liquor, to one person at a time. [28-A §709 \(1\)\(A\)\(2\)](#)
- d. May deliver wine, malt liquor, or mixed drinks by the bottle, carafe, or pitcher that is larger than 33.8 oz. when sold with meals or to more than one person. [28-A §709 \(2\)\(D\)](#)
- e. No drinking games or any other practice that promotes excessive drinking. [28-A §709 \(1\)\(A\)4-5](#)
- f. No pitchers/shot trays at last call.
- g. 1 ½ ounce shot glasses.
- h. Last call guidelines: No last call, lights on at 1AM, doors locked at 1AM.
- i. Limit promotional advertising during events or in areas where such advertising will be viewed primarily by minors.

#### **2. Management**

- a. Mandatory Security Staff training and state approved seller/server training for all key personnel on an annual basis, preferably prior to May.
- b. Have a manager on premises at all times.
- c. Designate floor staff to look for visibly intoxicated customers.
- d. Band Guidelines: No licensee shall allow any entertainers or band staff to consume or to show any effect of liquor while performing on the licensed premises. [Rules & Regulations 1.8](#)
- e. Use video cameras inside and outside. Maintain tapes for at least 30 days.
- f. Pick up glassware and maintain a clean environment to foster a safer atmosphere.
- g. Close second floor windows.
- h. Don't put bar and band in same room.

#### **3. Door**

- a. Have updated ID Guide Book with all States and Canadian provinces and black light and flashlight to check ID.
- b. Eliminate the term "Bouncers" to reduce perceived aggressive incidences. Instead use Door Staff, Doorman, Floor Monitor, or Security.
- c. Have a dedicated greeter inside and outside.
- d. Have all exits and entrances monitored
- e. Keep a door/bar logbook to document any outdoor or indoor issue that involves liability and/or to document when you made calls for service and why.

- f. Door staff to maintain verbal interaction and surveillance with suspect individuals
- g. Provide second door person suggested for back up when needed.
- h. Use click or digital counters at front door to keep correct occupancy levels.
- i. Put a hold on the door when service becomes unmanageable.
- j. Use a policy that if a customer starts a fight they're banned for at least three (3) months.

#### **4. Communication**

- a. Hold regular staff meetings and shift meetings to review policies regarding Minors and Visibly Intoxicated Persons (VIPS).
- b. Maintain constant communication with neighboring bars and adjacent business and property owners.
- c. Maintain constant communication with staff inside; by using a silent light or comparable system to notify Door staff of trouble. Staff should have walkie-talkies or cell phones.
- d. Maintain active communication with the Police Department. This includes, but is not limited to, calls for service, alerting of patrons that have been turned away, VIPS, youth wielding fake ID's, etc.
- e. Have Staff wear obvious uniforms or Staff shirts and come prepared to perform the work required.
- f. Post these agreements where employees are sure to read them
- g. Post Informational Signs on the requirements of state law regarding proper identification.