



Policies & Procedures

Subject: Bar Policy
Number: RCR-03
Issued By: Board of Directors
Date Revised: September 22, 2009

1. General:

The Renfrew Curling Rink is a sport and social facility. We are dedicated to our customers' pleasure and satisfaction. When it comes to serving alcohol however, our staff will not serve alcohol to patrons to the point of intoxication or to patrons who are already intoxicated. Nor will we serve patrons who are troublesome, dangerous or under the legal drinking age.

2. Policy:

Monitoring the Door

On special occasions (club rentals, tournaments and bonspiels) the club will deny access to rowdy or intoxicated persons and prevent overcrowding.

Food

A variety of snacks will be available at the bar.

Alternative Beverages

We offer competitively priced non-alcohol and low alcohol beverages.

Staff

All our bar volunteers and/or staff have been trained in the legal and safe service of alcohol. They recognize signs of intoxication and know how to intervene to keep customers safe. If you require assistance please ask. Bar volunteers and/or staff are prohibited from drinking alcohol on the job.

Transportation

Club members will gladly assist patrons to find a safe ride home. Please ask for assistance.

Underage Customers

Under legal drinking age customers are welcome. However, they will not be allowed to consume alcohol. You must be 19 years of age or older to buy alcohol beverages. You may be asked to show your age of majority card.

Customers' Alcohol Use

Our club members will endeavor to assist customers to drink alcohol safely. We will endeavor to not serve customers to the point of intoxication. We will not serve already intoxicated customers. Customers who are intoxicated or are becoming intoxicated will be denied alcohol service. They will be offered non-alcohol drinks.

Managing the Intoxicated

In the event that a customer becomes intoxicated or is acting dangerously, staff or club members will carefully and politely deal with that person and may ask them to leave the club.

Marketing this Policy

We are pleased to share this policy with our members and customers. The policy will reside on the Renfrew Curling Rink web site. Questions or concerns can be addressed through any member of the Board.

3. Procedures

Bartender Check List prior to Hall Rental/Bar Service

Prior to event

- Ensure all bar supplies & beverages are adequate for event.
- Ensure club clerk has received hall rental payment & damage deposit cheque is available for delivery to renter after event providing there are no damages evident.
- Ensure lights are turned on in appropriate areas, exterior & interior lights front entrance, wash rooms etc.
- Ensure sufficient soap, paper towels & toilet tissue are available in washrooms.
- Check urinals men's washroom & ensure deodorant pucks are adequate.
- Check washrooms for leakage sinks, toilets & urinals.
- Ensure heat/air conditioning is adequate for season.
- Turn CO2 tank on for soft drink dispenser.

Upon completion of event

- Ensure all bar supply & beverage cupboards & fridges are securely locked.
- Ensure cash receipts & floats are locked in cupboard below cash register.
- Turn CO2 tank off for soft drink dispenser.
- Adjust & or turn off heat/air conditioning seasonally.
- Check washrooms for leakage sinks, toilets & urinals & main level ice viewing area & coat room for patrons prior to locking up club.
- Turn off all lighting with exception of front entrance exterior light.

Renfrew Curling Rink Bar Suppliers

Liquor – LCBO Renfrew - 613-432-2383

Liquor has to be picked up at the LCBO. Payment to be provided by cheque signed by two authorized signing officers along with club license number. Advise club clerk in advance of anticipated order pickup & a cheque will be provided for completion of amount of order. Ensure copy of receipt/invoice is delivered to club clerk. Club Liquor License number 40159 is required to complete the order at the LCBO.

Beer – Central Call Centre – 1-888-948-2337, Warehouse 613-432-1464

Place order by 10:00 AM on Tuesdays for delivery on Wednesdays. When placing order provide the number of cases for each brand required. Advise the number of empty cases being returned, including beer (24 per case), coolers (24 per case), wine (12 per case), & liquor (12 per case). They will provide total cost, however, do not complete cheque (to be provided by club clerk (as per above for liquor purchases) until driver provides actual total at time of delivery. Ensure copy of receipt/invoice is delivered to club clerk.

Pepsi stock ordering- 1-800-963-2424 client # 8149785

Thursdays are delivery days. A minimum of 15 cases are required to save on delivery charges. This includes CO2, Pre-mix canisters (each canister counts as 2 cases) & juices. Order on Tuesday's for delivery on 3rd Thursday of the month. Driver will provide an invoice for delivery to club clerk for payment.

Service for beer cooler, juice cooler & pop fountain dispenser is provided by Pepsi Sudden Service Equipment Service Repair by calling 1-800 387-6683

Ottawa Valley Oxygen

Call 613-432-3891 for emergency filling of CO2 canisters. Make sure if a tank is exchanged, the replacement tank is a **PEPSI** tank as Pepsi will only accept one of their tanks as an exchange. It is always better to have the tank you take filled. Cheque required from club clerk in advance as per liquor & beer orders.

Bar Supplies via Metro

For soft drinks (on sale if possible) limes, lemons, cranberry juice, orange juice,

clamato juice, rimmer for bloody mary's/ceasars etc. Charge \$1.50 per glass for cranberry & orange juice (as Pepsi juices are too expensive to provide an orange/cranberry juice combination) Bar Chair has a card issued by **Metro** charge these items to the club account # 1350000. Sign invoice & deliver to club clerk for payment.

Wines – supplied by Colio Wines contact Terry Bishop 1-613-270-9463 or cell 1-613-447-9463

Terry will deliver to club or your home. For every 9 cases ordered we receive one free case . He will provide invoice for delivery to club clerk for payment.

Chips, Popcorn, Candy bars etc,

Purchase where best price is available Frito Lays or Dollerama.

Floats

There are 2 floats, one is \$350, which is utilized each week. The cash register should be cleared at the end of each week (say Saturday mornings) while the cash register tape along with the receipts for the week are to be delivered to club clerk each Monday. There are forms to be utilized for this purpose, specifically a bar report. The \$350 float to be placed in the cash register drawer on Mondays. If the bar is operated for weekend events the \$350. float must be placed in the cash register drawer for the event duration. As aforementioned the cash tape & receipts are to be delivered to club clerk on Mondays & the \$350, float placed in the cash register drawer on Monday. The 2nd float \$450, (Kept in a grey tin box) is available when functions are held & extra bills & or coin are required for bar operations.

Beer & Soft drink Fridges

Ensure both are always well stocked & ready for use.

50/50 Draws

Bar Chair runs & looks after the weekly 50/50 draw. He/she is responsible to have people at each curling draw to sell tickets, winning ticket to be drawn on Friday evenings after Friday Night Mixed Curling. Add ticket number and color on both the downstairs and the upstairs bulletin boards. Upon identifying the winner place the winners name & amount in the appropriate spaces on both lists.