AGENDA
DOWNERS GROVE LIQUOR COMMISSION
DECEMBER 5, 2019
VILLAGE HALL COMMITTEE ROOM

6:30 P.M.

I **Call to Order**

II **Roll Call**

III **Approval of Minutes of November 7, 2019 Liquor Commission Meeting**

IV **Application Hearings**

Bowl of Biryani
1211 Butterfield Road
Class R-1/O

Goldfinger Brewing Company
513 Rogers Street
Class BF

V **New Business**

Ordinance Discussion – Outdoor License for Brew Facility License Classification

VI **Old Business**

VII **Comments from the public**

VIII **Adjournment**

DOWNERS GROVE LIQUOR COMMISSION
VILLAGE HALL COUNCIL CHAMBERS
801 BURLINGTON AVENUE

DRAFT

Thursday, November 7, 2019

I. CALL TO ORDER

Chairman Strelau called the November 7, 2019 Liquor Commission meeting to order at 6:30 p.m.

II. ROLL CALL

PRESENT: Ms. Flanagan, Mr. Heafner, Mr. Jacobson, Mr. Johnson, Mr. Krusenoski, Chairman Strelau

ABSENT: Mr. Clary

STAFF: Carol Kuchynka, Liaison to the Liquor Commission, Assistant Village Attorney Dawn Didier

OTHERS: Bindu Singh, Ajeet Singh, Jaspal Kaur Heer, Timothy Canning (6:55), Todd Davies (6:55), Court Reporter

III. APPROVAL OF MINUTES

Chairman Strelau asked for approval of the minutes for the October 3, 2019 Liquor Commission meeting and asked members if there were any corrections, changes or additions.

Hearing no changes, corrections or additions, the October 3, 2019 minutes of the Liquor Commission meeting were approved as written.

Chairman Strelau reminded those present that this evening's meeting was being recorded on Village-owned equipment. Staff was present to keep minutes for the record and a court reporter was present taking the minutes verbatim.

IV. APPLICATION FOR LIQUOR LICENSE

Chairman Strelau made the following statements:

"The next order of business is to conduct a public hearing for liquor license applications. For the benefit of all present, I would like to state that this Commission does not determine the granting or denial of the issuance of any license. We may, at the end of each hearing, make a finding or recommendation with respect to the application. If necessary, the Commission may adjourn a hearing to a later date in order to have benefit of further information."

"At the conclusion of the hearing, the Commission will summarize its findings and determine any recommendations it wishes to make to the Liquor Commissioner."

"The Liquor Commissioner, who is the Mayor of Downers Grove, will, pursuant to Section 3-12 of the Ordinance, render decisions regarding issuance of available liquor licenses within 60 days."

"Hearings by this Commission are held according to the following format: 1) reading of information pertinent to the application, 2) comments from the applicant, 3) discussion by the Commission, 4) comments from staff, 5) comments from the public, and 6) motion and finding by the Commission."

Downers Grove Food & Liquor Mart - 2027 Ogden

Chairman Strelau stated that the first order of business was an application hearing for DG Food & Liquor Mart, Inc. d/b/a Downers Grove Food & Liquor Mart located at 2027 Ogden Avenue. She stated that the applicant was seeking a Class "P-1", full alcohol, off-premise consumption liquor license.

Chairman Strelau asked that any individual(s) representing the applicant step forward and be seated. She asked that any individual(s) giving testimony, state and spell their name for the record, indicate their affiliation with the establishment and be sworn in by the court reporter.

Mr. Ajeet Singh and Ms. Jaspal Kaur Heer were sworn in by the court reporter. Mr. Ajeet and Ms. Heer introduced themselves as the owners of Downers Grove Food & Liquor Mart. Mr. Tom Sisul introduced himself as the attorney representing Downers Grove Food & Liquor Mart.

Chairman Strelau asked the applicant to present its case.

Mr. Singh stated that they were seeking a full liquor license for a convenience store. He stated that he and his wife currently operate stores in Decatur and Champaign. He added that his wife also operated a store in Bloomington, which has since closed. He stated that they have an opportunity to purchase the existing Downers Grove business and operate close to home.

Mr. Singh stated that he has been in the retail business for the past twelve years. He stated that he has owned and operated four stores over that time.

Mr. Singh stated that they plan to make small changes to the interior by adding a new counter and plan to install a new POS system with an ID scanner. He added that they will update the decor.

Mr. Singh stated that he uses the ID scanner/POS systems in his other stores. He stated that a pop up will appear when there are liquor or tobacco sales telling the clerk to scan the ID. He stated that if there is something wrong with the identification, the sale will not go through.

Mr. Sisul asked Mr. Singh if he is aware that purchasers of both alcohol and tobacco must be over 21. Mr. Singh and Ms. Kaur Heer replied yes.

Mr. Sisul asked Mr. Singh if it will be their policy to card anyone who appears to be 40 years of age or younger. Mr. Singh replied yes.

Mr. Sisul asked Mr. Singh if there will be any alcohol consumed on the premises. Mr. Singh replied all sales will be for off-premise consumption.

Mr. Sisul asked Mr. Singh if he was aware that the Village tests licensees for compliance and have minors on premises attempting a purchase. Mr. Singh replied yes. He stated that the other cities have come to their other stores. He stated that they have letters from those communities passing those tests. He stated that they have never received a ticket for selling to a minor. He added that the POS system is very helpful.

Mr. Sisul asked Mr. Singh and Ms. Kaur Heer if they have received their BASSET certifications. Mr. Singh and Ms. Kaur Heer replied yes. Mr. Singh stated that he provided the certificates to staff.

Mr. Sisul asked Mr. Singh if they will accept an under 21 vertical license. Mr. Singh replied no.

Chairman Strelau asked staff about the store. Ms. Kuchynka replied that it is next door to Bryan's American Grill. She stated that they currently hold a beer and wine off-premise liquor license.

Ms. Kuchynka advised that the applicant is seeking a full alcohol off-premise consumption license, as the square footage requirement was lowered to allow smaller stores the ability to sell full alcohol.

Ms. Kuchynka advised that there is a sale and purchase agreement between the parties. She stated that she will receive updated documents after closing of the sale for Village records.

Chairman Strelau asked for comments from the Commission.

Mr. Jacobson asked Mr. Singh if liquor was sold at the businesses he mentioned. Mr. Singh replied yes. He added that they have a store on campus in Champaign which is a full liquor store. He stated that the Decatur location is a convenience store with drive through. He noted that it is difficult to handle the IDs at the drive through.

Mr. Jacobson asked Mr. Singh how long he has owned the stores. He replied that he has owned the Champaign store for three years and the Decatur store for two years. He stated that they owned the store in Bloomington for five years.

Mr. Jacobson asked Mr. Singh if he ever had any liquor violations. Mr. Singh replied no.

Mr. Krusenoski stated he was pleased with their experience, the installation of the POS system and that they will not accept the vertical license. He encouraged them to maintain their diligence. He stated that there have been licensees who failed even though there were policies in place.

Mr. Krusenoski noted that the store will be open over 60 hours per week. Mr. Singh replied they will be open from 8am to 1am daily.

Mr. Krusenoski asked who will be on the premises minding the store when they are not present. Mr. Singh replied that he, his wife and brother-in-law will be working in the store. He stated that once they get settled and get solid operating times, they will hire additional staff. He stated that they will be sure they are BASSET trained and review their policy manual.

Mr. Krusenoski stated that they should instill a culture in adhering to the rules when they grow the business and add employees. He stated that employees should understand the importance of complying with Downers Grove laws and instilling the importance of never selling to someone underage. Mr. Singh stated that they are investing in the business and do not want to lose the liquor license.

Mr. Heafner asked about the POS system. He asked what they plan to do if a patron does not want their license scanned. Mr. Singh replied that they cannot complete the sale without the ID being scanned. He stated that the POS system also checks if the license is fake. He added that if the customer does not give them the license, they will refuse the sale.

Mr. Heafner asked if the system saves any of the fake ID information. Mr. Singh replied that he was not aware that it did.

Mr. Johnson asked if the POS system has been put into place. Mr. Singh replied that once they have been approved for the license they will install it after closing. He stated that he did not believe the current owner has the ID scanning/POS system installed. Mr. Singh added that the POS system is also a good system for inventory.

Ms. Flanagan stated that it seems as though they are well experienced and well-motivated. She had no questions.

Chairman Strelau asked if she understood that they have a drive through in Decatur and asked if customers can buy liquor through the drive through. Mr. Singh replied yes and noted that the City of Decatur allows it. Chairman Strelau gave them credit for not having any violations.

Chairman Strelau stated that although scanners are not foolproof, they demonstrate a level of commitment. She asked if clerks can ring up liquor without the license being scanned. Mr. Singh stated that when liquor or tobacco items are scanned, a red block will come up on the computer and prompt the clerk to scan the ID.

Chairman Strelau asked what happens when a customer provides an out of state ID. Mr. Singh replied that the clerk will then have to enter the date of birth manually. Mr. Singh stated that they have very few customers with out of state IDs.

Chairman Strelau noted that immediate family will be working in this store. She asked how many and what are the ages of his employees in the other stores. Mr. Singh replied that he has nine employees in the store ranging in age from 25 to 70 years old.

Chairman Strelau asked how often he has conversations with his employees about the importance of liquor. Mr. Singh replied that they have manuals in the other stores that employees sign and are trained which is what they plan to do here.

Chairman Strelau stated that it is important that they speak to staff frequently about liquor handling and checking IDs.

Chairman Strelau asked staff for recommendations or comments pertinent to this application. Ms. Kuchynka replied that issuance of the license is contingent upon update to the Certificate of Occupancy, receipt of a signed lease, satisfactory background checks, the annual fee, insurance and employee certifications.

Chairman Strelau asked for comments from the public. There were none.

Hearing the testimony given in this case, Chairman Strelau asked for a recommendation from the Commission concerning its finding of "qualified" or "not qualified" with respect to the applicant with regard to their Class "P-1" liquor license application.

MR. KRUSENOSKI MOVED TO FIND DG FOOD & LIQUOR MART, INC. D/B/A DOWNERS GROVE FOOD & LIQUOR MART LOCATED AT 2027 OGDEN AVENUE QUALIFIED FOR A CLASS "P-1" FULL ALCOHOL ON-PREMISE LIQUOR LICENSE. MR. JACOBSON SECONDED.

VOTE:

Aye: Mr. Krusenoski, Mr. Jacobson, Ms. Flanagan, Mr. Heafner, Mr. Johnson, Chairman Strelau

Nay: None

Abstain: None

MOTION CARRIED: 6:0:0

The Foxtail – 5237 Main Street

Chairman Strelau stated that the next order of business was an application hearing for Not Kind of, LLC d/b/a the Foxtail located at 5237 Main Street. She stated that the applicant was seeking a Class "R-3", full alcohol, on and off-premise consumption liquor license.

Chairman Strelau asked that any individual(s) representing the applicant step forward and be seated. She asked that any individual(s) giving testimony, state and spell their name for the record, indicate their affiliation with the establishment and be sworn in by the court reporter.

Mr. Timothy Canning and Mr. Todd Davies were sworn in by the court reporter. Mr. Canning and Mr. Davies introduced themselves as the owners of The Foxtail.

Chairman Strelau asked the applicant to present its case.

Mr. Davies stated that they are opening a restaurant in the first floor level of the new development at the corner of Main & Maple.

Mr. Davies stated that they will be open for brunch, lunch and dinner opening at 10 a.m. during the week and 9 a.m. on weekends. He stated that they will have cocktails, wine and a beer program. He stated that the restaurant will seat about 140. He stated that they plan to have a raw oyster bar as well as a Mediterranean high-end seafood focus.

Mr. Davies advised that they are the owners of Cadence and realized there is an opportunity to open a high-end seafood establishment with vegetarian and steaks and chops. He stated that their chef is Lebanese who will offer a Mediterranean flare.

Mr. Davies stated that there is a private dining room, which will be open for regular service, unless it gets rented out. He stated that they will have a significant wine program by bringing in unique wines.

Mr. Davies stated that they will offer brick oven pizza and flat bread appetizers. He stated that they are seeking an upscale customer base with the check averaging $40 per person.

Mr. Davies advised that they plan to have an acoustic one-man band providing entertainment.

Chairman Strelau asked Mr. Davies to explain how they planned to conduct off-premise consumption sales. Mr. Davies stated that they will host wine dinners. He stated that they want the ability to sell the wines they offer with the dinners to their customers. He stated that the wines will be specialty brands and vintages. He stated that the wine will be offered for sale after the dinner. The customer will pay for it and must return to pick it up. Mr. Canning added that they offered similar dinners at the Lemon Tree. He stated that they would have the wine maker come to the dinner, which was popular with their

customers. Mr. Davies added that they will not be selling regular bottles of wine and/or beer from their regular stock.

Ms. Kuchynka advised that Mr. Canning operated Lemon Tree Grocer in addition to Cadence. She stated that he held an on and off-premise consumption license where the primary business was a grocery store which expanded into a café. She stated that she included both establishment's control buy program record. She stated that Lemon Tree passed five tests and Cadence has passed two tests. She added that they have numerous years of liquor handling experience for both on and off-premise consumption.

Chairman Strelau asked for comments from the Commission.

Ms. Flanagan asked where they plan to get the specialty wines from. Mr. Davies replied that they have a distributor who will provide offerings from Greece, South African affinities and untapped wineries in central California and Oregon. He stated that about 80% of the wines on their wine list are not readily available or found in retail establishments such as Binny's.

Mr. Johnson asked who would be able to pick up the wine once a customer orders it from the wine dinner. Mr. Davies replied that wines will only be offered during the special events. He stated that the customer will have some time to pick it up. He stated that a customer could tell him specifically that they want or need someone else to pick it up, however, they would not allow a minor to pick it up.

Mr. Heafner had no questions.

Mr. Krusenoski asked Mr. Davies if there will be a standing retail section like Cooper's Hawk. Mr. Davies replied no.

Mr. Krusenoski asked Mr. Davies how often the wine dinners will occur. Mr. Davies replied once a month.

Mr. Krusenoski noted their exceptional seven year record. He stated that this is their first multiple operation they will have with 50 more staff members. He stated that the new employees will need to be indoctrinated into this great culture they have established about how important it is not to sell to minors. He advised for them not to lose focus or short change the training of the new employees.

Mr. Jacobson thanked them for investing in Downers Grove. He stated that the application packet was good and he was pleased with their control buy history.

Chairman Strelau thanked them for expanding in Downers Grove.

Chairman Strelau asked Mr. Davies the size comparison of the two establishments. Mr. Davies replied that Foxtail is 4,300 square feet and Cadence is 5,700 square feet. Mr. Davies stated that this was his 55th restaurant opening. He stated that Foxtail is the smallest he would go and noted that there was a huge need for this concept. He noted this size gives a nice cozy feeling for patrons.

Chairman Strelau stated that they should continue to instill the importance of proper liquor service.

Chairman Strelau asked staff for recommendations or comments pertinent to this application. Ms. Kuchynka replied that issuance of the license is contingent upon receipt of the Certificate of Occupancy, insurance, annual fee, satisfactory background checks and employee certifications. She stated that the applicant will eventually be applying for a Class "O" outdoor liquor license. She noted that there were some issues with outdoor seating plan which will encroach on the public right-of-way, which needs

further extensive review by the Community Development Department. She stated that staff did not want to hold up permitting or issuance of a license for the interior of the facility.

Ms. Kuchynka asked Mr. Davies when they anticipated opening. Mr. Davies replied January.

Chairman Strelau asked for comments from the public. There were none.

Hearing the testimony given in this case, Chairman Strelau asked for a recommendation from the Commission concerning its finding of "qualified" or "not qualified" with respect to the applicant with regard to their Class "R-3" liquor license application.

MR. JACOBSON MOVED TO FIND NOT KIND OF, LLC D/B/A THE FOXTAIL LOCATED AT 5237 MAIN STREET QUALIFIED FOR A CLASS "R-3" FULL ALCOHOL, ON AND OFF-PREMISE CONSUMPTION LIQUOR LICENSE. MR. KRUSENOSKI SECONDED.

VOTE:

Aye:	Mr. Jacobson, Mr. Krusenoski, Ms. Flanagan, Mr. Heafner, Mr. Johnson, Chairman Strelau
Nay:	None
Abstain:	None

MOTION CARRIED: 6:0:0

V. NEW BUSINESS

Chairman Strelau asked if there was any discussion, update from staff or comments from the Commission regarding any new business.

Ms. Kuchynka stated that she has two applications on file and advised there will be a December meeting. She added that there may be some ordinance change discussion as well.

VI. OLD BUSINESS

Chairman Strelau asked if there was any discussion, update from staff or comments from the Commission regarding any old business.

Ms. Kuchynka referred to the month end report. She stated that the Class "O" license was issued to the Doubletree.

Ms. Kuchynka stated that the Village Council adopted an ordinance amendment increasing the number of Class R-3 liquor licenses at their meeting of November 2nd. She advised that the license for on and off-premise consumption was originally created for Cooper's Hawk. She stated that the increase in number of the licenses would allow The Foxtail to apply for this license, as they were seeking to offer on and off-premise sales on the premises.

VII. COMMENTS FROM THE PUBLIC

There were none.

VIII. ADJOURNMENT

Concluding business for the evening, Chairman Strelau called for a motion to adjourn.

Mr. Krusenoski moved to adjourn the November 7, 2019 meeting. The meeting was adjourned by acclimation at 7:20 p.m.

VILLAGE OF DOWNERS GROVE
REPORT FOR THE LIQUOR COMMISSION
DECEMBER 5, 2019 AGENDA

SUBJECT:	TYPE:	SUBMITTED BY:
Licensee: Bowl of Biryani, LLC D/B/A: Bowl of Biryani Address: 1211 A Butterfield Road	Application for Class R-1/O liquor license	Carol Kuchynka Liaison to the Liquor Commission

REQUEST
The applicant is requesting a Class R-1/O liquor license for Bowl of Biryani located at 1211 A Butterfield Road.

NOTICE
The request has been filed in conformance with applicable procedural and public hearing requirements.

GENERAL INFORMATION

Officer(s): Aravind Koganti, Managing Partner
Sri Ramadevi Karuturi, Managing Partner

Stockholder(s): Aravind Koganti 66%
Sri Ramadevi Karuturi - 34%

Manager: Mr. Aravind Koganti

Licensee: Bowl of Biryani, LLC d/b/a Bowl of Biryani
1211 A Butterfield Road
Downers Grove, IL 60515

PROPERTY INFORMATION

EXISTING LAND USE: Commercial
PROPERTY SIZE: (12,400 square feet)

ANALYSIS

Submittals
This report is based on the following documents, which are on file with the Legal Department:

1. Application for Liquor License
2. Application for Outdoor Liquor License
3. Lease
4. Menu (draft)
5. Liquor Handling Manual
6. Floor Plan

Project Description
The applicant is requesting a Class R-1/O liquor license for the operation of a restaurant located at 1211 A Butterfield Road.

Compliance with the liquor ordinance
The establishment is defined as:

Restaurant. A place kept, used, maintained, advertised or held out to the public as a place with the service of food and drink, and where meals are regularly served, without sleeping accommodations, and where adequate provision is made for sanitary kitchen and dining room equipment and capacity and a sufficient number of employees to prepare and serve food for its customers. It being the intent of this paragraph that the primary business conducted on premises to be licensed as restaurants hereunder shall be the service of food and drink. Food service shall be available at all times liquor sales are being conducted. Menus shall be on the table, presented to each patron as they are seated or be posted in such a manner to be easily readable by the patrons of the restaurant. Provided, the kitchen may not cease operating prior to one hour before closing. Bar/lounge seating shall be no more than twenty percent (20%) of the total seating provided for patrons of the establishment.

License conditions

"R-1" Restaurant licenses shall authorize the sale of alcoholic liquor for consumption on the licensed premises, where the primary business is that of a restaurant, as defined herein.

"O" Outdoor licenses shall authorize the sale and consumption of alcoholic liquor in an enclosed outdoor seating area. This license may only be issued to establishments holding a valid Class B, C, P-O, REC, RF, R or WB license and shall be limited to the conditions of the respective license classification issued to the establishment. The main and principal operation of the outdoor area shall be for dining purposes and food must be available in the outdoor dining area at all times and shall be subject to the provisions set forth in Section 3.30. Operation of the outdoor area for a Class C license is limited to private party rentals and shall be subject to the provisions set forth in Section 3.32.

Public Safety Requirements
Fire Prevention and Community Development Department will need to conduct a walkthrough of the facility. A Certificate of Occupancy for has been applied for and is pending. Health Department approval is required.

Factors Affecting Finding or Recommendation
Receipt of a Certificate of Occupancy, insurance, annual fee, satisfactory background checks, employee certifications and final menu.

Recommendation

Based upon testimony presented at the December 5, 2019 application hearing, if said application is consistent with the Liquor Code and meets the criteria of the classification, staff requests the following:

A recommendation from the Commission concerning its finding of "qualified" or "not qualified" with regard to their Class R-1 liquor license application, along with any conditions and/or restrictions with respect to this applicant.

A recommendation from the Commission concerning its finding of "qualified" or "not qualified" with regard to their Class O liquor license application, along with any conditions and/or restrictions with respect to this applicant.

www.downers.us

Community Response Center
630.434.CALL (2255)

Civic Center
801 Burlington Avenue
Downers Grove
Illinois 60515-4782
630.434.5500
TDD 630.434.5511
FAX 630.434.5571

Fire Department Administration
5420 Main Street
Downers Grove
Illinois 60515-4834
630.434.5980
FAX 630.434.5998

Police Department
825 Burlington Avenue
Downers Grove
Illinois 60515-4783
630.434.5600
FAX 630.434.5690

Public Works Department
5101 Walnut Avenue
Downers Grove
Illinois 60515-4046
630.434.5460
FAX 630.434.5495

November 21, 2019

Mr. Aravind Koganti
Bowl of Biryani, LLC
[redacted]

RE: Application for Class R-1/O Liquor License
Bowl of Biryani
1211 A Butterfield Road, Downers Grove, IL 60515

Dear Mr. Koganti:

The Liquor Commission of the Village of Downers Grove will meet on Thursday, December 5, 2019, at 6:30 p.m. in the Village Hall Council Chambers to consider applications for liquor licenses. A public hearing will be held on your application as a part of this meeting.

I encourage you to attend this public hearing at which time you will have an opportunity to comment in support of your application. In addition, the Liquor Commission will be particularly interested in examining your liquor handling manual and in hearing about your floor plan and training procedures as they relate to the sale of alcoholic beverages.

You may withdraw your application at any time prior to the public hearing.

If you have any questions, please contact me at (630) 434-5542.

Very truly yours,

Carol Kuchynka
Liaison to the Liquor Commission

VILLAGE OF DOWNERS GROVE

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VILLAGE OF DOWNERS GROVE, ILLINOIS
APPLICATION FOR LIQUOR LICENSE

Date: 11/1/2019

Application is hereby made to the Local Liquor Commissioner of the Village of Downers Grove for issuance of a Class R1/0 liquor license, pursuant to the ordinances of the Village and laws of the State of Illinois. In support of said application the following is submitted:

1. GENERAL INFORMATION

1.1 Applicant:

Name: BOWL O BIRYANI, LLC Phone: 630-202-0464

Address: 1211 BUTTERFIELD RD, STE A, DOWNERS GROVE, IL 60515

1.2 Status:

__ Individual(s) or Sole Proprietorship
__ Corporation
✓ Limited Liability Corporation
__ Partnership
__ Club
__ Other (explain) _____

1.3 Liquor Manager:

Name: ARAVIND KOGANTI Phone: [redacted]

Address: [redacted]

Driver's License No. [redacted] Social Sec. No. [redacted]

Date of Birth [redacted]76 Place of Birth REPALLI, INDIA

2. PREMISES

Doing Business As BOWL O BIRYANI Phone: _____

Address: 1211 BUTTERFIELD RD, STE A, DOWNERS GROVE, IL 60515

2.2 Does Applicant beneficially own the premises for which a license is sought? __ Yes X No

a. If yes, Applicant must attach proof of ownership. (i.e. title policy)

b. If Applicant is not the beneficial owner of the premises, does Applicant have a lease thereon for the full period for which the license is to be issued? X Yes __ No - If yes:

i. A copy of lease must be attached; and,
ii. Identify the owner or rental agent for the property:

Name: FL CEDAR 2, LLC Phone: 630-796-2098

Address: 1213 BUTTERFIELD RD, DOWNERS GROVE, IL-60515

2.3 Are the premises located within one hundred feet of any church, school, hospital, home for aged or indigent persons or for veterans, their spouses or children or any military or naval stations. __ Yes X No

2.4 State the anticipated date of occupancy. 8/1/2019

3. CORPORATION

This section must be completed by authorized agent of any corporate Applicant. If Applicant is a partnership, skip section 3 and go to section 4. If Applicant is neither a corporation nor a partnership, skip sections 3 and 4 and go to section 5.

3.1 Applicant was incorporated under the laws of the State of _____ on the _____ day of _____, A.D., _____.

3.2 If Applicant was not incorporated under the laws of the State of Illinois, is Applicant a foreign corporation qualified under the "Business Corporation Act of 1983" to transact business in the State of Illinois? Yes ___ No ___

3.3 **Registered Agent:**

Name: _____ Phone: _____

Address: _____

3.4 Corporate Applicants must complete and attach DG LIQ-FORM 3/OFFICERS and DG LIQ-FORM 3/SHAREHOLDERS.

4. PARTNERSHIP/LIMITED LIABILITY CORPORATION

This section must be completed by authorized agent of any partnership or limited liability corporation Applicant. If Applicant is not a partnership or limited liability corporation, skip to Section 5.

4.1 Applicant was formed under the laws of the State of ILLINOIS on the 27 day of SEPTEMBER, A.D., 2019.

4.2 Is Applicant a limited partnership pursuant to the Illinois Revised Uniform Limited Partnership Act? Yes_ No_

4.3 If Applicant was not formed under the laws of the State of Illinois, is Applicant a foreign partnership qualified under the Illinois Uniform Partnership Act or the Illinois Uniform Limited Partnership Act, as now or hereafter amended, to transact business in the State of Illinois? Yes ___ No ___

4.4 Registered Agent: Not Applicable ___

Name: PRAMOD ZACHARIAS Phone: 630-663-1500

Address: 1001 E CHICAGO AVE STE 151, NAPERVILLE, IL - 60540

4.5 **General Partner:** Not Applicable ____ (Note: if there is more than one general partner, include that general partner who is to be primarily responsible for operation of the licensed premises.)

Name: _____ Phone: _____

Address: _____

4.6 **Managing Partner:** Not Applicable ____ (Note: if there is more than one managing partner, include that managing partner who is to be primarily responsible for operation of the licensed premises.)

Name: _____ Phone: _____

Address: _____

4.7 Partnership Applicants must complete and attach DG LIQ-FORM 3/SHAREHOLDERS and DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION.

5. SOLE PROPRIETORSHIP *Skip to Section 6.*

NOTE: Pursuant to 235 ILCS 5/6-2 (1) Sole proprietor must be resident of the Village in which the premises covered by the license is located. Pursuant to 235 ILCS 5/6-2 (3) Sole proprietor must be a citizen of the United States.

6. QUALIFICATIONS (This section to be completed by all applicants.)

6.1 Has any liquor license issued to the applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS, or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION ever been fined, revoked or suspended?

X No

___ Yes

If yes, identify the following: (Attach additional information as desired or as space limitations on this form require)

a. Jurisdiction revoking or suspending license: _____

b. Date of revocation or suspension: _____

c. Reason given by revoking jurisdiction for revocation or suspension: _____

_____

d. Additional explanatory information, if desired: _____

_____

6.2 Has Applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION, ever been convicted of violating any Federal or State law concerning the manufacture, possession or sale of alcoholic liquor, or forfeited their bond for failure to appear in court to answer charges for any such violation?

X No

___ Yes

If yes, identify the following: (Attach additional information as desired or as space limitations on this form require)

a. Jurisdiction revoking or suspending license: _____

b. Date of revocation or suspension: _____

c. Reason given by revoking jurisdiction for revocation or suspension: _____

_____

d. Additional explanatory information, if desired: _____

_____

6.3 Has Applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION, ever been convicted of a felony under Federal or State law?

X No

___ Yes

If yes, identify the following: (Attach additional information as desired or as space limitations on this form require)

a. Jurisdiction revoking or suspending license: _____

b. Date of revocation or suspension: _____

c. Reason given by revoking jurisdiction for revocation or suspension: _____

_____

d. Additional explanatory information, if desired: _____

_____

6.4 Is Applicant the beneficial owner of the business to be operated?

X Yes ___ No

6.5 Has Applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION, been convicted of a gambling offense in violation of Sections 28-1(a)(3) through (a)(10), or Section 28-3, of the Illinois Criminal Code (ILL. REV. STAT., ch. 38), as heretofore or hereafter amended.

X No

___ Yes

If yes, identify the following: (Attach additional information as desired or as space limitations on this form require)

a. Jurisdiction revoking or suspending license: _____

b. Date of revocation or suspension: _____

c. Reason given by revoking jurisdiction for revocation or suspension: _____

_____

d. Additional explanatory information, if desired: _____

_____

6.6 Has Applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION, been issued a federal wagering stamp by the federal government for the current tax period? ___ Yes X No If yes, provide details:

_____

_____

6.7 Has a federal wagering stamp has been issued by the federal government for the current tax period for the premises for which a license is sought? ___ Yes X No If yes, provide details:

_____

_____

6.8 Is applicant a citizen of the United States?

____ Yes ____ No X Not Applicable - Applicant is a corporation or partnership

6.9 Is applicant a resident of Downers Grove?

____ Yes ____ No X Not Applicable - Applicant is a corporation or partnership

7. SUBMITTALS

7.1 In addition to this application form the following are submitted as applicable:

- ✓ DG LIQ-FORM 1/Liquor Manager
- ___ DG LIQ-FORM 2/Officers & Directors (for each Officer/Director, a Background Check Waiver form must be submitted)
- ___ DG LIQ-FORM 3/Stockholders (for each Stockholder, a Background Check Waiver form must be submitted)
- ✓ DG LIQ-FORM 4/Partnership/Limited Liability Corporation (for each Partner, a Background Check Waiver form must be submitted)
- ✓ DG LIQ-FORM 5/Declaration
- ✓ DG LIQ-FORM 6/Outdoor Sales Application (If applicable)
- ✓ DG LIQ-FORM 7/Certifications
- ___ *Articles of Incorporation (If applicable)*
- ___ *Proof of ownership of premises (i.e. title report)*
- ✓ *Lease-If premises not beneficially owned by Applicant (for the full period for which the license is to be issued)*
- ✓ *Floor Plan, as required for any premises to be licensed for sale of alcoholic liquor for consumption on the premises, drawn to scale, and with sufficient detail to depict types of seating, location of bars and other design features.*
- ✓ *Employee liquor handling training manual*
- ✓ *Application fee*
- ___ *Certificate of Insurance*
- ✓ *Menu (If applicable)* draft
- ___ *Reduced Menu -after regular menu hours (If applicable)*

7.2 Applicant understands and agrees that additional information and material may be required during the processing of this application related to applicant's qualifications, the information provided herein, including attachments, and the class of license involved. Applicant agrees to provide such additional information and material and that failure to do so may delay the processing of this application or result in its denial.

7.3 In the event Applicant is made aware that any information or document submitted as part of this application process is inaccurate or incomplete, Applicant agrees to immediately notify the Village and provide appropriate corrections. Applicant understands and agrees to provide such additional information and material, and that failure to do so may delay the processing of this application or result in its denial.

THE UNDERSIGNED, BEING DULY SWORN, DOES STATE AS FOLLOWS:

A. THAT THE UNDERSIGNED IS EMPOWERED TO PREPARE AND SIGN THIS APPLICATION ON BEHALF OF THE APPLICANT.

B. THAT THE UNDERSIGNED HAS REVIEWED THIS APPLICATION, AND ALL ATTACHMENTS AND SUBMITTALS, AND THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND ACCURATE.

APPLICANT:

BOWL O BIRYANI
Name of Corporation/Partnership/LLC/Sole Proprietorship

BY: ARAVIND KOGANTI
Print Name

Sign Name

TITLE: MANAGER

Subscribed and sworn to before me this 1st day of November, 2019.

Notary Public

DOMINIC J HARRIS
Official Seal
Notary Public – State of Illinois
My Commission Expires Nov 16, 2021

VILLAGE OF DOWNERS GROVE, ILLINOIS
LIQUOR MANAGER APPLICATION

1. **Name of Liquor License Applicant/Holder:** BOWL O BIRYANI, LLC

   Doing Business As: BOWL O BIRYANI

   Address: 1211 BUTTERFIELD RD, STE A, DOWNERS GROVE, IL-60515

   Phone: ( ) _____ Liquor License Number: _____

2. **Manager:** ARAVIND KOGANTI Phone: ([redacted]
   (First) (Middle) (Last)

   Residence Address: [redacted]
   (Street Address) (City) (State) (Zip)

   If less than one year, previous residence: _____

   Citizenship: INDIA If naturalized, date/place of naturalization: _____

   Date of Birth: [redacted]76 Place of Birth: [redacted]

   Social Security # [redacted] river's License # and State: [redacted]

   Number of hours per week of employment (35 minimum) 40

3. **Liquor Handling Experience**
   Name and address (city, state) of any other liquor establishment in which you have been employed, position held and dates of employment experience:

   CUSINE OF INDIA, NAPERVILLE

I certify I have never been convicted of a felony, misdemeanor or licensing ordinance violation.

SIGNATURE OF MANAGER [signature] Date 11/01/19

Return to: Liaison to the Liquor Commission
VILLAGE OF DOWNERS GROVE
801 Burlington Avenue
Downers Grove, IL 60515

VILLAGE OF DOWNERS GROVE, ILLINOIS
LIQUOR LICENSE APPLICATION
PARTNERSHIP/LIMITED LIABILITY CORPORATION FORM

Applicant: BOWL O BIRYANI, LLC

The following is a listing of:

a. All general partners of any Applicant partnership formed or authorized to transact business as a foreign limited partnership, pursuant to the Illinois Revised Uniform Limited Partnership Act, as now or hereafter amended; and,

b. All limited partners owning, directly or indirectly, five (5%) or more of the aggregate limited partnership interest of any Applicant partnership formed or authorized to transact business as a foreign limited partnership, pursuant to the Illinois Revised Uniform Limited Partnership Act, as now or hereafter amended; and,

c. All general or managing partners of any Applicant partnership which is not formed or authorized to transact business as a foreign limited partnership, pursuant to the Illinois Revised Uniform Limited Partnership Act, as now or hereafter amended.

Applicant: BOWL O BIRYANI, LLC
By: [signature]
Corporate Title: MANAGER
Date: 11/01/2019

Name: ARAVIND KOGANTI
Address: [redacted]
Social Sec. # [redacted] Driver's License [redacted] Date of Birth: [redacted]76
General Partner _____ Limited Partner _____ Managing Partner X Ownership Interest: 66%

Name and address of any other liquor establishment in which you have held an ownership interest or have operated. Please include the name of the entity issuing the liquor license for the establishment, the liquor license number, the date the license was issued and its date of expiration.

_____

_____ (Attach completed Background Check Waiver)

Name: SRI RAMADEVI KARUTURI
Address: [redacted]
Social Sec. # [redacted] Driver's License [redacted] Date of Birth: [redacted]83
General Partner _____ Limited Partner _____ Managing Partner X Ownership Interest: 34%

Name and address of any other liquor establishment in which you have held an ownership interest or have operated. Please include the name of the entity issuing the liquor license for the establishment, the liquor license number, the date the license was issued and its date of expiration.

_____

_____ (Attach completed Background Check Waiver)

VILLAGE OF DOWNERS GROVE, ILLINOIS
BUSINESS ACTIVITY DECLARATION

1. **Name of Liquor License Applicant/Holder:** BOWL O BIRYANI, LLC

Doing Business As: BOWL O BIRYANI

Address: 1211 BUTTERFIELD RD. STE A, DOWNERS GROVE, IL-60515

Phone: _____ License Class: R1/O

2. **Main or Principal Business to be conducted by the Applicant:** INDIAN RESTAURANT wherein the following is devoted to the sale/service of:

(80 %) Food (15 %) Alcohol

(5 %) Non-alcoholic beverages (____ %) Other - List:

3.

HOURS	*OPEN*	*CLOSE*
Monday	11AM	10:30 PM
Tuesday	11AM	10:30 PM
Wednesday	11AM	10:30 PM
Thursday	11AM	10:30 PM
Friday	11AM	11:00 PM
Saturday	11AM	11:00 PM
Sunday	11AM	10:30 PM

THE UNDERSIGNED, BEING DULY SWORN, DOES STATE AS FOLLOWS:

A. THAT THE UNDERSIGNED IS EMPOWERED TO PREPARE AND SIGN THIS APPLICATION ON BEHALF OF THE APPLICANT.

B. THAT THE UNDERSIGNED HAS REVIEWED THIS DECLARATION AND THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND ACCURATE.

APPLICANT:

BOWL O BIRYANI
Name of Corporation/Partnership/LLC/Sole Proprietorship

BY: _____

NAME: ARAVIND KOGANTI

TITLE: MANAGER

Subscribed and sworn to be me this 1st day of November, 20 19.

Notary Public

DOMINIC J HARRIS
Official Seal
Notary Public – State of Illinois
My Commission Expires Nov 16, 2021

Village of Downers Grove
Outdoor Sales Application

DATE: 11/1/2019

Application is hereby made to the Village of Downers Grove for the sale, service and consumption of alcoholic liquor in an outdoor seating area adjacent to premises licensed to sell alcoholic liquor for consumption on the premises. In support of said application the following is submitted:

1. Name of Applicant BOWL O BIRYANI, LLC

   Address 1211 BUTTERFIELD RD, STE A,

   City DOWNERS GROVE State IL Zip 60515 Phone _____

2. Doing Business As BOWL O BIRYANI

   Address 1211 BUTTERFIELD RD. STE A

   City DOWNERS GROVE State IL Zip 60515 Phone _____

   Class of License _____ Liquor License Number _____

3. Name of Manager ARAVIND KOGANTI

   Address [redacted]

   City [redacted] State [redacted] Phone [redacted]

4. In addition to this application form the following shall be submitted:

   Site Plan - This shall be drawn to scale, and with sufficient detail to depict the proposed outdoor seating area. This should include, but is not limited to, the location and area surrounding as well as the location and dimension. This shall depict the location of ingress, egress, tables, decorations, furnishings, equipment, entertainment/sound amplifying equipment, perimeter barriers, the total square footage to be occupied by the area and the maximum seating capacity.

   Operation Plan - This shall describe the proposed outdoor area detail. This should include, but is not limited to, the dates, days and hours of operation, liquor service manuals, staff, security, maintenance personnel and proposed menu, and such other items as may be appropriate.

   Improvement Plan - Detailed plans showing all proposed changes or improvements related to the outdoor seating area.

   Application Fee – See Administrative Regulation entitled "User-Fee, License and Fine Schedule".

5. Applicant understands and agrees that additional information and material may be required during the processing of this application related to this application, the information provided herein, including attachments. Applicant agrees to provide such additional information and material and that failure to do so may delay the processing of this application or result in its denial. In the event Applicant is made aware that any information or document submitted as part of this application process is inaccurate or incomplete, Applicant agrees to immediately notify the Village and provide appropriate corrections. Applicant understands and agrees to provide such additional information and material, and that failure to do so may delay the processing of this application or result in its denial.

THE UNDERSIGNED, BEING DULY SWORN, DOES STATE AS FOLLOWS:

A. THAT THE UNDERSIGNED IS EMPOWERED TO PREPARE AND SIGN THIS APPLICATION ON BEHALF OF THE APPLICANT.

B. THAT THE UNDERSIGNED HAS REVIEWED THIS APPLICATION AND ALL ATTACHMENTS AND SUBMITTALS, AND THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND ACCURATE.

C. THAT THE UNDERSIGNED HAS REVIEWED AND SHALL COMPLY WITH THE PROVISIONS OF THE DOWNERS GROVE MUNICIPAL CODE AS IT RELATES TO OUTDOOR SALES.

APPLICANT: BOWL O BIRYANI

PRINT NAME: ARAVIND KOGANTI

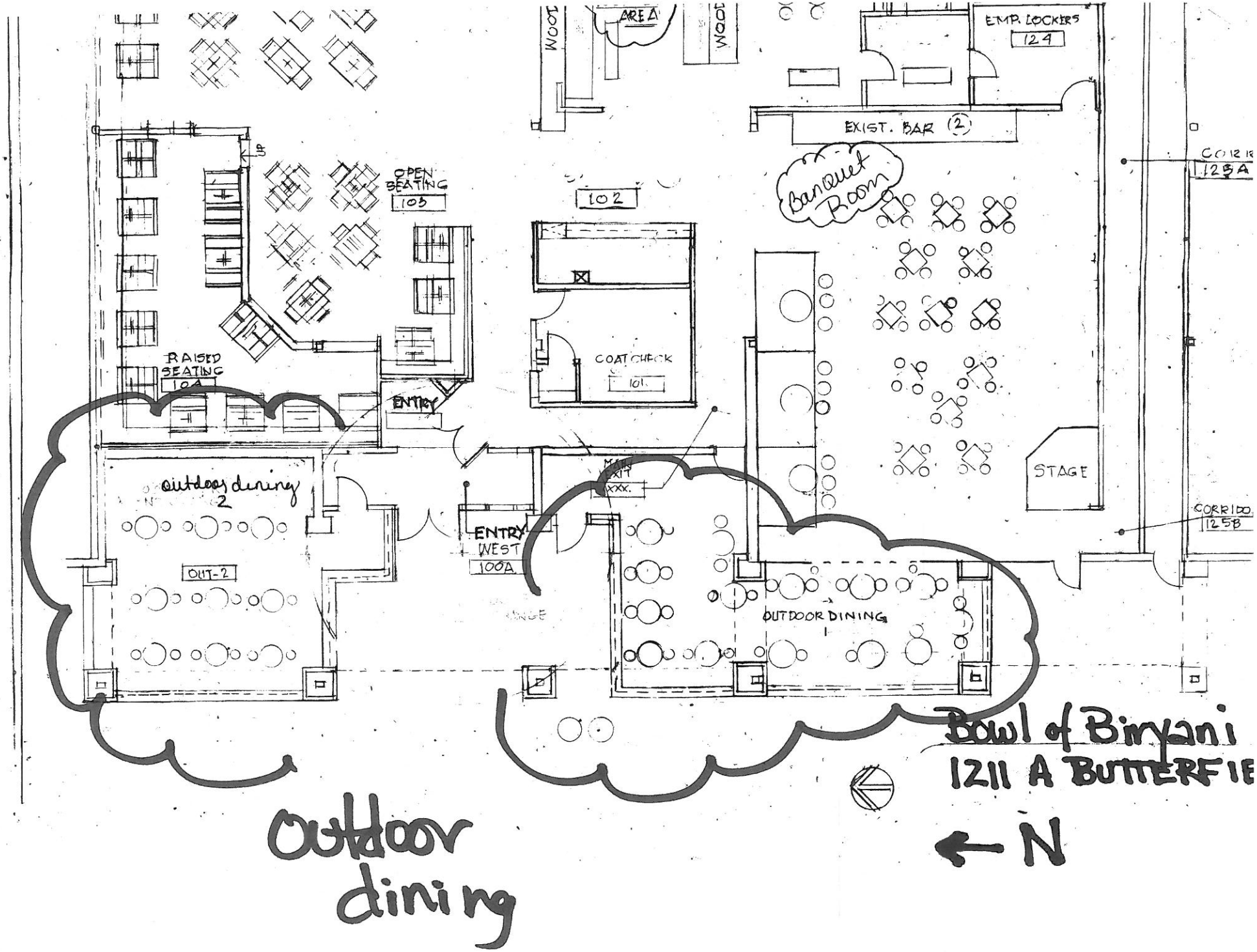
SIGNATURE: Aravind K

TITLE: MANAGER

Subscribed and sworn to before me this 1st day of November, 2019.

Notary Public

DOMINIC J HARRIS
Official Seal
Notary Public – State of Illinois
My Commission Expires Nov 16, 2021



Outdoor dining

VILLAGE OF DOWNERS GROVE, ILLINOIS
CERTIFIED EMPLOYEE DECLARATION

I, ARAVIND KOGANTI, DO HEREBY CERTIFY THAT I am the
Print Name

MANAGER of BOWL O BIRYANI, LLC and I DO
Corporate title/Position *Corporation*

HEREBY FURTHER CERTIFY THAT the attached document is a true, correct and complete list of current employees who serve, sell or distribute alcoholic liquor of BOWL O BIRYANI
d/b/a

located at 1211 BUTTER FIELD RD, STE A, Downers Grove, Illinois.
Business Address

I DO HEREBY FURTHER CERTIFY THAT the attached copies of training certificates are true, correct and valid copies of the training certifications for each of the employees.

Date: 11/1/2019

Signature

Subscribed and sworn to before me this 6 day of November, 20 19.

Notary Public

OFFICIAL SEAL
AMY B ZIELINSKI
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:02/20/23

Attachments:
Employee list
Certifications

1-16
I\mw\liquor\\Attest-Certs

American Safety Council

Illinois BASSET Training

This card certifies that:

ARAVIND KOGANTI

has completed the

On-Premise BASSET Alcohol Certification

Jeff Pairan

12/1/2019

Exp. Date:

7/17/19 - 3/31/24

LEASE

THIS LEASE made and entered into this 1st day of August, 2019, with a First amendment on October 1, 2019 in pages 1 & 2 Section 1, page 24 section 26, and name of the H.H.Naperville LLC is changed to Bowl O Biryani in all pages by and between FL CEDAR 2, LLC ("Landlord") and Bowl O Biryani LLC, an Illinois limited liability Company ("Tenant"). Landlord and Tenant shall sometimes herein be collectively referred to as the "Parties".

WITNESSETH:

The parties hereto mutually covenant and agree that Landlord, for and in consideration of the rent hereinafter reserved to be paid by Tenant, and the covenants and agreements to be kept, observed and performed by Tenant, does hereby lease unto Tenant and Tenant accepts the Demised Premises situated in the 110,000 square foot University Plaza Shopping Center, located on Butterfield Road, Downers Grove, Illinois ("Center"), described as follows:

> The area consisting of 12,400 square feet located in the Center and described on the Plat attached hereto as Exhibit "A" and made a part hereof known as Space Number 1211-A ("Demised Premises"), commonly known as 1201-1213 Butterfield Road, Downers Grove, Illinois

commencing July 17, 2019,(" Commencement Date"), unless sooner terminated or extended as provided herein, to be occupied and used by Tenant for Restaurant, and Banquet Hall including live entertainment and bar where alcoholic beverages, including, but not limited to, liquor, beer and wine are sold, and consumed and where other types of beverages are also sold and consumed as well as at Tenant's sole option for a restaurant for the purpose of selling prepared foods, including catering services, and other products to the public for both on and off Premises consumption, and for such other uses as are now or may from time to time be customary or standard for the conduct of the restaurant and Banquet Hall.

Landlord shall not lease additional space with the University Plaza Shopping Center to any other tenant that operates either a Indian restaurant or Indian banquet hall offering food products similar to those offered by Tenant.

1. The Tenant will pay a fixed minimum rental in advance and additional rental as hereinafter set forth, to Landlord during the term hereof, or to such other person as Landlord may direct, without demand, at the Center or at such place as Landlord may by notice in writing to Tenant from time to time direct at the following rates and times:

(a) A fixed total rental in sums during the term hereof as follows:

(i) No rent shall be due from August 1, 2019, through September 30, 2019.

(ii) From October 1, 2019, through March 31, 2020, a total of [redacted] to be paid on the first day of each month, in advance during the said years.

(iii) From April 1, 2020, through March 31, 2021, a total of [redacted] to be paid on the first day of each month, in advance during the said years.

(iv) From April 1, 2021, through March 31, 2022, a total of [redacted] to be paid on the first day of each month, in advance during the said years.

(v) From April 1, 2022, through March 31, 2023, a total of [redacted] to be paid on the first day of each month, in advance during the said years.

(vi) From April 1, 2023, through March 31, 2024, a total of [redacted] to be paid on the first day of each month, in advance during the said years.

The fixed minimum rental shall be part of the total rental computed as herein provided and shall not be an addition to said total rent. In the event that Landlord fails to receive any installment of rent on or before the tenth day after it is due, Landlord shall be entitled to charge as additional rent a late charge fee equal to five ($.05) cents for each dollar so overdue in order to defray the increased cost of collection resulting from such late payment.

(b) Tenant shall be responsible for all utility services (Electricity, Gas and Water, sewer charges) used in the Demised Premises provided that all such utility services are separately metered. Private meter is installed for water.

2. The Landlord:

(a) Will supply cold water, and also heat and air conditioning to provide a temperature and humidity condition required in Landlord's reasonable judgment for comfortable occupancy of the Demised Premises as a Restaurant and Banquet Hall under normal business operation and during

Menu

BOWL O BIRYANI
Indian Cuisine

DRAFT

Soups
Tomato Soup
Veg. Corn Soup
Chicken Corn Soup
Sambar/Lentil Soup

South/North
Puri Bhaji
Puri Chole
Chole Batura
Idli
Medu Wada
Sambar Idli
Sambar Wada
Plain Dosa
Onion Dosa
Masala Dosa
Chicken Tikka Dosa
Paneer Dosa

Appetizers

Veg Samosa
Cut Mirchi Bajji
Mirchi Bajji
Chilli Gobi
Gobi 65
Panee 65
Veg 555
Chilli Chicken
Chicken 65
Mutton Sukka
Chicken Lollipops
House special chicken fry
Chilli Shrimp
Apollo Fish
Tandoori chicken
Chicken tikka kebab
Paneer tikka kebab

Entrees
Dal Tadka
Malai Kofta
Navaratan Kurma
Paneer Butter Masala
Paneer Tikka Masala
Kadai Paneer
Gutthi Vankaya Curry
Chenna masala
Chicken Tikka Masala
Butter Chicken
Kadai Curry (Chicken / Lamb)
Andhra Curry (CS) (Chicken / Goat)
Fish masala
Shrimp masala
Hakka Noodles Veg/Egg/Chk/Shrimp
Fried Rice Veg/Egg/Chk/Shrimp

Sides
Plain Naan
Butter Naan
Garlic Naan
White Rice
Tandoori Roti

Biryanis
Veg. Dum Biryani
Paneer Biryani
Chicken Dum Biryani
Goat Dum Biryani
Egg Biryani
Special chicken biryani
Fish Biryani
Shrimp Fry Biryani

Desserts
Gulab Jamun
Rasmalai
Double ka Meetha
Gajar Ka Halwa

Beverages
Masala Tea
Coffee
Soda
Mango lassi

BOWL O BIRYANI
Indian Cuisine

Employee Liquor Handling

Training Manual

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INTRODUCTION

We'd like to take a moment and welcome you to our team at Bowl O Biryani. As a new member of our service team, you need to become familiar with the tasks of your job and the expected level of performance.

Our main goals are simple – to furnish a clean, comfortable and inviting atmosphere, and provide quality beverages and food with professional service. When we commit to do our best and we accomplish these goals, our customers will be satisfied and they will continue to patronize our business and recommend us to their friends.

You play an essential role in reaching our goals and we want you to know you have our support. Thank you for joining our team. We look forward to working with you!

About the Training Manual

The Bartender Training Manual will help you understand the responsibilities and duties necessary to perform your job well. The manual will discuss several knowledge areas essential to your bartender position including:

- ⇨ Pouring drinks properly and using drink recipes
- ⇨ Delivering friendly customer service
- ⇨ Opening and closing procedures
- ⇨ Alcohol Awareness and knowing when to slow or stop alcohol service
- ⇨ Keeping the bar area clean and organized

THE CUSTOMER EXPERIENCE

As an employee of Bowl O Biryani, you play a fundamental role in working with the most important aspect of our business – our customers.

Your interaction with a customer determines the type of experience they have at our Restaurant. Always remember that you represent Bowl O Biryani to our customers and you have the ability to influence customer decisions and affect their overall customer experience.

Every team member, no matter their position, is involved with giving our customers the best possible experience. As an employee of Bowl O Biryani, it is your responsibility to make a customers feel welcome and treat them with courtesy and attentiveness.

Delivering Excellent Customer Service

When customers patronize our business, they are spending their hard-earned money for a fun and exciting (pleasant) drinking and dining experience. With that in mind, guest satisfaction must be a top priority for all employees. Your goal should be to not only make the customer experience meet expectations, but to make the experience should go above and beyond expectations – giving the customer a reason to visit us again in the future. This is where delivering excellent customer service comes in.

The three keys to delivering excellent customer service are – Keeping a positive attitude, Considering every customer as an asset, and Assessing and Meeting customer needs.

Keeping a Positive Attitude

Having a positive attitude towards your work is one of the most important things you can do to be successful at Bowl O Biryani. In fact, your positive attitude is one of the reasons you were hired.

Look at every customer as the opportunity to do you absolute best. If problems arise, don't complain about them, think of how you can fix them and show off your problem solving abilities. If a customer is being difficult, do your best to win them over and have them leave our restaurant feeling much better than they did when they arrived.

Everyone has bad days sometimes, but your personal life should not affect your job performance. If you're feeling low, you need to check it at the door and put on a smile while you're at work. Remember that guests come to our restaurant to have a good time, not to be troubled with your problems. Negative attitudes can permeate our entire staff like a disease until everyone is down and it starts to affect the customer experience.

Considering Every Customer as an Asset

Without customers Bowl O Biryani would not exist. We are dependent on our customers for our livelihood and every time they visit our restaurant, they are honoring us by choosing to come to Bowl O Biryani. When you serve customers, remember that each one is an asset to our restaurant and should be treated as such.

You will come across customers who are rude or treat you with indifference. Unfortunately, many people won't appreciate the hard work it takes to perform your job. In these circumstances, you must continue to deliver friendly service with a smile. Every customer is valuable to our business, even the rude ones.

Assessing and Meeting Customer Needs

Not every guest will have the same needs, so you need to be flexible and adjust your service to the individual.

- ⇨ For example, two co-workers who come in for a quick lunch won't have the same needs as a group of friends celebrating a birthday. The co-workers want to have quick, efficient service that will allow them to return to work in time, and they probably won't be drinking alcohol. The group of friends won't be in any hurry, so they shouldn't be rushed and probably want to start a tab.

When a customer comes in, assess their needs and then do your best to fulfill them.

Greeting Customers

When customers come and sit at the bar, they should be greeted like old friends. We want our customers to feel welcomed and appreciated from the moment they step into our Bar/Restaurant to the moment they walk out the door. The customer greeting is the first step in this process.

The customer greeting should accomplish the following goals:

- ⇨ Recognize the customer and make them feel welcome
- ⇨ Set the stage for good, efficient service
- ⇨ Give a great first impression to the customer

When a customer comes into our Bar/Restaurant you should welcome them with a smile, a friendly tone of voice and a high energy level. Guests should be greeted as soon as they enter the building if they are within hearing range of the bar. If they are not within hearing range, greet them as they approach or sit at the bar.

Introducing Yourself

Start your introduction by greeting the customer and stating your name. Then make sure the customer has a menu and mention any specials that are running, using suggestive selling techniques.

Example:

Bartender - "Hi my name is Rick. Welcome to Paddy's Bar and Grill! How are you doing today?"

Customer - "Fine thanks."

Bartender – "Here is our beverage menu." (Gesture towards menu or hand menu to customer.) "Just to let you know, we have Miller Light drafts and house margaritas on special. What can I get for you?"

It is easy to fall into using the same words and greeting for every customer, but try to be creative and use different greetings for different customers. The same old "Welcome to McDonalds" just doesn't seem sincere – especially if your customers hear you doing the same spiel to everyone at the bar. Make each customer feel special, not like another sheep in the herd.

When the bar is busy or if you are working with another bartender, "flag" the customer when you introduce yourself so it is apparent that the customer has been served. You "flag" the customer by placing a beverage napkin or coaster in front of them.

If you are extremely busy and are unable to begin service for a customer, it is vital that you acknowledge them within 30 seconds of their arrival at the bar and tell them that you will be right with them. Once you get to the customer, apologize for the wait and continue the greeting as usual.

Name Recognition

Name recognition is a powerful tool in creating a bond with the customer and making sure they visit our restaurant regularly. We want to have as many regular customers as possible (you'll make more tips this way!) and remembering customer's names and using them is one of the tools we have to reach that goal.

Always try to greet regular patrons by their names. If you recognize a customer but can't remember their name, ask them so you can greet them by name next time. Simply say "You look familiar, you've been in here before right? Hi, I'm Name Goes Here, what's your name?" If you have been introduced but you've forgotten the customer's name, ask another employee or ask the customer their name again. You can always say something like "Forgive me friend, but I've forgotten your name" and then the customer will identify himself/herself to you.

Reach Out and Touch Someone

Don't be afraid to touch customers! A handshake, a pat on the back or a hug (when appropriate) is the most powerful greeting you can give a customer – it's a statement that you see the customer as a friend, not a dollar sign.

Reading the Customer's Mood

When someone comes to sit at the bar, it is up to you to entertain them. Often that means engaging the customer in friendly conversation, but there will also be times when the customer doesn't want to be bothered.

Try to read the customer's mood based on their body language and their tone of voice. Look for cues like a smile or frown, straight posture or slumping shoulders and if the customer looks

at you or they keep their head down. If it seems like the customer wants to talk or be cheered up, engage them in a conversation. If it seems like the customer wants some peace and quiet, be available to them and provide good service but leave them alone. As a good bartender, it is up to you to be intuitive and give the customer what they need.

Suggestive Selling

Customers value your knowledge and suggestions. Often, customers will come into Bowl O Biryani and not know what they want to order. You are expected to suggest beverages and food to customers as part of your job. Suggesting specific menu items to customers is called suggestive selling.

For the most part, suggestive selling will include mentioning and then describing specials or other items that we want to sell in higher volume to customers before you take their order. These suggestions plant the seed for what the customer orders. A thorough knowledge of the menu and current specials will aid your suggestive selling success.

Suggestive selling could involve mentioning and describing the day's specials or focusing the customer on a specific part of the menu, like specialty drinks.

Examples:

Bartender - "Hello, I'm Mark. Welcome to Smokehouse Bar and Grill, I'll be taking care of you today. I know you haven't had time to look over the entire menu but I just wanted to point out our new mango-habanero daiquiri. It's a smooth blend of Bacardi rum and mango puree with a spicy kick of habanero syrup – you've never tasted anything like it before."

Bartender - "Hi there, welcome to Muttluk's, my name is Katie. If you'll open up your menu to page two you'll see our martinis and that's what we're known for. My personal favorite is the ginger mint martini. It's made from Bombay Sapphire gin with fresh mint and ginger – it's amazing."

Suggestive selling not only helps us meet our goals by selling certain menu items, but it also gives the customer extra attention and helps them have a better experience. A bonus to you is that customers perceive a higher level of service which adds to your income with higher tips. Suggestive selling creates a "win-win" situation for you and your customers.

Knowing the Menu

In order to use suggestive selling and to provide excellent service, you need to have a thorough knowledge of all menus – the beverage menu, wine list, food menu, dessert menu and any other menus we use. This means studying the menus and memorizing the items,

item descriptions, what comes with each item, garnishes, portion sizes, item presentation, preparation procedures (i.e. if a drink is blended, if curry is spicy), substitutions available, complimentary items and the prices of menu items.

It is imperative that you learn the menu. It looks very unprofessional when a customer asks a question about the menu and an employee cannot answer the question because they do not know the answer, or when the employee has to look for the answer in the menu. You should know the menu well enough to answer any reasonable questions that a customer might have. Doing so will present a professional image for you and Bowl O Biryani. This knowledge will also make it easier for you to give good service and sell more, resulting in higher tips for you.

Taking an Order

Once you have done the initial greeting and suggestive selling, and given the customer some more time to look over the menu, it is time to take the customer's order. The most important things to remember when taking a customer's order are to record the order with accuracy and to use suggestive selling at the appropriate time.

Look at your customers when you take their order. Maintain eye contact and ask questions when necessary to make sure that you are communicating effectively with the customer. Record the customer's order in writing and repeat it back to the customer to make sure you have it right. When helping two or more customers together, use the "ladies first" rule of thumb. If the group is a mix of males and females or is all one sex, go from left to right or right to left when taking orders. You should suggestively sell customers during the order process.

When a guest orders an alcoholic beverage, you **MUST** ask for and receive proper identification that shows the guest is of legal drinking age. If you are unsure of the identification, don't hesitate to ask for another form of id. If the guest cannot produce proper identification, they cannot be served.

At the order time, you should ask whether the items will be paid for in cash or if the customer(s) would like to run a tab on a credit card. This is also when you'd ask if the guests want separate checks. Obtain the credit card before leaving the customer(s) to save time.

Often, if one person is ordering for other people, that person is usually the one who will pay the check, so direct your questions to this person. But never assume one person is paying for an entire round, or that the same person is buying the next round. If you are unsure of who is paying, ask the customer. It is much better to ask than to run someone's credit card for the wrong amount and upset that customer.

If the customer is also ordering food, do not rush them and hold the check until he/she is finished with the meal.

When the order is taken, let the customer know that you will be right back with the items they ordered. If they ordered food in addition to drinks, let them know that you will bring their drinks right away and get the food started. Before leaving the customer, check that they have the proper tableware that they need to enjoy what they've ordered – whether they need a beverage napkin or silverware.

How to Sell the Upsell

Once a customer orders, depending on what they order, you will now try to upsell the customer. Upselling is the process of taking the customer from a lower priced (or lower margin) drink to a higher priced (or higher margin) drink through the power of suggestion. It can be the customer ordering call liquor instead of well, upgrading from a well cocktail to a specialty drink, adding a food item onto their order or any number of situations.

If a guest does not take your suggestive selling item suggestion or order a higher priced or special item, you will attempt to upsell while the customer is placing an order. Try to use open-ended statements instead of yes or no questions. Instead of "Would you like to try our Imperial Margarita?" say "Our Imperial Margarita is very smooth and refreshing." The guest will let you know what they want.

Examples:

Guest - "I don't know what I'm having yet."
Bartender - "What type of drink do you usually have?"
Guest - "I usually do something frozen"
Bartender - "We make a delicious frozen raspberry Mojito with fresh fruit and Bacardi Silver."

Guest – "I'll have a vodka tonic."
Bartender – "Will that be Absolut, Stolichnaya or Grey Goose?"

Guest – "What is your house white wine?"
Bartender – "Our house white is Walnut Crest, but we're running a special on our Tierra Del Fuego chardonnay for only $6 a glass."

Guest – "I'll have a Margarita."
Bartender – "We make a terrific Golden Margarita with Cuervo Especial, fresh lime and a splash of Grand Marnier."

Upselling on a consistent basis will make a big difference in your tips. For example, if 30 people per night switched from a well to a call or a specialty drink with an increase average of $1.50 per drink, that's a $45.00 per night increase times in beverage sales five shifts per week

-- $225 times roughly 50 weeks in a year equals $11,250, or an average of $1687.50 more in tips (at only a 15% gratuity.) Now can you see how upselling is something you want to do?

Checking for ID's

Since it is illegal to serve alcohol to underage minors, we must ask for photo identification to verify customer's ages when they order alcohol. It's a good rule of thumb to check everyone's ID 100% of the time.

Think of asking for ID's as a compliment to customers and a statement that our restaurant cares about responsible alcohol service. Often if you only ask for one person's ID and not the ID of others in their group, it singles out the person and also might offend the other people in the group because you think they look older than their companions.

If a customer questions why you are asking for ID, explain to them that it is policy for all customers to provide valid ID before they can be served alcohol. Make sure that you hold the ID in your hand so you can examine it – do not just view it from someone's wallet.

Acceptable forms of photo identification are:

- ⇨ Driver's license
- ⇨ Military ID
- ⇨ Passport

Keep in mind that for these ID's to be valid and current, they must have a valid expiration date and not be expired.

Look carefully at the ID to make sure that the ID is for the person who is presenting it and that it is not a fake. If you question the validity of the ID, you can also quiz the person on the ID's information – like the address listed, the person's height, etc.

Here are some signs that an ID may not be valid:

- ⇨ The laminate (i.e. plastic covering) around the ID isn't sealed all the way around.
- ⇨ The corners of the ID are curled or there are gaps in the seams around the edges of the ID.
- ⇨ The font type (lettering) used on the ID is inconsistent or the lines of text do not line up.
- ⇨ The official seal or state name is missing or does not look right (i.e. the hologram isn't a hologram.)
- ⇨ Security tags are missing or printed in the wrong area.
- ⇨ The appearance descriptors (such as hair color, height, etc.) do not match the person who is presenting the ID.

- ⇨ The ID photo doesn't look like the person presenting the ID.

If you question the validity of an ID but are not sure, ask for a secondary form of identification. Most adults carry at least one other form of identification with them at all times. If you have any doubts about the legitimacy of the id, refuse service and call a manager immediately.

If the customer cannot produce a secondary form of ID or the ID appears to be fake or false, do not serve alcohol to the customer. This can be an uncomfortable situation, but if the customer protests, simply say "I am sorry, I cannot serve you without a valid ID" or "I'm sorry. House policy won't let me serve you without a valid ID."

Service Timeline

1. Greet the Customer – as soon as the customer enters the bar or when they approach the bar
    a. After the customer sits down, introduce yourself and use suggestive selling techniques
    b. Make sure customer has drink menu and/or food menu
    c. Place a napkin or coaster in front of customer so you know they've been served
    d. Read the customer's mood and engage them in friendly conversation if appropriate
2. Take the Order – as soon as customer is ready, use your best judgment to determine when. If you've left the customer with the menu, check back about 5 minutes later.
    a. Upsell
    b. Check for proper ID
    c. Write the order down so you can make sure it is accurate.
    d. Repeat the order back to the customer.
    e. Find out if customer would like to pay cash or start a tab
3. Ring up Order in POS System – directly after taking the order
    a. Every order you take MUST be entered into the POS BEFORE the drinks are prepared and the order is filled.
4. Prepare Drinks – after order is entered in POS system
    a. Follow exact drink recipes and guidelines for proper glassware and garnish.
    b. Follow exact pouring procedure and pour only the proper amount – no more, no less
5. Verify the Order – immediately after drinks are prepared
    a. Take a look at the order and make sure it is correct and everything is as it should be.
        i. Check that garnishes are right, glassware is clean and drinks are mixed properly.
        ii. Check for any guest requests (i.e. extra olives in a martini)

iii. Make sure drinks have everything they need to be served (i.e. straw, spoon, etc.)

6. Serve the Order – immediately after verifying the order
    a. For two or more customers, serve all drinks at the same time or within quick succession of each other
    b. Say the names of the drinks as you serve them
    c. Serve the order the same way you took it (i.e. ladies first, from left to right, etc.)
    d. Make sure that every drink has a beverage napkin or coaster underneath it
    e. Ask guests if everything looks good and if they need anything else or they'd like to order any food.
7. Check on Customers to see if they want another drink – use your best judgment to determine when, if customers look fine, you should still check on them at 5 and 15 minutes after serving
    a. Make sure the order was filled properly
    b. See if customers would like another drink or to order something else
    c. Never bring another drink automatically
    d. Always use a fresh beverage napkin for new drinks
    e. See if customers need additional napkins
    f. Check for level of intoxication
    g. Clear away empty glasses and any trash (like straw wrapper or soiled napkin)
8. Continue Servicing Customer – ongoing checks every 10-15 minutes depending on customer needs
    a. Don't be intrusive, but check on customers from time to time to make sure they are having a good experience.
    b. If the customer is sitting alone and it seems like they want to talk, have a conversation with them.
    c. If the customer stays for a while, you should check on them several times over the course of their visit.
    d. Continue to make sure customer has everything they need and see if they want more drinks, to order food, etc.
9. Prepare the Guest Check – use your best judgment to determine when to present, usually around 20-30 minutes after serving last round
    a. Ask customers if they are ready for the check – be sure not to rush them, but just let them know that you can bring their check when they are ready.
    b. For groups, double check that you have the right number of checks (if the group wants separate checks) and you have the correct information concerning which check should reflect any shared items
    c. Check back in 2-10 minutes to pick up money or credit card
10. Enter Payment for Check – as quickly as possible after you receive payment from the customer
    a. If it is cash, verify the amount of cash the customer gave you before you enter it.
11. Return Change or Signature Receipt to Customer

   a. If the guest gives you cash, repeat the amount of money as you make change for the customer
   b. Every customer MUST get a receipt for their purchase – no matter how they pay.
   c. Change must be returned immediately to customers.
   d. NEVER make change for a customer from money you have for another customer's bill or from the tip jar. Always make change from the register.
   e. For credit card receipts, provide guests with a pen to sign the receipt and identify which receipt is theirs and which is the merchant copy.
   f. When you collect the check holder, make sure that customer's have signed the right receipts and they have taken their card
12. Thank Customers – as you return change or signature receipt to customer
   a. Thank customers for coming to Bowl O Biryani
   b. Tell customer about any upcoming promotions or special offers
   c. Invite customer to come back again
13. Clean Bar Area – as customers continue to sit at the bar
   a. Do not wipe down bar, but clear all empty glassware and/or dishes and clear all trash or debris from the table.
14. Bid Customers Farewell – as customers leave the bar
   a. Say goodbye to customer and thank them again for visiting Bar Name Goes Here

Speeding Service

When the bar is especially busy, you will want to serve as many customers as possible within a short period of time. This doesn't mean giving poor service because you're rushed, it just means that you do certain things to help speed service along so guests can get their drinks and you can move on to serving other guests.

No matter how busy you are, always recognize new customers, let them know you'll be with them shortly and place a coaster or beverage napkin in front of them. That way customers will see that they are being acknowledged even if it may take a few minutes for you to give them service.

As you gain experience, you should look for ways to increase your speed without jeopardizing service or going against house policies.

One of the easiest ways you can speed service is by telling the customer the cost for their order while you make the drinks. This saves time because by the time the drinks are served, the customer will have their money ready.

Another way to consolidate your duties is to fill customer needs at the same time when the needs are the same. For example, if you have two customers who have just been served drinks, check on them one directly after the other so if there is something the customer needs

(like a straw or a glass of water) you can consolidate the requests (like get two straws and give one to each of the customers who asked for them.)

Shift Changes

During shift changes, it is important to communicate with your fellow bartenders. When you relieve another bartender, make sure you know about open tabs, customer intoxication or other issues. Start closing tabs 15 minutes before the next bartender clocks in, but do not rush customers. If customers are still waiting on an order or if they are still dining, transfer the tab to the relieving bartender.

Customer Complaints

You may be doing everything in your power to make sure the customer has a wonderful customer experience, but from time to time you will have customer complaints. When handling customer complaints, the goal is to placate the customer and resolve the situation so that the customer leaves on a positive note and will return to Bowl O Biryani again in the future.

Here are some tips on dealing with customer complaints:

- ⇨ Respond quickly
  - ✓ When you respond immediately to a problem, you keep it from blowing out of proportion. If the problem is something that can be easily fixed, fix it quickly
- ⇨ Listen
  - ✓ Do not interrupt the customer or make excuses when they are explaining the problem. Make eye contact with the guest and listen to their complaint. Show the customer that you are concerned and sincerely want to help
- ⇨ Remember the customer is always right
  - ✓ This is sometimes hard to do, but try to put yourself in the guest's shoes and keep in mind that each customer is an asset. It is up to us to make sure that every guest has an excellent customer experience
- ⇨ Make it better
  - ✓ Often the guest just wants an apology and for you to correct the situation
  - ✓ Compensate for the problem or mistake by making a reasonable offering
    - Sometimes it is just bringing the correct item to the guest or taking an item off of the guest check
    - Other times compensation might be a complimentary item or a free gift certificate
- ⇨ Thank the customer
  - ✓ Problems and mistakes provide opportunities for us to improve
  - ✓ Thank the customer for bringing the issue to your attention

- ⇨ Refer to your manager
  - ✓ Notify a manager of all customer complaints whether you resolved the situation on your own or not
  - ✓ For large issues or unreasonable customers, ask a manager for help in resolving the situation

Increasing Your Tips

At Bowl O Biryani we want you to be successful in your position with us. The business relationship we have with you should be mutually beneficial – with you helping us to achieve our goals and us giving you the tools you need to perform your job well and earn money.

We understand that part of your success means that you're making money through tips or gratuities. Did you know that there are things you can do to increase your tips? If you use the following techniques in addition to delivering excellent customer service, you can increase the tips that you earn.

Customer Recognition

One of the best ways to make more tips is to connect with customers. Giving recognition through remembering customer's names, things about them and their favorite drinks forms a relationship between staff and customers that translates to a better customer experience and higher gratuities for you.

If you practice customer recognition you will find yourself with a loyal customer following, who will come in when you are working and request to be served by you specifically.

Whenever possible, try to greet customers by name and make a point to create rapport with customers. Extra touches like remembering a customer's favorite drink or asking about their work/family/pet/love life will add to the connection.

Being Knowledgeable

Customers rely on you to be an expert on Bowl O Biryani. They expect you to have a working knowledge of the menu, history of Bowl O Biryani and any upcoming events or special offers that are running.

When you can easily talk about menu items or give customers a little more information about Bowl O Biryani, you can be more conversational with customers and help them make better

choices. This adds value to their experience and raises the customer's perceived value of your service.

But being knowledgeable doesn't just refer to your knowledge of Bowl O Biryani. Knowing about the city and things that are going on can help you fulfill other customer needs such as giving directions or letting them know about an event in town that weekend. When you do the customer a favor by helping them out with information, they will do a favor by leaving you a good tip.

Anticipation

You should develop the ability to anticipate customer needs. In the ideal scenario, customers should never have to ask for anything. You should be at the ready to offer customers another round of drinks, more food or items like straws and napkins when necessary. You should also be able to determine if a customer would like to talk or if they need some quiet time.

Service should be attentive but not intrusive. You should check in with customers on a regular basis to see how they're doing and if they need anything.

Making Change

Though it seems like a minor part of earning tips, the way you make change can be the difference between a small tip and a significantly larger one. For starters, change should always be broken down into smaller denominations. For example, a $5 bill should be broken into four $1 bills and four quarters. If a drink check came to $13, the change for a $20 bill should be one $5 bill, one $1 bill and four quarters.

Another thing about making change that influences gratuities is how the change is placed in front of the customer. When change is handed over, always repeat the check total and the amount received. Then the change should be counted out in front of the customer, starting with the coins first, with the smaller bills following and the largest bill last. Often the customer will use the last bills in his hand to make the tip.

Never ask the customer if they need change. It is unprofessional and some customers may see it as rude or presumptuous. Make change for every check in the proper combination of bills and order as described above.

Waiting too long for change is a common customer complaint, so put the same priority on delivering change to customers as you do in delivering a drink order. When it comes to tips, often the last impression is the most important, so don't leave customers feeling impatient and forgotten right before its time for them to leave a gratuity.

Taking Tips When Offered

When a customer orders round after round of drinks or when there's a large group at a table, tips are often put down between drink orders. On the occasion of receiving a tip between orders, thank the customer and accept the tip as soon as it is offered.

If the tip is left on the bar or table, the customer may not tip again for the next round. Leaving the tip also shows a lack of respect for the customer and may influence their desire to tip more later on.

Being Honest

Another way that you can win points with customers and generate bigger tips is to practice honesty. When a customer pays more for a check than is due, bring the overpayment to the customer's attention immediately. The customer will appreciate your honesty and it may result in a larger gratuity.

Declaring Tips

Per tax law from the IRS, you are required to declare 100% of your gratuities.

Alcohol Awareness

At Bowl O Biryani, the responsible service of alcohol is very important to us. Serving alcohol responsibly is not only important because it is our legal responsibility, but also because we have a responsibility to our customers and our community. Additionally, serving alcohol responsibly makes our restaurant a safer and more enjoyable place for our customers and our employees.

The following information is just part of our Alcohol Awareness Program. You will learn more in depth information about how alcohol affects the body and our state liquor laws in the full Alcohol Awareness Program.

Your Serving Responsibility

As a bartender at Bowl O Biryani, you take on a duty to serve alcohol responsibly and follow proper procedures for dealing with related issues. This means you need to recognize the signs

of intoxication, monitor your customer's alcohol consumption and take the proper action to slow or stop alcohol service when necessary.

In order to serve alcohol responsibly, there needs to be cooperation between employees and management. The employee's duty is to pay attention to customers and observe their behavior, monitor customers' alcohol intake and alert management when customers are becoming intoxicated. And once alerted, it is management's duty is to assess the situation and take action to resolve it – whether that means asking the employee to stop service and offer food, or calling a taxi so the customer can go home.

Blood Alcohol Content

Blood Alcohol Content is the amount of alcohol compared to blood in a person's body at a particular point in time. A Blood Alcohol Content of 0.1 means that for every 1,000 drops of blood, there is one drop of alcohol present. The only way to measure a person's Blood Alcohol Content accurately is with a breathalyzer test or by drawing blood. Since we do not have these methods of measuring Blood Alcohol Content at our disposal, we need to pay attention to customer behaviors and use the Blood Alcohol Chart as a guide.

Blood Alcohol Chart

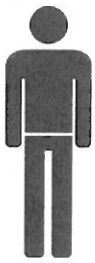
The Blood Alcohol Chart is a guideline to use when determining intoxication. The Chart determines Blood Alcohol Content based on a person's weight and sex. Weight is a factor because Blood Alcohol Content is measured based on the amount of blood in a person's body and bigger, heavier people have more blood. Because of the percentage of water in men's bodies and the difference in muscle content between men's and women's bodies, men metabolize alcohol at a slower rate, so that is why sex is a determinant of Blood Alcohol Content.

The Chart is based on approximate measures and each person is different. There are numerous variables that determine how much alcohol affects individuals such as body type, age, metabolic tolerance, and other factors that the Chart does not take into account.

Each drink on the chart is equivalent to one 12 ounce glass of beer or one 5 ounce glass of wine or one 1.5 ounce shot of 80-proof liquor.

One Drink Equals

12 oz	=	5 oz	=	1.5oz
5%		12%		80 proof



Male

Percentage of alcohol in bloodstream based on weight and consumption

	Number of Drinks Consumed in 1 Hour								
Weight	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
100	.04	.08	.11	.15	.19	.23	.26	.30	.34
120	.03	.06	.09	.12	.16	.19	.22	.25	.28
140	.03	.05	.08	.11	.13	.16	.19	.21	.24
160	.02	.05	.07	.09	.12	.14	.16	.19	.21
180	.02	.04	.06	.08	.11	.13	.15	.17	.19
200	.02	.04	.06	.08	.09	.11	.13	.15	.17
220	.02	.03	.05	.07	.09	.10	.12	.14	.15
240	.02	.03	.05	.06	.08	.09	.11	.13	.14

Female

Percentage of alcohol in bloodstream based on weight and consumption

	Number of Drinks Consumed in 1 Hour								
Weight	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
100	.05	.09	.14	.18	.23	.27	.32	.36	.41
120	.04	.08	.11	.15	.19	.23	.27	.30	.34
140	.03	.07	.10	.13	.16	.19	.23	.26	.29
160	.03	.06	.09	.11	.14	.17	.20	.23	.26
180	.03	.05	.08	.10	.13	.15	.18	.20	.23
200	.02	.05	.07	.09	.11	.14	.16	.18	.20
220	.02	.04	.06	.08	.10	.12	.14	.17	.19
240	.02	.04	.06	.08	.09	.11	.13	.15	.17

Traffic Light System

A large part of serving alcohol responsibly is being knowledgeable about the signs of intoxication and being able to identify the signs in customers. When we can recognize the signs, we can take the appropriate action.

The Green-Yellow-Red system or traffic light system is a tool that helps us determine a customer's intoxication level and whether they can be responsibly served alcohol.

Use the traffic light system just as you would when you're driving a car to determine if a customer is becoming intoxicated and what actions should be taken – whether you're a "go" for alcohol service or service should slow or stop. If a customer goes from a Green to a Yellow, you must notify the manager on duty so they can determine whether service should be slowed or stopped.

The traffic light system is detailed in the following chart.

TRAFFIC LIGHT SYSTEM

GREEN LEVEL: Customers May Be Served

The Customer:

- Looks and acts sober
- Displays no visible signs of intoxication

YELLOW LEVEL: Serve With Caution

The Customer is:

- Talking loudly
- Not able to carry on a conversation
- Acting crude, Using lots of foul language
- Overly friendly with other customers and employees
- Acting in an inappropriate manner
- Making irrational statements
- Argumentative or belligerent

RED LEVEL: Absolutely No Service Allowed

The Customer has:

- Trouble handling money
- A glazed over look, eyes unfocused and/or dilated
- Trouble lighting or smoking a cigarette
- Slurred speech
- Stumbling, swaying, inability to walk properly

Slowing Alcohol Service

Slowing alcohol service means that when a customer asks for another drink, you don't bring it immediately. You get "busy" doing other things and you don't serve the drink for a while – you can do things like bussing tables, going to the storeroom, etc.

Another thing that you do to slow service is to bring a glass of water to the customer - don't ask if the customer wants one, just bring it. If there is more than one person in the group it may be less confrontational to bring a glass of water for everyone, not just the customer in question.

Slowing service also means offering food. Bring a menu to the customer and suggest some food items.

Refusing Alcohol Service

Refusing service is a necessary part of operation and depending on the situation; you may be the person who deals with the customer in refusing service. In most cases, refusing customers won't get confrontational and it doesn't even have to be uncomfortable. Always alert the manager on duty first when you see a customer becoming intoxicated. The manager will then determine the course of action and whether or not to refuse service.

Whenever you refuse service, be sure to fill out a service refusal form. This form is our record that we did not serve the intoxicated customer.

Below are some situations where slowing or stopping service is necessary:

Examples:

- ⇨ The Situation: The customer is drinking quickly or is beginning to show the early signs of intoxication (like talking loudly or being overly friendly.)
  - ✓ What to do: Alert the manager. Slow service and offer food and water.

- What to say: "Leslie, you need to get something into your stomach. I'm concerned about what you've had to drink so far and you need something to absorb it. Let me get you an order of chicken wings and fries."
- What to say: "Let me bring your some food guys. We have a great appetizer platter that I can have for you in a couple of minutes."

⇨ The Situation: The customer is nearing intoxication but still demands another drink

✓ What to do: Alert the manager. Instead of cutting the customer off when they want another drink, let them know that after this one last drink, you can't serve them anymore. As long as they aren't intoxicated, go ahead and serve them but let the customer know it's their last drink.

- What to say: "Joe, enjoy this one, I don't think I can serve you another."
- What to say: "Here you are Barbara. Drink slowly because this is the last one I can serve you safely."

⇨ The Situation: The customer is intoxicated and is demanding another drink. The customer is with a friend or group of friends.

✓ What to do: Alert the manager. Enlist the customer's friends to help you with the customer - It might be easier to have one of the customer's friends explain to them why they can't and shouldn't have any more alcohol.

- What to say: "Hi there, It looks like your friend has had enough to drink. We can't serve him anymore, so maybe it's best if you take him home."

⇨ The Situation: The customer is intoxicated and is demanding another drink. You must refuse service to the customer.

✓ What to do: Alert the manager. Be firm and come from a place of concern for the customer. Refuse service to the customer and fill out a Bar Service Refusal Form for your records.

✓ Whenever you or your staff is going to cut a customer off, make sure you have backup. Staff should let the manager know and all other servers & bartenders should be made aware (so they don't serve the customer either.)

✓ If the customer tries to argue or engage you in a conversation about why they can't have another drink, repeat that you can't serve them and ask if you can call a taxi. Do not let the customer bring you into a conversation or argument, just stay calm and repeat that you cannot serve them anymore in response to anything they say to you.

- What to say: "I'm sorry Jim, we can't serve you anymore. Can I call a taxi for you?"
- What to say: "By my judgment you've had too much to drink Sal, so I cannot legally serve you another. Can I call a taxi for you?"

✓ After you've cut the customer off, offer them food and a non-alcoholic beverage. Call a taxi service and arrange for the customer to go home.

Underage Customers

It is against the law to serve alcohol to those who are under the legal age limit. It is our policy to ask for identification for customers to determine if they are above the legal drinking age. If a customer does not meet the legal age requirements, they cannot be served alcohol period.

Commitment to Responsible Service

To fulfill our responsibility to serve alcohol responsibly, we commit to:

- ⇨ Check ID's for customer's who order alcohol
- ⇨ Refuse to serve intoxicated customers
- ⇨ Not allow intoxicated customers to enter our bar
- ⇨ Not knowingly serve alcohol to minors
- ⇨ Recognize the signs of intoxication and slow or stop service to those customers
- ⇨ Arrange alternative transportation for intoxicated customers
- ⇨ Offer food and/or water to drinking guests
- ⇨ Create an atmosphere that promotes responsible drinking

General Guidelines

In addition to the information specific to your position at Bowl O Biryani, there are some general guidelines that will help you do you job well and help make Bowl O Biryani a healthy and comfortable atmosphere for customers and your fellow employees.

Attendance and Tardiness

As an employee of Bowl O Biryani, you are expected to report to work on time, on a regular basis.

Any time you have missed work for any reason, you must notify your manager of your absence. Absenteeism under the Company's policy is an incident of absence that consists of two or more hours in any workday or series of working days during which you are absent from work. This includes absences on days when you were scheduled to work for another employee and overtime work.

Employees who provide false reasons for an absence are subject to disciplinary action, up to and including discharge.

An employee is tardy when he/she is late to work by more than ten minutes during any scheduled work period, including returning from lunch or other approved time off during the workday. An employee's tardiness is unexcused unless prior approval from the employee's supervisor is obtained.

If you are running late or will not be able to work a scheduled shift, you must call and speak with a manage. Speak only with a manager – do not leave messages with fellow employees.

Employees who fail to properly notify the company of their absence for three (3) consecutive workdays will be considered to have voluntarily terminated their employment with the company.

Repeated absences, repeated tardiness, or unexcused absences will result in disciplinary action and possible termination of employment.

Your Image is Our Image

As a key team member who regularly interacts with customers, you are visible to our guests at all times. It is important that you are dressed properly and practice good hygiene and personal grooming.

One thing to always keep in mind is that as an employee you represent Bar Name Goes Here to the customer. While you're at work, your image is our image – and we take this seriously. We want to present the best image possible, so you must do your best to present a clean and professional image for yourself. If you aren't well groomed or dressed properly, not only does it show a lack of respect for yourself, but it also reflects badly on Bowl O Biryani and everyone who works here.

Appearance and Uniform

To portray a professional image, certain guidelines must be followed in regard to employee appearance. All employees are expected to maintain good personal hygiene practices to ensure food safety and customer comfort.

Employees are required to do the following:

- ⇨ Arrive at work clean, with teeth brushed, with clean hair, bathed and with deodorant/antiperspirant used daily
- ⇨ Maintain short and clean fingernails. No artificial nails are permitted in any food or drink production areas
- ⇨ Wear hair pulled back and under a cap or in a hair net when in food/drink production area

- ⇨ Keep facial hair neat and trimmed
- ⇨ Refrain from wearing jewelry (other than wedding ring) in the food/drink production area
- ⇨ Avoid scented lotions on hands – these scents can be transferred to glassware or food

Wearing your uniform properly is part of your job. As soon as you walk into the door at Bar Name Goes Here, you are expected to be in full uniform and ready to work. Your uniform should remain on until you are off of the clock and finished with work.

If you would like to change from your uniform once you are off the clock, you must do so completely – you are not permitted to wear only parts of your uniform in the bar/restaurant at any time.

- ⇨ You must report to work in your full uniform wearing the proper shoes
- ⇨ A smile and positive attitude is part of your uniform
- ⇨ Keeping your uniform neat and clean is your responsibility
  - ✓ Launder uniform on a regular basis
- ⇨ When wearing an apron it should be clean
  - ✓ Remove apron before going to use the restroom

Eating and Drinking

Employees may only eat and drink in designated areas. Food is only to be eaten during designated breaks and is never eaten in view of customers. Beverage containers in food/drink production areas must be closed.

Cell Phone Policy

Cell phones are not allowed while employees are clocked in and should be stored with other personal items in lockers or other storage areas. Under special circumstances, employees may inform their supervisor of the need to carry a phone and may be approved on the discretion of management.

Special permission for use will be granted or denied on a case-by-case basis. Employees are permitted to make personal calls and texts only during breaks and meal periods. Employees should notify their friends and family members of this policy.

Bowl O Biryani does not encourage employees to bring cell phones to work and will not be liable for the loss of personal cell phones brought into the workplace. Employees are not authorized to use personal cell phones in place of company provided beepers and radios.

Personal calls or texts during the work hours - regardless of the phone used - interfere with employee productivity and be distracting to others. If you are caught phoning or texting during working hours, disciplinary action will be taken.

Personal calls on company telephones are not allowed. Employees should not receive personal phone calls on the company phone lines.

Off-Hours Behavior

Anytime you are in the restaurant during hours that you are not scheduled to work, you must continue to exhibit appropriate behavior befitting a proper customer. During these times, you are not permitted in employee areas (such as behind the bar) and you should refrain from keeping other employees from their work.

Safety

The health and safety of employees is a top priority at Bowl O Biryani. You play a vital role in helping us maintain proper safety standards. We rely on you to keep your eyes and ears open and look report potential hazards before they become a problem. Whenever you see a potential hazard or something that looks unsafe to you, notify your manager immediately.

Many workplace accidents can be avoided by following the proper safety procedures. Safety hazards fall into four main areas:

- ⇨ Injuries from falls
- ⇨ Burns due to fire or extremely hot liquids
- ⇨ Cuts from knives and other sharp objects
- ⇨ Back injury from lifting improperly

There are a number of things that you can do to prevent injury at work. Below are some safety guidelines that you should follow.

- ⇨ Know how and where to report emergencies
  - ✓ Know who and which number to call for emergencies
  - ✓ Report all incidents to your manager
- ⇨ Wear proper clothing when working
  - ✓ Only wear the proper shoes
  - ✓ Keep long hair pulled back and tucked under a hat
  - ✓ Do not wear jewelry

- ✓ Make sure clothing fits and is not loose so it can't get caught on anything
- ✓ Wear a back brace when lifting heavy objects

⇨ Lift heavy objects properly by bending at the knees and not at the waist to keep pressure off of your back
- ✓ Lift first by steadying feet and then squatting down to grasp the object, then slowly straighten legs and keep arms tucked closely to the body
- ✓ Watch fingers and toes when setting objects down or shifting them
- ✓ When lifting heavy objects, ask for help and use a cart or dolly whenever possible
- ✓ Know where exactly where items are going before they are moved

⇨ Be cautious when handling knives or other sharp instruments. Learn how to properly handle, clean and store them before touching them.
- ✓ Never touch the blades of sharp instruments
- ✓ Use guards and tampers when available
- ✓ Completely power off equipment before adjusting

⇨ Follow established traffic patterns around the Bowl O Biryani – do not go into "out" doors and out of "in" doors.
- ✓ When passing through doors and coming around corners, move cautiously and anticipate that there might be oncoming traffic.
- ✓ Alert others to your presence. Say, "coming behind" or "behind you" loudly and clearly when passing behind someone.
- ✓ When you are backing up, have a "spotter" or frequently look behind you to prevent collisions
- ✓ When walking behind the bar or through the kitchen, walk carefully and watch for wet and slippery floors

⇨ Store glassware, other dishes and inventory items correctly and in the designated storage area
- ✓ Keep the handles of items (like pitchers) turned away from the edges of counters and surfaces so they are not protruding outwards.
- ✓ Transport glassware and dishes carefully

⇨ Always use a designated scoop for ice. NEVER use a glass in the ice bin.
- ✓ Never use your hands to touch or pick up broken glass

⇨ Concentrate on the task at hand and avoid daydreaming or becoming involved in other things when you are handling equipment or chemicals

⇨ Clean spills immediately
- ✓ Use "Wet Floor" signs when floors are wet from cleaning or spills

⇨ Keep aisles, walkways and stairwells clear.
- ✓ Use handrails when walking up and down stairs
- ✓ Turn lights on when moving into a dark place

⇨ Be careful and alert around hot liquids
- ✓ Do not overflow containers with hot liquids
- ✓ Alert others to the hot items
- ✓ Ask for help when lifting pitchers or pots containing hot liquids
- ✓ Do not serve steaming hot liquids to customers
    - Warn customers when serving hot items

- ✓ Use dry potholders when handling hot pitchers or other equipment
- ✓ Let equipment cool before emptying of hot liquids and cleaning

⇨ Be careful to avoid electric shock
- ✓ Turn off and/or unplug electrical equipment (such as blenders) before cleaning, assembling or disassembling
- ✓ Never handle live electrical equipment with wet hands or while standing on a wet floor
- ✓ Be careful when unplugging items and do not yank plugs out by their cords

⇨ Do not operate tools, equipment or use supplies if you haven't been properly trained on doing so

⇨ Make use of equipment guards, safety devices and other equipment that is provided for safety
- ✓ Wear protective gear (like gloves or goggles) when necessary
- ✓ Use a ladder for climbing and do not stand on chairs or tables
- ✓ Do not operate equipment or tools without all safety guards set in place

⇨ Smoke only in designated areas
- ✓ Dispose of cigarettes in designated receptacles
- ✓ Do not throw lit cigarettes into a trashcan or onto the ground

⇨ Be careful with combustible material
- ✓ Never store combustible material near heat sources
- ✓ Never store chemicals near heat sources
- ✓ Store garbage away from heat sources
- ✓ Do not use aerosol or flammable chemicals near heat sources

⇨ Handle chemicals safely
- ✓ Read the Material Safety Data Sheets (MSDS) before using any chemical
- ✓ Read the labels of the chemical before using
- ✓ Follow all directions for usage and storage of chemicals
  - Do not mix chemicals together
  - Do not store chemicals in incorrect, unauthorized or unmarked containers
  - Do not store chemicals near food items or in food prep or serving areas
  - Dispose of leftover chemicals and empty chemical containers as specified on the product label
- ✓ If you have any questions about handling a chemical – ask!

⇨ Notify your manager when you notice unsafe conditions
- ✓ Including:
  - Chipped or cracked glassware or dishes
  - Broken glass
  - A spill or other hazardous floor condition
  - Broken or unsafe equipment
  - Frayed electrical cords
  - Broken or cracked chairs and furniture
  - Broken or poor lighting
  - Leaks
  - Dangerous traffic patterns
  - Dangerous workflow patterns

Material Safety Data Sheets

Material Safety Data Sheets or MSDS are information sheets supplied by manufacturers for hazardous chemicals. These sheets provide information like the chemical name of the product, physical hazards, health hazards and emergency procedures in case of exposure. MSDS are required to be kept in our restaurant.

There are six sections of the MSDS that provide you with safe handling instructions – the product name, whether the product is a fire hazard or not, the health hazards, special protection needed when using the product, steps to follow in case of a spill, and special precautions to take when handling and storing the product. Anyone handling or using chemicals should thoroughly read the MSDS before handling or doing anything with the chemicals.

Sanitation

Cleanliness and sanitation are of utmost importance at Bowl O Biryani. The health of our guests and employees can be affected by how well we maintain a clean and sanitary environment. Maintaining a clean and sanitary environment is something that requires your help and cooperation.

Handwashing

Throughout your time at work, frequently wash hands thoroughly with soap and water. Hands must be washed after entering the workplace before shift begins, before preparing food or handling equipment, as often as necessary during food preparation, after using the restroom, after touching face or any part of the body, after smoking, after eating or drinking, after cleaning and any other time an unsanitary task (like emptying trash, etc) has been performed.

Hands must also be washed after applying makeup, brushing hair, coughing, sneezing or using a tissue, after taking breaks, after handling raw foods, after touching anything soiled, after performing a cleaning task and after touching anything where there could be a chance of contamination.

Here are the steps you should take when washing your hands:

1. Use a sink designated for hand-washing
2. Wet hands with warm water
3. Apply soap and thoroughly lather front and back of hands, fingers, fingernails, wrists and arms up to elbows
4. Rub hands together for another 20 seconds
5. Rinse hands well with warm running water

6. Grab a paper towel and turn off water with the towel
7. Dry hands with paper towels or a hand dryer

In addition, employees must bandage cuts, abrasions or other skin problems that have broken the skin. Bandages should be covered with gloves where appropriate.

Wear disposable gloves when handling ready-to-eat foods. Gloves should also be worn at all times when employee has a cut, sore, rash or other problem with their hands. Disposable gloves should be changed as often as washing hands is required.

Foodborne Illness

Managers and employees at Bowl O Biryani share the responsibility to understand the causes of foodborne illness and use effective hygienic practices to prevent the transmission of bacteria and viruses to food.

The Big 5

We must report all cases of these 5 to the local Health Department:

1. Salmonella
2. Shigella
3. Norovirus
4. Enterohemorrhagic or Shiga-toxin producing E. Coli
5. Hepatitis A.

At Risk Employees

1. Employees that are diagnosed, suspected of, symptomatic of, or exposed to any of these pathogens are restricted from working with exposed food, cleaning of equipment, utensils and linens. These employees must seek medical attention and gain clearance before returning to work.
2. Employees with any of the following symptoms are restricted from working with exposed food, cleaning of equipment, utensils and linens

   - ⇨ Diarrhea, fever, vomiting, jaundice, or sore throat with fever.
   - ⇨ Exposed lesions or boils containing pus or draining.
   - ⇨ Asymptomatic and positive stool for S. typhi, Shigella or E. Coli.
   - ⇨ Jaundice for more than 7 days

3. The rule same goes if employees meet any of the following high risk conditions:

   - ⇨ Prepared or ate food that made people ill

- ⇨ Ate other foods prepared by employees suspected of causing illness
- ⇨ Lives with someone that is ill
- ⇨ Lives with someone exposed to an outbreak
- ⇨ Was exposed to specific pathogens by eating or working at a facility or event where an outbreak occurred

Employees who meet the above criteria are not allowed in any part of food establishment where there is a possibility of passing pathogens via food or person to person contact if diagnosed with any of the BIG 5 – Salmonella, Shigella, Norovirus, E. Coli, or Hepatitis A – until medical clearance is attained.

Employee Restrictions

All illness and symptoms must be reported to management. Employees may not work if they meet any of the above criteria until a proper medical report has been obtained.

Food employees infected with one of the pathogens discussed earlier are to be isolated for a minimum of 48 hours after the last symptom.

Employees may return to work after being isolated for a minimum of 48 hours after the last symptom and they have received medical clearance to work. Medical clearance consists of written medical documentation from a doctor and/or medical lab. You may not return to work until you have clearance that you are free of symptoms, you are free of the infectious agent, you are no longer shedding organisms and if your illness is related to the BIG 5 – you have Regulatory Authority approval.

Sexual Harassment

We try to create a comfortable and professional environment for our employees and guests. Sexual harassment is simply not tolerated.

You are expected to treat your fellow employees and guests with kindness and respect. If you think an action could be construed as sexual harassment, avoid it. A good rule of thumb when judging your behavior is if you wouldn't say something or do something in front of your boss and your grandmother, don't do it at all.

If you feel that you are being harassed by a guest or a fellow employee, report the incident to your supervisor or another management employee so that corrective action can be taken.

No Strike Policy

While we hope that every customer will be well mannered and behave themselves, the possibility exists that an incident may occur where a customer is being unruly or an altercation starts at Bowl O Biryani. If an incident does occur, alert your manager immediately. You are never allowed to strike a guest.

Always keep your eyes and ears open and pay attention to your customers. With good monitoring of customers, we often have the ability to take care of these types of situations before they start.

Teamwork

Working in the restaurant industry requires teamwork. At Bowl O Biryani, we strive to create a team atmosphere where we are all working as a whole to achieve our goals. When we work and think like a team, it encourages an environment of collaboration that's more productive and enjoyable for everyone.

All employees at Bowl O Biryani must be able to work harmoniously with each other if they are to achieve good results. Whether it is a server who needs a drink made or a bartender who needs clean glassware, none of us can do our jobs without the cooperation of other positions.

Remember, we are all in this together! Think of your position as part of the whole. Help your fellow employees and erase the phrase "It's not my job" from your vocabulary. When you see something that needs to be done, whether it's in your job description or not, do it! Your helpfulness and teamwork will be noticed by your fellow employees and your managers.

Bar Policies

Setting up the Bar

Before getting behind the bar to work each day, part of your duties are to both check inventory and stock the bar well enough to keep it in operation for an entire shift. This includes but is not limited to liquor, refrigerated items like bottled beer, beer kegs, wine, champagne and also non-alcoholic items like mixers, juices, dairy products and garnishes. Check that the garnishes are cut and assembled properly. Check that you have enough paper products, glassware and utensils and that blenders, lids, strainers and other drink-making equipment is clean and present.

Make sure garbage bins are empty and bagged properly. You should also fill the sinks for glass washing and check the soda, carbon dioxide and nitrogen tanks. Empty tanks should be

changed and marked as "empty" before the shift starts. Fill ice bins and wipe down the bar, put out napkins and menus and get your bank.

You will perform a brief liquor inventory at the bar and do any written requisitions needed to bring the bar to par. The inventory is checked frequently, so you may not need to restock anything, but you should make sure there is enough ice to cover the shift and that all equipment is present and working properly.

In addition to physical checks, forms are used to track inventory. So when checking inventory and restocking, use the proper forms and record whenever inventory is moved from one place to another or inventory is damaged. Empty bottles will also be tracked to make sure they correspond with liquor sales.

Cleanliness

The bar is your work area and it is expected that you keep it clean. Beyond the obvious health and hygiene benefits, a clean bar area is inviting to customers and makes it easier for you to stay organized and fill drink orders. In between filling drink orders or when you have no customers, you should be cleaning shelves, wiping down bottles and wiping down the bar. Periodically soak and clean pouring spouts and also wipe down refrigerators, beer boxes and cabinets.

Another part of keeping the bar clean is keeping it free from clutter. Non-essential items should be stored elsewhere and any personal items should be kept in the staff room or locked in your car.

These cleaning tasks should not be done at the expense of the customer, but should be done in a way that is unobtrusive to the customer experience. Cleaning is part of your job, but when you have customers they come first.

Inventory

Regular inventory is done before and after shifts, but random inventory checks by management may happen at any time. Inventory should be tracked from beginning to final use and is done so with forms. You are expected to fill out bar par forms and other inventory forms (like requisition sheets or spillage/breakage sheets) accurately and properly. Inventory discrepancies are taken seriously and will be investigated.

When inventory is used, the "First In First Out" method must be applied and older items must be rotated to the front. This means that whenever new beverage products are stocked, they should be placed behind the older products already in storage. This also means that when inventory is used, the oldest items are used first, like – "first out."

Comp Items

Business related complimentary items and services (aka "comps") will be periodically issued by authorized employees for the purposes of increasing future revenue (such as giving a customer a free drink on their birthday or offering a free drink for signing up to our loyalty program) or mitigating a decrease in revenue (such as comping an appetizer to make a dissatisfied customer happy.)

There are two main areas of in which an authorized comp will be issued: general service/business and marketing/promotion.

You may not distribute complimentary items as you wish. Comps must be authorized. Unauthorized comps will be dealt with on a case by case basis but may result in employee reprimand or termination.

Waste and Spillage

From time to time you may spill a product or breakage may occur. Whenever this happens, be sure to record the waste, spillage or breakage on the proper forms. Try your best to keep waste to a minimum and practice careful pouring procedures. Consistent waste and spillage will result in disciplinary action.

Alcohol Consumption While Working

Employees of Bowl O Biryani are prohibited from consuming alcoholic beverages while on the clock (i.e. during working paid hours.)

Alcohol impairs judgment and motor skills. The consumption of alcohol on the clock can result in mistakes and possible injury to employees and customers.

Consumption of alcoholic beverages by employees on the clock is strictly forbidden. No employee will enter a beverage on the comp or spillage/breakage sheet for personal consumption. Employees may not consume an alcoholic beverage that a customer purchases for them. When this happens, thank the customer but let them know you aren't allowed to drink on the job.

Employees are not permitted to bring in their own alcohol, open bottles in the stockroom or consume alcohol from broken or spoiled stock. The consumption of free alcohol is not part of your work agreement or payment. The cost of any alcohol consumed by an employee on the clock will be deducted from their pay.

The consumption of alcohol while on the clock is a serious infraction of Bar Name Goes Here's company policy and will not be tolerated. Corrective action will be taken against those employees who consume alcohol while on the clock, which may result in employee dismissal.

Theft

Theft at Bowl O Biryani will not be tolerated – we have a zero tolerance policy concerning employee theft. Theft includes but is not limited to taking money or inventory from Bar Name Goes Here, bringing inventory into Bar Name Goes Here, underpouring drinks, giving away items and drinking while working. Know that theft-prevention procedures and checks are in place to catch thieves. Disciplinary and legal action will be taken if someone is found guilty of stealing.

At Bowl O Biryani, we assume that you are an honest individual who would never steal from the company – otherwise you would never have been hired. But unfortunately, there are those who would take advantage of their position. If you suspect that another employee is stealing, alert your manager immediately.

To protect yourself, make sure that you always ring in every sale and give every customer a receipt. Prepare drinks to recipes and do not over or under pour when making drinks and only give comps when they are authorized.

Pouring Drinks

We assume that you already know the basics of bartending; this section covers operations for pouring drinks specific to Bowl O Biryani. If you have been a bartender at another establishment, it is important for you to let go of the way things were done at your previous job and embrace the Bowl O Biryani way.

Using Recipes

It is extremely important that our drinks are consistent – for guest satisfaction and repeat business as well as for determining inventory usage and costs. Drink recipes should be followed to the exact detail including the ingredients, amount of each ingredient included, the way the ingredients are mixed, garnishes and glassware. That way, a drink ordered at Bowl O Biryani will taste the same no matter which bartender makes it.

Don't take shortcuts! Our drink recipes have been tested and are not up for interpretation when you're making drinks. If you have any questions or have ideas about new recipes or

changes to existing recipes, share your thoughts with your manager.

Pouring Guidelines

The amount of liquor poured for each drink is also important for consistency and can affect guest satisfaction and our costs.

Follow the standard pour size consistently and do not deviate from the standard unless the customer orders (and is paying for) a double. Measure your pours so you can pour accurately. Always follow recipes and do not overpour.

Before you pour a drink, make sure you have all of the ingredients needed and the glassware ready. If you can face the guest while making the drink, try to do so – this is part of good service and adds value by showing the guest your skill.

Glassware

Always use the proper glassware specified for each drink you make. Before pouring into a glass, check that the glass is clean – check for detergent residue and lipstick marks, and also check that the glass is not cracked or chipped in any way.

Never take a hot glass directly from the dishwasher and place ice and a cold drink into it. Glasses should always be allowed to cool before they are used or else they can crack due to thermal shock. This can also work the other way, so when making a hot drink you should first warm the glass with water.
When you are serving and clearing glasses, don't touch the upper part of the glass. Hold the glass in the middle or bottom and by the stem when handling stemmed glasses. This is also much more professional and sanitary for customers.

Glasses should never be stored in the ice bin or used to scoop ice. If a glass needs to be chilled, it should be filled with ice and then seltzer while you are making the cocktail.

Garnishes

A drink that is appropriately garnished looks more attractive and has a higher perceived value for the customer. Garnishes are not "extras" but are an essential part of the drink recipe and must be included for all drinks that specify garnishes. Preparing garnishes is a part of the side work for your position and it is your responsibility to make sure that when drinks are made, they are garnished in an attractive way with fresh ingredients.

Garnishes should be fresh, so when preparing garnishes, make sure that any fruit or garnish

that has been cut for 24 hours is disposed of. If a garnish looks old to you, do not serve it to the guest. Use the FIFO method for garnishes and rotate older garnishes to the top of the container while storing the newer ones beneath.

Only make enough garnishes to cover a 2-3 hour time frame – this way, they will stay fresh. Wash fruit before cutting and use a clean knife and cutting board for preparing garnishes. Store garnishes in the proper containers and keep them covered and refrigerated.

Preparing Drink Orders

In addition to servicing customers who come to the bar, another part of your job is to fill drink orders for servers. When you have customers at the bar and servers waiting for bar service, recognize the bar customers but help servers first.

Treat servers with hospitality, not as an annoyance that is hindering your work. If a server makes a mistake in ordering a drink or doesn't specify details on the order, use it as a teaching opportunity and help the server understand the importance of ordering drinks correctly.

As a courtesy to servers, keep the service area clean and clear of guests.

After Drinks are Served

Continue to service customers after drinks are served and be alert for any signs of intoxication. Customers are not permitted to leave the restaurant with alcohol, so do not let anyone leave the building with a "to-go" cup or container. When customers leave, ask them to leave their beverages. If they don't comply, do not attempt to take the glass from the customer – alert a manager or security.

POS System Backup

If we should lose power or the POS system should not be working for any reason, there is a back up system that we will use for taking down drink orders and creating customer tickets. When something like this happens, you will be required to manually write out all drink orders and customer tickets. Knowing and using drink abbreviations will make it easier to write out tickets. A copy of drink abbreviations is kept in the bar for these types of situations.

Opening and Closing Procedures

Opening the Bar

These are the procedures you must follow when opening the bar:

- ✓ Make sure all closing duties were performed from previous day/shift
- ✓ Clean bar rail and counters
- ✓ Set out cocktail napkins, clean ashtrays and snacks
- ✓ Scrub and rinse three compartment sink and fill each part with the proper solution
- ✓ Check CO2 tanks and lines, beer kegs and lines and soda tanks. Alert manager to any problems
- ✓ Make coffee
- ✓ Fill ice bin with fresh ice
- ✓ Place clean bar towels around bar area
- ✓ Prepare garnishes and put in the proper containers
- ✓ Stock napkins, straws, swizzle sticks, etc.
- ✓ Check glassware behind bar to make sure there are enough clean glasses for the day
- ✓ Receive drink specials from manager. Memorize specials and recipes needed
- ✓ Set up stations with mixing equipment
- ✓ Make sure all necessary utensils and tools are available in bar area
- ✓ Check cleanliness of bar menus and wipe down if necessary
- ✓ Stock energy drinks, bottled water and other non-alcoholic beverages
- ✓ Prepare all homemade mixes and juices
- ✓ Stock dairy products, juices and prepared mixes to meet par levels

- ✓ Check par on bottled beer, liquor, wine - using par forms. Alert manager of any discrepancies
- ✓ Check temperature of coolers
- ✓ Attend staff meeting
- ✓ Count and verify opening bank, filling out the proper paperwork
- ✓ Place money into cash drawer. Alert manager to any discrepancies between expected and actual cash count.

Last Call

It is up to you to announce the last call for alcohol each day and then announce when the bar is closed. While you must be firm on last call and closing time, this is not to be done with foul language or in an unwelcome way – keep in mind that we want every customer to return.

Closing the Bar

These are the procedures you must follow when closing the bar:

- ✓ Announce "last call" 15-30 minutes before closing time
- ✓ Arrange taxis or other transportation for any intoxicated guests
- ✓ Thank customers as they leave the bar
- ✓ Clean bar rail, counters, working surfaces and back bar
- ✓ Clean ice bin
- ✓ Empty and clean ashtrays
- ✓ Empty and wash coffee pots
- ✓ Empty and wash garnish containers, preserving garnishes that are still fresh
- ✓ Store all juices, mixers and remaining garnishes in reach-ins
- ✓ Place dirty bar towels in linen bag

- ✓ Clean utensils, mixing equipment and mats
- ✓ Collect all glassware from around the bar area and take it to be washed
- ✓ Restock glassware
- ✓ Restock depleted napkins, straws, swizzle sticks, etc.
- ✓ Scrub and clean sinks
- ✓ Follow all bar area cleaning procedures
- ✓ Make sure all surfaces behind the bar are free from debris and trash
- ✓ Empty trash containers behind bar
- ✓ Restock wine, bottled beer and liquor to bring up to par levels using proper product rotation and par forms
- ✓ Double check bar par form to assure that all products are stocked in the right amounts
- ✓ Record products that were used or broken during shift on proper forms
- ✓ Fill out all closing bar bank paperwork and record tips
- ✓ Collect and place all used bar checks, food tickets, charge slips and cash into bank bag and give to manager
- ✓ Leave empty register or POS drawer open
- ✓ Wipe down cash register or POS system
- ✓ Secure all liquor, wine and beer

Security

You will receive a cash bank at the start of your shift. Count all monies issued to you in front of your manager. Use a calculator to verify the money in your bank. Notify your manager if your bank is over or short. When you need change, alert your manager; only managers are able to make change. Also alert your manager if you have over $1,000 in your bank.

When tips are placed on the bar, collect them as soon as you can. If it is a busy time, cash sitting on the bar could disappear. At no time should you place gratuities directly in your

pockets or in any other place than the tip jar. Whether the tip jar is on the bar or behind it, the tip jar should be significantly away from the cash drawer. Never make change from the tip jar or move monies to/from the tip jar to your cash bank.

Whenever incidents occur (such as refusing service to a customer or an altercation between customers) record the details in an incident form.

As a basic rule, the cash drawer should remain closed between transactions. It should not be opened to convert server gratuities into larger bills or perform any other task that does not require an entry into the register or pos system.

When we are no longer serving alcohol the manager on duty will take a "Z" reading of the cash register and take the cash drawer into the office. Tips from the drawer will be distributed by management only. Any differences in the bank at the end of your shift will be your responsibility.

Do not allow anyone to enter into the bar after closing, even someone you know.

CONCLUSION

Congratulations on becoming part of our team! Please be sure to follow the procedures in this manual and the Employee Handbook and other supporting documents. Remember that you are an essential part of the team at Bowl O Biryani. Together we can be successful in creating a fun and productive work environment and excellent experiences for our guests.

DOWNERS GROVE LIQUOR LAWS

Employees are required to follow the specific Downers Grove liquor laws.

Permitted Hours Of Sale:

DAY	Hours
Monday through Thursday	8:00 am to 1:00am, the following day
Friday and Saturday	8:00 am to 2:00am, the following day
Sunday	9:00 am to 1:00am, the following day
New Years Eve	8:00 am to 2:00am, the following day
St. Patrick's Day	8:00 am to 2:00am, the following day
Thanksgiving Eve	8:00 am to 2:00am, the following day

Acceptable and Unacceptable Identification:
Below are the acceptable and unacceptable Identification cards as per Downers Grove Liquor Laws

Acceptable Identification:
Valid Illinois Driver's License
Valid state of Illinois Identification Card
Valid Out-of-State Driver's License
Out-of-State Identification Card
Valid Passport with photo

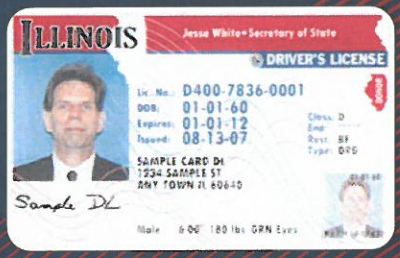
Unacceptable Identification:
Traffic ticket
Hospital birth certificate
Baptismal certificate

At Bowl O Biryani, you are required to follow these:
Request ID card when a person looks under 40 years old
NO vertical ID is accepted as Identification Card
Adults sharing drinks with minors is NOT permitted

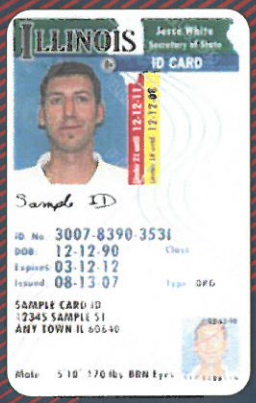
ILLINOIS

NEW DRIVER'S LICENSE/ID CARD DESIGN

Under 21 Driver's License

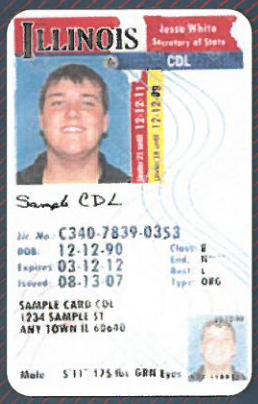


Driver's License



Under 21 ID Card

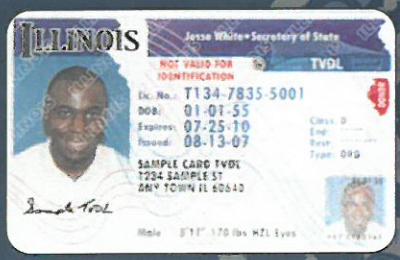
ID Card



Under 21 Commercial Driver's License

Commercial Driver's License (CDL)

Under 21 Temporary Visitor Driver's License (TVDL)



Temporary Visitor Driver's License (TVDL)

Illinois Secretary of State Jesse White

Driver's License/ID Card Security Features

Driver's License Features

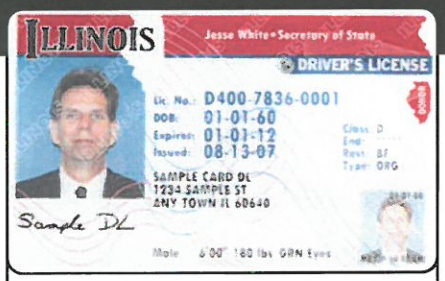
- Card type indicator
  - Red — Driver's License and CDL
  - Green — ID Card
  - Purple — TVDL
- Guilloche pattern in background
- Date of birth in two locations
- Ghost image of photo
- Organ/Tissue Donor indicator
- UV, hologram, microtext and more

Additional Features — Under 21 Driver's License

- All security features listed above
- Under 21/18 dates
- Vertical design

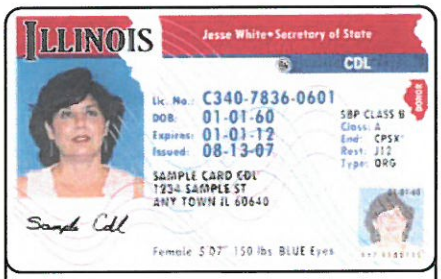
Valid Over 21 Driver's Licenses/ID Cards

NEW
to be phased in Fall 2007

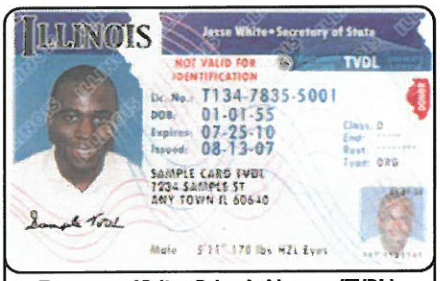


Driver's License, issuance phased in Fall 2007

ID card, issuance phased in Fall 2007

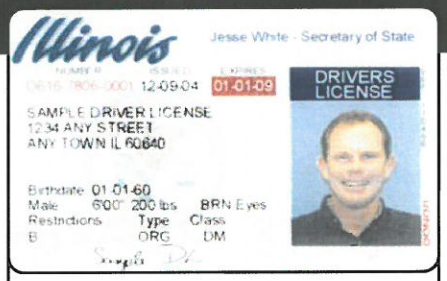


CDL, issuance phased in Fall 2007

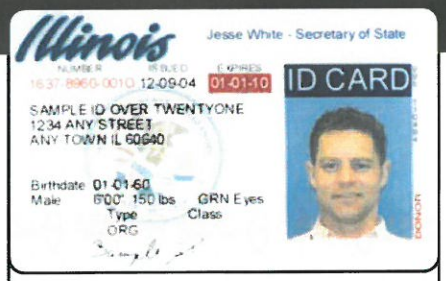


Temporary Visitor Driver's License (TVDL), issuance phased in Fall 2007

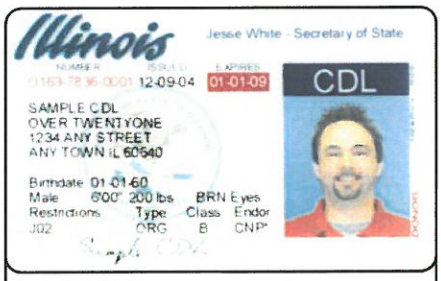
OLD
to be phased out upon individual expiration dates



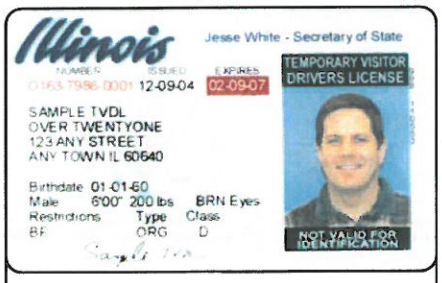
Driver's License



ID card



CDL

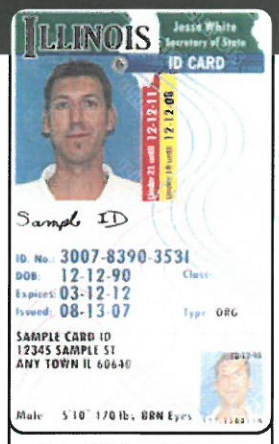


TVDL

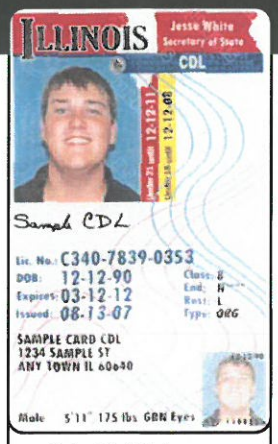
Valid Under 21 Driver's Licenses/ID Cards

NEW
to be phased in Fall 2007

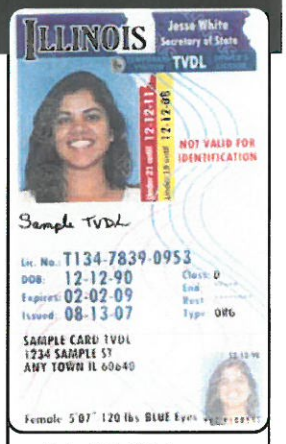
Under 21 Driver's License, issuance phased in Fall 2007



Under 21 ID card, issuance phased in Fall 2007

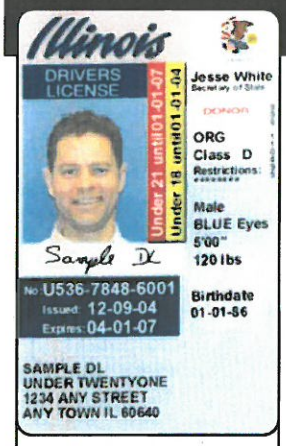


Under 21 CDL, issuance phased in Fall 2007



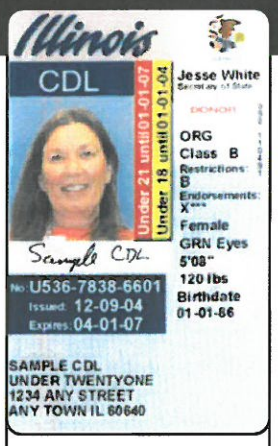
Under 21 TVDL, issuance phased in Fall 2007

OLD
to be phased out upon individual expiration dates

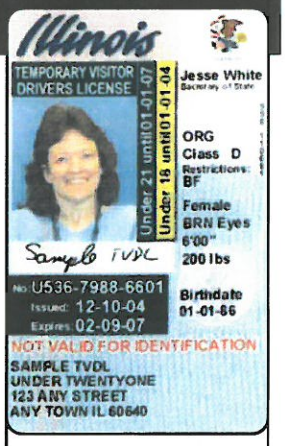


Under 21 Driver's License, Issuance began 1/1/05

Under 21 ID Card, Issuance began 1/1/05



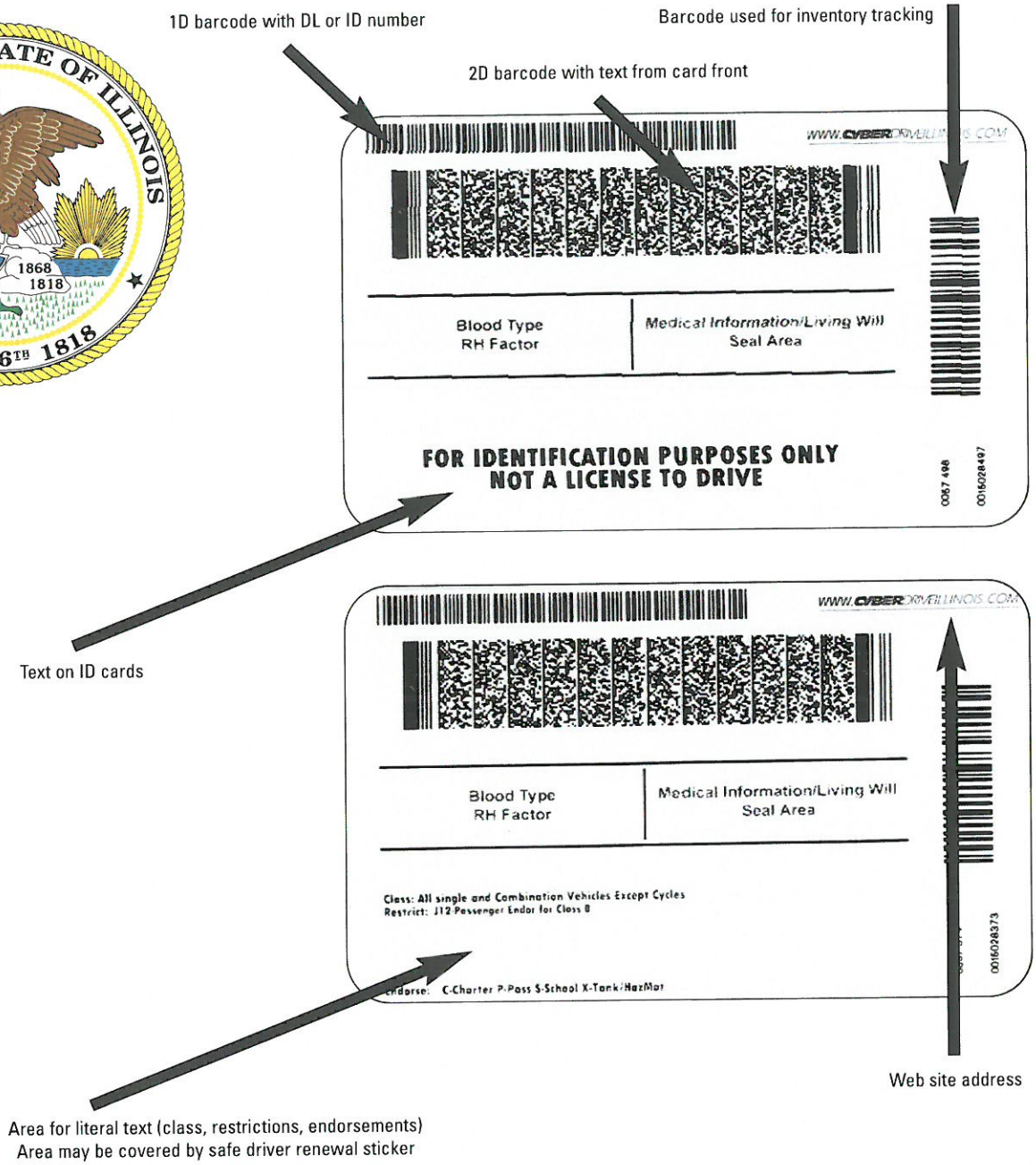
Under 21 CDL, Issuance began 1/1/05



Under 21 TVDL, Issuance began 1/1/05

Under 21 Driver's License Style, 12/30/02-12/31/04

Features on Back of Driver's License/ID Card



Features on Back of Driver's License and ID Cards

- Existing medical information areas relocated
- Existing 2D and 1D barcodes relocated
- New 1D barcode for internal materials tracking
- Web Site address — www.cyberdriveillinois.com
- New text on ID cards (Not for driving purposes)
- Organ Donor signature area no longer needed due to new Organ/Tissue Donor Registry (witnesses or family consent no longer necessary)

ILLINOIS

SUMMARY OF CONTENTS

ILLINOIS DRIVER'S LICENSE
- **Currently Issued License**
- **Format Invalid July 2020**

1. Description
2. Classes and Endorsements
3. License Data Significance
4. Expiration
5. Restrictions

SPECIAL LICENSES AND POLICIES
1. Duplicate License Policy
2. Mail-Requested Renewals
3. Minor and Provisional Licenses
4. Military Extension Policy
5. School Bus Driver's Licensing
6. Probationary License

IDENTIFICATION CARD POLICY

AGENCY CONTACTS
Issuance
Enforcement

Fig. 14.1
Illinois
Driver's License
Current Issue*

Fig. 14.2
Illinois
Minor's
License
Current Issue*

*May show REAL ID star or "Federal Limits Apply" or neither.

Fig. 14.3
Illinois
Driver's License
Format Invalid
July 2020*

*Minor's in vertical format.

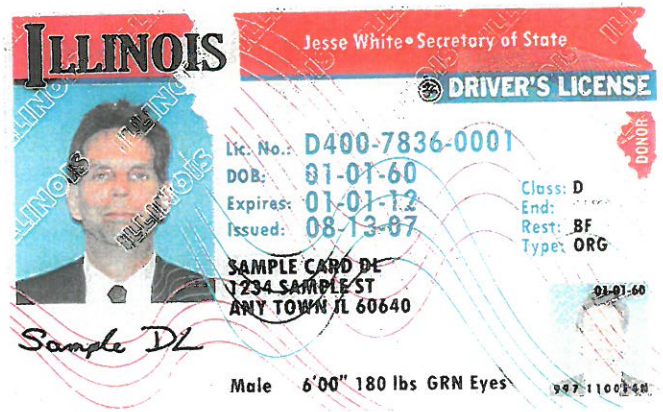


Fig. 14.4
Illinois
Identification Card
Current Issue*

*Minor's in vertical format. May show REAL ID star or "Federal Limits Apply" or neither.

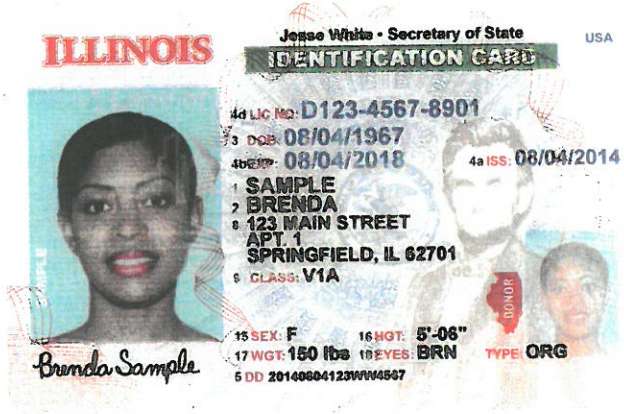
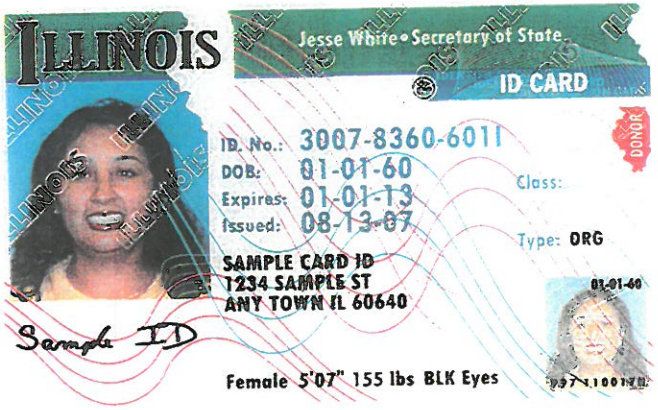


Fig. 14.5
Illinois
Identification Card
Format Invalid
July 2020*

*Minor's in vertical format.



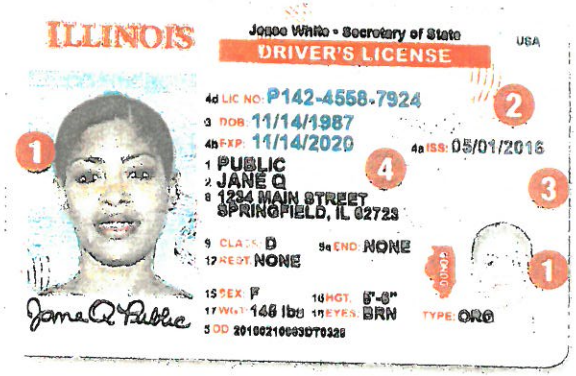
NEW FEATURES ON THE ILLINOIS DRIVER'S LICENSE

As part of the new central issuance process, the Secretary of State is introducing a redesigned driver's license/ID card. The redesigned card contains enhanced security features to safeguard your personal information. This new process and redesign will help prevent counterfeit production and better protect you from identity theft. **In addition, with implementation of these changes, Illinois is closer to becoming REAL ID compliant, which is a federal mandate by the U.S. Department of Homeland Security.**

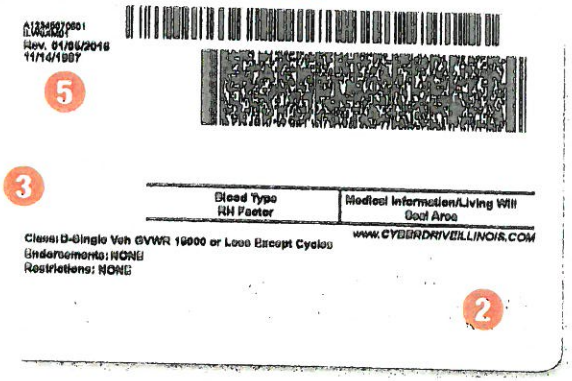
IMPORTANT FEATURES:

1. Larger photo with a smaller ghost photo to ensure that the person's appearance is clear.
2. Security design comprised of many different patterns, lines and images.
3. Laser perforation in the shape of Illinois, which when held up to the light is used to authenticate the driver's license/ID card quickly.
4. Portrait of Lincoln and the Great Seal of the State of Illinois on the front of the driver's license/ID card.
5. Ultraviolet feature on the back of the card duplicates the person's photo and birth date.

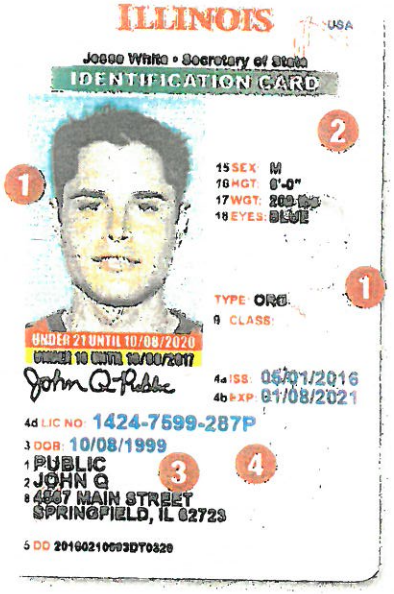
FRONT

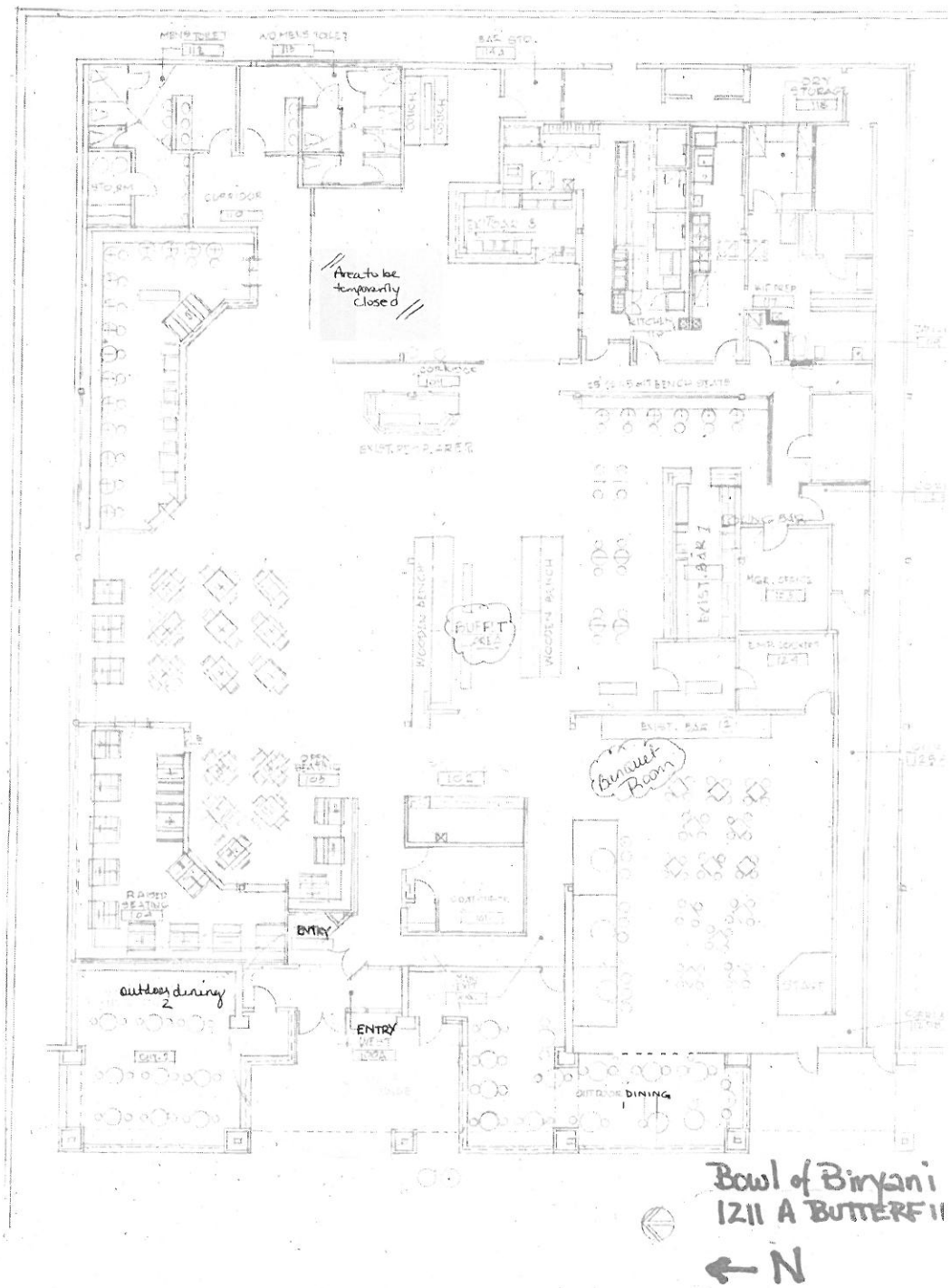


BACK



UNDER 21




MEN'S TOILET
WOMEN'S TOILET
BAR STD.
DRY STORAGE
STORM
CORRIDOR
Area to be temporarily closed
EXISTING 5
KITCHEN
WAITRESS
CORRIDOR
EXIST. PICK-UP AREA
EXIST. BAR 1
LOUNGE BAR
MGR. OFFICE
BUFFET AREA
WOODEN BENCH
WOODEN BENCH
EMPL. LOCKERS
EXIST. BAR 2
Banquet Room
OPEN SEATING
RAISED SEATING
CONFERENCE
ENTRY
outdoor dining 2
ENTRY
STAGE
OUTDOOR DINING 1
Bowl of Biryani
1211 A BUTTERFI
N

VILLAGE OF DOWNERS GROVE
REPORT FOR THE LIQUOR COMMISSION
DECEMBER 5, 2019 AGENDA

SUBJECT:	TYPE:	SUBMITTED BY:
Licensee: Goldfinger Brewing, LLC D/B/A: Goldfinger Brewing Company Address: 513 Rogers Street	Application for Class BF liquor license	Carol Kuchynka Liaison to the Liquor Commission

REQUEST
The applicant is requesting a Class BF liquor license for Goldfinger Brewing Company located at 513 Rogers Street.

NOTICE
The request has been filed in conformance with applicable procedural and public hearing requirements.

GENERAL INFORMATION

Officer(s): Thomas Beckmann, General Partner

Stockholder(s): Thomas Beckmann - 98%

Manager: Mr. Thomas Beckmann

Licensee: Goldfinger Brewing, LLC d/b/a Goldfinger Brewing Company
513 Rogers Street
Downers Grove, IL 60515

PROPERTY INFORMATION

EXISTING LAND USE: Commercial
PROPERTY SIZE: (9,235 square feet)

ANALYSIS

Submittals
This report is based on the following documents, which are on file with the Legal Department:

1. Application for Liquor License
2. Lease
3. Liquor Handling Manual
4. Floor Plan

Project Description
The applicant is requesting a Class BF liquor license for the operation of a Brew Facility located at 513 Rogers Street.

Compliance with the liquor ordinance
The establishment is defined as:

Brewing Facility. A place kept, used, maintained, advertised or held out to the public as a place in which the primary business is the distribution, manufacture, packaging, sale and storage of craft beer produced on the premises in compliance with Federal and State laws.

License conditions

"BF" licenses shall authorize the on-premise consumption and retail sale of craft beer where the premises is that of a brewing facility as defined herein. The following provisions shall apply:

Product sampling shall be permitted in accordance with State law at no charge,

On-premise consumption shall be limited to the retail portion of the licensed premises except during supervised tours and private events. The retail portion shall not exceed 3,000 square feet.

Patrons under the age of twenty-one (21) shall be allowed on the premises when accompanied by an individual twenty-one (21) years of age or older, however, classes and seminars shall be limited to patrons twenty-one (21) years of age or older.

Public Safety Requirements
Fire Prevention and Community Development Department will need to conduct a walkthrough of the facility. A Certificate of Occupancy for remodeling has been applied for and is pending. Health Department approval is required.

Factors Affecting Finding or Recommendation
Certificate of Occupancy, insurance, annual fee, satisfactory background checks, employee certifications.

Recommendation

Based upon testimony presented at the December 5, 2019 application hearing, if said application is consistent with the Liquor Code and meets the criteria of the classification, staff requests the following:

A recommendation from the Commission concerning its finding of "qualified" or "not qualified" with regard to their Class BF liquor license application, along with any conditions and/or restrictions with respect to this applicant.

www.downers.us

Community Response Center
630.434.CALL (2255)

Civic Center
801 Burlington Avenue
Downers Grove
Illinois 60515-4782
630.434.5500
TDD 630.434.5511
FAX 630.434.5571

Fire Department Administration
5420 Main Street
Downers Grove
Illinois 60515-4834
630.434.5980
FAX 630.434.5998

Police Department
825 Burlington Avenue
Downers Grove
Illinois 60515-4783
630.434.5600
FAX 630.434.5690

Public Works Department
5101 Walnut Avenue
Downers Grove
Illinois 60515-4046
630.434.5460
FAX 630.434.5495

November 21, 2019

Mr. Tom Beckmann
Goldfinger Brewing, LLC
513 Rogers Street
Downers Grove, IL 60515

RE: Application for Class BF Liquor License
Goldfinger Brewing Company
513 Rogers Street, Downers Grove, IL 60515

Dear Mr. Beckmann:

The Liquor Commission of the Village of Downers Grove will meet on Thursday, December 5, 2019, at 6:30 p.m. in the Village Hall Council Chambers to consider applications for liquor licenses. A public hearing will be held on your application as a part of this meeting.

I encourage you to attend this public hearing at which time you will have an opportunity to comment in support of your application. In addition, the Liquor Commission will be particularly interested in examining your liquor handling manual and in hearing about your floor plan and training procedures as they relate to the sale of alcoholic beverages.

You may withdraw your application at any time prior to the public hearing.

If you have any questions, please contact me at (630) 434-5542.

Very truly yours,

Carol Kuchynka
Liaison to the Liquor Commission

VILLAGE OF DOWNERS GROVE

a\Goldfinger\app-hrg.nts

VILLAGE OF DOWNERS GROVE, ILLINOIS
APPLICATION FOR LIQUOR LICENSE

Date: 10/16/19

Application is hereby made to the Local Liquor Commissioner of the Village of Downers Grove for issuance of a Class BF liquor license, pursuant to the ordinances of the Village and laws of the State of Illinois. In support of said application the following is submitted:

1. GENERAL INFORMATION

1.1 Applicant:

Name: Goldfinger Brewing LLC Phone: [redacted]

Address: 513 Rogers St. Downers Grove, IL 60515

1.2 Status:

__ Individual(s) or Sole Proprietorship
__ Corporation
X Limited Liability Corporation
__ Partnership
__ Club
__ Other (explain) _____

1.3 Liquor Manager:

Name: Thomas Beckmann Phone: [redacted]

Address: [redacted]

Driver's License No. [redacted] Social Sec. No. [redacted]

Date of Birth [redacted] 87 Place of Birth Chicago, Illinois

2. PREMISES

Doing Business As Goldfinger Brewing Company Phone: [redacted]

Address: 513 Rogers St. Downers Grove, IL 60515

2.2 Does Applicant beneficially own the premises for which a license is sought? __ Yes X No

a. If yes, Applicant must attach proof of ownership. (i.e. title policy)

b. If Applicant is not the beneficial owner of the premises, does Applicant have a lease thereon for the full period for which the license is to be issued? X Yes __ No - If yes:

i. A copy of lease must be attached; and,
ii. Identify the owner or rental agent for the property:

Name: Rogers Street Development Group LLC Phone: (630) 235-8916

Address: 555 Rogers St Downers Grove, IL 60515

2.3 Are the premises located within one hundred feet of any church, school, hospital, home for aged or indigent persons or for veterans, their spouses or children or any military or naval stations. __ Yes X No

2.4 State the anticipated date of occupancy. May 2020

3. CORPORATION

This section must be completed by authorized agent of any corporate Applicant. If Applicant is a partnership, skip section 3 and go to section 4. If Applicant is neither a corporation nor a partnership, skip sections 3 and 4 and go to section 5.

3.1 Applicant was incorporated under the laws of the State of _____ on the _____ day of _____, A.D., _____.

3.2 If Applicant was not incorporated under the laws of the State of Illinois, is Applicant a foreign corporation qualified under the "Business Corporation Act of 1983" to transact business in the State of Illinois? Yes ___ No ___

3.3 **Registered Agent:**

Name: _____ Phone: _____

Address: _____

3.4 Corporate Applicants must complete and attach DG LIQ-FORM 2/OFFICERS and DG LIQ-FORM 3/SHAREHOLDERS.

4. PARTNERSHIP/LIMITED LIABILITY CORPORATION

This section must be completed by authorized agent of any partnership or limited liability corporation Applicant. If Applicant is not a partnership or limited liability corporation, skip to Section 5.

4.1 Applicant was formed under the laws of the State of Illinois on the 12 day of April, A.D., 2017.

4.2 Is Applicant a limited partnership pursuant to the Illinois Revised Uniform Limited Partnership Act? Yes_ No X

4.3 If Applicant was not formed under the laws of the State of Illinois, is Applicant a foreign partnership qualified under the Illinois Uniform Partnership Act or the Illinois Uniform Limited Partnership Act, as now or hereafter amended, to transact business in the State of Illinois? Yes ___ No X

4.4 Registered Agent: Not Applicable X

Name: Thomas Beckmann Phone: _____

Address: 400 E Randolph St. Ste # 3119 Chicago IL 60601

4.5 **General Partner:** Not Applicable X (Note: if there is more than one general partner, include that general partner who is to be primarily responsible for operation of the licensed premises.)

Name: _____ Phone: _____

Address: _____

4.6 **Managing Partner:** Not Applicable X (Note: if there is more than one managing partner, include that managing partner who is to be primarily responsible for operation of the licensed premises.)

Name: _____ Phone: _____

Address: _____

4.7 Partnership Applicants must complete and attach DG LIQ-FORM 3/SHAREHOLDERS and DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION.

5. SOLE PROPRIETORSHIP *Skip to Section 6.*

NOTE: Pursuant to 235 ILCS 5/6-2 (1) Sole proprietor must be resident of the Village in which the premises covered by the license is located. Pursuant to 235 ILCS 5/6-2 (3) Sole proprietor must be a citizen of the United States.

6. QUALIFICATIONS (This section to be completed by all applicants.)

6.1 Has any liquor license issued to the applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS, or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION ever been fined, revoked or suspended?

X No

If yes, identify the following: (Attach additional information as desired or as space limitations on this form require)

___ Yes

a. Jurisdiction revoking or suspending license: _____

b. Date of revocation or suspension: _____

c. Reason given by revoking jurisdiction for revocation or suspension: _____

_____

d. Additional explanatory information, if desired: _____

_____

6.2 Has Applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION, ever been convicted of violating any Federal or State law concerning the manufacture, possession or sale of alcoholic liquor, or forfeited their bond for failure to appear in court to answer charges for any such violation?

X No

If yes, identify the following: (Attach additional information as desired or as space limitations on this form require)

___ Yes

a. Jurisdiction revoking or suspending license: _____

b. Date of revocation or suspension: _____

c. Reason given by revoking jurisdiction for revocation or suspension: _____

_____

d. Additional explanatory information, if desired: _____

_____

6.3 Has Applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION, ever been convicted of a felony under Federal or State law?

X No

If yes, identify the following: (Attach additional information as desired or as space limitations on this form require)

___ Yes

a. Jurisdiction revoking or suspending license: _____

b. Date of revocation or suspension: _____

c. Reason given by revoking jurisdiction for revocation or suspension: _____

_____

d. Additional explanatory information, if desired: _____

_____

6.4 Is Applicant the beneficial owner of the business to be operated?

X Yes ___ No

6.5 Has Applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION, been convicted of a gambling offense in violation of Sections 28-1(a)(3) through (a)(10), or Section 28-3, of the Illinois Criminal Code (ILL. REV. STAT., ch. 38), as heretofore or hereafter amended.

X No

___ Yes

If yes, identify the following: (Attach additional information as desired or as space limitations on this form require)

a. Jurisdiction revoking or suspending license: _____

b. Date of revocation or suspension: _____

c. Reason given by revoking jurisdiction for revocation or suspension: _____

_____

d. Additional explanatory information, if desired: _____

_____

6.6 Has Applicant, the liquor manager, or any person or entity listed on DG LIQ-FORM 2/OFFICERS, DG LIQ-FORM 3/SHAREHOLDERS or DG LIQ-FORM 4/ PARTNERSHIP/LIMITED LIABILITY CORPORATION, been issued a federal wagering stamp by the federal government for the current tax period? ___ Yes X No If yes, provide details:

_____

_____

6.7 Has a federal wagering stamp has been issued by the federal government for the current tax period for the premises for which a license is sought? ___ Yes X No If yes, provide details:

_____

_____

6.8 Is applicant a citizen of the United States?

X Yes ____ No ___ Not Applicable - Applicant is a corporation or partnership

6.9 Is applicant a resident of Downers Grove?

X Yes ____ No ___ Not Applicable - Applicant is a corporation or partnership

7. SUBMITTALS

7.1 In addition to this application form the following are submitted as applicable:

___ DG LIQ-FORM 1/Liquor Manager
___ DG LIQ-FORM 2/Officers & Directors (for each Officer/Director, a Background Check Waiver form must be submitted)
___ DG LIQ-FORM 3/Stockholders (for each Stockholder, a Background Check Waiver form must be submitted)
___ DG LIQ-FORM 4/Partnership/Limited Liability Corporation (for each Partner, a Background Check Waiver form must be submitted)
___ DG LIQ-FORM 5/Declaration
___ DG LIQ-FORM 6/Outdoor Sales Application (If applicable)
___ DG LIQ-FORM 7/Certifications
___ *Articles of Incorporation (If applicable)*
___ *Proof of ownership of premises (i.e. title report)*
___ *Lease-If premises not beneficially owned by Applicant (for the full period for which the license is to be issued)*
___ *Floor Plan, as required for any premises to be licensed for sale of alcoholic liquor for consumption on the premises, drawn to scale, and with sufficient detail to depict types of seating, location of bars and other design features.*
___ *Employee liquor handling training manual*
___ *Application fee*
___ *Certificate of Insurance*
___ *Menu (If applicable)*
N/A *Reduced Menu -after regular menu hours (If applicable)*

7.2 Applicant understands and agrees that additional information and material may be required during the processing of this application related to applicant's qualifications, the information provided herein, including attachments, and the class of license involved. Applicant agrees to provide such additional information and material and that failure to do so may delay the processing of this application or result in its denial.

7.3 In the event Applicant is made aware that any information or document submitted as part of this application process is inaccurate or incomplete, Applicant agrees to immediately notify the Village and provide appropriate corrections. Applicant understands and agrees to provide such additional information and material, and that failure to do so may delay the processing of this application or result in its denial.

THE UNDERSIGNED, BEING DULY SWORN, DOES STATE AS FOLLOWS:

A. THAT THE UNDERSIGNED IS EMPOWERED TO PREPARE AND SIGN THIS APPLICATION ON BEHALF OF THE APPLICANT.

B. THAT THE UNDERSIGNED HAS REVIEWED THIS APPLICATION, AND ALL ATTACHMENTS AND SUBMITTALS, AND THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND ACCURATE.

APPLICANT:

Goldfinger Brewing LLC
Name of Corporation/Partnership/LLC/Sole Proprietorship

BY: THOMAS BECKMANN
Print Name

Thomas H. Beckmann Thomas H. Beckmann
Sign Name

TITLE: Owner / Master Brewer

Subscribed and sworn to before me this 1 day of November, 2019.

Amy B Zielinski
Notary Public

OFFICIAL SEAL
AMY B ZIELINSKI
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:02/20/23

VILLAGE OF DOWNERS GROVE, ILLINOIS
LIQUOR MANAGER APPLICATION

1. **Name of Liquor License Applicant/Holder:** Thomas Beckmann

Doing Business As: Goldfinger Brewing Company

Address: 513 Rogers St. Downers Grove, IL 60515

Phone: (630) 920-4050 Liquor License Number: _____

2. **Manager:** Thomas Wilhelm Beckmann Phone: [redacted]
(First) (Middle) (Last)

Residence Address: [redacted]
(Street Address) (City) (State) (Zip)

If less than one year, previous residence: _____

Citizenship: USA If naturalized, date/place of naturalization: _____

Date of Birth: [redacted]87 Place of Birth: Chicago, Illinois

Social Security #: [redacted] river's License # and State [redacted]

Number of hours per week of employment (35 minimum) 40

3. **Liquor Handling Experience**
Name and address (city, state) of any other liquor establishment in which you have been employed, position held and dates of employment experience:

Emmett's Brewing Company, Downers Grove, Illinois, Brewer
11/26/17 – Present
Lagunitas Brewing Company, Chicago, Illinois, Brewer
4/18 - 11/17

I certify I have never been convicted of a felony, misdemeanor or licensing ordinance violation.

SIGNATURE OF MANAGER Thomas W. Beckmann Date 10/17/19

Return to: Liaison to the Liquor Commission
VILLAGE OF DOWNERS GROVE
801 Burlington Avenue
Downers Grove, IL 60515

VILLAGE OF DOWNERS GROVE, ILLINOIS
LIQUOR LICENSE APPLICATION
PARTNERSHIP/LIMITED LIABILITY CORPORATION FORM

Applicant: Goldfinger Brewing LLC

The following is a listing of:

a. All general partners of any Applicant partnership formed or authorized to transact business as a foreign limited partnership, pursuant to the Illinois Revised Uniform Limited Partnership Act, as now or hereafter amended; and,

b. All limited partners owning, directly or indirectly, five (5%) or more of the aggregate limited partnership interest of any Applicant partnership formed or authorized to transact business as a foreign limited partnership, pursuant to the Illinois Revised Uniform Limited Partnership Act, as now or hereafter amended; and,

c. All general or managing partners of any Applicant partnership which is not formed or authorized to transact business as a foreign limited partnership, pursuant to the Illinois Revised Uniform Limited Partnership Act, as now or hereafter amended.

Applicant: Goldfinger Brewing LLC
By: Thomas Beckmann
Corporate Title: Owner / Brewer
Date: 10/18/19

Name: Thomas Beckmann
Address: [redacted]
Social Sec. # [redacted] Driver's License # [redacted] Date of Birth: [redacted]87
General Partner ✓ Limited Partner _____ Managing Partner _____ Ownership Interest: 98%

Name and address of any other liquor establishment in which you have held an ownership interest or have operated. Please include the name of the entity issuing the liquor license for the establishment, the liquor license number, the date the license was issued and its date of expiration.

_____

_____ (Attach completed Background Check Waiver)

Name: No other partner holds 5% or more of the business
Address: _____
Social Sec. # _____ Driver's License # _____ Date of Birth: _____
General Partner _____ Limited Partner _____ Managing Partner _____ Ownership Interest: _____

Name and address of any other liquor establishment in which you have held an ownership interest or have operated. Please include the name of the entity issuing the liquor license for the establishment, the liquor license number, the date the license was issued and its date of expiration.

_____

_____ (Attach completed Background Check Waiver)

VILLAGE OF DOWNERS GROVE, ILLINOIS
BUSINESS ACTIVITY DECLARATION

1. **Name of Liquor License Applicant/Holder:** Thomas Beckmann

Doing Business As: Goldfinger Brewing LLC

Address: 513 Rogers St Downers Grove, IL 60515

Phone: (630) 920-4050 License Class: BF

2. **Main or Principal Business to be conducted by the Applicant:** Beer Brewing
wherein the following is devoted to the sale/service of:

_____ (____ %) Food Beer (90 %) Alcohol

Sodas/Kombucha (7 %) Non-alcoholic beverages Merchandise (3 %) Other - List:

3.

HOURS	*OPEN*	*CLOSE*
Monday	Closed	Closed
Tuesday	Closed	Closed
Wednesday	4pm	10pm
Thursday	4pm	10pm
Friday	2pm	11pm
Saturday	12pm	11pm
Sunday	12pm	7pm

THE UNDERSIGNED, BEING DULY SWORN, DOES STATE AS FOLLOWS:

A. THAT THE UNDERSIGNED IS EMPOWERED TO PREPARE AND SIGN THIS APPLICATION ON BEHALF OF THE APPLICANT.

B. THAT THE UNDERSIGNED HAS REVIEWED THIS DECLARATION AND THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND ACCURATE.

OFFICIAL SEAL
AMY B ZIELINSKI
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:02/20/23

APPLICANT:

Goldfinger Brewing LLC
Name of Corporation/Partnership/LLC/Sole Proprietorship

BY: Thomas Beckmann Thomas B. Beckmann

NAME: Thomas Beckmann

TITLE: Owner/Brewer

Subscribed and sworn to be me this 1 day of November, 20 19.

Amy B Zielinski
Notary Public

4/19
I\mw\liquor\applications\Dec-frm

VILLAGE OF DOWNERS GROVE, ILLINOIS
CERTIFIED EMPLOYEE DECLARATION

I, Thomas Beckmann, DO HEREBY CERTIFY THAT I am the
Print Name

Owner / Brewer of Goldfinger Brewing and I DO
Corporate title/Position *Corporation*

HEREBY FURTHER CERTIFY THAT the attached document is a true, correct and complete list of current employees who serve, sell or distribute alcoholic liquor of Goldfinger Brewing Company
d/b/a

located at 513 Rogers Street, Downers Grove, Illinois.
Business Address

I DO HEREBY FURTHER CERTIFY THAT the attached copies of training certificates are true, correct and valid copies of the training certifications for each of the employees.

Date: 10/18/19

Thomas W. Beckmann
Signature

Subscribed and sworn to before me this 1 day of November, 2019.

Amy B Zielinski
Notary Public

OFFICIAL SEAL
AMY B ZIELINSKI
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:02/20/23

Attachments:
Employee list
Certifications

1-16
I\mw\liquor\\Attest-Certs

American Safety Council

Illinois BASSET Training

This card certifies that:

THOMAS BECKMANN

has completed the

Off-Premise BASSET Alcohol Certification

Jeff Pairan

11/23/2019

Exp. Date:

American Safety Council

Illinois BASSET Training

This card certifies that:

THOMAS BECKMANN

has completed the

On-Premise BASSET Alcohol Certification

Jeff Pairan

11/22/2019

Exp. Date:

Center: Rogers Street Development Center
Suite: 513 Rogers Street

ROGERS STREET DEVELOPMENT GROUP, LLC
COMMERCIAL LEASE

This Lease ("Lease") is entered into as of the 15 day of August 2019, by and between the Landlord and the Tenant hereinafter named.

SECTION ONE
DEFINITIONS AND CERTAIN BASIC PROVISIONS

1.1

(a) Landlord: Rogers Street Development Group, LLC an Illinois Limited Liability Company, its successors and assigns

(b) Landlord's Address: 555 Rogers Street, Downers Grove, Illinois, 60515
Phone: (630) 969-2703 Fax: (630) 969-2745

(c) Tenant: Goldfinger Brewing LLC, an Illinois Limited Liability Company

(d) Type of Entity: Limited liability company

(e) Tenant, Trade Name: Goldfinger Brewing Company

(f) Tenant's Mailing Address: 513 Rogers Street, Downers Grove, IL 60515

(g) Demised Premises: The Demised Premises (sometimes also referred to as the "Premises") to this Lease is located in the building located at 513 Rogers Street, Downers Grove, IL 60515 ("Building"), and **consists of the northerly 9235 sq. ft. of building space (measured to the exterior of outside walls and to the center of interior wall) within the Building.** The Demised Premises and the associated Exclusive Parking Area (as defined herein) are depicted on Exhibit A attached hereto. The area of the Demised Premises and the Center have been determined by Landlord, and Tenant hereby stipulates and agrees that Landlord's determination shall be conclusive in the absence of fraud or manifest error. Subject to the terms of this Lease, the Demised Premises do not include, and Landlord reserves, the exterior walls and roof of the Demised Premises and the land beneath the Demised Premises.

(h) Center: The real property described as 501 and 513 Rogers Street, Downers Grove, IL 60515, and all improvements now or hereinafter built thereon, together with such additions and other changes as Landlord may from time to time designate as included within the Center.

(i) Lease Term: The term of this Lease shall run for a period of 60 months (5 years) from the Rent Commencment Date.

(j) Commencement Date: Date of Lease execution as set forth above.

(k) Rent Commencement Date: Eight (8) full months after the Commencment Date. Landlord and Tenant anticipate the Rent Commencement Date will occur on May 1, 2020, with Total Monthly Rental Payments to commence on the Rent Commencement Date.

(l) Expiration Date: 60 months (5 years) from the Rent Commencment Date.

(m) Total Monthly Payment: Includes rental payments due as set forth in Section 4.1 herein, payable in advance.

(n) Parking: Tenant shall be entitled to the exclusive right to use certain parking areas as illustrated on Exhibit A attached hereto ("Exclusive Parking Area"), and shall be entitled to utilize certain additional parking areas in common with other tenants of the 501 Rogers Street building along Douglas Avenue ("Non-exclusive Parking Area") during hours the other tenants of the 501 Rogers Street building are not open for business. Landlord shall not be responsible for enforceing Tenant's parking rights in connection with the Exclusive Parking Area aginst any third parties, however, Landlord shall use reasonable efforts to assist Tenant in enforcing Tenant's parking rights.

(o) Expansion Premises: Tenant shall have the right to lease the Expansion Premises, which Landlord and Tenant agree contains 3,486 square feet of building space, pursuant to the terms of Section 2.2 below.

(p) Security Deposit: $20,008 to be paid upon Lease execution.

(q) First Month's Rent: $10,004 payable upon Lease execution. The First Month's Rent shall be applied to the Total Monthly Payment for the first month of the Term.

(r) Permitted Use: Beer brewery and taproom, including carryout sales; food, wine and liquor sales; coffee bar; special event venue; and related services. Use of the Demised Premises and Exclusive Parking Area shall be governed by Section 5.1 of this Lease.

(s) Tenant's Broker: None

(t) Landlord's Broker: David King & Associates

(u) Guarantor(s) Names and Addresses:

Thomas Beckmann
5202 Washington Street #407
Downers Grove, IL 60515

GOLDFINGER
BREWING COMPANY

Liquor Policy Manual

Goldfinger Brewing Company

513 Rogers Street

Downers Grove, Il 60515

Hours of Operation:

Monday and Tuesday: Closed

Wednesday and Thursday: 4pm to 10pm

Friday: 12pm to 11pm

Saturday: 12pm to 11pm

Sunday: 12pm to 6pm

To: All Goldfinger Brewing Company Employees

From: Management

Subject: House Alcohol Policies

Underage Service

- It is everyone's job to ensure patrons who are buying or drinking alcohol are at least 21 years of age
- All employees must request proof of age (Legally accepted forms of ID) for any patron who appears 30 years of age or younger.
- We have the right to, and will, refuse service to any patron who cannot produce proper I.D.
- We may accept the following as proof of age:
    - A motor vehicle driver's license issued by any state, territory or possession of the United States, the District of Columbia, the Commonwealth of Puerto Rico or by an official governmental agency of Canada or Mexico
    - A permanent resident card issued by the United States citizenship and immigration services (Green Card)
    - An identification card issued to a member of the armed forces
    - An internationally accepted passport document with a discernable date of birth and photograph
- We may accept vertical I.D.s for the purchase of alcohol under these circumstances:
    - The date of birth proves that the patron is 21 years of age or older
    - Can produce a second form of identification (i.e. credit card, debit card, library card, or other form of third party issued identification containing first and last name)
    - Can answer the following questions accurately:
        - What is your date of birth?
        - How old are you?
        - What is your address?
- When selling growlers, crowlers, or other packaged beer beyond glasses, a valid I.D. must be checked.
- We will verify every ID checked using the F.E.A.R. method (Feel, Examine, Ask, and Return)

- We will use separate types of glassware to tell alcoholic drinks from non-alcoholic drinks
- If an employee is proven to be involved in the sale of alcohol to a minor, said employee will be terminated immediately.

Advertising, Promotions, and Pricing

- We will maintain an atmosphere that promotes socializing. We will provide things to do other than drinking (i.e. board games, shuffleboard, darts, books for reading)
- We will not use promotions that encourage intoxication. There will be no drinking contests.
- We will promote food and other non-alcoholic items using table tents and other forms of advertising
- We will ensure that, in the event of a retail keg sale to a customer, each keg is labeled with a sticker containing identification numbers. At the time of purchase, the customer must provide us will their name, address, telephone number, valid form of 21+ I.D. and date of birth. The customer must also be required to sign a register.

Drink Service

- Management and supervisors will support servers' decisions to stop service to any patron. This is to encourage unity and promote responsible behavior
- We will discourage intoxication and not serve any person who looks or acts intoxicated, even if they are taking a taxi or have a "designated driver." This includes employees and regular patrons who may "always act that way."
- When a patron has been "cut off" in one person's station, that person will inform all other employees to ensure a consistent message
- Drinking alcohol during your shift is not allowed. Drinking on the job impairs your ability to perform your duties. You are more likely to make mistakes in judgement such as serving underage or obviously intoxicated patrons. Drinking on the job can cause other employees to assume some of your duties without getting paid for extra work. This can create bad morale.
- We will encourage non-alcoholic beverage options and food to patrons who show signs of intoxication
- We will count drinks
- We will remove empty glasses immediately after customers leave
- We will not push drinks
- We will slow down service if the patron is ordering or drinking rapidly. We will visit the table less often and void the table until all patrons have finished their drinks
- Be aware of behavior cues of intoxication:
    - Relaxed inhibitions: talkative, loud, over-friendly, mean argumentative, boisterous

    - Impaired judgement: fast drinking, complain about strength of drink, irrational, careless with money
    - Slowed reactions: talk or move slowly, no eye contact, glassy or unfocused eyes, forgetful, lose train of thought
    - Impaired motor coordination: stagger, sway, weave, stumble, fall, bump into objects, drop objects, spill drunks, slur speech, etc.
- Guests who have developed tolerance, which is the ability to handle effects without showing the usual signs, are difficult to assess. Be cautious with regulars. You can become used to their drinking habits and tolerance, and not aware they are leaving with a high BAC
- Remember, a guest may arrive having had a few drinks elsewhere or under the influence of legal or illegal drugs and may give no behavioral indication. One drink can have a fast and big effect.
- Engaging with a guest in light conversation will give you an opportunity to gauge sobriety.

Safe Rides

- If a patron becomes too impaired to drive safely, we will persuade the person not to drive, and arrange for a safe ride. If the patron refuses, employees should advise a supervisor. The supervisor will call the police or sheriff with a description and license plate number of the car.
- We will encourage the use of ride share programs as well as providing a list of taxi phone numbers at the bar

Staff Training

- All staff serving alcohol will be trained in responsible beverage service
    - Initial training will consist of the following:
        - New hires receive extensive training over 3 to 4 days, which includes our own preprinted training packet, a face-to-face two-hour meeting with brewers, and a variety of beer tastings that focus on style, color, flavor, body, and appropriate glassware for serving. At this point, the employee will go over the Liquor Policy Manual with a manager and will be provided a copy to review.
        - At the end of the training, each new hire is required to pass a test that covers both beer, company history and philosophy, other beverage offerings, and questions regarding the liquor policy manual.
        - The training is conducted through a class administered by the head brewer which includes a classroom portion, a tour, and a tutored tasting of our beer lineup.

        - Anytime a new beer is on tap, the brewer will inform all staff with a brief familiarization training session
- All staff will be continually updated by management
- We will provide extra training for employees who need practice serving alcohol
- We will offer fee reimbursement for Cicerone Certification which, beyond knowledge of serving beer, also encourages responsible bar tending practices
- All servers must pass the required Bassett certification and remain current by renewing their certification every 3 years.

Food

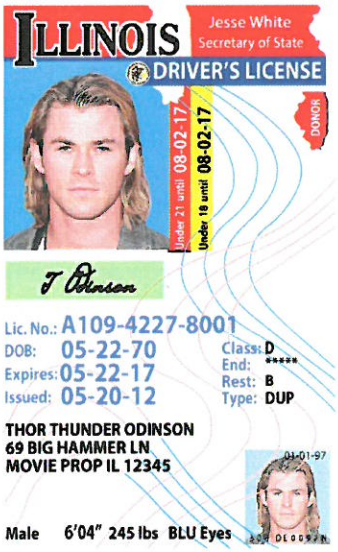
- We will promote food during late afternoon and evening hours. We will encourage patrons to bring their own food, order in, or purchase snack food we provide.
- We will provide rewards to servers for increased food sales

Crowd Control and Security

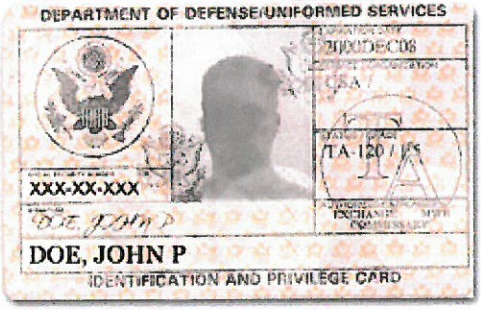
- Overcrowding will not be allowed for several reasons. Close attention will be paid to the number of patrons as we want to ensure everybody's safety and continue to provide excellent service.
- We will always have enough employees on duty to help with watching beverage sales and monitoring patrons. We will advise management when more staff is needed.
- We will keep patrons from crowding around the bar. We will make sure patrons are able to move freely in hallways, aisles, and common areas
- To encourage socializing, we will provide table seating for groups of different sizes, games, and other non-drinking fun. We will keep the lighting from getting to dim and the music from getting too loud. Floor managers will have instant control over all lights, music, audio, and climate control.
- Patrons are guests in our business. We will not permit loud, unpleasant, or obnoxious behavior.
- We will not tolerate fighting among patrons. Security or management will ask anyone who is fighting to leave. If needed, security or management will call the police or sheriff for help. We will permanently refuse to admit any chronic problem patron.
- We will record any serious problem (such as fights, injuries, cutting off patrons for alcohol related problems, or vandalism) in our Incident Log for future reference
- We will maintain a close working relationship with the police or sheriff

Example of Permitted I.D.:

Example of Under 21 Vertical I.D.:



Other Permitted Forms of I.D.:



Permitted Hours of Sales of Alcohol in Downers Grove:

Monday through Thursday: 8:00 am to 1:00 am, the following day

Friday and Saturday: 8:00 am to 2:00 am, the following day

Sunday: 9:00 am to 1:00 am, the following day

New Years Eve: 8:00 am to 2:00 am, the following day

St. Patricks' Day: 8:00 am to 2:00 am, the following day

Thanksgiving Eve: 8:00 am to 2:00 am, the following day

Employee Responsibility Statement

Employee: Read and Sign

I understand that our business is dedicated to the safe and responsible sale and service of alcohol.

I will not knowingly serve alcohol to an underage or obviously intoxicated person.

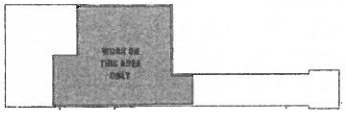
I will report any signs of illegal drug activity to management.

I have read and understand our policies. I understand that if I follow these policies, management will fully support my decisions.

I also recognize that my failure to follow these policies may result in job probation, suspension, loss of hours, or termination from this employment.

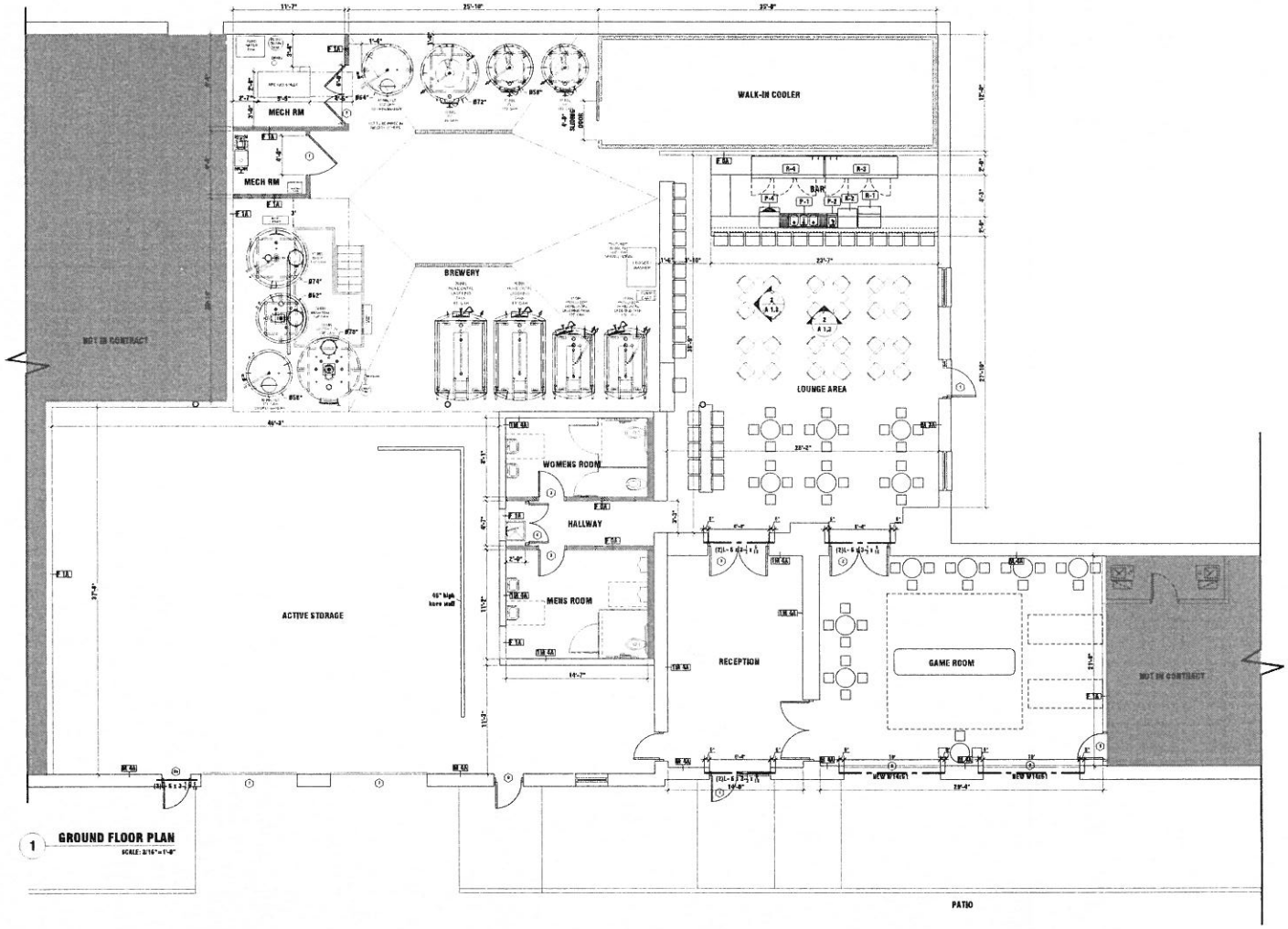
_____ _____

Employee Signature **Date**



2 KEY PLAN

BAR EQUIPMENT SCHEDULE				
TAG	QTY	EQUIPMENT	MAKE / MODEL	REMARKS
REFRIGERATION				
R-1	1	ICE MACHINE	MANITOWOC/ ICEO SERIES UNDERCOUNTER	NEW
R-2	1	KEGERATOR	KEBCU: 24" DUAL TAP STAINLESS STEEL KEGERATOR	NEW
R-3	1	BACK BAR COOLERS	TRUE TBB-48	NEW
R-5	1	WALK-IN COOLERS	BGR-LANE WALK-IN COOLERS	NEW
PLUMBING				
P-1	1	60" 3 COMPARTMENT BAR SINK	EAGLE GROUP BSR-18	NEW
P-2	1	BAR HAND SINK	EAGLE GROUP HAZ-18	NEW
P-4	1	GLASS WASHER	EAGLE GROUP WD240NT	NEW
P-8	5	MOP SINK	EAGLE F-2920-12	NEW



1 GROUND FLOOR PLAN
SCALE: 3/16"=1'-0"

Goldfinger
519 Rogers

REVISIONS:

ANGELICA BORROMEO
AIA - NCARB - LEED - AP
7340 N MEADE AVE.
CHICAGO, ILLINOIS 60646
(773) 763-1895

I HEREBY CERTIFY THAT THESE PLANS HAVE BEEN PREPARED BY ME, OR UNDER MY SUPERVISION, AND, TO THE BEST OF MY KNOWLEDGE CONFORM TO CITY OF CHICAGO BUILDING CODES.

11-30-19
EFFECTIVE DATE

11-30-21
EXPIRATION DATE

WET SEAL - SIGNATURE

SHEET CONTENTS:
FLOOR PLAN

JOB TITLE:
INTERIOR ALTERATIONS/ NEW BREWERY

ADDRESS:
513 ROGERS ST.
DOWNERS GROVE, IL.

A 1.1
SHEET NO.

V New Business

Ordinance Discussion –
Outdoor License for Brew Facility License Classification

ORDINANCE NO. _____

AN ORDINANCE AMENDING
CLASS "O" OUTDOOR LIQUOR LICENSE PROVISIONS

BE IT ORDAINED by the Village Council of the Village of Downers Grove in DuPage County, Illinois, as follows: (Additions are indicated by shading/underline; deletions by ~~strikeout~~):

Section 1. That Section 3.13 is hereby amended to read as follows:

3.13 Classification of licenses.
Such licenses shall be, and are hereby, divided into the following classes:

* * *

Class "BF" Brewing Facility Licenses

"BF" licenses shall authorize the on-premise consumption and retail sale of craft beer where the premises is that of a brewing facility as defined herein. The following provisions shall apply:

Product sampling shall be permitted in accordance with State law at no charge,

On-premise consumption shall be limited to the retail portion of the licensed premises except during supervised tours and private events. The retail portion shall not exceed 3,000 square feet.

Patrons under the age of twenty-one (21) shall be allowed on the premises when accompanied by an individual twenty-one (21) years of age or older, however, classes and seminars shall be limited to patrons twenty-one (21) years of age or older.

* * *

Class "O" On-Premise Consumption, Outdoor Licenses

"O" Outdoor licenses shall authorize the sale and consumption of alcoholic liquor in an enclosed outdoor seating area. This license may only be issued to establishments holding a valid Class B, BF, BYO, C, H, P-O, REC, RF, R or WB license and shall be limited to the conditions of the respective license classification issued to the establishment. Except for Class BF and Class C, ~~The main and principal operation of the outdoor area shall be for dining purposes and~~ food must be available in the outdoor dining area at all times and shall be subject to the provisions set forth in Section 3.30. Operation of the outdoor area for a Class C license is limited to private party rentals and shall be subject to the provisions set forth in Section 3.32.

* * *

6; Ord. No. 2735, § 1; Ord. No. 2945, § 1; Ord. No. 2996, § 1; Ord. No. 3050, § 1; Ord. No. 3164, § 2.)

Section 2. That Section 3.30. is hereby amended to read as follows:

3.30. Outdoor sales.

(a) Subject to receipt of a Class "O" outdoor license, the sale, service and consumption of alcoholic liquor in an outdoor seating area may be permitted adjacent to premises licensed to sell alcoholic liquor for

consumption on the premises; subject to the following conditions:

(1) The outdoor area is enclosed; and

(2) The outdoor area is owned or leased by the licensee, or the licensee has entered into a sidewalk cafe license agreement, as provided in Chapter 4 of the Downers Grove Municipal Code, which shall be required for any outdoor seating area conducted wholly or partially upon Village controlled property; and

(3) The outdoor area is included as part of the regular food service business located on the licensed premises with the exception of Class "BF" Brew Facility and Class "C" Club licensees that do not provide regular food service; and

(4) Access to the outdoor area shall be limited through the licensed premises or, if not practicable, through monitored entrances that are controlled by employees and/or reasonable fencing of the licensed premises during all operating hours and/or while alcoholic liquor is being served.

(5) Seating in the outdoor area shall not be included in the overall seating calculation or in any way utilized to expand the number of seats that are allowed in the interior bar/lounge area.

(b) Applications for the establishment of an outdoor seating area, or the amendment of an existing outdoor seating area, shall be filed on such forms and with such information as may be directed by the Local Liquor Commissioner. The Local Liquor Commissioner may refer an outdoor seating area application to the Local Liquor Commission for review and comment. (Ord. No. 2735, § 1; Ord. No. 2945, § 2.)

Section 3. That all ordinances or parts of ordinances in conflict with the provisions of this ordinance are hereby repealed.

Section 4. That this ordinance shall be in full force and effect from and after its passage and publication in the manner provided by law.

_____

Mayor

Passed:
Published:
Attest:_____

Village Clerk

I\mw\Ord.19\Class O-Amend-short