



# Alcohol Server Checklist

Sept 2024

## Setting Up

- Arrive 60 minutes prior to the start of the show (6:30PM for Fri & Sat; 1:30PM for Sunday). Arrive 15 minutes earlier if you haven't served for TITG before.
- Show your ID and servers permit card to the Board Member on Duty (BOD). They will make a copy of it if we don't already have it.
- If you haven't signed a copy of our House Alcohol policy before, the board member on duty will ask you to review & sign it.
- Count the cash in your cash box and initial the cash reconciliation sheet.
- Ensure that the credit card machine has been booted up and is ready to go. This is a tap, insert card, and swipe machine. If the credit card has the tap feature, it is the quickest transaction. This machine also supports Apple Pay & Google Pay.
- Set out a representative bottle of our alcohol on the counter of what we are offering this show.
- Review the TITG House Alcohol Policy.

## Serving

- YOU MUST CHECK EVERYONE'S IDENTIFICATION**, no matter how old/young they look. TITG cannot risk getting a fine or losing our license. Also, we will not pay for the personal fine that you could incur.
- DO NOT SELL TO VISIBLY INTOXICATED PERSONS.** A sign is posted in the closet of what to look for.
- DO NOT SELL TO MINORS**
- Inform the BOD if you have decided to refuse service to someone. Describe who the person was, and why you refused service. The BOD will write up an incident in the incident log.

- For beer & hard cider, YOU MUST OPEN the can for the patron. Do not give them an unopened can, even if they request it.**
- Do not pour more than 5 oz of wine. The wine cups are 9 oz cups. Use the reference cup with the line drawn on it to learn how full to fill the wine cup.
- Involve the BOD in any situations that make you feel uncomfortable. They will help you.
- Serve **ONLY** during pre-show (6:30 - 7:30/1:30-2:30 and during intermission). The bar is closed at all other times.
- It is OK for patrons to buy non-alcoholic items with their alcohol purchase. Just record each item in the Square.
- All alcohol sales must be recorded in the credit card machine.** This includes cash sales. Select the item that the patron is purchasing (red wine, white wine, beer, hard cider). Then click on checkout. If they are using a card, have the patron tap their card (if that is supported). Otherwise, insert the card into the front of the machine. Generally we do not offer any receipts to help expedite serving patrons.
  - If you are busy, you can expedite cash sales by initially recording them on the paper log instead of using the credit card machine.
  - After the bar closes, record all cash transactions that you wrote on the paper log to the credit card reader.

## After Bar Closes

- Count the money in the cash box and fill out the cash reconciliation sheet.