



COLORADO DRAGON BOAT FESTIVAL Beverage Program Rules & Regulations

It is important to remember that working for a special event is a unique experience and that the key to a successful program is flexibility. Certain matters are not within our control: weather, crowd size, economy, etc. However, there are many things that we can control which will help make our experience as fun and successful as possible.

Opening and Closing Shifts

Non-Profit Partner Vending (NPPV) Booth Managers are scheduled to arrive at least **one hour prior** to Festival opening and may remain for up to an hour past closing. These NPP managers are to assist with setting up the booth for the day and possibly the next day, counting inventory and cleaning up. They are also responsible for enforcing all rules and regulations.

Booth Staff

All staff must arrive at their specific booth locations at least 30 minutes prior to shift time. Staff must sign in and out at the beginning and end of each shift. Only staff that has officially signed in may be working in your booth. There will be times during shift change when more staff than necessary is within your booth. Family and friends of staff may not be inside the booth. Booth staff may take breaks only when deemed appropriate by Booth Manager; please check in and out with Booth Manager before leaving the booth.

Injuries

All injuries must be reported to the Booth Manager and called in to the paramedics. If necessary, the injured person should be taken to First Aid Station.

Breaks

Staff working more than four hours may be offered a break coordinated through the Booth Manager. Staff working more than six hours will be offered a meal break, coordinated through the Booth Manager. Booth Staff must sign out and in when leaving and returning to the booth. Booth staff may only leave the booth with permission of Booth Manager.

Sales Staff and Cashiers

All transactions will be made with cash or the Square Reader. Seller must be courteous when asking the customer which flavor/item they would like. The cashier will collect the cash and count change back to the customer or ensure the correct amount is being charged to their credit card via Square Reader. The desired beverage is then handed back to the customer. **NPPVS may put out tip jars, but not actively solicit for tips.** Friends may be greeted but extended conversations may not take place at the booth.

Beer Sellers

- The legal drinking age in Colorado is 21. **It is illegal to serve alcohol to anyone born after July 25th or 26th, 1999** (depending on the festival day). You must ID everyone purchasing alcohol. **NO EXCEPTIONS!**
- Do not sell alcohol to anyone you believe is giving it to a minor or who appears intoxicated. Notify security immediately.
- There is a three drink limit per customer per order. Any disputes involving ID's, amount of drinks to be sold, etc. should be immediately referred to your Booth Manager, Beverage Coordinator and security.
- Staff must be 18 years of age to serve beer; staff must be 21 years of age to pour beer. All staff must have ID available at all times.
- There are NO refills of any product at any time. All beverages are sold at full price.

Reminders

- **Booth staff (for Coca-Cola and snow cone booths) may not be under 13 years of age.**
- Please arrive at least **30 minutes** before your shift; allow time for parking at Auraria Campus, taking the shuttle, and checking in at your booth.
- Please help set up the booth and inventory if you are on the opening shift.
- Please help clean up and inventory if you are on the closing shift.
- Keep everything that can be counted: damaged cups, empty ice bags, empty bottles, etc.
- Inventory is taken on everything – do not use cups for any other use.
- Wear close-toed shoes (no sandals) for your safety.
- Do not wear clothing with logos of businesses that may conflict with Festival sponsors (the safest bet is to wear clothing that is completely logo free).
- No free drinks are to be given to anyone – ever!
- Information is subject to change.
- How to refill ice
- How to manage inventory, report when inventory low

Basic Beer Server Information

As servers of alcohol, your job is to provide enjoyment for the Festival attendees as well as ensure a safe environment in which they can experience the variety of beers at the event. The following information highlights the formal program developed for restaurants and bar employees called TIPs (Training for Intervention Procedures by Servers of Alcohol):

- The average 150 pound man will exceed the “legally impaired” level of alcohol in the bloodstream (.08) by drinking FOUR 12-ounce beers within ONE hour. Women will generally have a higher level of alcohol because they have a higher % of body fat vs. muscle (body fat does not absorb alcohol).
- Many things can factor in including rate of drinking, strength of the drink, height, weight, size and physical condition, stress and/or exhaustion level, medication and other drugs in the blood stream.

- In trying to determine whether or not an individual is intoxicated, a server should observe the individual's behavioral clues. Look for:
 - Loss of inhibitions (talks too loud, gets unusually exuberant or moody)
 - Loss of judgment (inappropriate behavior, foul language, irrational comments, impulsive acts, extreme anger, grabbing beer, throwing cup)
 - Impaired reactions (slurred speech, sleepy/bloodshot eyes, loss of train of thought)
 - Hampered coordination (loss of balance, spilling, sloppiness, dropping tasting cup)
- If a guest exhibits any of the above signs of impairment, excuse yourself for the moment and communicate with your manager. If no manager is available then:
 - Use a calm and firm tone of voice and suggest that the individual take a break from tasting beer; suggest getting a soft drink or some food; speak directly to the point as it causes far fewer negative reactions (SLOW DOWN THE RATE OF CONSUMPTION)
 - Don't be afraid to take responsibility for your actions, such as beginning your sentences in the first person "I" rather than the accusatory "you"; for example, "I believe you need to take a beer tasting break" rather than "You look like you have had too much to drink."
 - Provide a reason for your action in a non-threatening and non-judgmental way since everyone responds more positively to reasonable statements. Reasons include "It is the event's house rules not to over serve" or "It is against the law to serve alcoholic beverages to someone who appears to have been over served".
 - You don't want to have to call security - act as if you are on their side. If the individual insists on contesting your decision to deny service, stop serving totally. Take the beer off the table. Walk away. Find a captain or security person. Do not take matters into your own hands.