

Tobacco and Alcohol Sales Policy

You must ask for the guest's ID and scan/swipe the ID or enter the guest's birthdate on the register when guest is purchasing:

- Alcohol products and they look younger than 30 years of age*
- Tobacco products and they look younger than 30 years of age*

* **Exception:** 1.) Unless you have previously verified their age and ID, AND/OR 2.) Know the person by name and they are of legal age to purchase alcohol and tobacco products.

Note: Under no circumstances can a co-worker accept the "OK" or approval by another co-worker as a substitution for proper identification. The Co-worker scanning the product must be the person checking the ID or approving the "Exception".

Only these forms of guest ID are valid:

- Valid, picture US driver's license
 - o **MN:** An Expired ID is only a valid proof of age for the purchase of age restricted products when shown in conjunction with the new temporary ID.
 - o **WI and IA:** The paper temporary Driver's license or ID card is a valid form of identification if it contains the photo and bar code used to check the age of the guest.
- Valid, US State-issued picture identification card (must include picture and date of birth- example: an IA Donor Card)
- Picture US military identification
- Valid passport
- Valid Minnesota Tribal Identification Card (must include legal name, date of birth, signature and photo of the enrolled tribal member)

However, if the ID is in question at all, DO NOT MAKE THE SALE!

Do Not sell alcohol to anyone who is:

- Obviously intoxicated
- Attempting to purchase before or after the selling hours established by your municipality

Do Not sell alcohol or tobacco products to anyone who is:

- Going to give or resell the product(s) to an underage person
- Under the legal age
- Cannot produce a valid ID

Kwik Trip's Minimum Age Requirements to sell Age Restricted Products:

- Tobacco – 16 years of age
- Alcohol – 18 years of age

Failure to ask for and swipe/scan the ID or manually enter the Birthdate on the register for any Guest, Company, City, State, or County Representative for alcohol and/or tobacco purchases will result in:

Violation	Retail Hourly Positions	Retail Exempt Leadership
First Violation	Suspension for three (3) working days without pay and mandatory retraining. The date of the first violation denotes the beginning of a 24-month monitoring period.	The next merit increase will be postponed for 30 days and mandatory retraining will be imposed. The date of the 1st violation denotes the beginning of a 24-month monitoring period.
Second Violation	A second violation within this 24-month period will result in a suspension for five (5) working days without pay and mandatory retraining.	A second violation within this 24-month period will result in a suspension for five (5) working days without pay and mandatory retraining.
Third Violation	A third violation within this 24-month period will result in termination of your employment with Kwik Trip, Inc.	A third violation within this 24-month period will result in termination of your employment with Kwik Trip, Inc.
Knowingly selling to a minor	Immediate termination of employment.	Immediate termination of employment.

Note: The violation standard outlined above is the same for any Store Leader whose store receives an Alcohol or Tobacco Licensing Violation issued by any City, County, or State agency.

Note: It is grounds for immediate termination for a co-worker to knowingly sell age restricted products to guests not of legal age AND for a co-worker not at/above Kwik Trip's minimum age requirements to sell age restricted items.

Policy Enforcement

- Kwik Trip, Inc., and/or local agencies, will periodically send a mystery shopper to purchase alcohol or tobacco products.
- If you ask for identification from the Kwik Trip mystery shopper, swipe the ID or enter the birthdate, and are wearing your nametag, you will receive a \$10.00 gift certificate.
- If you fail to ask for, and swipe/scan the ID or enter the Birthdate on the register for the identification of the mystery shopper, or any other mystery shopper from a government agency, you will be disciplined accordingly.
- All violations will be dated the day of the incident, when known. All other incidents will be dated the day that Kwik Trip, Inc. is made aware of the violation.
- If the original 24-month monitoring period expires and the individual has other violation(s), the date of the next violation denotes the beginning of a new 24-month monitoring period. Therefore, individuals with violations will be in a monitoring period until 24 months pass without a violation.

Store Violations and Discipline:

- The Store Leader/acting Store Leader will receive a violation if a co-worker fails any type of ID check prior to having completed the Tobacco and Alcohol Sales training.
- If your store has 2 violations of this policy within 6 months, the Store Leader will hold a mandatory re-training session with all store co-workers.
- If your store has 3 violations of this policy within 6 months, the Store Leader will work an alternate shift with the last offender. During their shift, the Store Leader will train and coach the co-worker on how and when to verify ID for alcohol and tobacco products. In addition, the District Leader will hold a mandatory re-training session with all store co-workers.

(Learn2Serve (a 4 hour class) + alcohol/Tobacco Computer Based Training (a 30 minute class) are required training classes for all retail Kwik Trip Co-workers.)



Online Alcohol Training

Wisconsin Responsible Beverage Server Training

Registration Instructions:

- To register a co-worker, email (GKnudson-Stuhr@kwiktrip.com) or call (608-793-6416) to request a registration invitation. An invitation will be emailed to the store's email.

- When the invitation has been received, open the email and read the message. It will be similar to the example shown here.

Dear Colleague,
This message is to inform you that you have been invited to join LMS360 online!
Message from Gretchen Knudson-Stuhr:
Register here for the Wisconsin Responsible Beverage Serving Training (Learn2Serve). Please call 608-793-6416 with any registration questions.
Please refer to the job aid found on the Kwik Net for instructions on how to register and launch the course.
Thank you and happy testing!
Gretchen Knudson-Stuhr
Click the link below to create your account.
Register at: <https://lms.360training.com/lms/learnerRegistration.do?registrationId=11961&brand=kwik&lang=en>
Invitation Passcode: kwiktrip02
If you have any problems with registration, please contact your training manager directly.
Thank you,
360training.com

- Click on the link provided in the invitation to access the registration website.

- At the Welcome screen, enter the invitation passcode provided in the invitation. Click on the **Next** button to proceed.

Welcome!
We have created a whole new set of tools to serve you better. Login and get started. For technical assistance or any other inquiries please call our 24-7 Customer support at +1-800-442-1149.

SELF REGISTRATION INVITATION

Passcode: _____

NEXT

- Complete the profile setup for the co-worker who is registering to take the course. Any fields with a red asterisks (*) are required to be completed. When entering the email address, enter the home store's email address for the co-worker. (For example: 676@kwiktrip.com)

Setup Profile

Fill out the required fields to create a new Profile.

SELF REGISTRATION INVITATION

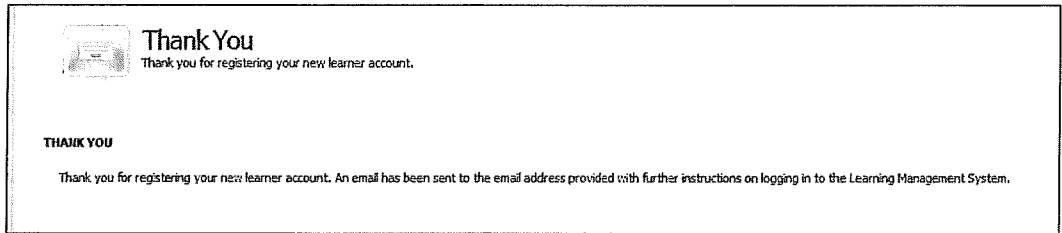
First Name *		E-Mail Address *	
Middle Name			
Last Name *		Mobile Phone	
Phone		Address 2	
Ext.			
Address 1		City	
City		Country	United States
Country	United States	State	
State		Zip Code	
Zip Code			

LOGIN INFORMATION

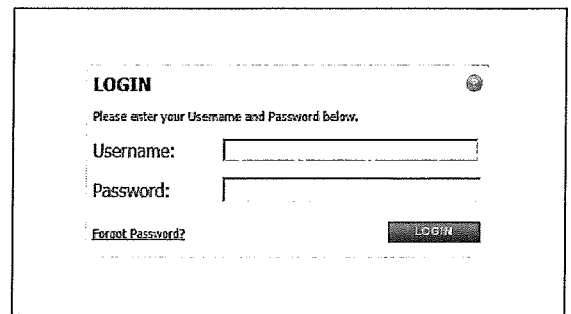
User Name:	*	
Password:	*	Password must contain alphabets and numbers and at least 8 characters long.
Confirm Password	*	

- After all profile information has been entered, click on the **Next** button to proceed.
- A Thank You window will appear showing registration confirmation for the new learner account. An email has been sent to the email address provided with further instructions on logging in to the Learning Management System.

- Click the **Continue** button to proceed.

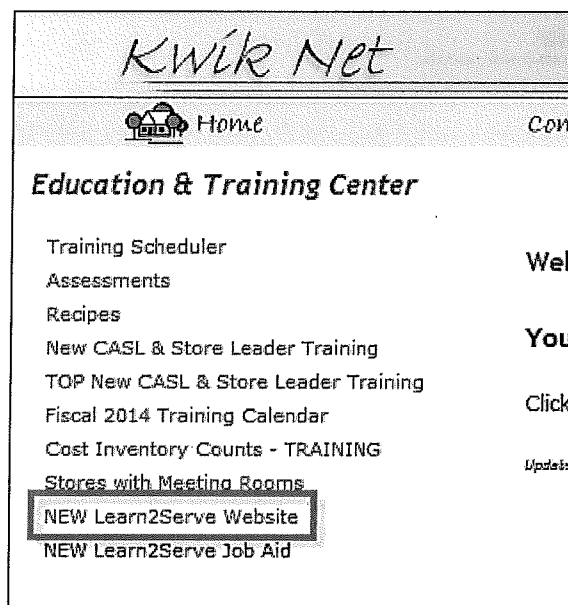


- The Login window will display. Proceed with logging in to the system with the Username and Password provided above.



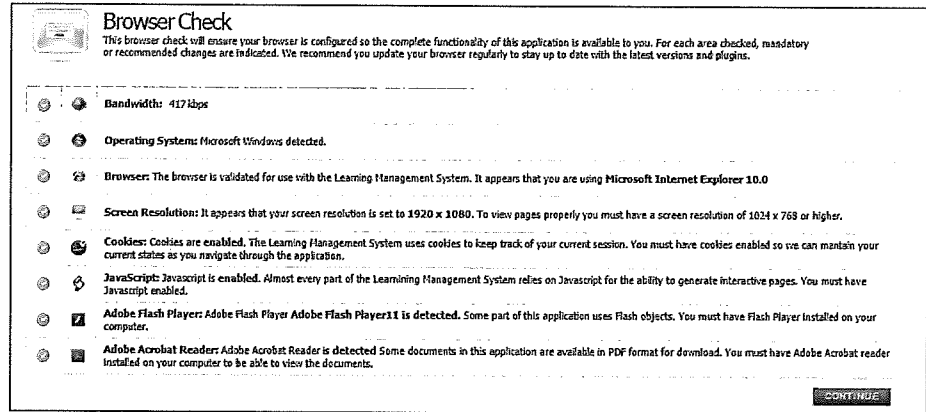
Logging into the system as a Returning Student:

- If you complete your registration and need to return to the login screen at a later time, you can access the Wisconsin Responsible Beverage training website from the Kwik Net. Under Retail Center, choose Education & Training on the left, and then select the Learn 2 Serve website link.



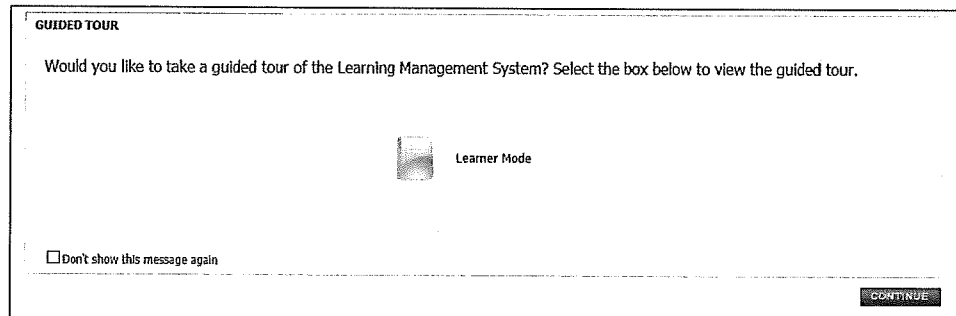
Logging into the system for first time:

- After successfully entering the username and password to login, a browser check screen will display. This screen will ensure your internet browser is configured so the complete functionality of the application is available.
- Click the **Continue** button to proceed.

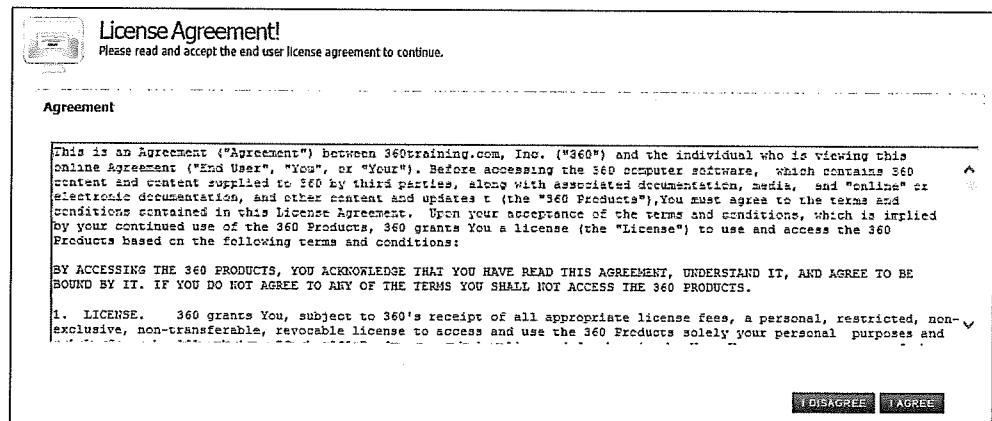


- Next, a Learner will be asked if they would like to participate in a Guided Tour of the Learning Management System. If yes, click on the **Learner Mode** button to view the tour. If no, click the **Continue** button to proceed.

Note: Click on the checkbox, "Don't show this message again" if you would like to hide this screen.



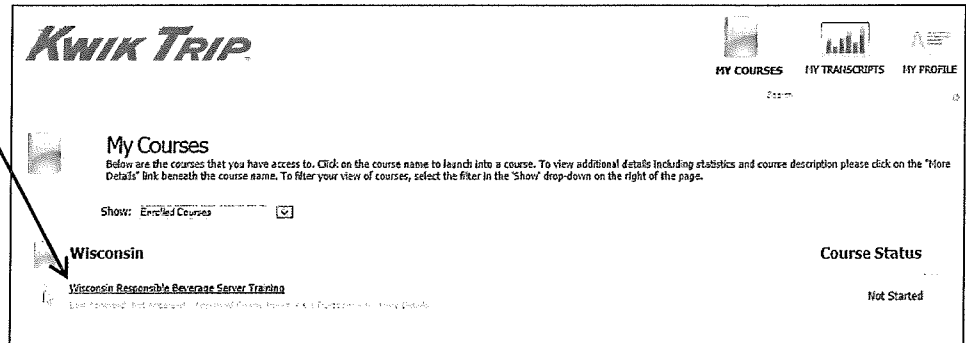
- The License Agreement will display. Please read through the agreement and click on the **I Agree** button to proceed.



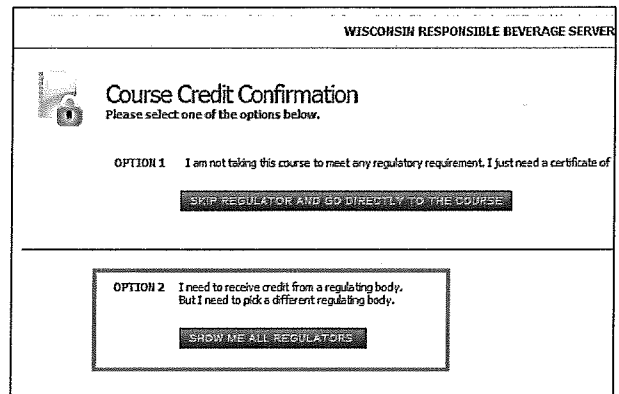
Launching the Wisconsin Responsible Beverage Server course:

- The My Courses page displays. Here you will find the *Wisconsin Responsible Beverage Server Training* course and a status of **Not Started**.

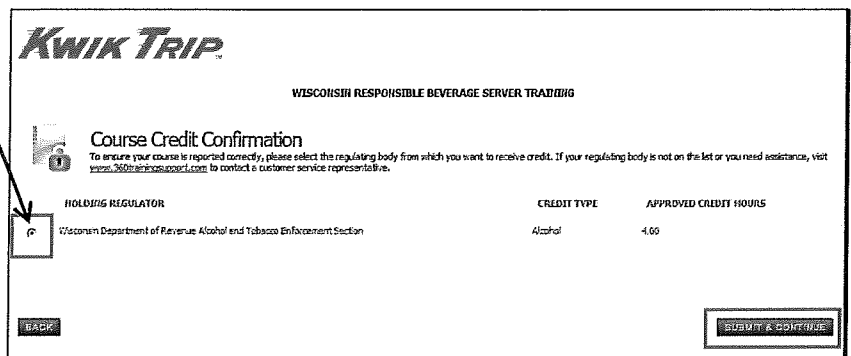
- To begin the course, click on the course title to launch the training.



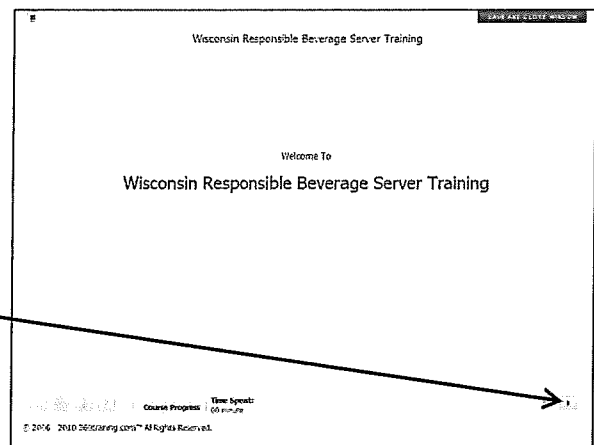
- IMPORTANT!** On the Course Credit Confirmation screen **select Option 2**. Click on the button, "SHOW ME ALL REGULATORS".
- At the end of the course, completed course information is reported to the Wisconsin Department of Revenue Alcohol and Tobacco Enforcement division.



- Click on the radio button to select Wisconsin Department of Revenue Alcohol and Tobacco Enforcement Section.
- Click on the **SUBMIT & CONTINUE** button to proceed to the training.



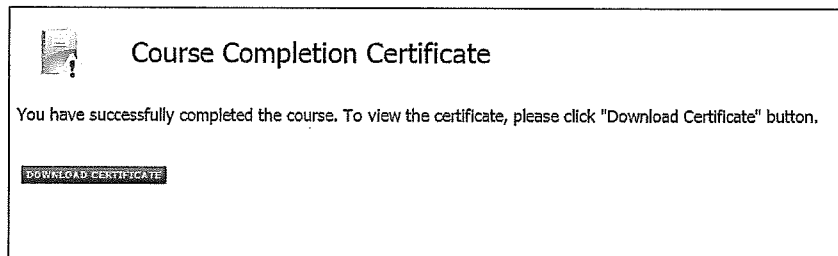
- The training will load up and begin to play.
- After completing the final exam and viewing your results, click on the **forward arrow** button to finish up.



After the training, you must complete the following:

- **(Optional)** Rate the course! Click a star to rate the course. Five stars are the best. Click on the submit button after selecting a rating. To skip this step, click on the **forward arrow** button to proceed.
- **(Optional)** Course Evaluation. Here is an opportunity to provide your experience with the course. Please provide feedback to the following questions. There are a total of 20 questions. Click on the **START** button to begin the evaluation or the **SKIP** button to bypass and proceed.

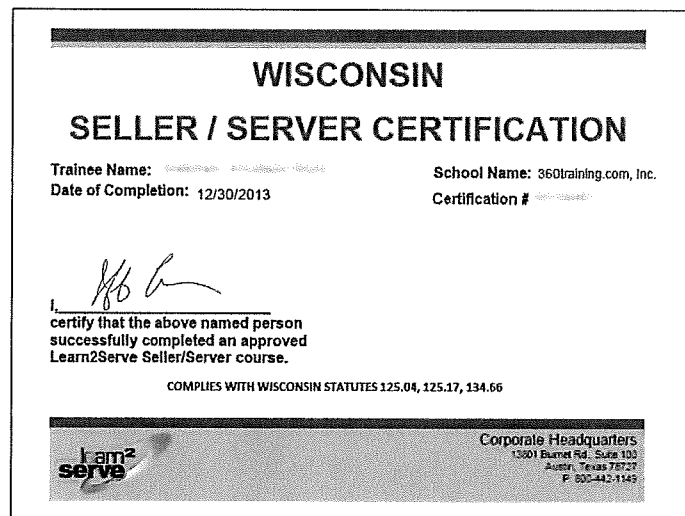
- The Course Completion Certificate window displays. You have successfully completed the course. To view your certificate, please click on the **DOWNLOAD CERTIFICATE** button.



- Your certificate will display on the screen. **Print the certificate.**

Note: An email will be sent at a later time containing the certificate of completion. The email will be sent to the email address provided during registration.

- Click on the **SAVE AND CLOSE WINDOW** button at the top right-side of the window to close the training.



- Take your completed training certificate to your local City Clerk's office to apply for your Responsible Beverage Operator's license.
 - They will charge you for the operator's license.
 - Get a receipt from them so that you can be reimbursed.
 - At the store, complete a Liquor License Paid Out on the register. Staple the paid out slip with the receipt, and send it in with the daily bookwork.
- Your Responsible Beverage Operator's license will be mailed to your residence.
 - You may be provided with a temporary Operator's Permit until your permanent Operator's License arrives in the mail.
 - **Your Operator's license is required to be within your immediate possession when at work.**

Frequently Asked Questions:

1. How long will the Wisconsin Responsible Beverage Server training take?

The course should take no more than 4 hours. The course does have a bookmark feature that allows you to log in and log out as often as necessary up until the final exam.

2. If you are not finished, can you exit and complete the course later?

Yes. In this case, be sure to log back in with the username and password that you created during registration. After you successfully logged back in, the course will begin where you last left off.

3. How is the Wisconsin Responsible Beverage Server training fee paid?

As long as you register in the system through the email invitation, the fee for the course is automatically billed to Kwik Trip.

4. If I have problems, who should I call?

During normal business hours, contact Gretchen Knudson-Stuhr (608-793-6416) in the Training department for assistance. Gretchen will return a call the next business day to troubleshoot the issue.