



Entertainment License (21+)

Visual & Performing Arts License (18+)

LICENT-2014-00284

(Number)

SCANNED

(scanned)

34050 jhp

(Leg file number)

TEMPORARY LICENSE ___/5

PERMANENT LICENSE

City of Madison Clerk
210 MLK Jr Blvd, Room 103
Madison, WI 53703

licensing@cityofmadison.com
608-266-4601

(Processing step)

RZ
(initials)

This application modifies ^{NEW} existing alcohol license number: LIC113-2014-00282
(Class B license only)

Corporate Information

Licensed Premise Information

Business Legal Name: HALO OF MADISON, LLC

Business dba Name: WHISKEY JACKS SALOON

Business Address: 552 STATE ST MADISON, WI
852 BLAKTON RD. MADISON, WI

Licensed Address: 552 STATE ST. MADISON, WI
53703

Business Contact Name, Position & Phone: WJ 53719

Business Contact Name, Position & Phone: JOSHUA HURLEY (MEMBER) 414-745-0081

JOSHUA HURLEY, MEMBER, 414-745-0081

JOSHUA HURLEY (MEMBER) 414-745-0081

Email: HURLEY.WHISKEYRIVER@YAHOO.COM

Email: HURLEY.WHISKEYRIVER@YAHOO.COM

Premise Capacity: 297

Liquor/Beer Agent Name: JOSHUA HURLEY

100% Alcohol, ___% Food Alder, District #: ALDER ZELLERS #2 Police Sector: 400

Type of live entertainment to be offered:

Corporate Officers, Partners, or Sole Proprietor's information:

Table with 3 columns: Name, Address, Corporate Title or Partners' verification. Row 1: JOSHUA HURLEY, [Redacted], Member.

Orange sign issued
'License Renewals & Changes' brochure with next steps issued
Security Plan attached (see below)

I certify that this information is true and correct to the best of my knowledge,

X [Signature]
Signature

4/27/2014
Date



SECURITY PLAN

This Security Plan is set in place to ensure the safety of our guests so they may have an enjoyable experience every time they choose to step through our doors. It takes each and every one of our staff members to ensure these expectations are met.

1. GREET PATRONS

This will allow the Safety Person working the door to have the 1st interaction with patrons entering the establishment. This interaction is key as it will allow the Safety Person to see visible intoxication, individual moods, and overall demeanor.

2. IDENTIFICATION VALIDATION

Our Safety Persons are trained diligently on valid/invalid identification. With the constant task of ID's becoming more realistic our staff go through Identification Training once a month.

3. BORROWED/ALTERED IDENTIFICATION

If a Safety Person feels that an individual has given them borrowed or altered identification, then that identification will be held until verified by a police officer. If the individual abandons the identification it will then be turned over to MPD.

4. DRESS CODE

WJS has a posted dress code at the Entrance Door that is visible to all patrons. The Security Person who is working the door strictly prohibits any individual not in said Dress Code to refuse service. Dress Code Attached.

5. ENTERTAINMENT

WJS has live music on Friday and Saturday nights drawing larger crowds. To ensure the safety of our patrons the Safety Persons on duty are stationed throughout the establishment to be able to view all areas. Each Safety Person is equipped with a flashlight as to be able to communicate with each other easily in case of an emergency. Every Safety Person is easily identified by a WJS logo shirt with SECURITY on the back.

6. INTOXICATED PATRONS

For the Safety Persons, this is the most difficult part of the job as each situation is different in its own rite. When a patron has been identified as intoxicated the individual is approached by a minimum of two (2) Safety Persons and is then explained to why they are being asked to leave the establishment. Contact with any persons with intoxicated individual is also made. The intoxicated individual is escorted to the nearest Exit.

7. UNRULY PATRONS

For the Safety Person, this is the most difficult part of the job as each situation is different in its own rite. When a patron is unruly Safety Person react immediately to the situation. The first thing Safety Persons do is to survey the situation and make sure that no other patrons are in immediate danger. Secondly, the Safety Persons will make contact with the unruly patron and begin to speak with any other parties involved. At this point all parties will be separated spoken to individually. If at any time the Safety Person feels the unruly patron(s) are beyond their control then MPD must be contacted immediately. At NO point in time should a Safety Person not call MPD if there is a fight in progress or an unruly patron(s) cannot be handled. Unruly patrons must exit the establishment immediately.

8. CROWD CONTROL

This is the most important part of the Safety Persons and starts at the Front/Exit Entrances. Keeping patron numbers within fire code is at an utmost importance and must be done at all times. Constant contact between the Entrance and Exit doors is a constant at all times. If a line persists for entrance into establishment, then a Safety Person will be "put on the line" to control the sidewalk. This will allow for a peaceful atmosphere for patrons and staff. The Safety Persons on the floor will be talking to patrons throughout the night for various reasons but to also make sure that any areas that may become jammed they will be able to ease such spaces so as to have walkways throughout the establishment. At the end of the night two (2) Safety Persons will be located outside while the remainder get the patrons to exit. At this time three (3) Safety Person disperse any individuals in front of the establishment.

9. END OF NIGHT

All litter will be swept and picked up in front of establishment to maintain a clean walkway.



EMERGENCY EXIT PLAN

MANAGER ON DUTY

Bar Manager

- 1.) Direct all bartenders to stations.
- 2.) Collect all money from behind the bar.
- 3.) Assist at back door.

Floor Manager

- 1.) Direct floor staff to stations.
- 2.) Collect station money.
- 3.) Check entire building.

BARTENDERS

Rear Side

- 1.) Check both restrooms.
- 2.) Direct customers on adjacent side to the nearest emergency exit at back of building.
- 3.) Make yourself noticed and calmly direct persons in the correct direction.

Front Side

- 1.) Assist at the Exit door with crowd control.
- 2.) Direct patrons up the fire escape and away from the building.
- 3.) Assist security with crowd control away from the building.

BARBACKS

- 1.) Check basement for any persons.
- 2.) Assist bar/security with crowd control

SECURITY

- 1.) Prop open all doors and make sure clear of any debris.
- 2.) Keep control and keep people calm.
- 3.) Assist patrons through front and rear doors.
- 4.) Check all restrooms before final exit.

BAND/DJ

Make announcements frequently to help assist Staff get patrons to exit in an orderly manner.

ONCE BUILDING IS BELIEVED TO BE CLEARED THE FLOOR MANAGER AND BAR MANAGER WILL DO A FINAL SWEEP OF THE BUILDING IF POSSIBLE



MADISON, WI

Welcome to Whiskey Jacks Saloon
Policy Handbook

Hello and Welcome to your new job!

We realize there are many establishments out there, and we are appreciative of the fact you chose us! We are hoping you've seen the differences that make our establishment stand out from others and we hope your time here is enjoyable and profitable.

As a member of this company, you have entered a new and exciting business that will continue to make a distinguished mark on the Madison area community. We put a great responsibility on you, as we expect your individual effort is integral to the success of this company. With your help we want to continue the growth of our concept. We know our success will be guaranteed if we do the following:

1. Provide our guests with the best of everything... Personable service, great promotions and an unforgettable experience.
2. Keep all areas of our establishment clean, safe and well attended.
3. Ensure the public's choice to drink and entertain with us is rewarded by sincere service and honest individuals with a desire to develop a returning customer base.
4. **Above all: We Never Settle for Mediocrity in Anything We Do!**

The following pages will introduce you to some basic rules, regulations and policies we all choose to follow in order to provide a safe and fair workplace.

This handbook is not a contract. Your employment is considered “at-will” and may be terminated for reasons not outlined in this handbook. Be aware this handbook may be revised and updated as we learn and grow. We will alert you to changes and modifications as we improve our service to our employees, just as we expect you to take care of your guests.

Welcome to work, we’re happy you’re here.

TIME KEEPING

You are personally responsible for managing your clock-in and clock-out times. Our timekeeping system is fully computerized and we are able to provide you with a report of your hours worked. It is not possible for us to pay employees for time not recorded by our timekeeping system. It is recommended employees frequently, if not daily, confirm their recorded hours are correct. If an employee is aware they have not clocked in or out correctly, they are to consult a manager as soon as possible. It is much easier to rectify a timekeeping issue on the day it occurs, rather than going back to days past.

PAY DAY

Our bi-weekly pay periods begin Monday and end Sunday. Our weekly scheduling also reflects this pattern. Paychecks will clearly show gross pay, hours worked, and all required and elected state, federal and personal deductions. Checks are available to be picked up after 2:00 pm on Thursday. We adhere to federal rules regarding overtime pay and these hours will also be clearly stated on the paycheck. Payroll advances are not permitted and checks will not be cashed at the restaurant. Tipped employees must claim 100% of their tips when they clock out at the end of their shift. If tips are entered into the computer incorrectly, a manager must be notified right away to correct the error.

ATTENDANCE

We do not manage timeliness. The time noted on the schedule indicates the time an employee is expected to be mentally and physically ready to serve guests. Upon arrival to work, employees should take care of their personal items and *then* clock in ready to work.

Schedules are posted by 8:00 pm on the Sunday prior to the next workweek. Sometimes, the changing needs of the restaurant will dictate changes in the posted schedule. It is the responsibility of the employee to know his or her own schedule! If a change is made after a schedule is posted, it is management’s responsibility to communicate these changes.

If an employee is not able to arrive for a shift, for any reason, they must personally speak to a manager. Leaving a message is not acceptable. Our expectation is that contact is made at least three hours prior to the scheduled shift.

Illness: In the event of an illness, a doctor's note may be required in order to return to work.

Unreported Absence: Not showing up may be considered job abandonment and may result in immediate termination.

Tardiness: Repeated patterns of lateness are perceived as "indifference". Continued tardiness will result in separation from employment.

SCHEDULE REQUESTS

We understand employees will ask for time off. Every effort will be made to grant their request. It should never be assumed a request for time off will be automatically granted; as staffing the restaurant appropriately to ensure our guests needs are met is our top priority.

Schedule request guidelines:

- All time off requests should be made as far in advance as possible.
- All time off requests should be recorded on the Request Off sheet located in the backroom. A note left for the scheduler is NOT acceptable and may not be honored as a request for time off.
- If you need more than a few days off or are taking time off over the holidays, please contact a manager personally before confirming plans. Holidays are typically some of the busiest times in our business. The entire staff will be expected to work.

TRADING SHIFTS

When picking up, giving up or trading shifts, it is mandatory employees contact a Manager to confirm that a trade is okay. The shift change is not complete until a manager has approved it. Any shift change that is not okayed by a Manager is considered an absence and is subject to disciplinary action.

UNIFORMS AND APPEARANCE

We want our employees to be unique and personable, however, we expect uniforms and grooming habits convey a professional message to our guests. Employees are required to be dressed in proper uniform during all work hours from the moment they are clocked in.

Guidelines are as follows:

- Daily bathing, use of deodorant and oral hygiene is expected.
- All work attire will be clean of food, grease, stains and wrinkles
- Women are expected to wear a support garment
- All fragrance and makeup is expected to be at a pleasant minimum
- Employees with shoulder length hair must have it pulled back at all times
- Jewelry must be appropriate for the general public in terms of food safety and effective communication
- Male employees must be appropriately shaven.

Not being dressed in the appropriate uniform may result in disciplinary action. If there are any questions regarding the dress code, they should be directed to a manager, not other employees.

Uniforms specific to Whiskey Jacks Saloon are as follows. Male bartenders are to wear khaki pants or shorts or jeans (must be presentable without tears), and Whiskey Jacks Saloon black polo/shop shirt. Females must wear Whiskey Jacks Saloon logoed apparel with black pants, skirts, shorts, or jeans (must be presentable without tears). Security must wear Whiskey Jacks Saloon red polo shirt or green t-shirt, khaki shorts or pants.

Whiskey Jacks Saloon also enforces a dress code for its patrons. These guidelines must be followed and enforced at all times **NO EXCEPTIONS!!**

1. No long oversized t-shirts.
2. No plain white t-shirts.
3. No excessively baggy, saggy pants or shorts.
4. All hats must be worn straight forward or straight back (no tilting).
5. No long, oversized chains or jewelry.
6. No bandanas or dew-rags.
7. No jerseys (except on game day).
8. No athletic gear.
9. Wardrobe adjustment is not allowed.

MOVING/TRANSFERRING

Any employee in good standing may be eligible for a transfer to another location. Any transfer request must be made in writing; and needs to be approved by each store locations' manager.

PARKING

Whiskey Jacks Saloon has no designated parking areas at the moment. It is the responsibility of the employee to find and pay for parking before their shift begins. Whiskey Jacks Saloon is not responsible for tardiness due to parking situations, fines due to illegalities or payment for such parking spots. For the safety of our employees, we strongly recommend walking out to the parking lot with a fellow employee after the completion of their shifts. A manager will take this responsibility if no other employees are present.

ACTIONS HAVE CONSEQUENCES

Every employee is expected to treat this company and our guests with respect and dignity. Failure to do so will result in disciplinary actions, which may include immediate termination. Serious examples are listed here and are not limited to:

- Insubordination. This is the deliberate failure to follow instructions or establishment regulations.
- Possessing a weapon on Whiskey Jacks Saloon property. This includes but is not limited to: Firearms, knives, explosives and various blunt force objects.
- Using alcohol or illegal substances on company property while on duty.
- Reporting to work under the influence of alcohol or any illegal substance.
- Abusing alcohol off the clock on company property to the point that it affects guests or other employees.
- Willful destruction of company property.
- Removing property from the restaurant without payment or authorization.
- Improper cash handling – excessive overages or shortages, inaccurate recording of sales.
- Stealing in any form – giving any item or product away without company consent and/or abuse of meal privileges.
- Withholding or misrepresenting pertinent information such as employment verification or time clock management.
- Fighting, intimidation, unwelcome harassment or physical abuse of any employees or guests. Using abusive or obscene language also applies here.
- Interpersonal behavior that prevents you from contributing to the effective operation of the company.
- Failure to properly ID for service of alcoholic beverages.
- Schedule changes not approved by management.
- Questioning of guests regarding a gratuity.
- Unauthorized cellular phone usage.

Whiskey Jacks Saloon will not tolerate the use, purchasing or selling of illegal drugs by any of its employees. Proof of anyone engaging in any such activity will result in immediate termination and potential prosecution and lawsuits to recoup any damages.

FAIR EMPLOYMENT

We generally avoid employment of spouses and other family members where the member is in a supervisory relationship to the other employee. The goal is to eliminate the appearances of unfair employment practices. Internal relationships with other on-premise employees are not encouraged, either.

SEXUAL HARRASSMENT

Harassment/sexual harassment will not be tolerated. Harassment/sexual harassment includes, but is not limited to:

- Conduct that involves unwelcome and unsolicited sexual advances
- Requests for sexual favors
- Discriminatory tormenting based on gender, race, color, creed, religion, national origin, sex, age, affectional preference, disability
- Other undesired verbal, visual or physical conduct of a sexual or intimidating nature.

You are directly responsible to report harassment either personally experienced or personally witnessed to a manager. If the manager is the person engaging in questionable conduct, please report the information to our corporate office. You will not incur any adverse action due to the confidential reporting of harassment.

FAMILY MEDICAL LEAVE ACT

We comply with federal laws through which eligible employees may take up to 12 weeks of unpaid leave in a twelve-month period for:

- Care of a newborn baby, newly adopted or newly fostered child.
- Care of spouse, parent or child who has a serious health condition.
- Care of your own serious health condition.

You are required to give a 30-day notice if possible of your intent to leave. Notice must be given in writing and approved by the company. A doctor's supporting evidence may be requested both prior to the leave and prior to returning to paid employment.

EMPLOYEE DISCOUNTS

All employees will pay \$2 for their alcoholic beverages at all times. This does not include shots or cocktails with an energy drink as the mixer.

There are no “shift drinks”, but all employees are entitled to whatever drink special the guests receive.

Employees are prohibited from drinking alcoholic beverages while working except in the case of authorized product education sessions.

GUEST COMPLAINTS

The adage for the new millennium is, “The guest is not always right, but they should always win”. The resolution of guest complaints is seen as a hallmark for a successful customer service operation. In the event of a guest complaint, the following steps are crucial:

- 1. Apologize for the inconvenience**
- 2. Identify the problem**
- 3. Be sincere and honest**
- 4. Alert a manager.**
- 5. Let the guest know a manager has been made aware of the complaint and will be visiting the table shortly**
- 6. A solution for rectifying the situation will be offered**
- 7. Thank the guest for bringing the problem to our attention**
- 8. Solve the problem at any cost**

Never ignore an unhappy guest.

Many studies show the repercussions of bad customer service are immeasurable.

INCIDENTS AND ACCIDENTS

Public safety and personal responsibility go hand in hand. As a team we must keep floors dry, sidewalks cleared and all common areas free of debris and glass. With this in mind, it is expected employees should constantly pick up and clean the establishment whether they created the mess or not. A group effort in this respect will lessen the work for the entire group. An employee’s willingness to correct unsafe practices and immediately report accidents will

assist everyone in participating in a safe work environment. It is important that managers know problem areas to remedy at-risk situations.

Should an employee become injured at work, they must immediately report any incident or accident that occurs in order to protect the state-mandated worker's compensation rights. Please speak directly to a manager should an incident occur.

Should a guest become ill or injured, attend to their immediate needs and inform a manager at once. It is extremely important for an employee to never accept blame or fault for any injury or illnesses as they may be needlessly exposing themselves to liability. Local emergency numbers should be readily available.

If a guest altercation occurs, notify a manager immediately. Employees should **NOT** attempt to resolve the situation themselves. Again, it is very important employees do not expose themselves to unnecessary liability.

TERMINATION

If for some reason an employee is terminated from Whiskey Jacks Saloon, it is our policy they are not allowed to work at another Whiskey Jacks Saloon, nor may they come in as a guest/customer for 90 days post leaving their employment here.

MEETINGS

Management Meetings: These meetings are held with regularity. They are not closed-door meetings except in the confidential discussion of strategic planning or individual personnel issues. Employees are invited and encouraged to participate in the meetings to discuss issues and topics, which can effectively improve our business. Written concerns are welcome and may also be submitted.

Staff and Departmental Meetings: These meetings will be scheduled periodically. Consider these meetings mandatory and an absence is considered on par with missing a scheduled shift.

Alcohol Awareness Meetings: We take our liquor license very seriously. We respect the rules and responsibilities that are associated with having this license. Management will let employees know when these mandatory meetings are scheduled and if they need to go. Missing a liquor awareness meeting is the same as missing a scheduled shift **AND** will result in an employee not able to work until an alcohol awareness meeting is attended.

General Employee Expectations

The general philosophy of Whiskey Jacks Saloon is that every employee is an entertainer. Our goal is to make sure that every patron is having an enjoyable time and we, as a staff, are enjoying ourselves as well. With this philosophy it is important to remember that this is a business not just a party spot. Everyone must do what is expected of them to ensure the proper functionality of the store. The best way to do this is to continue our 'team' mentality. We as a unit can push Bootlegger's in to a top tier establishment just by taking responsibility for ourselves and our actions and helping out others when we have the opportunity. Here is where the balance comes in. When we work as a 'team' and enjoy our time at bootlegger's we work very efficiently. This expectations pamphlet will hopefully enlighten everyone on what their specific responsibilities are and what others are as well. We will adapt the "is there anything I can do to help you out" mentality, when you have the time and get away from the "that's not my job" negative attitude that we sometimes portray. When we achieve this, we become the squeaky wheel, the smooth running machine that works smarter, not harder.

The purpose is to educate staff on the expectations of each employee. These expectations are set forth by management to ensure proper function of Whiskey River Saloon. These expectations must be signed and turned in to management to continue employment.

It is important to understand that each employee must be responsible for their own actions. A shift is not over until the M.O.D says it is and until all work is completed. This should be an intrinsic understanding. If it is not complete on your own a signed checklist will be implemented and reviewed by M.O.D before your shift is over.

Effective Communication

Part of making Whiskey Jacks Saloon become a top tier establishment is the way we communicate with each other as co-workers and team members. There are 2-types of communication verbal and non-verbal. Verbal communication can be oral or written. Non-verbal communication includes body language, gestures, posture, expressions, etc. One can interpret something one 'communicates' in numerous different ways. We must learn to communicate effectively so we are interpreted the intended way. This is a lesson that can be taken with you in all aspects of life. One of the best ways to preserve effective communication is with Communication Coach and Trainer Ric Phillips' "7C's to Communication."

"Control – Control yourself, your body language, pace, tone, etc., and control the audience or listener. Control the topic and avoid big digressions, control your emotions, control the venue if possible so as to be in a comfortable area and room.

Conversational – do not lecture, do not whine, and do not get angry or over-emotional. Have a conversation. No matter what the other person or people do, in a meeting, negotiation, when a customer is complaining, etc. keep control and keep it conversational. This means back and

forth, active listening, and not getting over-emotional for no good reason. Do not get sucked into an argument that will harm your image later.

Confident – people are less likely to challenge you and more likely to follow you if you present yourself with confidence. Your voice should be loud enough and at a controlled pace, your body language should be strong (not stiff) with a straight back, meaningful gestures, great eye contact, etc. And the content of your speech or presentation or point to be made should also come from a confident place, i.e. you know what you are talking about! Do not think that BS will work all the time with everyone. When you have researched and prepared well, you feel confident, and you can let that shine through!

Competent – you have to back it up. Whatever you are saying or selling, be not only prepared but able to back it up. You must be good at what you are suggesting others follow you on as well, if you are asking for a leadership role. Why should I listen to you? Answer that question before you meet the group.

Calm – If you are calm, they are more likely to both calm down others (if agitated) and to continue to communicate calmly. Control your breathing, pace, volume, etc. in a relaxed way. Use rhythmic gestures as well. Nothing fast and darting. Think Yoga movements!

Clear – Do not beat around the bush. State exactly what you want people to do, or why they should follow you. Don't let people guess your meaning. State clearly your objectives or desires, and people will respect you for your leadership and ideas. Please still include the 3Ps (Polite, Professional, Positive) when you deliver your message though.

Concise – Do not waste valuable time. Say what you have to say and ask what you need from your listener or team, and then let them go. When giving suggestions or advice or orders, give them with appropriate details delivered in a short, concise way.”

Take a moment to read and completely understand this. Attempt to implement it into our workplace. Like stated before, even though we are all entertainers, we still must maintain a level of professionalism to attain our goals.

Specific Employee Expectations

I. Bartending Staff

The opening bartending staff is responsible for the cleanliness and set up of the bar.

1. Each day it is important that the floor is swept and clean. If there is garbage on the ground it must be swept and in some cases mopped. This is a job shared with the serving staff depending on personnel in house.
2. Chairs are removed from bar top. They all must be wiped down.
3. All left over dirty glassware is washed and plastic ware is thrown away.
4. Black grates are put into sinks.
5. Bar top is wiped. The orange solution is an all purpose cleaner. The blue solution is a glass cleaner.
6. Cones must be removed from all bottles and kept.
7. Back bar is wiped down.
8. Caps must be removed from all tappers and stored. These are expensive and must not be lost.
9. Tapper towers are wiped down. We have stainless steel cleaner if necessary.
10. Ice bins are to be filled.
11. Fruit trays are to be set up on bar as well as straw caddies. Both must be filled.
12. Bar mats are to be set on bar logo facing out.
13. A behind bar check is made to ensure complete cleanliness and organization. If you think it looks bad or dirty, it probably looks that way to the patron so, clean it or reorganize it.

The bartending staff has a few responsibilities that are to be taken care of during the shift. Remember, the patrons are the number one priority. If you are busy doing shift sidework and a patron needs assistance, attend to them.

1. Constant cleaning. Whiskey Jacks Saloon is a large bar. There is always something that can be wiped or cleaned.
2. Fruit is cut for the day and night shifts.
3. Maintenance check is done. Anything found that requires repair is either fixed or relayed to the M.O. D who will then take care of the situation.

Closing responsibilities are to be taken seriously. Cleanliness of the bar is important for function, look and sanitation. Before any cleaning is done all credit card tips must be entered in the computer system.

1. All glassware is to be cleaned and plastic ware is to be thrown away.
2. All fruit caddies are to be wiped, cleaned and removed from bar.
3. All straw caddies are to be wiped and removed from bar.

4. All bar mats must be removed and run through dishwasher.
5. Bar top is to be cleaned including back bar.
6. All bottles must be pulled and wiped down. All rails are cleaned and bottles are replaced.
7. All glassware is pulled and pans are cleaned.
8. All guns are to be placed in pitchers of soda water.
9. Tapper towers are cleaned.
10. Caps are placed over tappers.
11. Tapper drain grates are pulled and cleaned.
12. Warm water and cleaner are to be poured down drain.
13. Cones are placed on all bottles.
14. All computer systems are wiped down.
15. All red bull coolers are wiped.
16. Grates are pulled from dishwashers and emptied.
17. Black sink grates are pulled, emptied and run through dishwashers.
18. Pull all garbage cans and throw bag in to dumpsters.
19. Lights are turned off on beer coolers.
20. Wipe down and put up all chairs.

No bartender is to leave or begin starting tips until entire bar is cleaned and prepared for open the next day. These are the responsibilities of the bartenders. It is not the primary job of barbacks or security to do these jobs. As a team, they can help to ensure a proper and speedy clean-up, but are not to be relied on.

II. Serving Staff

The responsibilities for the serving staff change depend on what personnel is scheduled. If there is no opening server on, the opening bartender must take care of the servers jobs.

1. All chairs are pulled from the tables and cleaned.
2. All tables are cleaned and wiped.
3. All specials menus are to be wiped.
4. Server station is cleaned and organized.
5. Wipe down all black books.

During the server shift, side work must be done. Just as with the bartending staff, the primary responsibility is the patron. The guest must be attended to first.

1. Cleaning of specials menus.
2. Wipe down all black books.
3. Wipe down all wood surfaces including chair rails on floor using wood cleaner.

4. Sweeping might be necessary around table.
5. Bussing of tables.
6. Wipe down all tables and chairs thoroughly.
7. Put chairs up on tables.

Closing responsibilities for servers are important to make sure establishment is sanitary and ready for next day preparation. If there is no closing server on, it is the responsibility of the bartender to take over these duties.

III. Barbacks

The main responsibilities of the barbacks are to assist the bartenders and help them to consistently pour drinks without stopping. To do this the barbacks must have knowledge of the bar as to where everything is and how much of everything there is. We place an emphasis on being proactive instead of reactive. This means to have a bottle ready for the bartender before he/she is done with the bottle for a smooth transition, or making sure the beer coolers don't become too empty to ensure a timely retrieval. When a barback first comes in, their main responsibility is to make sure that all bars are fully equipped and set-up. Here is a checklist of things to look for.

1. All beer coolers are stocked.
2. All rails are fully stocked.
3. All shadow boxes are fully stocked.
4. Back bar is fully stocked.
5. All fruit caddies are stocked and extra fruit is cut and ready.
6. All straw caddies are fully stocked.
7. All ice bins are filled.
8. All bar rags and cleaning products are accessible.
9. Keg check to see how much of each beer we have.
10. Report and insufficient amount of products to M.O.D.

At the end of the night the barbacks primary responsibility is to make sure all beer coolers are clean and broken glass free, all beer, liquor and wine is fully stocked and shortages are communicated to M.O.D. After everything is fully stocked a shift is made to assisting the bartenders with cleaning responsibilities. There are also daily responsibilities that each barback must do. This will be discussed with barbacks.

IV. Security Staff Expectations

For obvious reasons our security is a very important part of our staff. Their purpose is not only to help with crowd control but also help maintain a peaceful atmosphere, keep patrons and staff safe and help with organization when possible. Here are a few more expectations for our security staff to help make our store run more smoothly.

- Greet Patrons
- Validate identification
- Assist in enforcing company policy (i.e-refusals of service, patron removal)
- Enforce dress code
- Help clear glassware from tables
- Assist in moving tables and chairs
- Assist in taking out trash
- Secure entryways/floors when needed
- Assist in crowd control
- Maintain a peaceful atmosphere for patrons and staff
- Assist in clearing sidewalks post bar close
- Assist in keeping patron numbers within fire code

V. Promotions

Promotions shift is a mandatory one hour per week shift which is used to promote the business, cultivate new business and obtain return business. Your main objective during this scheduled time is get people to come in to experience how great Whiskey Jacks Saloon is. This in return will generate business and put more money into everyone's pocket!! Arrive on time, ready to work, in good spirits and have a good time.

Check the schedule at the beginning of the week to find out what you will be doing for your promotion shift for the week. This way you can arrive prepared and in proper attire for your shift. For example parks/beach= summer gear.... Law offices= dress to impress

I, _____, have read and understand the employee handbook of Whiskey Jacks Saloon. Also, I fully understand that this handbook is not a contract. Your employment is considered "at-will" and may be terminated for reasons not outlined in this handbook. Be aware this handbook may be revised and updated as we learn and grow. We will alert you to changes and modifications as we improve our service to our employees, just as we expect you to take care of your guests.

(Employee Name)

(Managers Name)

(Employee Signature)

(Manager Signature)