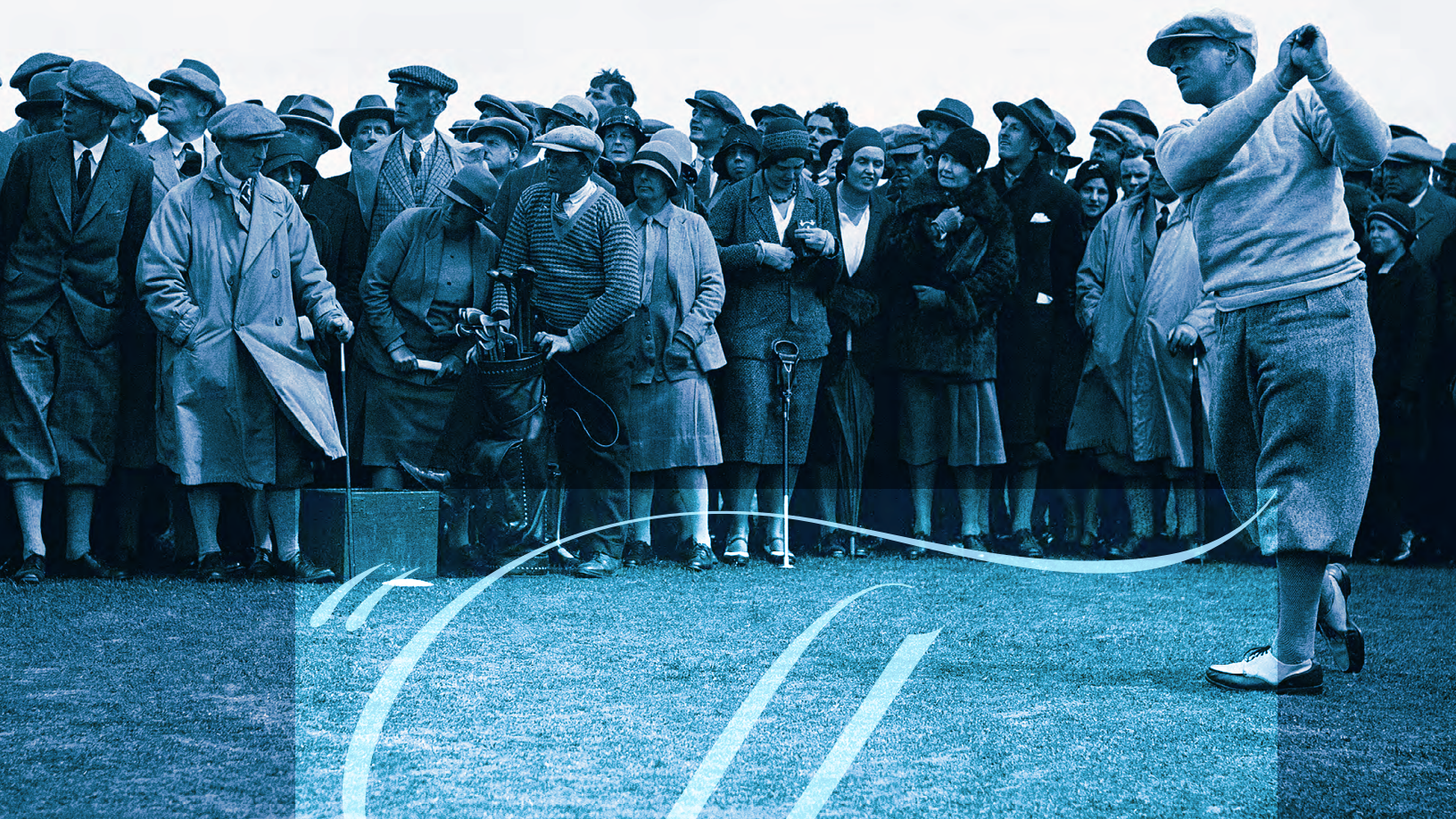




Serving ALCOHOL



2025 EDITION



OBJECT OF GOLF IS TO
BEAT SOMEONE. MAKE
SURE THAT SOMEONE
IS NOT YOURSELF.”

SERVING ALCOHOL ASSOCIATE *Manual*

WE CARE

We care about our guests, their safety and safety for others. Our guests do, too. The vast majority of them want to consume alcohol responsibly. Our goal is to provide the proper foundation upon which to base decisions regarding the consumption of alcohol. We want guests to enjoy themselves at Bobby Jones Links without endangering themselves or others.

This manual explains the effects of alcohol and provides guidelines regarding recognizing and preventing the visible intoxication of guests. We must be concerned about what happens to our guests after they leave our clubs.

Our best defense is not allowing our guests or members to become visibly intoxicated. The best preventive measures that we can take as a team are:

- Know the actions taken to avoid guest intoxication
- Recognize the signs of intoxication
- Follow the appropriate steps to protect guests

Alcohol is the key chemical ingredient in distilled beverages, wine and beer. By strict definition, it is classified as a drug and a food. It is considered a drug because it greatly affects the central nervous system. Alcohol also contains vitamins and nutrients and is therefore considered a food. The percentage varies with the type of beverage, but the vitamin and/or nutrient content is low and provides no nutritional value.

ALCOHOL CONTENT

Alcohol can be an addictive and abusive drug which can severely impair the user's ability to function. Most American beers contain 4% alcohol, while dinner wines fall within the 9% to 12% ranges. Dessert wines like sherries are fortified with more alcohol, increasing the level to around 18%. Most distilled beverages range from 40% (80 proof) to 50% (100 proof) alcohol. Some are more than 100 proof.

A 12 oz. glass of beer, a 1 1/4 oz. jigger of 80 proof spirits and a 4 oz. glass of wine are equal in alcohol content. Surprised?



“WE care
**ABOUT OUR GUESTS,
THEIR SAFETY
AND SAFETY
FOR OTHERS.”**

THE EFFECTS OF ALCOHOL

A small amount of alcohol in the blood, the result of consuming only one drink per hour, will have a slight tranquilizing effect on most people. Even though alcohol may seem to stimulate the drinker, it is really a central nervous system depressant.

After one or two drinks, the drinker's inhibitions may be lost and he may begin expressing himself more candidly feeling like the life of the party; then again, he may exhibit signs of depression or aggression.

The bloodstream carries alcohol to the brain where it affects the central nervous system, retarding or depressing brain activity. If the drinker is sipping slowly at the rate of one drink per hour, the alcohol will not jolt the brain. However, gulping drinks quickly causes intoxication effects. Higher BAC (Blood Alcohol Content) levels, the percentage of alcohol in the blood, generally depress brain activity, possibly impairing judgment, balance, memory and muscular coordination. Still greater alcohol intake within a relatively short time span usually depresses the brain further; causing severely affected judgment, dulled sensory perception and loss of control.

LENGTH OF THE EFFECTS

If a person weighing 150-180 lbs. drinks five (5) beers in one hour it would take more than four (4) hours for his/her blood alcohol content to drop from .10% to .05%. A general rule is that it will take as many hours to eliminate the alcohol as the number of drinks consumed.

Cures? There is no quick cure for intoxication. A cold shower, exercise, fresh air or black coffee will not sober you. Only time will lessen the effects.

DRUGS & ALCOHOL

The effects of alcohol combined with drugs can be extremely hazardous. Alcohol and tranquilizers are both depressants. Taken in combination, alcohol intensifies the effect of tranquilizers, possibly causing coma or death. Alcohol and marijuana studies indicate that the combination of the two is more hazardous than using either substance alone. Alcohol and antihistamines combined sharply increase the effect of the alcohol.

ABSORPTION OF ALCOHOL

As alcohol enters the body, 20% is absorbed into the bloodstream through the stomach walls and 70% to 80% is absorbed through the small intestine. Once in the bloodstream, alcohol permeates through all body tissue. The more water in the body, the more diluted the alcohol. Alcohol is recycled through the body as the liver eliminates the spirits at the rate of about 1/4 oz. per hour for an average man of 160 lbs. with a normal liver.

RATE OF CONSUMPTION

The faster alcohol is consumed, the faster it can enter the bloodstream. Food in the stomach can slow down the absorption of the alcohol into the bloodstream. A lack of food will speed it up. Suggest menu items to the guest that you know are quickly prepared. Alcohol is absorbed faster if the stomach is empty.

Wine and beer are absorbed more slowly than hard liquors because they contain small amounts of nonalcoholic substance. Diluting an alcoholic beverage with water also helps decrease the absorption rate. Mixing alcohol with carbonated beverages actually increases the rate of absorption.

Because alcohol is distributed throughout the circulatory system, the heavier person, who has a greater volume of fluid, will have smaller concentrations in his bloodstream and body than the light person will.

Alcohol will have less effect on a person who is sitting and relaxed than on someone standing and drinking. If the drinker is emotionally distraught, under stress, or fatigued, alcohol may have a stronger than usual effect. Expectations will also have an influence on drunkenness. If someone expects to become drunk, his chances are heightened. Illness and medication are also factors that can increase visible effects of alcohol.

REASONABLE CONSUMPTION OF ALCOHOL

Use the following chart as a guide to the number of drinks per hour, which a person can consume responsibly. One drink is 1 1/4 oz. of 80 proof liquor, 12 oz. of beer or a 4 oz. glass of wine.

DRINKS PER HOUR BODY WEIGHT			
#DRINKS	WEIGHT	#DRINKS	WEIGHT
1	100	3	180
2	120	3	200
2	140	3	220
2	160	4	240

WEIGHT CHART FOR RESPONSIBLE PEOPLE WHO MAY SOMETIMES DRIVE AFTER DRINKING									
	WEIGHT	100	120	140	160	180	200	220	240
# OF DRINKS	1	.04	.03	.03	.02	.02	.02	.02	.02
	2	.08	.06	.05	.05	.04	.04	.03	.03
	3	.11	.09	.08	.07	.06	.06	.05	.05
	4	.15	.12	.11	.09	.08	.08	.07	.06
	5	.19	.16	.13	.12	.11	.09	.09	.08
	6	.23	.19	.16	.14	.13	.11	.10	.09
	7	.26	.22	.19	.16	.15	.13	.12	.11
	8	.30	.25	.21	.19	.17	.15	.14	.13
	9	.34	.28	.24	.21	.19	.17	.15	.14
	10	.38	.31	.27	.23	.21	.19	.17	.16

IMPORTANT NOTES TO ALCOHOL CHARTS

The above charts are included only to show that it takes a small amount of alcohol for some people to become intoxicated. The charts are not intended to encourage you to serve more alcohol just because someone may be able to tolerate it.

Subtract .01% for each 40 minutes of drinking.

One drink is 1 1/4 oz. of 80 proof liquor, 12 oz. of beer, or 4 oz. of wine.

The current DUI limit in all 50 states is .08%.

STATISTICS RELATED TO ALCOHOL

Statistically, drinking and driving do not mix. Nearly half of all traffic deaths are related to alcohol. Coordination can be impaired at blood levels of .05%. Remember, this can be as little as 2 drinks within one hour.

- Each year 25,000 deaths are related to drunk driving.
- More Americans have died in accidents involving alcohol than in all the wars we have fought combined.
- The alcohol-related car accident is the number one killer of Americans under age 40.

SYMPTOMS OF INTOXICATION

Anyone consuming an excessive amount of alcohol at one sitting will exhibit certain telltale symptoms of intoxication. First, there is a loss of inhibitions; second an impairment of judgment; third, an impairment of reactions; and fourth, a loss of coordination.

Watch for any or a combination of the following signs of intoxication:

LOSS OF INHIBITIONS

- Becoming loud, argumentative, mean or obnoxious
- Becoming entertaining, animated, or boisterous
- Overly friendly to guest and/or team members
- Annoying other guests
- Becoming detached, brooding
- Making too many comments about other people



IMPAIRMENT OF JUDGMENT

- Drinking too fast
- Careless with money on the bar or table, over-tipping
- Complaining about drink strength or preparation
- Lighting more than one cigarette
- Letting cigarette burn without smoking it
- Making irrational statements

IMPAIRMENT REACTIONS

- Becoming drowsy (heavy lids)
- Altered speech pattern, loss of train of thought
- Slower response time in movement or answering questions

LOSS OF COORDINATION

- Spilling drinks, clumsiness
- Slurring words
- Difficulty in lighting cigarettes and/or pipe
- Losing muscular control, becoming clumsy
- Gait/walk changing
- Dazed or glassy eyed look

MEDICAL ALERT

Keep in mind that certain medical conditions like a stroke or diabetes can cause similar symptoms. Look for a medic alert emblem, which is normally worn around the neck or wrist.

HOW TO PREVENT GUEST INTOXICATION

Remember that intoxicated people are out of control and need help to avoid harming themselves and others. The answer lies in preventing people from becoming intoxicated in the first place. You have the power to make a difference. Preventing someone we care about from becoming intoxicated stems from a concern for their personal safety and the safety of others.

ACTIONS TO TAKE IF A GUEST IS INTOXICATED

Notify management immediately of potential problems. Keep track of the number of drinks consumed and in what time frame. Know your chart for responsible consumption and chart for responsible people who may sometimes drink and drive. Avoid delivering more than one drink at a time or serving doubles to an individual.

Only bring a drink if the person who will drink it wants it. For example, one person continually orders drinks for others. Ask the other guest if they want the drink. To avoid offending the first guest, suggest a non-alcoholic drink, appetizer/dessert or other food as a substitute for the drink.

If you have a group or an individual who is just drinking, suggestively sell food. High protein foods containing cheese or beef are some of the best suggestions. If necessary, consult your manager and promo food. Food eaten immediately before or while drinking will slow down the absorption rate of alcohol, thus lessening the effect of alcohol. Serve all straight drinks (for example, scotch, up) with water on the side. Suggestively sell our nonalcoholic beverages. Engage your guest in conversation to observe the loss of inhibitions and judgment. Ask details to test mental alertness. Notify a manager immediately. Only a manager can tell the guest we discontinued drink service!

Always when in doubt, have the manager refuse service. It is **ILLEGAL** to serve an obviously intoxicated guest. Do not use judgmental statements, such as "you're drunk" or "you're too smashed." Do not use the terms intoxicated or inebriated. Minimize confrontation.



We WANT
GUESTS TO ENJOY
THEMSELVES
AT BOBBY
JONES LINKS."

The following statements may be used to explain why service has been discontinued to the guest:

- I am concerned about your safety
- I can't serve any more liquor, may I suggest something to eat
- You may not be able to drive safely
- If I serve you, I will lose my liquor license/job

Do not let the person drive. Offer solutions:

- Suggest that a friend or someone else who is sober drive home or pick them up
- Call a taxi
- If the guest refuses help, tell them you will call the police and advise them that he does not appear able to drive safely. The guest will then accept your help



SALE OF FOOD & NON-ALCOHOLIC BEVERAGES

Suggestive selling is an effective tool when a server and the manager believe it is best to slow a guest's consumption of alcohol. The goal is to provide the guest with items they will enjoy while slowing the consumption of alcohol. Suggestive selling means meeting your guest's needs. The only way to determine the needs of your guest is to ask.

Suggestive selling has these effects:

- A happy guest who receives a meal perfectly tailored to his taste
- Often a higher check total and consequently a larger tip
- Additional food which can slow the absorption of alcohol into the system
- Additional food which can slow the consumption of alcohol

This creates a benefit for your guest, the club and yourself. When bringing food to the guest, be sure to bring ice water or other non-alcoholic beverage to be consumed along with the food. You do not want thirst created by food to increase the consumption of the alcohol.

IDENTIFYING MINORS (UNDER THE AGE OF 21)

Ask for identification from anyone who appears to be under the age of 30 and follow the checklist for authenticating I.D.'s. When in doubt, always ask for I.D. The club can also lose its license for serving alcohol to minors. Intoxicated minors are also more likely than intoxicated adults to hurt themselves or others. The Department of Revenue conducts undercover investigations regarding sales to minors.

ACCEPTABLE I.D.'S

- Listed below are the **ONLY** acceptable forms of identification a guest may present:
- State issued driver's license or State issued ID card with photo
- Passport with photo
- Military ID with photo

CHECKLIST OF AUTHENTICATING I.D.'S

- Does the photo look like the person? Do photos on different documents look like the same person?
- Is the document an out of state driver's license, which the person believes you will not recognize as a forgery?
- Has the document expired?
- Is the seal raised? Are there any errors in the seal?
- Is some lettering raised while other portions in the same line are not?
- Are there any lumps, bumps or indentation under the lamination?
- Are there any misspelled words?
- Are there any incorrect colors or shades of color?
- Is the size of the document correct?
- Is the style of the printing correct?
- Is the document blurred?
- Can the person quickly answer simple questions about age, address, zip code, and year of birth, year of graduation, etc.?
- Can the guest provide a second identification?
- Be very skeptical of out-of-state I.D. cards. This is a very common type of fake I.D. used by minors.

UNDER 30 IDENTIFICATION

PHYSICAL

- Minors may be dressed in the most current fashion fads.
- Physical development: Watch carefully as some minors have reached full physical maturity before the age of 21.
- Body and facial hair: Underage males generally have less facial hair than older men.
- Voice: does the voice break?
- Facial fat: Minors tend to have a large amount of facial fat compared to the rest of their body.
- Facial features: Are there any wrinkles around the eyes or lips suggesting that the person is older?

BEHAVIOR

- Minors may be awkward, loud, immature and giggling. They may be nervous since they are attempting to obtain a drink on a fake I.D.

OTHER

- Are there any events going on in the area that create a greater likelihood for minors to seek to purchase alcohol? Is it a night of the week or time of the year when minors are more likely to stay out and try to obtain alcohol? Is a young person waiting while an adult purchases more than one drink? Is a group of young people pooling to buy a drink? Post a list of team members who are minors at the front and service bar.
- Military personnel must be 21 in order to drink alcohol. There is no longer an age exemption for military.
- Alcohol cannot be served to minors, even if their parents are present and approve. The only parental exemption is for consumption in the home in the presence of consenting parents.



THE ALCOHOLIC GUEST

In addition to the challenges presented by the minor seeking to obtain alcohol, you will face the challenge of the alcoholic guest. While you are not expected to be a psychiatrist, psychologist, or social worker, or attempt to diagnose a guest as an alcoholic, you need to be familiar with the drinking pattern that suggests an individual is an alcoholic. Following are some guidelines to use in spotting this guest.

Repeatedly becomes intoxicated (exhibiting the signs of intoxication listed elsewhere in this manual)

- Repeatedly arrives at the club with alcohol on his/her breath
- Exhibits generally confused thinking consistently
- Is disruptive on a consistent basis
- Suffers blackouts, loss of memory
- Poor personal hygiene and poor health in general
- Passes out from drinking
- Attempts to conceal drinking (i.e., alcohol in a coffee mug)
- Continually red eyes
- Broken blood vessels around nose, etc.

Keep in mind that no one sign indicates alcoholism. Rather, it is a pattern of a combination of signs. When you arrive at the conclusion that a guest is an alcoholic, notify the manager who will aid you in devising an appropriate response to be implemented with respect to the guest.

LEGAL RESPONSIBILITIES

Remember: If you serve a guest a drink and the guest causes an accident, you may be sued as an individual. It is against the law to serve a visibly intoxicated guest or a minor. Liquor law liability or Dram Shop Laws can impose liability on clubs selling liquor. Your club and individual team members may be liable if a visibly intoxicated guest, a habitual drunkard, or minor (served even one drink) is involved in a motor vehicle accident after leaving the restaurant.

Both your club and the team members can be liable for injuries to other guests or team members as a result of visibly intoxicated guest's or minor's violent behavior. Not only can team members be liable for medical costs, lost wages, and pain and suffering, but courts may impose punitive damages to punish the defendants and teach them not to serve minors or let guests become visibly intoxicated.



AGE OF SERVERS

You must be 18 to dispense, sell, serve, or take orders for alcohol.

EMPLOYEES

Employees of the club may not drink alcohol at the club (on duty or off duty).

ALCOHOL SERVER'S MANUAL

Test

Associate's Signature: _____

Date: _____

How informed are you as to the regulations governing the sale of alcohol at your club?

Circle the best answer for each question.

1. Does state law permit you to sell any alcoholic beverage on Sunday at your club?

- a. Yes
- b. No

2. Our best defense is not allowing our guests or members to become visibly intoxicated.

The best preventative measures that we can take as a team are:

- a. Know the actions taken to avoid intoxication
- b. Recognize the signs of intoxication
- c. Follow the appropriate steps to protect guests
- d. All of the above

3. Which of the following has the highest alcohol content?

- a. 12 ounce glass of beer
- b. 1 1/4 ounce jigger of 80 proof spirits
- c. 4 ounce glass of wine
- d. All are equal in alcohol content

4. Which of the following will not help to decrease the absorption rate of alcohol consumed?

- a. Eating food
- b. Drinking water
- c. Exercising regularly
- d. Sitting and relaxing



“WE must
BE CONCERNED
ABOUT WHAT
HAPPENS TO OUR
GUESTS AFTER
THEY LEAVE
OUR CLUBS.”

5. Generally speaking, how many 12 ounce bottles of beer can a 160 pound person responsibly consume per hour?

- a. One
- b. Two
- c. Three
- d. Four

6. What are the four symptoms of intoxication?

- a. Loss of coordination, Loss of inhibitions, Impairment of relativity, Decreased interest
- b. Impairment of reactions, Loss of inhibitions, Impairment of relativity, Lack of social interaction
- c. Loss of inhibitions, Impairment of judgment, Impairment of reactions, Loss of coordination

7. If a guest or member seems to be impaired from excessive alcohol consumption, you should:

- a. Discontinue alcoholic drink service
- b. Notify a manager
- c. Notify another guest or member in his/her group
- d. Ask the guest or member to reconsider ordering another alcoholic beverage

8. To avoid serving minors, ask for identification from anyone who appears to be under the age of:

- a. 21
- b. 25
- c. 30
- d. 35

9. Which of the following is not an acceptable form of identification a guest or member may present?

- a. State issued driver's license or I.D. card with photo
- b. Passport with photo
- c. Military ID with photo
- d. Birth Certificate

10. If you serve a guest or member a drink, and he/she causes an accident, can you be sued as an individual?

- a. Yes
- b. No

Place this completed test in the associate's file.



Alcohol

SERVICE ACKNOWLEDGEMENT

TO BE SIGNED BY EVERYONE WHO DISPENSES, SELLS, SERVES OR TAKES ORDERS FOR ALCOHOL.

I am at least 18 years old. I have read the Bobby Jones Links Serving Alcohol Manual. I have also received training from the Club regarding serving alcohol. I understand the Club's policies regarding alcohol and will adhere to them. In particular, I understand that it is illegal to serve alcohol to a minor (under age 21) or to someone who is noticeably intoxicated. I will notify my manager if I have any concerns about alcohol service. I understand that any violation of the Club's alcohol policies can result in disciplinary action, including termination of employment.

Print Name: _____

Signature: _____ **Date:** _____

Place this signed agreement in the associate's file.



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