



Date: September, 2011

To: Hotels/Motels in Bloomington, Edina, and Richfield

Re: Brochure on Guidelines for Deterring Underage Drinking in the Cities of Bloomington Edina, and Richfield

Background

In the spring of 2010 a survey was sent out to Bloomington, Edina, and Richfield (BER) hotel/motel managers. The purpose of the survey was to find out if hotel/motels had written policies that would deter underage alcohol use at their facility. In the fall of 2010, Hotels/Motels were invited to hear the results of the survey being presented to the Tri-City Partners Coalition. Following the presentation results were sent to the hotels/motels in the three cities. The assessment findings would be used to help increase awareness of what hotel/motels are experiencing, increase awareness about existing policy and practices, generate discussion on ways to become united in dealing with underage drinking, and to encourage hotel/motels to become involved in the community.

Progress

In the spring of 2011, a Health Promotion Specialist (Project Coordinator) from Bloomington Public Health recruited a team of Hotel/Motel Managers (Tri-City area) interested in volunteering to work on a pilot policy project. The project goal was to create a user friendly document to help deter underage drinking in hotels/motels in the cities of Bloomington, Edina, and Richfield.

The suggestions and contents for the document were derived from the analysis of the 2010 survey results, input from a team of hotel managers, educational resources from the University of MN Alcohol Epidemiology Department website, Alcohol Awareness Training Resources, and the Tri-City Partners Coalition.

Outcome

A brochure of hotel/motel guidelines to help deter underage alcohol use in the cities of Bloomington, Edina, and Richfield was developed.

The intent of the guidelines will be to serve as an informational source for BER hotels/motels with the goal of deterring underage drinking. Suggestions for use: To update an existing policy or guideline, as a reference, or as a guide for BER hotels/motels that do not have any type of policy or guidelines to refer to on deterring underage drinking. **The document is not intended as a legal source of advice. If you plan to use the guidelines as a policy, please follow the proper channels for policy development at your facility.**

If you have any questions or comments please feel free to contact Bloomington Public Health at 952-563-8900; Fax: 952-563-8997.

The Hotel/Motel Project was made possible through The Sober Truth On Preventing Underage Drinking (STOP) grant.

GUIDELINES TO HELP DETER UNDERAGE DRINKING IN HOTELS/MOTELS IN BLOOMINGTON, EDINA, AND RICHFIELD

Checking Age Identification

- Card anyone requesting alcohol that looks under 30.

Check In

- Verbally inform all guests of repercussions of underage alcohol use.
Tip: First look for "signs." Treat as a case by case basis.
- Hand out Noise Policy Information that includes underage alcohol warning at check-in.
Tip: Request signature for group check-ins.
- Check ID and restrict check in to 18 years or older.
- Check ID and restrict check in to 21 years or older.
Tip: A room occupied by anyone under 18 years or younger must be occupied by a legal guardian or parent.

Staffing a Security Guard

- Staff a security guard for after hours
Tip: If your establishment does not have a Security Guard, a Noise Contract can be a reminder of unlawful alcohol consumption.

Monitoring Areas for Suspicious Activities

- Management and staff to monitor all areas (e.g. parking lots, restrooms, pool, etc.) of the establishment for suspicious activities.
- Card anyone consuming alcohol on hotel/motel grounds.
- Card anyone consuming alcohol on grounds that looks under 30.

All Employees and Staffing

- Manager or Designated Lead Worker on duty at all times.

- No drinking on the job.
- All employees are forbidden to have alcohol in their systems while they are working.
- Report all questionable incidents (i.e. alcohol use, sale, purchases by or to an underage youth) to Manager on duty. If no Manager, then to Lead Worker. Ask party to leave; Call police; Fill out an Incident Report Form.
- Participate in mandatory staff meetings and yearly trainings to discuss rules and ways to prevent and handle problem situations.
- Management has regular meetings regarding underage drinking issues.
- All employees are provided with a written copy of the policies or guidelines.
- A copy of the guidelines will be kept in _____.

Training

- Alcohol Awareness Training will be provided to hotel/motel managers, alcohol servers and designated employees.
- Resources/information on Responsible Beverage Service Training:
 - MN Licensed Beverage Association 651-772-0912; Tony Chesk tony@mlba.com
 - Hospitality Minnesota 651-778-2400; Carrie Burinda
 - Best Beverage 952-470-9025; Ben Gisselman info@bestcompliance.net
 - Alcohol Compliance Services 763-413-8887; Laura Boyd info@alcoholcomplianceservices.com

- Loss Control Services (In person training) 763-545-5981; Bob Pomplun www.servingalcohol.com (online training)
- University of Minnesota Alcohol Epidemiology Program www.epi.umn.edu/alcohol

Alcohol Sales and Servings

- Check ID's of anyone purchasing alcohol.
- Restrict alcohol sales to designated location.
- Limit the number of servings per person/purchase to _____.
- Age of server: 21 years or older.
- Room Service checks ID(s) of who the alcohol is for.
Tip: Be cautious (e.g. one person ordering three different drinks, stepping out of the room to pay, designated rooms occupied by youth, etc.)

Special Events

- Follow alcohol policy and/or guidelines with emphasis on events.
- Use an identifier (wristband, stamp, etc.) to identify people 21 and older.
- Hand out Noise Policy information that includes underage alcohol warning
Tip: Request signature for group check-ins
- Hold pre-staff meeting to discuss rules and handling problem situations.

Other Tips and Suggestions

- Prohibit parties on hotel property.
- Charge higher rates (weekends, graduations, prom).
- Restrict alcohol consumption in certain areas.
- Have person making reservations sign a liability contract.
- If you don't have a liability contract, use a Noise Contract that includes an alcohol warning.
- Block groups to certain areas.
- Alcohol Warning Poster (Post in rooms, restaurants, outside, pools, etc.) Example: "No Underage in Bar Area."
- Include the repercussions of underage alcohol use on Hotel Information posted on the room door.
- Remove rolling refrigerators from rooms booked for special events (proms, graduations, weddings).
- Avoid booking rooms with a wet bar or refrigerator with alcohol to parties that include youth.
- During check-in (reviewing room cost policy) remind special event groups that the Noise Contract includes repercussions of underage drinking.
- Get group contact person's phone number
- Remind guests of your state's laws on underage drinking.

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This document is intended to serve as an informational source for hotels/motels in the cities of Bloomington, Edina, and Richfield (BER) with the goal of deterring underage drinking. Utilization of this document could include: updating an existing policy or guideline, as a reference or as a guide for BER hotels/motels that do not have any type of policy or guidelines to refer to on deterring underage drinking.

Resources: Bloomington Public Health, Bloomington, Edina, and Richfield Hotel/Motel 2010 Survey Results, Hotel/Motel Managers, University of MN Alcohol Epidemiology Department website, Alcohol Awareness Training Resources, Bloomington Convention and Visitors Bureau and the Tri-City Partners Coalition.

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Staffing a Security Guard

- Staff a security guard for after hours
Tip: If your establishment does not have a Security Guard, a Noise Contract can be a reminder of unlawful alcohol consumption.

Monitoring Areas for Suspicious Activities

- Management and staff to monitor all areas (e.g. parking lots, restrooms, pool, etc.) of the establishment for suspicious activities.
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All Employees and Staffing

- Manager or Designated Lead Worker on duty at all times.

- No drinking on the job.
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- Report all questionable incidents (i.e. alcohol use, sale, purchases by or to an underage youth) to Manager on duty. If no Manager, then to Lead Worker. Ask party to leave; Call police; Fill out an Incident Report Form.
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- Avoid booking rooms with a wet bar or refrigerator with alcohol to parties that include youth.
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- Get group contact person's phone number
- Remind guests of your state's laws on underage drinking.

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