

To: City of St. Paul

From: Robert Pomplun

Date: April 18, 2018

Subject: Responsible Service Of Alcohol

Mr. Tupa is the most concerned professional, patron caring, and community safety bar and restaurant owner that I have had the pleasure to work with over 10 years. Mike's huge knowledge and hands-on approach to the restaurant business with his in-house policies reflects Mike's concern for public safety. His strength is his ability to provide to your community preventative house controls. Mike Tupa's house policies protect the community by controlling the opportunity for patron risk-taking.

**Robert Pomplun
Servingalcohol.com
Loss Control Services
763-843-4295**



*Harness the Power
of Sociability in the
Nighttime Economy*

4200 Scotts Valley Drive, Suite B, Scotts Valley, CA 95066 | 831.469.3396 | rhiweb.org

April 13, 2018

Robert Pomplun
PO Box 11491
Minneapolis, MN 55411

Dear Bob,

Thanks again for your contribution to the success of the 2018 Sociable City Summit in New Orleans in February.

Since we began collaborating in 1987, you continue to be in the forefront of strategic and technical leaders in advancing responsible beverage service and security in nightlife venues.

You remain among the most knowledgeable experts in the country, and a resource to me and RHI to provide current trends and legal analysis on venue security and liability.

Looking forward to continuing to collaborate in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Peters".

James E Peters
Responsible Hospitality Institute
Phone: 831.438.1404
Email: Jim@RHIweb.org

🐦 @sociablecity

📘 sociablecity

RESPONSIBLE HOSPITALITY INSTITUTE

Assisting Businesses and Communities to Plan Safe and Vibrant Places to Socialize

ALCOHOL AWARENESS

St. Paul Location maintains a consistent policy on the service and sale of alcoholic beverages to the public. All Staff Members must follow this policy.

COMPLIANCE CHECKS

On any given day at the St. Paul Location, we could be faced with either a City or an In-House Alcohol Compliance Check. These routine Compliance Checks or “Stings” are designed to ensure proper alcohol service practices within a restaurant/bar. Citations and hefty fines are issued to not only the establishment, but also, to the person who serves the alcohol. Repeated failure to pass City Compliance Checks will result in the suspension or loss of the establishment’s Liquor License. It is mandatory that everyone is carded to ensure we are complying with the law, and also, to maintain our reputation as a responsible establishment within the community who pledges to uphold the safety and well-being for those who reside in it. To keep the St. Paul Location in a positive light at all times, we must uphold our policy to card our guests properly. More importantly, if you doubt the authenticity or validity of an ID, GET A MANAGER INVOLVED IMMEDIATELY.

PRACTICING RESPONSIBLE ALCOHOL SERVICE

- Alcoholic beverages will be served only by designated Staff Members who have been trained to determine if patrons are of legal age and who have been trained to determine if a patron is approaching or is visibly intoxicated.
- No Staff Member will serve or sell alcohol to a guest who is “obviously or visibly” intoxicated.
- When a Guest has been refused service or been denied purchase, all Staff Members will help prevent that Guest from obtaining more alcohol.
- Reasonable efforts will be made to prevent a Guest who is obviously intoxicated from driving upon leaving our establishment.
- Management takes the responsibility of intervening in the event the Guest requires assistance, has been cut-off or has been denied service for any reason. Staff Members are responsible for informing management prior to the need for intervention.
- By law, the bartender, server and sell/licensee are individually liable for serving or selling alcohol to an under-aged person, and for serving or selling to an obviously intoxicated person.

CHECKING IDENTIFICATION

The following policies should be followed:

1. Card everyone whose age appears to be under 35.
2. State issued Picture ID’s, untampered driver’s licenses, Passports, Military ID’s are acceptable. We will have an ID book behind the bar if you have any questions about an ID’s validity.
3. Any patron:

- The absorption rate of alcohol is much slower if several drinks are consumed after eating a meal than if they are consumed on an empty stomach.
- Absorption of alcohol also varies with individual drinking circumstances. For example, if the amount of alcohol consumed is increased, the absorption rate is increased. Speeding up the drinking pace or gulping versus sipping also speeds up the absorption of alcohol.
- Absorption of alcohol also varies with personal factors such as physical health. Prescribed medication can affect a drinker's absorption of alcohol. Many common and legal drugs can speed up the effect of alcohol or cause harmful behavioural reaction.
- Emotional factors such as mood or frame of mind can also affect a drinker's reaction to alcohol. For example, if a depressed person begins drinking, that person will probably feel even more depressed.

RECOGNIZING DRINK LEVELS

Alcohol affects the body progressively. While the rate of progression can vary, the behaviour is much the same.

GREEN LEVEL-OK TO SERVE

Generally after one drink, most drinkers will feel:

- Relaxed
- Sociable
- Comfortable
- No real visible change

YELLOW LEVEL-BEGIN INTERVENTION TECHNIQUES

The yellow level of drinking is characterized by a change in personality or behavior due to a relaxing of inhibitions. Some drinkers may:

- Begin to speak loudly
- Impaired judgement
- Act with less restraint

We will begin closer observation when Guests get to this point.

RED LEVEL-NOTIFY THE MANAGERS

This level is entered when impaired judgement causes the guest to:

- Make irrational statements and lose their train of thought.
- Drinking other people's drinks.
- Buying rounds for strangers.
- Impaired physical ability evidenced by slow reaction times and poor motor co-ordination.
- Glassy eyes.
- Stumbling.
- Being argumentative.

1. The sale of liquor to an obviously intoxicated person. This can be a misdemeanor, a gross misdemeanor, or a felony depending on the willfulness of the act and its result. The definition of an intoxicated person is a “person who is as a result of drinking intoxicating liquor has lost control of their mental and physical facilities”. **A bartender or server can be held accountable for these actions legally and should be aware of this.** It is the seller’s duty to be aware of natural and inevitable consequences, which may follow having observed someone who is legally drunk. Some Guests are very heavy drinkers and can hide the results of liquor entering their system. They will appear normal but have a very high level of alcohol reading. Thus, it may be very hard for a Guest to prove negligence on the part of the bar. The bottom line according to the laws is that bars must have REASONABLE POWER OF OBSERVATION.
2. Sale of liquor to a minor. Any sale or furnishing of intoxicating liquor to a minor is prohibited.
3. It is against the law to serve after hours of operation.
4. It is against the law to serve a habitual drunkard after public notice has been given.

THE MANAGEMENT OF THE ST. PAUL LOCATION MAKES IT CLEAR THAT:

- They will be supportive of all personnel in any embarrassing or dangerous situation.
- Teamwork is necessary in these situations.
- We will not tolerate adults sharing alcoholic beverages with minors.

ANYONE WHO DEPARTS FROM THE ABOVE POLICIES WILL BE SUBJECT TO DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.

ALCOHOL AWARENESS SEMINAR

It is mandatory that each new employee who will be serving alcohol attends an Alcohol Awareness Seminar to gain the knowledge necessary to follow through our policies of responsible alcohol service. This seminar is not optional; it is a condition of employment.

ST. PAUL LOCATION ALCOHOL AWARENESS COURSE

As a condition to becoming employed with St. Paul Location, I understand that I must attend Bob Pomplin's Alcohol Awareness Course that covers carding procedures, acceptable forms of identification, recognizing fake id's, liquor liability laws, and the responsible service of alcohol. As a condition to employment it is understood that the cost of the course is paid for by the potential new hire and that the hours logged attending the course are not paid for by St. Paul Location. It is understood and acknowledged that in order to be hired as a server or bartender with St. Paul Location that the completion of this course is a condition of employment.

Potential New Hire

Date

Manager

Date

INTRODUCTION

All staff positions are responsible for evaluating every guest from the point of entry, throughout the guest's visit, and as the guest is leaving our facility. Scabbing is the technique used to identify obvious signs of impairment such as speech, coordination, appearance and behavior. It is every Guest Hosts responsibility to ensure the safety of our guests, staff, and themselves. It is important that every Guest Host stays focused and avoids distractions such as non-work related conversations with coworkers, guests, and checking phones. Situations develop in an instant and staying focused is a critically important component to every Guest Host position.

Guest Hosts should not linger with servers or beer tub attendant. Doing so only deters guests from approaching servers and beer tub attendants. There is a strict no fraternization policy. At the end of the night every Guest Host should thank guests for coming and politely ask guests to exit the building. The only staff member that is allowed to call the police is the Manager on Duty.

STAFFING POSITIONS

- Positions will not be rotated.

GUEST HOST SUPERVISOR

- Ensure all Guests Hosts are on time, in uniform, performing job descriptions and following operating procedures.
- Assist in making cut offs with floater or manager on duty
- Scan the crowd for potential risks including but not limited to; guests picking up other guests, guests not wearing shoes, guests standing on tables or chairs, disagreements, altercations, theft or vandalism.
- Watch for guests altering their dress or touching other guests inappropriately. Inform the Guest Host Supervisor if this behavior happens.
- Provide one warning to guests that alter dress or touch other guests inappropriately.
- Manage the process of politely getting guests out of the bar at closing, assisting guests with issues or concerns, calling cabs, clearing the parking lot, cleaning the parking lot & boulevard, and confirming all radios are back on their chargers.
- Make a final walk through bathrooms, booths, cars, neighborhood and perimeter of the property looking for squatters and loiterers.
- Ensure all Guest Hosts are clocked out.
- Provide nightly recaps to Guest Host Manager and Director of Operations.

STATIONARY POSTS

- Scan the crowd for potential risks including guests picking up other guests, guests not wearing shoes, guests standing on tables or chairs, disagreements, altercations, theft, or vandalism.
- Immediately radio Head of Security and/or Management if a risk arises.
- If approached by guest, assist them with any issues or concerns they might have.
- Watch for guests altering their dress or touching other guests inappropriately, and immediately calling the Floater and Guest Host Supervisor if this behavior occurs.

FLOATER

- Scan the crowd for potential risks including guests picking up other guests, guests not wearing shoes, guests standing on tables or chairs, disagreements, altercations, theft, or vandalism.
- Make sure butler and brooms are set up in place for the night.
- Make sure garbage cans are set up for the night.
- Assist guests with issues or concerns they might have.
- Respond immediately to radio calls made by other Guest Hosts or Management.
- Check bathrooms for cleanliness and supplies, refill supplies if needed.
- Clear and wipe tables while interacting with guests. Be sure to always have a towel in hand.
- At the end of the night help with clearing the parking lot, cleaning the parking lot and boulevard.
- Assist in cut offs with Manager on Duty. Cut off guests should be kindly told that we are no longer serving them more alcohol this evening. Make sure to tell the guests that we look forward to having them back again soon and offer them a free drink card for their next visit.
- Watch for guests altering their dress or touching other guests inappropriately, and immediately call a floater and Guest Host Supervisor. Always provide one warning to guests exhibiting this type of behavior.

RADIOS

- Radios are not to be used for non-work related dialogue.
- Code Blue- Non-Emergency.
- Code Red-Emergency.
- Radios should be returned to the Head of Security at the end of each night.

ACCEPTABLE FORMS OF ID

- A valid driver's license containing a picture, a date of birth, issued by any state in the United States.
- A state issued ID.
- Active military ID.
- Valid passport. Clipped ID's are valid as long as there accompanied with current non-expired yellow papers.

UNIFORM

Guest host are required to wear blue jeans with no rips, holes or fraying. Pants worn around waist, black slip resistant shoes, Company T-shirt. If wearing a hat it must be a hat provided by Management. Guest host are also required to have a small flash light that fits in their pocket. In the winter door and patio Guest Hosts must wear company jackets and stocking caps (if a warm hat is desired). No facial piercings are allowed and all jewelry must be tucked in. Any long sleeve shirts under company T-shirt must be plain black with no logos or designs.

EJECTING GUESTS

- No guests shall be ejected from the premises without approval from the Guest Host Supervisor, and Manager on Duty.

REASON FOR EJECTION

- Include But Not Limited To:
 - Signs of obvious impairment.
 - Illegal drug use of any kind.
 - Guest becomes verbally abusive with other guest or staff.
 - Fighting.
 - Theft.
 - Vandalism.

- Allowed Restraining Maneuvers
 - Wrist Locks
 - Arm Bars
 - Full or Half Nelsons

At no time are lethal or permanently damaging submissions, head locks or choke holds allowed. A Guest Host is never to use a closed fist, kick, knee, or head butt against a guest unless they are defending themselves from physical assault. If a Guest Host is defending themselves from a physical assault, he or she must stop immediately if the offender falls to the ground or tries to get away. Any Guest Host who continues to assault a guest that attempts to end the altercation, or falls to the ground is subject to immediate termination. Guest Hosts will never use handcuffs, mace, or any other detainment or self-defense device to restrain a guest

I have read and fully understand the above information. I agree to comply with the procedures at the St. Paul Location as outlined, and recognize that any departure from the above policies is a violation of the law/house rules, and will be subject to disciplinary action up to and including termination.

Signature of Employee



Mike Tupa West 7th Is Where All the Cool Kids Hang Out

March 10 ·

9,471 Members

Good morning everyone. My name is Mike Tupa and I'm working on purchasing Tavern on the Avenue. I do own Wild Bill's Sports Saloon and though it's very well supported within the communities we're in that is not the brand I'm proposing for this location. I'm working on a new concept that would embrace the history of brewing beer within the neighborhood while creating a fun atmosphere that caters to families, friends and guests of all ages. The concept would focus on local and regional beers, have a new innovative menu but still be very affordable, be a great place to watch a sporting event and have an expanded offering of retro video games, shuffle board, pinball and current favorites. There will even be a night where kids get free game play with the purchase of a kids meal so mom and dad can relax and reconnect. I'm excited to have the opportunity to make capital improvements to this property and be apart of the neighborhood. I understand the challenges this location has had in the past and the neighborhoods concerns. I will be making a short presentation at this Mondays meeting and I encourage anyone who wants to learn more to attend. Thank you for your time and I look forward to meeting you.

438 Reactions · 200 Comments · 1 Share

Like

Comment

438

1 Share

105 Comments

View previous comments



Lynda Anderson Sounds like a definite improvement

Like · Reply · 6w



Marilyn Bluel Welcome. All sounds great. We definitely need an improvement on this property. Look forward to watching the progress.


Like · Reply · 8w



Lori Hogen Yes, sounds very promising! When I first heard Wild Bills, I was sad, but glad to hear the different concept. It needs to stay as neighborhood as possible. My vote for the menu, please keep the Italian fries! It's a classic for the building 🍷 Welcome and

Thanks for the information.


Like · Reply · 6w

 Tami Pream replied · 1 Reply



Dana Flahr I wish it wasn't all about the beer these days. So many new breweries/micro-breweries in Saint Paul and it kind of sucks for people that don't like beer. I like the game concept though! All the best on your endeavor!

Like · Reply · 6w

 Mike Sonn replied · 4 Replies



Kelly Kielas-Jensen You go Mike, still want motorcycle get together.

Like · Reply · 6w



Katie Stephens Spangier Welcome to the neighborhood!! We are neighbors to Tav and look forward to whatever you can do to make improvements!!

Like · Reply · 6w



Sue Stoffel Nichols Yes! While I enjoy the local pubs, for the 25 years I have lived here, I have always thought we need a more family oriented eating establishment with the option of an adult beverage. It's also nice to have a place that is more appealing to people who don't drink alcohol. The Tav has been my least favorite place.

Like · Reply · 6w



Jessica Lucette Rosaies I would love a place to watch soccer games (EPL and La Liga) as well as supporting MN United - then my husband and I and our five kids will definitely come over! Also - vegetarian options please - just a few 🍌

Like · Reply · 6w



Jennifer Meissner Zimmerman Our family is in walking distance and would love another more family friendly option. Please add some vegetarian options to the menu! There is pretty much nothing there a vegetarian can order currently.

Like · Reply · 6w



Kelly Thomas Mitchell Out with the old, in with the new. Tav on The Ave has been a problem for a long time now

Like · Reply · 6w



Peg Leoangelo Jobst Welcome to the neighborhood.

Like · Reply · 6w



Ryan Cole I'll second the notion on including a bike rack. Tired of trying to finagle a lock around a tree there. Plus, it's located on a street with a bike lane. Support those riders!

Like · Reply · 6w



Jon Drankwalter Having been a previous citizen of Apple Valley, the current staff and policies at Tav on the Ave is 1000% better than Wild Bills.

That being said, I will happily come to the meeting on Monday and listen, but also voice my concerns.

Like · Reply · 6w



Kathy Hale You also own the new Mexican restaurant that will open in Hudson next week, correct?

Like · Reply · 5w



Sway Von Hinueber replied · 1 Reply



Toni Chickett Good luck! It is a fantastic footprint to work with.

Like · Reply · 5w



Jon Drankwalter replied · 1 Reply



Beth Vitek Will you PLEASE have live music??? Tav did for a hot minute and then didn't anymore. They had a decent spot for it too. Give west 7th something to dance to!!!!!! 🎸

Like · Reply · 5w



Tami Pream replied · 1 Reply



Katie Stephens Spangler It is worth mentioning that Tav has made a lot of improvements in the last year. Changing to a 1 a.m. closing has made a huge difference in the neighborhood.

Like · Reply · 5w



Katie Stephens Spangler replied · 4 Replies



Tami Pream The Minnesota wings are a w7th tradition 🍷. Curious is your concept to be only beer? do you want to change out your regular clientele as well? This kind of sounds like another bad weather brewing type place is that the idea?

Like · Reply · 5w



Rebecca Jean Heroff Excellent...We always like going there when I'm back home for a visit! Good Luck with all your plans 🍷🍷🍷



Like · Reply · 5w



Tami Pream Where is the meeting on Monday please share location and time

Like · Reply · 5w



Tami Pream replied · 7 Replies



Shirlene Renee I sent you a message but as a person with a house across the street I would like to share our concerns related to parking overflow. If he parking is contained to the bar we don't usually have problems but when people park in front of our house they br... See More

Like · Reply · 5w



Shirlene Renee replied · 10 Replies



Daughn Saxton Please sir leave the pool tables and the lettuce wraps intact

Like · Reply · 5w



Kristin Johnson **Congrats** and welcome! Can't make the meeting Monday but looking forward to the change. I agree about the live music - a local chef and friend used to run the music at the MN saloon a few years ago with bands that had weekly residencies and it was a ton of fun with HUGE turn outs on the weekend. Let me or the page know if you're looking for help getting local, family friendly music up in there 🙌

Like · Reply · 5w



Jon Drankwalter replied · 1 Reply



Ralph Matthews This will be a great addition to the area. Anyone nay saying above is delusional if they think this is any different then any of the other pop-ups happening in this hotspot neighborhood.

Like · Reply · 5w



Jon Drankwalter replied · 1 Reply

west 7th is



Jana Erickson **Major** **Awesome** **and** **well** **done** **👏**

Like · Reply · 5w



Rachel Collins **Awesome**

Like · Reply · 5w



Lisa Jo So awesome to see this post thank you!

Like · Reply · 5w


All Posts

Filter

POST


Apps

- A
Y:
Y:
C



Lisa Jo replied · 2 Replies


See All
- POST



Stacie Higgins Goldschmitz I would like to see a night with out unsupervised small children.

Like · Reply · 5w


ig Out
- A
Y:
C



Rebecca Penfold-Murray SUPER AWESOME!!! 🍻🍻🍻🍻🍻

Like · Reply · 5w


e a night
al so mom
- TAGG



Jack Mancini Hope the food and service is better. We live just down the street. Used to have good food. Every time we try something there it is horrible. I am for the change.

Like · Reply · 5w


ants 1 Share
- DATE



Jack Mancini As long as you keep the playboy pinball lol

Like · Reply · 5w


verrun by
- 2
2
2



Craig Dahlstrom put Clutch beer beer on tap


Like · Reply · 5w

Hang Out
- C




Collette Perron You had me at retro video games!


Like · Reply · 5w

soned off
- 


Jana Armstead Tav was unsanitary. Booths gross. Had potential for an amazing Sunday bloody bar but it was a dirty space and needed more fixings like cheeses and meats. Tables and nooks and crannies and baseboards all need a disinfectant cleaning before reopening. I ... See More

Like · Reply · 5w · Edited


2 Comments
- 

Jana Armstead replied · 5 Replies
- 

Missy Powers Kopp Please keep it hometown feel / neighborhood place. Can't wait to try your new establishment --- Rio Loco Cantina in Hudson.

Like · Reply · 5w
- 

Tina Wasson Poletes I hope the horrible sewer sound will be addressed.

Like · Reply · 5w
- 

Lindsay Pierce Love the idea of free games with purchase of kids meal! Also a bigger more sanitary bloody bar would be great and staying open till 2am

staying open till 2am.

If you can some how keep the Minnesota wings id love that too lol!
Hope it stays a neighborhood bar and not some chain resturant,
that is what i love most about our neighborhood and the family feel
its always had! ... See More

Like · Reply · 5w · Edited



Dan Sullivan Breakfast for dinner is always nice, especially with
the closing of the Broiler. They also had hipster beer.

Like · Reply · 5w



Kristina Mattson



Like · Reply · 5w



Sheila Stuart Class Act Mike Tupa; that's the way to introduce
yourself. Hope you have great success.

Like · Reply · 5w



Elizabeth Wefel Definitely need bike racks!!

Like · Reply · 5w



Dani Oulman Oh hey that's awesome! I only went there once and
vowed to never go back. We will definitely check out the new place
when it opens! Good luck 🍀

Like · Reply · 5w



Kara Langerak Lauren Muske Colleen Muske

Like · Reply · 5w



Nathaniel Hood Thanks Mike, look forward to the updates. Thanks
for investing in the neighborhood. Best of luck

Like · Reply · 5w · Edited



Jon Drankwalter replied · 5 Replies



Linda 'Perez' Honan Thank you for thinking of having a family
place to go.

Like · Reply · 5w



Elizabeth Faith DeLude-Andres Biker friendly bar would be
amazing.

Like · Reply · 5w



Rachael Arnott My insane complaint about the Tav is too many fonts on the signage 🙄

Like · Reply · 5w



Deeanna Turner Bill Turner

Like · Reply · 5w



Erica Johnson Riehm John Ward

Like · Reply · 1w



Jean Bartlett How bag toss (corn hole) leagues. That would be great.

Like · Reply · 1w



Write a comment...

All 438

 405

 30

 2

 1



Mike Laird

 Add Friend



Chris Andretta

 Add Friend




Rubens Modelli

 Add Friend



Rachel Collins

 Add Friend




Rebecca Appelhans

 Add Friend



Clarice Mergens

 Add Friend



Charles Kellermann

 Add Friend

 Like

 Comment