**Event Checklist:**

Planning an event that includes the service of beverage alcohol? Here are some details that will help ensure your event is problem-free and fun for everyone. This information is meant to be a guide only.

**Event planners:**

Ensure that the event is structured in a way that minimizes stress on your patrons. Don’t oversell tickets, and try to minimize line-ups (for example, to enter the event or to use bathrooms).

Don’t promote overconsumption or unruly behaviour when marketing your event.

**Door staff:**

Check identification. Ensure one piece is photo ID (driver’s licence, passport, etc.). Request additional ID if required. Check validity by asking details like address, middle name, postal code - observe response for signs of nervousness or fumbling.

Refuse entrance if showing signs of intoxication or if the person is a minor (not endorsed or not with parent or legal guardian). Explain in a polite non-confrontational manner the reason for refusing.

Monitor crowd size to avoid overcrowding.

**Ticket sellers:**

Sell tickets for beverage alcohol purchases.

Monitor for minors attempting to purchase tickets (check identification).

Be aware of over-serving as well as continued or large purchases close to end of service time.

Monitor crowd for intoxication.

Make a conscientious decision to cease ticket sales early if required to facilitate closing time.

**Bar staff:**

Monitor for minors attempting to purchase alcohol (check identification).

Monitor for overserving, excessive consumption and intoxicated patrons who continue to purchase more alcohol.

Refuse service if a patron is showing signs of intoxication.

Monitor crowd for intoxication.

Open all beer cans and bottles before handing to customers

**Floor monitoring staff:**

Be visible to all patrons (wear identification provided such as t-shirts, vests, etc.)

Check to ensure alcohol is not being brought in by patrons

Be sociable but don’t visit for extended time periods

Conduct facility sweeps, including auxiliary areas such as parking lots and entry areas

Monitor for minors attempting to consume or consuming beverage alcohol (check ID if unsure of age)

Monitor for adults giving beverage alcohol to minors

Periodically check washrooms

Check exits for unwanted guests. Ensure exits are not blocked

Warn patrons of any dangerous situations (such as dancing on tables, standing on chairs, etc.)

Monitor for intoxicated patrons, troublemakers and excessive consumption

Clean spills and broken glass quickly

Monitor any other areas of concern

Remind patrons to finish beverages 30-60 minutes in advance of closing time.

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**All workers:**

Communicate regularly with all volunteers working at the event

Ensure patrons are not taking alcohol when leaving the premises

Deal with problem patrons promptly to avoid others becoming involved

Speak to problem patrons calmly, respectfully and in a non-confrontational manner

If a patron is being removed, do so promptly to reduce difficulty later on

Don’t take sides in a dispute with patrons. Separate patrons and remain neutral

If you feel yourself “losing control” of a situation, back off, get help and let someone else handle the situation.

Do not consume beverage alcohol prior to or during your period of duty. If you have completed your work and decide to join the party, please remove your worker identification and do not return to work.

**Emergencies:**

All workers, but especially Floor Monitoring Staff, should have access to local emergency numbers. If possible, provide cellular phones in case it becomes necessary to call for assistance.

If a controversial situation arises, be prepared to document the incident and your actions as soon as possible after the incident to ensure an accurate accounting of the incident.