Server Compliance Plan
For Las Fuentes Mexican Restaurant & Market
2525 Chapman Hwy Knoxville, TN 37920

Our goal with selling beer in our restaurant is to prevent the sale of alcohol to underage and inebriated customers. We are a full-service restaurant and we train our staff to ensure that we are not selling to anyone underage or inebriated. Below is the process we will take to prevent that from happening.

We train our staff on the process when a customer orders beer. We check their ID for legal age and apparent authenticity. We will look for the TN landmark and icons, ghost portrait, multiple date of birth placements on the front and back of the card on TN Drivers Licenses and the orientation of TN ID cards. Our policies will mirror those taught in the TASK server's class. If we have reason to think a customer may have a forged or manufactured ID, we will refuse service to that individual.

In our daily meeting, we remind servers to check IDs for every person ordering beer. We also discuss the importance of knowing how much to serve each customer.

Since every person's tolerance to alcohol is different the server will need to be able to tell when to cut a person off by how inebriated the customer seems. We want our servers to be able to tell the difference between people enjoying themselves and those who are getting themselves into trouble by drinking too much. If a customer comes in and is already inebriated and does not need to be served alcohol the server will let a manager know so they will be aware in case the customer does not take the server not serving them very well. We want all servers to feel confident in spotting underage and inebriated customers and be able to turn down serving them easily. By continuously training our staff we benefit by reducing risk and creating a safer, more responsible work environment.

We will have all servers remain alert for any customer sharing their alcohol beverage with a customer under the age of 21 or inebriated. We also train servers on the hours alcohol is allowed to be served and conditions. We have visible signage showing the birthdate of the legal drinking age. Appropriate warnings appear on the labels of all beer served.

If any of our servers violate the policies, first offense will be a warning and second offense will be termination. After the first offense we will have another training with the server to ensure they understand our policies. We will be continue to remind servers the importance of checking IDs and not overserving customers and the consequences if policies are not followed.