**Alcohol Serving Policies for Guanatos Tacos and Bar**

To ensure compliance with state laws, ABC (Alcoholic Beverage Control) regulations, and the highest standards of professionalism, the following policies apply to all waiters and bartenders at Guanatos Tacos and Bar. These policies are mandatory and aim to promote responsible alcohol service and a safe environment for our patrons.

**General Policies**

1. **Age Verification:**
   * All customers ordering or consuming alcohol must present a valid, government-issued ID showing they are at least 21 years old.
   * Acceptable IDs include:
     + State-issued driver’s license or ID card
     + Passport
     + Military ID
   * Verify the authenticity of the ID by checking for signs of tampering or forgery.
2. **Refusal of Service:**
   * Employees must refuse to serve alcohol to:
     + Customers under 21 years old.
     + Customers who fail to present a valid ID.
     + Customers showing visible signs of intoxication, such as slurred speech, unsteady movement, or inappropriate behavior.
   * Refusal of service must be handled politely and professionally. Notify the manager on duty if needed.
3. **Maximum Drink Limit:**
   * Serve no more than **two drinks per person at a time**.
   * Monitor patrons to ensure they are not overconsuming alcohol.
4. **Hours of Alcohol Service:**
   * Follow California’s legal hours for alcohol service:
     + Alcohol may not be sold or served between **2:00 AM and 6:00 AM**.
     + Last call for alcohol should be announced at least 30 minutes before closing.
5. **Training Requirements:**
   * All employees serving alcohol must complete a state-approved Responsible Beverage Service (RBS) training program.
   * Employees must maintain active certification and participate in refresher training as required by law or company policy.

**Waiters**

1. **Alcohol Service at Tables:**
   * Confirm the identity and age of the person receiving alcohol if the order was placed by someone else.
   * Serve alcohol only to guests seated in designated dining areas.
   * Monitor tables for signs of intoxication and escalate concerns to the manager if necessary.
2. **Communicating Orders:**
   * Clearly communicate drink orders to bartenders, including any modifications or special requests.
3. **Handling Intoxicated Guests:**
   * Politely refuse service to guests showing signs of intoxication.
   * Offer non-alcoholic options and notify the manager on duty to assist if necessary.

**Bartenders**

1. **Preparing Drinks:**
   * Follow all recipes and portion guidelines for alcoholic beverages to ensure consistent and responsible service.
   * Use measuring tools (e.g., jiggers) to accurately control alcohol portions.
2. **Preventing Over-Serving:**
   * Track the number of drinks served to patrons seated at the bar.
   * Collaborate with waiters to monitor guests receiving alcohol at tables.
3. **Handling Intoxicated Guests:**
   * Refuse service to anyone displaying signs of intoxication and notify management immediately.
   * Suggest food or non-alcoholic beverages as alternatives to help guests sober up.
4. **Maintaining Cleanliness and Safety:**
   * Keep the bar area clean and organized to ensure efficient service.
   * Follow all sanitation guidelines for handling glassware, tools, and equipment.

**Incident Reporting**

1. **Documentation:**
   * Record any incidents involving alcohol service (e.g., refusal of service, disputes, intoxicated patrons) in the incident log.
   * Include details such as the date, time, nature of the incident, and actions taken.
2. **Manager Involvement:**
   * Notify the manager on duty of any significant issues, such as disputes over ID verification or aggressive behavior from guests.

**Legal Compliance**

1. **No Sales to Minors:**
   * Serving alcohol to minors is illegal and will result in immediate disciplinary action, including termination.
2. **No Service to Intoxicated Individuals:**
   * It is illegal to serve alcohol to visibly intoxicated persons. Employees may be personally liable for any violations.
3. **License Compliance:**
   * Adhere to all conditions of the establishment’s liquor license as issued by the California Department of Alcoholic Beverage Control (ABC).
4. **No Outside Alcohol:**
   * Guests are prohibited from bringing outside alcohol onto the premises. Employees must report violations to management.

**Safe Service Practices**

1. **Encourage Responsible Consumption:**
   * Offer water and food to guests alongside alcoholic beverages to slow consumption.
   * Promote non-alcoholic options and mocktails as alternatives.
2. **Dealing with Conflict:**
   * Remain calm and professional when handling disputes or refusals of service.
   * Contact management or security if a situation escalates.
3. **Transportation Assistance:**
   * Assist intoxicated guests in arranging safe transportation, such as a rideshare or taxi service.
   * Do not allow intoxicated guests to drive under any circumstances.

**Disciplinary Actions**

* Violations of alcohol serving policies will result in disciplinary action, up to and including termination.
* Serious violations may also be reported to law enforcement or the ABC if required by law.

By adhering to these policies, employees of Guanatos Tacos and Bar will ensure a safe, enjoyable experience for all guests while maintaining compliance with the law and upholding the establishment’s reputation.