



COMPLIANCE MEETING

This document is the record of a meeting between a licensee and the Liquor Control and Licensing Branch [LCLB]. The purpose of the record is to document that concerns about the licensee's non-compliance with the Act, Regulations and or the Terms and Conditions on the license have been brought to the licensee's attention. This record will also show that licensee is aware of these concerns and has made specific commitments to address those concerns.

Establishment Details:

Establishment Name: Yates Street Taphouse & Grill
Establishment Address: 759 Yates Street
VICTORIA, BC V8W 1L6
Licensee: 0947815 B.C. Ltd.
Licence #: 044231

Meeting Date and Location:

July 11, 2016

For the LCLB:

Special Provincial Constable R. Cridland #86

For the Licensee:

Mr. Grant Turner

Reason for the Meeting:

CN # B016117

Section of the Act, Regulation, or T&C Guide Reviewed at the Meeting:

Sell or give liquor to intoxicated person, s. 43(1) Act

The licensee is responsible for managing and controlling the establishment so that it does not negatively affect patrons or the community. Intoxication is a serious public safety issue. Intoxicated patrons may be a danger to themselves or the public. Intoxication can be a factor in many crimes, including domestic violence, drug offences, assaults and driving violations. Intoxication is also associated with behaviour that has a negative impact on communities, including late night noise,

vandalism and unsanitary behaviour,

Intoxicated patrons may not be able to exercise sufficient judgment to stop consuming liquor. Providing liquor to a person who is already intoxicated increases the risk that they will harm themselves or others.

Minimum Monetary and/or the Minimum Suspension for a first contravention of the above cited section of the Act or Regulation is

Commitment/s made by the Licensee:

Staff meeting to deal with issues, Review
SIR Steps regarding Intoxication Points

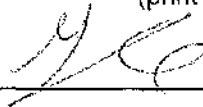
-
- I acknowledge the above concerns have been brought to my attention,
 - I agree to implement the measures cited above,
 - I acknowledge my responsibility to provide on-going training to my staff,
 - I acknowledge my responsibility to be fully compliant at all times with the Liquor Control and Licensing Act, the Regulations and the Terms and Conditions on my licence.

Licensee/Representative:

Geant Turner

(print name and position)

Licensee/Rep Signature:

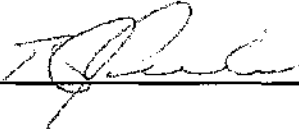


LCLB Representative:

R. CRIDLAND #86

(print name and position)

LCLB Signature:



Attachment/s:

Copy to:

- field file,
- POSSE Docs Tab
- Establishment File
- Licensee



No. B016117

BRITISH
COLUMBIALiquor Control and Licensing Act
and Regulation 244/2002**CONTRAVENTION NOTICE**Liquor Control and Licensing Branch,
Ministry of Public Safety and Solicitor GeneralEstablishment name: YATES STREET Taphouse & GrillEstablishment address: 759 YATES ST
VICTORIA, B.C.Licensee name: 0947815 B.C.Licence #: 044231 Date CN issued: 07/11/2016Date and time of alleged contravention(s): 07/08/2016 00:00/20On the date noted above, the following alleged contravention(s) of the
Liquor Control and Licensing Act or regulation were identified:

	Contravention	Section
1	Sell or give liquor to	<input type="checkbox"/> Act <input checked="" type="checkbox"/> Reg
2	an intoxicated	<input type="checkbox"/> Act <input checked="" type="checkbox"/> Reg
3	person	<input checked="" type="checkbox"/> Act <input type="checkbox"/> Reg
4	<u>S. 43(1)</u>	<input type="checkbox"/> Act <input checked="" type="checkbox"/> Reg

Details: Conducted a Complaint
Inspection. Observed staff
provide liquor to an intoxicated
female patron.Inspector name: CRIDLAND Badge #: 86Telephone: 250 952 5747 LPC #: ✓Management acknowledgement (name and title): Grant Turner, ManagerThe general manager may proceed with enforcement action on the basis of this
contravention notice. The licensee will generally be notified within 45 days if
enforcement action is proposed.

COPY 3: LCLB HEADQUARTERS COPY (forward to headquarters)



File: EH12-069
Job: 000706573-043

August 24, 2012

Liquor Express on Yates Ltd
c/o John Lioudakis
759 Yates Street
Victoria, BC V8W 1L6

Dear Licensee:

Re: Licence Number: 044231

DALTON HOTEL & SUITES
759 Yates Street
Victoria, BC V8W 1L6

The purpose of this letter is to inform you of the procedures of the Liquor Control and Licensing Branch for imposing enforcement action on the above noted licence. You agreed to and accepted the following enforcement actions by signing a waiver notice dated August 24, 2012.

It is important to note that you are responsible for the actions of your employees. You should ensure that managers and staff are familiar with the terms of the enforcement action and their responsibilities.

Liquor Control and
Licensing Branch

Mailing address:
PO Box 9292 Stn Prov Gov
Victoria BC V8W 9J8

Toll Free: 1 866 209-2111
Telephone: 250 952-5787

Location:
Fourth Floor, 3350 Douglas Street
Victoria BC

<http://www.pssg.gov.bc.ca/lclb>

Enforcement Action

Suspension:

Arising from the licensee's non-compliance with section s. 35 Act, the licence will be suspended for four (4) business days starting at the close of business on Friday, August 31, 2012, until the opening of business on Wednesday, September 05, 2012. "Business day" means a day on which the establishment would normally be opened for business.

Signs satisfactory to the general manager showing that the licence is suspended will be placed in a prominent location in the establishment by a Liquor Control and Licensing Branch inspector or a police officer, and must remain in place during the period of suspension.

Suspension procedures:

A Liquor Control and Licensing Branch inspector or police officer will attend your establishment prior to opening time on the first day of the suspension to:

- remove the licence,
- post the signs referenced above.

You should make arrangements with the Liquor Control and Licensing Branch inspector or police officer to obtain your licence at the end of the suspension period.

Responsibility of licensee:

1. You must allow the Liquor Control and Licensing Branch inspector or police officer to post the suspension signs. You must not remove, obscure, or alter the prominence and visibility of those signs during the suspension.
2. You must hand over the licence to the Liquor Control and Licensing Branch inspector or police officer when asked.
3. The establishment must remain closed to the public during the period of suspension.
4. You must not permit the sale, service or consumption of liquor in the establishment while the licence is suspended. The licensee is responsible for ensuring there is no sale, service or consumption of liquor in the establishment during the suspension period.
5. You may not de-licence in order to have another event in your establishment. Any previously approved de-licensing event that occurs during the suspension period is automatically rescinded.
6. The establishment is not eligible to hold any Special Occasion Licences (SOL) events during the suspension period. Any previously approved SOL that occurs during the suspension period is rescinded.
7. You may purchase liquor from an approved outlet to stock your establishment during the period of the suspension.

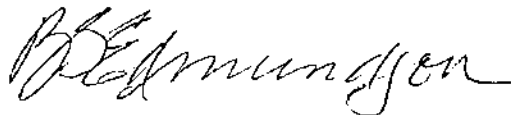
There are serious consequences for the service of liquor in the establishment by any party while a licence is under suspension. If liquor is served, consumed, or sold within the establishment while a licence is suspended, the general manager will do one of the following:

- cancel the licence,
- require that the licence be transferred within a specified time period and cancel the licence if it is not transferred within that time period,
- impose a suspension of at least 15 days.

Contact Number

If you have any questions about the matters covered in this letter, please contact the inspector responsible for your area at 250 952-5747.

Yours truly,



Bruce Edmundson
Deputy General Manager
Compliance and Enforcement

cc: Victoria Police Dept.
Clerk/Secretary City of Victoria
Manager of Licensing Rebecca Villa-Arce
Regional Manager Gary Barker
Inspector Terrance Trytten



WAIVER NOTICE

Liquor Control and Licensing Act, RSBC, c.267

File: EH12-069
Job: 000706573-043
Licence: 044231
Contravention Notice: B009376

[sign]TodayF

With respect to the Notice of Enforcement Action (NOEA) EH12-069, dated May 31, 2012, this Waiver Notice is an agreement on the part of the licensee as follows.

BETWEEN: Liquor Express on Yates Ltd, c/o
c/o John Lioudakis
759 Yates Street
Victoria, BC V8W 1L6

Alternate: Liquor Express on Yates Ltd, c/o
c/o John Lioudakis
759 Yates Street
Victoria, BC V8W 1L6

AND: The General Manager,
Liquor Control and Licensing Branch
Ministry of Public Safety and Solicitor General

**RE: LP Licence #044231, Dalton Hotel & Suites, at 759 Yates Street
VICTORIA, BC V8W 1L6.**

Ministry of Public Safety
and Solicitor General

Liquor Control and
Licensing Branch

Mailing address:
PO Box 9292 Stn Prov Gov
Victoria BC V8W 9J8

Toll Free: 1 866 209-2111
Telephone: 250 952-5787

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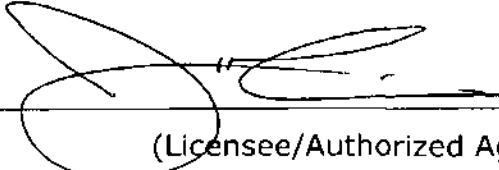
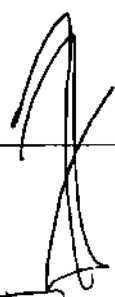
The licensee:

1. Agrees the licensee committed the contravention of:
 - a. Minor - Permit minor to enter or be on premises, s. 35 Act as set out in the attached NOEA, and
2. Accepts the enforcement action as set out in the attached NOEA for the contravention referenced in paragraph 1.
3. Accepts that the licence will be suspended for 4 business days, and
4. Accepts that the suspension will start and be served at the Dalton Hotel & Suites from the close of business on August 31, 2012, to the opening of business on September 5, 2012.
5. Waives the opportunity for a hearing in respect of each of the contravention and enforcement action cited above.
6. Accepts that signs satisfactory to the General Manager referencing the enforcement action cited above will be placed by the police or Branch staff in prominent locations in the establishment.

You must not obscure, alter or in any manner diminish the prominence of the signs. Failure to allow posting of these signs is a serious contravention that could lead to an extended licence suspension, cancellation or transfer of your liquor licence.

7. Accepts that the finding of contravention/s and specified enforcement action will form part of the compliance history of the licensee.

The licensee understands and agrees that this Waiver Notice is irrevocable.

DATE:	<u>Friday 24th</u>	, the <u>24</u>	, day of <u>August</u>	, 20 <u>12</u>
	(day)	(date)	(month)	(yr.)
SIGNATURE OF LICENSEE				
	(Licensee/Authorized Agent)			
NAME OF LICENSEE	<u>JOHN LIOUDAKIS</u>			
	(Please Print)			
	<u>DIRECTOR</u>			
	(Title/Position)			
SIGNATURE OF WITNESS				
NAME OF WITNESS	<u>Terrence Tynan 0866</u>			
	(Please Print)			

Your liquor inspector will require the original for the Branch's records. You may photocopy this document or request a copy from your liquor inspector for your own records.

Attachment: Notice of Enforcement Action



NOTICE OF ENFORCEMENT ACTION
Liquor Control and Licensing Act, R.S.B.C. 1996, c. 267

File: EH12-069
Job: 000706573-043

May 31, 2012

Liquor Express on Yates Ltd
c/o Lioudakis, John
c/o John Lioudakis
759 Yates Street
Victoria, BC V8W 1L6

Re: Licence Number: 044231
Licence Type: Liquor Primary
Licence Expiry Date: January 31, 2013
Establishment: Dalton Hotel & Suites
CN #: B009376

The purpose of this notice is to inform you that pursuant to section 20 of the *Liquor Control and Licensing Act* (the Act); the general manager is pursuing enforcement action against the licensee.

This Notice of Enforcement Action (NOEA) will:

1. Set out the branch's allegation(s) of non-compliance with the Act, and or the *Liquor Control and Licensing Regulation* (the Regulation) and or the terms and conditions of the licence,
2. Provide a narrative of events,
3. Describe the evidentiary basis for the elements of each alleged contravention,
4. Provide reasons why the branch is pursuing enforcement,
5. Provide reasons why the branch believes the particular enforcement action (i.e. penalty) proposed is warranted, and
6. Outline the licensee's options and the branch procedures that will be followed depending on whether or not the licensee disputes what is being alleged.

Included with this NOEA is the licensee's enforcement history and an explanation of how that history will be applied in any hearing decision of the general manager.

Ministry of Public Safety
and Solicitor General

Liquor Control and
Licensing Branch

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Victoria BC V8W 9J8

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1. THE ALLEGED CONTRAVENTION(S):

No.	Name of Contravention(s)	Section of the Act/Regulation	Date and time of Contravention(s)	Proposed Enforcement Action
1.	Minor - Permit minor to enter or be on premises, s. 35 Act	s. 35 Act	2012-MAR-31 9:50 – 10:10PM	4 day suspension

2. NARRATIVE

Dalton Hotel & Suites (dba The Office Lounge) is located at 759 Yates Street in downtown Victoria, BC. This establishment operates under Liquor Primary Licence 044231, issued to Liquor Express on Yates Ltd. This Liquor Licence operates with a capacity of 204 persons and is licensed for the sale of liquor between 11:30AM and 1:30AM, Mondays through Saturdays and between 11:00AM and Midnight Sundays. This establishment also holds an adjacent Food-Primary licensed area dba The Office Restaurant, operated by the same Licensee and staff.

On the evening of March 31, 2012 LCLB Liquor Inspector B. McROBERT conducted a series of evening liquor inspections as part of a routine Multi-Agency Task Force assembled from various Victoria-area regulatory agencies. The team consisted of the following individuals:

- Const. Boris SART, Victoria Police.
- Liquor Inspector B. McROBERT, LCLB.
- Brad SIFERT, Victoria Fire Department
- Darb ERICKSON, City of Victoria.

At 9:50PM the team entered the Office Lounge to conduct a routine inspection. The team moved through the entryway and into the adjoining Food Primary (FP) area. Inspector McROBERT observed that a large, heavy suede rope barrier normally secured between the FP and LP areas was opened. Inspector McROBERT observed no patrons in the FP area and a large group of approximately 20 patrons at a table in the nearby Liquor Primary area.

Two female patrons began walking towards the FP area as the inspection team entered the LP area. The two patrons looked very youthful and Inspector McROBERT requested age and identification from both of the patrons. The first patron (designated s.22) said that she was 18 and produced a BC driver's licence and gave it to Inspector McROBERT. Inspector McROBERT reviewed the ID and recorded the minor's personal information.

Inspector McROBERT reviewed the photograph and the descriptors on the licence. Based on the similar looking face and description he determined that the patron present was s.22 and that she was under 19 years of age. Inspector McROBERT passed s.22 identification to Const. SARK and he agreed that the ID matched s.22 Inspector McROBERT retained s.22 ID and advised that he would return it to her after speaking with the manager.

Inspector McROBERT then spoke with the second patron. She advised that she did not have valid ID and her name was s.22, born s.22. She said that she was 18 years of age. Inspector McROBERT advised the two patrons to remain where they were and asked Const. SARK to supervise them while he located the manager on duty.

Inspector McROBERT went to the service bar and asked to speak with the manager, Shelby GRAMLICH. He also requested copies of the establishment Liquor Licence and floor plan which were provided to him. McROBERT and GRAMLICH moved to the FP area where he could review the LP floor plans and confirm that the minors were in the LP. This was confirmed and he explained that the two patrons were in the LP area when prohibited. GRAMLICH said that the patrons were part of a party which had moved from the FP to the LP area when the party had grown too large. Inspector McROBERT asked GRAMLICH if the patrons had been checked for age or ID when they entered, and she said that they had been checked before being seated in the FP area. Inspector McROBERT advised GRAMLICH that a Contravention Notice would be issued for the contravention and that enforcement action would be a possible result. Inspector McROBERT then advised GRAMLICH that the minors would have to leave the LP area and could either remain in the FP area or leave the establishment:

Inspector McROBERT returned to the minors and asked s.22 and s.22 how long they had been in the establishment's Liquor Primary area. The patrons said that they had been in the LP area for approximately 1 hour and had been seated in the nearby FP area before that. Inspector McROBERT asked the patrons whether they had been requested for ID on entering the establishment. s.22 said that they had and that she had provided her ID however s.22 did not have ID to provide. He asked if they had ordered or consumed any alcoholic drinks, and they said that they had not done so. Inspector McROBERT asked Const SARK if he wished to issue Violation Tickets to the patrons and Const SARK said that he did not have a Violation Ticket book on hand to do so.

Inspector McROBERT then advised s.22 and s.22 that they would have to leave the LP area and could remain in the FP or leave the establishment. The two patrons said that they would leave and needed to pay their bills before exiting. They then left their party and went to the establishment entrance to settle their bills. Inspector McROBERT followed and observed GRAMLICH cancel their bills and apologized for any concerns.

Inspector McROBERT spoke with GRAMLICH again, advising her to collect statements from her staff of the series of events from that evening and relating to the minors and their party. Inspector McROBERT advised that he would be issuing a formal request for those statements and other items at a later date.

At 10:10PM the inspection team left the establishment.

On April 2, 2012 Inspector McROBERT issued Contravention Notice B009376 to Liquor Express on Yates Ltd. for contravention of Section 35 *Liquor Control and Licensing Act*. Inspector McROBERT also sent a formal request for documentation to include the following:

On April 10, 2012 Inspector McROBERT received the documents requested. A review of the documents determined the following:

- One check for \$25.00 included two food orders and no liquor orders. The Licensee indicated that this check was shared between the two patrons. This check did not include any liquor orders.
- The check indicated the server assigned to the table in question was ^{s.22} Employee records indicate that server ^{s.22} was scheduled to work 7:00pm to 2:00am/close on that date. ^{s.22} possesses valid Serving it Right (SiR) certification, confirmed independently through SiR databases by Inspector McROBERT.
- Employee records for Shelby GRAMLICH show valid SiR certification for GRAMLICH.
- Staff statements from staff members on duty and GRAMLICH, including details of the decision to permit minors in the LP area due to size restraints in the FP area.

3. THE ELEMENTS OF THE ALLEGED CONTRAVENTION(S)

3.1 Minor - Permit minor to enter or be on premises, s. 35 Act

3.1.1: The patrons were minors:

- ^{s.22} provided a BC Driver's Licence which indicated she was 18 years old on ^{s.22}
- Based on her appearance and the characteristics listed on the BCDL provided, this was ^{s.22} ID.
- ^{s.22} admitted to being 18 years old when asked by the inspection team.
- ^{s.22} admitted that she was 18 years old.

3.1.2: The patrons were permitted to enter and remain within the Liquor-Primary area:

- The patrons arrived as part of a party booked for the Food-Primary area nearby.
- The patrons were moved by staff when the party was too large for the FP area. This relocation was into the Liquor Primary area.
- Conversations with the minors indicated that they had been seated in the Liquor Primary area for approximately one hour.
- Discussions and statements from management and staff indicate that the minors were present in the Liquor Primary area for at least one hour, if not longer.

- The minors were requested ID on entry, with one minor providing ID indicating she was under 19 years of age.

4. REASONS FOR PURSUING ENFORCEMENT

4.1 Minor - Permit minor to enter or be on premises, s. 35 Act

To avoid the sale or service of liquor to minors and to prevent exposing them to adult-oriented entertainment or activities, the branch restricts their entry into licensed establishments. Minors are permitted in food-primary establishments, stadiums, concert halls, trains, airplanes and other establishments where the primary focus is not the service of liquor.

In this case the two minors were located in a corner of the Liquor-Primary establishment near the adjacent Food-Primary establishment. Conversations between the inspection team and the minors indicated that they had been located in the Liquor Primary area for over one hour due to the size of their party being too large for the nearby Food Primary area.

Previous establishment inspections and education sessions with the Licensee principals and establishment General Manager included discussion of the prohibition of minors in the Liquor Primary area. The particular portion of the Liquor Primary area where the minors were seated was previously Food-Primary and permitted minors' access. During a recent structural change application the Liquor Inspector highlighted the specific issue of ensuring minors no longer entered that area. Given the relatively recent discussion and ongoing concerns presented by the Branch regarding the separation of the Food-Primary and Liquor-Primary areas, the issue of minors accessing the Liquor Primary area should have been obvious to staff. This demonstrates a failure to comply with Branch requirements in this case as staff knowingly permitted access by minors to a Liquor Primary area. Therefore enforcement action is recommended.

5. REASONS FOR THE PROPOSED ENFORCEMENT ACTION (i.e. penalty)

5.1 Minor - Permit minor to enter or be on premises, s. 35 Act: Four (4) day suspension proposed.

For the alleged contravention of Minor - Permit minor to enter or be on premises, s. 35 Act (Contravention Notice Number B009376), a suspension penalty of four (4) days is proposed. This recommended suspension penalty falls within the penalty range set out in Item 3 of Schedule 4 of the Regulation for a first contravention of this type.

The suspension will be served starting on a Saturday and will continue on successive business days until completed.

A four (4) day liquor licence suspension is warranted as it falls within the specified penalty range for this contravention. A liquor licence suspension will impress upon the Licensee and staff the importance of ensuring compliance with Branch standards and preventing access to a Liquor Primary establishment by minors.

6. THE PROCEDURES

The licensee may agree with or dispute the above allegation(s) and proposed enforcement action.

If there is a dispute, the general manager will decide if the contravention(s) occurred and what enforcement action, if any, is warranted. A hearing may be scheduled for that purpose.

If the general manager decides that enforcement action is warranted, the general manager will determine what enforcement action will be imposed on the licensee. The general manager may

- Impose a suspension of the liquor licence for a period of time
- Impose a monetary penalty
- Cancel the liquor licence
- Rescind, amend or impose new terms and conditions on the licence
- Order a transfer of the licence

Imposing enforcement action is discretionary. Where the general manager finds that a suspension or monetary penalty is warranted the general manager must follow the minimums set out in Schedule 4 of the Regulations. The general manager is not bound by the maximums and may impose a higher suspension or monetary penalty when it is in the public interest to do so. The general manager is not bound to order the enforcement action proposed in this NOEA.

Schedule 4 of the Regulation sets out the range of enforcement actions when a contravention occurs in an establishment within a 12 month period of a contravention of the same type. It is the date that the contravention occurred that is used for the purpose of determining if a contravention is a first, second or subsequent contravention for penalty purposes.

If the licensee agrees that the contravention(s) took place and accepts the enforcement action proposed, there is no need for a hearing. In that case, the licensee must sign a document called a waiver. By signing a waiver, the licensee irrevocably

- Agrees that the contravention(s) occurred,
- Accepts the proposed enforcement action,
- Agrees that the contravention(s) and enforcement action will form part of the compliance history of the licensee, and
- Waives the opportunity for an enforcement hearing.

If you decide to sign a waiver, or if you have any questions regarding this matter, please contact me at 250 952-5745 as soon as possible. If you do not sign a waiver, the branch will schedule a pre-hearing conference for you to discuss the hearing process with the branch registrar and the branch advocate.

For further information about the hearing and waiver process please visit our website at http://www.pssg.gov.bc.ca/lclb/comp_enforce/index.htm

Yours truly,

Brad McRobert
Liquor Inspector 093
Special Provincial Constable

Enclosures

*Copy of Liquor Control and Licensing Branch Enforcement Process –
Information for Liquor Licensees (located at [http://www.pssg.gov.bc.ca/lclb/docs-
forms/LCLB168.pdf](http://www.pssg.gov.bc.ca/lclb/docs-forms/LCLB168.pdf))*

ENFORCEMENT ACTION

If the general manager determines that the licensee has committed the above alleged contravention(s), the general manager may consider the following when determining what enforcement action, if any, is warranted pursuant to section 20(2) of the Act:

Past Enforcement Action Taken

No compliance history found

Compliance Meetings

No compliance meetings found

DALTON HOTEL & SUITES (THE OFFICE LOUNGE)

DATE	NOTES
2 Apr 12	File opened. Sent CW, letter: Doc Request via rush mail w/ cc to email. Phoned est, license unavailable. Spoke w/ mgr & outlined the process. Likely EA w/ 4 days, depends on Rul, other factors.
10 Apr 12	Revised docs.
16 Apr 12	What w/ G. w/ : Lic principal. Revised process - water, ED.
26 Apr 12	Prep draft NOEA for Rul review.
14 May 12	Rul r/n NOEA for changes
31 May 12	Review w/ Rul. Changes made. NOEA resubmitted, approved. NOEA sent. Called Dan LIOWDAKIS & advised of NOEA in transit.
22 Aug	w/ rev available
24 Aug	Water signed
5 Sep	Penalty imposed
16 Oct	Rul closed

BC MAIL PLUS REGISTERED MAIL TRACE SHEET

Mailed by

Ministry of Housing & Social Development
Liquor Control and Licensing Branch
Po Box 9292 Stn Prov. Govt
Victoria BC V8W 9J8

Branch

LCLB

Name

B. McRobert

PRIORITY SERVICES

Services Prioritaires

2012-06-01

Liquor Express on Yates
c/o John Lioudakis
759 Yates St
Victoria BC
V8W 1L6

R

RW 506 758 543 CA

Mail Processing Plant
Centre de Traitement du Courrier
4181 Glenford Avenue
Victoria BC V8Z 4B0

Liquor Control and Licensing Enforcement Process

INFORMATION FOR LIQUOR LICENSEES

Inspections

Liquor inspectors conduct regular inspections of licensed premises to make sure that, you, as the licensee, are complying with the Act and Regulations, and with your licence terms and conditions.

These inspections may be done without notice to the licence holder, at different times and on different days both during, and beyond, the operating hours of an establishment.

Liquor inspectors will generally focus on establishments with recent instances of non-compliance and those with unconfirmed or undetermined compliance history.

In addition, local police departments regularly make unannounced visits to licensed establishments. The police consider these "walk throughs"

to be an important part of their service to the community, and look particularly for anything that may lead to a disturbance within the community or that could threaten public safety - including noise, overcrowding, drunkenness and minors in possession of alcohol.

If a police officer finds a licensee is not complying with the law, the officer will normally record the contravention on a Licensed Premises Check form, leave a copy with the licensee and send a copy to the branch to follow up.

After an inspection (or as a follow-up to a Licensed Premises Check by police), if a liquor inspector believes that you or your staff are contravening the Act, its Regulations or the terms and conditions of your licence, the inspector must, in some circumstances, issue a Contravention Notice to you, that identifies the alleged contravention.

The inspector will then review the evidence and circumstances of the contravention in conjunction with the Liquor Control and Licensing Branch's file for your establishment. Based on that review, the inspector will decide whether to recommend that the general manager take enforcement action against you, as the licensee.

Please note:

As a licensee, you are legally responsible for understanding and complying with the requirements of the Act, its Regulations and the terms and conditions of your licence, and for any contraventions committed against your licence.

You are also responsible for making sure your employees follow B.C.'s liquor laws and the terms and conditions of your licence, even when you are not on site.

As the licensee, you are responsible for any contraventions against your licence.

If the inspector does not recommend enforcement action, he or she will keep the Contravention Notice in the branch's file on your establishment, and may require you to attend a Compliance Meeting.

Compliance Meeting

A compliance meeting is a meeting between you and the inspector – and possibly others, such as members of your staff, local police, government and fire officials.

The purpose of the meeting is to promote voluntary compliance with the liquor licensing rules and to assist you in anticipating, and creating solutions for, potential problems. The inspector will prepare a written record of what is discussed including any procedures you intend to put in place to deal with the problem, and when they will come into effect. Once you and the inspector have signed it, you will receive a copy, and a second copy will be placed in your establishment's file.

Compliance meetings are not a required step before the branch takes enforcement action.

Notice of Enforcement Action

If a liquor inspector recommends enforcement action, and his or her regional manager concurs, you will receive a Notice of Enforcement Action. The Notice of Enforcement Action will include the details of the allegation, the proposed penalty, why the branch is recommending enforcement action, and the reasons for recommending this particular penalty.

You have the option of disputing the branch's allegations at an enforcement hearing or signing a waiver notice.

Waiver

Signing a waiver means that you

- agree that the contravention occurred,
- accept the penalty proposed in the Notice of Enforcement Action,
- waive the opportunity for an enforcement hearing, and
- agree that the contravention and penalty will form part of the compliance history of the licence and the licensee.

You may sign a waiver at any time prior to the hearing.

Pre-hearing Conference

After receiving the Notice of Enforcement Action, you will be asked to participate in a pre-hearing telephone conference conducted by the branch's registrar of enforcement hearings. At the pre-hearing conference, the registrar will:

- obtain your response to the allegations and determine if an enforcement hearing is to be scheduled.
- clarify the issues that will be addressed at the enforcement hearing
- identify and discuss the evidence that both you and the branch plan to present at the enforcement hearing (this includes the names of any witnesses who will testify on you or the branch's behalf)
- arrange for the branch and you to exchange copies of any documents or other evidence that will be introduced at the hearing
- explain the enforcement hearing process
- set a date for the enforcement hearing.

If you do not participate in the pre-hearing conference, you may lose the opportunity for an oral hearing, and the general manager may make a decision based on the written submissions only.

Enforcement Hearing

Enforcement hearings may be conducted in-person, via teleconference, written submission, or any combination of these.

At an enforcement hearing, an adjudicator, who is a delegate of the general manager, will consider the evidence and argument presented by you and the branch. The adjudicator will decide whether the alleged contravention(s) occurred and what enforcement action, if any, is warranted. The adjudicator issues a written decision a few weeks after the hearing.

Please note:

You may represent yourself at a hearing, be represented by a lawyer or you may be represented by someone with written authority to act on your behalf.

Judicial Review

If you are dissatisfied with an enforcement hearing decision, you may apply to the B.C. Supreme Court for a judicial review.

Possible Enforcement Action

If the adjudicator decides the contravention occurred, they may:

- suspend the liquor licence for a period of time
- impose a monetary penalty
- cancel a liquor licence
- impose, rescind or amend the terms and conditions of a licence, and
- order a licensee to transfer a licence.

If the adjudicator finds that either a licence suspension or monetary penalty is warranted, they may not impose a penalty less than the minimums set out in Schedule 4 of the Regulation. They may impose higher penalties when it is in the public interest to do so. They are not bound by the penalties proposed in the Notice of Enforcement Action.

The type of enforcement action imposed will depend on a number of factors, including the nature of the contravention, the circumstances of the contravention, your establishment's compliance history, and your compliance history as a licensee.

Suspensions and monetary penalties will include the requirement to post signs demonstrating the enforcement action. Signs will be posted by either police or Branch staff in a prominent location in the establishment. You must not remove, alter, obscure or otherwise diminish the prominence of these signs during the period they are required to be posted. Doing so may result in further enforcement action.

Any enforcement action imposed will form part of the compliance history of the licence and the licensee.

Serving Liquor While Under Suspension

If the enforcement process results in your liquor-primary or licensee retail store licence being suspended, your establishment must close.

If your food-primary licence is suspended, your restaurant may remain open, but you must not serve liquor during the suspension period.

Failure to abide by your suspension is a serious contravention that could lead to an extended licence suspension, cancellation or transfer of your liquor licence.

Liquor Control and Licensing Branch

Web

www.pssg.gov.bc.ca/lclb

Phone

250 952-5787 (Victoria)
1 866 209 2111 (toll-free number)

Email

lclb.lclb@gov.bc.ca



Serving It Right

Inspectors Console

[Home](#) | [Log Out](#)

First Name

Shelbey

Last Name

Gramlich

Birth Date

s.22

Certification Number & Date

s.22

May 3, 2004 7:57:42 PM

Page 023

Withheld pursuant to/removed as

s.22

**Documents pertaining to CONTRAVENTION NOTICE at
The Office Lounge on Saturday March 31, 2012**

Section 1:

All liquor sale records – Business Day March 31, 2012

Section 2:

Sales records for the party in question, including the two minors identified to the manager. Noted separately from all sales records.

Section 3:

All employee records (those working March 31, 2012) including name, addresses, salaries, primary job responsibilities, shift schedules and dates of employment.

NOTE: Section 6 also included here:

Any staff training certifications (Serving it Right + BST certification)

Section 4:

Any in-house policies related to minors and liquor service in your establishment.

NOTE: Section 7 also included here:

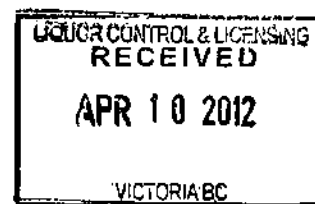
Any meeting minutes or signed documentation by staff (eg. code of conduct, employment agreement) related to in-house policies or staff responsibilities.

Section 5:

Any promotional material you may have used for your business, if any.

Section 8:

Staff statements of any interactions with the party in question.



No. B 009376

BRITISH
COLUMBIALiquor Control and Licensing Act,
and Regulation 244/2002**CONTRAVENTION NOTICE**Liquor Control and Licensing Branch,
Ministry of Public Safety and Solicitor GeneralEstablishment name: Delta Hotel & Suites (Off)Establishment address: 759 Yates StreetVictoria, BC V8W 1L6Licensee name: Liquor Express on Yates Ltd.Licence #: 044731 Date CN issued: 03/31/12 21:50-22:00Date and time of alleged contravention(s): MM/DD/YY 00:00On the date noted above, the following alleged contravention(s) of the
Liquor Control and Licensing Act or regulation were identified:

	Contravention	Section	<input checked="" type="checkbox"/> Act <input type="checkbox"/> Reg
1	Minor in premises	35	<input checked="" type="checkbox"/> Act <input type="checkbox"/> Reg
2	Minor in premises		<input type="checkbox"/> Act <input type="checkbox"/> Reg
3	Minor in premises		<input type="checkbox"/> Act <input type="checkbox"/> Reg
4	Minor in premises		<input type="checkbox"/> Act <input type="checkbox"/> Reg

Details: ID check of two young females.Both in Liquor Primary, both 18years old incl. one with BCDL Said had been in LP ~ 1 hr. ID'd eachInspector name: B. McRobert Badge #: 093Telephone: 250 952 5745 LPC #: NA

Management acknowledgement (name and title):

Sent via registered mail.The general manager may proceed with enforcement action on the basis of this
contravention notice. The licensee will generally be notified within 45 days if
enforcement action is proposed.

COPY 2: LICENSEE COPY (send to licensee)

No. B 009376

BRITISH
COLUMBIALiquor Control and Licensing Act
and Regulation 244/2002**CONTRAVENTION NOTICE**Liquor Control and Licensing Branch,
Ministry of Public Safety and Solicitor GeneralEstablishment name: Delta Hotel & Suites (Off)Establishment address: 759 Yates StreetVictoria, BC V8W 1L6Licensee name: Liquor Express on Yates Ltd.Licence #: 044731 Date CN issued: 04/02/12 21:50-22:00Date and time of alleged contravention(s): MM/DD/YY 00:00On the date noted above, the following alleged contravention(s) of the
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3	Minor in premises		<input type="checkbox"/> Act <input type="checkbox"/> Reg
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Details: ID check of two young females.Both in Liquor Primary, both 18years old incl. one with BCDLSaid had been in LP ~ 1 hr. ID'd eachInspector name: B. McRobert Badge #: 093Telephone: 250 952 5745 LPC #: NA

Management acknowledgement (name and title):

Sent via registered mail.The general manager may proceed with enforcement action on the basis of this
contravention notice. The licensee will generally be notified within 45 days if
enforcement action is proposed.

COPY 1: ORIGINAL (leave at establishment)

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BRITISH
COLUMBIA

The Best Place on Earth

April 2, 2012

Liquor Express on Yates Ltd.
Dalton Hotel & Suites (The Office Lounge)
c/o John Lioudakis
759 Yates Street
Victoria, BC V8W 1L6

Contravention Notice: Minor in premises

Please find attached Contravention Notice #B009376. During an inspection of your establishment on March 31, 2012 a LCLB Liquor Inspector located two minors inside your Liquor Primary establishment. Subsequent interviews of the minors and staff indicated that they had been required to produce ID earlier in the evening and were seated in a nearby Food Primary area. They were later permitted to move into the Liquor Primary establishment by staff.

The Branch considers the presence of minors in Liquor Primary establishments and the potential for minors to access liquor is a significant public safety concern. In accordance with Section 35 of the *Liquor Control and Licensing Act*, a requirement of your Liquor Primary Liquor Licence is to ensure that patrons entering and remaining in this establishment are 19 years of age or older.

This Contravention Notice is for your information. It will form part of your permanent compliance history and operating record. This file is currently under review by the Liquor Control and Licensing Branch to determine whether enforcement action may be taken at a later date. Consequences of enforcement action include the possibility of a monetary penalty and/or liquor licence suspension.

A separate formal request for documentation will accompany this Contravention Notice and letter. In the meantime, encourage you to review age verification requirements with the staff in both your Liquor Primary and Food Primary licensed areas.

Please feel free to contact myself at the number below for more information.

Brad McRobert
Liquor Inspector 093
Special Provincial Constable

Liquor Control and
Licensing Branch

Mailing Address:
PO Box 9292
Stn Prov Gov't
Victoria, BC V8W 9J8

Location:
4th Floor
3350 Douglas Street
Victoria, BC

Telephone: 250 952-5745
Tollfree: 1 866 209 2111
Facsimile: 250 952-7059

www.pssg.gov.bc.ca/lclb



Notice to Provide Records

This requirement to provide records is a time sensitive document.

Date: April 2, 2012

Liquor Express on Yates Ltd.
Dalton Hotel & Suites (The Office Lounge)
c/o John Lioudakis
759 Yates Street
Victoria, BC V8W 1L6

Dear Licensee:

Re: LP #044231.

Pursuant to section 73 (1) (a) of the *Liquor Control and Licensing Act* (the Act) (attached) the general manager or her designate may require the licensee to produce any prescribed document relating to the operation of the business licensed under the Act.

Section 34 of the *Liquor Control and Licensing Regulation* (the Regulation) (attached) sets out the prescribed documents.

I am a designate of the general manager and I am requiring you to provide records as set out in the table below by 4:30 p.m. on **Tuesday, April 10th, 2012.**

	Record required	Scope
1.	All liquor sales records.	The evening of March 31- April 1, 2012
2.	Sales records for the party in question, seated in the southeast corner of the Liquor Primary at 10:00pm, including the two Minors identified to the manager by the Liquor Inspector. Noted separately from all sales records (item 1 above).	The evening of March 31- April 1, 2012

Just
Sat.
Just
Liq.

Notice to Provide Records

3.	All employee records including name, addresses, salaries, primary job responsibilities, shift schedules and dates of employment ¹ .	The evening of March 31-April 1, 2012
4.	Any in-house policies related to minors and liquor service in your establishment.	The evening of March 31-April 1, 2012
5.	Any promotional material that you may have used for your business, if any.	The evening of March 31-April 1, 2012
6.	Any staff training certifications or records, including Serving It Right or BC Security Programs.	The evening of March 31-April 1, 2012
7.	Any meeting minutes or signed documentation by staff (eg., code of conduct, employment agreement) related to in-house policies or staff responsibilities.	The evening of March 31-April 1, 2012
8.	Staff statements of any interactions with the party in question.	The evening of March 31-April 1, 2012

JUST APPLICABLE SECTIONS.

JUST SPECIALS THAT NIGHT.

Failure to provide all the records required by the date set out above may be considered a breach of section 73 (1) (a) of the Act. Item 31 of Schedule 4 of the Regulation prescribes a 10 to 15 day suspension and or a \$7500 to \$10,000 monetary penalty for a first contravention of section 73 (1) (a) of the Act.

Please direct all the required records to Brad McRobert, Liquor Inspector at:

Regular mail:

PO Box 9292 Stn Prov Govt
Victoria, BC V8W 9J8

Courier:

4th Floor, 3350 Douglas Street
Victoria, BC V8Z 3L1

Email: brad.mcrobert@gov.bc.ca

Fax: (250) 952-7059

Pursuant to section 64 of the Liquor Control and Licensing Regulation, a contravention notice may be issued where all the required documents are not provided by the above date.

If you have any questions or if you require additional time to satisfy the requirements above, you may contact me at (250) 952 5745 or by email at the email address listed above. Requests for additional time to satisfy this request are not automatic and will be considered by the Branch on a case-by-case basis.

¹ The *Employment Standards Act* requires employers to keep certain employment records. These records must be kept in English at the employer's principal place of business in British Columbia for two years after the employee's employment ends.

Yours truly,



Brad McRobert
Liquor Inspector 093
Special Provincial Constable
Liquor Control and Licensing Branch

cc. Regional Manager

Copy 1 (registered mail to address of corporate Licensee)

Copy 2 (registered e-mail to address of corporate Licensee)

Attachments: Liquor Control and Licensing Act section 73 (1) (a)
 Liquor Control and Licensing Regulation section 34

Document disclosed under the Access to Information Act
Document divulgué en vertu de la Loi sur l'accès à l'information

Liquor Control and Licensing Act Section 73 (1) (a)

Power to retain documents and inspect books and premises

73 (1) To obtain information respecting the administration or enforcement of this Act or the regulations, the general manager, a person designated by the general manager or a person within a class of persons that is designated by the general manager may

- (a) require the licensee to produce any prescribed document relating to the operation of the business licensed under this Act,

Liquor Control and Licensing Regulation Section 34

Production of records

34 For the purposes of section 73 (1) of the Act, the following documents are prescribed in relation to a licensee:

- (a) liquor purchase records;
- (b) liquor sales records;
- (c) liquor disposal records;
- (d) food sales records;
- (e) sales records respecting other merchandise or services provided by the licensee that are incidental to the business of the licensed establishment;
- (f) agreements and contracts between the licensee and a liquor manufacturer or its agent or representative;
- (g) invoices and purchase receipts for all equipment and other inventory used in the operation of the licensed establishment;
- (h) lease and management contracts related to the licensed establishment;
- (i) employee records including names, addresses, salaries, primary job responsibilities, shift schedules and dates of employment;
- (j) records of any incidents or events that occurred in or adjacent to the licensed establishment;
- (k) records of court orders and judgments against a licensee respecting the sale, service or manufacture of liquor;
- (l) records of the quantity and price of liquor servings.

Section 1:

All liquor sale records – Business Day March 31, 2012

NOTE: “Notice to Provide Records” requested sales records for the evening of March 31 – April 1, 2012. After speaking with the liquor inspector, I was informed only sales records for March 31, 2012 are needed as any sales that occur after midnight will still be included in March 31, 2012 records. The business day on our POS does not change over until 4am therefore all liquor sales for March 31, 2012 are included in the sales report provided.

Run Date 4/4/2012
 Time 5:15PM
 Store # 1

THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

Page # 1
 Version 1.50
 Report SR200

Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
BOTTLED BEER									
Bottled Beer									
BECKS						26.00		26.00	31.70
BLUE									
1 CANADIAN									
COORS LIGHT						5.00		5.00	6.09
CROOKED COAST									
DOS EQUIS									
HEINEKEN						36.00		36.00	43.90
INNIS & GUNN									
KILKENNY									
KOKANEE						15.00		15.00	18.29
KRONEN 1664									
PILSNER URQUELL									
RED STRIPE									
40 SOL									
Total Bottled Beer						82.00		82.00	
Cider/Cooler									
BIG ROCK LIME									
BLACK N TAN									
ELDRFLOWER CIDER									
ELDRFLOWER CIDER						16.00		16.00	66.66
FISGARD 150									
SIR PERRY CIDER						8.00		8.00	33.33
SMIRNOFF ICE									
SS GOLDEN ALE									
SSPRING PALE ALE									
141 SSPRING PORTER									
STRONGBOW									
Total Cider/Cooler						24.00		24.00	
Total BOTTLED BEER						106.00		106.00	
DRAFT									
CASK BEER									
CROWN FLOAT						7.25		7.25	1.28
GUINNESS						45.00		45.00	7.96
JUG BIG ROCK						14.00		14.00	2.47
JUG DOMESTIC						40.00		40.00	7.07
JUG HONEY BROWN									
JUG IMPORT									
JUG TRAD									
PINT CARLSBERG						39.00		39.00	6.90
PINT SAPPORO									
999 PINT STELLA									
PINT STRONGBOW						21.75		21.75	3.84
SLV 1516 LAGER						15.00		15.00	2.65
SLV BEACON IPA						22.50		22.50	3.98
SLV BIGROCKHONEY						20.00		20.00	3.53

Run Date 4/4/2012
Time 5:15PM
Store # 1

THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

Page # 2
Version 1.50
Report SR200

Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
SLV BLUE BUCK						60.00		60.00	10.61
SLV DRIFT PALE						50.00		50.00	8.84
SLV GRASSHOPPER						10.00		10.00	1.76
SLV HERMANN'S									
SLV HONEY BROWN									
SLV KEITH'S									
SLV LIGHTHOUSE						112.50		112.50	19.91
SLV RACE ROCKS						108.00		108.00	19.11
SLV TRADITIONAL									
SLV WHITE BARK									

Total	DRAFT					565.00		565.00	
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WINE

Red Wine

BTL 7 DEADLY ZIN									
BTL BLIND TRUST									
BTL BRAKEMANS									
BTL CACTUS SERIE									
BTL CALONA CAB/M									
BTL CAMPO MALBEC									
BTL CLOS DE LOS									
BTL DALUCA									
BTL FOCH									
BTL FONSECA QUIN									
BTL FREIXENET									
BTL GAMAY NOIR									
BTL GAMAY NOIR									
BTL GRAHAM 10YR									
BTL JOIE NOBLE B									
BTL KATNOOK SHRZ									
BTL LOS MALBEC									
BTL MARQUES RIOJ									
BTL MIRAGE									
BTL MW PINOT N									
BTL NK MIP									
BTL PORTFOLIO									
BTL RED GUITAR									
133 BTL SAND CAB/M									
BTL SYL P NOIR									
BTL SYL PING									
BTL SYRAH									
BTL TIO PEPPE									
GLS CALONA CAB/M						7.00		7.00	21.87
GLS CAMPO MALBEC						7.00		7.00	21.87
GLS COSSART									
GLS FOCH						18.00		18.00	56.25
GLS FONSECA QUIN									
GLS GRAHAM 10YR									
129 GLS ICEWINE									
GLS KATNOOK									
GLS LOS MALBEC									
GLS NK MIP									
GLS PELLER CAB/M									

Run Date 4/4/2012
Time 5:15PM
Store # 1

THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

Page # 3
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Report SR200

Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
GLS RED GUITAR									
127 GLS SANGRIA									
GLS SORTILEGE									
GLS SYL P NOIR									
GLS SYRAH									
GLS TINHORN MERL									
GLS TIO PEPE									
WINE5DAY									
Total						32.00		32.00	
White Wine									
5BUCK WINE									
BLIND TRUST									
BTL (W) MERITAGE									
BTL BOLLINGER									
BTL CALONA CHARD									
BTL CASA TORRONT									
BTL CHAT SANCERE									
BTL CIPES ROSE									
BTL DOMAIN CHAND									
BTL ERRAZURIZ SB									
BTL GEHRINGER									
BTL HOGUE RIESL									
BTL MOET & CHAND									
BTL MOLLARD VIOG									
BTL MUMMS									
BTL MW SAUV B									
BTL NICOLAS FEUI									
BTL PINOT GRIGIO						35.00		35.00	26.41
BTL POMMERY POP									
BTL RODNEY CHARD									
BTL RR GEWURZT									
BTL SAND PINOT B									
BTL SANDHILL SB									
BTL SEGURA BRUT									
BTL URBAN RIESL									
BTL VALDO PROSEC									
GLS CALONA CHARD						21.00		21.00	15.84
GLS CASA TORRONT									
GLS ERRAZURIZ SB									
GLS GEHRINGER									
GLS HOGUE RIESL									
GLS MW SAUV B									
GLS PINOT GRIGIO						8.50		8.50	6.41
GLS RIESLING						54.00		54.00	40.75
GLS SAND PINOT B									
GLS SEGURA BRUT						14.00		14.00	10.56
SAKE 10oz									
SAKE 5oz									
Total						132.50		132.50	

Run Date 4/4/2012
 Time 5:15PM
 Store # 1

THE OFFICE RESTAURANT AND LOUNGE

Page # 4
 Version 1.50
 Report SR200

Sales Analysis

Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
Total WINE						164.50		164.50	
LIQUOR									
Spirits									
Hiballs									
APPLETONS						6.00		6.00	1.36
BALLINTINES									
BOMBAY GIN									
BULLEIT BOURBON									
BUSHMILLS									
BUSHMILLS 10 YR									
CANADIAN CLUB									
CAPT MORG DARK						5.50		5.50	1.25
CAPT MORG DARK-P									
CAPT MORG WHITE						11.00		11.00	2.51
CAPT MORG WHT-P									
7 CHIVAS									
CIROC VODKA									
COURVOISIER									
CROWN ROYAL									
CRUZAN 10 YR RUM									
CUERVO GOLD						18.00		18.00	4.10
DALWHINNIE									
DBL APPLETON RUM						20.00		20.00	4.56
DBL BALLINTINES									
DBL BOMBAY GIN						6.00		6.00	1.36
DBL BULLEIT BRBN									
DBL BUSHMIL 10YR									
DBL BUSHMILLS						10.00		10.00	2.28
DBL CANADIANCLUB									
DBL CC									
8 DBL CHIVAS									
DBL CIROC VODKA									
DBL COURVOISIER									
DBL CP MORG DARK									
DBL CP MORG DARK									
DBL CP MORG WHIT									
DBL CROWN ROYAL									
DBL CRUZAN 10YR									
DBL CUERVO GOLD						59.50		59.50	13.58
DBL CUERVO TRAD									
DBL DALWHINNIE									
DBL DON 1942									
DBL DON JULIO									
DBL GLENLIVET									
DBL GLENMORANGIE									
DBL GREY GOOSE									
DBL HENDRICKS									
DBL HIGHLAND 18YR									
DBL J&B SCOTCH									
DBL JACK DANIELS									
DBL JAMESONS						10.00		10.00	2.28

Run Date 4/4/2012
Time 5:15PM
Store # 1

THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

Page # 5
Version 1.50
Report SR200

Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
DBL JIM BEAN									
DBL JW BLACK									
DBL JW RED									
DBL KETEL ONE									
DBL LAGAVULIN									
DBL MACALLAN 18									
DBL MACALLAN12YR									
DBL MAGELLAN									
DBL MAKER'S MARK									
DBL MOUNT GAY									
DBL OBAN									
DBL PATRON REPOS									
DBL PATRON XO									
DBL REMY MARTIN									
DBL SEAGRAM VO						34.00		34.00	7.76
DBL SMIRN BLUEBR									
DBL SMIRN CITRUS									
DBL SMIRN ORANGE									
DBL SMIRN RASPBR									
DBL SMIRN VANILA									
DBL SMIRN VODKA						107.10		107.10	24.44
DBL STOLI VODKA						10.00		10.00	2.28
DBL TALISKER									
DBL TANQUERAY									
DBL TANQUERAY 10									
DBL VAN GOGH ESP									
DBL VICTORIA									
DBL WILD TURKEY						12.00		12.00	2.73
DBL WINCHESTER									
DBL WYBOROWA									
DON JULIO 1942									
DON JULIO BLANCO									
GLENLIVET									
GLENMORANGIE									
GREY GOOSE PEAR									
GREY GOOSE VODKA									
HENDRICKS GIN									
HIGHLAND PK 18YR									
J & B SCOTCH									
JACK DANIELS						6.00		6.00	1.36
JAMESONS IRISH W						6.00		6.00	1.36
JIM BEAN									
JW BLACK									
JW RED									
KETEL ONE VODKA									
LAGAVULIN									
MACALLAN 12YR									
MACALLAN 18YR									
MAGELLAN GIN									
MAKER'S MARK									
MT GAY EXTRA									
OBAN									
PATRON									

33.00

33.00 7.53

Run Date 4/4/2012
Time 5:15PM
Store # 1

THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

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Report SR200

Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
PATRON XO CAFE									
REMY MARTIN									
SEAGRAM VO RYE						11.00		11.00	2.51
SMIRNOFF BLUEBRY									
SMIRNOFF CITRUS									
SMIRNOFF ORANGE									
SMIRNOFF RASPBRY									
SMIRNOFF VANILA									
SMIRNOFF VODKA						59.95		59.95	13.68
2 ST REMY NAPOLEON									
STOLI VODKA									
TALISKER									
TANQUERAY 10 GIN									
TANQUERAY GIN						5.50		5.50	1.25
VAN GOGH ESPRESS									
VICTORIA GIN									
125 WILD TURKEY						7.50		7.50	1.71
WYBOROWA EX									
WYBOROWA EX									

Total	Hiballs					438.05		438.05	
-------	---------	--	--	--	--	--------	--	--------	--

Liqueurs

ALIZE RED
AMARETTO
APPLETON V/X
APRICOT BRANDY
B & B
BACARDI WHITE
BAILEYS
BENEDICTINE
BLUE CURACAO
BUTTER RIPPLE
CACAO WHITE
CAFE XO PATRON
CAMPARI
CAPT MORG SPICED
CASSIS
CHAMBORD
CINZANO
CREME DE BANANES
CREME DE MENTHE
DBL ALIZE RED
DBL AMARETTO
DBL APRICOT BRAN
DBL B & B
DBL BACARDI WH
DBL BAILEY'S
DBL BENEDICTINE
DBL BLUE CURACAO
DBL BUTTER RIPLE
DBL CACAO WHITE
DBL CAFE PATRON

Run Date 4/4/2012
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THE OFFICE RESTAURANT AND LOUNGE

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Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
DBL CAMPARI									
DBL CASSIS									
DBL CHAMBORD									
DBL CINZANO									
DBL CP MORG SPIC						9.00		9.00	7.31
DBL CREM BANANA									
DBL CREM MENTHE									
DBL DARK CACAO									
DBL DRAMBUIE									
DBL DUBON AMBRE									
DBL DUBON ROUGE									
DBL FINLANDIA						90.00		90.00	73.17
DBL FRANGELICO									
DBL GALLIANO									
DBL GODIVA									
DBL GOLDSCHLAGER									
DBL GOOSE PEAR									
DBL GRAND MARNIR									
DBL HPNOTIQ									
DBL JAGERMEISTER									
DBL KAHLUA									
DBL MELON LIQ									
DBL NOILLY PRAT									
DBL PARROT BAY									
DBL PARROT COCO									
DBL PEACH SCHNAP									
DBL PEPPERMINT SC									
DBL PIMMS									
DBL ROOTBEER									
DBL SAMBUCA									
DBL SOHO									
DBL SOUR APPLE									
DBL SOUR RASPBRY									
DBL SOUTH COMFOR									
DBL ST GERMAINE									
DBL ST REMY NAPO									
DBL TRIPLE SEC									
DBL TUACA BRANDY									
DBL WATERMELON									
DRAMBUIE									
DUBONNET AMBRE									
DUBONNET ROUGE									
FINLANDIA VODKA									
FRANGELICO									
GALLIANO									
GODIVA									
GOLDSCHLAGER									
GRAND MARNIER									
HYPNOTIQ									
JAGERMEISTER						24.00		24.00	19.51
KAHLUA									
MELON LIQUEUR									
NOILLY PRAT									

Run Date 4/4/2012
Time 5:15PM
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THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

Net Detailed Sales Report

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Report SR200

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
PARROT BAY RUM									
PEACH SCHNAPPS									
PEPPERMINT SCHNA									
PIMMS									
ROOTBEER SCHNAPP									
SAMBUCA									
SOHO									
SOUR PUSS APPLE									
SOUR PUSS RASP									
SOUTHERN COMFORT									
ST GERMAINE									
ST REMY NAPOLEON									
TRIPLE SEC									
TUACA BRANDY									
WATERMEL LIQUEUR									
Total Liqueurs						123.00		123.00	
Total Spirits						561.05		561.05	
Cktail/Martini									
Cocktails									
ACCOUNTANT						25.50		25.50	12.40
ALABAMA SLAMMER									
AMARETTO SOUR									
AMERICANO									
APPRENTICE						2.55		2.55	1.24
APRICOT DELIGHT									
BAY STREET									
BERRY MOJITO						10.50		10.50	5.10
BILL LUMBERGH									
BLACK RUSSIAN									
BLOODY HARRY									
BLOODY MARY									
BLUE HAWAIIAN									
130 BREAKFST MEETING									
BROWN COW									
CANADIAN ORCHID									
CARAMELLO									
CONFERENCE CALL									
DBL ALABAMA SLAM									
DBL AMARETTO SOU									
DBL BLACK RUSSIA									
DBL BLOODY MARY									
DBL BLUE HAWAII									
DBL BROWN COW									
DBL CAESAR									
DBL GODFATHER									
DBL GODMOTHER									
DBL GREYHOUND									
DBL KIR ROYAL									
DBL MARG DON JUL									
DBL MARG GOLD									

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THE OFFICE RESTAURANT AND LOUNGE

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Sales Analysis Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
DBL MARG PATRON									
DBL MARG TRAD									
DBL MIMOSA									
DBL MOJITO									
DBL OLD FASHION									
DBL PARALYZER									
DBL RUMS THE WRD									
DBL RUSTY NAIL									
DBL SCREWDRIVER									
DBL TOM COLLINS									
DBL WHISKEY SOUR									
DBL WHITE RUSSIA									
DIRTY CAESAR									
EARLY FINNISH						8.50		8.50	4.13
FEATURE COCKTAIL						45.50		45.50	22.13
FRENCH 75									
124 GET THE MEMO									
GET THE MEMO 10Z									
GINGER SHAFT									
GODFATHER									
GODMOTHER									
GREYHOUND									
KIR ROYAL									
LIQUID BREAKFAST									
LONG ISL ICE TEA						42.50		42.50	20.67
MARGARITA DON JU									
MARGARITA GOLD									
MARGARITA PATRON									
MARGARITA TRADIT									
6 MIMOSA									
MONDAY BLUES									
OCCUPY WALL ST									
OFFICE CAESAR									
OFFICE MOJITO						25.50		25.50	12.40
OFFICE SPACE 2.0									
OLD FASHIONED									
OLD SCHOOL									
OPEN ALCOHOL									
OPEN ALCOHOL									
PARALYZER									
PARTY LIQUOR									
PUNCH IN									
RED HEAD									
ROB CALIFORNIA									
RUMS THE WORD									
RUSTY NAIL 10Z									
SANGRIA									
SCREWDRIVER									
SICK DAY CAESAR									
SIMPSON									
SMOKE BREAK						25.50		25.50	12.40
30 SNACK CAESAR						8.50		8.50	4.13
SNG CAESAR									

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THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

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Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
SNG LONGISLAND						11.00		11.00	5.35
SNG MOJITO									
THE CUBICLE									
THE PAPER CUT									
TOM COLLINS									
TRAD CAESAR									
VICTORIA BRAMBLE									
WALL ST									
WATERCOOLER									
WHISKEY SOUR									
WHITE RUSSIAN									
Total						205.55		205.55	
Martinis									
BOMBAY MARTINI									
BOSS' NIGHT OFF									
BUSINESS TRIP									
CASUAL FRIDAY						8.50		8.50	7.14
CHAMBORTINI									
131 CHOCOLAT MARTINI									
CIROC MARTINI									
COFFEE BREAK									
COSMOPOLITAN						34.00		34.00	28.57
CRANTINI									
FINANCIAL DISTRT									
FINLANDIA MARTINI									
GG PEAR MARTINI									
GREY GOOSE MARTI									
HENDRICKS MARTIN									
KETEL ONE MARTIN									
LUNCH BREAK									
MAGELLAN MARTINI									
MANHATTAN									
NAUGHTY ASSIST						42.50		42.50	35.71
OFFICE SPACE									
PAID VACATION									
PENCIL PUSHER									
PINK SLIP						25.50		25.50	21.42
126 RESUME									
ROB ROY									
SMIRNOFF MARTINI									
SMRF BLUEB MART									
SMRF CITRS MARTI									
SMRF ORANGE MART									
SMRF RASP MARTIN									
STOLI VODKA MART						8.50		8.50	7.14
TANQ 10 MARTINI									
TANQUERAY MARTIN									
THE BIG APPLE									
THE INTERN									
The INTERN									
VAN GOGH MARTINI									

Run Date 4/4/2012
Time 5:15PM
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THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

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Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012 Monday Tuesday Wednesday Thursday Friday Saturday Sunday Total Mix %

VICTORIA MARTINI
WYBOROWA MARTIN

Total Martinis 119.00 119.00

Total Cktail/Martini 324.55 324.55

Shootr/Coffee

Shooters

3 WISE GUYS
AFTR DINNER MINT
APPLE JACK
APRICOT-JACK
B52 SHOOTER
BARQ'S HAS BITE
BLOW JOB
BOTTLECAP SHOT
BROKEN GOLF CART
BURT REYNOLDS 25.00 25.00 13.66
CANDY APPLE
CHINA WHITE
CRISPY CRUNCH
CUERVO SHOT 108.00 108.00 59.01
DR PEPPER
HAND GRENADE 17.00 17.00 9.28
HEATH LEDGER
33 IRISH CAR BOMB
JAGER BOMB 6.25 6.25 3.41
JAGER SHOT
KILLER KOOLAI
KING KONG
LEMON DROP
LIQUID COCAINE 5.00 5.00 2.73
MACGUYVER
MUFF DIVER
PORN STAR
SAKE BOMB
SHAFT 21.75 21.75 11.88
16 SICILIAN KISS
SLIPPERY NIPPLE
SORTILEGE
STINGER SHTR
SURFER ON ACID
VITAMIN C BOMB

Total Shooters 183.00 183.00

Spec Coffee

B52 COFFEE
BAILEY'S COFFEE
BLUEBERRY TEA
DBL B52 COFFEE
DBL BAILEYS COFF

Run Date 4/4/2012
 Time 5:15PM
 Store # 1

THE OFFICE RESTAURANT AND LOUNGE

Sales Analysis

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Net Detailed Sales Report

Detail for All Departments For All Day

3/31/2012 Saturday - 3/31/2012 Saturday, Include Non Revenue Sales

3/31/2012 - 3/31/2012	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total	Mix %
DBL BLUEBRY TEA									
DBL IRISH COFFEE									
DBL MELLOW MONK									
DBL MELLOW MONK									
DBL MONTE CRISTO									
DBL OFFICE COFFE									
DRI. POLAR BEAR									
DBL SPANISH COFF									
IRISH COFFEE									
MELLOW MONK									
MONTE CRISTO									
OFFICE COFFEE									
POLAR BEAR						6.00		6.00	100.00
SPANISH COFFEE									
TUACA TEA									
Total Spec Coffee						6.00		6.00	
Total Shootr/Coffee						189.00		189.00	
Total LIQUOR						1,074.60		1,074.60	
Total 3/31/2012 - 3/31/2012						1,910.10		1,910.10	

Section 2:

Sales records for the party in question, including the two minors identified to the manager. Noted separately from all sales records.

NOTE: Both photocopies as well as actual bills are included here. The minors are noted separately from all other records. No liquor sales are included on the minor's tabs as they did not consume, nor were they served any alcohol.

CHECK # 127327 DATE 4/02/12
TIME 5:41PM

[illegible][illegible]

100% PROMO	-25.00
------------	--------

TYPE	AMOUNT
------	--------

-25.00

PROMO	-25.00
SUBTOTAL	0.00

MOVIE NIGHTS AT THE OFFICE

JOIN US SUNDAY + MONDAY FOR OUR
MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
+ ODEON MOVIE TICKET FOR ONLY \$27!

CHECK # 127336 DATE 4/02/12
TIME 5:43PM
***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED	AMOUNT
1 CIABATTIA CLUB	14.00
1 HAND GRENADE	8.50

SUBTOTAL 22.50
SERVICE 3.83
HST 3.16

TOTAL DUE 29.49

MOVIE NIGHTS AT THE OFFICE

BRING IN YOUR ODEON MOVIE STUB OR
RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
+ ODEON MOVIE TICKET FOR ONLY \$27!
***** GST#:15557RT0001 *****

CHECK # 127337 DATE 4/02/12
TIME 5:44PM
***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED	AMOUNT
1 HOUSE GREENS	11.00

SUBTOTAL 11.00
SERVICE 1.87
HST 1.54

TOTAL DUE 14.41

MOVIE NIGHTS AT THE OFFICE

BRING IN YOUR ODEON MOVIE STUB OR
RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
+ ODEON MOVIE TICKET FOR ONLY \$27!
***** GST#:15557RT0001 *****

CHECK # 127338 DATE 4/02/12
TIME 5:44PM
***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED	AMOUNT
1 STEAK SANDWICH	15.00
1 POP	2.75

SUBTOTAL 17.75
SERVICE 3.02
HST 2.49

TOTAL DUE 23.26

MOVIE NIGHTS AT THE OFFICE

BRING IN YOUR ODEON MOVIE STUB OR
RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
+ ODEON MOVIE TICKET FOR ONLY \$27!
***** GST#:15557RT0001 *****

CHECK # 127332 DATE 4/02/12
 TIME 5:42PM

***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED AMOUNT
1 LAMB BURGER 14.00
2 CAPT MORG WHITE 11.00
1 HAND GRENADE 8.50

SUBTOTAL 33.50
SERVICE 5.70
HST 4.70

TOTAL DUE 43.90

MOVIE NIGHTS AT THE OFFICE

BRING IN YOUR ODEON MOVIE STUB OR
RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
+ ODEON MOVIE TICKET FOR ONLY \$27!
***** GST#:15557RT0001 *****

CHECK # 127334 DATE 4/02/12
 TIME 5:43PM

***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED AMOUNT
1 MAC + CHEESE 15.00
1 PIZZA CHORIZO 16.00
1 CHEESECAKE 8.00
2 DBL SMIRN VODKA 17.00
8 CUERVO SHOT 36.00

SUBTOTAL 92.00
SERVICE 15.64
HST 12.92

TOTAL DUE 120.56

MOVIE NIGHTS AT THE OFFICE

BRING IN YOUR ODEON MOVIE STUB OR
RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
+ ODEON MOVIE TICKET FOR ONLY \$27!
***** GST#:15557RT0001 *****

CHECK # 127335 DATE 4/02/12
 TIME 5:43PM

***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED AMOUNT
2 SLV RACE ROCKS 9.00

SUBTOTAL 9.00
SERVICE 1.53
HST 1.26

TOTAL DUE 11.79

MOVIE NIGHTS AT THE OFFICE

BRING IN YOUR ODEON MOVIE STUB OR
RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
+ ODEON MOVIE TICKET FOR ONLY \$27!
***** GST#:15557RT0001 *****

 CHECK # 127285 DATE 4/02/12
 TIME 5:41PM
 ***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED	AMOUNT
1 BRUSCETTA	9.00
1 DUCK WRAPS	13.00
1 PIZZA MARGHERITA	14.00

 SUBTOTAL 36.00
 SERVICE 6.12
 HST 5.05

TOTAL DUE 47.17

● MOVIE NIGHTS AT THE OFFICE

 BRING IN YOUR ODEON MOVIE STUB OR
 RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
 TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
 MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
 + ODEON MOVIE TICKET FOR ONLY \$27!
 ***** GST#:15557RT0001 *****

 CHECK # 127322 DATE 4/02/12
 TIME 5:41PM
 ***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED	AMOUNT
1 OFFICE SLIDERS	13.00
1 MAC + CHEESE	15.00
11 CUERVO SHOT	49.50

 SUBTOTAL 77.50
 SERVICE 13.18
 HST 10.88

TOTAL DUE 101.56

MOVIE NIGHTS AT THE OFFICE

 BRING IN YOUR ODEON MOVIE STUB OR
 RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
 TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
 MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
 + ODEON MOVIE TICKET FOR ONLY \$27!
 ***** GST#:15557RT0001 *****

 CHECK # 127331 DATE 4/02/12
 TIME 5:42PM
 ***** DUPLICATE CHECK *****

-- LOUNGE : s.22 --

ITEMS ORDERED	AMOUNT
1 OFFICE BURGER	14.00
1 PINT CARLSBERG	6.50

 SUBTOTAL 20.50
 SERVICE 3.49
 HST 2.88

TOTAL DUE 26.87

MOVIE NIGHTS AT THE OFFICE

 BRING IN YOUR ODEON MOVIE STUB OR
 RECEIPT + RECEIVE \$5 OFF YOUR BILL EVERY
 TUESDAY. MINIMUM \$20 PURCHASE REQUIRED.

JOIN US SUNDAY + MONDAY FOR OUR
 MOVIE + A MEAL SPECIAL: 3 COURSE DINNER
 + ODEON MOVIE TICKET FOR ONLY \$27!
 ***** GST#:15557RT0001 *****

Section 3:

All employee records (those working March 31, 2012) including name, addresses, salaries, primary job responsibilities, shift schedules and dates of employment.

NOTE: Section 6 also included here:

Any staff training certifications (Serving it Right + BST certification)

On another note: Payroll information sheets as well as Serving it Right certifications are included. My employment contract (pertaining to Shelby Gramlich, General Manager) is not included but I did submit my payroll information sheet, Serving it Right certification as well as my BST certification. My job description is also included but if you need more information, I will supply my employment contract.

Name	Schedule for Week of Mar 26 to Apr 01, 2012						
	Mon 26	Tue 27	Wed 28	Thu 29	Fri 30	Sat 31	Sun 01
SERVER							
s.22			10.30-6.30				
	3.00-9.00			3.00-10.00			
	10.30-5.00	10.00-5.00		10.30-4.00	10.30-6.30		
	5.00-12.00 c/s				5.00-11.00	4.30-10.00 *	
		3.00-9.00	12.00-3.00	12.00-3.00			
		10.30-4.30 bar	4.00-9.00	4.00-7.30	3.00-9.00	6.00-1.00 *	
				10.30-6.00 bar	12.00-3.00		
					4.00-7.30	3.30-9.00 *	
			7.00-2.00 c/s	5.00-11.00	7.00-2.00 c/s	7.00-2.00 c/s	3.30-11.30 c/s
	10.30-4.30 bar						
		5.00-12.00 c/s	5.00-10.00	7.00-2.00 c/s	6.00-1.00		
BARTENDER							
s.22			5.30-1.30 c/s	5.30-1.30 c/s	10.30-5.00 bar	3.30-11.30 *	
			10.30-6.00 bar				
	4.00-12.00 c/s	4.00-12.00 c/s			4.00-12.00	6.00-2.00 c/s	3.30-11.30 c/s
					6.00-2.00 c/s		
SUPPORT							
s.22	5.00-9.00 SA				6.00-1.00 SA	6.00-1.00 SA	5.00-9.00 SA
				6.00-11.00 SA	5.00-12.00 SA		
		5.00-9.00 SA	5.00-11.00 SA	5.00-11.00 SA		5.00-12.00 SA	
	10.00-1.00 admn	10.00-1.00 admn			10.00-1.00 admn	10.00-1.00 admn	10.00-1.00 admn
MANAGEMENT							
Barry	3.30-11.30	3.30-11.30	5.00-1.00	5.00-1.00	6.00-2.00		
Shelby			10.30-8.30	12.00-10.00	10.30-9.30	3.30-12.30 *	3.30-11.30

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Withheld pursuant to/removed as

s.22

the office

PAYROLL EMPLOYEE INFORMATION

NAME: Shelbey Gramlich PHONE # _____

ADDRESS: ^{s.22} _____ CELL # ^{s.22} _____

OTHER # _____

POSTAL CODE ^{s.22} _____ EMAIL: ^{s.22} _____

PARTNER WORK EMAIL ADDRESS: sgramlich@theoffice lounge.ca

MUST BE SET UP AT END OF ORIENTATION!

DOB: D/M/Y - ^{s.22} _____ SIN: _____

START DATE: D/M/Y - ^{s.22} _____

POSITION WORKING: General Manager

AVAILABILITY

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
DAY							
NIGHT							

EMPLOYEES SIGNATURE: _____

MANAGER'S SIGNATURE: _____

DATE HIRED: _____

DATE RETIRED: _____

REASON: _____

COMMENTS: _____

NOTICE GIVEN: YES NO LENGTH: _____

General Manager Position:

Minimum of 5 years experience required. Duties include floor and kitchen management, staff management, operations, scheduling, inventory control, ordering, security, promotions and entertainment booking. A working knowledge of Squirrel/POS is preferred. The ability to multitask and your ability to make personal connections with our guests, and staff, are skills fundamental to this role. Interacting with guests in a friendly, professional and caring manner; treating everyone with respect and courtesy, and responding to their unique needs are essential to the position.

To apply, YOU should have:

- High energy, a positive attitude, and leadership ability.
- An amazing guest focus.
- A passion for customer service and teamwork.
- The highest culinary standards for food quality, freshness, and service standards.
- The desire to improve service standards, leadership skills and business experience.
- A willingness to learn and share fearlessly.
- A passion for being 'hands-on' and providing great hospitality.
- Strong restaurant management, bar and night-club experience.
- The ability to manage cash and cash functions in an accurate and secure manner.
- Personality! Make yourself approachable and engage guests in conversation when the opportunity arises.

The Bar/Dining Experience:

- The ability to read your guests and create the experience based on their needs.
- Having fun with your guests and enjoying their company. Get to know them by engaging in conversation and asking questions about their purpose for visiting.
- Building relationships with your guests to enhance the experience – learning the names of your regulars is just the beginning.
- Making recommendations that you genuinely feel your guests will enjoy; knowledge of all beverage and food menu items and current promotions is paramount.
- Answering questions about our beverages, food and other restaurant functions and services – whether by staff or guests is fundamental.
- Supporting the speed of service by accurately entering guest orders into the POS terminal, checking to ensure that each course is properly entered and add-ons and modifiers are also correct.
- Monitoring food quality and presentation standards to ensure that every guest receives the perfect plate.
- Monitoring and observing the guest dining experience: ensuring guests are satisfied with their food and service; and responding promptly and courteously to any requests.
- Ensuring that all guests in the bar leave entirely satisfied and look forward to their next visit.
- The ability to recover immediately and professionally should things go wrong.
- Managing the guest flow and maximizing seating capacity by turning over tables quickly and efficiently.

Serving it Right™

BC's Responsible Beverage Service Program

This is to certify that

Shelbey Gramlich

has successfully completed the Serving It Right
Responsible Beverage Service Program.

Certificate Number: s.22

Signature: _____

s.22

Section 4:

Any in-house policies related to minors and liquor service in your establishment.

NOTE: Section 7 also included here:

Any meeting minutes or signed documentation by staff (eg. code of conduct, employment agreement) related to in-house policies or staff responsibilities.

On another note: I do not require employees to sign orientation manuals as we go through the manual together and I'm there when they are reading it. They also complete testing on house policies, liquor and food. However, from here on, I will require any new employees to sign that they have read and fully understand the orientation manual for The Office Lounge. I have included a copy of this orientation manual as well as a copy of the in-house policies test new employees are required to take.

the**office** [restaurant+lounge]

**Orientation & Training Manual
The Office Restaurant & Lounge
2010**

Orientation and Training Manual The Office Restaurant & Lounge

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Welcome to The Office Restaurant & Lounge! We are so excited you are a part of this fabulous team. We can't wait to get started so let's just get into it.

The following manual will provide you with the necessary tools and information you need to better understand the expectations that come along with being a part of this dynamic team. However, in the end...it's the customer who provides our livelihood. And it's the customer's expectations we want to exceed.

The customer is our guest and it's important to appreciate the people who come to see us. The only way to build a successful business is to win over one customer at a time. You're a part of this team now so it's crucial we all work towards the same goals.

OUR MISSION

To provide a truly unique dining experience for our guests; exceeding the guests expectations in food quality, service standards, and atmosphere.

OUR VISION

We aim to be the leader in downtown Victoria dining; starting the trend for a lounge dining experience that can't be surpassed.

OUR GOALS

❖ Team building

The only way to succeed is by working as a team, helping each other out and pushing towards the same goal.

❖ Profit sharing

When the business makes money, you make money. It's as simple as that. Building the profitability of the restaurant will not only increase your guest check average, it also puts more money into your pocket.

❖ Going beyond

Being a new operation, we really need to go above and beyond the guests' expectations. The only way to compete with the guests' favorite restaurant is to make them feel like they're our favorite customer.

We know that this may not be a career choice for you and that you have other plans in life. For the interim, however, we wish to welcome you to The Office team.

OUR VALUES

- ❖ **We treat everyone the way we wish to be treated**
- ❖ **We conduct ourselves with integrity and professionalism**
- ❖ **We operate as a team**
- ❖ **We trust each other**

PHILOSOPHIES AND BELIEF SYSTEMS

THE OFFICE FOOD AND BOOZE PHILOSOPHY

First of all, what goes better with food than booze? Here at The Office, we believe in pairing the two together for a winning combination. We only offer the freshest ingredients, made from scratch in-house. As they say, if you want something done right you do it yourself. The only thing we need help with is the booze portion. For that, we partner ourselves with outstanding wineries, liquor companies, and breweries. After all, when we're not working, we're service industry customers, and that means high maintenance. In many cases, restaurant industry employees are the toughest critics when it comes to food and booze. Our philosophy is to conquer our own criticisms.

THE OFFICE SERVICE PHILOSOPHY

We're all about the dining experience. And what's the most important part of the dining experience? The experience you receive while dining. It seems pretty simple really because we are in the 'service' industry; we are providing a service, an experience they can't get elsewhere. It's what will set us apart from all the other restaurants in Victoria because not only are we knowledgeable and helpful, we are welcoming and gracious hosts as well; making the guest feel like the most valued customer at The Office.

THE OFFICE GUEST PHILOSOPHY

Our guest philosophy focuses on a passion for pleasing and winning one guest at a time. Our success can only be built by creating strong guest

relationships over time, with each and every visit. Therefore, flawless execution of our philosophies is ultimately the key to our success.

And how do we do this? We succeed by exceeding guest expectations all the time, every time, with each visit. We need to be memorable and we need to take every small courtesy to the next level. If a guest asks where the washroom is, we don't just point them in the direction, we walk them to the door. Just as our cutlery is polished and our dishes are garnished, our service must have that special extra touch as well. In the end, it's simply the recipe for success.

THE OFFICE ATMOSPHERE PHILOSOPHY

It's important to set the mood in the room. Even the greatest dishes, if served in a cafeteria, lack their luster. We need to keep a solid atmosphere in order to truly provide an exceptional guest experience. The lounge vibe, the music and entertainment, the lighting, the décor, and even the colour scheme play a crucial role in creating the atmosphere. We want to be trendy but classy, modern yet sophisticated, a place to relax for the night and simply enjoy the energy of the room.

THE OFFICE HOUSE POLICIES

Hours of Operation

**Monday – Friday 11:00 AM to late night
Saturday + Sunday 4:00 PM to late night
Closed Statutory Holidays (If falling on the Monday)**

Dress Code

It's important to remember that we are in the service industry and therefore cleanliness and hygiene are crucial. In other words, hair back or out of your face, facial hair trimmed, fingernails clean, and odor controlled. Your clothes must also be cleaned and pressed, as well as functional for work.

Servers, Hosts, Bartenders

We don't have a specific uniform and so the dress code can vary. However, here at "The Office", we like to incorporate an "office" theme into our work attire. The colour scheme is black and white. Whether that

means black pants with a white top or vice versa, colour is only acceptable as an “office accessory like a tie or suspenders, etc, etc. Shoes however must be black leather, comfortable shoes that you can work in. Also key service tools are required so remember to bring pens, notepads, your squirrel card and a wine opener; simply consider it part of the dress code.

2. Phone Etiquette

Remember, first impressions are everything so when answering the phone we ask that you answer a ringing telephone politely and with a professional demeanor.

Example: “Good morning/afternoon/evening, The Office Lounge
_____ speaking.

Always speak with a polite and professional voice and answer the phone with a smile. Be mindful of the fact that other guests can observe your face and body language. Also remember that our guests are listening ~ therefore positive and caring conduct is important. Many times a phone conversation may be the first impression the guest will have of the restaurant – remain as polite and as helpful as possible. Ensure that messages are properly taken and that the appropriate person receives them.

Phones are for business use only! So please ask your friends not to call you at work, unless an emergency. During a break you may use the phone, for whatever reason it may be. In addition, employee and manager home phone numbers are not to be given out to non-employees for any reason.

3. Reservations

Sometimes you’re not directly beside the reservation book. Writing reservations down on slips of paper to be inserted later is the number one way to lose reservations. It’s also the number one way to eliminate any credibility we may have with the guest. If we lose their reservation, we lose their trust in us as professionals. Always endure to write down reservations in the reservation book – every time.

Also, write down everything we may need to know. Are their minors in the party? Are they having dinner, or just drinks? Would they like to be seated in the dining room or the lounge? Is it their first time here? Etc.

This will give us a better idea how to accommodate the party. If it happens to be a large reservation of 8 or more people, you must obtain manager approval.

4. Employee Information

Any changes to your personal information such as: home or cell phone numbers and address should be given directly to a manager. E-mail is the best method of communication for employee record changes.

5. Parking

At no time are The Office employees allowed to park in the hotel parking lot. It is for hotel guests only. Meter parking is available on the street during the day (it's free after 6:00PM) and there is a Robbins parking lot just a short distance from the restaurant behind the Capitol 6. Cook Street also has two-hour street parking if you happen to be on a split shift during the day.

6. Visitors

Only employees and authorized people are allowed in the kitchen, office or employee area. Personal visits are encouraged but those people are also expected to be patrons of the restaurant. It's not cool to have your significant other hang out at the bar waiting for you to get off work; and, at no time are friends/significant others to remain in the lounge after close. You can meet them afterwards; you are not to lock up while your friends are still in the building. To sum it up, it's important we stay professional. This is a place of business, not just a personal hang out spot.

On a more positive note, we like that everyone hangs out here. There just needs to be a line.

7. Staff Info Board/ Area/ Table/ Food

The bulletin board is a great way to communicate to all team members. In addition, the feature board and objective board offer critical information for you and your guest. We ask that you read it thoroughly and make sure that you understand what is on it. Things like: the features, fresh out items (86'd), daily soup, drink specials, and objectives are some of the important items you need to know for your guests.

The staff area is located behind the kitchen in the locker area. Team members are not permitted to leave personal belongings on the expo line; the expo line is not the staff area. At no time whatsoever are alcoholic beverages allowed in the staff area. In addition, the office area is for management use only and under no circumstances are team members permitted to enter without permission.

***Note - Please remember to take all personal belongings home; we are not responsible for damage, theft or loss of those items.**

There is no designated staff table in the restaurant. If you come in early and wish to eat before your shift, we ask that you behave as a regular guest. This means that you sit at a table or the bar and be served as a guest would. Please do not go behind the bar to get your own drink if you are not working and please do not eat on the expo line.

All employees are entitled to a 40% discount before and after their shift. However, you only get one 40% discount a day meaning if you wish to take-out food after your shift, a 15% discount will be applied to your bill. If you wish to dine in the restaurant with family and friends on your day off, you will receive a 15% discount on your entire bill – food only!!!

While working, beverages such as pop, regular-brew coffee and teas are complimentary for all partners. This does not include juice, milk, redbull, virgin cocktails, or espresso drinks.

8. Shift Changes

Under no circumstance are shift changes to be made without the approval of management. We ask that you give at least a day or more notice so that this change can be covered and dealt with properly. If you are sick, or going to be late, you must then speak to the manager directly. Leaving a message on the answering machine is not sufficient. If you are unable to make an open shift you must find someone to cover your shift and you must contact management.

9. Scheduling & Request Sheet

Schedules will be posted no later than Tuesday for the upcoming week starting Monday. It's important for you to request time off that may

conflict with your schedule, simply assuming you don't usually work that day will likely result in disappointment. As people change their availability or request time off, the schedule changes for other people as well. This is why if you require more than one week off you must allow three weeks written notice to your manager. All requests for time off must go directly into the request book through a manager. Writing your request on the schedule will not guarantee you time off. E-mail communication is the best method for employee time-off requests.

10. Arriving for work

All team members are responsible for knowing their own schedules and are to arrive at work 10-15 minutes prior to their shift. If you are scheduled to work at 6:00 and you arrive at 6:00, you are 15 minutes late and will be signed in for 6:15. The reason is that the 15 minutes allows enough time for you to prepare and organize yourself for your shift. It will also give you time to partake in pre-shift in which the team will taste one of the nightly features.

11. Employee Attitude

At The Office Lounge, we understand personal issues can affect individuals in different ways. If a partner has an issue that has affected them emotionally or mentally we ask that you inform us of the problem and we will be considerate to your needs.

However, we ask that you not bring your personal issues to work. Negativity spreads and it's important that we maintain a positive environment not only for the customer, but for the other team members as well.

If by chance partners are 'hung over', 'not feeling well' or are unable to properly fulfill their duties they will be asked to leave the premises and lose their shift. If this kind of behavior continues then appropriate measures will be taken.

12. Table transfers

Every now and then a manager may cut your section prior to the end of your shift, and sometimes you will still be serving tables. In this case, you have two options:

- ❖ You may choose to finish your tables in which case you will be given an hour to do so. Any time after that is given by you voluntarily.
- ❖ You may plus-over your tables to another server and cash-out. If you choose to cash-out, before leaving, both you and the new server will approach the table together to inform them of your departure and to introduce the new server.

13. Breaks & Smoking

Breaks and smoking can only happen if approved by a manager. Any more than two smoke breaks per shift will qualify as a 15-minute break. We discourage team members from smoking in pairs or groups – this will ensure enough employees are working in order to service our guests. We also ask that you bring your own toiletries for freshening up before going back on the floor, as well as wash your hands.

If you choose to eat while on shift, this will count as a break. It takes time to eat and wash-up and so if you choose to neglect your tables, you also choose to sign-out for those 15 minutes of neglect.

You may take a break while on shift. Simply ask for manager approval at an appropriate time and then it's not a problem. You may go into the atrium of the hotel, the dining room (if not in use), or you may change your clothes and sit at the bar. It's important that if you still have tables, you do not let them see you taking a break.

14. Cash/Sign-out Sheet

The safety of your cash bag is your responsibility...it is up to you to ensure it is secure and dropped in the provided safe.

It is also your responsibility to ensure that you properly sign-out for your shift. At the end of every shift there will be a sign-out sheet for all team members to fill in and initial. You will enter your start time, length of your break (if you had one) and your finish time. It is important to sign out properly as accounting cannot simply look at the schedule. Team members are not finished their shift until a manager cuts them. This means if you work a 5-10 shift, you might get off at 9:00 or 12:00 depending on how busy it is/isn't.

15. Pay Days & Tip Pool

Paydays are every second Thursday and pay cheques will be ready after 4:00PM.

Tips are distributed every Tuesday after 4pm.

We ask that team members do not pick up pay cheques and tips during lunch or dinner service as busy times are not appropriate times to make employee requests.

Server tip-out is 5% of total sales, minus promos and taxes.

Bar tip-out is 1% of total sales, minus promos and taxes.

This tip-out will go to your support staff (hostess, bar, kitchen, and management).

16. Music System

Please be aware of the audience in the room before making a music selection. Lunch times are not appropriate for high-energy trance.

If you are unfamiliar with the music system, please ask for assistance before touching anything.

17. Safety

Any accident should be treated immediately and must be reported to a manager. An accident requiring medical attention and/or time-off work requires that a WCB report be completed. These reports are available in the office. Failure to complete one of these forms could result in the loss or delay of compensation. Be sure that you are familiar with the location of the first aid kit and advise management if supplies are low. Some things to watch out for:

- ❖ Floor awareness is crucial to team members and guest safety. Be alert for debris on the floor, and clean up any foreign objects in sight.**

- ❖ **Never walk away from a spill, broken glass or dishware. Wait while a fellow team member goes for cleaning supplies while you detour others from encountering the spill.**
- ❖ **Be extra careful when handling hot liquids!**
- ❖ **In case of a fire, know the exit doors and the location of fire extinguishers.**
- ❖ **Guests always have the right of way. This is good service, safety and manners.**
- ❖ **Any type of accident must be reported to a manager immediately. Where guests are concerned, always show genuine concern, but never admit liability.**

18. Housekeeping/ Washroom checks/ Sanitation

It is everyone's responsibility to keep the restaurant clean and organized. Always make sure that you are picking up and cleaning areas that need attention. In down times we expect that all team members take initiative to do extra cleaning and maintenance in the restaurant. If you are unsure what needs to be done, first check the to-do list on the board or at the bar, or ask a manager.

Each day there will be specific routines that must be completed before ending your shift. This applies in both the kitchen and on the floor. Please ensure that you are aware of what your duties are and that you have fully completed them before you leave. This will ensure that the restaurant and its surroundings are maintained and cleaned for those 'guest's eyes'.

It is expected that every team member do at least one washroom check per shift. During this time, make sure paper towel, soap, and stalls are stocked for service. Also, make sure to wipe down the counter so as to leave the washroom appearing as if the janitor has just finished cleaning it.

In addition, we are working in a service industry; therefore sanitation is of utmost importance not only for the guest but for you too! We ask that you are food safe and professional with such practices as:

- ❖ **Never eat in the back, then immediately step out on the floor; always check your teeth and odor as well as wash your hands first.**
- ❖ **Never chew gum, toothpicks or straws and never lick your fingers.**
- ❖ **Never pick up a glass from the rim along with utensils, and if so, immediately wash your hands.**
- ❖ **Always wash your hands after using the restroom, or after returning from a food or smoke break.**
- ❖ **Never touch your hair while on the floor, if you do, make sure to wash your hands...if touching your hair is an issue, management may ask you to wear it up.**
- ❖ **Wash your hands after rubbing your eyes, nose, sneezing or coughing.**

19. Drinking and Drugs

At no time before, during or on a split shift is it permissible to consume alcoholic beverages or be under the influence of drugs. This will cause immediate termination. In addition, at no time is it permitted to bring alcoholic beverages on the premises for consumption, regardless of whether you plan on consuming on the premise or not. No outside alcohol is to enter the building at any time for any reason.

Where guests are concerned, standard “Serving it Right” rules apply. Over-service will not be tolerated, regardless of whether they are your friends. In addition, drug use by guests is also prohibited. In our industry, it’s common for people to turn a blind eye. Unfortunately, that won’t fly at The Office Lounge. Our clientele tends to be older and if we allow The Office to become a night club scene, we will lose our older paying guests.

20. Constructive Discipline

Here at The Office, we believe in fair disciplinary procedures. We follow a “write-up” policy in which team members are given three written write-ups, which may lead to suspension or termination of employment. If a

manager is forced to use our write up policy, they will require you to sign the document and discuss corrective action to be taken. These forms will be kept in your employee file.

Conduct that could lead to termination of employment:

- ❖ **Continual violation of policies**
- ❖ **Insubordination**
- ❖ **Frequent tardiness**
- ❖ **Improper respect for customers or fellow partners**
- ❖ **Theft**
- ❖ **Profanity**
- ❖ **Misuse of company documents, recipes or training materials**
- ❖ **Drinking or drug use on shift or in between split shifts (including possession on the premises)**
- ❖ **Knowingly serving alcohol to minors**
- ❖ **Knowingly continuing to serve alcohol to intoxicated guests**
- ❖ **Acts or threats of violence towards team members, guests, or the company**
- ❖ **Questioning a guest concerning a gratuity**
- ❖ **Taking breaks without approval**

21. Sexual Harassment & Racism

Sexual harassment and racism is a far reaching problem in the work place. Unfortunately, it is a very real problem that every business is faced with. The difficult thing with sexual harassment is that every individual has his/her own definition of what it is. For this reason it is not uncommon for the aggressor to initiate harassment without even realizing it. If any staff

member feels as though they are being harassed in any way shape or form, we encourage that they will report it immediately. Our policy on this is simple – It is NOT allowed!!!! One warning may be given, depending on the circumstances; any repeat actions will be cause for immediate dismissal.

In addition, racism will not be tolerated in any way where it poses potential embarrassment or hurting of feelings to individuals.

22. Complaints and Guest Satisfaction

The Office takes all complaints very seriously. When a problem arises, it is our responsibility to fix it. Whether it is a drink made wrong or something undercooked – always inform managers. *Management needs to be aware of all problems big and small.* When management is aware we can ensure, as a team, the guest will be taken care of. Never blame problems on other team members – it just makes you look unprofessional.

In addition, remember that you are on stage and that your demeanor reflects on the impression the guests will have of the restaurant and the dining experience. Your physical actions coupled with verbal content and volume should be conducted in a professional manner at all times.

23. Serving it right

Everyone must have their ‘Serving it Right’ in order to work on the floor at The Office.

24. General Information

The lost and found area is located in the hostess stand. Credit cards are kept in the bar till and cannot be returned without valid ID. Credit cards not claimed within 30 days will be cut up and disposed of; items not claimed in 30 days will be donated to charity.

Gift cards for The Office can be purchased for any denomination. Please inform management of a guest’s intent to purchase and management will gather the appropriate materials.

For The Office promotional materials such as pint glasses, guests may purchase them for \$8.25. There is a button is squirrel that will allow you to add this purchase to the guests' tab.

Staff relationships are at your own discretion and are not the business of management. However, if the relationship begins to interfere with work, management will step in.

Off duty conduct is a topic that only you can determine. Remember that at work you are on stage, and our guests have their eyes on you. So we ask that you uphold a certain level of professionalism outside of work and in your every day activities.

25. Sometimes it just doesn't work!!!!

Sometimes events take place or things in life take a turn, and it just doesn't work out. For the time you are with us, we were glad to have had you on board and wish you all the best in your future endeavors. You are a special person to us – we wouldn't have hired you if we didn't think so!!! You were part of a team working towards mutual goals, and will always be welcome as a customer. We hope that you are left with an impression that The Office was a learning experience, fair employer and a fun place to work.

If you are leaving, we appreciate two weeks written notice. We are regularly contacted for job references on former employees. Reference letters are issued upon request and at the discretion of management. When receiving your final pay cheque, we require your uniform returned washed and intact. In addition, we ask that you ensure that your personal records are up to date so that your income tax documents can be processed effectively for you.

26. And finally, thank-you!

Thank you for your patience in getting through this orientation manual. We know they can be tedious but not without good intentions. We hope this will be a fantastic, dynamic experience for you and we can't wait for the team building to begin! Welcome, once again, to The Office Restaurant & Lounge. Now the training can begin so let's get into it!

TRAINING OUTLINE

When beginning your employment at The Office, we ask that you go through the basic training outline:

- ❖ Day 1: Expo training: on this day you will run food, wipe plates, ensure plates are not missing anything, as well as add anything extra like ketchup or a steak knife. You will also get a chance to see all the food coming off the line so you know what to look for when you finally get to serve!**

- ❖ Day 2: Hostess training: on this day you will work the door, learning reservation and seating procedures so that you may better understand the organization of the room.**

- ❖ Day 3: Bar training: on this day you will work with the bartender as the bar back. This way you will learn the fundamentals of the bar, as well as the importance of policies enforced for the bar. You will also learn where we keep extra stock and at what levels these extra materials should be stocked.**

- ❖ Day 4: Server training: on this day you will shadow a server until you feel comfortable doing it yourself. At this point, the server will shadow you and evaluate you in a constructive manner to ensure you understand our policies and service standards.**

- ❖ Day 5: Menu testing: on this day you will be tested on our food + drink menus, our wine list, and our house policies. This knowledge will prepare you for your first day of solo serving so use your training days wisely and learn everything you can about the restaurant! Knowledge is the best tool to promote the business, increase your guest check average, and put more money in your pocket.**

Hostess Show Me Training

Team Member: _____

Date: _____

Trainer: _____

- ❖ **Foodsafe – wash hands**
- ❖ **Hello ALL team members, FOH & BOH**
- ❖ **Know who is on shift, start times & section assignments**
- ❖ **Ensure Hostess stand tidy and setup, pencils and dry erase marker**
- ❖ **Know features, food, drinks, freshouts, and reservations booked**
- ❖ **Greeting, not behind counter, eye contact, smile, body language, personalized welcome. You only have one chance to make a first impression.**
- ❖ **Customer eyes on stage - calm, cool and collected**
- ❖ **Seating, select best seats, let guest choose in slower times**
- ❖ **Hand menus to guests, don't drop on table**
- ❖ **Identify first-time guests...manager must be informed of any first time guests**
- ❖ **Mention server name, and highlight feature sheet**
- ❖ **Mention soup at lunch and drink specials at dinner, as well as special entertainment we've lined up.**
- ❖ **Remove extra cutlery, plates and glasses**
- ❖ **Weekends, Mother's Day, Valentine's Day – awareness of bookings – ensure to tell guests we are closed on holidays**
- ❖ **Pre-orders, cake charge and special requests**
- ❖ **Handling line-ups**
- ❖ **Taking messages, management and staff, guest phone calls**
- ❖ **Lost and Found – valuables and credit cards**
- ❖ **Hours of operation, last seating times**
- ❖ **Credit cards, travelers cheques**
- ❖ **US exchange rate –will be posted**
- ❖ **Coupons, discounts**
- ❖ **GC sales and redemption, promo GC's**
- ❖ **Resume receiving and grading**
- ❖ **Directions to restaurant, address, and phone number**
- ❖ **Complaint handling – notify servers and managers**
- ❖ **Bar seating and party transfers**
- ❖ **Hellos and Goodbyes**
- ❖ **Wheelchair access**
- ❖ **Dining room vs. lounge (Food Primary vs. Liquor Primary)**

- ❖ **Floor awareness and downtime productivity**
- ❖ **Communication – behind, corner, walk to right and ‘may I speak’**
- ❖ **Section changes**
- ❖ **Drink orders**
- ❖ **Table maintenance**

Expo Show Me Training

Team Member: _____ **Date:** _____

Trainer: _____

- ❖ **Review Job Description**
- ❖ **Hello ALL team members, FOH & BOH**
- ❖ **Know who is on shift, start times & section assignments**
- ❖ **Know features, food, drinks, freshouts, reservations booked**
- ❖ **Customer eyes on stage calm, cool and relaxed**
- ❖ **Set up expo area, plates, spoons, steak knives, ketchup, garnishes**
- ❖ **Clean spoons, set side plates w/napkins, and have hot cloths and wipe cloths available**
- ❖ **Communication to chef, kitchen may I speak**
- ❖ **Importance of assertiveness**
- ❖ **Wipe all plates, use tongs w/ proteins, soup garnish, ketchup on plate**
- ❖ **Importance of allergies and cross contamination**
- ❖ **Ketchup w/fries, knives with pizza or steak, spoons with spaghetti and soup**
- ❖ **Steak, fish, chicken, longest bills first**
- ❖ **Calling for runners, table number first, position 1 next etc**
- ❖ **Food problems, returns, re-plates, be discrete**
- ❖ **Communication, behind, corner, walk to the right and 'may I speak'**
- ❖ **Door Awareness**
- ❖ **Downtime productivity**
- ❖ **Passing of bills**
- ❖ **86's items, informing servers, communicating with manager**

Bartender Show Me Training

Team Member: _____ **Date:** _____

Trainer: _____

- ❖ **Foodsafe – wash hands**
- ❖ **Hello ALL team members, FOH & BOH**
- ❖ **Know who is on shift, start times & section assignments**
- ❖ **Know features, food, drinks, freshouts, reservations booked**
- ❖ **Customer eyes on stage -calm, cool and collected**
- ❖ **Product review**
- ❖ **Set-up of bar and dishwasher**
- ❖ **Following recipes, sangria recipe**
- ❖ **Espresso machine use, difference between latte, cappuccino and americanos**
- ❖ **Making Martini's, cocktails**
- ❖ **Port, sherry, shooters, special coffees, cognacs**
- ❖ **Wine list**
- ❖ **Garnishes, stocking, and par levels**

Server Show Me Training

Team Member: _____

Date: _____

Trainer: _____

- ❖ **Foodsafe – wash hands**
- ❖ **Hello ALL team members, FOH & BOH**
- ❖ **Know who is on shift, start times & section assignments**
- ❖ **Know features, food, drinks, freshouts, and reservations booked**
- ❖ **Customer eyes on stage - calm, cool and collected**
- ❖ **Table set up, cutlery, napkins, wine glasses, salt & pepper, candles and drink menus**
- ❖ **How to clear, tray use, seat and table wiping - food safe**
- ❖ **Napkin folding and rollups, no dumping, cloth locations**
- ❖ **Bus station set up, side plates, cutlery, glassware, napkins, water jugs, coffee**
- ❖ **Polishing cutlery & glassware**
- ❖ **Plate clears, ALWAYS ASK, from right, ladies first, oldest to youngest**
- ❖ **Guest communication – hellos and goodbyes**
- ❖ **Server Communication - quality check and problems**
- ❖ **Complaint handling – notify manager**
- ❖ **Take out containers and leftovers**
- ❖ **Breakage, safety, spills and cost**
- ❖ **Door and floor awareness**
- ❖ **Kitchen communication – through expo, or ‘may I speak?’**
- ❖ **Communication – behind, corner, walk to right, ‘may I speak?’**
- ❖ **Downtime productivity**
- ❖ **Socializing – appropriate times and conversations**
- ❖ **Signing out, shift duties**

The Office and Ten Steps to Service

In the service industry, there are certain standards we feel are integral components to the guests' overall experience. Because service styles come from within, it is your character and personality that determine your service style. However, we are in the service industry and so the following standards are what we expect from you as a server:

1. THE GREETING – YOUR TIME TO SHINE

- ❖ **We believe that immediate recognition is crucial, never ignore a guest even when you are busy. A simple acknowledgment will make them feel noticed and not forgotten. We encourage that all tables are greeted within 30-45 seconds after they are seated.**
- ❖ **Once you have approached the table this is where the relationship starts, and it is NOW that determines the guest's first impression.**
- ❖ **Ensure that you have read your guest before determining how you will open with your introduction. It is essential to understand and determine their needs right away!**

2. SHARE INFORMATION – YOUR TIME TO SHINE!

- ❖ **While the guests are settling in, this is your time to highlight the feature sheet, reveal items we may be sold out of, or offer personal recommendations.**
- ❖ **Now offer a beverage to your guest(s), preferably one that is featured that day.**

3. DELIVER DRINKS

- ❖ **We encourage that all drink orders arrive at the table within a 3 minute time frame. Remember that guests' are more relaxed once they have a drink in front of them.**
- ❖ **Always serve from the right side (ladies first), offer to pour all bottled beer, wine and cider – leave the glasses three-quarters full and put the bottle on the table facing the guest.**
- ❖ **Now that the drink is on the table, setting the tone for the rest of the night is eminent. Feel your customers out – are they here for drinks and a good time, are they celebrating, or are they in for a short period.**
- ❖ **At this point ask your guests if they have any questions regarding the menu or features. If they are not ready, suggest a starter – crispy aquid, slider trio, etc. while they are deciding. Ask them if they would like water...'If you like water, I can offer you regular**

water or, if you prefer the bottled variety we carry San Pellegrino and Aqua Panna. A very non-confrontational way of selling water.

4. TAKE THE FOOD ORDER – YOUR TIME TO SHINE

- ❖ Always start with the ladies first from eldest to youngest, then the men in same order and finish with the host (if apparent).
- ❖ **WRITE DOWN** all orders! This is very important with regards to follow-ups or mistakes and position numbers. This also creates a more personalized and relaxed moment while the order is being taken.
- ❖ This is also the time to show your skills and knowledge by suggesting an appetizer to start and wine recommendation with their meals.

5. DELIVER APPY

- ❖ Warn guests of hot plates and name items when you are putting them down.
- ❖ Items should be placed at the correct position number and the protein facing the customer who ordered it
- ❖ Checking the drinks is an ongoing duty, and is also a great way to upsell.
- ❖ Always sell another drink when the glass is 25% full – **AND NEVER** pick up a glass from around the rim.

6. QUALITY CHECKS AND TABLE MAINTENANCE

- ❖ These are extremely important to carry out with both the food and beverages.
- ❖ Make sure that the QC comes at a time where the guest has had enough time to taste the food or drink – essentially ¼ of the way through the meal
- ❖ These checks are done this early to ensure us time to readily and immediately prepare something else if required
- ❖ **ALWAYS** be specific when doing QC's (Example – How are you enjoying your sablefish?)
- ❖ Anything that is finished must go!!! A clean table is essential, and it reinforces the passion we have for professionalism – remember a guest will remember the little things that mean A LOT!
- ❖ Leave wine glasses, unused cutlery and anything else not being used, clear items only after parties have finished, and always ask if you may remove the plates and excuse yourself if you have to reach across a guest. Never say 'are you done with that' or 'do you want me to clear that'. Always use the term 'have you...' or 'may I...'.

- ❖ Unless the guest has made it very apparent that they would like their plate removed, always wait until all parties have finished before clearing the table, starting with ladies first.

7. BRING ENTREES

- ❖ Ensure the table is ready for the entrees to arrive (ie. Full wines glasses, water, steak knives etc).
- ❖ Always place the food down according to seat numbers.
- ❖ Warn guests of hot plates, and ensure presentation side is facing the guest.
- ❖ At the appropriate time follow up with a quality check as detailed above (part 5).... check the drinks/wine...is another needed?
- ❖ When QC'ing make sure that you get responses from everyone and be specific.
- ❖ Read their needs before they ask.

8. CLEAR EVERYTHING!

- ❖ Wait until everyone is finished before clearing the plates, unless asked to or is made obvious, starting with the ladies first.
- ❖ Remove all side plates and other tableware, cutlery, garbage/wrappers, etc.
- ❖ If any food is left, ask if they would like it wrapped.

9. DESSERT TIME

- ❖ Never ask the guest if they want desserts, assume that that is what they are there for.
- ❖ Automatically bring the dessert menu out and romance any feature dessert or special coffee.
- ❖ When taking the dessert order follow the same guideline as above.
- ❖ Suggestive sell with cappuccino's, lattes and special coffees.
- ❖ Deliver the dessert in the same manner as other food items.

10. BILLING – YOUR TIME TO SHINE!

- ❖ Print the bill and sign it with legible writing.
- ❖ Place in the billfold with a customer feedback card (if utilized) or any other items that may be handed out.
- ❖ Place the bill on the table in a manner that you will be able to determine if it have been dealt with.
- ❖ If it is not apparent who is paying, place the bill in the center edge area of the table.

- ❖ At this point your job is still not done, nothing is worse than having a great dining experience and then having to wait fifteen minutes for your payment to be processed, therefore be alert and aware of ALL billed tables.
- ❖ If a credit card has been authorized hand the billfold back and personalize the thank you (Thank you Mrs. Smith have a wonderful evening).
- ❖ Once the customer has finished their dining experience it is now your opportunity to sell the next visit (i.e. – Movie Monday, Nightly entertainment schedule, etc.)
- ❖ Tell them that you enjoyed serving them and would love to have them back and if they do come, by all means, ask for yourself.
- ❖ In the end, you're enhancing the guest experience, casting the business in a positive light and increasing your guest check...therefore increasing your tip. More money for the restaurant means more money for you.

NOW THAT YOU KNOW SERVICE STANDARDS, NOW KNOW YOUR CUSTOMER!

I AM YOUR CUSTOMER

You often accuse me of carrying a chip on my shoulder... but I suspect that this is because you don't entirely understand me. Isn't it normal to expect satisfaction for one's money spent?

Ignore my wants and I will simply cease to exist. Satisfy those wants and I will become increasingly loyal. Add to this satisfaction any little extra personal attention and friendly touches you can dream up – I will become a walking advertisement for your restaurant.

When I criticize your food or service – which I will certainly do whenever I am displeased to anyone who will listen to me – take heed. I am not dreaming up displeasure. The source of it lies in something you have failed to do to make my eating experience as enjoyable as I had anticipated. You must find that source and eliminate it or you will lose me and my friends as well.

I insist on the right to dine leisurely or eat in haste according to my mood, schedule, or other circumstance. I refuse to be rushed and I abhor waiting. This is an important privilege that my money buys from you. If I

am not spending big money with you this particular time, just remember that if you treat me right I will be back later with a larger appetite and more money to spend... and probably with a number of my friends.

I am more sophisticated these days than I was just a few years ago. I've grown more accustomed to better things, and my needs are more complex. I'm perfectly willing to spend... but I insist on quality to match your prices.

I am, above all, a human being. I'm sensitive – especially when I'm spending money. I can't stand being snubbed, ignored or looked down upon. I'm proud. My ego needs the nourishment of a friendly personal greeting from you. It's important to me that you recognize my own importance to you and you appreciate my business.

Of course, I'm a bit of a showoff too, but don't condemn me for that because you are probably a little hammy at times yourself. Just smile and indulge my whims as best you can. Remember that while you are feeding me in the literal sense, my money is figuratively feeding you.

Whatever my personal habits may be, you can be sure of this; I'm a real nut on cleanliness in restaurants. Where food is concerned, I demand the strictest measures. I want my meals handled and served by the neatest of people in sparkling surroundings. If I detect such sign of carelessness as dirty fingernails, messy hair, soiled towels and aprons, you won't see me again.

I am your customer now, but you must prove to me again and again that I have made a wise choice in selecting your restaurant over others. And you must also convince me repeatedly that being a restaurant customer is a desirable thing in the first place.

I can, after all, eat at home. But you must provide something extra in food and service... something superior enough to beckon me away from my own table and draw me to yours.

LASTLY, KNOW THE RESTAURANT!

Following is a floor plan with table numbers and sections written in. Ensure you know table numbers as well as the seat numbers that correspond. Remember that seat #1 is always the first seat on the left coming from the kitchen. There's nothing worse than auctioning off food and looking incompetent so show your competency and prove your knowledgeable about your product. The first step is to know the lay-out of the restaurant. Good luck with all your training at The Office and welcome to the team! We are so excited to have you join us...we would not have chosen you if we thought you couldn't do it. Our service standards are high, but it makes for a more positive experience overall. Thanks for coming aboard and now...have some fun!

theoffice [restaurant+lounge]

House Policies Test

Date: _____

Name: _____

TOTAL TEST SCORE:

/41 POINTS

What is our address and phone number?

/1

What is the mission statement at The Office?

/1

What are our values at The Office?

/4

Describe the Guest Philosophy

/1

What are the hours of operation at The Office? Including holiday hours, lunch service, when dinner menu starts, and when the kitchen closes.

/6

Briefly describe the front of house dress code?

/1

What is The Office policy on taking reservations? Include all questions you must ask.

/5

Describe the parking policies for both staff and guests.

/2

If you work at 6:00 pm what time should you be ready to start work?

/1

Who can make adjustments to the music system?

/1

What is the sign in and sign out procedure?

/ 1

What is the procedure for taking breaks or going for a smoke?

/1

What is the policy for drugs and alcohol in regards to employees?

/1

What is the policy for drugs and alcohol in regards to customers?

/4

What is the procedure for guest complaints?

/1

What information do you have to know off the staff info board before starting your shift? List out all the items.

/10

Section 5:

Any promotional material you may have used for your business, if any.

NOTE: The only promotional material that can be included in these records are the tent cards that go on all of the tables. The only other promotional item used on March 31, 2012 was a sandwich board placed at the door. It stated the following specials:

- *Lighthouse Draft \$4.50
- *Jose Cuervo \$4.50
- *Staff pick wines \$6/gls
- *Xanthic Blue live @ 9pm

theoffice [restaurant+lounge]

monday:

MONDAY MOVIE NIGHT \$27
PREMIUM WINES \$5 OFF / BTL
OK SPRINGS 1516 \$4.5 SAPPORO \$6

tuesday:

CHEAP TUESDAYS
PIZZA + BEER \$15
OFFICE 2oz COCKTAILS + MARTINIS \$6.5

wednesday:

SKYLA J. + THE VIBES @ 8:30PM
DRIFTWOOD DRAFT SLV \$4.5
WINE² + APPY² \$30

thursday:

LIVE BAND @ 8:30PM
HIGHBALLS \$4 ~ DOUBLES \$6.5
FREE APPY @ HAPPY HOUR 4 - 6 PM

friday:

BEATS, BASS+VOICE @ 9PM
BIG ROCK DRAFT SLV \$4.5
\$5 BUCK APPY~ CHEF'S CHOICE

saturday:

LIVE DJ @ 9PM
LIGHTHOUSE DRAFT VARIETIES \$4.5
JOSE CUERVO \$4.5

sunday:

SUNDAY MOVIE NIGHT \$27
OFFICE CAESAR'S + MIMOSA'S \$6.5
BOTTLED BEER + CLAM \$4.5

Section 6:

Staff statements of any interactions with the party in question.

NOTE: Statement from the server, hostess and myself (General Manager) included in this section. No one else had any interaction with the group but if further statements are required from any of the employees working, I'm happy to supply. Everyone was aware of the events and can make a statement to that effect, however, any statements from other employees would essentially be hearsay as the information came from one of the employees whose statements are included in this section.

Wednesday April 4, 2012

To Whom It May Concern:

This is a statement pertaining to the events on Saturday March 31, 2012 at The Office Lounge located at 759 Yates Street in Victoria BC.

During the night in question, a reservation showed up at The Office Lounge for a birthday party in which two minors were in the party. We were informed before the reservation arrived that they may in fact have minors in their party. The reservation was for 15 people at the time and we had a food primary area in which we could seat them. Therefore we took the reservation.

When the party arrived, 25 people showed up for the party. We ID'd everyone in the party and the hostess discovered there were two girls who were 18 years of age. She informed me the party with the minors had arrived and it was too big to fit in Upper VIP. It was a slow night at the restaurant and no one was using the lower section of the VIP lounge (formally food primary and now recently, liquor primary). The food primary space we provided was not enough room for the group as its maximum capacity is 18 people. I made the decision to shut down the VIP side of the bar and close it off for the party in order to keep the reservation. We moved the party to a table large enough for everyone to sit down and informed the group they had to remain in the private area. We showed them to the bathrooms which are separate from the lounge and provided them with a server so that they would not enter the main bar. The server was aware there were two minors in the party and did not serve them any alcohol. When the liquor inspector arrived the minors were asked to leave the party. The decision to move the party was mine and mine alone. I did so purely for customer service reasons and at no time was there any concern for public safety. I accept full responsibility for the minor's violation that occurred at The Office Lounge on the evening of Saturday March 31, 2012.

Sincerely,



Shelbey Gramlich
General Manager
The Office Lounge

P: 250.590.5253

F: 250.590.5263

C: s.22

E: sgramlich@theofficelounge.ca

Statement regarding Saturday March 31, 2012
minors violation.

A group came in and it was too large for upper
VIP. So the General manager told staff to move
them into lower VIP and close it down to the rest
of the lounge.

04/04/2012

To whom it may concern:

On the evening of Saturday March 31st I had a reservation for a group celebrating a birthday that I was to serve. I was aware of the 2 minors present and assure the only beverages consumed were waters. The party grew too big to be seated in upper VIP so my GM told me to move the party into lower VIP making it a private party and closed down to the rest of the lounge.

s.22

04/04/2012.



Ministry of Public Safety
and Solicitor General

Liquor Control and
Licensing Branch

FILE COPY

Notice to Provide Records

This requirement to provide records is a time sensitive document.

Date: April 2, 2012

Liquor Express on Yates Ltd.
Dalton Hotel & Suites (The Office Lounge)
c/o John Lioudakis
759 Yates Street
Victoria, BC V8W 1L6

Dear Licensee:

Re: LP #044231.

Pursuant to section 73 (1) (a) of the *Liquor Control and Licensing Act* (the Act) (attached) the general manager or her designate may require the licensee to produce any prescribed document relating to the operation of the business licensed under the Act.

Section 34 of the *Liquor Control and Licensing Regulation* (the Regulation) (attached) sets out the prescribed documents.

I am a designate of the general manager and I am requiring you to provide records as set out in the table below by 4:30 p.m. on **Tuesday, April 10th, 2012.**

	Record required	Scope
1.	All liquor sales records.	The evening of March 31-April 1, 2012
2.	Sales records for the party in question, seated in the southeast corner of the Liquor Primary at 10:00pm, including the two Minors identified to the manager by the Liquor Inspector. Noted separately from all sales records (item 1 above).	The evening of March 31-April 1, 2012

Notice to Provide Records

3.	All employee records including name, addresses, salaries, primary job responsibilities, shift schedules and dates of employment ¹ .	The evening of March 31-April 1, 2012
4.	Any in-house policies related to minors and liquor service in your establishment.	The evening of March 31-April 1, 2012
5.	Any promotional material that you may have used for your business, if any.	The evening of March 31-April 1, 2012
6.	Any staff training certifications or records, including Serving it Right or BC Security Programs.	The evening of March 31-April 1, 2012
7.	Any meeting minutes or signed documentation by staff (eg., code of conduct, employment agreement) related to in-house policies or staff responsibilities.	The evening of March 31-April 1, 2012
8.	Staff statements of any interactions with the party in question.	The evening of March 31-April 1, 2012

Failure to provide all the records required by the date set out above may be considered a breach of section 73 (1) (a) of the Act. Item 31 of Schedule 4 of the Regulation prescribes a 10 to 15 day suspension and or a \$7500 to \$10,000 monetary penalty for a first contravention of section 73 (1) (a) of the Act.

Please direct all the required records to Brad McRobert, Liquor Inspector at:

Regular mail:

PO Box 9292 Stn Prov Govt
Victoria, BC V8W 9J8

Courier:

4th Floor, 3350 Douglas Street
Victoria, BC V8Z 3L1

Email: brad.mcrobert@gov.bc.ca

Fax: (250) 952-7059

Pursuant to section 64 of the Liquor Control and Licensing Regulation, a contravention notice may be issued where all the required documents are not provided by the above date.

If you have any questions or if you require additional time to satisfy the requirements above, you may contact me at (250) 952 5745 or by email at the email address listed above. Requests for additional time to satisfy this request are not automatic and will be considered by the Branch on a case-by-case basis.

¹ The *Employment Standards Act* requires employers to keep certain employment records. These records must be kept in English at the employer's principal place of business in British Columbia for two years after the employee's employment ends.

Yours truly,

Brad McRobert
Liquor Inspector 093
Special Provincial Constable
Liquor Control and Licensing Branch

cc. Regional Manager
Copy 1 (registered mail to address of corporate Licensee)
Copy 2 (registered e-mail to address of corporate Licensee)

Attachments: Liquor Control and Licensing Act section 73 (1) (a)
 Liquor Control and Licensing Regulation section 34

Liquor Control and Licensing Act Section 73 (1) (a)

Power to retain documents and inspect books and premises

73 (1) To obtain information respecting the administration or enforcement of this Act or the regulations, the general manager, a person designated by the general manager or a person within a class of persons that is designated by the general manager may

- (a) require the licensee to produce any prescribed document relating to the operation of the business licensed under this Act,

Liquor Control and Licensing Regulation Section 34

Production of records

34 For the purposes of section 73 (1) of the Act, the following documents are prescribed in relation to a licensee:

- (a) liquor purchase records;
- (b) liquor sales records;
- (c) liquor disposal records;
- (d) food sales records;
- (e) sales records respecting other merchandise or services provided by the licensee that are incidental to the business of the licensed establishment;
- (f) agreements and contracts between the licensee and a liquor manufacturer or its agent or representative;
- (g) invoices and purchase receipts for all equipment and other inventory used in the operation of the licensed establishment;
- (h) lease and management contracts related to the licensed establishment;
- (i) employee records including names, addresses, salaries, primary job responsibilities, shift schedules and dates of employment;
- (j) records of any incidents or events that occurred in or adjacent to the licensed establishment;
- (k) records of court orders and judgments against a licensee respecting the sale, service or manufacture of liquor;
- (l) records of the quantity and price of liquor servings.

FILE COPY

No. B 009376

BRITISH
COLUMBIALiquor Control and Licensing Act
and Regulation 244/2002**CONTRAVENTION NOTICE**Liquor Control and Licensing Branch,
Ministry of Public Safety and Solicitor General

Establishment name: Dalton Hotel & Suites (Office)
 Establishment address: 754 Yates Street
Victoria BC V8W 1L6
 Licensee name: Liquor Express on Yates Ltd.
 Licence #: 044231 Date CN issued: 04/02/12
MM/DD/YY
 Date and time of alleged contravention(s): 03/31/12 21:50-22:10
MM/DD/YY 00:00

On the date noted above, the following alleged contravention(s) of the
 Liquor Control and Licensing Act or regulation were identified:

	Contravention	Section	
1	W/uar in premises	35	<input checked="" type="checkbox"/> Act <input type="checkbox"/> Reg
2	W/uar in premises	35	<input type="checkbox"/> Act <input type="checkbox"/> Reg
3	W/uar in premises	35	<input type="checkbox"/> Act <input type="checkbox"/> Reg
4	W/uar in premises	35	<input type="checkbox"/> Act <input type="checkbox"/> Reg

Details: ID check of two young females.
Both in Liquor Primary, both 18
years old incl. one with BCDL.
Said had been in LP ~1 hr. ID'd earlier

Inspector name: B. McRobert Badge #: 093
 Telephone: 250 952 5745 LPC #: NA

Management acknowledgement (name and title):
Sent via registered mail.

The general manager may proceed with enforcement action on the basis of this
 contravention notice. The licensee will generally be notified within 45 days if
 enforcement action is proposed.

No. B 009376

BRITISH
COLUMBIALiquor Control and Licensing Act
and Regulation 244/2002**CONTRAVENTION NOTICE**Liquor Control and Licensing Branch,
Ministry of Public Safety and Solicitor General

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2	W/uar in premises	35	<input type="checkbox"/> Act <input type="checkbox"/> Reg
3	W/uar in premises	35	<input type="checkbox"/> Act <input type="checkbox"/> Reg
4	W/uar in premises	35	<input type="checkbox"/> Act <input type="checkbox"/> Reg

Details: ID check of two young females.
Both in Liquor Primary, both 18
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Inspector name: B. McRobert Badge #: 093
 Telephone: 250 952 5745 LPC #: NA

Management acknowledgement (name and title):
Sent via registered mail.

The general manager may proceed with enforcement action on the basis of this
 contravention notice. The licensee will generally be notified within 45 days if
 enforcement action is proposed.



The Best Place on Earth

FILE COPY

April 2, 2012

Liquor Express on Yates Ltd.
Dalton Hotel & Suites (The Office Lounge)
c/o John Lioudakis
759 Yates Street
Victoria, BC V8W 1L6

Contravention Notice: Minor in premises

Please find attached Contravention Notice #B009376. During an inspection of your establishment on March 31, 2012 a LCLB Liquor Inspector located two minors inside your Liquor Primary establishment. Subsequent interviews of the minors and staff indicated that they had been required to produce ID earlier in the evening and were seated in a nearby Food Primary area. They were later permitted to move into the Liquor Primary establishment by staff.

The Branch considers the presence of minors in Liquor Primary establishments and the potential for minors to access liquor is a significant public safety concern. In accordance with Section 35 of the *Liquor Control and Licensing Act*, a requirement of your Liquor Primary Liquor Licence is to ensure that patrons entering and remaining in this establishment are 19 years of age or older.

This Contravention Notice is for your information. It will form part of your permanent compliance history and operating record. This file is currently under review by the Liquor Control and Licensing Branch to determine whether enforcement action may be taken at a later date. Consequences of enforcement action include the possibility of a monetary penalty and/or liquor licence suspension.

A separate formal request for documentation will accompany this Contravention Notice and letter. In the meantime, encourage you to review age verification requirements with the staff in both your Liquor Primary and Food Primary licensed areas.

Please feel free to contact myself at the number below for more information.

Brad McRobert
Liquor Inspector 093
Special Provincial Constable

Liquor Control and
Licensing Branch

Mailing Address:
PO Box 9292
Stn Prov Gov't
Victoria, BC V8W 9J8

Location:
4th Floor
3350 Douglas Street
Victoria, BC

Telephone: 250 952-5745
Tollfree: 1 866 209 2111
Facsimile: 250 952-7059

www.pssg.gov.bc.ca/iclb



LCLB-C&E-Van.Island

Referral Slip

Mon, Jun 11, 2012 9:48 AM

Action: **Investigate-Liquor Inspection** Due: **2012/06/27**Log ID: **476027**

s.22

Type: E-Mail

Written: 2012/01/18

Office: LCLB-Pol Plan & Com

Received: 2012/01/18

Entered By: dlttle

Interim Rsp:

Sign By:

Signed/Sent:

Batch:

Closed: 2012/06/11

File No.:

☒ Confidential☐ Frequent Writer☐ Elected Official

Email: s.22

Phone:

Fax:

Addressed To: Branch Direct

Drafter:

Issue: LCLB-Compliance and Enforcement

MLA:

X-Ref:

Elect Dist:

Other Info:

Copied to:

Subject

Complimentary cocktail regulation

Referrals

From:	LCLB-Pol Plan & Com	Sent:	2012/01/18	Rcvd:		Status:	Completed
To:	LCLB-Pol Plan & Com	Due:	2012/02/08	Active:	1 day	State:	
Action:	Reply Direct	Cmplt'd:	2012/06/11				

From:	LCLB-Pol Plan & Com	Sent:	2012/01/19	Rcvd:		Status:	Completed
To:	LCLB-C&E-Van.Island	Due:	2012/06/27	Active:	102 days	State:	
Action:	Investigate-Liquor Inspection	Cmplt'd:	2012/06/11				

From Notes: 2012/01/19T12:18 Email notification for LCLB-C&E-Van.Island to pam.edwards@gov.bc.ca

2012/01/19T12:19 Email notification for LCLB-C&E-Van.Island to pamela.edwards@gov.bc.ca

To Notes: 2012/01/24T11:03 Paedward (LCLB-C&E-Van.Island) Complaint forwarded to Inspector McRobert for follow-up.

2012/06/11T09:46 Paedward (LCLB-C&E-Van.Island) Inspection complete. See Attachments. Closed.

Text Attachment: Log ID 476027

E-Mail - January 25, 2012

Hello s.22

I was forwarded your inquiry this morning, apologies for the delay as the individual normally assigned to forward inquiries was away last week.

I reviewed the twitter feed for the Office Lounge. I assume that your concern relates to their Ladies Night promotion offering complimentary cocktails with a coupon?

The LCLB Terms and Conditions Guide govern all establishments licensed under a particular category. In this case, the Office Lounge holds a Liquor Primary licence. Liquor Primary Licensees are permitted to give away occasional free drinks to customers, so long as it is not multiple drinks that lead to intoxication or overconsumption:

The full copy of the Terms and Conditions for Liquor Primary licenses is here: <http://www.pssg.gov.bc.ca/lclb/docs-forms/guide-liquor-primary.pdf>

The Branch's policies regarding advertisement allows for issuance of coupons or gift certificates with the exception of volume discounts such as Groupon.

If you have any questions please don't hesitate to contact me via phone at the number below.

Regards,

Brad McRobert
Liquor Inspector #093
Special Provincial Constable
Liquor Control and Licensing Branch
Ministry of Public Safety and Solicitor General
Victoria office
1 866 209 2111 tollfree main
250 952 5745 desk direct
250 952 7059 fax

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Text Attachment: Log ID 476027

Outgoing 19 January 2012

From: LCLB LCLB:EX
Sent: Thursday, January 19, 2012 12:13 PM
To: s.22
Subject: RE: 476027/complimentary cocktails

Dear s.22

Thank you for writing to the branch with your enquiry. A licensee may occasionally treat customers to a free drink, but coupons for free liquor or discounted liquor are not permitted in British Columbia.

The legislative authority for these policies comes from the following:

The Liquor Control and Licensing Act, section 38 (available online at: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96267_01) prohibits liquor from being given away or sold without a licence.

The Liquor Control and Licensing Regulations, section 41 (available online at: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/244_2002) require that liquor prices must be set at the beginning of each business day. Once set, prices must remain at the level for the rest of the business day. Section 41 also prohibits a sales strategy that might promote intoxication. Use of a coupon would effectively change the price of liquor for those customers who used them. Coupons are also considered to be a sales strategy that might promote intoxication.

Your e-mail has been logged and forwarded to the Compliance and Enforcement office for Victoria so that a liquor inspector may investigate your concerns. For your privacy, your name and e-mail address will be withheld from the licensee. However, the inspector may contact you if further information is required.

If you have any further questions, please feel free to write back to this address or to call our Help Desk, toll-free, at 1-866-209-2111.

Liquor Control and Licensing Branch
Ministry of Public Safety and Solicitor General
<http://www.pssg.gov.bc.ca/lclb>

Text Attachment: Log ID 476027

Incoming 18 January 2011

From: s.22

Sent: Wednesday, January 18, 2012 10:49 AM

To: LCLB LCLB:EX

Subject: complimentary cocktails

Hello,

I just The Office Lounge in Victoria advertising on Twitter about complimentary cocktails with a coupon, is this something that is legal now?

<http://twitter.com/theofficelounge>

Thank you
s.22

25 Jan 12**COMPLAINT TRACKING FORM**

Complaint No.

000706573-041**COMPLAINANT DETAILS:**Date of complaint: 18 Jan 12 (Rec'd by Inspector 25 Jan 12)
Name of complainant: _____ Telephone: N/A

Address of complainant: _____

COMPLAINT DETAILS:Establishment name: Dalton Hotel (Office Lounge)
Establishment address: 759 Yates St., Victoria BCLicence #: 044731 LP Date of incident: 18 Jan 12

Type of complaint:

- ☐ Serving to minors ☐ Minors on premises ☐ Intoxicated patron
☐ Overcrowding ☐ Other: Advertising / Free liquor

Details of incident: Twitter card advertising free liquor w/
coupon for ladies' night.**ACTION TAKEN:**Follow-up action taken (if no follow-up action taken, indicate why): Followed up via email.Message attached.Contravention Notice # (if applicable): N/AInspector's Name: B. Weber Inspector's ID #: 093Date: 25 Jan 12

From: McRobert, Brad P SG:EX
Sent: Wednesday, January 25, 2012 10:50 AM
To: s.22
Cc: Edwards, Pamela SG:EX
Subject: RE: complimentary cocktails

Hello s.22

I was forwarded your inquiry this morning, apologies for the delay as the individual normally assigned to forward inquiries was away last week.

I reviewed the twitter feed for the Office Lounge. I assume that your concern relates to their Ladies Night promotion offering complimentary cocktails with a coupon?

The LCLB Terms and Conditions Guide govern all establishments licensed under a particular category. In this case, the Office Lounge holds a Liquor Primary licence. Liquor Primary Licensees are permitted to give away occasional free drinks to customers, so long as it is not multiple drinks that lead to intoxication or overconsumption:

Drink prices

To help encourage moderate consumption:

- You must charge at least as much as the original Liquor Distributor price.
- You must set your liquor prices at the start of the business day, and them until the next business day.
- Happy Hours are not permitted. If you are going to offer a special or be available all day and may not be offered on a brand or type of liquor you don't have enough stock.
- You may occasionally treat your customers to a free drink; however multiple drinks that could lead to over-consumption.
- You may offer an all-inclusive package that includes liquor in the price "champagne brunch," Mother's Day special, New Year's Eve special to be provided must be specified and not unlimited.
- You must not provide unlimited or unspecified quantities of liquor for sales strategy that is likely to promote or encourage over-consumption may not:

Liquor Primary
Terms & Conditions

- sell drinks “two for one”
- allow staff to circulate with trays of pre-mixed drinks, such as slushies, and
- serve any drinks greater than the maximum drink sizes – by the example.

The general manager has also expressly prohibited the practice of patrons' mouths of customers laying or leaning over a bar. Establishments that occur can expect enforcement action.

Over-service and intoxicated patrons

It is your responsibility to make sure patrons do not become intoxicated at your establishment.

You must not let a person who is apparently under the influence of alcohol remain in your establishment. You must refuse the person service, have them leave, and see that he or she departs safely.

You also must write down all incidents of intoxicated patrons and the date in an incident log, and have the information available for the liquor inspector.

The full copy of the Terms and Conditions for Liquor Primary licenses is here: <http://www.pssg.gov.bc.ca/lclb/docs/forms/guide-liquor-primary.pdf>

The Branch's policies regarding advertisement allows for issuance of coupons or gift certificates with the exception of volume discounts such as Groupon.

If you have any questions please don't hesitate to contact me via phone at the number below.

Regards,

Brad McRobert

Liquor Inspector #093

Special Provincial Constable

Liquor Control and Licensing Branch

Ministry of Public Safety and Solicitor General

Victoria office

1 866 209 2111 tollfree main

250 952 5745 desk direct

250 952 7059 fax

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