

Alcohol Server Checklist

Aug 2025

Setting Up

- ☐ Arrive 75 minutes prior to the start of the show (6:15PM for Fri & Sat; 1:15PM for matinees).
- ☐ Show your ID and OLCC servers permit card to the Board Member on Duty (BOD). They will make a copy of it if we don't already have it.
- ☐ If you haven't signed a copy of our House Alcohol policy before, the board member on duty will ask you to review & sign it.
- ☐ Count the cash in your cash box and initial the cash reconciliation sheet.
- ☐ Ensure that the credit card machine has been booted up and is ready to go. Make sure you are familiar with how to use it.
- ☐ Set out on the counter a bottle/can of each type of alcohol that we are offering this show.
- ☐ Review the TITG House Alcohol Policy.

Serving

- ☐ **YOU MUST CHECK IDENTIFICATION OF ANYONE WHO APPEARS UNDER 30.** Alcohol sales is a major revenue source for TITG and we cannot risk serving someone underage. Also, we will not pay for the personal fine that you could incur.
- ☐ **DO NOT SELL TO VISIBLY INTOXICATED PERSONS.** A sign is posted in the closet of what to look for.
- ☐ **DO NOT SELL TO MINORS**
- ☐ If someone orders two drinks and no one is with them, ask them to point out who the other drink is for. If that person appears under 30, ask for them to come to the counter & present ID.

- ☐ Inform the BOD if you have decided to refuse service to someone. Describe who the person was, and why you refused service. The BOD will write up an incident in the incident log.
- ☐ **For beer & hard cider, YOU MUST OPEN the can for the patron. Do not give them an unopened can, even if they request it.**
- ☐ Do not pour more than 5 oz of wine. The wine cups are 9 oz cups. Use the reference cup with the line drawn on it to learn how full to fill the wine cup.
- ☐ Involve the BOD in any situations that make you feel uncomfortable. They will help you.
- ☐ Serve ONLY during pre-show (6:30 - 7:30/1:30-2:30) and during intermission. The bar is closed at all other times.
- ☐ It is OK for patrons to buy non-alcoholic items with their alcohol purchase. Just record each item in the Square.
- ☐ **All sales must be recorded in the credit card machine.** This includes cash sales. Select the item that the patron is purchasing (red wine, white wine, beer, hard cider, concessions). Then click on checkout. If they are using a card, have the patron tap their card (if that is supported). Otherwise, insert the card into the front of the machine. Do not offer a receipt to the patron.
- ☐ After the bar closes, we will generate a report of all cash sales and compare that to the amount of cash in the box. That's why it is important to record every transaction on the Square machine.

After Bar Closes Pre-Show

- ☐ You are welcome to watch the show. We reserve seats in the back for volunteers. But before you head into the theatre to watch the show, please restock the fridge, make sure you have enough wine glasses, napkins, etc.
- ☐ Place the cash box under the bar, or give it to the BOD.

After Intermission

- ☐ Count the money in the cash box and fill out the cash reconciliation sheet.
- ☐ The BOD will print out a report from the Square machine and compare the amount of cash sales to the amount of cash we have in the box.
- ☐ Head back into the theatre to continue watching the show.