

# Licensee Information Bulletin

## Refusing Service



There are going to be times when you or your servers will have to discontinue or refuse service to a patron who may appear to be intoxicated.

It is your legal responsibility to do this firmly and convincingly. You will need to do this in a way that will prevent a difficult situation from getting worse. The safety of that patron, staff and all other patrons should be your main concern. Do not hesitate to express regret to the patron and refer to the liquor laws that require you to take this action.

There are some strategies to make refusing liquor service or sale go as smoothly and effectively as possible. First, a server should notify co-workers and/or the manager of their intent to discontinue service or refuse a sale to an apparently intoxicated patron. This sets up a support system in case it is needed.

Next, proceed by speaking calmly and courteously (and in private if possible). Use the patron's name, if known. Do not use emotionally charged words or accusations like, "You're drunk" or "You're cut off". Instead, remind the patron that **"it's against the law to serve you further"**, that the refusal only applies to this particular occasion, and that you will be pleased to serve them in the future.

Listen and be empathetic by acknowledging emotions like anger or disappointment. Show concern for the patron. Suggest that you'd be happy to arrange a safe ride home by calling a cab or a friend to come and get them. Remind the patron of their own liability and how your actions are meant to protect them.

Be firm and don't argue, bargain or back down. Remember to document details of the refusal or discontinuation of service in the incident log.

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## Can I purchase from the liquor store? Yes, but...

As a rule, licensees place orders with the Central Warehouse, either directly or through their rural YLC store. These orders will be assembled within 24 hours by the Central Warehouse in Whitehorse and in the rural stores.

Sometimes you may run short of some products, especially over a holiday weekend. In that case, you are welcome to pick up products at your local store on a self-serve basis. We may not be able to supply all the product you want however, as store management needs to ensure there is enough product available for individual customers. Our chilled products are reserved exclusively for the convenience of individual customers.

If you do need to purchase from the liquor store, you are required to use your regular licensee account. Please try to avoid peak retail times if possible – this will allow store staff to process your transaction as quickly as possible, without affecting service to individual customers.



**Remember Yukon Liquor ID cards will expire this November!**



**Yukon Liquor Corporation**  
9031 Quartz Road  
Whitehorse YT Y1A 4P9  
Phone: (867)667-5245  
Toll Free: (800)661-0408  
Fax: (867)393-6306



**Have a Safe & Happy  
Discovery Day  
Weekend!  
August 15th**



# August 2011

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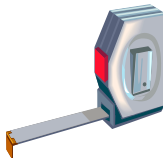
## Closing for the Season?



We'd like to remind seasonal licensees preparing to close for the year, about our product return policy. While we do accept resaleable product back for full refund, our return policy limits the cumulative value of returns without a re-stocking charge during a year to \$5,000. A 10% re-stocking fee (plus GST) will apply to all returns exceeding the annual \$5,000 limit. As well, please ensure you advise your local liquor store and this office of any change in mailing address or telephone numbers for the off-season. It is important that you continue to receive these bulletins and other licensing and operational information, even when your premises are not operating.

Please watch for your 2012 licence renewal package being mailed out in early January. Your completed application must be sent to us by early February, and any required documents and license fees by March 1/12.

## CAPACITY MEASUREMENTS



### Attention to Licensees:

As part of ongoing client service to you, Liquor Inspectors have been measuring licensed premises throughout Yukon to ensure the utmost accuracy of seating capacity numbers. The capacity calculations are being done to ensure there is adequate physical room, comfort, and overall safety for all patrons and staff.

Should any capacity changes be made to your liquor license(s), you will be issued new amended licenses which will supersede any previous ones. Any minor changes made to license fees as a result of capacity changes will be addressed at the time of license renewal in 2012. If you have questions regarding the changes to your license(s), please feel free to contact the Yukon Liquor Corporation at (867) 667-5245.

## Bee's Knees

### Ingredients

- 1 (46 fluid ounce) can pineapple juice
- 1 (46 fluid ounce) can grapefruit juice
- 1 (8 ounce) jar honey
- 2 cups gin

### Directions

In a blender combine pineapple juice, grapefruit juice, honey and gin. Blend until frothy. Pour into a pitcher and serve. Also great without the gin!



## Pass it around...

This Bulletin is prepared and distributed not just for your benefit, but also for your manager(s) and staff. As a licensee you are ultimately responsible for ensuring that everyone in your establishment complies with liquor legislation, policy, and regulation at all times. This includes remaining informed of any changes or clarification as they occur. We encourage you to consistently share these Bulletins with all your staff. Copies of some earlier Bulletins are available on our website at [www.ylc.yk.ca/](http://www.ylc.yk.ca/)

## Summer Hours of Operation

### CENTRAL WAREHOUSE

Monday - Friday 8:00 to 4:00 pm  
Orders received during normal business hours will be ready for pick-up within 24 hours. (Orders placed on Friday will be ready on Monday)

**Closed Monday, August 15, 2011**

### WHITEHORSE STORE

Monday - Thursday 9:30 am to 7:00 pm  
Friday 9:30 am to 8:00 pm  
Saturday 9:30 am to 6:00 pm

**Closed Monday, August 15, 2011**

### DAWSON CITY STORE

Tuesday - Saturday 9:30 am to 6:00 pm

**Closed Tuesday, August 16, 2011**

### FARO, HAINES JUNCTION, MAYO\* & WATSON LAKE STORES

Tuesday - Saturday 10:00 am to 6:00 pm

\*Mayo store closed between 1 pm - 2 pm

**Closed Tuesday, August 16, 2011**

