

Business Improvements Since Last Meeting

- I hired Patricia Goeman, a consultant who has worked with other bar and restaurants, to help develop and implement industry best practices.
- With the help of the consultant, I created a formal Employee Handbook that details our operational guidelines and includes training and development on responsibly serving alcoholic beverages, bartender alcohol awareness service sequence, communication, checking ID policies, and a training checklist for new employees. The Handbook was reviewed and taught to each employee along with obtaining a signed receipt of acknowledgement.
- We partnered with the Tavern League of Wisconsin to support local charities, stay current with legislative news, and for professional development opportunities.
- We now offer SafeRide for any patron that may need a safe means of transportation home. This service is also visibly publicized within the establishment.
- We purchased an ID scanner to be used for all patrons.