

Directions for Underage Workers Handling Alcohol Orders at the Sugar Shack

Materials Needed:

- List of on-duty of-age staff members
- Contact method (radio, phone, etc.)

Procedure:

1. Greet the Customer:

- Welcome the customer to the Sugar Shack.
- Politely take their order, including any requests for alcoholic beverages.

2. Identify Alcohol Orders:

- If the customer orders an alcoholic beverage, inform them that you are underage and unable to serve alcohol.

3. Contact an Of-Age Staff Member:

- Use the provided contact method (radio, phone, etc.) to notify an on-duty of-age staff member that an alcohol order needs to be fulfilled.
- Provide the following information:
 - Location
 - Customer's order

4. Inform the Customer:

- Politely inform the customer that an of-age staff member will assist them shortly.
- Ensure they understand the wait time is due to legal requirements.

5. Wait for the Of-Age Staff Member:

- Stay with the customer until the of-age staff member arrives.
- Do not attempt to handle or serve the alcohol yourself

6. Handoff to Of-Age Staff Member:

- Once the of-age staff member arrives, relay the customer's order to them.
- Allow the of-age staff member to take over the transaction and serve the alcohol.

7. Complete the Order:

- Assist the of-age staff member with any non-alcoholic parts of the order if needed.

- Ensure the customer is satisfied and thank them for their patience.

Additional Tips:

1. Stay Informed:

- Always know which of-age staff members are on duty and how to contact them.

2. Be Professional:

- Handle the situation with professionalism and courtesy to ensure a positive customer experience.

3. Follow Legal Requirements:

- Adhere strictly to Wisconsin liquor serving laws to avoid any legal issues.

By following these directions, underage workers will ensure compliance with Wisconsin liquor serving laws while providing excellent customer service.