



KNOXVILLE POLICE DEPARTMENT

THE CITY OF KNOXVILLE, TENNESSEE



INDYA KINCANNON, MAYOR

CHIEF PAUL NOEL

Remedial Plan Guide

This document may be used as your remedial plan or in addition to your own remedial plan. While submission of a remedial plan is required, use of this document is optional.

Business Name: Neyland Stadium - Aramark Bowl

Permit Holder Name: Aramark Sports and Entertainment Services, LLC

Date of Citation: September 17, 2022

Is your business a Tennessee Responsible Vendor? Yes No

Has your business ever requested underage drinking prevention materials through the Metropolitan Drug Commission? Yes No

1. Briefly describe the circumstances of the citation.

On 9/17/2022 at the sold out UT v. Akron game, the Licensee was the subject of undercover compliance testing by Knoxville PD. At least one "shop" was conducted, which resulted in one server failing to identify the agent as under age. The server checked and scanned the agent's ID, but the agent was nonetheless sold an alcoholic beverage. Despite significant training efforts, the server failed to apply what she had been trained to do.

2. Do you require your servers/sellers to ID everyone, regardless of age? Yes No

If yes, briefly describe your business policy.

All servers are required to request, inspect and scan a valid government identification (DL, State ID Card, Military ID, Passport) for every transaction, regardless of the apparent age of the potential purchaser.

3. Have all of your employees received server card training and/or training about how to properly check ID? Yes No

4. Since your citation, have you offered remedial training for your employees? Yes No

If yes, briefly describe your training.

Yes, servers have been trained on how to properly check ID, and ID checking guides are available at every service location. Age date signage is posted at every location. Servers have been reminded that they must take their time when checking ID's, even if it slows

down sales. Servers that serve minors, such as the one at issue here, are terminated from employment. Aramark provides additional training on game and event days as well.

5. Have you obtained a Minors: Reducing a Major Liability DVD toolkit through the Metropolitan Drug Commission? Yes No

6. Do you conduct in-house compliance checks in addition to the checks conducted by KPD / T.A.B.C.? Yes No

If yes, briefly describe your procedure.

Yes, Aramark conducts in-house compliance checks. Aramark deploys "Alcohol Compliance Supervisors" for each event. Additionally, Aramark contracts with a third party to conduct compliance checks.

7. Do you have an incentive program for checking IDs and/ or confiscating fake IDs? Yes No

If yes, briefly describe your program.

Yes, the Licensee has implemented an incentive program whereby all servers that pass the third party compliance check will be entered into a raffle to win various prizes each football season.

8. Do you use POS software or portable ID scanners to electronically check ID (in addition to a manual ID check)? Yes No

9. Do you have signage posted reminding patrons and servers/sellers of the minimum drinking age (i.e. "Born on or before" calendars, "We ID" posters, etc.)? Yes No

10. Please describe other measures your business is taking to prevent future underage alcohol sales.

Aramark terminates servers who serve minors. Aramark provides continual training to all employees, including reminding all servers of the "Red Box" requirements. Aramark has increased signage in employee locations that further highlights "Red Box" IDs and how to identify. Aramark requires that all employees read back the date of birth for Red Box IDs. Aramark hired TopShelf to review its service plan and offer improvements. Additionally, a representative of the Beer Board is invited to and regularly participates in alcohol service training sessions for employees.

For consultation or other prevention materials, please contact the Metropolitan Drug Commission at (865) 588-5550 or TopShelf Responsible Beverage Service at (866) 681-7880.

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