

# Mass-Venue Personnel Responsibilities

The information in this appendix is intended to provide more detail about the responsibilities of mass-venue personnel mentioned in the Program Introduction.

Examples of mass-assembly venues include:

- Arenas
- Catering companies
- Community centres
- Convention centres
- Fairs
- Outdoor concert facilities
- Post-secondary institutions
- Racetracks
- Rodeos
- Special event licences
- Stadiums
- Theatres
- Theme parks
- Zoos

The following points outline examples of the types of responsibilities mass-assembly venue personnel may assume with respect to responsible liquor service. These duties may vary according to house policy.

## Maintenance Staff

- Are able to monitor the washroom areas for customers who bring their own liquor and/or appear to be in the possession of illegal drugs.
- Clean the seating areas and therefore have the ability to report:
  - > Locations where liquor may have been brought into the building undetected (particularly season ticket areas).
  - > Locations where an unusual volume of empty liquor containers are regularly found.

## Parking Attendants

- May observe and consequently follow up when:
  - > Customers try to conceal liquor, intending to bring it into the public venue.
  - > Customers appear to be intoxicated upon arrival or departure.
  - > Customers appear to be intoxicated while in the process of attempting to operate a motor vehicle on the premises.
- May intervene by communicating directly with the customer or by calling security or other personnel.

## Quick Service / Concession Staff

- Have the same responsibilities as wait staff. However, due to the style of service, they have very limited time to observe customers to determine if intervention is required.
- Due to stationary nature of their jobs, Concession Servers frequently depend on input from personnel in other divisions. Occasionally, Quick Service staff rely on the observations of Ushers and Security personnel to monitor customers.
- Concession Servers can restrict the number of points of sale access (e.g., restrict number of line-ups) and can limit the number of drinks a customer can purchase at any one time.
- Concession Servers have the ability to intervene in liquor service if other personnel indicate probable reason to cut off service to a customer.
- Concession Servers have the ability to request other personnel be made aware of a customer who has had service discontinued, or who may require further observation.
- When serving liquor, Quick Service staff have an obligation to request proof of age from every customer appearing to be 25 years of age or younger.
- Have a further obligation to refuse service of liquor to anyone who appears to be intoxicated.
- This division has the ability to stop the sale of liquor to the general masses, on a building-wide basis, at any given time.

## Security Staff

- Many Security positions have a responsibility to monitor the flow of customers at entrance and exit points.
- Employees charged with monitoring the customers' entrance have the ability to challenge customers. After receiving the customer's consent, Security may search:
  - > The contents of large carry bags, e.g., backpacks and diaper bags. >
  - "Props", e.g., a mock-up of a Stanley cup.
  - > Pieces of clothing that could conceal substances, containers, and devices not permitted within the facility.
- In some cases, Security may deny customer entry and may turn the customer over to police or other authorities.
- In order to reduce liquor related incidents, Security personnel have many issues to contend with such as:
  - > Search and seizure.
  - > Removal of a customer from the premises.
  - > Police intervention.
- Security staff have the authority to request proof of age from customers.
- All Security positions are required to monitor customers' behaviour to ensure the venue remains safe and enjoyable.
- If a customer becomes intoxicated and engages in aggressive behaviour:
  - > Security may advise the customer to refrain from the undesirable behaviour.
  - > If the customer fails to comply, Security staff are responsible to ensure the customer is removed from the building.
  - > House policies often include the provision for customers to be placed in the care of a responsible adult, or through default, the customer be turned over to a police authority.

## Security Staff (continued)

- The security division is the final defence in intervention should a customer appear to be intoxicated while departing the facility. Security may be required to:
  - > Intervene in the customer's departure.
  - > Ensure the customer is in the care of a responsible adult.
  - > Reasonably establish that the customer will arrive safely at his destination without operating a motor vehicle.
- Security staff are also relied upon to ensure that liquor remains within the licensed premises (except where permitted to be removed through the re-corking of wine).

## Ticket Sellers

- May observe and consequently intervene when:
  - > Customers appear to be intoxicated upon arrival. -  
Intervention options include:
    - > Refusal to sell the customer a ticket.
    - > Forwarding the ticket location to staff in the appropriate division for closer observation and subsequent follow-up.

## Ticket Takers

- May observe and consequently intervene when:
  - > Customers appear to be intoxicated upon arrival. Intervention options include:
    - \* Denying entry to the customer (which, depending on house policy, may or may not include a ticket refund).
    - \* In the case of questionable sobriety, forward the ticket location to staff in the appropriate division for closer observation and subsequent follow-up.
  - > They witness the concealment of contraband intended to be brought into a public venue. Intervention options (depending on house policies) may include referral to an appropriate division for seizure and subsequent follow-up.
  - > Departing customers appear to be intoxicated. Ticket Takers may be required to intervene in the customer's departure, ensuring:
    - \* The customer is in the care of a responsible adult or will arrive safely at his destination without operating a motor vehicle.
- Additionally, ticket takers are relied upon to ensure that alcohol beverages remain within the licensed premises (except where permitted to be removed through the re-corking of wine).

## Ushers

- Have the ability to monitor the public while they are in their seats.
- Have shared liquor management duties which include:
  - > Monitoring for customers "stockpiling" alcohol beverages.
  - > In some cases, monitoring the customers' rate of consumption.
  - > Monitoring for aggressive behaviour patterns.
  - > Reporting the presence of liquor not purchased within the facility.
  - > Communicating to the quick service, bar, or wait staff to discontinue liquor service to a specific customer.
  - > Monitoring the assigned section for "pass-offs" (liquor purchased by one customer, and passed to a minor or intoxicated person).