

William LaFlower
514 MLK Jr Blvd.
Savannah, GA 31401
1/14/2025

Security Plan

1. Identification of the days and hours of operation.
 - a. Monday 12pm-3am
 - Tuesday 12pm-10pm
 - Wednesday 12pm-10pm
 - Thursday 12pm-10pm
 - Friday 12pm-10pm
 - Saturday 12pm-10ppm
 - Sunday 12pm-8pm
2. Specific measures and procedures to address crowd management, both within and outside the premises.
 - a. We will ensure crowds inside our establishment remain orderly by making sure all employees are trained in conflict resolution and crowd management techniques. All employees are also required to undergo fire safety training which also ensures all emergency evacuation routes are known by everybody.
 - b. We will have staff regularly patrol the exterior to monitor behavior and address any issues promptly. We will use barriers to designate smoking areas and organize queues to ensure smooth entry and exit.
 - c. Yes, we have "No Loitering" signs posted in strategic locations around the premises. We have 4 signs, located at the entrance, near the parking lot, and 2 around the building's perimeter to discourage loitering and ensure a safe environment.
 - d. Yes, we have 12 surveillance cameras installed throughout the establishment. Cameras are placed at the entrance, exits, bar area, main floor, and exterior perimeters. Access to the footage is restricted to authorized personnel only. The names and contact details of the authorized individuals are:
William LaFlower
Michael Yoon
 - e. We do not charge a cover.
 - f. We do not have a transitional period.
3. Identification of any parking areas either owned or controlled by the licensee
 - a. Parking lot on the corner of MLK and Gaston will be used primarily by employees.
4. Means of controlling access to the premises and parking areas.
 - a. We have posted clear signage at all entry and exit points. Staff regularly patrols the interior and exterior of the establishment to ensure there are no unauthorized individuals or suspicious activity. We have security cameras installed at all entry

and exit points as well as throughout the premises. This allows us to monitor and review footage to ensure no unauthorized entry or security breaches.

- b. We have posted clear signage that the parking lot is for authorized vehicles only and unauthorized vehicles will be towed. We have designated personnel that will patrol the parking lot to monitor for any suspicious activities or unauthorized vehicles.
5. Security Staffing
 - a. We do not intend on hiring security personnel.
 6. Specific measures and procedures to combat underage consumption of alcoholic beverages.
 - a. Clear signage is displayed throughout the establishment, informing patrons that they must be 21 or older to purchase or consume alcohol. This includes signs at the entrance, bar, and serving areas.
 - b. Patrons are required to present ID when ordering an alcoholic beverage. Only government issued photo ID will be accepted.
 - c. All staff members, including bartenders and servers, undergo training on responsible alcohol service, including how to properly check IDs and recognize fake IDs. They are also trained on how to handle situations where an underage individual attempts to purchase alcohol.
 7. Specific measures and procedures to combat the risk of fire.
 - a. We have fire extinguishers strategically placed throughout the establishment, including in the kitchen and dining area. These are regularly inspected and maintained to ensure they are in working order.
 - b. Smoke detectors and fire alarms are installed in key areas, including the kitchen, dining area, and storage rooms. These are tested regularly to ensure they are functioning properly.
 - c. The establishment is equipped with an automatic sprinkler system that activates in the event of a fire, helping to contain and extinguish it quickly.
 - d. Clearly marked emergency exits are available throughout the establishment. These exits are unobstructed and easily accessible to allow for a quick and safe evacuation if needed.
 - e. The kitchen staff follows strict safety protocols, including proper storage of flammable materials, regular cleaning of cooking equipment, and monitoring of cooking temperatures to prevent grease fires.
 8. Discussion of matters related to managing emergencies, including fire, evacuation tactics, assignment of specific emergency management duties to personnel, coordination with public safety officers, and emergency medical matters.
 - a. All staff members receive regular fire safety training, including how to use fire extinguishers, respond to fire alarms, and evacuate patrons safely. They are also trained in fire prevention techniques.
 - b. We have a detailed emergency plan in place, which includes evacuation procedures, designated assembly points, and a clear chain of command for handling fire emergencies. This plan is reviewed and updated regularly.

- c. We maintain a list of emergency contacts, including local police, EMS, and fire department, which is accessible to all staff members. This list is posted in key locations, such as the bar, kitchen, and security office.
 - d. We have established protocols for different types of emergencies, including medical incidents, violent disturbances, and fires. These protocols outline the steps to take, who to contact, and how to communicate effectively with emergency services.
9. Where applicable, discussion of measures the licensee will undertake to visibly distinguish between patrons under and over the age of 21.
- a. Yes, our establishment does allow individuals under 21 years of age to enter. However, we have strict measures in place to ensure that only those 21 years of age and older can purchase or consume alcohol.
 - b. We will conduct ID checks at point-of-sale. Every customer ordering an alcoholic beverage will be asked to present a valid, government-issued photo ID, regardless of their appearance or age.
 - c. All servers and bartenders will receive comprehensive training on how to properly check IDs, recognize valid forms of identification, and spot fake IDs. This training will be updated regularly to ensure that staff are knowledgeable about the latest ID verification techniques.

Exhibit A

Policies and Procedures Manual

1. Handling Rude Guests

- **Remain Calm:** Staff should remain calm and polite at all times. Use a composed tone to address the guest's concerns.
- **Listen Actively:** Allow the guest to express their concerns without interruption. Show empathy and understanding.
- **Resolve the Issue:** Attempt to resolve the issue promptly and to the guest's satisfaction. Offer solutions or alternatives.
- **Escalate if Necessary:** If the situation escalates or cannot be resolved, involve a manager to handle the matter.

2. Emergency Evacuation Procedures

- **Emergency Exits:** Clearly mark and keep all emergency exits unobstructed. Ensure all staff are aware of their locations.
- **Evacuation Plan:** Review and understand emergency evacuation map and identify which exit should be taken.
- **Assembly Points:** Understand where safe assembly points outside the building are, where staff and guests should gather.
- **Role Assignments:** Assign specific roles to staff during an evacuation (e.g., guiding guests, checking restrooms).
- **Communication:** Use a communication system to inform staff and guests of the evacuation. Designate a person to contact emergency services. (This will usually be shift manager.)

3. Dealing with Underage Drinking

- **ID Verification:** Require all patrons ordering alcohol to present a valid, government-issued photo ID.
- **Training:** Train staff to recognize valid IDs and spot fake ones.
- **Zero Tolerance:** We maintain a zero-tolerance policy for serving alcohol to underage individuals. Serving alcohol to anyone underage will result in immediate termination.
- **Incident Reporting:** Document any attempts by underage individuals to purchase or consume alcohol and report them to management. (Incident reports should be completed by the manager on shift.)

4. Ensuring Orderly Crowds Inside the Establishment

- **Staff Training:** Train staff in conflict resolution and crowd management techniques.
- **Signage:** Use clear signage to inform patrons of rules and guidelines.
- **Patrols:** Regularly patrol the premises to monitor behavior and address issues promptly.

- **Occupancy Limits:** Adhere to maximum occupancy limits to prevent overcrowding.
- **Visible Security:** Ensure all staff are visible and approachable.

5. Ensuring Orderly Crowds Outside the Establishment

- **Queue Management:** Use barriers to organize queues and ensure smooth entry and exit.
- **Designated Smoking Areas:** Establish and clearly mark designated smoking areas.
- **Exterior Patrols:** Regularly patrol the exterior to monitor behavior and address any issues.
- **Communication:** Use signage and staff interaction to inform patrons of rules and expectations.

6. Patrolling the Perimeter of the Establishment, Including Parking Lot

- **Scheduled Patrols:** Conduct regular patrols of the perimeter and parking lot, including at the beginning and end of shifts.
- **Surveillance Cameras:** Monitor surveillance cameras that cover all key areas.
- **Reporting:** Document and report any suspicious activity or unauthorized individuals.
- **Clear Signage:** Use signage to indicate the area is under surveillance and for customers only.
- **Parking:** Parking lot will only be used by authorized vehicles and all unauthorized vehicles will be towed.

7. Procedures to Combat Underage Drinking

- **Strict ID Checks:** Require all patrons ordering alcohol to present a valid ID, regardless of their appearance.
- **Training:** all staff are trained to recognize fake IDs and understand the legal implications of serving underage patrons.
- **Incident Protocol:** Establish a clear protocol for handling attempts by underage individuals to purchase alcohol, including refusal of service and documentation.
- **Regular Audits:** Conduct regular internal audits to ensure compliance with ID checking procedures.

Exhibit B

Procedure for Checking ID

1. Greeting the Patron

- **Initial Greeting:** Greet the patron with a friendly "Hello" and a smile. Make them feel welcome and comfortable.

2. Requesting Identification

- **Ask Politely:** Politely ask the patron to present their ID with a phrase like, "May I please see your ID?"
- **Specify Requirements:** Inform the patron that only government-issued photo IDs are accepted (e.g., driver's license, state ID, passport).

3. Inspecting the ID

- **Examine the Front and Back:** Carefully examine both sides of the ID. Check for the following:
 - **Photo Match:** Ensure the photo matches the patron's appearance.
 - **Birthdate:** Verify the birthdate to confirm the patron is 21 years or older.
 - **Expiration Date:** Check that the ID is not expired.
 - **State Seal/Watermark:** Look for the state seal or watermark to confirm authenticity.

4. Addressing Suspicious IDs

- **Further Inspection:** If an ID appears suspicious or fake, ask the patron for additional forms of identification.
- **Consult a Manager:** If still uncertain, consult a manager for a second opinion.

5. Handling Fake IDs

- **Confiscation:** If you determine an ID is fake, inform the patron that you cannot accept it and that it will be confiscated.
- **Informing the Patron:** Politely inform the patron of the reason for confiscation and that they will not be served alcohol.

6. Documentation

- **Record Incident:** Document the incident, including the details of the fake ID, the patron's information, and the action taken. Report it to management.

7. Serving the Patron

- **ID Approved:** If the ID is verified and valid, return it to the patron with a smile and proceed to take their order.

9. Continuous Monitoring

- **Regular Checks:** Continuously monitor patrons throughout their stay to ensure that those consuming alcohol are of legal drinking age.
- **Patrolling:** Security personnel or staff should regularly patrol the bar area to ensure compliance.

Exhibit C

Conflict Resolution Procedure

1. Recognize the Conflict

- **Identify the Issue:** Pay attention to signs of conflict, such as raised voices, visible frustration, or complaints from the customer.
- **Approach Calmly:** Approach the situation calmly and with a friendly demeanor, showing that you are there to help.

2. Listen Actively

- **Allow the Customer to Speak:** Give the customer an opportunity to explain their issue without interrupting them. Show empathy and understanding through nodding and maintaining eye contact.
- **Acknowledge Their Concerns:** Acknowledge the customer's concerns by repeating back key points and validating their feelings. Use phrases like, "I understand how that could be frustrating" or "I apologize for any inconvenience this may have caused."

3. Apologize Sincerely

- **Offer a Genuine Apology:** Regardless of who is at fault, offer a sincere apology. Say something like, "I'm truly sorry for any inconvenience you've experienced."

4. Assess the Situation

- **Gather Information:** Ask open-ended questions to gather more information about the issue. For example, "Can you please tell me more about what happened?" or "How can we make this right for you?"
- **Evaluate the Details:** Assess the details provided by the customer and determine the best course of action to resolve the conflict.

5. Offer a Solution

- **Propose Solutions:** Offer potential solutions to resolve the issue. This could include replacing a meal, offering a discount, or providing a complimentary item.
- **Review Solutions:** Go over potential solutions with the manager on duty.
- **Seek Agreement:** Present the solutions to the customer and ask which option they would prefer. Use phrases like, "Would you prefer a replacement meal or a discount on your bill?"

6. Take Action

- **Implement the Solution:** Once a solution is agreed upon, take immediate action to resolve the issue. Ensure that the customer is informed of the steps being taken.

- **Follow Up:** Check back with the customer after the solution has been implemented to ensure their satisfaction. Use phrases like, "Is everything satisfactory now?" or "Can I do anything else for you?"
- **Manager Follow Up:** Manager should always go and engage guest to ensure satisfaction.

7. Escalate if Necessary

- **Involve a Manager:** If the issue cannot be resolved at the staff level or if the customer remains unsatisfied, involve a manager to handle the situation.
- **Document the Incident:** Record the details of the conflict and the resolution provided. This helps in tracking recurring issues and improving service quality.

8. Reflect and Improve

- **Review the Incident:** After the situation is resolved, review the incident with the staff involved to identify any areas for improvement.
- **Implement Changes:** Make necessary changes to policies or procedures to prevent similar conflicts in the future.

Exhibit D

Fire/Evacuation Escape Plan

