

## Ordering schedule for the Central Warehouse

### Regular hours:

Monday through Friday,  
8:00 a.m. - 4:30 p.m.

> Order before noon  
MONDAY for pick up before  
4:00 p.m. TUESDAY; or

> Order before noon  
THURSDAY for pickup before  
4:00 p.m. FRIDAY.

## Summer Store Hours

WHITEHORSE LIQUOR STORE  
operates: MONDAY through  
THURSDAY, 9:30 a.m. to 7:00  
p.m., except FRIDAY, 9:30 a.m.  
to 8:00 p.m. and SATURDAY  
9:30 a.m. to 6:00 p.m.

DAWSON CITY operate:  
TUESDAY through SATURDAY,  
9:30 a.m. - 6:00 p.m.

WATSON LAKE, HAINES  
JUNCTION, FARO & MAYO\*  
operate: TUESDAY through  
SATURDAY, 10:00 a.m. - 6:00  
p.m.

\*Closed for lunch daily 1:00 - 2:00 p.m.

This bulletin is published monthly and distributed by mail to all Yukon Liquor licensees.

You can contact us at:

Yukon Liquor Corporation  
9031 Quartz Road,  
Whitehorse, Yukon  
Y1A 4P9; or

Phone: (867) 667-5245

Fax: (867) 393-6306

E-mail: yukon.liquor@gov.yk.ca

Web site: www.ylc.yk.ca

# Licensee Information Bulletin

## Keep us posted

If you plan to make any changes in your licensed premises that will affect the information endorsed on your licence, we ask that you notify us in writing immediately as specific approval may be required in some instances:

- ◆ new manager and/or addition of manager;
- ◆ structural alterations (renovations, additions);
- ◆ permanent or temporary additions (bandstand, stage, dance floor, service counter, etc.);
- ◆ increase or decrease in the number of games;
- ◆ licensee name (i.e. change in company name);
- ◆ ownership (i.e. purchase or sale of premises);
- ◆ hours of liquor sale.

By advising us promptly, it will help us keep your file and licences current, in order to meet the requirements of the *Liquor Act and Regulations*. If you have inquiries regarding licencing issues, please contact the Licencing & Development branch at 667-5245.

## Responsible Service Checking ID

As owners/operators of a licensed establishment, it is your responsibility to ensure patrons consuming liquor and/or entering your premise are 19 years of age or older. If you or your staff are unsure as to the validity of a patron's identification, the age or identity of the person presenting the same, you may deny entrance to the premises or liquor service. You may wish to consider as "House Rules" the checking of ID for any person appearing to be under the age of 25 years or younger, and requesting 2 pieces of identification. Be cautious as you may still be held responsible if you accept a fake/false ID from a patron.

## Spotting Fake ID

Procedures for Checking ID include:

- ⇒ Check ID at the door and identify minors before they enter.
- ⇒ Most importantly, provide an area with adequate lighting (or use flashlight) where ID will be checked. Staff are looking for very fine alterations and will need proper lighting and good eyesight.
- ⇒ Take your time and examine the ID closely. At the very least, check the photo (is this the person standing in front of you?), the birth date and expiry date.
- ⇒ Never accept ID without photo.
- ⇒ Hold the ID in your own hands, rather than allowing the patron to flash it at you. If it is in any type of case (wallet), have it taken out of the case (wallet) by the patron and have patron hand it to you.
- ⇒ Feel for extra thickness around the photo and the edge of the lamination. This may be an indication of a second photo placed on top of an original and re-laminated.
- ⇒ Make sure the lamination is perfect. If the photo card has been tampered with and re-laminated, there may be wrinkles or air bubbles in the plastic and the edges may not match up.
- ⇒ Does the colour of the photo look faded, yellowish or "off"? This may be a laminated colour photocopy.
- ⇒ Run your thumbnail over the date-of-birth line. If a new birth date has been taped over the original, your nail may catch it.
- ⇒ Look for consistency between numbers in the Date of Birth and Date of Issue. Are the numbers the same thickness, weight, and colour? If they have been altered, they may be thicker, heavier and darker.
- ⇒ Is there any fading around the Date of Birth? This may indicate that someone has tried to erase the original date.
- ⇒ Check the month of expiry on the driver's licence against the birth month. They should be the same.

**Remember! You are under no obligation to accept any piece of identification or admit anyone into your licensed establishment.**

# Quality Draught Beer

Good service keeps your customers coming back. Pleasant surroundings, a comfortable atmosphere and friendly staff are all part of that good service. As well as a place to meet with friends, your customers are there to enjoy the products you sell. It is most important that the product you offer is of the highest quality. During visits to licensed premises, liquor inspectors have noted deficiencies in some draught beer dispensing systems which could potentially affect the quality of the beer; no thermometers in coolers, defective equipment, kegs not rotated, kegs not stored in coolers, and lack of regular cleaning schedule.

To assist you in ensuring the quality of your draught beer and meeting the requirements of the *Liquor Regulations* (section 10 and 19), we recommend that you regularly monitor the following areas:

- temperature of coolers
- cleanliness of your system and coolers
- pressure of your system
- handling of kegs
- rotation of kegs

The cooler temperature should be constant and the recommended range is between 36 and 38 degrees Fahrenheit or 2.2 and 3.3 degrees Celsius.

A weekly cleaning of the draught beer taps and lines is recommended along with constant cleaning and rinsing of glassware.

Draught beer easily attracts odors and, therefore, should be stored separately from food products, especially uncovered products.

The pressure may require adjusting (if it is too low, the beer may be flat and, if it is too high, the beer may be foamy).

Kegs should be handled with care to limit shaking and should not be 'tapped' for at least 24 hours after handling or arrival in premises storage coolers.

Freshness is important because the product is not pasteurized and therefore has a shorter shelf-life. Kegs should be rotated using the kegs 'first in, first out'. The date the product was packaged is indicated on the side of the keg.

For cleaning kits, parts and other information on draught beer systems, you may wish to contact:

**Kevin Swanson**, Hamilton Clean Lines (Vancouver) - (604)533-3020 or

**Kelly Kirby**, Northland Beverages (Whitehorse) - (867)667-2602

The following list may help you to identify and eliminate problems:

■ **foamy beer**

- temperature too high
- dispensing pressure too high
- lines are kinked or twisted
- tap technique is poor
- keg has not settled long enough
- keg is nearly empty

■ **flat (uncarbonated) beer:**

- temperature too low
- dispensing pressure too low
- lines or valves are leaking
- rinse agent or soap on glass

■ **cloudy beer:**

- beer was frozen or extremely cold at some time
- glassware is dirty
- tap or lines are dirty

■ **bad tasting beer:**

- beer was too warm at some time, causing another fermentation
- glassware is dirty
- tap or lines are dirty
- air compressor is taking in foul air

