

# LIQUOR NEWS

## Honolulu Liquor Commission

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### IMPORTANT DATES

#### Holidays

Our office will be closed on:

**Monday, May 29, 2017**  
(Memorial Day)

**Monday, June 12, 2017**  
(King Kamehameha Day)

**Tuesday, July 4, 2017**  
(Independence Day)



Replacement Server training classes will be held on the following Thursdays:

June 1, June 15, and July 6, 2017

**MAY 31:** **Deadline** to submit your completed liquor license renewal application, documents, and payment. Licenses will be available for pick up or to be mailed beginning June 15.

**JUNE 30:** **FY17 Liquor License Expires .**

**JULY 1:** **DISPLAY FY18 Liquor License**

**JULY 31:** **Deadline** to submit Gross Liquor Sales (GLS) reports.

### Administrator’s Message

Franklin “Don” Pacarro, Jr.



Aloha Licensees! We have posted our rule amendments effective March 26, 2017, with an implementation date of April 3, 2017 on our website. For more information about these rule amendments, please visit our Laws and Rules web page:

<http://www.honolulu.gov/liq/liqlawsrules.html>.

Currently, we are in the process of amending rules, principally the proposed increase of FY18 license fees to fund the construction, data migration, and implementation of our new custom-built Liquor Commission Information System (LCIS). Our new LCIS will provide licensees with a more nimble, comprehensive digital repository of licensee information and increased licensee interface ability with their information and processes. As all licensees will benefit from LCIS, all licensees are asked to bear a pro rata share of the LCIS construction and implementation cost. No change or increase to existing fee caps is proposed. Once our new system is built, license fees will be reduced in FY19. Licensees will have the opportunity to provide input on the rule amendment process through stakeholder meetings, before the Small Business Regulatory Review Board, at public hearing, and before City Council.

*Don Pacarro, Jr.*

## Rule of the Quarter

According to HLC rule §3-82-38.9(e) (4), an authorization letter is a required document for an applicant registering as a manager or is requesting to be issued a blue (or



purple - retail manager) liquor card. The letter must certify the applicant will be or is a manager on the licensed premise. Recently, we have been receiving generated letters by licensees stating

“employee is a bartender and needs a blue card.” Since bartenders are issued yellow cards, this letter would be invalid. To avoid any inconvenience please use the current form for the Managers Authorization Letter (LIQ-TRN-501) found on our website.



Link to the Manager Authorization Letter:

[https://www.honolulu.gov/rep/site/bfslq/LIQ-TRN-501\\_Manager-Assistant\\_Manager\\_Authorization\\_Letter.pdf](https://www.honolulu.gov/rep/site/bfslq/LIQ-TRN-501_Manager-Assistant_Manager_Authorization_Letter.pdf)

## January to March 2017 Quarterly Stats:

|                                       |       |
|---------------------------------------|-------|
| Total active licenses:                | 1,464 |
| Special licenses issued:              | 158   |
| Sampling events permitted:            | 944   |
| Server Training attendees:            | 1,102 |
| Certificates of Registrations Issued: | 3,063 |
| Premise Inspections:                  | 1,176 |
| Violations:                           | 73    |
| Warnings Issued:                      | 66    |

## Liquor License Renewals

Please renew your liquor license to continue purchasing and/or selling liquor and post your renewed license at your business beginning July 1, 2017. Your completed license renewal application (green form), annual basic license fee payment, and all supporting documents are **due by Wednesday, May 31, 2017**, to the Honolulu Liquor Commission (HLC). To have your license mailed to you, check the box on the bottom right portion of the green form, otherwise your license will be available for pick up at the HLC office beginning Thursday, June 15, 2017.

A clearance of any outstanding tax liabilities is required to renew your liquor license. If you choose to submit the FY18 Pre-Tax Clearance, you will need BOTH DOTAX and IRS Pre-Tax Clearance forms. Otherwise, you may submit the Form A6 Tax Clearance (with both IRS and DOTAX approval stamps), or Hawaii Compliance Express (HCE) certificate showing “compliant” for both IRS and State of Hawaii DOTAX.

If you have not received your renewal packet or have any questions regarding the renewal process, please email us at: [liq-licensing@honolulu.gov](mailto:liq-licensing@honolulu.gov), visit our website at: <http://www.honolulu.gov/liq/newsannouncements.html>, or call us at 768-7323.

*Late submissions may cause a delay with the issuance of your license.*

**All renewed licenses must be posted at your establishment on July 1, 2017 to continue to sell/serve liquor.**



## Gross Liquor Sales (GLS) Report

In addition to the renewal of your liquor license, please remember to file your FY17 Annual Gross Liquor Sales (GLS) Report no later than **Monday, July 31, 2017.**

### Where do I get the FY17 Gross Liquor Sales (GLS) report form?



The PDF-fillable Gross Liquor Sales (GLS) report forms are available on our website at: <http://www.honolulu.gov/liq/gls.html>. If you do not have access to the internet, please contact our HLC Auditing Team.

### Am I still responsible for filing the Gross Liquor Sales (GLS) Report if I did not renew the license or closed the business?

Yes, you are responsible for filing your Gross Liquor Sales (GLS) Report for the full Fiscal Year 2017, from July 1, 2016 to June 30, 2017.



The image shows a sample of the Gross Liquor Sales (GLS) Report form for FY 17. The form is titled "CITY AND COUNTY OF HONOLULU" and "DECLARATION OF GROSS LIQUOR SALES". It includes fields for Licensee Name, License No., and Reporting Period (July 1, 2016 to June 30, 2017). The form also contains a table for Gross Sales and Total Liquor Sales, with a total of \$139,000.00 for Gross Liquor Sales (GLS). The form is marked with a large "R" and "RESTAURANT" in the top right corner.

### Any Questions?

### Contact Honolulu Liquor Commission Auditing Team

Akiko Reyes: (808) 768-7360

Seng Vongphila: (808) 768-7360

Email: [liq-auditing@honolulu.gov](mailto:liq-auditing@honolulu.gov)

## Enforcement/Licensing

### ACE Project

The Honolulu Liquor Commission is participating with the University of Hawaii's Office of Public Health (OPHS) and the Honolulu Police Department in the Alcohol Compliance and Enforcement (ACE) Project by conducting off-premises (retail) compliance checks of all Class 4 Retail Dealer licenses. The ACE Project will be in operation from March 2017 to August 2017. Notification letters have been sent to all retail licenses detailing the project and reminders not to sell liquor to any underage person (under 21 years old).

### Enforcement Section

The HLC Enforcement Team (Investigators) ensures compliance of the liquor laws and rules. When a licensee is not in compliance with the rules, a Notice of Violation (NOV) may be issued.

During routine inspections of licensed premises, the HLC Enforcement Investigators have noticed an increase in warnings and citations, especially for the following two rules: 1) **Rule 3-82-38.2**, states that the licensee shall have a current copy of the Liquor Laws and Rule on the licensed premises; and 2) **Rule 3-82-38.9** states that the manager needs to be in active charge of the premises. To avoid being issued a citation or a Notice of Violation (NOV), please be sure that you are in compliance with all Rules of the Liquor Commission and the Liquor Laws of Hawaii. You can purchase a set of the rule and law books from our office or download and print a copy by going to our website at:

<http://www.honolulu.gov/liq/liqlawrules.html>.

### Licensing Section

When licensing investigators conduct preliminary inspections for a transfer of a license application, they sometimes find that the transferor has made unreported alterations to the premises. To prevent any delays in processing, alterations need to be addressed before the license can be transferred and the transferee should confirm that the current layout of the premises is consistent with the approved floor plan on file with the Commission. Licensees should obtain approval for the alterations prior to making the alterations. There are exemptions to the requirement for prior approval for Retail, Hotel, and Condominium Hotel licensees.

## Annual Licensee Symposium

Our 4<sup>th</sup> Annual Licensee Symposium was held at the Neal Blaisdell Center Pikake Room on February 24 for liquor licensees and their staff.

Program speakers covered key topics: Christopher Yeh, "Labor Law Updates;" James Toma, "Noise compliance;" and Anna Hirai, "HLC Rule and Legislative Updates."

Rosa Say gave a thought provoking presentation on "Customer Service to the Internal Customer." Rosa encouraged the licensees to imagine reinventing their workplaces to better serve their own employees - their internal customers - by drawing from a list of 19 Hawaiian values she shared with everyone.

Lōkahi (harmony and unity), 'Ohana (family), Kuleana (one's personal sense of responsibility), Pono (rightness and balance), and Ho'ohana (to work with intent and purpose) are just a few of these values.

Derek Kurisu, KTA Superstore Executive VP, brought down the house with a high energy and very entertaining presentation of "KTA's Culture of Customer Service." He used humor and common sense to explain how important good customer service is to the success of any business.

He cleverly used several of his store products as props to illustrate how businesses can become more successful with imagination and ingenuity, which repeatedly drew applause and laughter from the audience.



## (Symposium Continued)

Adding to the fun was a lucky number drawing to give away copies of Rosa's book, "Managing with Aloha," and numerous items that Derek brought for his presentation.

The Liquor Commission staff from our Enforcement, Licensing, and Auditing sections were also on hand to field questions from individual attendees. The feedback we received was overwhelmingly positive.



(Photo left to right: Anna C. Hirai, Assistant Administrator; Roy K. Amemiya Jr., City Managing Director; and Franklin Don Pacarro, Jr., Administrator)

It seems that everyone is looking forward to attending the next Symposium! If you would like to attend next year, please be sure you are on our email list. Simply email your contact information to [liq-training@honolulu.gov](mailto:liq-training@honolulu.gov) or call us at 768-7334, and we will be sure to send you information about our next Symposium.

## Reminders

We encourage licensee feedback. If there's a way we can make your experience better, please let us know! Submit suggestions or report broken links by email: [liq-webmaster@honolulu.gov](mailto:liq-webmaster@honolulu.gov)

Please visit our websites for the latest news and updates.

<http://www.honolulu.gov/liq/default.html>