

# LIQUOR NEWS

## Honolulu Liquor Commission

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### In this Issue:

- Administrator’s Message
- Important Dates
- Quarterly Stats
- 2019 Liquor State Conference
- Rules of the Quarter
- Use of Current Forms
- Save the Date!
- Posted Sign: “Be Aware”
- FAQ’s

### IMPORTANT DATES

#### Holidays

Our office will be closed on:

**Monday, November 11, 2019**

(Veterans’ Day)

**Thursday, November 28, 2019**

(Thanksgiving Day)

**Wednesday, December 25, 2019**

(Christmas Day)

**Wednesday, January 1, 2020**

(New Year’s Day)

#### Replacement server training dates:

Thursdays, November 14, December 26, 2019, and January 2, 2020



### July to September 2019 Quarterly Stats:

Total active licenses:	1,476
Special licenses issued:	179
Server Training attendees:	1,158
Certificates of Registrations Issued:	3,201
Premise Inspections:	1,100
Violations:	125
Warnings Issued:	34

### Administrator’s Message



As we enter into the final quarter of the year, I would like to provide you with a couple notable updates from our agency.

Foremost, I want to congratulate Assistant Administrator Anna Hirai. This past August, the National Conference of State Liquor Administrators (NCSLA) appointed her to the President’s seat. Anna proudly represents the Aloha State, as she leads an organization comprised of state regulators and industry leaders in the alcohol beverage sector. Her appointment creates a mark in history, as she is the first woman from Hawai’i to hold this distinguished seat. With Anna’s new role, our agency remains actively engaged with the liquor industry and its evolving nature on a national level.

Gray Television is a leading, nationwide media company. At their recent conference in Denver, Colorado this past August, the Hawaii News Now (HNN) media team presented the Honolulu Liquor Commission’s “Don’t Drown Your Future” campaign. Our collaborative public service announcement with HNN focused on the prevention of underage drinking and received national recognition for being impactful and highlighting the nature of Hawai’i.

As we head into the holiday season, our agency remains committed to providing outstanding regulatory services to enhance the quality of life in the City and County of Honolulu. I hope you share in our commitment, so together, we can work towards creating safer and healthier communities.

On behalf of the Honolulu Liquor Commission, I wish you and your loved ones a safe and joyous holiday season.

*-Don Pacarro, Jr.*

## 2019 Hawaii State Liquor Conference

The Honolulu Liquor Commission proudly hosted the 2019 Hawaii State Liquor Conference (HSLC), at the Prince Waikiki Hotel, from September 29 - October 2, 2019. Nearly 100 attendees, including each county's Commissioners, Administrators, fellow liquor licensees and agents, came together to exchange ideas, share updates on new and upcoming trends, and find common ground on issues we face in this advancing industry.

Over the course of three days, our expert presenters covered a multitude of topics, such as customer service, cyber-security attacks on government agencies, liquor laws, enforcement efforts and conflict management. The Honolulu Liquor Commission also delivered presentations on our prevention of underage drinking campaign, "Don't Drown Your Future," and on the "new" Liquor Commission Information System (LCIS). Additionally, three panel presentations from experts on DUI, Department of the Corporation Counsel attorneys, and the Liquor Control Directors rounded out the remainder of the conference.

Mahalo to our licensees who made the time to attend the 2019 HSLC! We hope that you found the content resourceful and beneficial to your business.

If you were not able to attend the HSLC, conference presentations are available on our website:

<http://www.honolulu.gov/liq/formsdocuments.html#HSLC2019>



(L-R) Real Identities, LLC's CTO Roger Slykhouse and CEO Susan Dworak, Servco Pacific Inc. Chairman & CEO Mark Fukunaga, HLC Administrator Franklin Don Pacarro, Jr.

## Rules of the Quarter

Multiple violations have been issued in respect to open containers of liquor after business hours and employees drinking on licensed premises. Licensees are held accountable for employees who do not comply with liquor laws and rules of the Commission. To avoid violations, penalties and fines, please ensure your staff is familiar with the liquor laws and rules. Listed below are rules that focus on trending violations from the last quarter.

### §3-82-38.20. Sale, Service or Consumption Before or After Hours of Business.

- (a) No sale, service or consumption of liquor on or within the licensed premises shall be provided before or after the hours established by the Commission.
- (b) No liquor, whether in bottle, glass or other container, shall be open and readily consumable within the licensed premises before or after the authorized hours as provided by these rules.

### §3-84-78.01. Conduct of Employees.

- (a) Licensees shall be strictly accountable for the conduct of all employees on the licensed premises. Any person who performs a service usually or normally done, on or within a licensed premises, regardless of whether that person is under contract or commission, registered or not registered, compensated or not compensated, shall be subject to the constraints of these rules and shall be considered an on duty employee of the licensee. This rule does not apply to vendors, tradesmen, or maintenance people who, in the normal course of their duties, service the licensed premises. For purposes of this rule, an entertainer shall be deemed to be an employee of the licensee during the time the entertainer is performing or while the entertainer is on the platform or stage or in any other area set aside for the performance.
- (b) No employee while on duty shall consume liquor.
- (c) No employee while on duty shall solicit or accept any food or beverage, alcoholic or otherwise, as a gift from or at the expense of a customer.
- (d) Only registered hostesses and managers of a licensed hostess bars are permitted to sit with customers during hours of operation. Registered managers and waitresses in licensed cabarets are not permitted to sit with customers during hours of operations.

(Rules of the Quarter Continued)

### §3-84-72.2. Premises Lighting; Doors.

Street or primary entrances to licensed premises shall be kept unlocked during all times that any person other than an on-duty employee is on the premises. Entrances to booths shall be open and unobstructed. The interior and exterior of the licensed premises shall be well and properly lighted.

#### Questions?

Email: [liquor@honolulu.gov](mailto:liquor@honolulu.gov)  
Phone: (808) 768-7311

### Use of Current Forms



Any employee registering as a manager (blue or purple card) is required to submit a Manager Authorization Letter. To prevent processing delays due to illegible handwritten information, we encourage all licensees to use the Manager Authorization Letter form on our website.

On October 1, 2016, a notification was sent to all licensees stating all previous versions of our forms shall be considered obsolete, and will no longer be accepted. Current versions of forms are available at the front counter or on our website:

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

#### Questions?

Email: [liq-licensing@honolulu.gov](mailto:liq-licensing@honolulu.gov)  
Phone: (808) 768-7311

### Save the Date!

#### 7th Annual Licensee Symposium

Friday, March 13, 2020  
Neal Blaisdell Center, Pikake Room  
8:00 a.m. to 12:00 p.m.



### Posted Sign: **BE AWARE**

The Hawaii State Judiciary's Division of Driver Education revised the "**BE AWARE**" sign on July 1, 2019. This sign describes the penalties of driving under the influence. The "**BE AWARE**" sign is available at our office or you may print your own updated copy by visiting our website at:

[https://www.honolulu.gov/rep/site/bfslig/bfslig\\_docs/BE\\_AWARE\\_Sign\\_rev\\_AUG\\_2019.pdf](https://www.honolulu.gov/rep/site/bfslig/bfslig_docs/BE_AWARE_Sign_rev_AUG_2019.pdf)

The HLC Rule §3-82-44.1 requires the "**BE AWARE**" and the "**IT IS ILLEGAL**" signs to be displayed and clearly legible.

Please ensure you have both signs prominently displayed to avoid a violation.



#### Questions?

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### FAQ's

#### Certificate of Registration (Liquor Card)

##### What do I need to apply for a Liquor Card?

To be issued a Liquor Card, you will need: (1) a valid government-issued photo ID with date of birth; (2) an original social security card or W-2 Form (*if registering for the first time*); and (3) a Managers Authorization Letter (*if registering as a manager*). Bartenders, managers, and assistant managers are required to successfully complete server training before obtaining a liquor card for these positions.

#### Filing a Complaint

##### How do I file a complaint?

File a complaint by email ([liquor@honolulu.gov](mailto:liquor@honolulu.gov)), phone (808-768-7363), or in person. Please allow a minimum of five (5) business days for confirmation that we received your complaint.

##### Do I have to identify myself when filing a complaint?

You may file an anonymous complaint. However, if you do not provide any contact information, we will not be able to update you on the status of the investigation.

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