

VILLAGE OF PALATINE
VILLAGE HALL - COUNCIL CHAMBERS
200 E. WOOD STREET
PALATINE, IL 60067-5339 – (847) 359-9050
<http://www.palatine.il.us>

PALATINE LIQUOR COMMISSION

AGENDA

FEBRUARY 10, 2025

Regular Meeting

7:05 PM

I. ROLL CALL

II. MINUTES APPROVAL

1. Palatine Liquor Commission - Regular Meeting - January 13, 2025

III. AGENDA ITEMS

1. Consider an Application for a Class E (Temporary) Liquor License for the Village of Palatine's Downtown Palatine Street Fest on August 22 - 24, 2025
2. Consider an Application for a Class D (Restaurant) Liquor License for Quentin Tap Located at 783 N. Quentin Road
3. Consider an Application for a Class D (Restaurant) Liquor License for Chicago Culinary Kitchen Located at 2391 N. Hicks Road
4. Consider an Application for a Class E (Temporary) Liquor License for the Bunco Bash Event at Palatine Township Senior Center, 505 S. Quentin Road, Thursday, February 27, 2025
5. Consider a Motion Approving the Age Verification Plans of B and B-1 Establishments Delivering Alcohol

IV. ADJOURNMENT

Motion to Adjourn



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PALATINE LIQUOR COMMISSION

MINUTES

JANUARY 13, 2025

Regular Meeting

7:05 PM

I. ROLL CALL – Time: 7:17 PM

Attendee Name	Title	Status	Arrived
Jim Schwantz	Commissioner	Present	
Tim Millar	Commissioner	Present	
Scott Lamerand	Commissioner	Present	
Doug Myslinski	Commissioner	Present	
Joe Falkenberg	Commissioner	Present	
Kollin Kozlowski	Commissioner	Present	
Brad Helms	Commissioner	Present	

Also Present:

Village Clerk Marg Duer, Deputy Village Manager Hadley Skeffington-Vos, Village Attorney Rick Veenstra, Director of Community Development Mike Jacobs, Director of Planning & Zoning Ben Vyverberg, Director of Public Works Matt Barry, Police Chief William Nord, Fire Chief Patrick Gratziana, IT Director Larry Schroth, Director of Finance Andrew Brown, Director of Human Resources Monika Pandya, Management Analyst Laura Okrzesik.

II. MINUTES APPROVAL

1. Palatine Liquor Commission - Regular Meeting - November 11, 2024 - **Accepted**

RESULT:	ACCEPTED [UNANIMOUS]
MOVER:	Doug Myslinski, Commissioner
SECONDER:	Tim Millar, Commissioner
AYES:	Schwantz, Millar, Lamerand, Myslinski, Falkenberg, Kozlowski, Helms

Minutes Acceptance: Minutes of Jan 13, 2025 7:05 PM (Minutes Approval)

III. AGENDA ITEMS

1. Consider an Application for a Class E (Temporary) Liquor License for the Palatine Jaycees' 2025 Hometown Fest - **Approved by Voice Vote**

Deputy Village Manager Hadley Skeffington-Vos recommended approval of the Jaycee's request for waiver of fees and a temporary liquor license for Hometown Fest to be held on July 2-6, 2025 with all servers complying with Police regarding identification and training.

Casey Siani, Danielle Green, and Courtney Kulig spoke on behalf of the Jaycees' 68th Hometown Fest.

RESULT:	APPROVED BY VOICE VOTE [UNANIMOUS]
MOVER:	Brad Helms, Commissioner
SECONDER:	Scott Lamerand, Commissioner
AYES:	Schwantz, Millar, Lamerand, Myslinski, Falkenberg, Kozlowski, Helms

2. Consider an Application for a Class B (Package Liquor) Liquor License for Millennium Cigar & Liquor Located at 235 W. Northwest Highway - **Approved by Voice Vote**

RESULT:	APPROVED BY VOICE VOTE [UNANIMOUS]
MOVER:	Brad Helms, Commissioner
SECONDER:	Joe Falkenberg, Commissioner
AYES:	Schwantz, Millar, Lamerand, Myslinski, Falkenberg, Kozlowski, Helms

IV. ADJOURNMENT – Time: 7:21 PM

Motion to Adjourn - **Motion Carried by Voice Vote**

RESULT:	MOTION CARRIED BY VOICE VOTE [UNANIMOUS]
MOVER:	Brad Helms, Commissioner
SECONDER:	Kollin Kozlowski, Commissioner
AYES:	Schwantz, Millar, Lamerand, Myslinski, Falkenberg, Kozlowski, Helms

SUBMITTED BY:

Margaret R. Duer
Village Clerk

Consider an Application for a Class E (Temporary) Liquor License for the Village of Palatine's Downtown Palatine Street Fest on August 22 - 24, 2025

BACKGROUND:

The Village of Palatine will hold its 25th annual Downtown Palatine Street Fest on August 22 - 24, 2025. The Fest will once again feature Palatine food establishments to showcase their cuisine for all visitors. Towne Square will become a "Backyard Patio" with a satellite bar where families can visit sponsor booths, play yard games and attend scheduled entertainment.

KEY ISSUES:

The Downtown Palatine Street Fest is requesting a Class E Temporary Liquor License for the purpose of selling alcoholic beverages during the following hours in 2025:

Friday, August 22:	5 PM - 12 AM
Saturday, August 23:	12 PM - 12 AM
Sunday, August 24:	12 PM - 6 PM

Downtown Palatine Street Fest would like to sell the following types of alcoholic beverages: Beer, Wine, and Malt Beverages. Food will also be made available at the event. All volunteers serving or selling liquor will complete the Village's required online BASSET training class conducted by the Palatine Police Department.

ALTERNATIVES:

1. Approve the request.
2. Deny the request.

RECOMMENDATION:

Action is at the discretion of the Commission.

ACTION REQUIRED:

Action is at the discretion of the Commission.

ATTACHMENTS:

- Street Fest 2025 Memo
- PSF 2024 -17x11 8.09.24

MEMORANDUM

Date: December 16, 2024

To: Reid Ottesen, Village Manager

From: Hadley Skeffington-Vos, Deputy Village Manager

Re: Street Fest 2025



The following approvals are being sought in connection with the Village's 2025 Downtown Palatine Street Fest:

1. Temporary waiver of the sound amplification ordinance for the live music and performances during the following hours:
 - **Friday, August 22:** 12 PM – 12 AM
 - **Saturday, August 23:** 8 AM – 12 AM
 - **Sunday, August 24:** 8 AM – 6 PM

***Note:** The earlier time from the actual event start times is for sound checks and for other events such as the Bike Race, Pet Parade and other activities.*

2. Waiver of Fees for Village services, permits, and licenses.
3. Waiver of the Building Construction Hours for the following:
 - **Wednesday, August 20:** Construction of tents to begin at 7 AM and continue throughout Friday morning.
 - **Thursday, August 21:** Construction of tents and stage to begin at 6 AM and continue throughout Friday morning.
 - **Sunday, August 24:** Removal of tents and stage between 8 PM to 12 AM.
4. Temporary Closure of On-Street Parking from **Wednesday, August 20** at 5 AM to **Monday, August 25** at 12 PM as follows:
 - Slade Street (north side between Greeley St. and Brockway St., south side between Smith St. and Brockway St.)
 - Greeley Street (east and west sides between Slade St. and Palatine Rd.)
 - Brockway Street (east side between Slade St. and railroad tracks)
5. Public street closures from **Friday, August 22** at 5 AM to **Monday, August 25** at 12 PM as follows:
 - **Slade Street** – between Smith Street and Bothwell Street
 - **Greeley Street** – between Palatine Road and Wilson Street
 - **Brockway Street** - between Palatine Road and Railroad Tracks
 - **Railroad Avenue** – between Plum Grove Road and Bothwell Street
 - **Bothwell Street** – Between Palatine Road and Railroad Avenue
 - **Wilson Street** – between Smith Street and Greeley Street
 - **Smith Street** – between Palatine Road and Wood Street (only temporarily if needed in event of an emergency or for the bike race)

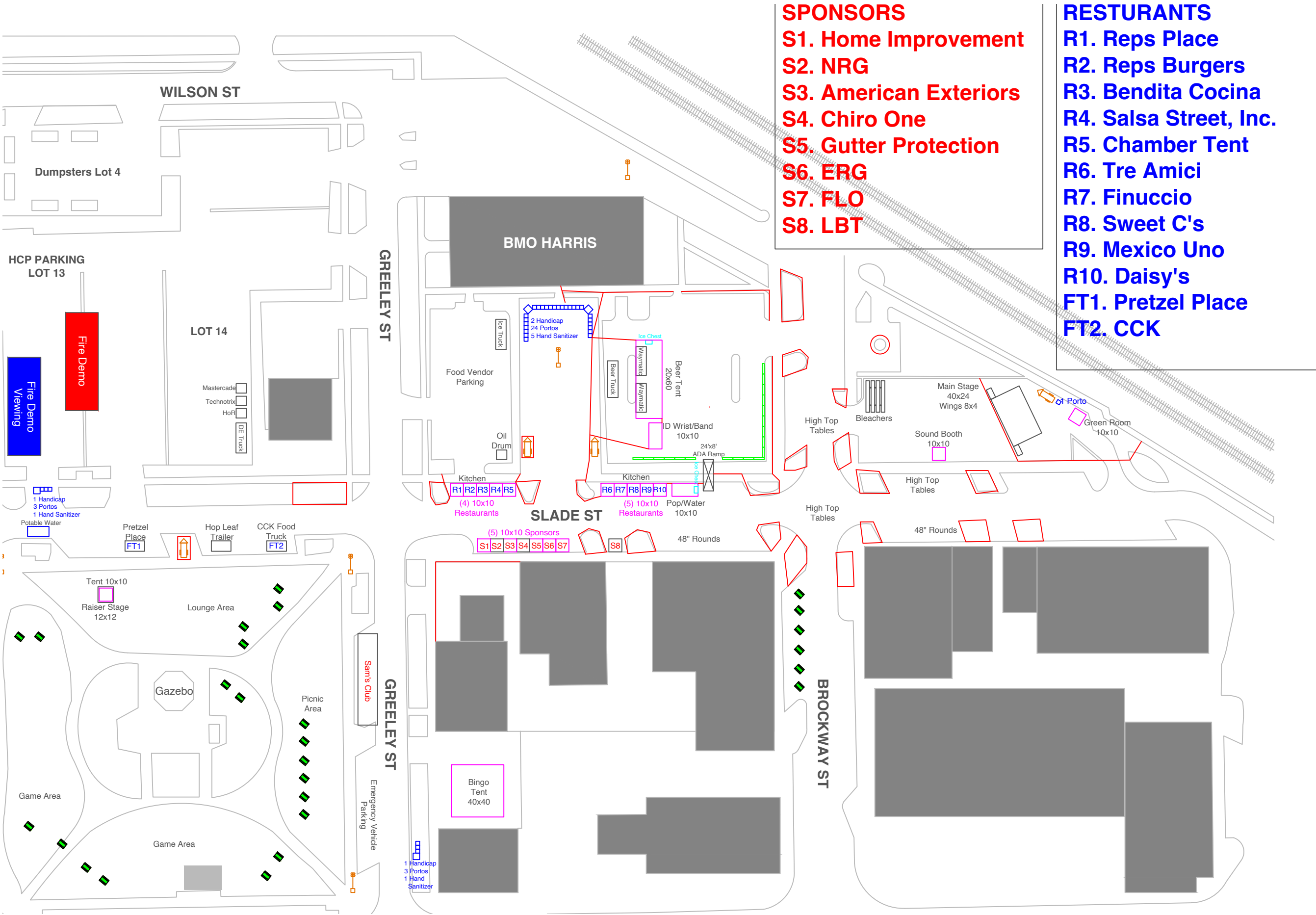
6. Temporary Closure of Commuter Parking Lots
- **Parking Lot I:** Friday, August 22 at 5 AM through Monday, August 25 at 12 PM for Village staff staging area.
 - **Parking Lot J:** Friday, August 22 at 5 AM through Monday, August 25 at 12 PM to accommodate garbage dumpsters.
 - **Parking Lot G:** Thursday, August 21 at 5 AM through Monday, August 25 at 12 PM to accommodate the construction of the main stage.
 - **Parking Lots K & L:** Friday, August 22 at 5 AM through Monday, August 25 at 12 PM to accommodate handicapped parking and event set up.

7. A motion authorizing the Village Manager to enter into contracts/agreements related to the 2025 Downtown Palatine Street Fest. In conjunction with the 2025 Downtown Palatine Street Fest, the Village will need to enter into a number of contracts or agreements which may exceed \$20,000. All expenses have been funded as part of the CY 2025 budget.

The contracts and/or agreements may include, but are not limited to, the following (cost estimates):

- Tent, table, chair rental (\$25,000)
- Portable Restrooms (\$10,000)
- Fencing (\$5,000)
- Beverages – Beer, Wine, Pop, Water (\$60,000)
- Main Stage Entertainment (Bands, Stage, Lighting) (\$65,000)
- Printed Promotional Materials (\$1,000)
- Backyard Lounge Entertainment, Furniture & Games (\$10,000)
- Generators (\$5,500)
- General Supplies and Miscellaneous Rentals (\$5,000)
- Event Operation, Labor, Support, Security (\$20,500)
- Street Fest Sponsorship Agreements

8. A motion to authorize a Class E Temporary Liquor License for the purpose of selling alcoholic beverages during the following hours:
- **Friday, August 22:** 5 PM – 12 AM
 - **Saturday, August 23:** 12 PM – 12 AM
 - **Sunday, August 24:** 12 PM – 6 PM



Consider an Application for a Class D (Restaurant) Liquor License for Quentin Tap Located at 783 N. Quentin Road

BACKGROUND:

On this evening's agenda is a request for an increase in the number of Class D (Restaurant) Liquor Licenses for Quentin Tap located at 783 N. Quentin Road. The permitted hours for a Class D Liquor License are Sunday - Wednesday 6 AM to 1 AM and Thursday - Saturday 6 AM to 2 AM.

KEY ISSUES:

A copy of the application is on file in the Village Manager's Office. The Petitioner will be present Monday evening to answer any questions of the Commission.

ALTERNATIVES:

1. Approve the Class D liquor license.
2. Do not approve the Class D liquor license.

BUDGET IMPACT:

\$4,071 Annual Fee for a Class D Liquor License.

RECOMMENDATION:

Action is at the discretion of the Commission.

ACTION REQUIRED:

Action is at the discretion of the Commission.

ATTACHMENTS:

- Business Plan
- Floor Plan
- Menu

783 N. QUENTIN LLC d/b/a Quentin Tap Business Plan

1. Executive Summary

- **Business Name:** Quentin Tap
- **Location:** 783 N Quentin Rd, Palatine, IL 60067
- **Business Type:** Family Friendly Sports Bar and Grill
- **Ownership Structure:** Limited Liability Company with two members
Konstantinos Tselos & George Tselos
- **License Requested:** Class D Liquor License

2. Mission Statement

To create a family-friendly sports bar and grill that offers a fun atmosphere, delicious food, and a welcoming space for the Palatine community to gather.

3. Business Description

Quentin Tap will be a sports bar and grill focused on providing high-quality pizza, a variety of appetizers, and a selection of beverages, including liquor, beer and wine. Our establishment will prioritize a family-friendly environment while also catering to sports enthusiasts, ensuring that every guest feels welcome and valued.

4. Objectives

- Establish Quentin Tap as the go-to spot for families and sports fans in Palatine.
- Build strong community relationships through events, sponsorships, and partnerships.
- Achieve a break-even point within the first year of operations.
- Maintain a customer satisfaction rate of over 90%.

5. Market Analysis

- **Industry Overview**
The restaurant industry, particularly sports bars and grills, has seen consistent growth over the years. Consumers are increasingly looking for dining options that provide a mix of entertainment and quality food. The demand for family-friendly establishments with diverse offerings is on the rise.
- **Target Market**
 - Families: Parents with children looking for a casual dining experience.
 - Sports Fans: Local residents interested in watching games and enjoying a lively atmosphere.
 - Young Adults: Individuals seeking a fun night out with friends.
- **Competitive Analysis**
 - Direct Competitors: Other sports bars and casual dining establishments in Palatine.
 - Indirect Competitors: Fast food restaurants and family-friendly dining chains.

Quentin Tap will differentiate itself through a commitment to quality food, exceptional customer service, and a family-oriented environment.

6. Operations Plan

- **Proposed Hours**
 - Monday – Thursday: 4pm – 12am
 - Friday & Saturday: 11am – 2am
 - Sunday: 11am – 12am
- **Menu**
 - Core Offerings: A variety of pizzas, appetizers (wings, nachos, etc.), salads, and desserts.
 - Beverages: A selection of local and popular beer, wine, and non-alcoholic drinks.
 - Specials: Weekly specials to attract different demographics (e.g., "Family Night," "Trivia Thursdays").
- **Staff**
 - Manager (to be rotated between Konstantinos Tselos & George Tselos)
 - Kitchen Staff (Prep Cooks, Line Cooks, Expeditors, Dishwashers)
 - Front-of-House Staff (Servers, Bartenders, Hosts, Bussers)

7. Conclusion

- Quentin Tap aims to fill a niche in the Palatine dining scene by offering a unique combination of quality food, a family-friendly atmosphere, and a passion for sports. With a well-defined target market, effective marketing strategies, and a solid operational plan, we are confident in the success of Quentin Tap and our ability to serve the community effectively.

Ownership Experience

Konstantinos Tselos

He is a seasoned restaurateur with over 40 years of extensive experience in the food and beverage industry. Throughout his career, he has successfully opened and operated seven restaurants at various times, each distinguished by his commitment to quality, and exceptional service. His deep understanding of restaurants operations, especially in the kitchen has equipped him with the skills necessary to succeed.

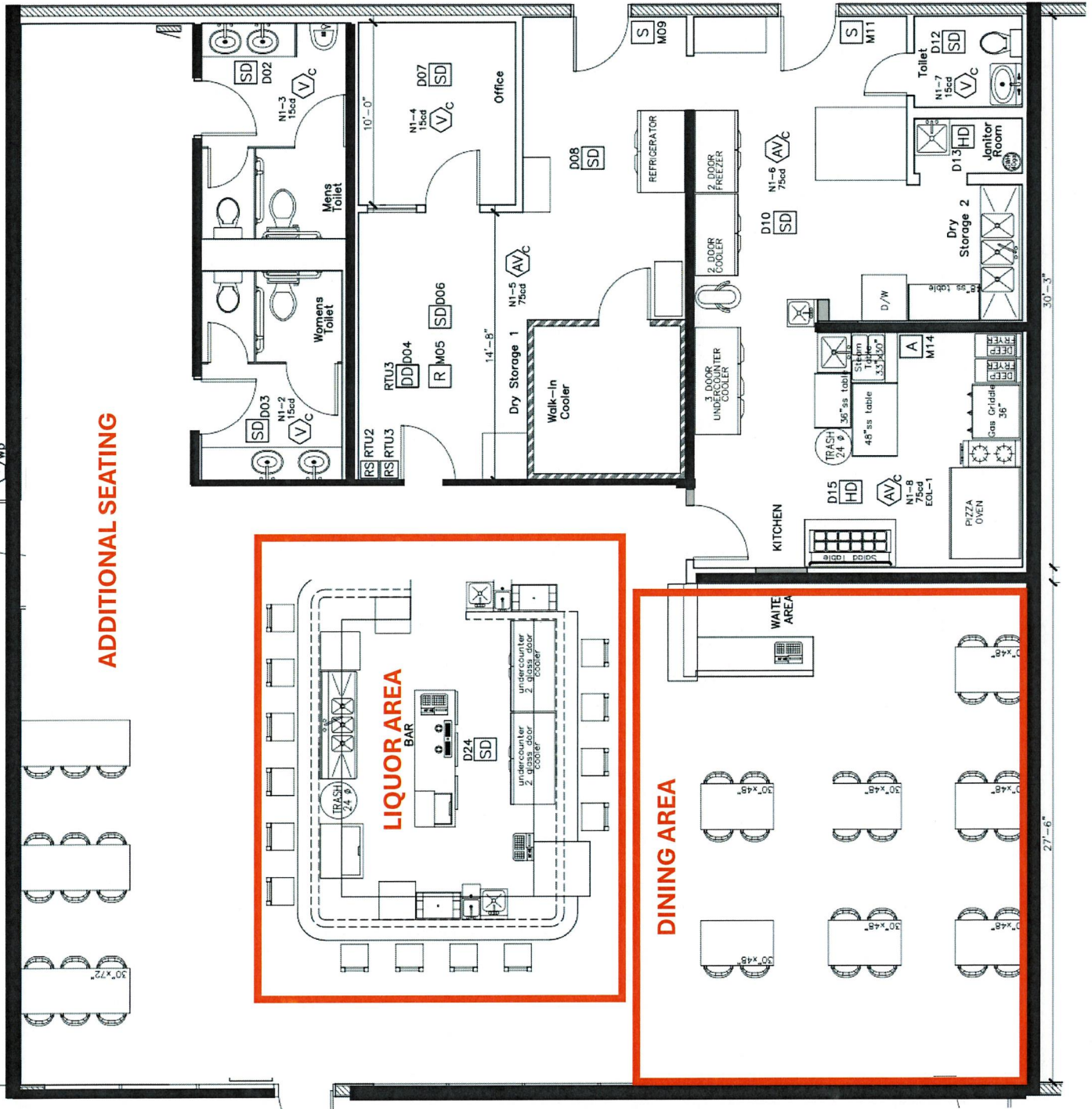
George Tselos

He is an experienced restaurateur with a robust background in both restaurant management and bar operations. Currently, George owns two successful establishments in Mount Prospect: Emerson's Ale House, which he has successfully managed for the past ten years and Lady Dahlia Mexican Kitchen, which he opened a year and a half ago. His deep knowledge of the bar industry combined with his passion for creating memorable dining experiences, has allowed him to cultivate a loyal customer base and a reputation for excellence.

783 N QUENTIN RD, PALATINE, IL 60067

ADDITIONAL SEATING

FLOOR PLAN



Attachment: Floor Plan (783 N. Quentin Rd - Class D Liquor App. - Quentin Tap)

APPETIZERS

WINGS 8 | 9 | 14 | 12 | 18 | 20 | 29

Tossed in Your Choice of: Buffalo, Honey Sriracha, Honey Mustard, Valentina Lime, Memphis Dry Rub, BBQ, Sweet Teriyaki, Kung Pao, Hot Honey

EASY STREET BOARD [✓] 16

Hummus, Spinach Dip, Crudités, Herbed Pita

POPCORN CHICKEN 13

Crispy Bite-Sized, All-White Meat Chicken Peppers.

Served with Sriracha Ranch.

PEPPERONI ROLLS 13

Our Pizza Dough Rolled Up with Pepperoni & Mozzarella.

Served with Marinara.

LOADED TACO-STYLE TATER TOTS 14

Tater Tots, Seasoned Ground Beef, Cheesy Béchamel, Shredded Lettuce, Pico de Gallo & Sour Cream

CHEESE CURDS [✓] 13.50

Breaded Chunks of Wisconsin Cheddar Cheese.

Crispy Golden Outside, Warm Goopy Inside!

Served with Ranch Dressing.

BUFFALO CHICKEN ROLLS 13.50

Grilled Buffalo Chicken, Monterey Jack Cheese,

Blue Cheese Whipped in a Crispy Egg Roll.

CHIC'N NUGGETS [✓] 13

Plant-Based Chicken Nuggets.

Served with Your Choice of Dipping Sauces.

KUNG PAO CAULIFLOWER [✓] 12.50

Sweet & Spicy Breaded Cauliflowers.

[✓] - VEGETARIAN [✓] - VEGAN

SALADS

Dressing: Housemade Ranch, Bleu Cheese, Caesar, Balsamic, Honey Mustard. Make Any Salad a Wrap!

SOUTHWEST SALAD [✓] 13

Romaine-Lettuce Mix, Shredded Cheese, Roasted Corn Salsa,

Black Beans & Crispy Tortilla Strips. Tossed in Fiesta Ranch.

Add Chicken for \$1

CAESAR SALAD [✓] 13

Crisp Romaine, House Made Croutons & Shaved Parmesan.

Tossed in Classic Caesar Dressing. Add Chicken for \$1

CHICAGO CHOPPED SALAD 13

Romaine-Lettuce Mix, Cabbage, Tomato, Bacon,

Scallions, Bleu Cheese Crumbles, Pasta, Honey Mustard.

Add Chicken for \$1

DEVON AVE 16

Mixed Greens, Pulled Chicken, Tomatoes, Cucumber,

Avocado, Corn, Roasted Red Peppers, Green Onion,

Goat Cheese, Citrus Vinaigrette.

QUENTIN TAP

BUILD YOUR OWN PIZZA

That: CHOOSE YOUR CRUST AND SIZE

THIN 12" 14" 16" 18"

CHEESE \$15.00 \$17.25 \$20.25 \$23.00

EACH TOPPING \$2.25 \$2.55 \$2.95 \$3.50

VIOLE NON-DAIRY CHEESE \$2.75 \$3.50 \$4.00 \$4.75

EACH PREMIUM TOPPING \$3.30 \$4.00 \$4.55 \$5.00

GLUTEN-FREE CRUST [✓] \$4.00

DOUBLE DOUGH [✓] \$2.00

PAN 10" 11"

CHEESE \$17.25 \$23.50

VIOLE NON-DAIRY CHEESE \$2.50 \$3.50

EACH TOPPING \$2.00 \$2.55

EACH PREMIUM TOPPING \$2.75 \$4.00

NO EXTRA DUE DAIRY USED IN EQUIPMENT

Then: TOP IT OFF WITH THE GOOD STUFF

TOPPINGS

SAUSAGE, PEPPERONI, ONION, MUSHROOM, SPINACH,

GREEN PEPPERS, GIARDINIERA, BLACK OLIVES,

FRESH BASIL, GREEN OLIVES, FRESH TOMATO, JALAPEÑO,

PINEAPPLE, PEPPERONCINI, FRESH GARLIC,

BANANA PEPPERS, HOT HONEY

PREMIUM TOPPINGS

GROUND BEEF, BACON, SHREDDED CHICKEN, HAM,

RONI CUPS, POPCORN CHICKEN,

SHREDDED BEEF, ANCHOVIES, ROASTED RED PEPPERS,

VEGAN SAUSAGE, VEGAN PEPPERONI

SIDE OF RANCH \$1.00

Sandwiches

SERVED WITH YOUR CHOICE OF:
SIDE SALAD, TATER TOTS, POTATO CHIPS,
HOUSEMADE BROCCOLI CRUNCH SALAD, OR MAC 'N' CHEESE (\$3).

CLASSIC DINER CHEESEBURGER [✓] 13.50

Two Thin All-Beef Patties, American Cheese, Grilled Onion,

Pickles, Dijon Mayo, on a Buttery Bun.

Make it an Impossible Meat-Free Burger for \$3

GARLIC BREAD FRENCH DIP 17

Shaved Prime Rib, Provolone, Au Jus.

CHEESY BEEF 14.50

Shredded Beef & Cheesy Béchamel. Served on a Soft

Italian Roll. Add Giardiniera for \$1

CRISPY CHICKEN SANDWICH 15

Double-Breaded Chicken Breast Tossed in Your Choice of Wing

Sauce, Shredded Lettuce & Tomato. Served on a Toasted Buttery

Bun. Make it a Meatless Garden Chick'n Patty for \$2

ITALIAN GRINDER 14

Pepperoni, Salami, Provolone Cheese, Iceberg Lettuce, Tomato,

Red Onion, Banana Pepper, Red Wine Vinegar & Mayo.

Add Giardiniera for \$1

THE CLUB 14

Black Pepper Turkey, Bacon, Smoked Gouda, Lettuce,

Tomato, Dijon Mayo.

GRILLED CHICKEN SANDWICH 15

Served on a Soft Pretzel Roll with Lettuce, Tomato,

Bacon, Avocado, Provolone Cheese & Dijon Mayo.

MEMPHIS WRAP [✓] 14

Fried Cauliflower Tossed in Memphis Dry Rub.

Stuffed with Romaine, Tomato, Avocado & Ranch.

THIS IS AN INCREASED COST OF OPERATIONS. A 3.9% SURCHARGE WILL BE ADDED

TO YOUR CHECK UPON REQUEST. ALL 10% GRATUITY CHARGE WILL BE ADDED

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Consider an Application for a Class D (Restaurant) Liquor License for Chicago Culinary Kitchen Located at 2391 N. Hicks Road

BACKGROUND:

On this evening's agenda is a request for a Special Use Transfer for Chicago Culinary Kitchen located at 2391 N. Hicks Rd. The Petitioners, Kirnal Patel and Bhagirath Patel, wish to apply for a Class D (Restaurant) liquor license. The Village has an available Class D license due to the 100% ownership change of this restaurant. The Petitioners will be present to answer any questions from the Commission. Permitted hours of operation for a Class D liquor license are Sunday - Wednesday 6 AM to 1 AM and Thursday - Saturday 6 AM to 2 AM.

KEY ISSUES:

A copy of the application and business plan are on file in the Village Manager's office. Other than the change in ownership, the Petitioners are not proposing any changes to the business

ALTERNATIVES:

1. Approve the Class D liquor license.
2. Do not approve the Class D liquor license.

BUDGET IMPACT:

\$4,071 Annual Fee for a Class D liquor license.

RECOMMENDATION:

Action is at the discretion of the Commission.

ACTION REQUIRED:

Action is at the discretion of the Commission.

ATTACHMENTS:

- Cover Letter Village of Palatine KPBP LLC CCK
- KPBP LLC CCK Business Plan
- Floor Plan KPBP LLC CCK
- Chicago Culinary MENU-2 KPBP LLC CCK

January 6, 2025

Liquor Commission Village of Palatine 200 E. Wood Street, 2nd Floor Palatine, IL 60067

Subject: Application for Class D Liquor License for Chicago Culinary Kitchen

Dear Members of the Liquor Commission,

We are writing to formally apply for a Class D liquor license for our establishment, Chicago Culinary Kitchen, located at 2391 N. Hicks Rd, Palatine, IL. Our company, Kpbp LLC, is in the process of purchasing this currently operating BBQ restaurant, which offers counter-service carryout and dine-in options. To ensure a seamless transition and uninterrupted service, we are re-applying for the same licenses held by the current owners. We plan to finalize the purchase upon receipt of all necessary licenses.

The ownership of Kpbp LLC comprises two partners:

- **Bhagirath Patel**
 - Phone: 773-808-0151
 - Email: bhagirath.j.patel@gmail.com
- **Kirnal Patel**
 - Phone: 779-875-7478
 - Email: KPBPLLC24@gmail.com

We have reviewed the Village of Palatine's liquor licensing requirements and will comply with all the necessary regulations, including obtaining the Palatine Alcoholic Beverage Seller and Server (ABSS) Permits for us as new owners.

Enclosed with this letter, please find the following documents to support our application:

- Completed Liquor License Application Form
- Copy of our Articles of Incorporation
- Floor plan of the premises
- Proof of lease agreement.
- Current Menu
- Application fee of \$250 (check payable to the Village of Palatine)

We understand that obtaining a liquor license is a privilege that carries significant responsibility. We are committed to upholding the highest standards of service and compliance to contribute positively to the Palatine community.

Thank you for considering our application. We look forward to the opportunity to discuss our plans in more detail and to answer any questions you may have.

Sincerely,

Kirnal Patel and Bhagirath Patel

Business Plan for Chicago Culinary Kitchen

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- Executive Summary
- The Opportunity
- Marketing Strategies
- Demographics and Target Market
- Management Structure
- Threat Analysis
- Location Analysis
- Concluding Remarks and Financial Summary

Executive Summary

Business Acquisition: Chicago Culinary Kitchen

Purpose of Plan: To obtain SBA financing for the acquisition of Chicago Culinary Kitchen.

Chicago Culinary Kitchen, located at 2391 N Hicks Road in Palatine, IL, is a celebrated rock n' roll BBQ joint known for its vibrant atmosphere and exceptional BBQ offerings. Operating since 2014 and relocated to its current location in 2021, CCK has become a staple in the community, drawing BBQ enthusiasts from all over with its mouthwatering menu and robust social media presence boasting over 45,000 followers from all over both the state and surrounding states.

This business plan purpose is to secure an SBA loan for the acquisition of this unique dining destination. The plan aims to continue the tradition of excellence and community engagement that Chicago Culinary Kitchen is known for, while implementing innovative strategies to ensure continued growth and profitability.

Business Details:

- **Price:** \$2,100,000
- **2023 Net Sales:** \$3,013,000 on pace in 2024 for \$3,450,000 Net Sales.
- **Seller's Discretionary Cash Flow (SDE):** \$807,847 – Based on Jan-July P&L received.
- **Address:** 2391 N Hicks Rd, Palatine, IL 60074
- **County:** Cook
- **Major Intersection:** Lake Cook Rd & N Hicks Rd
- **Year Established:** 2014 (Moved to new location in 2021)
- **Current Owner Since:** 2014
- **Franchise or Independent:** Independent
- **Owner's Role:** Semi-Absentee
- **Name of Mall / Shopping Center:** Lake Cook Commons
- **Anchor Tenants:** Self Anchored - Lively Plaza

- **Parking:** Ample Lot
- **# of Seats (Inside & Outside):** 100 Inside & 87 Outside
- **Days/Hours of Operation:** We-Sa 11a-8p, Su 11a-7p (Closed Mo-Tu)
- **Number of Employees (Full & Part-Time):** 13 Full-Time and 5 Part-Time
- **All Licenses Required:** Health/Business/Liquor
- **Gaming is Allowed:** Yes
- **Gaming Currently In Establishment:** No
- **Square Footage:** 3,600 Sqft + 1,200 sqft Commissary Kitchen
- **Current Lease Expiration (Month/Year):** Jan 2025
- **Option Periods (How Many & # Of Years):** Two 5-Year Options
- **Total Monthly Gross Rent:** \$10,200

The Opportunity

Business Overview

Chicago Culinary Kitchen presents an exceptional investment opportunity with a well-established brand, robust financials, and extensive growth potential. The restaurant has demonstrated significant profitability, with an adjusted net profit of \$720,207.83 in 2023 and a projected net profit of \$807,847.82 for 2024. This profitability is supported by its strong community presence and strategic location in Lake Cook Commons, a bustling shopping center with ample parking and high traffic.

Key Strengths

- **Brand Recognition:** Chicago Culinary Kitchen has a strong brand presence with over 45,000 social media followers, showcasing the restaurant's popularity and customer loyalty.
- **Strategic Location:** Situated in the Lake Cook Commons shopping center, the restaurant benefits from high visibility and accessibility, attracting a steady flow of customers.
- **Experienced Management:** Bhagirath Patel and Kirnal Patel bring extensive experience in the restaurant industry and executive roles in technology companies, providing a unique blend of operational and strategic expertise.

Growth Potential

- **Operational Expansion:** The restaurant operates only five days a week, highlighting the potential for increased revenue by extending operating hours.
- **Catering Services:** The well-equipped commissary kitchen and food trucks provide opportunities to expand catering services for corporate events, weddings, and festivals.
- **Menu Innovation:** Leveraging the current owners' developed recipes and systems, the new owners can introduce new menu items and seasonal specials to attract repeat customers and new patrons.

Marketing Strategies

A comprehensive marketing strategy will be implemented to strengthen Chicago Culinary Kitchen's brand presence and attract a wider audience. This includes:

Digital Marketing Initiatives

- **Website Redesign:** Enhance user experience and implement SEO best practices to improve visibility and attract organic search traffic.
- **Social Media Engagement:** Active presence on platforms like Instagram, Facebook, and Twitter, showcasing menu items, promotions, and behind-the-scenes content.
- **Online Ordering System:** Partner with leading delivery apps to streamline the ordering process and cater to the growing demand for home delivery services.

Community Engagement and Local Outreach

- **Local Sponsorships:** Sponsor local events, sports teams, and school functions to reinforce Chicago Culinary Kitchen's role as a community pillar.
- **Loyalty Program:** Launch a loyalty program to reward regular customers, encouraging repeat business and fostering customer loyalty.
- **Direct Marketing:** Execute targeted direct mail campaigns to introduce Chicago Culinary Kitchen to new customers within the community, offering special promotions and discounts.

Branding and Product Strategy

- **Compelling Brand Story:** Craft and communicate a compelling brand story that highlights Chicago Culinary Kitchen's heritage and the new ownership's vision for the future.
- **Menu Innovation:** Regularly update the menu with new, seasonal, and innovative dishes that reflect culinary expertise, driving interest and repeat visits.
- **Branded Merchandise:** Develop a line of branded merchandise to enhance brand visibility and create additional revenue streams.

Strategic Partnerships and Expansion

- **Business Collaborations:** Forge strategic partnerships with other local businesses for mutual promotion, sharing customer bases, and enhancing community ties.
- **Catering Services Growth:** Aggressively market catering services for corporate events, weddings, and other large gatherings, leveraging the commissary kitchen and food trucks.
- **Influencer Collaborations:** Engage food bloggers and influencers to review Chicago Culinary Kitchen, generating buzz and attracting a wider audience through social proof.

Demographics and Target Market

Demographic Overview

Palatine, IL, is a growing community with a diverse population and a strong economic base. Key demographic insights include:

- **Population Growth:** Palatine has seen steady population growth, indicating a broad customer base and potential for increased foot traffic.
- **Affluent Community:** The median household income in Palatine is higher than the national average, suggesting strong purchasing power and a propensity for dining out.
- **Diverse Population:** The area's diverse demographic profile allows for tailored marketing strategies to different customer segments.

Target Market Strategy

Chicago Culinary Kitchen's target market includes:

- **Families:** Family-friendly promotions and value deals to attract local families looking for quality dining experiences.
- **Professionals:** Catering services and special promotions targeting busy professionals and corporate clients.
- **Food Enthusiasts:** Leveraging social media and influencer collaborations to attract BBQ enthusiasts and foodies from the broader Chicago area.

Management Structure

Chicago Culinary Kitchen has a strong management team, ensuring smooth operations and high levels of customer satisfaction. The team consists of:

- **Kitchen Manager:** Earning \$100,000 annually, responsible for ordering all food and kitchen supplies, managing and scheduling kitchen employees, creating specials, managing the food truck/events, and overseeing prep and cleaning operations. Also responsible for opening the restaurant.
- **Front-of-House/Operations Manager:** Earning \$100,000 annually, responsible for ordering alcohol and front-of-house supplies, scheduling staff, covering staffing gaps, managing social media, catering, and events.
- **Assistant Kitchen Manager:** Earning \$73,000 annually, with capabilities mirroring the Kitchen Manager. This role supports the strength of the team and facilitates an easy transition for new owners.

Key Leadership:

- **Bhagirath Patel:** An entrepreneur and technology enthusiast with extensive experience in the restaurant industry, including owning franchise businesses like Pizza Hut and Dairy Queen Grill and Chill. He has held executive positions at eBay, Twitter, and now at

Publicis Groupe. Bhagirath is passionate about coaching, mentoring, and growing teams, and is a continuous learner who appreciates feedback.

- **Kirnal Patel:** Holds a Master's in Chemical Engineering with 22 years of experience in various leadership positions. He has managed school cafeterias, gas stations, mini markets, and most recently, a lodge/resort. Additionally, he has extensive management experience with commercial properties in their portfolio, adding significant depth to the operational and strategic management of Chicago Culinary Kitchen
-

Management Focus: The leadership team will focus on maintaining high standards of service, implementing efficient operational practices, and driving business growth.

Threat Analysis

Competitive Analysis

- **Threat of New Entrants:** The restaurant industry in Palatine is competitive, with new establishments regularly entering the market. Chicago Culinary Kitchen must emphasize its unique brand, quality offerings, and strong community presence to create barriers to entry.
- **Threat of Substitutes:** With varied dining options available, customers may easily switch to alternatives. Chicago Culinary Kitchen can combat this by offering unique menu items, exceptional service, and a compelling dining experience.
- **Bargaining Power of Suppliers:** Dependency on specific suppliers for high-quality ingredients can be risky. Negotiating favorable terms with multiple suppliers will help ensure consistent quality and pricing.
- **Bargaining Power of Buyers:** In a competitive dining market, buyers have significant power. Implementing loyalty programs, personalized services, and targeted promotions will help increase customer retention.
- **Competitive Rivalry:** The intensity of competition in the area can influence prices and profitability. Continuous innovation, maintaining top-notch quality, and delivering exceptional service will help Chicago Culinary Kitchen stand out from competitors.

Location Analysis

Strategic Location

Chicago Culinary Kitchen benefits from a prime location in the Lake Cook Commons shopping center at 2391 N Hicks Road, Palatine, IL. This vibrant area, located at the intersection of Lake Cook Road and N Hicks Road, enhances the restaurant's visibility and accessibility. The shopping center features self-anchored, lively plazas with ample parking, making it a desirable location for both locals and visitors.

Economic and Community Engagement

Palatine is a growing community with a diverse population and a strong economic base. The restaurant's proximity to major highways and residential areas further contributes to its steady flow of customers and potential for increased revenue. The city's economic development initiatives and community engagement further enhance the investment appeal.

Concluding Remarks and Financial Summary

Financial Projections

The financial projections for Chicago Culinary Kitchen highlight a promising return on investment. The adjusted net profit for 2023 stands at \$720,207.83, with a projected net profit of \$957,000 for 2024. These figures reflect the business's financial stability and growth potential under new ownership.

Detailed Financial Information:

2022:

- **Net Profit on P&L:** \$322,058.00
- **Adjustments:**
 - Rent Expense: \$51,600.00 (Rent paid for former location needs to be added back they still had lease liability here)
 - Interest: \$8,034.00
 - Equipment Expense (One Time Build Out): \$22,900.00
 - Professional Development (R&D Travel for ownership): \$71,494.21 – Menu development/specials books.
 - Travel: \$5,988.66
 - Repairs & Maintenance (Build out expense commissary Kitchen): \$52,179.92
 - Owner Salary w-2: \$156,249.00
 - Deductible Meals Owners: \$27,255.58
- **Total Adjustments:** \$395,701.37
- **Profit/Loss on P&L Statement:** \$322,058.00
- **Adjusted Net Profit:** \$717,759.37

2023:

- **Net Profit on P&L:** \$406,402.00
- **Adjustments:**

- Interest: \$2,398.72
- Bank Charges: \$803.72
- Equipment Expense (One Time Build Out): \$73,262.24
- Freight Delivery Fee (Equip Delivery): \$7,568.00
- Professional Development (R&D Travel for ownership): \$25,960.66
- Travel: \$6,289.06
- Repairs & Maintenance (Build out expense commissary Kitchen): \$56,908.57
- Meals Owners: \$20,983.14
- Owner Salary w-2: \$114,715.70
- Trade Shows: \$4,916.02
- **Total Adjustments: \$313,805.83**
- **Profit/Loss on P&L Statement: \$406,402.00**
- **Adjusted Net Profit: \$720,207.83**

Jan-July 2024:

- **Net Profit on Interim P&L Statement: \$411,148.65**
- **Adjustments:**
 - Bank Charges: \$592.04
 - Equipment Expense (One Time Build Out): \$18,373.54
 - Professional Development (R&D Travel for ownership): \$13,317
 - Travel: \$9897
 - Repairs & Maintenance One Time (Should be \$7500): \$38606
 - Owner Salary w-2: \$56,000
 - Meals Expense: \$10,511
- **Total Adjustments: \$147,296.04**
- **Profit/Loss on P&L: \$411,148.65**
- **Adjusted Net Profit Jan-July 2024: \$558,444.69**
- **2024 Projected Net Profit: \$957,333**

Year 1 Projection Post-Acquisition:

- **Net Sales: \$3,485,043.00**
- **Cost of Goods & Supplies: \$1,150,064.19 (33.00%)**
- **Cost of Labor w/Taxes: \$975,812.04 (28.00%)**
- **Gross Profit: \$1,359,166.77**

Operating Expenses:

- Officer Salaries: \$75,000
- Advertising: \$29,626.00
- Computer & Internet Expenses: \$11,078.00
- Insurance Expense: \$55,319.00
- Licenses and Fees: \$7,697.00
- Professional Fees: \$125,367.00
- Rent: \$122,400.00

- Maintenance & Repairs: \$15,000.00
- Office Expense: \$1,400.00
- Telephone: \$1,428.00
- Utilities: \$53,588.00

Total Expenses: \$497,903.00

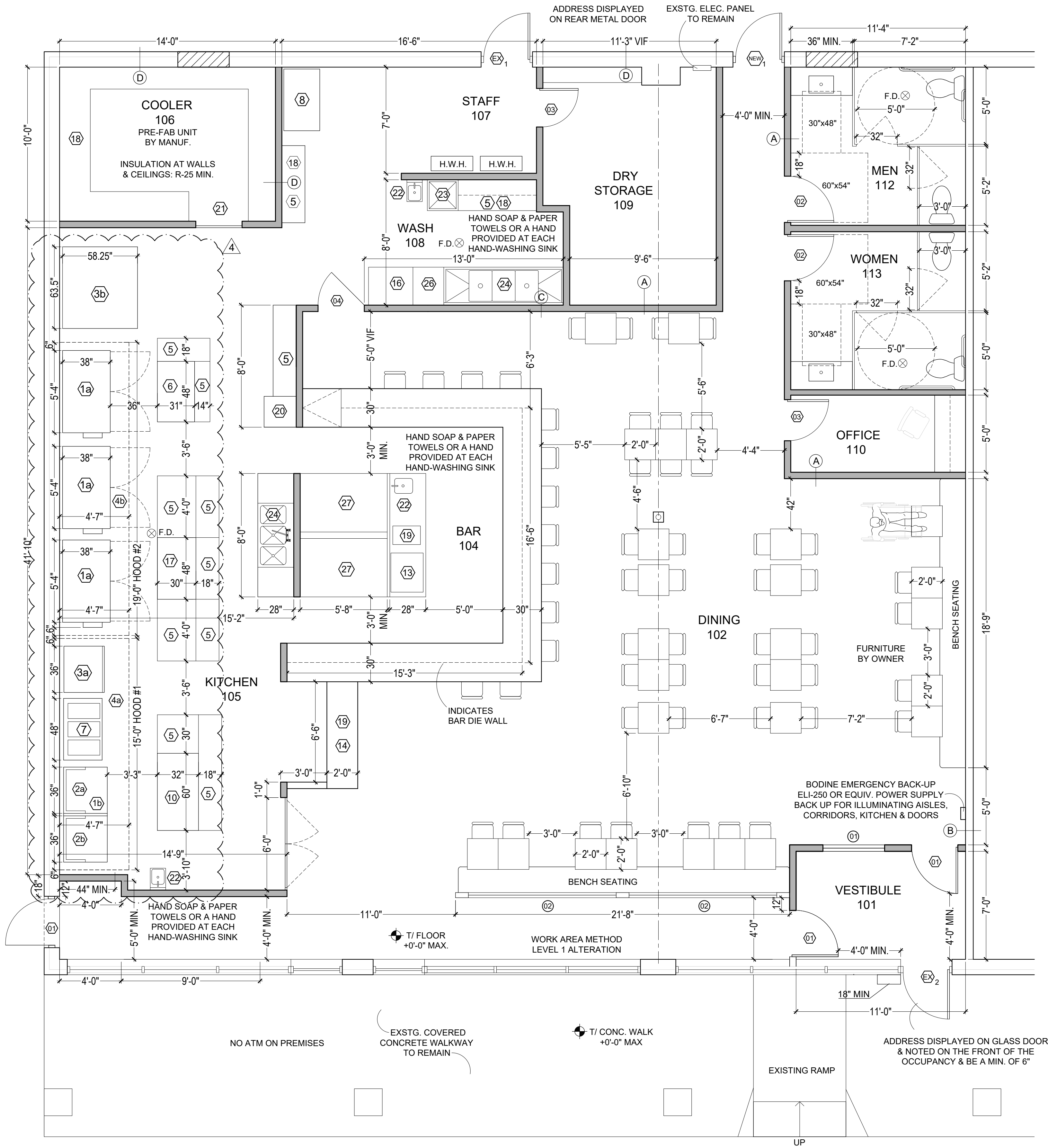
Net Income: \$861,263.77 (24.71%)

Total Owner Net Income: \$936,263.77 (26.87%)

Assumptions:

- **Cost of Goods & Supplies:** Running at 33%.
- **Cost of Labor:** Adjusted to 28% after removing owner salary.
- **Advertising:** Maintaining current schedule with potential adjustments post-year 1.
- **Professional Fees:** Includes various operational costs.
- **Professional Development:** Excluded as it pertains to current ownership's R&D.
- **Repairs & Maintenance:** Normal annual expenses estimated at \$15,000.
- **Equipment Condition:** Excellent and mostly new and expertly maintained
- **Trade Show & Travel Expenses:** Excluded as non-essential.

By leveraging the existing strengths and implementing strategic initiatives, Chicago Culinary Kitchen is poised for continued success and profitability. The acquisition by Bhagirath Patel and Kirnal Patel will bring fresh perspectives and drive innovation, ensuring the restaurant's place as a premier dining destination in Chicago.



- INDICATES NEW INTERIOR PARTITION WALLS. SEE WALL TYPES ON A1.4
- INDICATES NEW INFILL EXTERIOR WALL CONSTRUCTION. SEE WALL TYPES ON A1.4

1 PROPOSED FLR. PLAN
SCALE: 1/4"=1'

DRAWN BY:	JD, MC, RP
DEMO. PERMIT	01/22/20
SITE PLANNING	01/23/20
BUILDING PERMIT	06/28/20
PERMIT CORRECTIONS	07/29/20
PERMIT CORRECTIONS	08/18/20
CLARIFICATION	08/31/20
	09/07/20
REVISION	10/30/20
REVISION	12/06/20
REVISION	12/24/20
REVISION	01/22/21
	02/09/21

ARCHITECT:
J.DiMaria Architecture, LLC.
824 W. Superior St. #203
Chicago IL. 60642
773 817 3735
jdimariarchitecture@gmail.com

CCK RESTAURANT
NORTH HICKS ROAD
#2389, #2391, #2393
PALATINE, IL. 60074

PROPOSED FLOOR PLAN



A1.2

**Consider an Application for a Class E (Temporary) Liquor
License for the Bunco Bash Event at Palatine Township
Senior Center, 505 S. Quentin Road, Thursday, February 27,
2025**

BACKGROUND:

The Palatine Township Senior Center, at 505 S. Quentin Road, is requesting a one-day liquor license for the sale of wine in conjunction with their Bunco Bash event. The event will be held on Thursday, February 27, 2025 from 5:30 PM to 8:00 PM.

KEY ISSUES:

A diagram of the serving area is attached. The petitioners are requesting the service of alcohol be from 5:30 PM to 8:00 PM. All servers will be required to comply with the Police Department seminar regarding identifications. Once the Liquor Commission has approved the request, Palatine Township Senior Center will obtain the required State of Illinois liquor license.

ALTERNATIVES:

1. Approve the request.
2. Do not approve the request.

RECOMMENDATION:

Action is at the discretion of the Commission.

ACTION REQUIRED:

Action is at the discretion of the Commission.

ATTACHMENTS:

- PTSCC Bunco Bash

VILLAGE OF PALATINE TEMPORARY EVENT LIQUOR LICENSE APPLICATION

THIS FORM MUST BE COMPLETED IN FULL AND SUBMITTED 60 DAYS PRIOR TO THE EVENT
Village Manager's Office, 200 E. Wood St, Palatine, IL 60067 Fax: 847-359-9094 E-mail: village@palatine.il.us

INSTRUCTIONS: PLEASE TYPE OR PRINT CLEARLY. INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED.

Name of Event Bunco Bash	First time event? ☒ Yes ☐ No
-----------------------------	---

Exact Address of Event
505 S. Quentin Rd, Palatine, IL 60067

Date(s) of Event 2/27/25	Hours of Event 5:30pm - 8:00pm
-----------------------------	-----------------------------------

Phone number/website for publication 847-991-1112 www.ptsc.org	Estimated attendance 50	Last year's actual attendance n/a
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Describe the events community and/or cultural benefit

Fundraiser for the Senior Center

CONTACT INFORMATION

Name of Sponsoring Organization Palatine Township Senior Center	Contact person from Sponsoring Organization n/a	
Sponsoring Organization Address n/a	City n/a	Zip n/a
Name of Organizer/Coordinator Kate Johnson	Email [REDACTED]	
Organizer/Coordinator Address 505 S. Quentin Rd	City Palatine	Zip 60067
Phone Number [REDACTED]	Cell Phone Number [REDACTED]	Fax Number

LIQUOR LICENSE INFORMATION

Dates of Alcohol Service			Type of Alcoholic Beverages
Date 2/27/25	Time from: (am/pm) 5:30pm	Time to: (am/pm) 8:00pm	☐ Beer
			☒ Wine
			☐ Mixed Drinks
			☐ Other seltzers

A Copy of the following must be attached to every application:

- ☐ Site Plan
- ☐ Certificate of Insurance evidencing Dramshop Liability
- ☐ Letter from property owner acknowledging service of alcohol (Park District or Private Property Owner)
- ☐ Letter from Organization authorizing the liquor application

Conditions of Liquor License Approval

Must provide copy of State Liquor License upon Issuance to the Village

All persons who sell or serve alcoholic liquor and/ID Check must satisfactorily complete the Village of Palatine Liquor Ordinance Compliance Training Course. To schedule training course, please contact the Crime Prevention Department at (847)-359-9061.

Signature of Organizer
[Signature]

Date
1/22/25

TEMPORARY EVENT LIQUOR LICENSE APPLICATION

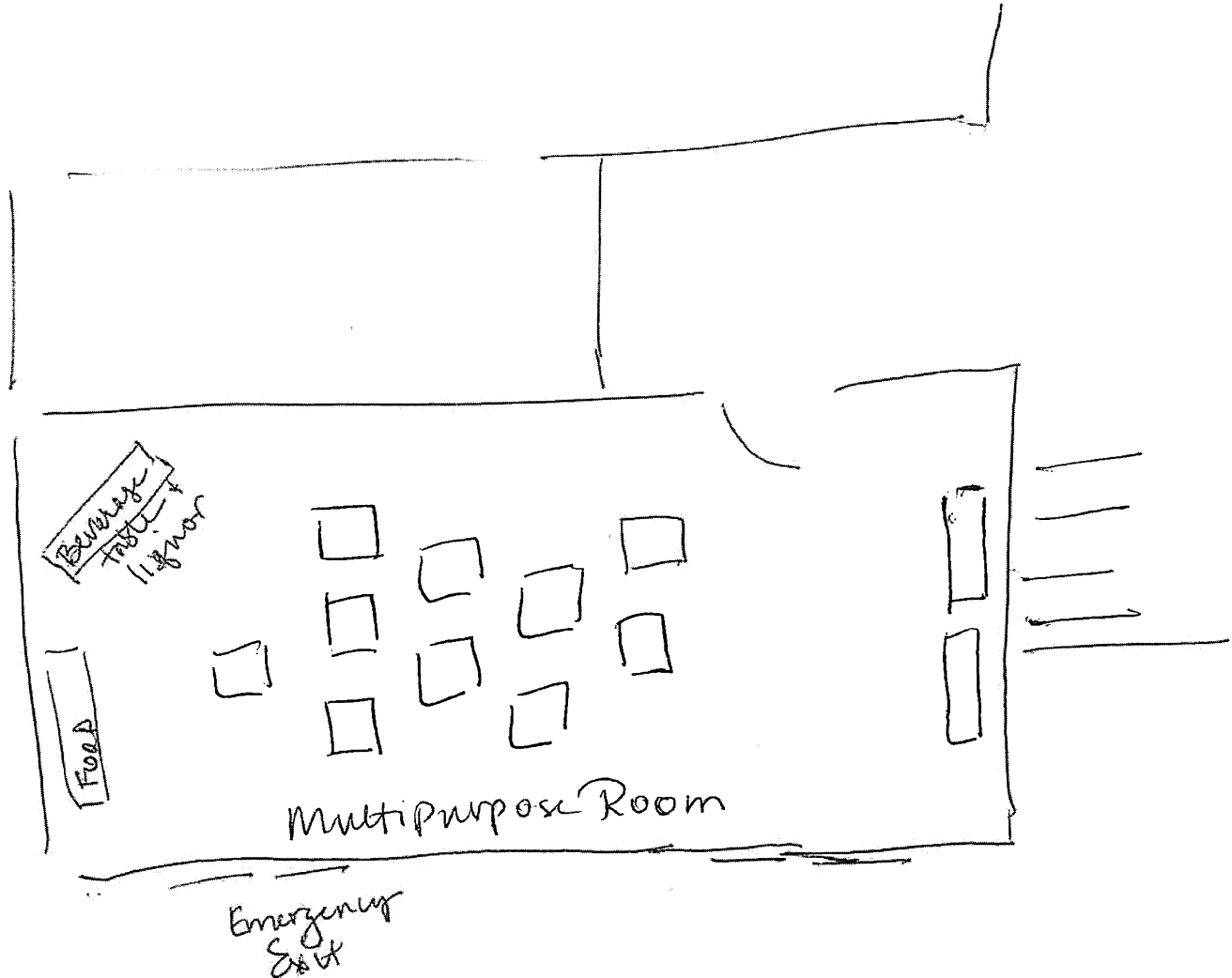
VILLAGE OF PALATINE TEMPORARY EVENT LIQUOR LICENSE APPLICATION

THIS FORM MUST BE COMPLETED IN FULL AND SUBMITTED 60 DAYS PRIOR TO THE EVENT
Village Manager's Office, 200 E. Wood St, Palatine, IL 60067 Fax: 847-359-9094 E-mail: village@palatine.il.us

INSTRUCTIONS: PLEASE TYPE OR PRINT CLEARLY. INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED.

SITE PLAN

Please use this Site Plan to illustrate the layout of your event. If you need additional space, please attach a separate sheet.



If applicable the following must be included:

- ☐ Location of food vendors (F)
- ☐ Location of beverage vendors both non-alcoholic (NAB) and alcoholic beverages (AB) along with number of serving stations at each location
- ☐ Public entrances and exits
- ☐ Location of sound stages and amplified sound

TEMPORARY EVENT LIQUOR LICENSE APPLICATION

Consider a Motion Approving the Age Verification Plans of B and B-1 Establishments Delivering Alcohol

BACKGROUND:

In Fall 2024, the Village Council passed a local ordinance that allowed for the delivery of alcohol for establishments with a B and B-1 liquor license. While this had already been allowed under State of Illinois law, Palatine's Code amendment was passed on September 16, 2024 establishing a local approval process for the service.

KEY ISSUES:

Staff corresponded with establishments that were already providing this service to customers. Plans were requested that identifies the Point of Sale and Point of Delivery age verification process for their business. There are three establishments (total 4 locations) in Palatine that have been providing this service and responded with their established delivery age verification process: Jewel-Osco, Mariano's and Garfield's.

ALTERNATIVES:

1. Approve the Age Verification Plans.
2. Do not approve the Age Verification Plans.

RECOMMENDATION:

Staff recommends approval of the Age Verification Plans.

ACTION REQUIRED:

A motion to approve the Age Verification Plans.

ATTACHMENTS:

- Garfield's Age Verification Process
- Jewel Osco - Alcohol Purchase and Delivery - Age Verification Plan
- Roundy's Age Verification

From: [Reid Ottesen](#)
To: [Hadley SkeffingtonVos](#)
Subject: FW: Garfields Palatine
Date: Tuesday, November 19, 2024 4:40:42 PM

From: Adam Silverstein <Adam@garfieldsbeverage.com>
Sent: Saturday, November 16, 2024 12:27 PM
To: Reid Ottesen <ROttesen@palatine.il.us>
Subject: Garfields Palatine

Caution: This is an external email, Please take care when clicking links or opening attachments. When in doubt, please talk with the sender or check with VOP IT

Hello Reid -

Thanks for the time the other day.

At the point of sale we card every customer that looks under the age of 40. We physically view their ID and have an ID scanner on site if we need further verification. For deliveries that we complete ourselves, we physically view the ID of the person that placed the order as well as accepting the order. For any third-party delivery services or common carriers, we require that the person pick up the alcohol from our establishment proves they are of age to process the delivery.

Hopefully that works for you, let me know if you want me to workshop it.

Adam Silverstein

Chief Operating Officer

[Garfield's Beverage Warehouse](#)

847-792-1400

Attachment: Garfield's Age Verification Process (Liquor Delivery - Verification Plans)

**ONLINE ALCOHOL PURCHASE AND DELIVERY: AGE VERIFICATION****Placing an Order**

Customer goes to www.JewelOsco.com and is required to create an account with basic information to identify if delivery and/or Drive-up and Go is an option in their area. Assuming Alcohol is included in the order, once at checkout, the customer is given the Jewel-Osco alcohol terms and conditions, acknowledging that someone over the age of 21 must be present to accept and sign for the delivery or pickup. Valid (non-expired, government issued) identification confirming the identity and age of the person accepting and signing for the delivery or pickup order will be required, regardless of age, where age-restricted items are in the order.

**ID Check and Handoff**

Drive-up and Go – Order is prepared for the customer within a designated period. Customer then drives to the designated store location and parks the vehicle in a designated Drive-Up and Go parking space. The alcohol is clearly marked with an orange liquor sticker indicating to the associate that proper identification must be requested prior to delivery. An associate, 21 years or age or over with a valid Basset Certificate then takes the order out to the vehicle and proceeds with verification. Form of ID is requested, visually verified. DOB is entered into the handheld scanner and customer then signs the device. If the customer present at the time of delivery, is of legal age, has shown valid ID, and appears to be sober, the alcohol is loaded in the trunk of the vehicle and marked as complete.

If Delivery is chosen, a designated third-party company employee picks up the product at the store and proceeds to the designated address for delivery to the customer's home. The alcohol is clearly marked with an orange liquor sticker indicating to the driver that proper identification must be required prior to delivery. Picture ID is requested and scanned prior to product handoff. If the customer present at the time of delivery, is of legal age, has shown valid ID, and appears to be sober, the alcohol is handed to the customer, and the delivery is marked as complete.

**Undeliverable Alcohol**

If the recipient is not home, is under age, or appears to be intoxicated—or if, based on the circumstances at the time of delivery, the Jewel-Osco associate or third party delivery driver has a reasonable belief that the alcohol is being purchased by someone of legal age to be supplied to a minor (for example, if a party is occurring and attendees appear underage)—the driver politely informs the customer that he or she is prohibited from completing the delivery and returns the undeliverable alcohol to the licensed premises from which it was shopped. The “hold” placed on the recipient's credit card will be released, and the recipient will not be charged for the alcohol.

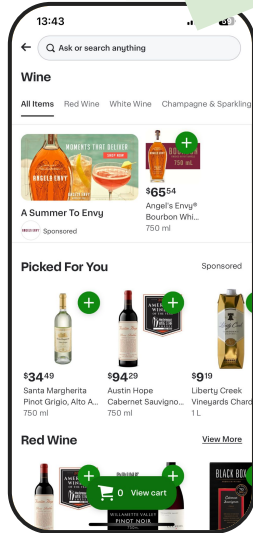
PRODUCT OVERVIEW

Consumer Alcohol Order Flow

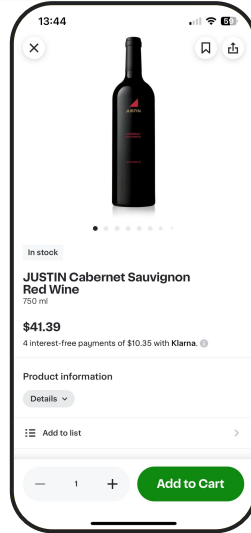
Select states require a separate digital storefront for alcohol

1st Time Alcohol Order

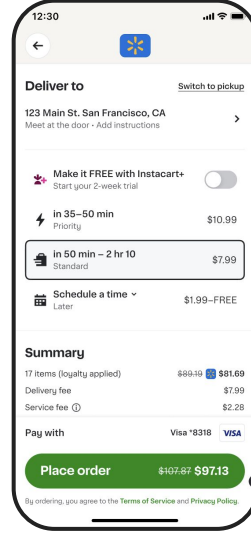
2nd+ Time Alcohol Order



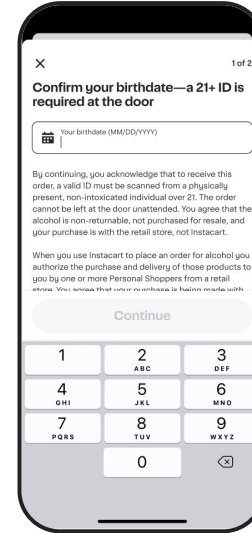
Search assortment for wines, beer, and more within retailer storefront



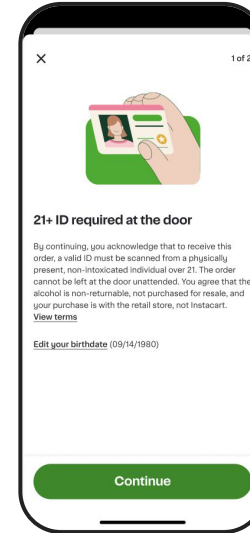
Select beverage and add to cart



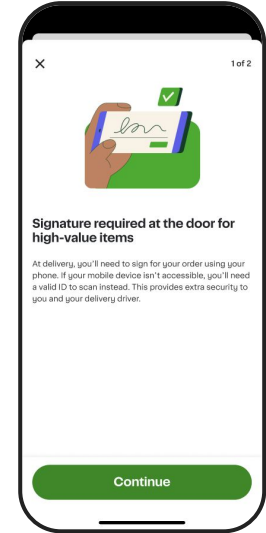
Complete delivery details



Verify age and accept terms & conditions



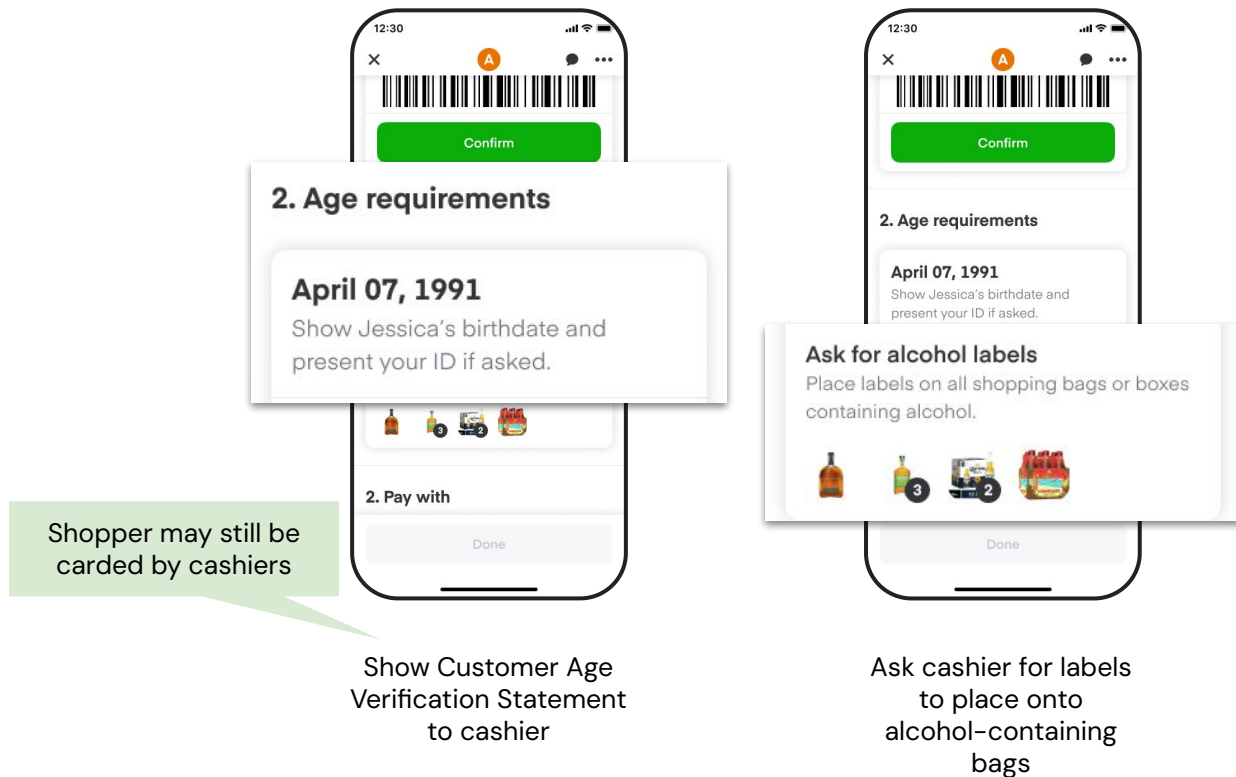
Accept reminder to show valid ID upon delivery



Accept reminder to sign upon delivery¹

Shopper Alcohol Checkout Flow

Labelling-States



There are 2 types of shopper delivery flows

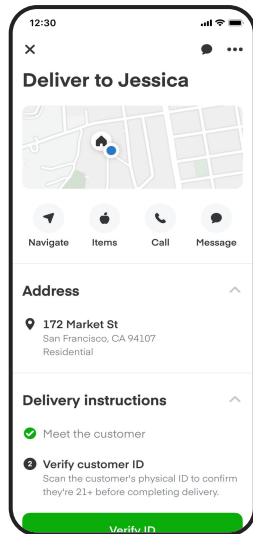
ID Scan



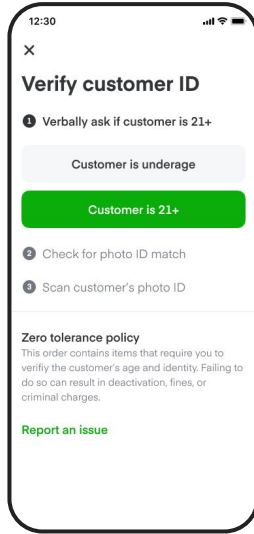
Manual Entry

A screenshot of a mobile app interface for manual entry. At the top, there's a back arrow and the title 'Enter customer's info'. Below the title, there are several input fields: 'ID type' (with 'Driver's License' selected), 'Full name' (with 'Jessica Troxler'), 'State' (with 'Texas'), 'ID number' (with 'FJS421'), 'Date of birth' (with '01 / 05 / 1983'), and 'Expiration date' (with '05 / 20 / 2024'). At the bottom, there is a large green button labeled 'Next'.

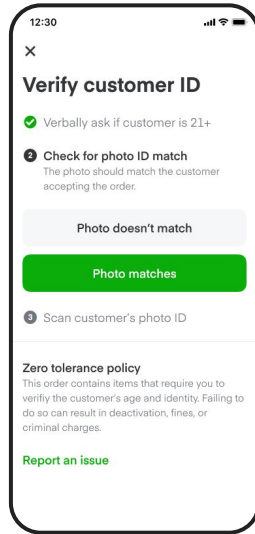
Shopper Alcohol Delivery Flow: ID Scan (1 of 2)



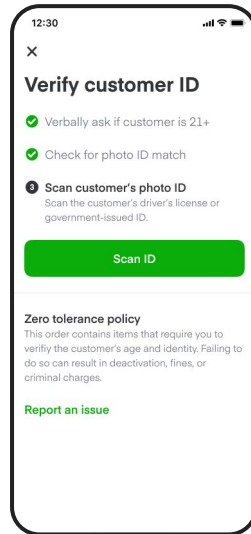
Meet the customer



Verbally ask if customer is 21+



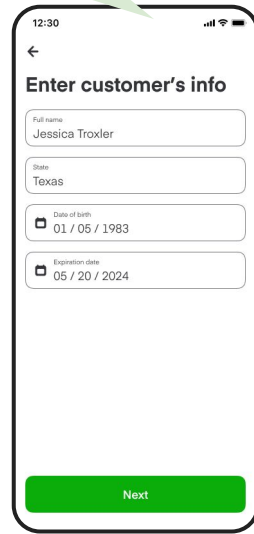
Check if photo ID matches customer accepting order



Click 'Scan ID'

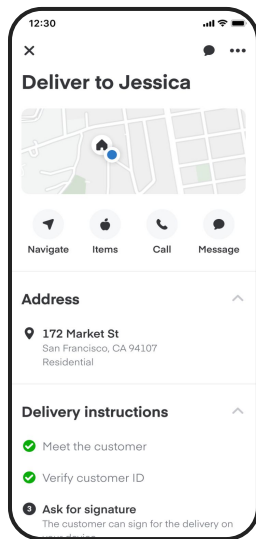


Scan ID



Confirm scanned details

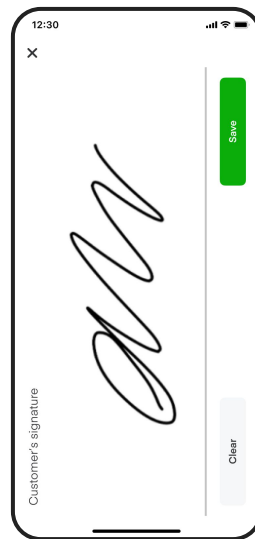
Shopper Alcohol Delivery Flow: ID Scan (2 of 2)



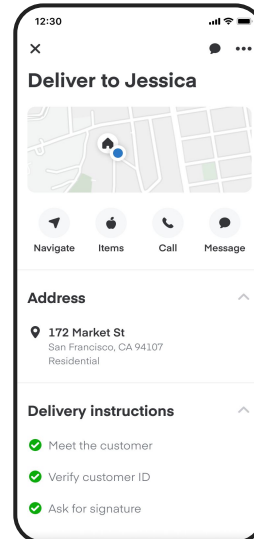
Ask for signature¹



Share device with customer

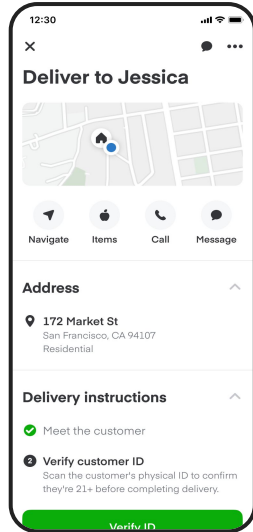


Customer signs

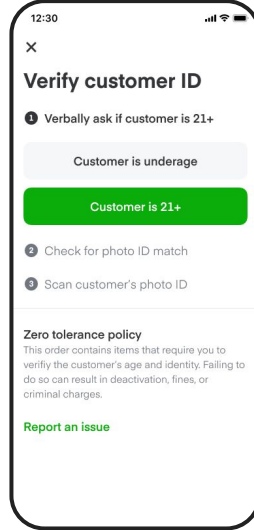


Complete order delivery

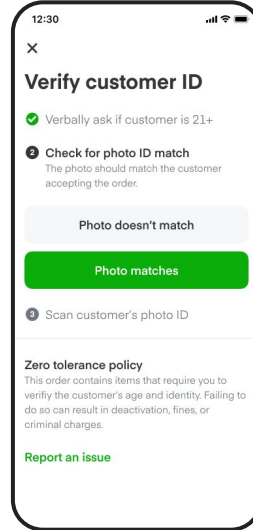
Shopper Alcohol Delivery Flow: Manual Entry (1 of 2)



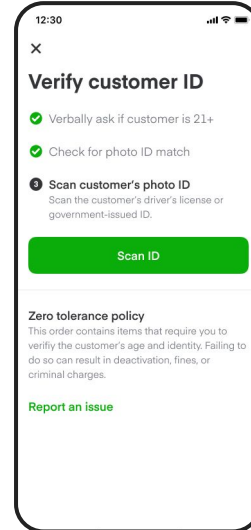
Meet the customer



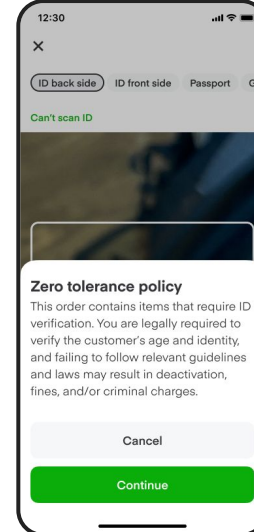
Verbally ask if customer is 21+



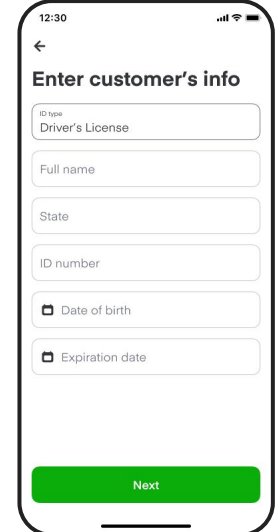
Check if photo ID matches customer accepting order



Click 'Scan ID'



After 10-second delay, accept prompt to manually input details



Share device with customer to manually input details

Shopper Alcohol Delivery Flow: Manual Entry (2 of 2)

12:30

←

Enter customer's info

ID type
Driver's License

Full name
Jessica Troxler

State
Texas

ID number
FJS421

Date of birth
01 / 05 / 1983

Expiration date
05 / 20 / 2024

Next

Confirm customer details

12:30

×

Deliver to Jessica

Map

Navigate Items Call Message

Address

172 Market St
San Francisco, CA 94107
Residential

Delivery instructions

- ✓ Meet the customer
- ✓ Verify customer ID
- ③ Ask for signature
The customer can sign for the delivery on

Save

Ask for signature¹

12:30

×

Customer's signature

Save

Share device with customer

12:30

×

Customer's signature

Save

Customer signs

12:30

×

Deliver to Jessica

Map

Navigate Items Call Message

Address

172 Market St
San Francisco, CA 94107
Residential

Delivery instructions

- ✓ Meet the customer
- ✓ Verify customer ID
- ✓ Ask for signature

Save

Complete order delivery



Contact Sheet (last updated February 2023)

Contact	Question or Escalation
Retail Support: Retailsupport@instacart.com - Inclusive of all support required for Seamless Delivery, Instacart Marketplace and Kroger Delivery Now - Responses to come within two (2) hours	Safety Issues (shopper behavior / in-store issues)
	Customer order escalations
	Complaints to the Better Business Bureau
	Failed Delivery Order (FDO, order never arrived)
	Info on cancellation or rescheduling of an order
Joe O'Hara joseph.ohara@instacart.com Jen Baron: jen.baron@instacart.com	Questions about Seamless and/or Instacart technology (or overall processes / guidelines)
claims@instacart.com	Claims regarding damage to property
ler@instacart.com	Police investigations or subpoenas
Xandra Lee: xandra.lee@instacart.com	Questions related to Kroger Delivery Now products & services
Allie Churney: allie.churney@instacart.com	Questions related to IC App products & services

Glossary:

- **Seamless:** orders sourced from Kroger.com
- **IC App:** orders sourced from Instacart.com/Instacart Marketplace
- **Kroger Delivery Now:** <30min orders from Instacart or PBI

FRONT-END
Associate Job Aid

Alcohol and Tobacco Sales Policy

Overview:

To assure all associates follow the correct procedures when selling alcohol and tobacco as so dictated by law within the division, state, city, and county. Always be sure that the customer purchasing is of legal age. It is not acceptable for associates to sell alcohol and tobacco to underage persons. It is against the law and can result in fines and imprisonment to those who have sold it, along with fines, suspension, or loss of license to the business that employed them.

Responsibility

- Front End Supervisor
- Cashier
- Front End Leader
- Store Leadership

Training

- Online corporate training before placing associate on register
- Internal Compliance website for FAQ

The Process

- If a customer purchasing tobacco products appears younger than 30 years of age, the cashier must scan the customer's ID
- If a customer purchasing alcohol appears younger than 35 years of age, the cashier must scan the customer's ID
- Cashiers can use the standard "bypass age verification" procedure on the keyboard for customers that appear older than the appropriate age for either alcohol or tobacco products. Always follow division, state, city, and county guidelines
- All associates are required to attend alcohol and tobacco training classes or take WBL's as required by law for division

Refunds

Tobacco

- Cigarettes must be returned in the state in which the product was purchased
- Customers must produce a receipt for all returns
- Customers may not receive a refund and be allowed to keep the product
- Returned cigarettes that are open should not be re-shelved
- Exchanges can only be made for same dollar value

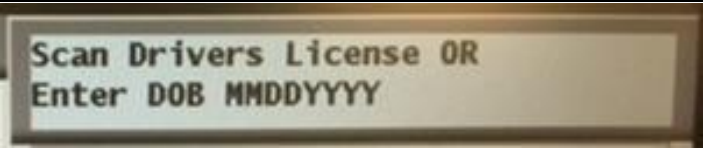
FRONT-END
Associate Job Aid

Alcohol and Tobacco Sales Policy

Alcohol

Follow State, local, and federal law compliance.

Touchscreen Process

Cashier receives prompt for scanning of License or entry of DOB	
Cashier scans the back of Driver's License (barcode) with hand scanner	
Item Rings	
NOTE: Driver's License information will be stored from first age-restricted item scanned in order If Divisions allows for override, CLEAR ENTER can still be used	

***Please check with your Store Leadership for additional and local laws regarding Tobacco and Alcohol sales.**