



### **HISTORY OF LOCATION**

This location formerly housed three Class A on sale-liquor establishments. The first was called Grand Slam which operated from 1990 to 1992 and the second, The Quest from 1992 to 2006 and the third, Epic from 2007 until July 2014. The Quest and Epic conducted business as a Concert Nightclub/Event Center.

### **APPLICANT**

The applicant is 1<sup>st</sup> Avenue Entertainment Group, Inc., doing business as Shout House Dueling Pianos. It was incorporated under Corporate Charter Number 12N-451 under Chapter 302A on January 27, 2003. Shout House, under this ownership, previously operated for 10 years in Block E at 600 Hennepin Avenue with no issues or complaints. The applicant has provided documentation showing adequate, legal, and traceable funding for this venture. They have the required restriction on the transfer of shares and have the following shareholders and officers:

<b><u>Name</u></b>	<b><u>DOB</u></b>	<b><u>Title</u></b>	<b><u>Ownership (%)</u></b>
Joseph A. Woods	05/16/61	Owner/CEO	100%
Julie B. Woods	05/15/59	Vice President	0%

### **POLICE REVIEW**

Police Licensing and this Inspector have reviewed the expenses and source of funds reported in this application. The applicant has provided documentation showing adequate legal and traceable funding for this venture and has passed the criminal background check. The First Precinct of the Minneapolis Police Department has discussed security issues with the applicant.

### **PREMISES**

Shout House will be a sit-down restaurant equipped with a full kitchen and entertainment consisting of dueling pianos. The licensed premises will consist of approximately 13,000 square feet on the first floor. The seating capacity is yet to be determined as it will greatly be dependent upon Fire Inspection Services occupant load determination. Their current business plan indicates proposed seating of 253 people in the main restaurant/bar area with seating for 39 patrons at bar stools and the rest consisting of table and chair seating and seating for 130 patrons in the private bar area with 16 barstools and the rest of the seating at tables. The licensed premises space is compact and contiguous. There are no undefined spaces.

### **MANAGER**

Shout House will be managed by Joshua Moore. Mr. Moore has passed the criminal background check.

### **BUSINESS PLAN/OPERATIONS**

All alcohol servers will complete regular alcohol compliance training given by Ben Gissleman of Best Beverage. All new hires are required to attend one of Ben's monthly courses. The Shout House will implement and maintain a policy on carding patrons prior to serving and will use ID scanners at the door. Shout House will reward employees \$50 for every passed compliance check. Self-audits will be conducted from time to time.

The businesses proposed hours of operation will be 7:00 p.m. until 2:00 a.m. on Tuesdays, Wednesdays, and Sundays and 5:00 p.m. until 2:00 a.m. on Thursdays, Fridays, and Saturdays; they will be closed on Mondays. The applicant has suggested they may change their business hours of operation in the future to accommodate brunch or lunch hours and possible open the business on Mondays.

Management and staff are trained in the basic principles of establishment security and expected protocols for handling security-related issues. Unruly and disruptive guests will first be asked to leave the premises and, when necessary, police will be called. Security at the Shout House will be primarily provided by restaurant staff. There will be a Manager on Duty at all times while the business is open. The Manager on Duty will serve as the head of Security. It is ultimately the responsibility of the Manager on Duty to keep an accurate count of all guests in order to avoid over occupancy. Once at capacity, additional guests will be denied entrance to the premises. All staff will be trained not to admit or serve intoxicated persons.

Hosts will be stationed at the front entrance of the restaurant. Management, supervisory-level personnel, and/or security staff will cycle through the outdoor areas and interior premises typically at least every 60 minutes. Typical manager and supervisory-level duties include: assisting customers, deescalating situations, walking the various areas, communicating with staff and employees on the floor about negative behavior, potentially difficult or escalating situations. At closing, management or supervisory-level personnel will be present until all customers are out of the building and off the licensed premises. Staff will take the lead in initiating closing procedures.

Shout House will have a closing strategy which incorporates defined tools utilized by staff to ensure orderly and peaceable exiting from the building and surrounding sidewalk area. Beverage alcohol service will end no later than 2:00 a.m. with last call generally announced no later than 1:45 a.m. Beginning 1:50 a.m., customers will receive a verbal notice from staff. At approximately 2:00 a.m., the lights begin to come up. Staff will talk to patrons to encourage them to finish their drinks. They will also begin directing customers to the door by approximately 2:15 a.m. in order to achieve a gradual emptying of the nightclub no later than 2:30 a.m.

Security cameras will be located inside the business. Coverage will include all bars, exits and entrances. The Shout House will ensure that exterior lighting is appropriate for customer security, as well as for surveillance of these areas. Tapes will be made available to police within a reasonable time period upon request.

Staff will also be responsible for ensuring that guests and other people do not loiter on the public sidewalk outside the premises and will employ techniques to move them along, encouraging departure from the area. Staff will assist with clearing the sidewalk area and commit to a security presence in the area for at least 30 minutes after the time of closing; in the case of a special event or a situation warranting additional attention, our management staff will remain for additional time. Staff will regularly inform exiting guests to have a safe evening and to respect the surrounding area and neighborhood. Management and staff will work with Minneapolis Police to escort potentially problematic guests away from the area.

Staff will also be trained to call for police, fire or emergency medical services response if any employee or guest is severely injured, needs medical services, or when any injury is the result of a criminal act.

Management and staff will be available to meet with representatives of the City of Minneapolis to address any security concerns and will provide any available video surveillance that may be utilized on the premises to the Minneapolis Police Department upon request.

Excessive noise or noise complaints will be addressed by a manager and guests will be given appropriate warning. If the behavior continues, they will be asked to vacate the premises and escorted out. Management will maintain constant vigilance to ensure that excessive noise does not emit from the business. Shout House will maintain a security log and will participate in the Do-not-admit list program.

They will not be accepting any guests from party busses or pedal pubs.

Shout house will not participate in charitable gambling activities and will not have any amusement devices. They may sponsor softball teams and kickball teams and will be involved with Keys for Kids as well as other charitable organizations.

**RECOMMENDATION**

The Licenses and Consumer Services Division recommends approving this application for an On-Sale Liquor with Sunday Sales, Class C-1 license.

**LICENSE CONDITIONS**

None