Volume 74, Number 5, 2015/2016



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<b>APRIL 2016</b>						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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3	4	5	6	7	8	9
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### <u>New April MMBA</u> <u>Annual Conference</u> <u>Dates</u>

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Municipal Liquor Store

Box 32966

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### MUNICIPAL LIQUOR STORE Volume 74, Number 5, 2015/2016

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### ON THE COVER

By member request, the 2016 MMBA Annual Conference has been moved to April.

April 16 - 19, 2016 are the dates.

Arrowwood Resort in Alexandria is the place.

Back by popular demand, retail expert Tom Shay will be headlining the event.

In addition to Tom, there will be numerous other seminars, great educational tasting dinners, an alcohol awareness training, Vendor Showcase and time to have fun and develop relationships with other attendees & industry representatives.

Plus, there is no price increase!!

Full information on the conference can be found in this issue











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### **MMBA President's Message**



GARY BUYSSE President

As you know life is about change.

It's truly the only constant and it will happen with or without your cooperation.

I sincerely ask for your cooperation and participation when I remind you the dates of our annual conference have changed to April 16-April 19.

This change was implemented to remove any roadblocks that Mother's Day and Fishing Opener may create to your attendance.

One of our strengths as an association is our propensity for networking and information sharing.

This practice is even recommended by our Minnesota State Auditor, Rebecca Otto, in the 2014 Analysis of Municipal Liquor Operations:

One purpose of this report is to provide data to city officials that will enable them to evaluate the efficiency of their liquor operations through comparisons to similarlysituated liquor operations. The tables included in this report may be downloaded as a spreadsheet so those who manage municipal liquor operations can compare their operation to similar operations. Municipal officials can compare location, population, and financial indicators, such as total sales, to make a review of operations more meaningful. City officials should compare their operations to cities

### with the same type of operations.

Off-sale operations should not be compared to on-sale operations because operating expenses are generally much higher for on-sale operations, due to factors such as the added costs of bartenders, wait staff, and entertainment.

All of our operations can be improved by an introduction of new ideas.

The seminar schedule includes presentations concerning mixology, computer training, human-resources and staffing and advertising and promotion just to name a few.

I am proud to note that our list of presenters include many knowledgeable industry leaders with useful information for all of you regardless of your annual sales!

All of your liquor enterprise staff will benefit from attending this educational, entertaining event! City and Elected officials will learn valuable information about managing a liquor enterprise fund and what to look for to improve the bottom line of what may be your Cities major revenue source.

Please join me at the 2016 MMBA Conference!

Arrowwood is a beautiful venue, the seminars are top notch, the networking opportunities are worth the price of admission by themselves and you have permission to attend from State Auditor Otto.

The schedule change allows you to keep Mom happy, maybe catch that illusive monster walleye and improve the bottom line of your enterprise fund while improving the quality of life in your community!

See y'all in April!

### MMBA & MLBA Legislative Day

### Tuesday, March 22, 2016

Please join members of the Minnesota Municipal Beverage Association and Minnesota Licensed Beverage Association at the Capitol in St. Paul for Legislative Day on Tuesday, March 22, 2016.

Your voice is influential, needed, and critical in supporting Minnesota's smart and balanced alcohol regulations that affect our industry.

We'll start the day with a legislative briefing providing up-to-the-minute information, have lunch, then meet individually with your specific state legislators. Legislative Day will close with a networking and tasting reception with industry and political leaders.

For more information, go to: www.municipalbev.com

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**THIS BUD'S FOR YOU** 

### New April Conference Dates, by Member Request



The 2016 MMBA Annual Conference will be held on Saturday, April 16 – Tuesday, April 19, at Arrowwood Resort, in Alexandria, Minnesota.

### This Year's Conference Features:

### **No Price Increase!!**

Good for your budget!!

### Back by popular demand, Tom Shay will address two topics:

### Product Pricing Methods

The pricing method you select provides direction on how to set your product price. The way you set prices in your business will change over time, for many reasons. As you learn more about your customers and competition, you may decide to change your pricing method.

For example, if you are doing a 2 for 1, do you charge more if a customer only purchases 1 or do you split the offer in two?

Tom will explore the advantage and disadvantages of various options.

### Are You Promoting or Just Spending Advertising Dollars?

Advertising is talking to the public. Promoting is talking to your customers.

Advertising is trying to get rid of what you've got left over. Promoting is having what you can sell.

Tom will show how to create a budget for advertising, marketing, promoting, as well as how to create effective promotions that do not solely focus on item and price advertising.

After this session, you will likely look at what you do in a different light.

### Women & Whiskey

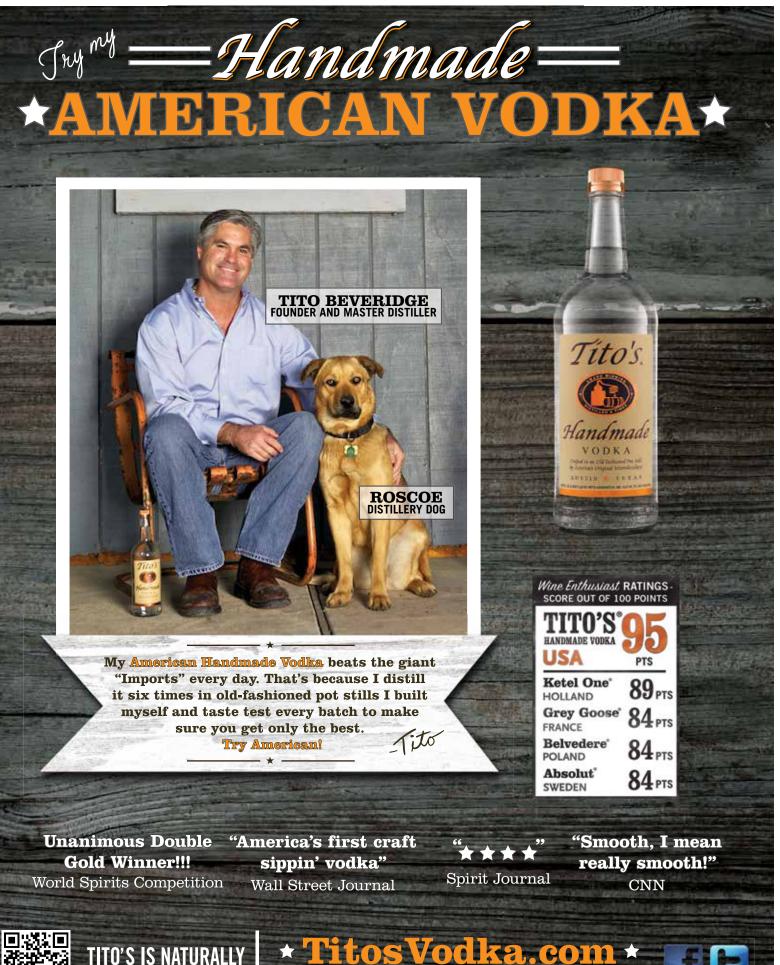
What do Lady Gaga and Rihanna have in common with Founding Father George Washington?

Whiskey.

Our first commander in chief distilled the popular spirit and these pop icons are helping to fuel a new female-driven whiskey renaissance.

Back in the 1990s, only about 15 percent of whiskey drinkers were female. Now women represent 37 percent of whiskey imbibers in the U.S.

Learn how you can capitalize on this trend.



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Partner with us! We welcome new product distributors. Call Steven.

### Finding & Hiring New Employees

A popular topic at the 2015 MMBA Regional Meetings was staffing and specifically, finding help.

It was explained the alcohol industry is not unique in this situation and recruiting employees must be an active, not passive, process.

It is not good enough to only place a newspaper ad.

Learn ways to attract new employees and then how to determine a good fit for your organization.

### **Creating a Signature Drink for Added Profits**

Signature drinks are an excellent way to create a name for your bar and draw in more customers.

For signature drinks to be worth your while, they need to be popular with customers and also profitable for your bar.

Learn how to meet both criteria and taste some examples.

### **Don't Forget Your Change!**

We encounter change every day. How we prepare ourselves for and react to the change will help determine our success with adapting to it.

The way you set up yourself and your staff to react to, or better yet get ahead of these changes, makes all the difference.

Join us for a conversation about the tools needed to be successful...and make sure you don't leave without your change.

### Microsoft Office Training on Outlook & Publisher

By popular request, Alexandria Technical and Community College Technology Specialist Linda Muchow returns to conduct a Microsoft Office Training. There will be 16 laptops available for use or you can bring your own.

### Is Your House in Order?

For new managers, assistant managers, city officials and seasoned personnel who want to brush up on their knowledge

- Mission, Vision, Values & Strategy
- Overall Image
- Interior and Exterior Appearance
- Product Merchandising
- Financial Statements / Pricing / Inventory Control
- Product Knowledge
- Employee Training
- Community Value

There will also be great educational tasting dinners, an alcohol awareness training, Vendor Showcase and time to have fun and develop relationships with other attendees & industry representatives

### 2016 MMBA Conference Schedule of Events (Subject to Change)

### Saturday, April 16

- Noon 6:00 PM = Registration Hosted by Anheuser Busch-InBev
- 12:30 PM 2:30 PM = Is Your House in Order?
- 3:00 PM 5:00 PM = Microsoft Office Training (Outlook & Publisher)by Linda Muchow, Alexandria Technical and Community College
- 6:00 PM 7:00 PM = Cocktail Hour
- 7:00 PM 8:30 PM = Palm Bay Int'l / Paustis Gourmet Wine Dinner

### Sunday, April 17

8:00 AM - 1:00 PM = Registration Hosted by Anheuser Busch-InBev

8:30 AM - 10:00 AM = Beverage Alcohol Training, by Gary Buysse

- 10:00 AM 1:00 PM = Brunch & Vendor Showcase
- 1:15 PM 2:30 PM = Don't Forget Your Change! By Maple Lake Mayor Lynn KissockTraining and Change Management Consultant

2:45 PM – 4:00 PM = Product Pricing Methods By Tom Shay, Profits Plus Solutions

- 4:15 PM 5:30 PM = Creating a Signature Drink for Added Profits By Jeff Rogers, Southern Wine & Spirits
- 6:30 PM 7:30 PM = Cocktails
- 7:30 PM 9:00 PM = Ste. Michelle Wine Estates Around the World Buffet Wine Pairing Dinner

9:00 PM - 11:30 PM = Dueling Guitars

### Monday, April 18

7:00 AM - 8:30 AM = Breakfast

9:00 AM – 10:15 AM = Are You Promoting or Just Spending Advertising Dollars? By Tom Shay, Profits Plus Solutions

10:30 AM – 11:45 AM = Finding & Hiring New Employees By Jim Langemo, Langemo Consulting

Noon – 1:00 PM = Lunch Featuring Third Street Brewing

1:15 PM – 2:30 PM = Women & Whiskey By Beam Suntory

3:00 PM – 5:00 PM = Relationship Building Hosted by MillerCoors (Trivia, Corn Hole, Scavenger Hunt)

6:15 PM – 7:15 PM = Cocktails

7:15 PM – 8:30 PM = Family Style Dinner featuring Jackson Family Fine Wines

9:00 PM - 10:00 PM = Awards

### Tuesday, April 19

7:00 AM - 8:30 AM = Breakfast

9:00 AM – 11:00 AM = MMBA Annual Meeting, Elections, Awards & Industry Discussions

11:00 AM = Home

# REFRESHINGER CRISP

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and garnish with a lemon wedge.

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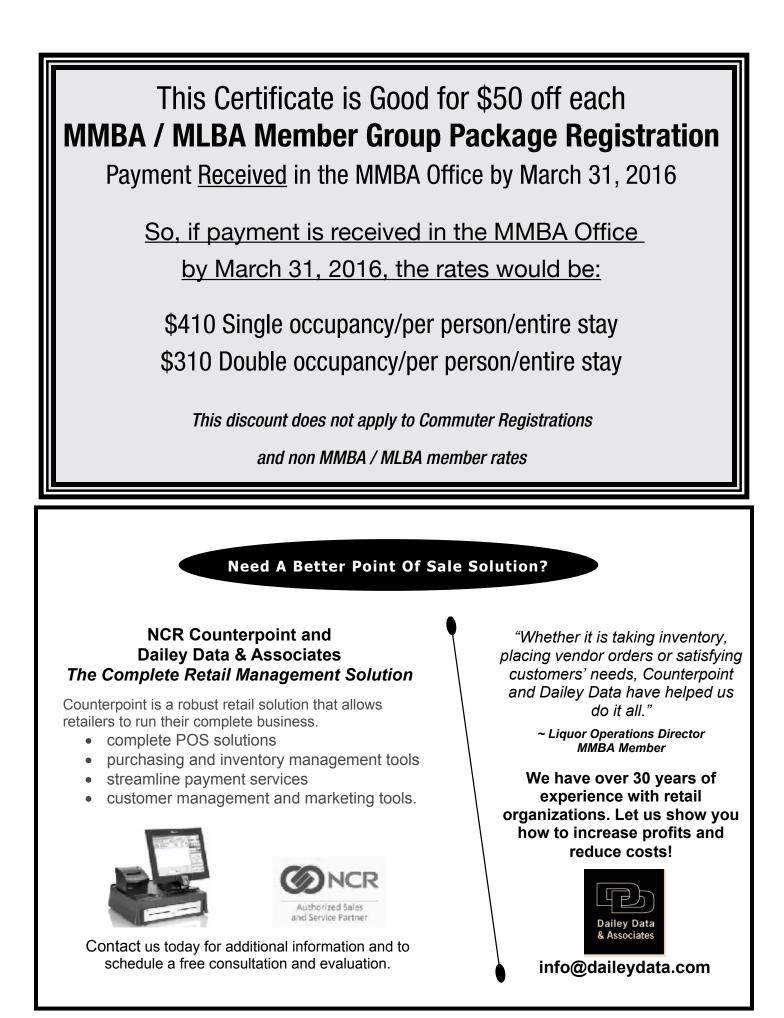
A REPRESENCE APPLE TAST



HORE CERTINE WITHOUT MY ADDRAFTING BEAM + CLEBANOUT + FRANKFORT KONTODOCY ADDA JOSH ALCAND, OD PREDAT

### MN Municipal Beverage Association Annual Conference April 17-19, 2016 (*With Special April 16 Pre-Conference Events*) Arrowwood Resort – Alexandria, Minnesota

Please Complete and Send to MMBA	<b><u>GROUP PACKAGE (Includes Sunday Brunch)</u></b>
	Deluxe Standard Room \$460 (\$560 non MMBA / MLBA Member)
Business Name	Single occupancy/per person/entire stay*
Mr./Mrs./Ms	\$360 (\$460 non MMBA / MLBA Member)
111./1110./110	Double occupancy/per person/entire stay
Street	Package Includes: Conference Registration, accommodations
	for 2 nights, brunch & dinner on Sunday, breakfast, lunch &
City St Zip	dinner on Monday, breakfast on Tuesday, non-motorized recreation, tax and service charge.
Day Phone ()	
	(* Note: Spouses stay free with participant's paid single package. However, meals must be purchased.)
E-Mail	puckage. 110wever, means must be purchased.)
Arrive/Depart Dates: /to #Nights	PRE-CONFERENCE ROOM: SATURDAY, APRIL 16
Special Degradate (i.e. Deem accessibility, distant, etc.)	\$120.00 (including tax) Single / Double Occupancy
Special Requests: (i.e. Room accessibility, dietary, etc.) Explain:	(Cost is per ROOM, not per-person)
	<b>ROOMMATES: IF YOU ARE SHARING A ROOM EACH</b>
	PERSON MUST COMPLETE A
	SEPARATE RESERVATION FORM
MAKE CHECK PAYABLE, AND SEND TO:	List name of the roommate you've selected:
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PO Box 32966	If you are selecting roommates, reservation forms must be mailed together.
Minneapolis, MN 55432	maned together.
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763-572-8163 (fax)	REGISTRATION ONLY:
	\$100 Member & \$200 Non-MMBA / MLBA Member
	COMMUTER (NO LODGING) / SPOUSE MEALS:
Special Pre-Conference Saturday, April 16	Sunday Brunch (\$20.00)
Gourmet Wine Tasting Dinner	Sunday Dinner (\$40.00)
featuring	Monday Breakfast (\$18.00)
Palm Bay International / Paustis Wine Company	Monday Lunch (\$18.00)
\$55.00 Per Person	Monday Dinner (\$40.00)
	Tuesday Breakfast (\$18.00)
	TOTAL ENCLOSED: \$



## **Teach Staff About Wine**

### By Dwight Furrow, Cheers Magazine

Do your servers lack confidence in their wine knowledge? If so, they may be reluctant to even ask guests if they'd like to try a wine, for fear customers will have questions they can't answer. After all, wine is complex, and no one wants to look foolish—it's easier just not bring wine at all.

If this is going on in your operation, you're leaving money on the table. That's why training staff is so important.

Many facilities can't afford to hire highly trained sommeliers with lots of letters after their names to supervise their wine programs. But most operators can better educate their staff so that they're more confident and can provide helpful guidance to customers, which will in turn boost your wine sales. Here are a few tips on how.

### **1. Hold regular wine tastings for your staff.**

This increases their wine knowledge while also allowing them get familiar with the wines on your list. Encourage your team to articulate what they taste and take notes during these sessions so they can remember what they discover.

### 2. Enlist the help of suppliers.

Who's going to conduct your tastings? Many distributors want to solidify their relationship with their customers, and conducting a tasting is just one more way for them to promote their wines. Winery associations and importers have similar incentives, and most will have educational materials readily available to give out to interested parties.

### **3.** Encourage staff to read about wine—especially tasting notes.



With the vast ocean of information about wine in books and online, you can establish a reading list of reliable sources and make conversation about wine a part of your culture. Karen McNeil's *Wine Bible* is a great place to start.

All of the wines you sell have tasting notes written by the wineries or by independent reviewers. Make these available so your staff can hone their tasting skills and learn to discuss wine articulately.

### 4. Conduct food- and wine-pairing discussions.

"What do you recommend with this wine?" is likely to be one of the most common questions asked of your servers. Wine and food pairing can be extremely complex—especially with the range of dishes on menus today.

So instead of coming up with exact pairings, teach staff some basic guidelines and especially cover best and worst combinations. You want them to be able to steer people away from disasters without being a slave to the rules.

### 5. Hold regular meetings to discuss menu changes.

Make sure your staff is familiar with new wines added to your inventory, along with their flavor characteristics and suggested food pairings, so they can be seamlessly integrated into your wine service.

### 6. Reinforce and reward.

Don't expect people to remember something they've been told once repeat the information and quiz your staff regularly. Give prizes to staff members who perform well.

# DEDICATION

Customer and supplier focused, we understand the needs and expectations of each.

We strive to provide unsurpassed value in both product and services offered. Building long-term, cooperative, professional relationships are the common objectives we share for our trading partners.

We endeavor to conduct business in a manner beneficial for these important partners—with highly trained and specialized resources delivering superior value-added services.

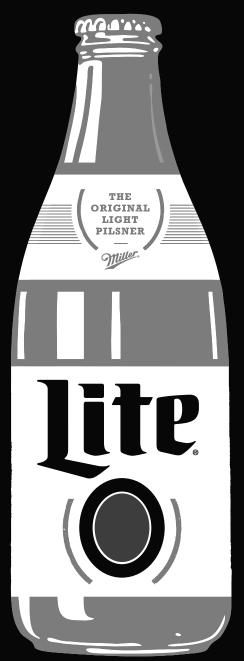
W·C·W





The bottle that started it all is back. But it won't be around forever. So crack open a Miller Lite Steinie bottle and enjoy a round while it's still around.

### #ITSMILLERTIME





## Few Complaints About Ladies Nights

By Mark Fischenich , Mankato Free Press "Ask Us" Guys

The Minnesota Department of Human Rights has had no complaints in the past five years about bars discriminating against men by holding "ladies night" promotions.

Q: A few years ago some bars in Mankato started to run "ladies nights." These were nights where they had specials that discriminated by gender. A few of them had discrimination complaints filed against them with the state of Minnesota. I have seen that a newer bar on Belgrade Avenue in North Mankato is advertising a "ladies night" on Thursday nights. If a complaint is filed and when they are found in noncompliance of Minnesota discrimination rules, how large is the usual fine? Would the fine be greater if it was a "men's night" or a "white person's night"?

A: OK, so these are the deals where an establishment offers reduced priced drinks to females on a particular night. In the 20th Century, most people didn't seem to be offended by "ladies night" promotions. More women were attracted to the bars by the prospect of finding cheap drinks, and more guys were attracted to the bars by the prospect of finding cheap women. Well, not cheap women, but frugal women seeking discounted drinks.

The Minnesota Department of Human Rights, however, did respond to a complaint in 2010 about five Twin Cities bars that held "ladies night" promotions, according to media accounts at the time.

"It is the Department of Human Rights position that 'ladies night' is illegal," then-Human Rights Commissioner James Kirkpatrick said in June of 2010. "Gender-based pricing violates the Human Rights Act."

The department said the case hadn't been finalized and no decision had been made about what sanctions, if any, would be levied against the bars.

Since then, Minnesota has a new governor and a new Human Rights commissioner, and Ask Us Guy had a bit of trouble getting an answer to this week's question. Minnesota Department of Human Rights spokesman Jeff Holman, apparently honing in on the "Men's Night" or "White Person's Night" scenarios, responded this way: "The commissioner doesn't comment on hypotheticals like the one raised. Every case is different, and we need to look at each case based on the facts of that case and the policies that are in place."

Attempting to get some sort of an answer, Ask Us Guy tried a different tack in a follow-up email to Holman: "You responded by saying the department doesn't respond to hypotheticals, which is fine. But I think we can still give the reader a sense of how the department handles those sorts of discrimination claims. So, I'll just officially ask how many complaints about 'ladies night' discounts the department has received since 2010 and the disposition of those cases."

It took six weeks, but the answer has arrived.

"To respond to your data request for the number of 'complaints about 'ladies night' discounts the department has received since 2010 and the disposition of those cases': The Department of Human Rights has received no 'ladies' night' charges (charges alleging discriminatory pricing based on gender by bars or restaurants) since 2010. We did receive one related charge in 2010, alleging discriminatory pricing by a liquor store that allegedly offered discounts to women and seniors on a 'Ladies and Senior' day on Tuesdays. That charge was resolved through an Alternative Dispute Resolution settlement."

Well, that left one obvious unanswered question. Did the liquor store give a double-discount to old ladies?

Wait, that's not the obvious unanswered question. The obvious unanswered question is: Did the liquor store have to pay a fine or suffer some other penalty in 2010?

Holman said no one, other than the liquor store owners and the person who filed the complaint, knows the answer.

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