Brigadoon Brewery
&
Brew School LLC



TRF Operations Manual 2026

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Pricing for 2026

Root Beer Pricing

20 oz cup - $ 6.00
Souvenir Cup (32 oz) - $ 8.00
Grower Fill (32 oz) ----$ 10.00
Growler Fill 67oz --- $ 25.00

Beer Pricing

Pint - $13.00
Dragon Mug *Refill* - $12.00
9 ounce cup- $9.00
Souvenir Cup (32 oz) **NO Black Plague** - $24.00

Growler Fills (2 liters = 67.628045 oz)-
ABV Below 10% - $49
ABV 10% or above (Black Plague) - $56.00

Growler Fills (1/2 gallon = 64 oz)-
ABV Below 10% - $45
ABV 10% or above (Black Plague) - $53.00

Growler Fills (quart = 32 oz)-
ABV Below 10% - $26.00
ABV 10% or above (Black Plague) $34.00

Bottled Beer When Available:
Bomber Standard Beer - $21.00
Bomber Black Plague - $26.00
Bomber Barrel Aged - $37.00

19.2 oz Cans
Below 10% - $18
Black Plague - $20

Cup of Ice - $2.00

Empty Cups - $1.00 for pint and $5.00 for 32 0z

Merchandise Prices

T-Shirts - $22 to 24 varies by size

2026 Dragon Mug Metal (Full at time of Purchase)- $55.00
Pint Glass - $9.00
Shot Glass - $4.00
Tin Tackers - $35.00
Black and Tan Turtle - $19.00

Classes:

Taste of Texas - $45.00

- Includes: (Pretzel, 4 to 8 oz samples, Souvenir Pint Glass Full, Education) Last about 1 hour)

Behind the Scenes Tour- $35.00

- Includes: (Guided Walking Tour front and back, Sample of beer and a Souvenir Pint Glass full and walking tour of front and back brew areas) 30 min approx.

Brewmaster for the Day- $1000.00 (4 to 5 hours) By appointment only

Private Group Sessions: $50 per person (minimum of 6 to reserve) Last one hour Includes:

- (Pretzel, 4 to 8 oz samples, Souvenir Pint Glass Full, Education) Last about 1 hour) Theme is adjustable. Additional items can be added to Private sessions with additional charges to apply.

Discounts:

The Following receive a 10% Discount on all merchandise. (no alcohol) With Valid Membership Card or TRF ID

- Retired or Active-Duty Military (must have military id)
- Master Brewers Association of Americas (Notify Brewmaster if a MBAA member is in shop.)
- Brewers Association
- Homebrewers Association
- TRF Participants (Must have TRF Participant ID)
- TRF Cast (Must have TRF Cast Pin)

TRF Cast – Receive 1 free root beer daily and all the ice water they want. They provide their own glass.

Brigadoon Brewery Staff Receive 20% off all merchandise. Sale must be done by Linda or Alan.

Brigadoon Brewery Staff Allowed 2 Shift Beers at end of their shift.

Brigadoon Banded VIP's: Will have a Gold wristband. Receive free beer. Please track pints for tax purposes.

Brigadoon Brewery Investors: Will have a Gold wristband**.** Receive one free beer per visit for the investor and spouse and 30% off Merchandise. Must be approved by Linda or Alan. Please enter the sale and use the Investor Comp tab.

Industry Guest: Will have a green band with numbered squares. Each square is good for one 16oz beer/cider or 20 oz root beer.

Texas Renaissance Festival Dragon Slayer Pub Crawl:

Saturday and Sunday @ 12:30 and 2:30

A Dragon Slayer employee will bring pub crawl order to Brigadoon. The list will have the number of Black Plague and Cider needed. They will prepay. We will fill a cup with 8 oz of the flavor. The completed order will then be placed on the barrels for pickup. The Dragon Slayer employee will then hand out the order to their customers. The Dragon Slayer employees will be responsible for serving the patrons. They will leave the tray on the barrel and exit.

Opening and Closing Procedures

Friday Procedures For Regular Weekends

- Unload items from vehicle as needed.
- Evening inventory is taken.
- Make Ice Check and enter number on white fridge.
- Check kegs and stage kegs for Saturday needs.
- Lights out midnight or earlier.

Friday Procedures For Friday After Thanksgiving

Follow regular Saturday opening and closing procedures.

Saturday Opening

- Breakfast will be served at 7:30 am. Breakfast is not required.
- Ice order will be written on the white refrigerator in the kitchen area. If the ice man comes give him the order.
- Root Beer Ice: The blue and white ice chest should be empty prior to filling. Remove the scoop prior to filling. Fill with enough ice to fill but not hinder the lid closing.
- Fill water jug with ice and then water. Use RO water from back brewery wall.
- Extra ice going into the small chest freezer in the classroom closet.
- Morning Sanitation and Cleaning as per schedule.
- Morning stocking should take place prior to 9:00 am. A person will be assigned to this task.
- Front doors unlocked and opened by 8:45 am. Door board should be stored on top of the shelves located next to the root beer window.

- Beer Sign should be hung.
- POS uncovered if needed.
- CO2 gas should be on by 9:00 am.

Saturday Opening Timeline

- 6:00 am Alan up
- 7:00 Start breakfast - Alan
- 7:30 Breakfast served - ICE order on fridge
- 8:00 Breakfast ends
- 8:15 Sanitizing and Cleaning
- 8:45 Doors unlocked and opened. by assigned staff
- 8:50 cash in place POS uncovered by assigned staff
- 9:00 Cannon OPEN –Crew at stations8:30
- Morning inventory and restock by assigned staff

Saturday Closing

- Closing time is 8:00 pm
- Beer Sign taken down
- At 8:00 pm begin to close the doors.
- Secure all doors and close window
    - Lay each board next to the appropriate door.
    - Then add the eye bolts to all doors loosely.
    - After all eyebolts are in loosely use the drill to screw them in. Set the drill to 12.
- Alan will cover "Cast Time".
- If you are assigned evening inventory you may take it at this time.
- Linda will pull all money and begin evening cash out procedures.
- Evening Sanitizing and Cleaning.
- Crew may change and relax in the classroom.
- We need volunteers to cut up or some prep for dinner
- At the end of "Cast Time" the 2nd door will be locked and Linda and Alan will go upstairs.
- Alan and Linda will come down and dinner will proceed. Evening meal is not required.
- Evening meal and end of day meeting will take place.
- All CO2 should be shut off.
- Lights out at midnight! No exceptions.

Sunday Opening

- Breakfast will be served at 7:30 am. Breakfast is not required.
- Ice order will be written on the white refrigerator in the kitchen area. If the ice man comes give him the order.
- Root Beer Ice: The blue and white ice chest should be empty prior to filling. Remove the scope prior to filling. Fill with enough ice to fill but not hinder the lid closing.
- Fill water jug with ice and then water. Use RO water from back brewery wall.

- Extra ice going into the small chest freezer in the classroom closet.
- Morning Sanitation and Cleaning as per schedule.
- Morning stocking should take place prior to 9:00 am. A person will be assigned to this task.
- Front doors unlocked and opened by 8:45 am. Door board should be stored on top of the shelves located next to the root beer window.
- Beer Sign should be hung
- POS uncovered if needed
- CO2 gas should be on by 9:00 am.
- Beer sales cannot begin until 10:00 am.

Sunday Opening Timeline

- 6:00 am Alan up
- 7:00 Start breakfast - Alan
- 7:30 Breakfast served - ICE order on fridge
- 8:00 Breakfast ends
- 8:15 Sanitizing and Cleaning
- 8:45 Doors unlocked and opened. by assigned staff
- 8:50 cash in place POS uncovered by assigned staff
- 9:00 Cannon OPEN –Crew at stations8:30
- Morning inventory and restock by assigned staff

Sunday Closing

- Closing time is 8:00 pm
- Beer Sign taken down
- At 8:00 pm begin to close the doors.
- Secure all doors.
    - Lay each board next to the appropriate door.
    - Then add the eye bolts to all doors loosely.
    - After all eyebolts are in loosely use the drill to screw them in. Set the drill to 12.
- Evening closing staff:
    - Saintize and cover POS
    - Clean out front and back taps.
    - Dump the tap run off bucket.
    - Dump hand washing station bucket.
    - Make sure that all CO2 is off.
    - Sanitize and Clean both sides Plexiglass
    - Wipe down the bar and sales counter with Clorox wipes.
    - Add bleach to run off bucket.
    - Make sure all fans are off.
    - Make sure that the Classroom rear door is closed and locked
- Dump remaining Ice from Root Beer ice chest and leave the lid open.
- Linda will pull all money and begin evening cash out procedures.

Serving Patrons

Greet each patron as if they were the king. Enquire what they would like. If they do not know asked them what they usually drink and then suggest a similar beer. If they are a Bud Light, Coors Light or miller drinker suggest the Altstadt Lager (it is our lightest beer).

Patrons may receive one free 2-ounce sample per visit upon request. There is a $1.00 charges for additional samples. Samples will be done in 2 oz cups with lids and but be drank away from the booth. If they ask for more samples explain politely that we have 16 taps if we let them sample all 16 for free they would have had 32 ounces of beer for free.

Check IDs

Brigadoon Brewery cards everyone who appears to be under 40 years of age. If you are in doubt card the patron.

- Have the patron hand you their ID.
- Check ID to make sure it is an official ID. Use UV light.
    - State Issued Diver's License
    - State Issued Conceal Carry ID
    - Federal ID
    - Passport
- Check the picture and compare to the patron. If they have a mask on ask them to remove it.
- Check the birthdate and compare to the YOU MUST BE 21 ON THIS DATE 2005.
- If of age serve and return ID
- If not of age return ID and explain that you cannot server them. Notify Alan and Linda Immediately.
- NO ID NO ALCOHOL – No exceptions.

Patron Has No ID

- Politely explain that TABC runs stings and checks all the time. In order to follow state law Brigadoon cards everyone who looks to be 40 or under. No ID no service. Notify Alan or Linda if there is an issue.

Serving Beer

Each of age patron may purchase two drinks at a time or one 32 oz. If they wish to purchase more they will need to have additional legal friends in with them.

Alcohol above 10% will only be served by the pint. No double pints.
Serve each beer in a new cup with a lid.

Dragon Mug Club refills. They must have the mug to receive the discount and beer.

Serving Children

State law allows parents to buy alcohol for their child. By law Brigadoon is allowed to not allow this legal option. Brigadoon does not serve anyone under 21years of age. If the parent wishes to allow their child to drink they will need to purchase it and then give it to the child once they leave our building. NO EXCEPTIONS.

Impaired Patrons

Brigadoon will not serve a patron who is impaired. Should you have a patron who presents to be under the influence politely explain that you feel they may need some time to sober up and that you cannot serve them at this time. As soon as politely possible notify the manager on duty.
If the customer wishes to speak to the manager quietly call for a member of management. The management personnel will support your call not to serve the customer.
Management will enter a description of the patron into our incident book and note incident.
Management will also quietly notify the other servers.

Incident Book

Management will enter all incidents or potential incidents into the incident book.
Entries will include the date, time, description of the incident and personnel involved.

Cash Sales

At the conclusion of the sale all cash is to be placed into the cash drawer. Count customers change back to them and then thank them for their business. All sales will be entered in to the POS System.

One person will be assigned to handle all cash. That person will only take the cash. A second person will then fill the order and bring it to the window.

All bills over $20 must be inspected by management. This is to include $50 and $100.

Charge Sales

Enter Charge sales using the Square system. Select the item or items. Have the customer sign the ipad and return the card to the customer. All sales will be entered into the POS.

Merchandise Sales

All merchandise, bomber and class sales need to be entered in the POS.

Dragon Mug Club

- New mugs come full of the customer's choice of beer from the beer taps or root beer. They must use their one free fill at time of purchase.
- Dragon Mug Club mugs offer the customer $1.00 off of a fill.
- The customer must present the Dragon Mugs for filling, and it must be able to hold liquid.

Growler Fills If filling with beer or cider check patron ID.

- Inspect the growler to ensure that is a Brigadoon Brewery growler and that it will hold liquid.
- Inspect to see if the growler appears to be clean. We do not wash growlers. If the growler is dirty, please return to the owner and explain that we do not wash them.
- Rinse the growler in sanitizer.
- Fill growler.
- Zip tie the growler.
- Make the appropriate cash or credit sale.
- If the customer wishes to pick it up later:
    - Apply a growler tag.
    - Give the patron their portion.
- Place the grower in the growler fridge.

Investors, VIP's and Industry Guest

Investors

Investors (person who owns shares in Brigadoon Brewery) will be given a colored wristband by a member of management. This wristband allows the investor alcohol/root beer at no charge and merchandise at 30% discount. Sales will be entered in the Square system under Investor Discount.

VIP's

Individuals who have been identified as a VIP by management will be given a colored wristband. This wristband allows the VIP to receive alcohol/root beer at no charge and merchandise at 20% discount. Sales will be entered in the Square System under VIP Discount.

Industry Guest

Individuals who have been identified as Industry Guest by management will be given a colored wristband. This wristband allows the VIP to receive alcohol/root beer at no charge and merchandise at 20% discount. Sales will be entered in the Square System under Industry Discount.

Shift Beers

Crew that have completed their shift for the day may receive 2 pints of alcohol at no charge. Shift beers will be entered into the Square system as Shift Beer Discount.

Rear Covered Area

Non-Staff may not in in the back or upstairs to include cast.

Keg Empty Procedures

- Notify Alan or Linda
- Inquire if we have more of that flavor.
- If we have more explain to the patron that we are working to change the keg and that it may be a few minutes depending on the time of day and other activities.
- Ask if they wish to make another selections or wait.
- If they choose to wait, ask the patron to step to one side and serve the next patron in line.
- The assigned staff member will change the keg out. Then they will hit the wall 3 times to indicate that the new keg is on. Do not bang back.
- The crew member who changes the keg will enter the keg change on the Keg Change Sheet.
- Empty keg should be stored under the stairs.

Crew Info:

Crew are expected to maintain character and in garb while on stage and to comply with all TRF rules. Each crew member should review Brigadoon and TRF Training Materials every season. Each crew member should also complete a Character Sheet to aid in interacting with Patrons.

Brigadoon Training Material can be found online at the following locations.

- Beer and Food
- What's wrong with my beer?

TRF Training Videos

- TRF Training Video 1 Creating a Character
- TRF Training Video 2 Kings English
- TRF Training Video 3 Costuming
- TRF Training Video 4 Hawking
- TRF Training Video 5 Customer Service

Character and Costuming

- Charcter Sheet with Kings English
- Costumes Page 1

- Costumes Page 2
- Men's Clothing
- Women's Clothing

Uniforms

All crew must wear approved garb while on stage.

- All crew must be in preapproved garb while on stage.
- All crew must wear approved head cover while on stage.
- Crew must wear approved footwear while on stage.
- No modern devices in site while on stage. To include phones.
- No sunglass while on stage. Prescription glasses are allowed.
- No piercings may be exposed except earrings.
- No gauges in ears
- No tattoos may be visible
- All jackets must be to period.
    - Suggested alternatives to jackets
        - Plaid or neutral blankets
        - Christmas Tree Skirts in period patterns or neutral colors
- Grab should be neat and appropriate to job.
- Server's garb should not take up extra room. The server area is very limited.
- Brewer's garb should take into consideration open flames.
- All crew must always be in full garb when on stage. Garb or uniform must be approved by management prior to wearing on stage.
- No cell phones or modern devices should be used on stage.

Schedule

The schedule will be made at the beginning of each season and a copy will be emailed out. Please be aware that it may change during the season due to unforeseen issues. Please check the posted schedule to make sure you are on time.

Lunch and Other Breaks

It is up to each crew member to take their break at the allotted time. If you missed taking it then you missed it. You cannot adjust it on your own. Please be back on time.
If on break plan for crowds and adjust your activity to ensure you are back on time.
The schedule is posted in the taproom area on the tower. It is each crew members responsibility to take their lunch and break. Please leave and return on time.

Payday:

- Crew checks are issued the week after on Saturday morning.
- Crew will sign for their checks. Sign sheet will be in the kitchen after breakfast.
- End of season checks will be mailed the week after the final fair date.

- Final season check will have any bonuses that may have been applied. Tips from last Sunday will be on final check.

Attendance:

- Be on time.
- Should an issue come up that will result in you being late or unable to attend please notify Alan ASAP.
- If you are on time miss no TRF dates you will be eligible for a $50 bonus.

Crew Amenities

Meals

Brigadoon offers crew commentary meals. Meals are totally optional. Please let Linda and Alan know if you will be participating in meals so that we can plan for the correct number of people.
Please help to keep the galley area clean. Do not leave your food or trash behind.
Assistance with washing dishes will be greatly appreciated.

Drinks

Brigadoon provides filtered water in a 5 gallon cooler for consumption throughout the day. Additionally, we provide some sodas for consumption throughout the day. Staff are not allowed to drink while on duty unless specifically authorized by the brewmaster. (This will be in the form of a 2 ounce sample usually that has been brought by a visiting brewery.)

Breakfast

Breakfast is served from 7:30 to 8:00 am. Breakfast is served on mornings that the fair is open to the public.

Lunch

Brigadoon will provide sandwich making items and chips for lunches. It is up to you to make your own and to clean up after yourself.

Dinner

A hot dinner is served on the Friday after Thanksgiving and on Saturday nights. Dinner will be served after we have closed out the booth for the evening. Time will vary but usually it is at 9:00 pm. Water, soda and beer are available.
NO HARD ALCOHOL MAYBE IN THE BOOTH AT ANY TIME. (TABC rule)

Bunk House

Brigadoon provides bunk space to a limited number of the crew-based seniority. Bunk rooms are for the assigned person only. If you're not assigned to the room, you should not be in it at any time. Additionally, if you are not assigned to a bunk, you should not be in the hallway.
Brigadoon has a flush toilet upstairs in the bunk house. Crew may use the toilet. **DO NOT FLUSH ANYTHING DOWN THE TOILET BESIDES TOILET PAPER!** We have a lift pump to send waste to fairs system and it cannot handle other items. Make sure you leave the toilet as your found it and clean up your own mess.
Brigadoon Provides AC, Heater, Bunk and Mattress. You must provide your own linen and pillow

Bunk House Rules:

- Brigadoon is not responsible for lost or damage property.
- No unapproved electrical items. We have limit power available. (Phone charge is alright.)
- Do not leave money in the open
- You must keep your bunk room clean
- Assist in keeping the hallway and bathroom clean
- Lights out Midnight and the exterior door will be locked. It will not be reopened until 6:00 am.
- No guest.
- No Smoking/vaping in the bunk house at any time.
- No drugs!

Smoking/Vaping

Brigadoon Brewery is a smoke free workplace. Smoking is not allowed anywhere in the building at any time. This includes the bunk house and off-stage areas.

Additionally, TRF does not allow cast or participants to smoke on stage at any time.

Emergency Procedures:

The Texas Renaissance Festival has an emergency horn system in place to provide warning.

Fire

In the event of a booth fire please assist patrons exit via the nearest safe exit. If exiting through the front, please meet at the Unicorn booth. If exiting to the rear, please meet at the fence.
We have fire extinguisher located throughout the building. If you feel comfortable to use them and it is safe please feel free to use them as needed. Do not try and fight the fire. Your safety is our number one concern. We can replace the building.

Tornado

In the event of a tornado seek shelter immediately.

- Front of the building the best place is the cold room or office area.

- Rear of the building the best place is the back-fermentation room.

Flood

Seek higher ground.

Terrorist or Active Shooter

- Run away from incident
- Hide
- Fight as a last resort
- Once safe please text Alan your location!

Common Terms Used at Brigadoon

Fair Terms

- Back Building - the brew house
- Back Gate - where participants enter and exit
- Bunk house - upstairs over the bunk house. Where some crew sleep
- Cannon - 9 am OPENING start of patrons and sales
- Cast - actors who work for TRF
- Circuit – a series of ren fairs around the United States. The main ones fall one after the other. Some shop owners and workers follow the circuit
- Clan – family or group tied together. May not always be a traditional Scottish Clan
- Fair Family – many participants build bond in a family structure. It is possible to belong to more than one family at fair.
- Fireworks - end of the day "closing"
- Front Building - our tap area and sales area
- Front Gate - where patrons enter and exit
- Front Office - works for TRF
- Garb – costume or clothing worn while working on stage at the festival.
- In Character – Using the king's English and playing a part.
- King George - usually refers to the OWNER of the fair.
- Lights Out- Midnight
- Naked - As in I did not recognize you naked. Refers to someone out of their garb. You will be surprised how different some folks look out of their garb.
- On Stage - anywhere the public can see you.
- Participant - employees who work at the fair
- Patron - people attending the fair
- Pound – while at the fair it refers to money. One Pound = One Dollar.
- Privy – Restrooms
- Pull – taking cash out of the till or cash drawer to be counted off stage.
- Rennie - can mean anything but usually refers to someone who works the fair or travels the circuit. It has also come to mean someone who comes to fair in garb year after year.
- Shop Owner - owns a shop a TRF
- TRF - Texas Renaissance Festival

Beer Terms

- 1/2 or 1/2 barrel - 15.5 gallons (your standard keg)
- 1/6 barrel or slim or 1/6- Small keg holding 5.2 gallons
- Apprentice – anyone assisting with the brewing process who has not finished their program
- Barman – A historical name used for someone who serves beer and is male.
- BBl or Barrel - 31 gallons of beer
- Beer Wench – A historical name used for someone who serves beer and is female.

- Brewer – Someone who brews for a living
- Cask - holds 5 gallons and is made of wood. It is tapped with a hammer and wooden tap
- Corny or Corny Keg - Small keg with different fittings. We use for root beer. Holds 5.2 gallons.
- Double or Adult Size – 32 ounces of beer
- Dragon Mug – Brigadoon mug club
- Fermenter – container beer sits to produce alcohol.
- Firkin - holds 10.8 gallons and is tapped with a hammer and tap. Old style
- Guild member- A brewery or employee of a brewery who belongs to the Texas Craft Brewers Guild.
- Kettle – container used to boil wort
- Mash – soaking grain to remove the sugar
- MBAA – Master Brewers Association of the Americas
- Pint or Small or Child's size– 16 ounces of beer
- Short Run – to force a beer before its regular fermentation time.
- Wort – sugar water collected from grain

Common Brewery Questions

Q. Do we card patrons?
A. As per TABC we card everyone who looks under 40. They must have a valid state or government issued ID. If they do not have an ID we do not server them. No EXCEPTIONS. You may card everyone if wish. Legally a patron must be able to show ID when purchasing alcohol. If you have a question about an ID let Linda or Alan know ASAP.

Q. Can a parent buy beer for their Child?
A. State law allows parents to purchase for their own children. State law also allows businesses to refuse to allow anyone under age to consume on their premises. Brigadoon does not allow any underage drinking in our booth. Brigadoon does not allow "Parents" to purchase beer for minors or those without ID. The patron must wait till they leave our booth to hand minors or those without ID any alcohol. NO EXCEPTIONS!

Q. How many beers can a person purchase at once?
A. A patron may purchase two pints or one 32 oz cup per person. If they are purchasing more they must have another person with them.

Q. Can I give an empty cup to someone?
A. No we take inventory by counting cups.

Q. Can I refill a plastic cup?
A. Sorry, no. We cannot refill plastic cups. We take inventory by counting cups.

Q. What do I do if the patron is intoxicated?
A. Politely notify the patron that in your opinion the person is intoxicate and that legally you cannot serve them. Please notify Alan and Linda as soon as possible. Do not argue with the patron. Alan will handle all Patron issues. The management will back the staff in all cases.

Q. What do I do if a customer is rude or argumentative?
A. Do not argue with the customer. Notify Management ASAP or have someone get them. We do not allow customers to miss treat our staff.

Q. What can staff sample?
A. Staff may sample (2 ounces) new beers prior to or after their shift in moderation. Or if presented with a sample during the shift that has been authorized by the brewmaster. Staff may not be drinking while working. (TABC rule)

Q. Does staff get free beer?
A. Staff may have two free beers at the end of their shift.

Q. How many free samples?
A. One free per person per visit.

Q. How to handle more samples?
A. Patrons may purchase additional 2 oz samples at the price of $1.00 per. Please explain that we limit the free sample to one per customer to prevent someone coming in and ordering 15 two ounce samples which would be 32 oz of beer only to leave without purchasing a beer.

Q. Can I drink water while on duty?
A. Yes, and we encourage staff to stay hydrated. Staff must use an approved period drinking vessel. Each staff member is given a Brigadoon Brewery mug to use each year. It is recommended that you mark your mug so you can identify it.

Q. Can I eat while on duty?
A. It is recommended that you eat during your lunch or break. You may eat in the classroom if there is no tour or class going on. If you need to eat while on duty due to shift issues, please be aware of patrons and make their service your number one priority.

Q. What beers are pint only?
A. Black Plague, Green Ogre, Angry Goat, All Firkins, Wooden Cask (unless otherwise noted) and beers over 9%.

Q. Credit card minimum?
A. $5.00 minimum purchase is required to use a card.

Q. Do we provide change?
A. We provide change only if the customer makes a purchase.

Q. Why is the beer low carbonated?
A. Several of Brigadoon Brewery beer are historical and by historical standard are severed with lower carbonation. All Cask beer also have a lower than normal amount of carbonation.

Q. What to do with bottle sales?
A. Bottles which are purchased as take away are handled as any other sale. If the customer plans to drink the item at the time of purchase pour the beer in to a class.

Q. Dragon mug club
A. Dragon mugs all have the Brigadoon Brewery Dragon on them. A mug may be purchased for $35.00 (unless we have a special price listed) and the patron may choose what to have in it. Then every time the patron brings the mug back they may purchase a refill for the special Dragon Mug Club refill price _$7.00___. Mug must be able to hold liquid

Q. Can you fill other mugs directly?
A. No. If they wish a mug other than a Dragon Mug filled you will need to fill a standard plastic pint glass and then pour the beer in to the patron's mug. IT there is any leftover simply let the patron if they want the remainder and offer them the plastic cup. (NO EXCEPTIONS) Caution, horns will foam a lot.

Q. Do we wash patron's mugs or growlers?
A. No we are not equipped to do their dishes. They can rinse the mug themselves at the restrooms next door.

Q. Do we fill growlers?
A. We only fill Brigadoon Brewery growlers and the growler must be sealed when it is handed to the customer.

Q. Different classes
A.

- BBC "Brewmasters Breakfast Club"
  - Sat at 10 am
  - Cost $35
  - Includes pint glass, pretzel, 8 two ounce samples and pint full and one hour education.
- Tast of Texas Class
  - Held Saturday and Sunday at 1:00 pm
  - Cost $35
  - Pint glass, 4 to 8 two ounce samples, Pretzel, Pint full and one hour of education.
- Behind the Scene Tour
  - Scheduled throughout the day
  - Cost $25
  - Pint glass, 4 two ounce samples, pint glass full, short classroom period and tour of front and back of the brewery. Last approximately 30 min
- Brewmaster for the Day
  - Must be prearranged with the Brewmaster.
  - Cost $350

Q. Saying behind
A. When passing behind someone at simple say "behind" and then turn sidewise and pass behind them. If you are in front and someone says behind simply stay where you are until they pass by.

Q. What to do with VIP?
A. Contact Alan or Linda as soon as possible.

Q. What are the wristbands for?
A. Wristbands are handed out by Alan, Linda or Brad. These individuals fall in to two categories. 1st VIPS and 2nd Brewing Industry Staff.

- VIPs are for one reason or another important guest. They do not pay for beer or soda. These individuals may be shareholders or are important for another reason. Treat them as a king.
- Brewing Industry Staff work at a brewery, brewpub or industry related company. We do not charge these individuals as they do not charge us when we visit their location.

Key Things to remember:

1. Always treat the customer like they are a king or queen. (You never know who they may be.)
2. Always great with a smile.
3. Do not be afraid to not know an answer.
4. Know your tap wall and the beers that are on them.
5. Always pull a full glass!
6. Customer is overwhelmed with the choices:
    a. Ask what they usually drink.
    b. Suggest the seasonal or an Altstadt Lager