

CITY OF KNOXVILLE BEER PERMIT

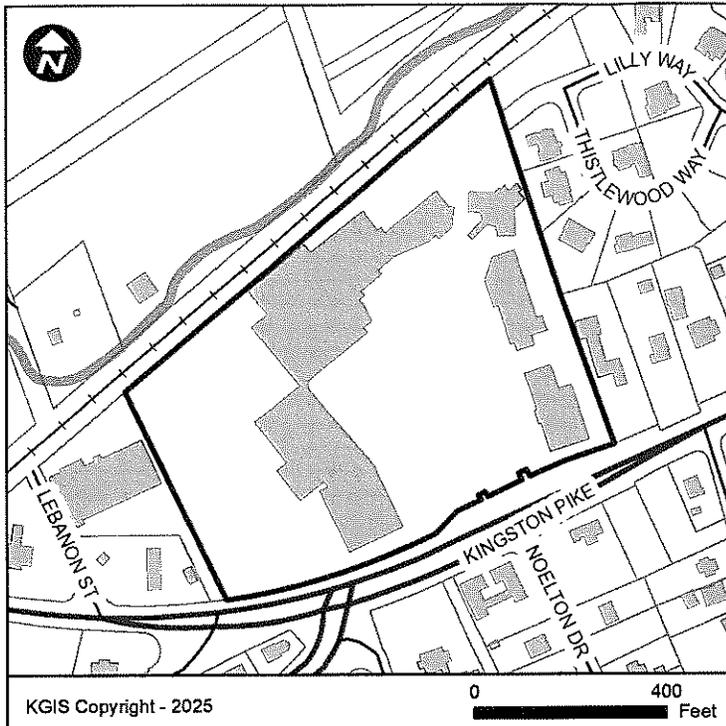
APPLICATION CHECKLIST | DISTRICT: 2

Business Name: Hard Knox Pizza Account Number: 67014

Business Address: 4437 Kingston Pike 37919

Agenda Date: 4, 29, 25 CLT Number: 107LA019

TASK	COMMENTS
New Application:	<u>Received 4/3/25</u>
Permit Fee Paid	<input checked="" type="checkbox"/> (New Application \$250.00)
Publication Fee Paid:	<input checked="" type="checkbox"/> (\$50.00)
Records Check Completed	
Current City Business License:	Expiration Date: <u>5 / 15 / 26</u>
Copy of Certificate of Registration for Tennessee Sales Tax	
Copy of Corporate Charter; LLC; ETC.	<input checked="" type="checkbox"/>
Notice of Application to Knox County Health Dept. (215-5200)	Sent: ___/___/___ Received: <u>4 / 23 / 25</u> Approved: <input checked="" type="checkbox"/> Pending:
Notice of Application to Building Inspections (215-3669)	Sent: ___/___/___ Received: ___/___/___ Approved: Pending:
Notice of Application to Fire Prevention Bureau (633-0400)	Sent: ___/___/___ Received: ___/___/___ Approved: Pending:
Request distances measured by Engineering Dept. (215-6132)	Sent: <u>4 / 4 / 25</u> Received: <u>4 / 15 / 25</u> Approved: <input checked="" type="checkbox"/> Pending Location needs add'l research?
Plan for Server Compliance	<input checked="" type="checkbox"/>
KAST Program completed	
Previous Business at this location:	<u>Hard Knox Pizza (#53771)</u>

4437 KINGSTON PIKE - Property Map and Details Report**Property Information**

Parcel ID:	107LA019
Location Address:	4315 KINGSTON PIKE
CLT Map:	107
Insert:	L
Group:	A
Condo Letter:	
Parcel:	19
Parcel Type:	NORMAL
District:	
Ward:	24
City Block:	24500
Subdivision:	WESTERN PLAZA SHOPPING CENTER
Rec. Acreage:	13.73
Calc. Acreage:	0
Recorded Plat:	-
Recorded Deed:	-
Deed Type:	
Deed Date:	

Address Information

Site Address:	4437 KINGSTON PIKE KNOXVILLE - 37919
Address Type:	BUSINESS
Site Name:	HARD KNOX PIZZA

Please contact Knoxville-Knox County Planning at (865) 215-2500 if you have questions.

Owner Information

WP GENERAL PARTNERSHIP 10 BROOK ST STE 205 ASHEVILLE NC 28803

The owner information shown in this section does **not** necessarily reflect the person(s) responsible for Last Year's property taxes. Report any errors to the Knox County Property Assessor's office at (865) 215-2365.

Jurisdiction Information

County:	KNOX COUNTY
City / Township:	Knoxville
Fire Response:	KNOXVILLE FIRE DEPARTMENT

Please contact the Knox County Fire Prevention Bureau at (865) 215-4660 if you have questions.

Other Information

Census Tract:	37
Planning Sector:	West City

Please contact Knoxville-Knox County Planning at (865) 215-2500 if you have questions.

Political Districts

Voting Precinct:	24Q
Voting Location:	Sequoyah Hills Elementary School 942 SOUTHGATE RD
TN State House:	18
TN State Senate:	6
County Commission:	4 Shane Jackson (at large seat 10) Larsen Jay (at large seat 11) Kim Frazier
City Council:	2 Andrew Roberto (at large seat A) Lynne Fugate (at large seat B) Debbie Helsley (at large seat C) Amelia Parker
School Board:	4 Katherine Bike

Please contact Knox County Election Commission at (865) 215-2480 if you have questions.

School Zones

Elementary:	POND GAP ELEMENTARY
Intermediate:	
Middle:	BEARDEN MIDDLE
High:	WEST HIGH

Disclaimer: KGIS makes no representation or warranty as to the accuracy of this map and its information nor to its fitness for use. Any user of this map product accepts the same AS IS, WITH ALL FAULTS, and assumes all responsibility for the use thereof, and further covenants and agrees to hold KGIS harmless from any damage, loss, or liability arising from any use of the map product. Independent verification of all information contained on this map should be obtained by any user.

CITY OF KNOXVILLE
APPLICATION FOR BEER PERMIT

It is the applicant's responsibility to provide complete and accurate information. The Beer Board could deny or delay action on the application if any information is not accurate.

I/we hereby make application for a permit to sell, store, or distribute beer or other beverages authorized to be sold, stored or distributed under the provisions of the City of Knoxville alcoholic beverages ordinance Chapter 4 and base my application upon the answers to the following questions:

Reason for Application: New Business New Ownership Name Change Other _____

Name of Business Owner(s): CARTER SEBO, JOSEPH SPANCIA HKP Ventures, LLC

Is Owner a: Corporation General Partnership Limited Partnership LLC Sole Proprietorship
 Other _____

Under what name will the business operate: HKP Ventures, LLC

Business Address: 4437 Kingston Pike Zip 37919 Phone (865) 602-2114
KNOXVILLE TN

Property Owner's Name: Biltmore Property Group Phone 865-279-0670

Type of business you will operate: RESTAURANT

List names of all general partners and owners and designate PERCENTAGE of ownership. (Use additional paper if necessary. Each person owning 5% or more of the business must complete an owner/manager application (attached) and submit to a city of Knoxville Police Department background check. If ownership is a corporation, please indicate whether the corporation is privately held or publicly traded. If privately held, each person owning 5% or more of the corporation must complete an owner/manager application and submit to a city of Knoxville Police Department background check.

Carter Sebo - 50%
Joseph Spancia - 50%

List the name(s) of managers or others on-site responsible for operations. Any change in management must be reported to the Business Tax Office. A new manager is subject to a background check and applicable fees. Each individual listed must complete an owner/manager application and submit to a City of Knoxville Police Department background check.

QUANELO EVANS

0. List machines currently in use or planned for use on premises and owner of machines (cigarette, pinball, jukebox, etc.)
None

1. Type of permit requested:
 Off Premise On/Off Premise Caterer Manufacturer/Distributor Self-Serve

CITY OF KNOXVILLE
APPLICATION FOR BEER PERMIT
AFFIDAVIT

- I/we Joseph Sponcia/Carter Sebo hereby solemnly swear or affirm that each statement in this application is true and correct and understand that if any statement contained herein is false, the permit issued is automatically forfeited and voided. Furthermore, that in the event of forfeiture I/we shall not be eligible to receive another permit for a period of ten (10) years pursuant to Tennessee Code Annotated § 57-1-105(d).
- I/we understand that all applicants are charged with the responsibility of knowing the local and state beer laws. I/we are aware that the penalty for violating state or local beer laws can include revocation or suspension of the permit and/or the imposition of civil penalties up to ONE THOUSAND FIVE HUNDRED (1500) DOLLARS (\$1,500.00) PER OFFENSE.
- I/we understand that if the business allows illegal gambling on the premises that the beer permit will be subject to revocation.
- I/we understand that a requirement of beer permit issuance is the permittee(s) and ON-SITE manager(s) who will supervise and/or sell and serve the beer at the establishment must complete alcohol education and training programs in accordance with City of Knoxville Code Section 4-60(c).
- I/we understand that by submitting this application, a background investigation shall be conducted on the applicant(s) and on all ON-SITE managers who will be selling beer at the permitted establishment. It is further understood that any and all documents related to that investigation shall become public record open for public inspection and reproduction pursuant to Tennessee Code Annotated § 10-7-503.
- I/we understand that a requirement of maintaining good status standing with the Knoxville Beer Board, is that I/we must notify the City of Knoxville Business Tax Office each time there is a change in the on-site manager responsible for selling the beer.
- I/we hereby release, absolve and hold harmless, the City of Knoxville, the Knoxville Beer Board, the Knoxville Police Department, its employees, agents and representatives from any and all liability of whatever type for any damages, causes of actions, personal property injuries which may result as a consequence of my application for a beer permit, background investigation, release of documents or any other matters related to my application. I/we hereby waive all possible liability of the City of Knoxville, Knoxville Beer Board, Knoxville Police Department, its employees, agents and representative as stated above.
- I/we agree that the hiring of an employee who has been convicted within the past ten (10) years of any law relating to the sale, possession, manufacture or transportation of intoxicating beverages, including beer, as defined by City of Knoxville Code Section 4-37 or the hiring of an employee who has been convicted of any felony or crime involving moral turpitude within the past ten (10) years will be cause for possible revocation of the beer permit.
- I/we understand if any information given in the application subsequently changes, I/we will immediately notify the Knoxville Beer Board c/o Business Tax Office.
0. I/we understand that if the business closes down, relocates, or there is ANY change in the ownership of the business, the permit will be surrendered to the Business Tax office within 15 days of said change for appropriate action.
1. I/we assume full responsibility for the permit and will be accountable for full compliance with the laws of Knoxville and the State of Tennessee in the sale of beer.
2. I/we have read the foregoing release. I/we fully understand its provisions, and voluntarily consent to abide by its requirements.
3. I/we acknowledge and understand that the fees paid for the beer permit application process are non-refundable.
4. The undersigned is the applicant or the bona fide and qualified agent/representative of the corporate applicant.

Joseph Sponcia
Applicant Signature or Agent/Representative

Date: 4-3-25

Carter Sebo
Co-Applicant Signature

Date: 4-3-25

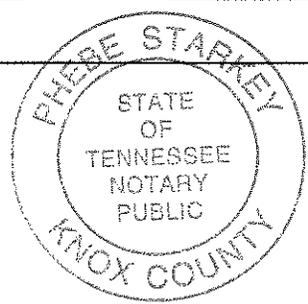
Co-Applicant Signature

Date: _____

Sworn to and subscribed before me this 3rd day of April, 20 25.

Notary Public: Phebe Starkey

My Commission Expires: 4-29-26



CITY OF KNOXVILLE
APPLICATION FOR BEER PERMIT
OWNER/MANAGER APPLICATION

Reason for Application: New Application Manager Change or Addition

Name Joseph Spocia Owner--Percentage of Ownership 50 % Manager

Home Address 7837 LA BARRINGTON BLVD City Powell State TN Zip 37849

Home Phone (____) _____ Cellular Phone (865) 310-3826 Date of Birth 2, 20, 72

Driver's License # _____ State TN Social Security # _____

Local Business Name HARD KNOX PIZZA

Local Business Address/ZIP 4437 Kingston Pike, Knoxville, TN 37419 Business Phone: (865) 602-2114

Have you ever been convicted of any violation of liquor and/or beer laws, felonies, or any crime involving moral turpitude, within the last ten years, or do you have any charges **currently pending**? Yes No
If yes, give particulars of each charge, including city, county, state: court and date: _____

Have you ever had a beer permit revoked, suspended, or denied? Yes No
If yes, explain: _____

Have you ever been convicted of any misdemeanors (Speeding, DUI, Simple Assault, etc.) within the last ten (10) years or have any charges currently pending? Yes* No
***If yes, give particulars of each charge, including city, county, state: court and date:** _____

0. Do you understand both the state laws and the local laws regulating the sale and distribution of beer in the City of Knoxville? Yes No
1. Do you understand that **allowing illegal gambling** on the premises will subject the permit to revocation? Yes No

AFFIDAVIT

I hereby solemnly swear or affirm that each statement in this application is true and correct and agree that if my statement is false, the permit issued may be revoked by the Beer Board, upon notice and hearing, and that the burden is on the permittee to prove the correctness of all the statements in this application.

I understand that this application is subject to the Tennessee Public Records Act and shall be open for inspection and reproduction by any citizen. Tennessee Code annotated §10-7-503.

Joseph Spocia, understand that by submitting this application, a background investigation shall be conducted and any and all documents related to my investigation shall become public records.

Joseph Spocia, hereby release, absolve and hold harmless, the City of Knoxville, the Knoxville Beer Board, the Knoxville Police Department, its employees, agents and representatives, from any and all liability of whatever type for any damages, causes of actions, personal or property injuries which may result as a consequence of my application for a beer permit, background investigation, release of documents or any other matters related to employee agents and representatives as stated above.

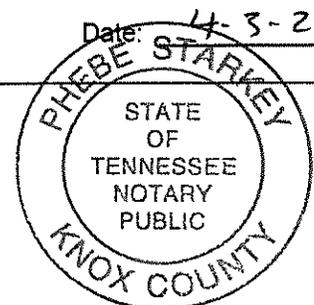
I have read and understand the foregoing Release and understand its provisions and voluntarily consent to abide by its requirements.

[Signature]
Signature of Applicant

Witnessed to and subscribed before me this 3rd day of April, 20 25.

Notary Public: Phebe Starkey

My Commission Expires: 4-29-26



BEARDEN - QUAN

CITY OF KNOXVILLE
APPLICATION FOR BEER PERMIT
OWNER/MANAGER APPLICATION

Reason for Application: New Application Manager Change or Addition

1. Name QUANELO EVANS Owner--Percentage of Ownership _____ % Manager

2. Home Address 944 Piney Grove Church Road-D10 City Knoxville State TN Zip 37909

3. Home Phone () - - Cellular Phone (865) 405-2317 Date of Birth 1 / 2 / 98

4. Driver's License # _____ State TN Social Security # _____

5. Local Business Name HARD KNOX PIZZA

6. Local Business Address/ZIP 4437 Kingston Pike, Knoxville, TN 37919 Business Phone: (865) 602-2114

7. Have you ever been convicted of any violation of liquor and/or beer laws, felonies, or any crime involving moral turpitude, within the last ten-years, or do you have any charges **currently pending**? Yes No
If yes, give particulars of each charge, including city, county, state: court and date: _____

8. Have you ever had a beer permit revoked, suspended, or denied? Yes No
If yes, explain: _____

9. Have you ever been convicted of any misdemeanors (Speeding, DUI, Simple Assault, etc.) within the last ten (10) years or have any charges currently pending? Yes* No
*If yes, give particulars of each charge, including city, county, state: court and date: _____

10. Do you understand both the state laws and the local laws regulating the sale and distribution of beer in the City of Knoxville? Yes No

11. Do you understand that **allowing illegal gambling** on the premises will subject the permit to revocation? Yes No

AFFIDAVIT

I hereby solemnly swear or affirm that each statement in this application is true and correct and agree that if my statement is false, the permit issued may be revoked by the Beer Board, upon notice and hearing, and that the burden is on the permittee to prove the correctness of all the statements in this application.

I understand that this application is subject to the Tennessee Public Records Act and shall be open for inspection and reproduction by any citizen. Tennessee Code Annotated §10-7-503.

I, QUANELO EVANS, understand that by submitting this application, a background investigation shall be conducted and any and all documents related to my investigation shall become public records.

I, QUANELO EVANS, hereby release, absolve and hold harmless, the City of Knoxville, the Knoxville Beer Board, the Knoxville Police Department, its employees, agents and representatives, from any and all liability of whatever type for any damages, causes of actions, personal or property injuries which may result as a consequence of my application for a beer permit, background investigation, release of documents or any other matters related to employees, agents and representatives as stated above.

I have read and understand the foregoing Release and understand its provisions and voluntarily consent to abide by its requirements.

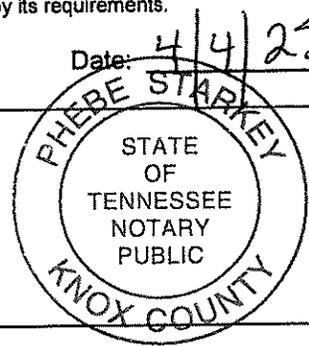
[Signature]
Signature of Applicant

Date: 4/4/25

Sworn to and subscribed before me this 4th day of April, 20 25.

Notary Public: Phebe Starkey

My Commission Expires: 4-29-26



CITY OF KNOXVILLE
APPLICATION FOR BEER PERMIT

Property Details

Property Address: 4437 Kingston Pike, Knoxville TN 37919

Directions to business, including any landmarks:

I-40 to Kingston Pike in Bearden, Business is located
in The Fresh Market Shopping Center

Property Owner Information:

Name Biltmore Properties Group
Phone 865-279-0670

Neighborhood Demographics

Provide the following locations nearest to the business. Provide ALL lines of information requested. You may want to drive or walk the area around the business location to determine which facilities are closest. You will be held accountable for the information provided.

****Must be filled in completely – No Exceptions****

School / Day Care:

Name Precious Day Care
Address 3421 McPherson St, Knoxville, TN

Funeral Home:

Name Rose Mortuary
Address 6200 Kingston Pike, Knoxville, TN

Hospital:

Name The University of TN Medical Center
Address 1924 Alcoa Highway, Knoxville, TN

CITY OF KNOXVILLE
APPLICATION FOR BEER PERMIT

Notice of Actions Contact

Pursuant to City of Knoxville Code Section 4-67, the City requires the applicant to designate an individual **residing within Knox County** to receive notice of actions of the City or the Beer Board and to accept service of process. Please provide the name of the individual, their position with the applicant (owner, manager, etc.) and their address (may be business location). Note that the applicant is required to notify the City in accordance with Section 4-67 if there is any change in this information. In addition to a local address, please provide an address to which certified mail may be sent.

BEER PERMIT APPLICATION:

Business Name: HKP Ventures, LLC
Business Location: 4437 Kingston Pike, Knoxville, TN 37919

PERSON RESPONSIBLE TO RECEIVE SERVICE OF PROCESS:

Name: CARTER Sebo
Position: OWNER/PARTNER Phone (843) 754-6462
Address: 4948 Lexi LANDING DRIVE
POWELL TN 37849
City, State, Zip: POWELL TN 37849

CERTIFIED MAILING ADDRESS:

Name: CARTER Sebo
Address: 4948 Lexi LANDING DRIVE
City, State, Zip: POWELL TN 37849

**Department
of
Finance**

CITY OF KNOXVILLE, TENNESSEE
Business License

**Business
Tax
Division**

Business Name and Location:
HARD KNOX PIZZA
4437 KINGSTON PIKE



Account #	67014
Classification	2
License/Receipt #	279837
Issue Date	04/03/2025
Expiration Date	05/15/2026

Mailing Address:

HARD KNOX PIZZA
c/o HKP VENTURES, LLC
4948 LEXI LANDING DR
POWELL, TN 37849

Clifton B.
Collection Officer

- FOLD -

Must be posted in a conspicuous place

- FOLD -

Business Tax Receipt

Final Returns MUST be filed within 15 days of close of Business.

Retail	0.00
Wholesale	0.00
Business Tax	0.00
Less Credits	0.00
Sub Total	0.00
Penalty	0.00
Interest	0.00
SubTotal	0.00

Min. Bus. Tax	15.00
Penalty	0.00
Interest	0.00
Coll. & Rec. Fees	0.00
SubTotal	15.00
Total Amount	15.00
Total Payments	15.00
Balance Due	0.00

Lic_New_App

City Revenue Office - P.O. Box 1028 - Knoxville, Tennessee 37901 - (865)215-2083 - (865)215-2621 (fax)



HKP VENTURES, LLC

Entity Type: Limited Liability Company (LLC)
 Formed in: TENNESSEE
 Term of Duration: Perpetual
 Managed By: Member Managed
 Series LLC: No
 Number of Members: 6 or less

Status: Active
 Control Number: 002012540
 Initial Filing Date: 4/3/2025 10:52:10 AM
 Fiscal Ending Month: December
 AR Due Date: 04/01/2026
 Obligated Member Entity: No

Registered Agent
 HKP VENTURES, LLC
 4948 Lexi Landing Dr
 Powell, TN 37849

Principal Office Address
 4948 Lexi Landing Dr
 Powell, TN 37849

Mailing Address
 4948 Lexi Landing Dr
 Powell, TN 37849

AR Standing: Good

RA Standing: Good

Other Standing: Good

Revenue Standing: N/A



Employee Compliance Document for HKP Ventures, LLC dba/Hard Knox Pizza
Knoxville, Tennessee

Effective: May 1, 2025

At Hard Knox Pizza, we are committed to providing exceptional service to our guests while adhering to all applicable laws and regulations in the state of Tennessee. As a server, you play a critical role in ensuring that our establishment operates safely, responsibly, and in full compliance with the Tennessee Department of Health's Food Service Establishment Regulations, the Tennessee Alcoholic Beverage Commission (TABC) guidelines, federal labor laws under the Fair Labor Standards Act (FLSA), and workplace safety standards enforced by the Occupational Safety and Health Administration (OSHA). This document outlines the key "Do's" and "Don't's" to guide your conduct and help maintain our commitment to excellence and legality. Your attention to these guidelines ensures the safety of our guests, the well-being of our team, and the success of our business.

Do's for Employees

1. ****Maintain Food Safety Standards****

- Do wash your hands thoroughly with soap and water for at least 20 seconds before handling food, after using the restroom, and after touching any potentially contaminated surfaces. Tennessee health codes require strict hygiene to prevent foodborne illness.
- Do ensure all food served to guests is held at proper temperatures: hot foods at 140°F or warmer and cold foods at 41°F or colder. Use thermometers to verify temperatures when in doubt.
- Do store food properly when clearing tables or assisting in the kitchen—keep raw and cooked items separate to avoid cross-contamination, and refrigerate perishable items promptly.
- Do report any signs of spoilage, pest activity, or equipment malfunctions to management immediately to uphold our compliance with health inspections.

2. ****Serve Alcohol Responsibly****

- Do check identification for every guest who appears under the age of 30 before serving alcohol, as required by Tennessee law. Acceptable IDs include a driver's license, passport, or military ID—ensure they are valid and not expired.
- Do familiarize yourself with the signs of intoxication (e.g., slurred speech, unsteady movements) and politely refuse service to anyone who appears overly intoxicated, in accordance with TABC regulations.
- Do keep accurate records of alcohol sales if requested by management, as this supports our liquor license compliance and responsible service practices.
- Do offer water, food, or non-alcoholic options to guests who may need to slow down their alcohol consumption—it's a courteous way to ensure their safety.

3. ****Adhere to Wage and Tip Policies****

- Do track your tips diligently and report them accurately to management each shift. Under the FLSA, Tennessee employers may take a tip credit of up to \$5.12 per hour, meaning your base wage may be \$2.13 per hour, but your total earnings (wages + tips) must equal at least the federal minimum wage of \$7.25 per hour.
- Do participate in any tip-pooling arrangements as outlined by management, ensuring tips are shared only with staff who customarily and regularly receive tips (e.g., servers, bussers, bartenders—not cooks or managers).
- Do notify management if you believe your wages plus tips fall short of the minimum wage, as employers are legally required to make up the difference.

4. ****Promote a Safe and Respectful Workplace****

- Do wear clean, presentable attire as specified by our dress code, ensuring you reflect the professionalism of Hard Knox Pizza. Tie back long hair and avoid loose jewelry that could pose a safety hazard.
- Do follow OSHA guidelines by keeping walkways clear of clutter, reporting spills immediately, and using caution when carrying hot or heavy items to prevent burns, falls, or injuries.
- Do treat all coworkers and guests with respect, adhering to anti-discrimination laws under Title VII of the Civil Rights Act and Tennessee statutes. Report any harassment or hostile behavior to management promptly.
- Do take breaks as scheduled to maintain your well-being, in line with Tennessee labor practices (though not legally mandated, we encourage reasonable rest periods).

5. ****Enhance Guest Experience within Guidelines****

- Do greet guests warmly, explain menu items clearly, and accommodate reasonable requests while ensuring compliance with health and safety standards (e.g., no substitutions that compromise food safety).
- Do clear plates only after all guests at the table have finished eating, asking politely if they'd like additional items before removing anything.
- Do ensure that handwashing signs and other required notices are visible to guests and staff, reinforcing our commitment to hygiene.

Dont's for Employees:

1. ****Avoid Food Safety Violations****

- Don't handle food or beverages with unwashed hands or while ill—stay home if you're experiencing symptoms like fever, vomiting, or diarrhea, as required by Tennessee health regulations to prevent outbreaks.
- Don't leave perishable food out at room temperature for more than 2 hours (or 1 hour if the temperature exceeds 90°F), as this violates safe holding practices and risks guest health.

- Don't use the same utensils or cutting boards for raw and cooked foods without sanitizing them first—cross-contamination is a leading cause of health code violations.
- Don't ignore expired items or improperly stored food; always discard or report them rather than serving them to guests.

2. ****Refrain from Irresponsible Alcohol Service****

- Don't serve alcohol to anyone under 21, even if they're with an older group— Tennessee's strict liability laws hold servers and establishments accountable for underage drinking violations.
- Don't overserve guests who show signs of intoxication, as this could lead to liability under Tennessee's dram shop laws if they cause harm after leaving our premises.
- Don't consume alcohol on duty, even if offered by a guest—it's against TABC rules and our internal policy.
- Don't falsify alcohol sale records or bypass ID checks to speed up service; accuracy and diligence protect our liquor license.

3. ****Steer Clear of Wage and Tip Missteps****

- Don't withhold tips from coworkers eligible for tip pools or attempt to include ineligible staff (e.g., managers or back-of-house employees) in the distribution, as this violates FLSA rules.
- Don't assume mandatory service charges (e.g., for large parties) count as tips—these are wages under IRS rules, and misrepresenting them can lead to payroll errors.
- Don't fail to report your tips accurately; underreporting can trigger audits and penalties for both you and the restaurant.

4. ****Avoid Workplace Safety and Conduct Issues****

- Don't neglect to report workplace injuries or hazards (e.g., slippery floors, broken equipment) to management— OSHA compliance depends on proactive communication.
- Don't engage in or tolerate discrimination, harassment, or bullying, whether toward coworkers or guests—this breaches federal and state laws and our zero-tolerance policy.
- Don't rush through tasks in a way that endangers yourself or others, such as carrying too many plates or ignoring safety protocols for speed.
- Don't use personal phones excessively during shifts, as this distracts from guest service and safety awareness.

5. ****Don't Compromise Guest Trust****

- Don't bring the bill to the table before the guest requests it—let them enjoy their experience without feeling rushed, unless they signal otherwise.
- Don't argue with guests over menu items or policies; escalate concerns to management calmly to maintain professionalism and compliance with customer service expectations.
- Don't cut corners on cleanliness, such as reusing unwashed glassware or neglecting to wipe down tables thoroughly—guest health and satisfaction depend on diligence.

Additional Notes:

This document is a living guide and may be updated to reflect changes in Tennessee laws, federal regulations, or Hard Knox Pizza policies. Employees are encouraged to ask management for clarification on any point and to participate in regular training sessions on food safety, alcohol service, and workplace standards. Compliance isn't just about avoiding penalties—it's about fostering a safe, welcoming environment where guests return and staff thrive. Your role as a server is vital to that mission.

Acknowledgment: By signing below, I confirm that I have read and understand the Server Compliance Document and agree to follow its guidelines while employed at Hard Knox Pizza.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____

CITY OF KNOXVILLE
INTEROFFICE MEMORANDUM

DATE: 4-3-25

TO: Donald Jenkins, City Surveyor
Engineering Department

FROM: Mark Byrd, Collections Officer
Finance Department

RE: Request for distance measurements for beer permit application

Please measure the distances from the below indicated beer permit applicant's proposed location to the public facilities indicated and forward this information back to me. As required by law, this information is necessary to process the applicant's beer permit request. Thank you in advance for your assistance.

Business name: Hard Knox Pizza

Business location: 4437 Kingston Pike

Property description: New construction Pre-existing structure

Directions to and/or landmarks near location: _____

SCHOOL/DAYCARE:

Name: Precious Day Care

Address: 3421 McPherson St

Distance/feet: 3 MILES

FUNERAL HOME:

Name: Rose Mortuary

Address: 6200 Kingston Pike

Distance/feet: MORE THAN 300'

HOSPITAL:

Name: UT Medical Center

Address: 1924 Alcoa Hwy

Distance/feet: MORE THAN 300'