



DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION  
CITY OF CHICAGO

**BUSINESS LICENSE PLAN OF OPERATION**

**Licensee:** Twain Restaurant, LLC  
D/B/A: Twain

**Premises:** 2443-2447 North Milwaukee Avenue  
Chicago, Illinois 60647

**Application Type:** Consumption on Premises - Incidental Activity (1475), Outdoor Patio (1477), and Retail Food Establishment (1006)

**Account Number:** 425998

**Site:** 1

Pursuant to City of Chicago Municipal Code ("M.C.C.") Sections 4-60-040 (h), the Department of Business Affairs and Consumer Protection ("BACP") / Local Liquor Control Commission ("LLCC") of the City of Chicago and the above-named Licensee have agreed to the issuance of a Consumption on Premises - Incidental Activity, Outdoor Patio, and Retail Food Establishment licenses (collectively "Licenses") under the following conditions:

1. Licensee shall operate as a restaurant where the primary business activity will be the sale and service of food and non-alcoholic beverages and where the sale of alcoholic beverages will only be incidental to the food service.
2. During all hours of operation, the business will be open to the public and Licensee shall keep its kitchen open and offer food preparation and service to its patrons.
3. Licensee agrees that they shall operate or otherwise be open to the public for business during the following hours:

*Restaurant*

- a. Monday-Thursday & Sunday – 10:00 am to 10:00pm (last seating)
- b. Friday-Saturday – 10:00 am to 11:00pm (last seating)

*Outdoor Patio*

- a. Monday-Thursday & Sunday – 10:00 am to 9:00pm (last seating)
- b. Friday-Saturday – 10:00 am to 10:00pm (last seating)

4. Licensee shall not apply for a Late Hour Liquor License.
5. Licensee will not sell package goods for consumption off the Premises.

6. Licensee agrees not to expand the Premises without, first, applying to the City of Chicago for the right to expand the Premises.
7. Licensee agrees to abide by all applicable provisions of the City of Chicago Municipal Code, including not permitting customers to leave the Premises with open containers of alcohol, unless it is a partially consumed bottle of wine for off-premises consumption which has been "resealed" according to the provisions of the Illinois Liquor Control Act.
8. Licensee shall regularly monitor the outdoor patio during all of its business hours in order to address and abate noise, loitering and littering, ensuring compliance with the Chicago Environmental Noise Ordinance and shall take immediate steps to alleviate any violations as to not disturb adjacent residents.
  - a. Licensee shall not play any live or recorded music in the outdoor patio per City ordinance.
  - b. Licensee shall take steps to ensure that patrons exit the Premises from the front and in an orderly and respectful manner, and there shall be no customer entrance/exit leading to the alley.
  - c. Licensee shall take steps to prevent the accumulation of litter by designating employees to monitor and remove litter from the outdoor patio during the times the Premises is open to the public and at closing time.
  - d. Licensee to build a privacy fence and buffer the interior/exterior area with plants to reduce noise and light.
9. Licensee will close all rear windows and doors by 9 p.m.
10. Licensee agrees to abide by all regulations, local ordinances, and states laws relating to the patio and public sidewalks.
11. Licensee shall maintain sufficient trash containers to accommodate any additional waste generated. The Licensee shall ensure that all trash containers shall be locked and secured at all times.
12. Licensee agrees that no trash or solid waste will be placed within the required waste and/or recycling disposal containers located outside the premises during the hours of 10:00 P.M. through 8:00 A.M (Monday-Friday) and 10:00 P.M. through 10:00 A.M (Saturday-Sunday).
13. Licensee shall install and maintain adequate lighting on all sides of the licensed premises including any alleyway accessible by the business to ensure the safety of all patrons and employees. Licensee shall ensure that exterior lighting does not directly shine into resident's windows. Licensee shall not post flashing signs facing the outdoors from the back of the Premises. Licensee shall turn off back patio lights when closed. Licensee shall dim their front building lights from closing until a few hours before normal opening time.
14. Licensee shall immediately notify, by calling 911, the Police of any illegal activity which it views in and around the Premises.
15. Licensee shall maintain a logbook of all illegal activity reported or required to be reported to the Chicago Police Department, as required under Section 4-60-161 of the Chicago Municipal Code.
16. Licensee agrees that in the event the LLCC receives a complaint, the Licensee shall cooperate fully with any investigation, including, but not limited to, submitting any records requested by the LLCC. The Licensee shall, upon request of the LLCC, and providing no state or federal law or regulation requires otherwise or allows for objection to disclosure, produce any records the LLCC has requested within ten (10) days of such request.
17. Licensee shall comply with, and advise all supervisory personnel of all applicable provisions of the Chicago Noise and Vibration Control Ordinance, Chapter 8-32 of the Municipal Code.

18. Licensee shall immediately address any public nuisance issues which adversely impact the health, safety, and welfare of the community.
19. Licensee shall have the exterior of the facility monitored throughout the hours of operation and for one hour prior to opening and one hour after closing.
20. Licensee shall ensure that security personnel will make it a priority to prevent the entry of intoxicated and disorderly patrons. Further, security personnel will continue to prevent drinking on the public way or carrying alcohol outside of the licensed/permitted location.
21. Licensee will display a sign in a conspicuous location which reads, "Please Respect Our Neighbors, Please Exit Quietly and Do Not Loiter."
22. Licensee shall encourage public means of transportation by posting appropriate signage. The Licensee shall promote the following use of services for patrons; walking, the use of the CTA trains and buses, taxis, and ridesharing services.
23. Licensee shall monitor and maintain the occupancy limit certified by the Department of Buildings Commissioner.
24. Non Smoking Laws. The Licensee will enforce all applicable City and State non-smoking laws as they relate to both the interior and the exterior of the Premises.
25. All restaurant staff will be BASSET certified, and will be trained with respect to the detection of fraudulent identification. All bartenders and wait staff will be trained to identify intoxicated patrons and will take proactive steps to prevent the over-serving of patrons.
26. Licensee shall regularly attend CAPS Beat meetings and CAPS hospitality meetings and agrees to set up and/ or attend meetings with the alderman, police commander, and community residents or groups to discuss any concerns regarding the operations of the Licensee's business.
27. Licensee agrees to inform the Alderman's office 30 days in advance of any request for new or additional signage.
28. Licensee agrees that this plan of operation cannot be modified or amended without input by the local Alderman.

The conditions of this liquor license are legally binding and may be enforced by City of Chicago enforcement authorities under M.C.C. §§ 4-60-040(h). All other conditions of the license are governed by the City of Chicago Municipal Code. Violation of the above stated conditions may result in the imposition of a fine and/or suspension or revocation of all business licenses issued to the Licensee. Violations of the above stated conditions may also result in the issuance of cease and desist orders prohibiting the activity which violates the conditions of the liquor license.

The conditions of the business licenses issued pursuant to this Plan of Operation shall apply to the business address and Licensee and to all officers, managers, members, partners and direct or indirect owners of the entity of which is licensed. The sale of the Licensee to other persons purchasing the stock of the licensed entity shall be subject to the same conditions set forth in this Plan of Operation. Any and all potential new owners of the licensed entity shall be subject to the same conditions set forth in this Plan of Operation.

It shall be the duty of every person conducting, engaging in, operating, carrying on or managing the above-mentioned business entity to post this Business License Plan of Operation next to the business license certificates in a conspicuous place at the business address.

**Licensee:** Twain Restaurant, LLC

**Business Address:** 2443-2447 North Milwaukee Avenue  
Chicago, Illinois 60647



Branislav Palikuca  
Twain Restaurant, LLC  
LLC Manager



Shannon Trotter, Commissioner  
Local Liquor Control Commission  
City of Chicago

08-23-18

Date

8/22/18

Date