



DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION  
CITY OF CHICAGO

Plan of Operation

**Licensee:** Real Simple, Inc.  
DBA The Shambles  
Account # 262299 site 1

**Premises:** 2050 W Division  
Chicago, IL 60654

**License type:** Consumption on Premises – Incidental Activity liquor license,  
Public Place of Amusement license, Late Hour license, Retail Food  
License

Pursuant to Chapter 4-60-040(h) of the Municipal Code of the City of Chicago, the Licensee named above agrees to comply with the conditions listed below to remain in good standing with the City of Chicago Local Liquor Control Commission, and to assure that the operation of the restaurant will not cause a public nuisance or a have a deleterious impact on the health, safety, and welfare of the community.

For the purposes of this operating agreement, "the licensee" shall refer to Real Simple, Inc., and all of its officers; "the establishment" shall refer to The Shambles, its owners, and its managerial staff; and "the premises" shall refer to the building at 2050 West Division, including all its back and side alleys, and the sidewalk extending from the front door to Division Street.

1. The establishment's hours of operation will be 5:00 PM through 4:00 AM Sunday through Friday, and 5:00 PM to 5:00 AM on Saturday (Saturday evening into Sunday morning). To ensure that bar patrons leave in an orderly fashion, lights will be turned up and closing announced 30 minutes before closing, whereupon the serving of alcohol will be promptly ended. At 20 minutes before closing, lights will be turned up fully, patrons will be instructed to leave, and security personnel will help guide patrons outside in an orderly fashion. The doors will close to the public promptly at closing time.
2. BASSET certification: all staff are BASSET certified per City ordinance. Any new staff will be required to secure their BASSET certification before they will be allowed to work their first shift. All staff being thus educated and certified, any



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employee who knowingly violates the law by such grievous actions as serving alcohol to underage patrons, serving alcohol on any non-permitted portions of the public way, allowing an over-capacity crowd, serving alcohol to inebriated patrons, or operating after legal hours shall be terminated with or without warning. Any less grievous offenses shall cause the employee to be demoted and/or penalized. All staff will be required to sign a written statement outlining this policy.

3. Security: to maintain the security of the establishment and the peace of the neighborhood, the following shall be company policy:
  - a. Consumption of alcohol shall be permitted only within the licensed area. Any carrying or consumption of alcohol outside the permitted area will be strictly prohibited and may be grounds for ejecting a patron from the premises.
  - b. Alcohol will only be served by BASSET-licensed servers, and the servers will closely monitor patrons' behavior to ensure they are not being over-served.
  - c. Alcoholic beverages are offered in plastic cups unless ordering dinner table service. No glass bottles are offered on the premises.
  - d. Servers shall check patrons' identifications when a patron ordering liquor appears to be under the age of 40.
  - e. Servers shall promptly halt service of alcohol to any patrons whom they judge to be overly intoxicated or disorderly.
  - f. Servers shall call 911 immediately in the case of an emergency or witnessing unlawful activity.
  - g. Servers shall conclude service promptly 30 minutes before closing.
  - h. At the end of the night, the Manager on Duty shall complete a log entry describing the events of the evening. All employees shall report to the Manager on Duty to report on the night's events.
  
4. Security: one dedicated security personnel shall be stationed at the front entrance during operating hours and for one hour after closing. Personnel are attired in easily identifiable uniforms that state "staff" on the back of shirt. A minimum of 5 security personnel are stationed on the premises during the peak hours until closing. Their duties shall include, but shall not be limited to:
  - a. Requiring proper identification of all patrons entering the premises to ensure that they are of a legal age to consume alcohol;



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- b. Using handheld clickers to keep track of occupancy;
  - c. Enforcing the legally permitted maximum occupancy of the premises;
  - d. Preventing the entry of intoxicated and disorderly persons;
  - e. Ejecting disorderly patrons from the premises;
  - f. When necessary, assisting patrons in calling cabs or securing transportation, so as to prevent disorderly loitering outside the establishment;
  - g. Enforcing the quiet and orderly departure of patrons when closing is announced;
  - h. Preventing the drinking of alcohol in the public way or the carrying of alcohol outside of the licensed area;
  - i. Patrolling the perimeter of the premises every hour to remove litter and observe any illegal or disorderly activity;
  - j. Observing, reporting, and halting any illegal activity witnessed on the premises;
  - k. Preventing any illegal or disorderly conduct of patrons who have exited or been ejected from the premises, whether or not such conduct takes place on the premises;
  - l. Calling 911 when necessary to report illegal activity; and
  - m. Reporting to the shift manager at the end of the evening and contributing their observations to that evening's log entry.
5. Video surveillance: since 2012, the establishment has been equipped with 24-hour video surveillance of both the interior and exterior of the premises. To maintain the security of the establishment, the following shall be policy as regards the surveillance system:
- a. On the first of every month, the video surveillance system will be thoroughly inspected to ensure proper functioning.
  - b. If any part of the system is found to be broken or malfunctioning, the necessary repairs or replacements will be made immediately.
  - c. Current storage capacity is roughly two weeks' worth of video files. After two weeks, any video files that are not being used as material evidence in an ongoing police investigation will be deleted.
  - d. In the event that the police require copies of the establishment's surveillance video files for use as evidence in an investigation, such files will be delivered promptly and without hesitation, and will be held on a dedicated storage device until the investigation is complete.



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- c. Access to video surveillance files will be limited to the Head of Security and the Manager on Duty. There will always be someone available to access the surveillance files during operating hours.
6. Community engagement: all management and security staff shall be required to attend local CAPS meetings and address any issues raised by the community or the police regarding the establishment's operations.
7. Safety and training: all staff will be trained in proper fire safety protocol and emergency evacuation procedures and made aware of the locations of all exits, doors, fire extinguishers. Printed Emergency Evacuation Plans shall be posted prominently behind the bar, by the entryway, and by the bathroom doors. During an emergency evacuation, one manager or security guard will help guide patrons off of the premises, and one manager or security guard will be posted at each exit until all patrons are safely evacuated. Overseeing the evacuation of patrons will be exclusively the responsibility of managerial and security staff. All other staff will be evacuated with the patrons.
8. The addition of the full scale kitchen will offer a full menu and food provided at all hours.
9. As the licensed owner since 2002 at the premises, he and management will continue to listen to any and all concerns of the neighborhood community groups and aldermanic office to stay apprised of issues regarding crime and demographics and be supportive in all ways, and will cooperate with the local business chamber of commerce to support opportunities that benefit the local community.

The conditions of the liquor licenses issued pursuant to this Plan of Operation are legally binding and may be enforced by the City of Chicago enforcement authorities under MCC 4-60-040. 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. Violation 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 liquor licenses issued pursuant to this Plan of Operation shall apply to the business address and License and to all officers, managers, partners, and direct or



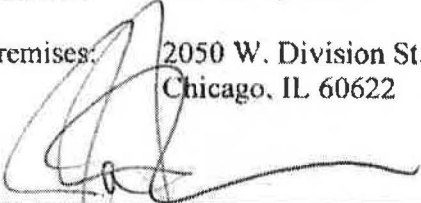
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indirect owners of the licensed entity. The sale of the business to other persons purchasing the stock or membership units of the licensed entity does not void the conditions of the license. Any and all potential new owners of the licensed entity shall be subject to the same conditions set forth in this Plan of Operation.

It shall be the duty of every person conducting, engaging in, maintaining, operating, carrying on or managing the above mentioned business entity to post this liquor license plan of operation next to the Liquor Licenses in a conspicuous place at the business address.

Licensee: Real Simple, Inc.

Premises: 2050 W. Division St.  
Chicago, IL 60622

  
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Joe Jun Lin, President

  
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Gregory Steadman  
City of Chicago  
Local Liquor Control Commissioner

Signed this Day of January <sup>8<sup>TH</sup></sup>, 2016