

Serving Alcohol With Care



Competencies for *Serving Alcohol With Care*

1. Identify legal restrictions and liability issues affecting the service of alcoholic beverages.
2. The license is only for in-house guests only. Front desk and bar staff to monitor guests coming into the bar.
3. Describe steps to take when checking identification of guests and in-house guests only. Check name through the POS to ensure the guests are staying in house. No outside guests are allowed in the bar.
4. If an outside guest comes and asks for alcohol at the bar politely refuse service. If the guest gets irate get the manager to deal with the guest.
5. Explain the physical effect of alcohol in relation to the strength of drinks and the body's rate of absorption.

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4. Identify signs of intoxication and explain how a “traffic light” system is used to monitor and control guests’ alcohol consumption.
5. Describe steps to take when stopping alcohol service to intoxicated guests, and identify other situations that require special alcohol service procedures.

Reasons People Drink

- Celebrate special events
- Create a feeling of fellowship
- Make meals more enjoyable
- Deal with loneliness
- Drown sorrows
- Get drunk

Consequences of Violating Alcohol Laws

- Associates and owners can be sued
- Managers, servers, and bartenders can lose their jobs
- Establishments can lose their licenses
- Owners can lose their businesses

Types of Liquor Licenses

- Beer license
- Liquor license
- Wine license
- On-premises
- Off-premises

Regulations

- Hours of sale
- Days of sale
- Record maintenance
- Age of employees
- Illegal sales

Liability

- Dram shop acts
- Common law

Types of Identification

- Valid state driver's license
- Room Key Card
- State-issued identification card
- International driver's license
- United States military identification
- Valid United States passport

Checking an ID

- Feel the surface
- See whether the type has been tampered with
- Examine the official information
- Examine behind a light
- Look at the picture and compare to the person presenting the ID

Facts about Alcohol

- Alcohol is a depressant
- Alcohol decreases body temperature
- How much you drink causes hangovers
- Time is the only factor that can restore sobriety
- Alcohol is high in calories

High-Fat Foods

- French fries
- Deep-fried items
- Cheese
- Pizza
- Chips and dip
- Nachos
- Any beef items

Intoxication Risk Factors

- Does the guest appear stressed, depressed, or tired?
- Is the guest drunk or determined to get drunk?
- Is the guest dieting?
- Is the guest taking any medication or drugs?

Signs of Intoxication

- Relaxed inhibitions
- Impaired judgment
- Slowed reaction time
- Decreased coordination

Traffic Light System

- **Green:** The guest is sober
- **Yellow:** The guest is becoming intoxicated
- **Red:** The guest is intoxicated

Green Service Actions

- Encourage food with drinks.
- Explain any designated driver specials.
- When a guest asks for a drink served straight-up, bring a glass of water with it.
- Serve only one drink at a time to each guest.
- Don't bring a drink to someone who doesn't want one.

Yellow Service Actions

- Advise a manager.
- Strongly encourage the guest to eat.
- Strongly suggest non-alcoholic or low-alcohol beverages.
- Wait for the guest to reorder. Don't suggest or encourage the purchase of more alcohol.

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Yellow Service Actions

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- Remove the guest's used glass before bringing a new drink.
- Telephone a taxi or suggest the guest telephone for a ride. Or ensure that someone in the guest's party will drive.

Red Service Actions

- Get a second opinion.
- Ask a manager to help.
- Deny or stop alcohol service.

Alcohol Strengths

- What is the percentage of alcohol in 90-proof gin?
- What is the percentage of alcohol in 82-proof whiskey?
- What is the proof of a beer that is 3.2 percent alcohol?
- What is the proof of a wine that is 4.5 percent alcohol?
- What percentage of alcohol is in 151-proof rum?

Role Plays

Role Play #1: The guest did not display any signs of intoxication. Complaining about drink strength is a sign of intoxication only if it represents a *change* in behavior.

For instance, if the guest had drunk one or more of the same alcoholic beverages without complaining and then complained that the drink was weak, this would be a sign of intoxication.

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Role Plays

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Role Play #2: The guest displayed signs of decreased coordination (falling back into the chair) and signs of slowed reaction times (trouble pronouncing a word). It's likely that the guest is becoming intoxicated because he or she had at least one drink and exhibited two signs of intoxication.