



Responsible Alcohol Service Quiz

Name: _____

Date: _____

1. Responsible Alcohol Service will result in: ____ (insert letter)
a. Improved customer relations. b. Reduced liquor liability exposure.
c. Enhanced business. d. All of the above.
2. Responsible alcohol training will teach you how to recognize signs of intoxication, prevent alcohol sales to minors, intervene when guests are intoxicated and ensure all guests have a memorable experience. True ____ False ____ (check one)
3. Alcohol training results in the following: ____ (insert letter)
a. Increased staff professionalism. b. Satisfied customers.
c. Enhanced community standing for Centerplate. d. Reduced liability exposure.
e. All of the above.
4. Centerplate's policy on responsible alcohol service requires you to deny the sale of any alcoholic beverage to any person below the legal drinking age or who appears intoxicated.
True ____ False ____ (check one)
5. You must refuse the sale of alcohol if there are any questions about the validity or authenticity of an identification card. True ____ False ____ (check one)
6. Customers are limited to 3 alcoholic beverages at each sale. True ____ False ____ (check one)
7. Employees may never refill cups of alcohol/beer. True ____ False ____ (check one)
8. Centerplate accepts valid drivers licenses, identification cards and passports from the US or another Country, and US military ID cards.
True ____ False ____ (check one)
9. Examples of invalid or fake IDs are: ____ (insert letter)
a. cards with pin holes and bleached numbers.
b. cards with uneven surfaces by the picture or date of birth.
c. cards with pictures that do not match the appearance of the guest. d. all of the above.
10. If you have any doubts about the validity of an ID, ask the guest for a second type of identification and question the customer about the date of birth, zip code, height and weight.
True ____ False ____ (check one)
11. If you have any doubt about the age of the guest, refuse service. True ____ False ____ (check one)
12. Signs of impairment include lowered inhibitions, faulty judgment, slowed reactions and poor coordination. True ____ False ____ (check one)
13. Intoxication rate factors include: ____ (insert letter)
a. size, gender and drug use. b. color of eyes. c. type of identification shown.
14. Blood Alcohol Content is the legal measurement of the amount of alcohol in a person's blood.
True ____ False ____ (check one)

By signing below you are saying that you understand our Responsible Alcohol Service standards and will abide by these standards at all times while servicing our customers.

Signature: _____ Date: _____



MASTER KEY Responsible Alcohol Service Quiz

Name: _____

Date: _____

1. Responsible Alcohol Service will result in: D (insert letter)
a. Improved customer relations. b. Reduced liquor liability exposure.
c. Enhanced business. d. **All of the above.**
2. Responsible alcohol training will teach you how to recognize signs of intoxication, prevent alcohol sales to minors, intervene when guests are intoxicated and ensure all guests have a memorable experience. **True** X **False** _____ (check one)
3. Alcohol training results in the following: E (insert letter)
a. Increased staff professionalism. b. Satisfied customers.
c. Enhanced community standing for Centerplate. d. Reduced liability exposure.
e. All of the above.
4. Centerplate's policy on responsible alcohol service requires you to deny the sale of any alcoholic beverage to any person below the legal drinking age or who appears intoxicated.
True X **False** _____ (check one)
5. You must refuse the sale of alcohol if there are any questions about the validity or authenticity of an identification card. **True** X **False** _____ (check one)
6. Customers are limited to 3 alcoholic beverages at each sale. **True** _____ **False** X (check one)
7. Employees may never refill cups of alcohol/beer. **True** X **False** _____ (check one)
8. Centerplate accepts valid drivers licenses, identification cards and passports from the US or another Country, and US military ID cards.
True X **False** _____ (check one)
9. Examples of invalid or fake IDs are: D (insert letter)
a. cards with pin holes and bleached numbers.
b. cards with uneven surfaces by the picture or date of birth.
c. cards with pictures that do not match the appearance of the guest. d. **all of the above.**
10. If you have any doubts about the validity of an ID, ask the guest for a second type of identification and question the customer about the date of birth, zip code, height and weight.
True X **False** _____ (check one)
11. If you have any doubt about the age of the guest, refuse service. **True** X **False** _____ (check one)
12. Signs of impairment include lowered inhibitions, faulty judgment, slowed reactions and poor coordination. **True** X **False** _____ (check one)
13. Intoxication rate factors include: A (insert letter)
a. size, gender and drug use. b. color of eyes. c. type of identification shown.
14. Blood Alcohol Content is the legal measurement of the amount of alcohol in a person's blood.
True X **False** _____ (check one)

By signing below you are saying that you understand our Responsible Alcohol Service standards and will abide by these standards at all times while servicing our customers.

Make sure that all quiz forms are signed and dated.

Signature: _____ Date: _____



RESPONSIBLE ALCOHOL SERVICE
CERTIFICATE OF TRAINING

I hereby acknowledge that:

1. I have attended frontline employee training on Responsible Alcohol Service;
2. I understand the requirements and standards reviewed in the training;
3. I understand that every employee is required to comply with the requirements and standards presented in the training;
4. I am committed to being hospitable in all services and encounters with our customers, providing the best customer service possible for our guests and to improve all levels of service for our customers; and
5. I understand that failure to comply with the requirements and standards of the Responsible Alcohol Service training session will subject me to disciplinary action, including dismissal; and
6. When I have a concern about a possible violation of the any Company Policies, I will report those concerns to a manager, the Corporate Compliance Committee, or Corporate Human Resources, or I will call the Help Line at 1-800-241-5689.

Signature

Employee Name

Position

Location

Date



Responsible Alcohol Service Follow Up Notes

DAY ONE

Service Guidelines

1. Centerplate Policy on Alcohol Service
 - a. Centerplate's policy is to deny the sale of any alcoholic beverage to any person:
 - below the legal drinking age (governed by State, provincial or local law), or
 - who appears intoxicated.
 - b. Centerplate employees and volunteers are required to comply with the Service Guidelines set forth in the Corporate Alcohol Service Policy and the training requirements discussed below.
 - c. If there is any question regarding the age of a customer or the validity of an identification card, **SERVICE OF ALCOHOL MUST BE DENIED.**
2. Times of Service: Generally, sales stop according to the following.
 - Each unit will establish service time's based on event.
 - Generally – alcohol service commences no earlier than the actual opening time of the gates/events.
 - Generally – alcohol service ceases no later than 30 minutes prior to expected/scheduled ending time of event.
 - In Convention Centers – service times will be set by GMs.
 - Service time may be varied by clients, specific league rules or applicable state, provincial or local laws.
3. Servings
 - a. Serving Portions -Approved Centerplate alcoholic beverages shall not exceed the following single portion sizes, unless otherwise approved.
 - Beer, Malt Beverage (Draft or Package) – 24 Fluid Ounces
 - Mixed Cocktail – 1.75 ounces 100 proof liquor
 - Wine – 8 Fluid ounces
 - b. Serving Limits –
 - Each customer's single purchase is limited to two (2) beverages, unless state law requires only one (1) alcoholic beverage per transaction. Alcoholic beverages from previous purchases that are in the customer's possession at the time of the new purchase are counted against the serving limit.
 - Customers are permitted to exceed this limit by multiple purchases at one time if there are enough patrons present with IDs – "picking up the tab."
 - This rule applies to in-seat serving as well.
 - The refilling of cups and/or mugs is strictly prohibited.
 - c. The refilling of cups and/or mugs is strictly prohibited.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Responsible Alcohol Service Day 1

Responsible Alcohol Service Follow Up Notes

DAY TWO

4. Identification Requirements

- a. Target Age for Carding – Centerplate servers are required to request proof of age with valid identification documents for all patrons reasonably appearing to be under the age of 30 years.

Acceptable Documents – All identification must be official documents issued and sealed by a government entity and contain a clear photo, description and date of birth.

Centerplate recognizes:

- valid drivers licenses or ID cards issued by US states or from verifiable foreign governments.
 - Passports from US or another country's government, and
 - US military ID cards.
- c. Age of Server – Staff serving alcohol MUST meet the minimum age required by State law.

5. Steps to verify Identification Cards:

- a. Ask for positive ID and examine it thoroughly – don't guess. Ask the customer to remove the ID from his/her wallet. You may also want to compare the ID to an ID Guidebook that shows all valid IDs from every state.
- b. Determine whether the ID is valid:
- Checks the issuing authority, date of birth, photo, signature and expiration date.
 - Examine the lamination or coating. Is it cut, torn frayed or damaged?
 - Look at the composition of the ID. Does it correspond with the ID book?
 - Compare the customer's signature with the one on the ID, where applicable.
 - Hold a flashlight to the back of the ID to spot any cuts or abrasions.
 - Verify the information on the ID by asking the customer questions, such as their street address, high school graduation year, astrological sign or social security number. Check for hesitation in answering the questions.
- c. Ask for more proof if you have any doubt – have the customer provide a second form of ID.
- d. Know where the alcohol is going. If you suspect that a customer is purchasing for an underage person, you cannot make the sale. Sometimes, a customer's behavior suggests that the person is underage or purchasing for someone underage. Some behaviors to watch:
- A customer is handing money to someone of age at the back of the line.
 - A customer is moving from section to section frequently.
 - A customer states that he or she is a friend of another employee.
 - A customer looks away hiding his or her face while you are studying the ID.
- e. If you still have doubt, don't sell.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Responsible Alcohol Service Day 2

Responsible Alcohol Service Follow Up Notes

DAY THREE

6. Signs of Impairment

a. Four behavioral cues that help detect impairment are:

- Lowered Inhibitions – persons with lowered inhibitions can become talkative, talk loudly, become overfriendly, relaxed, or argumentative.
- Faulty Judgment – persons showing faulty judgment may use foul language, behave inappropriately, or annoy others.
- Slowed Reactions – persons with slowed reactions may slur their speech, have glassy or unfocused eyes, forget things, or lose their train of thought.
- Poor coordination -stumbling, swaying, falling, spilling drinks, dropping items, and problems

b. The signs of obvious intoxication are:

1. Becoming drowsy, detached or brooding
2. Becoming argumentative.
3. Becoming boisterous inappropriately.
4. Carelessness with money on the bar.
5. Complaining excessively about drink prices or the check.
6. Complaining excessively about drink quality.
7. Spilling drink partly or completely.
8. Lighting more than one cigarette.
9. Letting a cigarette burn without smoking it.
10. Difficulty in lighting cigarette or pipe.
11. Losing eye contact and focus.
12. An altered speech pattern.
13. Slurring of words.
14. Use of excessive obscenity or profanity.

7. Report Intoxication Immediately

In case of a person demonstrating the signs of obvious intoxication, the server is to notify the manager on duty immediately so that one of the following can be offered:

- a. Something to eat with a nonalcoholic beverage to accompany (no charge unless otherwise determined by manager).
- b. Transportation to home or hotel.
- c. Refer to higher authority (manager or police).
- d. NOTE: DO NOT SERVE COFFEE! It is an acidic stimulant and as such, very dangerous to serve to intoxicated people.

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Responsible Alcohol Service Follow Up Notes

Responsible Alcohol Service Day 3

DAY FOUR

8. Intoxication Rate Factors

These factors help you assess how quickly someone is becoming intoxicated, giving you an idea of how rapidly that person's Blood Alcohol Content is rising.

- a. Size: Smaller people are sometimes affected more quickly by alcohol than larger people.
- b. Gender: Typically, women are smaller than men, have more body fat and tend to reach higher BACs more quickly than men.
- c. Rate of Consumption: Gulping drinks and ordering frequently will increase the amount of alcohol taken into the system.
- d. Strength of Drink: Drinks of different types have varied effects based on their content: e.g., straight, or with a carbonated or juice mixer.
 - It's important to understand that each of these drinks has about the same amount of pure alcohol: 12 ounces of beer, 5 ounces of wine, and 1-oz. of 100 proof liquor.
- e. Drug Use: Legal or illegal drugs can speed up the effects of alcohol and have an unpredictable effect.
- f. Food: A full stomach before or during drinking slows the absorption of alcohol into the bloodstream.

9. Blood Alcohol Content (BAC)

Blood Alcohol Content is the legal measurement of the amount of alcohol in a person's blood.

A 150-pound male drinking for one hour on an empty stomach would likely have the following BAC levels:

2 drinks .05 BAC
4 drinks .10 BAC
8 drinks .20 BAC
12 drinks .30 BAC

Most states have set a legal limit for driving while intoxicated at .08 BAC. Some states also have penalties for driving under the influence at lower BAC levels. As a seller, you are not expected to know a customer's BAC level. But you do need a general understanding of BAC.

Spotting behavioral cues and watching for signs of visible intoxication are the keys to responding responsibly to impaired guests.

10. Refusal of Service

- a. Refuse Service to
 - persons under legal age for drinking alcohol.
 - persons who appear intoxicated.
- b. After refusal of service,
 - notify your supervisor.
 - notify security if necessary.

Responsible Alcohol Service Follow Up Notes

- complete or have your supervisor complete an

c. Steps

- The first and best step to avoid serving alcohol to an underage person is to ask for ID.
- Use appropriate responses based upon the customer behavioral cues.
- Make clear statements, speak directly to the point.
- Use "I" statements – Take responsibility:
 - "I cannot legally serve you."
 - "I am required to follow company policy and not serve you."
- Do not judge the customer – always be polite.
- Give reason for your actions:
 - "I am refusing service to you because of our company policy."
- Use excellent and professional customer service.
- If possible, surround your "no" or "request" with positive statements – start positively and end positively.
 - "I am glad your are enjoying the game. It appears I can not serve you at this time because of our company policy. Please enjoy a soda on the house."
 - "Wow – what a great show. I will be unable to serve you that beer now because State law and our company policy prohibits the service. Let me get you a soda or cold water."

Supervisor name: _____

Location/Department: _____

Date Reviewed: _____

Responsible Alcohol Service Day 4



Frontline RAS Training 1.27.12



Responsible Alcohol Service Training



Responsible Alcohol Service

Notes page 3

Welcome to Frontline Employee Training on Extraordinary Customer Service.

Today we will review the Company's Vision, Mission, and QUE³ST strategy, and then review steps to deliver Extraordinary Customer Service.

Let's get started!



Overview

- Centerplate is dedicated to the **responsible** service of alcoholic beverages.
- The sales and handling of alcoholic beverages result in serious responsibilities under state, provincial and local laws.
- All employees and volunteers of Centerplate are required to **strictly abide by these laws and the Alcohol Service Policy** to ensure that Centerplate uses its best efforts to safeguard fans and guests from alcohol abuse.

Results:

- Improved Customer Relations.
- Reduced Liquor Liability Exposure.
- Enhanced business.



Notes: pg 4

Extraordinary Customer Service is a goal which includes the responsible service of alcohol. Each of you that serve alcohol must be vigilant to recognize and respond to excessive drinking by guests, responsibly intervene and report, and ensure all of our guests have a favorably memorable experience at our venues.

All employees and volunteers of Centerplate are required to strictly abide by these laws and the Alcohol Service and Beverage Policy to ensure that Centerplate maximizes its efforts to protect fans and guests from alcohol abuse.

Your efforts will result in:

Improved Customer Relations.
 Reduced Liquor Liability Exposure.
 Enhanced business.



Training Goals

Our Responsible Alcohol Service (RAS) training will equip you to:

- Recognize signs of intoxication.
- Prevent alcohol sales to minors.
- Intervene where customers are intoxicated.
- Prevent alcohol-related incidents.
- Ensure all guests have a pleasant experience!



Notes: pg 5

Responsible Alcohol Service training will educate you on the signs and physical consequences of intoxication, and will give you the tools to prevent alcohol sales to minors. We will review scenarios for intervention to prevent alcohol sales to customers. We strive to create a memorable experience for other guests by responding in a reasonable manner to customers that are intoxicated.



Advantages of RAS Training

- Satisfy more customers.
- Enable Servers to better serve all customers.
- Increase professionalism of staff.
- Reduce business expenses and liability exposure.
- Earn discounts on liability insurance rates.
- Enhance excellent community standing.



Notes: pg 6

Responsible Alcohol Service (RAS) Training results in advantages to our customers, staff, Centerplate and the communities in which we operate.

RAS Training will enable us to better serve customer, increase YOUR professionalism, reduce business exposure and costs, and enhance Centerplate's community standing.

Your unit may also conduct TIPS or TEAM training.



Centerplate Policy on Alcohol Service

Centerplate's policy is to **deny the sale** of any alcoholic beverage to any person:



- **below the legal drinking age** (governed by State or provincial law), or
- **who appears intoxicated.**

Centerplate employees and volunteers are **required to comply** with the Service Guidelines set forth in the **Responsible Alcohol Service Policy** and the training requirements discussed below.

If there is **any question** regarding the age of a customer or the validity of an identification card, **SERVICE OF ALCOHOL MUST BE DENIED.**



Notes: pg 7

Centerplate requires employees to deny the sale of alcohol to any person under the legal drinking age OR who appears intoxicated. If there are any questions regarding the age, ID or intoxication of a guest, Service MUST be denied.

The service of alcohol to persons under the legal drinking age in your state is ABSOLUTELY PROHIBITED, and will lead to immediate termination and possible criminal prosecution.

We will now review:

- various service guidelines,
- techniques for reviewing IDs and detecting intoxication,
- practical steps to refuse alcohol service, and
- Reporting procedures.



Times of Service Guidelines



- Each GM/unit will establish service times based on the type of event and location.
- Generally – alcohol service commences no earlier than the actual opening time of the gates/events.
- Generally – alcohol service ends no later than 30 minutes prior to expected/scheduled ending time of event.
- In Convention Centers – service times will be set by GMs.
- Service times may be varied by clients, specific league rules or applicable state, provincial or local laws.

Notes: pg 8 [**Revise narration**]

- Each GM/unit will establish service times based on the type of event and location.
- Generally – alcohol service commences no earlier than the actual opening time of the gates/events.
- Generally – alcohol service ends no later than 30 minutes prior to expected/scheduled ending time of event.
- In Convention Centers – service times will be set by GMs.
- Service times may be varied by clients, specific league rules or applicable state, provincial or local laws.



Service Guidelines

Serving Portions: Approved alcoholic beverages shall not exceed the following single portion sizes, unless otherwise approved:

- Beer, Malt Beverage (Draft or Package) – 24 Fluid Ounces
- Mixed Cocktail – 1.75 ounces 100 proof liquor
- Wine – 8 Fluid ounces

Serving Limits:

- Each customer's single purchase is **limited to two (2) beverages**, unless state law requires only one (1) alcoholic beverage per transaction. Alcoholic beverages from previous purchases that are in the customer's possession at the time of the new purchase are counted against the serving limit.
- Customers are permitted to exceed this limit by multiple purchases at one time if there are enough patrons present with IDs – **"picking up the tab."**
- This rule applies to **in-seat serving** as well.
- The refilling of cups and/or mugs is strictly prohibited.**



Notes: pg 9 [**Revise narration**]

Centerplate requires that the serving portions listed on this slide be strictly followed.

Customers are limited to 2 alcoholic beverages at each sale, unless state law provides the sale of one alcoholic beverage per sale (ie, NC).

Alcoholic beverages from earlier sales count toward the 2 drink limit.

Customers can buy more than 2 drinks – for example if he/she is “picking up the tab” – AS LONG AS there are enough customers with IDs to satisfy the 2 drink patron rule.

These rules apply to in seat service too.

The refilling of cups or mugs is **STRICTLY PROHIBITED**.



Identification Requirements

Target Age for Carding – Centerplate servers are required to request proof of age with valid identification documents for all patrons **reasonably appearing to be under the age of 30 years**. GMs can use more stringent ID rules if necessary.

Acceptable Documents – All identification must be official documents issued and sealed by a US or other verifiable government entity, and contain a clear photo, description and date of birth.

Centerplate recognizes:

- valid drivers licenses or ID cards issued by US states or from verifiable foreign governments.
- Passports from US or another country's government, and
- US military ID cards.



Verification of Documents – Every alcoholic beverage point of sale must have a US State driver's license book that details each state issued identification card.

Age of Server – Staff serving alcohol **MUST** meet the minimum age required by State law.

Notes: pg 10 [**Revise narration**]

Responsible service of alcohol begins with using ID guidelines and sizing up the customer, and asking yourself “Should I serve alcohol to this customer?”

ID all customers who appear to be under age 30. GMs can use more strict carding rules – know your unit's rules!

Official documentation and date of birth must be confirmed for EVERY Sale of alcohol. We recognize a valid state identification card, drivers license, or passport from the US and other known governments, and US military ID cards.

Staff serving alcohol must meet the minimum drinking age required by state law.



Verification Guidelines

Some guidelines to verify the authenticity of a driver's license or ID include:

- The card expiration date – do not accept the license if it has expired;
- Glue lines or uneven surfaces by the picture or date of birth – often indicate tampering;
- Consistency of numbers – the typeset for the birth date and expiration date should match lettering used on the rest of the license;
- The state or government logo – a partially missing state logo is a sign of a fake card;
- Pin holes on the surface – bleach may have been inserted to “white out” certain aspects of a date; and
- The card's reverse side lettering is blurred – counterfeiters often photocopy the reverse side of a license.



Notes: pg 11

You must check every ID very carefully. Review these guidelines to make sure the ID is valid.

Don't accept expired ID's.

Check for glue, uneven surfaces by the picture or date of birth, consistency of typeset of numbers, complete state logo, pin holes, or blurred lettering on the reverse side.

[PAUSE TO READ SLIDE.]



Verification Guidelines

- Using someone else's card – make sure the photo, height and weight **match** the person requesting service.
- If there is an issue with regard to verification, **ask for a second piece of identification, question the cardholder about basic information** on the card such as middle initial, full address with zip code, birth date, etc. or request assistance from the manager or supervisor on duty.
- Where there is any question as to the identity verification, service **must** be refused.



Notes: pg 12

Don't allow a customer to use someone else's ID – make sure the picture matches the guest.

You must check every ID very carefully. Review these guidelines to make sure the ID is valid.

If you have any doubt, ask for a second piece of identification, AND question the customer about info on the ID: middle initial, zip code, date of birth, hair color, weight, etc.

IF ANY DOUBT, REFUSE SERVICE.



Identification Guidelines

Selling alcohol to minors is illegal in every state and province. Use the ID Guidelines to avoid problems.

- 1. Ask for positive ID and examine it thoroughly** – don't guess. Ask the customer to remove the ID from his/her wallet. You may also want to compare the ID to an ID Guidebook that shows all valid IDs from every state.



Notes: pg 13

Here are some additional tips for verifying the authenticity of IDs to ensure responsible alcohol service.

First – ask to hold the ID and examine it thoroughly. Use the tips we just discussed to check the validity of the ID.



Identification Guidelines



2. Determine whether the ID is valid:

- Checks the issuing authority, date of birth, photo, signature and expiration date.
- Examine the lamination or coating. Is it cut, torn frayed or damaged?
- Look at the composition of the ID. Does it correspond with the ID book?
- Compare the customer's signature with the one on the ID, where applicable.
- Hold a flashlight to the back of the ID to spot any cuts or abrasions.
- Verify the information on the ID by asking the customer questions, such as their street address, high school graduation year, astrological sign or social security number. Check for hesitation in answering the questions.



Notes: pg 14

Second – Determine that the ID is valid, by making sure it is current, and that it has not been altered. Compare the signature if applicable.



Identification Guidelines

ID Guidelines

3. Ask for more proof if you have any doubt – have the customer provide a second form of ID.

4. Know where the alcohol is going. If you suspect that a customer is purchasing for an underage person, you cannot make the sale. Sometimes, a customer's behavior suggests that the person is underage or purchasing for someone underage. Some behaviors to watch:

- A customer is handing money to someone of age at the back of the line.
- A customer is moving from section to section frequently.
- A customer states that he or she is a friend of another employee.
- A customer looks away hiding his or her face while you are studying the ID.

5. If you still have doubt, don't sell.



Notes: pg 15

If there is any doubt, ask for another ID. Question the customer about information on the ID.

If you suspect that the alcohol is going to an underage person, REFUSE SERVICE. Some examples of behavior to tip you off is that the purchaser gets paid by another guest, changes lines a lot, states he/she is a friend of an employee, or looks down when you examine the ID.

If you have any doubt, DO NOT COMPLETE THE SALE.

Now, lets review signs of impairment and behavioral clues for detecting impaired customers.



Signs of Impairment

Four behavioral cues that help detect impairment are:

- Lowered Inhibitions** –become talkative, talk loudly, become overfriendly, relaxed or argumentative.
- Faulty Judgment** – use of foul language, behaving inappropriately or annoying others.
- Slowed Reactions** –slurred speech, have glassy or unfocused eyes, forget things or lose their train of thought.
- Poor coordination** - stumbling, swaying, falling, spilling drinks, dropping items and problems sitting up can indicate a loss of coordination.

People who drink regularly can have a higher tolerance to alcohol – check all customers carefully!!





Notes: pg 16

All employees and volunteers serving alcoholic beverages must be trained to recognize the signs of alcohol impairment.

Impairment is defined as a lessening or the absence of a particular physical or mental function.

You have to use your training to size up every alcohol customer. Four behavioral clues will help you detect impairment.

People who drink exhibit:

1. **Lowered inhibitions:** talking more loudly, being over-friendly, relaxed, over-talkative or argumentative.
2. **Faulty judgment:** such as use of foul language, inappropriate behavior or annoying actions.
3. **Slowed reactions:** such as slurred speech, unfocused or glassy eyes or loss of train of thought.
4. **Poor coordination:** shown by loss of balance, stumbling, swaying, sloppy behavior, spilling drinks or dropping items.



Signs of Impairment

Use your people skills to provide excellent customer service and to detect intoxication:

- Observe how people act.
- Hear what customers say.
- Judge the needs of customers.
- Respond appropriately.



Notes: pg 17

Today's program is designed to help you use your people skills to sell alcohol safely and legally. The information and techniques you learn through our training will also help you to identify and handle unpleasant situations involving people who are underage or who have already had too much to drink.

In your job you have dealt many times with problem situations involving alcohol, and you probably have a way of sizing up your customers. You will be enabled to:

- sharpen the skills you already have.
- feel confident about how you address problem situations on the job.
- try new techniques used by other people in your business to address intoxicated guests. and
- share your techniques with colleagues.



Signs of Impairment



1. Becoming drowsy, detached or brooding
2. Becoming argumentative.
3. Becoming boisterous inappropriately.
4. Carelessness with money on the bar.
5. Complaining excessively about drink prices or the check.
6. Complaining excessively about drink quality.
7. Spilling drink partly or completely.
8. Lighting more than one cigarette.
9. Letting a cigarette burn without smoking it.
10. Difficulty in lighting cigarette or pipe.
11. Losing eye contact and focus.
12. An altered speech pattern.
13. Slurring of words.
14. Use of excessive obscenity or profanity.





Notes: pg 18

Here are several obvious signs of intoxication. (Read 1-14 here)

1. Becoming drowsy, detached or brooding
2. Becoming argumentative.
3. Becoming boisterous inappropriately.
4. Carelessness with money on the bar.
5. Complaining excessively about drink prices or the check.
6. Complaining excessively about drink quality.
7. Spilling drink partly or completely.
8. Lighting more than one cigarette.
9. Letting a cigarette burn without smoking it.
10. Difficulty in lighting cigarette or pipe.
11. Losing eye contact and focus.
12. An altered speech pattern.
13. Slurring of words.
14. Use of excessive obscenity or profanity.

If you see or detect any of these behaviors, politely refuse service and contact your manager.



Report Intoxication Immediately

Servers are to **notify the manager on duty** immediately of suspected intoxication so that one of the following can be offered:

1. Something to eat with a nonalcoholic beverage to accompany (no charge unless otherwise determined by manager).
2. Transportation to home or hotel.
3. Refer to higher authority (manager or police).
4. NOTE: DO NOT SERVE COFFEE! It is an acidic stimulant and as such, very dangerous to serve to intoxicated people.



Notes: pg 19

Report intoxication to your manager immediately.

Also offer:

Something to eat with a non alcoholic drink.

Transportation home or to hotel.

Refer to management, security or police.

DO NOT SERVE COFFEE!! It can be a dangerous acidic stimulant to intoxicated patrons.



Intoxication Rate Factors

These factors help you judge how quickly someone is becoming intoxicated, giving you an idea of how rapidly that person's Blood Alcohol Content is rising.



Size

Smaller people are sometimes affected more quickly by alcohol than larger people.

Gender

Typically, women are smaller than men, have more body fat and tend to reach higher BACs more quickly than men.

Rate of Consumption

Gulping drinks and ordering frequently will increase the amount of alcohol taken into the system.



Notes: pg 20

Drinking alcohol has progressive effects. The more a person drinks, the more cues you are likely to see. Intoxication rate factors affect how quickly a person becomes intoxicated and displays behavioral cues.

There are six intoxication rate factors.

1. The first is a person's size. Larger customers may be able to drink more without being as affected as smaller customers.
2. The second intoxication rate factor is gender. Women tend to be smaller and have a higher percentage of body fat than men do.
3. The third factor is the rate of consumption. The faster a guest drinks the alcohol, the more quickly the guest will become intoxicated.



Intoxication Rate Factors

	Strength of Drink	Drinks of different types have varied effects based on their content: e.g., straight, or with a carbonated or juice mixer.
	Drug Use	Legal or illegal drugs can speed up the effects of alcohol and have an unpredictable effect.
	Food	A full stomach before or during drinking slows the absorption of alcohol into the bloodstream.



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4. The fourth intoxication rate factor is the strength of the drink. A straight-up drink will be absorbed the fastest. A drink diluted with water will be absorbed more slowly. Remember, however, that any carbonated mixer may increase the absorption rate.

It's important to understand that each of these drinks has about the same amount of pure alcohol: 12 ounces of beer, 5 ounces of wine, and 1-oz. of 100 proof liquor.

5. The fifth factor is drug use. There is no way to predict how a drug will react with alcohol.
6. The last intoxication rate factor is food. Food in the stomach delays the absorption of alcohol into the body. A guest with a full stomach will not become intoxicated as quickly as a customer drinking on an empty stomach.

Alcohol is unique because your body does not have to digest it before absorbing it. It can be absorbed directly into the bloodstream.

Now lets discuss the concept of "Blood Alcohol Content."



Blood Alcohol Content (BAC)

Blood Alcohol Content is the legal measurement of the amount of alcohol in a person's blood.

KEY POINTS:

- The more alcohol a person consumes the higher the BAC level will be.
- A customer's BAC level can be different each time he or she drinks.
- Intoxication rate factors affect how quickly the BAC level rises.
- The higher the BAC level, the more behavioral cues you are likely to see.
- Tolerance has no impact on a patron's BAC level.
- **Time** is the only thing that can lower a customer's BAC level.



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Blood Alcohol Content refers to the amount of alcohol in a person's blood.

Blood Alcohol Content is affected by the amount of alcohol consumed, the intoxication rate factors (size, gender, rate of consumption, strength of drink, drug use and food intake), the person's overall health, and time. Only the passage of time can lower a customer's Blood Alcohol Content.



Blood Alcohol Content (BAC)

A 150-pound male drinking for one hour on an empty stomach would likely have the following BAC levels:

2 drinks	.05 BAC
4 drinks	.10 BAC
8 drinks	.20 BAC
12 drinks	.30 BAC



Most states have set a legal limit for driving while intoxicated at .08 BAC. Some states also have penalties for driving under the influence at lower BAC levels. As a seller, you are not expected to know a customer's BAC level. But you do need a general understanding of BAC.

Spotting behavioral cues and watching for signs of visible intoxication are the keys to responding responsibly to impaired guests.



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Blood Alcohol Content (BAC) is the legal measurement of the amount of alcohol in a person's blood.

Most states have a legal limit for driving while intoxicated at .08 BAC.

BAC can only be lowered by time.

The BAC for a 150-pound man drinking 1 drink per hour on an empty stomach is as follows:

2 drinks	results in a	.05 Blood Alcohol Content level
4 drinks	results in a	.10 Blood Alcohol Content level
8 drinks	results in a	.20 Blood Alcohol Content level
12 drinks	results in a	.30 Blood Alcohol Content level



Refusal of Service



Refuse Service to

- persons under legal age for drinking alcohol.
- persons who appear intoxicated.

After refusal of service,

- notify your supervisor.
- notify security if necessary.
- complete or have your supervisor complete an Alcohol Incident Report.





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Centerplate **requires you** to REFUSE SERVICE to a customer who is under the legal age for drinking OR who appears to be intoxicated.

Call a manager and/or security if you determine a guest is intoxicated.

Assist the manager in completing an Alcohol Incident Report.

Failure to act responsibly and refuse service could cause Centerplate to lose its Alcohol license, or injury to the customer or others, and could result in you AND THE COMPANY being sued.

It's just not worth it!!



Refusal of Service



- The first and best step to avoid serving alcohol to an underage person is to ask for ID.
- Use appropriate responses based upon the customer behavioral cues.
- Make clear statements, speak directly to the point.
- Use "I" statements – Take responsibility:
 "I cannot legally serve you."
 "I am required to follow company policy and not serve you."
- Do not judge the customer – always be polite.
- Give reason for your actions:
 "I am refusing service to you because of our company policy."
- Use excellent and professional customer service.



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Even though it may be difficult, you **MUST** use these tips to **REFUSE SERVICE** to an intoxicated guest.

- Ask for ID – engage in conversation to detect status.
- Be firm.
- Be polite.
- Take responsibility – "I cant' serve your due to our Company policy."
- Explain company policy. "Our policy is to refuse service to guests who have enjoyed the show – how about a soda on the house."
- Immediately serve the next guest.
- Refer guest to manager or security.



Refusal of Service



- Be aware of your body language-
 - Facial expressions and body movements can be interpreted differently when dealing with all types of people.
- If possible, surround your “no” or “request” with positive statements – start positively and end positively.
 - “I am glad your are enjoying the game. It appears I can not serve you at this time because of our company policy. Please enjoy a soda on the house.”
 - “Wow – what a great show. I will be unable to serve you that beer now because State law and our company policy prohibits the service. Let me get you a soda or cold water.”
- Whenever possible, say why you must say “no” or make the request.



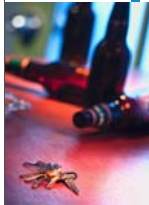
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Here are some examples of polite but firm refusals:

- “I am glad your are enjoying the game. It appears I can not serve you at this time because of our company policy. Please enjoy a soda on the house.
- “Wow – what a great show. I will be unable to serve you that beer now because State law and our company policy prohibits the service. Let me get you a soda or cold water.”
- Be aware of body language—be friendly, polite and firm when addressing the customer.



Refusal of Service



- When saying “no,” emphasize the law or management policies (“I’m not legally allowed to serve you any more; the management policy is...”).
- Thank the patron when he/she follows your request.
- Remind patrons that you want everyone to have a safe and enjoyable time.
- Watch your tone of voice.
- Say “no” and move on.
- Take responsibility, use the word “I”.....
 - “I can not serve you; I must follow our Company policy.”
- Use eye contact when refusing a patron of alcohol.
- Immediately serve the next customer.



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Customers who have had too much too drink are difficult to deal with. Here are some additional guidelines, and suggested statements to use.

You should practice with your group at this time!

[Pause and role play with members of class- pair them up and get them to role play as the intoxicated guests and server that DENIES SERVICE.]



Results of Training

- Satisfied customers.
- Responsible alcoholic beverage service.
- Relaxed and comfortable atmosphere for customers.
- Control within social drinking environment.
- Encouragement of responsible drinking.
- Ability to intervene and resolve customer issues.
- Exhibit positive responsible alcohol service.
- Increased knowledge and intervention skills.

Please sign the Training
Acknowledgement
and give to you Trainer.



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Applying the rules, guidelines and suggested responses from this training will enable you to serve alcohol responsibly, and help create an enjoyable experience for all of our Centerplate customers!

If you have any questions, please raise them now, or later with your supervisor.

Please sign the training acknowledgement now and give to the trainer.

Thank you for your attention.



Responsible Alcohol Service

Quiz Time

Name: _____

Date: _____

1. Responsible Alcohol Service will result in: ____ (insert letter)
 - a. Improved customer relations.
 - b. Reduced liquor liability exposure.
 - c. Enhanced business.
 - d. All of the above.
2. Responsible alcohol training will teach you how to recognize signs of intoxication, prevent alcohol sales to minors, intervene when guests are intoxicated and ensure all guests have a memorable experience.
True ____ False ____ (check one)
3. Alcohol training results in the following: ____ (insert letter)
 - a. Increased staff professionalism.
 - b. Satisfied customers.
 - c. Enhanced community standing for Centerplate.
 - d. Reduced liability exposure.
 - e. All of the above.
4. Centerplate's policy on responsible alcohol service requires you to deny the sale of any alcoholic beverage to any person below the legal drinking age or who appears intoxicated.
True ____ False ____ (check one)



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This is a short quiz for you to complete and sign. It will help us gauge your retention and understanding. We will review these principles again in future staff meetings.



Responsible Alcohol Service

5. You must refuse the sale of alcohol if there are any questions about the validity or authenticity of an identification card.
True _____ False _____ (check one)
6. Customers are limited to 3 alcoholic beverages at each sale.
True _____ False _____ (check one)
7. Employees may never refill cups of alcohol/beer .
True _____ False _____ (check one)
8. Centerplate accepts valid drivers licenses, identification cards and passports from the US or another Country, and US military ID cards. True _____ False _____ (check one)
9. Examples of invalid or fake IDs are: _____ (insert letter)
 - a. cards with pin holes and bleached numbers.
 - b. cards with uneven surfaces by the picture or date of birth.
 - c. cards with pictures that do not match the appearance of the guest.
 - d. all of the above.
10. If you have any doubts about the validity of an ID, ask the guest for a second type of identification and question the customer about the date _____ of birth, zip code, height and weight.
True _____ False _____ (check one)

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Responsible Alcohol Service

11. If you have any doubt about the age of the guest, refuse service.

True _____ False _____ (check one)

12. Signs of impairment include lowered inhibitions, faulty judgment, slowed reactions and poor coordination.

True _____ False _____ (check one)

13. Intoxication rate factors include: _____ (insert letter)

a. size, gender and drug use.

b. color of eyes.

c. type of identification shown.

14. Blood Alcohol Content is the legal measurement of the amount of alcohol in a person's blood.

True _____ False _____ (check one)

By signing below you are saying that you understand our Responsible Alcohol Service standards and will abide by these standards at all times while servicing our customers.

Signature: _____ Date: _____

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Responsible Alcohol Service Training



Responsible Alcohol Service end