

## Handling Difficult Situations

### 1. Identify potentially violent situations and recognize steps to take in the event one should occur

- A. Recognize that potentially violent situations include assaults and fights, and can include the following:
  - 1) Unruly guests
  - 2) Threatening behavior
  - 3) Inappropriate or abusive behavior
  - 4) Staff violence
- B. Identify the steps to take in the event of a violent situation
  - 1) Recognize that personal and guest safety are the top priority at all times
  - 2) Call a manager
  - 3) Determine the type of intervention that is required
  - 4) Call the police
    - a. All servers are empowered to call the police if their own safety or that of others is at risk
  - 5) Separate guests from the violent situation

### 2. Identify illegal activities and recognize steps to take in the event one should occur

- A. Recognize that illegal activities can include, but are not limited to, the following:
  - 1) Passing drinks to minors
  - 2) Serving intoxicated guests
  - 3) Gambling
  - 4) Drug activity
  - 5) Prostitution
- B. Identify the steps to take when alcoholic drinks are passed to minors
  - 1) Immediately stop service and remove all alcohol from the table
  - 2) Follow company policy
  - 3) Recognize that in some states, it is legal for parents or legal guardians to pass drinks to minors
- C. Identify the steps to take when alcoholic drinks are passed to intoxicated guests whose service has been terminated
  - 1) Immediately stop service and remove all alcohol from the table
  - 2) Follow company policy
- D. Identify the steps to take when confronting or witnessing other types of illegal activity
  - 1) Recognize that personal and guest safety are the top priority at all times
  - 2) Call a manager
  - 3) Determine the type of intervention that is required

- 4) Call the police
    - a. All servers are empowered to call the police if their own safety or that of others is at risk
  - 5) Separate guests from the situation
- 3. Identify other potentially difficult situations and recognize steps to take in the event one should occur**
- A. Identify the steps to take if a guest is sleeping on the premises
    - 1) Call a manager
    - 2) Follow company policy
  - B. Identify steps to take if a guest is carrying a weapon (in states where carrying a weapon is illegal)
    - 1) Recognize that personal and guest safety are the top priority at all times
    - 2) Do not confront the guest
    - 3) Call a manager
    - 4) Follow company policy
  - C. Identify steps to take when a server is asked to overserve or perform illegal activities
    - 1) Discuss the concern with the manager
      - a. Ask the manager to provide the service
    - 2) Notify employee relations, if available
    - 3) Recognize that the server is always liable for overserving or performing any illegal action
- 4. Identify procedures for handling intoxicated guests**
- A. Identify steps to take when a guest arrives intoxicated
    - 1) If possible, refuse entry to the premises
      - a. If the intoxicated guest enters, do not allow alcohol service
    - 2) Secure alternate transportation for the intoxicated guest
      - a. Call a taxi, a friend, or family member
    - 3) If alternate transportation is refused, call the police
    - 4) Complete an incident report per company policy
  - B. Identify the steps for preparing to terminate service to a guest
    - 1) Consider personal safety first (i.e., Do I feel safe doing this?)
    - 2) Notify the manager or bar owner that the guest is intoxicated
      - a. It's best practice for servers and bartenders who stop service to notify management
      - b. Some establishments require management to stop service

- 3) Secure backup for assistance
    - a. Backup should be prepared to take action and should be close enough to observe but not threaten the guest
  - c. Identify the steps for terminating service to a guest
    - 1) When the next round is ordered, notify guest of service termination
      - a. Keep the conversation with the guest as private and as non-confrontational as possible
        - i. Recognize that “you” statements should be avoided when terminating service (i.e., “You’ve had too much to drink”)
        - ii. Recognize that “I” statements should be used when terminating service (i.e., “I don’t feel comfortable serving you any more alcohol”)
      - b. Stress guest safety
        - i. Let the guest know that the establishment wouldn’t want to be responsible should something occur
      - c. Enlist the help of other guests at the table
      - d. Quote the law (i.e., “Illinois law says that I can’t serve you any more this evening”)
    - 2) Offer an alternative to alcohol once the guest is notified that alcohol service has been terminated
  - D. Identify the steps for handling an intoxicated guest who attempts to leave the premises
    - 1) Attempt to convince the guest not to drive
    - 2) Ask the guest for the keys to their vehicle
      - a. Explain to the guest that their welfare and safety may be at risk
    - 3) Suggest alternate transportation (cabs, etc.)
    - 4) Suggest calling a friend or spouse
    - 5) Ask a sober member of the party to drive
    - 6) If the guest insists on driving, warn the guest the police will be called
    - 7) If the guest drives away, call the police and provide information about the vehicle (make, model, license plate, direction in which they drove)
- 5. Identify the steps to follow once an incident has occurred**
- A. Identify the steps to follow when police or liquor control officials arrive at the establishment
    - 1) Ask for and check identification for verification
    - 2) Notify management that law enforcement is on the premises
    - 3) Recognize that the server must cooperate fully with law enforcement

B. Identify the need to document incidents

- 1) Identify situations that require documentation
  - a. Recognize that the following situations may require documentation: terminating service, securing alternate transportation for a guest, an illness on the premises, acts of violence or illegal activities on the premises, or confiscating an ID
- 2) Follow company policy regarding incident reporting
- 3) Assist the manager in the investigation by providing accurate information

## Checking Identification

### 1. Recognize acceptable forms of identification (ID)

- A. Identify characteristics of valid identification
  - 1) a valid ID is intact
  - 2) a valid ID is not expired
  - 3) a valid ID contains a photograph of the owner
  - 4) a valid ID contains the birth date of the owner
  - 5) a valid ID contains the signature of the owner
- B. Identify acceptable forms of identification
  - 1) Recognize that acceptable forms of ID must be valid
  - 2) Identify acceptable forms of ID
    - a. a drivers license is an acceptable form of identification
    - b. a state ID card is an acceptable form of identification
    - c. a passport is an acceptable form of identification
    - d. a military ID is an acceptable form of identification
  - 3) Recognize that acceptable forms of ID may vary by state/municipality
    - a. Recognize that some jurisdictions do not acknowledge an out-of-state drivers license or state ID card as an acceptable form of ID

### 2. Identify when to check ID's

- A. Recognize that all guests who appear under 21 years of age must be carded
- B. Recognize that ID's must be checked as house policy dictates (i.e., *Guests who appear to be 30 yrs of age or younger will be carded*)
- C. Recognize that the individual serving the alcohol is the one held liable by law
  - 1) A guest may be re-carded if the person serving the drink is not the person who originally carded the guest

### 3. Verifying Identification

- A. Recognize valid IDs issued to minors
  - 1) Recognize indicators used by the state to identify a valid ID issued to a minor
    - a. Identify layout features which indicate the ID has been issued to a minor
    - b. Identify text that indicates an ID has been issued to a minor
    - c. Identify photograph backgrounds that indicate an ID has been issued to a minor
  - 2) Recognize the importance of using the birth date to verify age
    - a. Recognize the importance of being able to calculate a guest's age from the birth date on an ID
    - b. Recognize that many states include the date a minor will turn 21 years of age on an ID

- c. Recognize the importance of using aids which help determine if a guest is a minor (i.e., "*If you were born before this date*")
- B. Verify that the ID is genuine
- 1) Identify features that indicate an ID is genuine
    - a. The state seal must appear in the proper location
    - b. The hologram must appear properly
      - i. The hologram must appear in the proper location
      - ii. The hologram must appear holographic
      - iii. The hologram must not be distorted
  - 2) The ID must be intact
    - a. The lamination should not be split
    - b. In most states a damaged ID is illegal and the holder must replace it
  - 3) The photograph must not be blurred
  - 4) There should be no improper text on the ID
    - a. The ID should not contain the words "Official", "Valid", "Secure", "Genuine", "Authentic", "Souvenir", "Novelty", or similar terms
  - 5) There should be no improper icons on the ID
    - a. There should not be icons of "keys" or "locks" on the ID
  - 6) The text should be appropriate
    - a. The font should be appropriate
    - b. The text should be properly spaced
    - c. The text must be in the appropriate language
  - 7) The back side of the ID must contain the appropriate information
    - a. The back of a fake ID is sometimes blank
    - b. The back of a fake ID sometimes has a statement identifying it as fake
  - 8) Recognize the importance of using state ID checking guides as a resource for identifying genuine IDs
- c. Identify ways to verify that the ID belongs to the guest who presents it
- 1) The ID must be current and not expired
  - 2) The photograph on the ID must match the guest
  - 3) The physical characteristics listed on the ID must match the guest
    - a. The guest's height must match the height listed on the ID
    - b. The guest's weight should approximate the weight listed on the ID
    - c. The guest's eye color must match the eye color listed on the ID
    - d. The guest's gender must match the gender listed on the ID
  - 4) The signature on the ID must match the signature of the guest

D. Identify the proper procedure for checking IDs

- 1) Greet the guest politely
  - a. The greeting is used to identify possible physical and behavioral indicators that the guest has been drinking or is intoxicated
  - b. A guest that avoids eye contact or acts nervous may be presenting a fake ID
- 2) Ask the guest for their ID
  - a. Recognize the importance of asking the guest to remove the ID from his/her wallet
    - i. It is necessary to physically hold the ID to check for signs of tampering such as bubbles, creases, ink signatures, improper thickness, etc.
  - b. Recognize the importance of greeting the guest using the name listed on the ID
    - i. Speaking the name out loud may discourage the guest from handing off the ID card to another guest
    - ii. Speaking the name out loud may help the ID checker remember the name in the event that the ID is presented again later
- 3) Verify the ID
  - a. Verify that the ID has not been issued to a minor
  - b. Verify that the ID is genuine
  - c. Verify that the ID belongs to the guest who presents it and not, for example, a younger sibling attempting to use an older sibling's legal ID
- 4) Seek further verification if necessary
  - a. Further verification can be obtained by asking the guest for a second form of valid ID
  - b. Further verification can be obtained by comparing the guest's signature to the signature on the ID
  - c. Further verification can be obtained by asking the guest personal questions that they should know the answer to
    - i. If the guest hesitates when answering one of the following questions, the ID may not belong to them
      - a. Ask guest to provide their address
      - b. Ask guest to identify their height
      - c. Ask guest to identify their high school graduation date
- 5) A manager should be contacted if there are still doubts that the ID belongs to the presenter
- 6) The server and the establishment have the legal right to refuse service to anyone at any time

4. Identify the proper response when a fake ID has been identified

- A. Refuse entry

- B. Refuse service
- C. Follow company policy regarding ID confiscation

**5. Identify important considerations when using bar code or magnetic stripe ID readers to check IDs**

- A. Recognize the importance of relying on observation as well as the device to check the ID
- B. Recognize the importance of checking the readout on the ID reader against the actual information listed on the ID
  - 1) Some fake IDs include bar codes that have been imported from valid ID cards
  - 2) The magnetic stripe on some fake IDs will have been tampered with or defaced in order to invalidate the reading



## **Alcohol Law and Staff Responsibility/Liability**

### **1. Define liability**

- A. Recognize that being liable means being held responsible for something

### **2. Recognize that employees serving alcohol are both criminally liable and civilly liable for breaking state, county, or municipal alcohol service laws**

- A. Recognize that criminal liability means that you can be charged and punished for committing a crime
  - 1) Identify criminal violations related to alcohol service
    - a. Serving alcohol to a minor is a criminal violation
    - b. Serving alcohol to an intoxicated guest is a criminal violation
    - c. *Over-serving a guest to the point of intoxication* is a criminal violation
    - d. Possessing or selling illegal drugs is a criminal violation
    - e. Allowing the sale of illegal drugs in the establishment is a criminal violation
  - 2) Recognize that being found guilty of a criminal violation can have consequences
    - a. The employee can be fined
    - b. The employee can be assigned probation
    - c. The employee can be assigned community service
    - d. The employee may have to go to jail
    - e. The employee will also have a criminal record
- B. Recognize that civil liability means that you can be sued and have to pay damages because your actions or lack of care led to an injury
  - 1) Employees and owners can be sued by a patron who is injured in or near the establishment
- C. Recognize that many states have a special kind of law called a "dram shop law"
  - 1) Dram shop laws allow employees and owners to be sued by someone who has been hurt by a patron who has been drinking alcohol at your establishment
    - a. A dram shop violation has occurred when an intoxicated patron leaves the establishment and causes a car accident, injuring or killing another person

### **3. Recognize that owners can be held both criminally liable and civilly liable for the actions of their employees**

- A. Recognize that if the employee is convicted of a crime that occurs on the premises, the liquor and business licenses of the establishment can be suspended or revoked

### **4. Recognize the role of the alcoholic beverage commission**

- A. Recognize that alcoholic beverage commissions (ABC's) oversee anything related to alcohol sales and service in the state
  - 1) Counties and towns may have their own ABC's in addition to the state ABC
- B. Recognize that the ABC grants the liquor license to the establishment
- C. Recognize that agents from the ABC can give citations to the owner and employees for violations of the state or local rules
  - 1) Identify violations of state or local rules
    - a. Selling liquor to a minor is a violation
    - b. Not checking identification is a violation

- c. Letting a minor enter the establishment with a false ID is a violation
  - d. Over serving alcohol is a violation
  - e. Discriminating against patrons because of race, gender, age, or sexual orientation is a violation
  - f. Selling or serving alcoholic beverages when it is not permitted is a violation
- 2) Identify consequences of state or local violations
- a. Servers and owners can be fined by the ABC
  - b. In areas where servers are licensed, the ABC can take away the server's license
  - c. The ABC can suspend or revoke the establishment's liquor license, putting it out of business
- D. Recognize that servers must cooperate with law enforcement or agents of the ABC when they visit the establishment
- 1) Employees should immediately contact the manager if approached by an investigator from the state or local ABC, or from any other law enforcement agency

## 5. Identify laws restricting alcohol service

- A. Identify laws related to the legal age to consume alcohol
- 1) In all 50 states, you must be 21 years old to buy and consume alcohol
  - 2) If you are under 21 years old, you are considered a minor
  - 3) In a few states, it is legal for a parent or legal guardian of a minor to purchase and serve alcohol to a minor
- B. Identify laws related to the legal age to serve alcohol
- 1) Generally, you must be 21 years old to serve alcohol
  - 2) The legal age to serve alcohol varies by state and town
- C. Recognize that the law may not allow minors in the establishment or bar area
- 1) The legal age for admission into the establishment or bar area varies by state and town
- D. Recognize that it is illegal to serve alcohol to a patron to the point of intoxication
- E. Recognize that it is illegal to serve alcohol to an intoxicated patron
- F. Recognize that it is not illegal to serve a pregnant woman
- 1) No state law currently forbids serving alcohol to pregnant women
  - 2) Many states require establishments to post signs warning of the effects of alcohol on the fetus
- G. Recognize that it is illegal to serve alcohol beyond the times allowed in the liquor license
- H. Recognize that some states, counties, or towns restrict "happy hour" alcohol service
- 1) Identify common examples of service that may be restricted
    - a. Serving two or more alcoholic beverages at a time to one person
    - b. Serving an unlimited number of alcoholic beverages for a fixed price during any set period of time
    - c. Serving alcoholic beverages at a reduced price for a specified period of time during business hours
    - d. Serving beverages containing an increased amount of alcohol without a corresponding increase in price

- e. Serving any alcoholic beverage as a prize for a game or contest conducted within a licensed establishment

## **Assessing Levels of Intoxication**

### **1. Identify risk factors to consider when assessing a guest's level of intoxication**

- A. *Recognize that body composition impacts the effects of alcohol*
  - 1) A person with a muscular build will absorb alcohol slowly
  - 2) A person with a high percentage of body fat will absorb alcohol quickly
- B. *Recognize that gender impacts the effects of alcohol*
  - 1) Women tend to become intoxicated more quickly than men
- C. *Recognize that age impacts the effects of alcohol*
  - 1) Senior citizens can become intoxicated more quickly than younger guests
- D. *Recognize that stress or depression impacts the effects of alcohol*
  - 1) Stressed, nervous, or depressed individuals do not feel the effects of alcohol as they normally would, and may drink in excess seeking the effects of alcohol
- E. *Recognize that the use of medications can impact the effects of alcohol*
  - 1) Examples of these include illegal drugs and over-the-counter or prescription medications, such as cold tablets, tranquilizers, antihistamines, and high blood pressure medications
- F. *Recognize that dieting can impact the effects of alcohol*
  - 1) Individuals who are dieting may not have eaten recently or may have eaten considerably less than usual which may impact the effect of alcohol

### **2. Identify methods for assessing a guest's level of intoxication**

- A. *Identify when to assess a guest to determine whether or not they should be served alcohol*
  - 1) A guest should be assessed upon initial contact
  - 2) A continual assessment should be made by everyone who comes in contact with the guest
    - a. This includes bartenders, servers, managers, hosts/hostesses, valet, door staff, bus staff, coat check, and washroom attendants
  - 3) The drink status of a guest approaching intoxication should be communicated with the appropriate coworkers in the establishment
    - a. The appropriate staff members must be notified if the guest moves to a new location in the establishment
    - b. The guest's check should be monitored as it moves through the establishment
- B. *Identify how to assess a guest's level of intoxication*
  - 1) *Recognize that a change in a guests' behavior is an indicator of possible intoxication*
    - a. A guest who is quiet upon arrival and becomes loud and boisterous after a few drinks may be showing signs of intoxication
    - b. Guests with certain disabilities and physical conditions can stumble, have slurred speech, and show other signs which could be mistaken for intoxication
  - 2) *Recognize that talking with a guest can help assess their level of intoxication*

- a. Talking with the guest helps determine the purpose of the guest's visit
  - Some guests may be at the establishment to eat or to have a few drinks while others may be on a mission to become intoxicated*
- 3) Recognize that counting drinks can help assess a guest's level of intoxication
  - a. Identifying the alcohol content of a drink will make it easier to accurately count drinks during service
  - b. *Recognize that alcoholic beverages are rated by the percentage of alcohol they contain*
    - i. Proof is a measure of alcohol's potency
    - ii. The percentage of alcohol per serving can be determined by dividing the alcohol's proof by two. Example: 100-proof whiskey = 50% alcohol ( $100 \div 2 = 50$ )
  - c. Identify drinks that contain the same amount of alcohol
    - i. A 12 oz beer, a 5 oz glass of wine, 1 ½ oz of 80-proof liquor, and 1 oz of 100-proof liquor are equivalent in alcoholic content
    - ii. Each of these is considered 1 drink (1 serving) and contain ½ ounce of pure alcohol
    - iii. A cocktail with 1 ½ oz of 80-proof liquor should be counted as 1 drink while a cocktail with 3oz of 80-proof liquor should be counted as two drinks
  - d. Identify additional factors that affect the alcoholic content of a drink
    - i. Liqueurs and cordials can contain twenty to forty percent alcohol
    - ii. Some liquors have a higher proof than others (151-proof rum)
    - iii. Some beer, flavored malt beverages, and wine contain a higher alcohol content than others
    - iv. Some drinks contain more than a single serving of alcohol (martinis, long island iced teas, doubles)
    - v. The serving size affects the alcoholic content of the drink (12oz beer versus a 16 oz beer)
  - e. Recognize that carbonated beverages may speed the effects of alcohol
    - i. This includes sparkling wines and drinks made with carbonated mixers (tonic and soda)
- 4) Recognize that watching for behavioral and physical signs of intoxication can help assess a guest's level of intoxication
  - a. Relaxed inhibitions are a sign that a guest is becoming intoxicated
    - i. Inhibitions restrain or suppress a person's emotions, actions, or thoughts
      - a. A person with relaxed inhibitions may say or do things they may not normally do
      - b. Signs of relaxed inhibitions include overfriendliness, becoming detached, brooding, or quiet, using foul language, or becoming loud and making rude comments

- b. Impaired judgment is a sign that a guest is becoming intoxicated
  - i. Signs of impaired judgment include complaining about the strength of a drink after having consumed others of the same strength, drinking faster or switching to larger or stronger drinks, making irrational or argumentative statements, or becoming careless with money (i.e., suddenly buying drinks for strangers)
- c. Slowed reaction time is a sign that a guest is becoming intoxicated
  - i. Signs of slowed reaction time include slow movement, drowsiness, and the loss of concentration, memory, and the ability to think clearly
- d. Impaired motor coordination is a sign that a guest is becoming intoxicated
  - i. Signs of impaired motor coordination include staggering or stumbling, falling down or bumping into chairs, the inability to pick up money off a table, spilling drinks, dozing or swaying when seated, slurred speech, the inability to focus and/or loss of eye-contact.

### 3. Identify methods for preventing guests from becoming intoxicated

- A. Monitor the guest's drink consumption throughout their stay
  - 1) In bar areas, leave a tab in front of the guest so it can be monitored by all bartenders/servers
- B. Stop suggestively selling drinks to the guest
  - 1) Offer alternatives to alcohol
    - a. Say "Can I get you something?" instead of "Would you like more wine?"
- C. Offer water to the guest and refill it often
  - 1) Alcohol consumption causes dehydration
    - a. Dehydration causes thirst, possibly leading to an increase in alcohol consumption
- D. Offer food to the guest
  - 1) Fatty, high-protein food, such as cheese, fried foods, chicken wings, and pizza, is digested slowly and is most effective in slowing the effects of alcohol
  - 2) Sugars and carbohydrates are easily digested and are less effective in slowing the effects of alcohol
  - 3) Salty foods stimulate thirst and can increase beverage alcohol consumption
- E. It is best practice not to over-pour when mixing drinks
  - 1) Over-pouring makes it difficult to accurately count the drinks consumed by the guest
- F. As a best practice, do not serve more than one drink at a time to a guest
- G. Identify actions to take if there is a designated driver among guests
  - 1) The designated driver is not served alcohol and should be encouraged throughout their visit to abstain from drinking alcohol
  - 2) Remind the guest that despite the presence of a designated driver, no one can be over served

- 3) Recognize that servers are still liable and must not over serve guests when a designated driver is present
- 4) If the designated driver chooses to begin drinking, alcohol consumption must be monitored like other guests
- 5) Follow company policy regarding the distribution of free non-alcoholic beverages, snacks, or drink tickets to be used at a later date