Serving Alcohol Responsibly

As a member of the Responsible Alcohol Service Advisory Committee for the National Restaurant Association Educational Foundation (NRAEF), I participated in the new design for the text and national test, *Responsible Alcohol Service*, for the serving and selling of alcohol responsibly.

 [Exhibit 1 Invitation to participate October 20th, 2003]

The first phase of responsible alcohol content development is in the job task analysis (JTA). Experts gathered to identify critical competencies of the job task of serving alcohol responsibly. As industry experts, we were to identify the knowledge, skills, and abilities of a successful server. As subject matter experts, our contribution was requested to determine the essential and useful tasks that servers should know in order to serve alcohol responsibly.

The second phase entailed compiling information gathered in the meeting into a survey format and was then distributed to a large number of practitioners for further input. The group of experts convened to review and validate the survey results. The final product outcome was to be a well-defined outline of the knowledge, skills and abilities for successful, basic, entry-level responsible service.

[Exhibit 2 Serving Alcohol Responsibly-Background and Purpose]

[Exhibit 3 November 20th and 21st, 2003 Serving Alcohol Responsibly-Meeting format activities and Agenda]

[Exhibit 4 Morning and afternoon group assignments]

[Exhibit 5 Colleagues-Expert Group with biographies]

The second phase meeting was held March 24th, 2004. This meeting was for reviewing what the survey participants had to say regarding the task statements that were developed at the first meeting and finalizing the content for the new testing program.

The goal of this session was to set the minimum content validity ratio (CVR) required to keep a task. A CVR greater than "0" indicates that more than half of the respondents rated the task as very important. A more conservative approach would be to set a minimum CVR at 25, meaning that 60% of the respondents felt the task was important (the sample size was 655). The group was not considering tasks that were unimportant or those that are good to know, but not necessary.

The next task was to write test questions for the national exam, *Responsible Alcohol Service*, for certification. This task took place in June 2004.

I was personally responsible for writing 40 multiple choice questions for the area of handling difficult situations. This area included things that as a server you had to watch out for and the situations that might be difficult in trying to obey the safe practices of serving alcohol responsibly.

[Exhibit 6 Five topic areas and the Job Task Analysis of each of the areas of which we were instructed to write the questions from]

[Exhibit 7 Guidelines and instructions to prepare multiple choice questions]

An example of a question I wrote:

Question 13 page 5

QUESTION: Two restaurant servers have been serving a larger party all evening and are expecting to be tipped very well. At the end of the evening two of the guests who have had too much to drink ask for one last drink. What should the servers do in this situation?   1   2   3

ANSWERS:
- A.   They should serve the guests the two drinks; otherwise they probably will not get a good tip.
- B.   They should make sure one server orders the drinks and the other server delivers the drinks.
- C.   They should serve the drinks in opaque cups, such as coffee cups, so no one knows they are consuming another alcoholic beverage
- D.   *They should discuss their concerns regarding over serving these guests with their manage, and not serve the guests.*

(Question D is the correct answer)

TASK: Identify the steps to take when a server is asked to over serve or perform illegal activities.

The experts were asked to review the question and to rank the question as very relevant 1, somewhat relevant 2, or not relevant 3.

Based on this task the question was approved if it was rated a 1 and rejected if it was rated a 3.

The conclusion of this task gave us the number of question results for each of the five topic areas.

- Handling Difficult Situations, 19 questions
- Checking Identifications, 15 questions
- Assessing Levels of Intoxication, 15 questions
- Alcohol and the Body, 6 questions
- Alcohol Law and Staff Responsibility/Liability, 15 questions

The last task for the group was to grade the difficulty of the questions to obtain the content validity ratios.

We were instructed to rate the questions on the difficulty of how hard the question might be to answer correctly. It was based on a 5% increment from 5% to100%.

<u>An example of a content validity ratio:</u>
QUESTION #5

5.   Two restaurant servers have been serving a larger party   <u>85%</u>
**   all evening and are expecting to be tipped very well. At the end of the**
**   evening two of the guests who have had too much to drink ask for one**
**   last drink. What should the servers do in this situation?**

    A.   They should serve the guests the two drinks; otherwise they
          probably will not get a good tip.
    B.   They should make sure one server orders the drinks and the
          other server delivers the drinks.
    C.   They should serve the drinks in opaque cups, such as coffee
          cups, so no one knows they are consuming another alcoholic beverage
    D.   They should discuss their concerns regarding over serving
          these guests with their manager, and not serve the guests.

I gave the difficulty of this question a ranking of 85%.

[Exhibit 8 November 12th, 2004 Responsible Alcohol Service-Meeting Agenda Activities and Agenda]

[Exhibit 9 Bar Code-*Serving Alcohol Responsibly Server Guide*-First 6 pages of old text]

The task of this committee was to review the retrospective test information and to update and rearrange any information the group felt would make this topic reflect the current situation for Responsible Alcohol Service. We accomplished the task of updating the text to current information. The Committee also created and scored all questions for each topic and arrived at a passing score for the national exam, *Serving Alcohol Responsibly*.