



TIPS[®]

On Premise

Participant Manual

Serve Responsibly.

TIPS for On Premise

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The TIPS for On Premise program is designed to empower participants to follow acceptable standards of practice for serving alcohol.

Certification Information

Upon successful completion of the program, you will become TIPS certified. You will receive a certification card stating that you have been trained in these acceptable standards of practice. Generally, your certification is good for three years, but the certification period may vary across jurisdictions due to regulations. Contact Health Communications, Inc. if you have any questions about the duration of your certification.

It is important that your certification information remains current. You can ensure that your information is up-to-date through our website. Visit us at www.gettips.com to:

- Update the name and/or address on your certification card.
- Order a replacement card.
- Request another training class upon expiration.
- Explore our product offerings.

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Agenda

Program Introduction	<i>25 minutes</i>
Section I - Information	<i>75 minutes</i>
Part A - Alcohol and Its Effects	
Part B - Effective Server Responses	
Section II - Skills Training	<i>55 minutes</i>
Part 1 - Evaluating Cues	
Section II - Skills Training	<i>55 minutes</i>
Part 2 - Evaluating Responses	
Section III - Practice	<i>60 minutes</i>
Wrap-Up	<i>30 minutes</i>

Introducing TIPS for On Premise

Today's TIPS for On Premise program has been designed specifically for servers of alcohol. The ideas presented in the program are the result of considerable research, and take into account what servers deal with everyday, including the demands of the job, server/guest relations, and server/management relations.

As a server of alcohol, you fulfill a special social function in society. **About 70% of adults in the United States drink alcohol and, according to the World Health Organization (WHO), alcohol is regularly consumed by nearly 50% of the world's population.** Social drinking is a prevailing custom in society and generates its own special considerations that servers of alcohol are called upon to handle.

As a server, you perform a variety of functions in addition to serving food and alcohol. You must:

- reflect your establishment's "image" to the public
- relate to guests' different personalities
- provide consistently good service
- maintain a polite and friendly manner
- listen to guests' opinions and troubles
- establish rapport with guests.

To successfully perform these functions and more, you must rely on what we call **people skills**. Everyone has them, and uses them in ordinary situations everyday. Some of the ways you use your people skills in serving situations might include:

- knowing and interacting with regular customers
- helping a guest choose a particular drink
- explaining differences in tastes or types of products
- approaching a guest in a friendly manner saying "Great to see you" or "May I help you?"

By using your people skills, you can act to promote responsible drinking behavior, rather than react to the behavior of an intoxicated guest. Today's program is designed to help you build on your people skills. TIPS for On Premise will help you:

- sharpen the skills you already have
- lend a new expertise to your own professionalism
- achieve increased competence and confidence.

You are a crucial part of the success of today's program. Anything you can add to the discussion will make the experience better for all. Feel free throughout the day to ask questions and offer your own comments.

Understanding the TIPS Program Format

The TIPS program includes video presentations, participant manuals and interactive discussion. These components work together to create a relaxed, informative atmosphere in which you can learn and practice new skills.

The TIPS manual is yours to keep. Make notes in it, answer the questions, fill out the rating charts, and jot down important questions. The manual will become your own instruction booklet and reference manual, a handy reminder anytime you need a refresher.



Key Ideas

Remember, your people skills help to make you successful at your job.

The Goal of TIPS for On Premise

The TIPS program goal is to empower participants to follow acceptable standards of practice for serving alcohol beverages.

With your management's cooperation and your own people skills, you can:

- help create and sustain a relaxed and comfortable atmosphere for guests
- exercise a degree of control within the environment of social drinking
- influence aspects of drinking behavior to encourage responsible drinking
- confidently intervene in and resolve troublesome situations
- incorporate skills and expertise in a positive, meaningful, and **profitable** way.

Today's program will help fine tune your people skills and provide additional skills or new ways of using them. Let the TIPS program work for you!

Notes

Alcohol and Its Effects

Following is the script for the video portion of the Information section. We have included the script so that you can follow along and mark anything you have questions about. After the video presentation, be sure to ask your trainer for clarification of any questions you may have.

1. You have an important job. Your guests count on you, as a server of alcohol, to help them enjoy themselves and have a good time.
2. Your managers rely on you to make money for the establishment. Your community depends on you to prevent alcohol-related incidents.
3. Some people may think these priorities conflict, but they don't have to. You can meet the needs of your guests, managers, and community by using the knowledge and skills you will learn in this program.
4. What tools do you need to assess your guests? How can you help them enjoy themselves while in your establishment and keep them from becoming intoxicated?
5. How can you provide great customer service and what techniques can you use to deal quickly with problems that do come up?
6. These are just some of the questions we'll address during this program. TIPS is designed to help you build on the **people skills** you already have. You'll add knowledge and skills geared specifically toward preventing alcohol-related problems and taking care of your guests.
7. Building on those skills, you will learn how to spot the four **behavioral cues** that can tell you if a guest is approaching intoxication or is already intoxicated.
8. You will learn about six **intoxication rate factors** that affect how quickly a person may be affected by alcohol.
9. You will also learn about **Blood Alcohol Content**, or **BAC**, and, finally, how **tolerance** may make it harder to assess your guests.
10. But being able to spot behavioral cues and intoxication rate factors is not enough to handle problem situations.
11. That's why we will also give you guidelines for dealing with almost any problem that comes up while you're serving guests or tending bar.
12. Many people drink alcohol when unwinding with dinner, listening to music, or just enjoying their time with friends and family. Most people use alcohol responsibly, but some don't. Their drinking gets out of control, and so do they.
13. You have to be able to size up your guests. This will help you decide whether or not to serve them. One way to size people up is by the **behavioral cues** they display.
14. Four basic cues can tell you when a person is, or is becoming, intoxicated.
15. When people drink even small amounts, they tend to lose their **inhibitions**. At first, they become more relaxed and talkative. They may even display mood swings.
16. As they drink more, they shed more of their inhibitions and begin to show the second cue, impaired **judgment**. When their judgment becomes impaired, guests' behavior becomes socially unacceptable.
17. People with impaired judgment may begin dancing or singing, or they may become overly friendly with you or with others around them.
18. Because their judgment is impaired, they tend to overrate themselves. Impaired judgment can also cause intoxicated people to think that they are okay to drive, when they are not.
19. The third cue, **slowed reactions**, means that the thinking process has been affected.
20. People with slowed reactions may lose their train of thought. They may forget that they've ordered another drink, or where they put their car keys.
21. People experiencing slowed reactions may have glassy, unfocused eyes or slurred speech. They may light a second cigarette in addition to the one already burning.
22. You can see the final behavioral cue, **loss of coordination**, when people stagger, stumble, or spill drinks. Guests might have trouble handling their knives or forks. They may also fumble with change.
23. Drinking alcohol has progressive effects. The more a person drinks, the more cues you are likely to see.
24. **Intoxication rate factors** affect how quickly a person becomes intoxicated and displays behavioral cues.
25. There are six intoxication rate factors. The first is a person's **size**. Larger people may be able to drink more without being as affected as smaller people.
26. However, if the larger person's size is due mostly to body fat, the reverse can be true since body fat does not absorb alcohol.
27. The second intoxication rate factor is **gender**. Women are typically smaller, with a higher percentage of body fat, and tend to become intoxicated faster than men.
28. The third factor is the **rate of consumption**. The faster a person drinks the alcohol, the more quickly he or she will become intoxicated.
29. The fourth intoxication rate factor is the **strength of the drink**. A straight-up drink will be absorbed most quickly. A drink diluted with water will be absorbed more slowly. Remember, however, that any carbonated mixer may increase the absorption rate.

30. It is also important to understand that each of these drinks has approximately the same amount of pure alcohol: 12 oz. (355 ml) of 5% ABV beer, 5 oz. (148 ml) of 12% ABV wine, and 1 oz. (30 ml) of 100-proof liquor. ABV is defined as Alcohol By Volume.

31. But, remember, we are talking about measured drinks here. The figures are not accurate if the drinks aren't measured. Glass sizes differ, and so does the amount of alcohol in various mixed drinks.

32. Any kind of alcohol beverage can cause intoxication because they all contain pure alcohol. Don't fall prey to the myth that people drinking beer and wine are less likely to become intoxicated than those drinking hard liquor.

33. The fifth factor is **drug use**. There is no way to predict how a drug will react with alcohol. Both prescription and non-prescription drugs, when taken with alcohol, can have an unpredictable effect.

34. The last intoxication rate factor is **food intake**. Food in the stomach delays the absorption of alcohol into the bloodstream. A person with a full stomach will not become intoxicated as quickly as will a person drinking on an empty stomach.

35. Alcohol differs from other food and beverages because your body does not have to digest it before absorbing it. It can be absorbed directly into the bloodstream.

36. So, how do we measure someone's intoxication level? Behavioral cues are your best way to assess visible intoxication, which can be grounds for arrest regardless of the amount of alcohol actually consumed.

37. Most laws rely on what is called **Blood Alcohol Content**, or **BAC**, to determine intoxication. BAC is a measurement of the amount of alcohol in a person's blood.

38. Every jurisdiction has a legal BAC limit, at or above which it is illegal to operate a motor vehicle.

39. BAC levels can be accurately measured only by blood testing or by breathalyzer.

40. As a server of alcohol, you are not expected to know a person's BAC level, but you will want to note some key points about Blood Alcohol Content.

41. The more alcohol a person consumes the more behavioral cues you are likely to see and the higher the BAC level will be.

42. A person's BAC level can be different each time he or she drinks, even when the number of drinks is the same.

43. Intoxication rate factors affect how quickly the BAC level rises. Time is the only thing that can lower a person's BAC level.

44. By relying on behavioral cues, intoxication rate factors and your understanding of BAC, you should be able to assess each guest you serve.

45. Of course, **tolerance** can make assessing your guests a little harder.

46. People who frequently drink alcohol tend to have a high tolerance, allowing them to hide the behavioral cues that might otherwise indicate that they are intoxicated. You will want to pay special attention whenever you notice a heavy smell of alcohol on a guest's breath.

47. Tolerance has no effect on a person's BAC level or the level of intoxication. Just because a person isn't showing the typical cues does not mean the person is not impaired.

48. At the other end of the spectrum, people who drink infrequently tend to have a low tolerance and may show signs of intoxication after consuming only a small amount of alcohol.

49. So far, we have talked about the cues that indicate when a person has had too much to drink, and about the intoxication rate factors that affect how quickly a person becomes intoxicated.

50. We have also touched on Blood Alcohol Content and the idea that tolerance can make it harder to accurately assess your guests' levels of intoxication.

51. That knowledge is helpful, of course, but you also need to understand the legal responsibilities that go along with serving alcohol.

52. And you will need guidelines for steps you can take when an incident does occur. We will explore these ideas in a moment. But for now, it's time for a discussion of the information we have covered so far.

Information Review

Remember, as a server of alcohol, you have a responsibility to avoid serving alcohol to people who are already intoxicated or underage. Your experience, coupled with your people skills, will help you better identify whether you need to refuse to serve or even intervene to prevent an intoxicated guest from driving.



Key Ideas

Behavioral Cues can help you determine if a guest is approaching intoxication or is already intoxicated.

Behavioral Cues

The changes in people's behavior after a few drinks are called behavioral cues. Usually, the more alcohol in the bloodstream, the more obvious the cues. Watch for cues in four areas.

- | | |
|---------------------|--|
| Inhibitions | Becoming talkative, displaying loud behavior or mood swings, or exhibiting a notable change in behavior can all indicate <i>lowered inhibitions</i> . |
| Judgment | Behaving inappropriately, using foul language, telling off-color jokes, annoying others, becoming overly friendly, or increasing the rate of drinking are signs of <i>impaired judgment</i> . |
| Reactions | Glassy, unfocused eyes, talking and moving very slowly, forgetting things, lighting more than one cigarette, losing one's train of thought, and slurred speech result from <i>slowed reactions</i> . |
| Coordination | Stumbling or swaying, dropping belongings, and having trouble picking up keys, change, or other items can indicate a <i>loss of coordination</i> . |



Key Ideas

Intoxication Rate Factors affect how quickly a person becomes intoxicated.

Intoxication Rate Factors

These factors help you assess how quickly a person will become intoxicated and can give you an idea of how rapidly that person's BAC will rise.

- | | |
|----------------------------|--|
| Size | Smaller people are typically affected more quickly by alcohol than larger people. However, larger people with a high percentage of body fat can become intoxicated faster. |
| Gender | Women are generally smaller, 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. |
| Strength of Drink | Drinks of different types (e.g., straight, carbonated, or juice mixer) have varied effects based on their content. |
| Drug Use | Legal or illegal drugs can speed up the effects of alcohol and have an unpredictable outcome. |
| Food Intake | A full stomach before or during drinking slows the absorption of alcohol into the bloodstream. |



Key Ideas

Alcohol is a **depressant** and may interact unpredictably with any other drug.

Potential Alcohol/Drug Reactions

Use of any drug, legal or illegal, may cause adverse reactions when mixed with alcohol:

- | | |
|-----------------------|---|
| Aspirin | Causes damage to the stomach lining and possibly internal bleeding. |
| Antibiotics | There are too many variations to be specific; consult your doctor. |
| Antihistamines | Depress the Central Nervous System (CNS) and can cause drowsiness. |
| Narcotics | Depress the CNS and respiratory functions. May cause loss of consciousness. |

Blood Alcohol Content (BAC)

Blood Alcohol Content is the legal measurement of the amount of alcohol in a person's blood. Here are some key points to remember:

- The more alcohol a person consumes the higher the BAC level will be.
- A guest'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.
- Time is the only thing that can lower a person's BAC level.

Below are some guidelines for BAC as measured in the United States.

A 150-pound (68-kilogram) male guest drinking for one hour on an empty stomach would likely have the following BAC levels:

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

Many areas have a set legal limit for Driving While Intoxicated. Some areas also have penalties for driving under the influence at lower BAC levels. As a server, you are not expected to know a guest's BAC level. However, you do need to be concerned with watching for signs of visible intoxication in your guests.

Tolerance

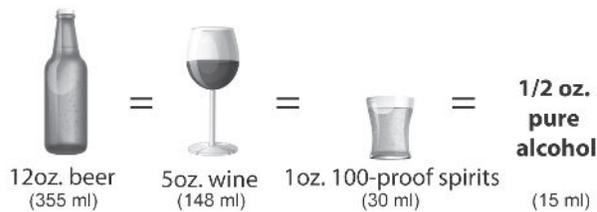
People who drink frequently tend to have a high tolerance. This means they may be able to **hide the behavioral cues** that would otherwise tell you they are intoxicated. Having a high tolerance has **no impact** on a person's BAC level.

This works in both directions. People who do not frequently drink alcohol may have low tolerance. Even with low BAC levels, such people may show signs of intoxication after consuming even a small amount of alcohol.

Additional Alcohol Information

Alcohol vs. Pure Alcohol

All alcohol beverages (beer, wine, liquor, etc.) contain pure alcohol, which is what causes intoxication. Each of the following drinks contains about 1/2 oz. (15 ml) of pure alcohol:



You can determine the percentage of pure alcohol in liquor based on the proof. The percentage of pure alcohol in liquor is 1/2 the proof. For example, 100-proof liquor contains 50% pure alcohol and 80-proof liquor contains 40% pure alcohol.

Key Ideas

Use the BAC example as a guideline.

Remember that the Intoxication Rate Factors can skew the results for each person.

Key Ideas

The liver eliminates approximately 3/4 oz. (22 ml) of **pure** alcohol per hour.

Effective Server Responses

53. The guidelines you will see in this part of the program are practical, straightforward tips both for preventing intoxication and for handling guests who have had one too many.

54. You can use these guidelines to develop your own techniques that are specific to your work situation and company policy.

55. You can often prevent problems just by sizing up your guests to make sure they are old enough to drink.

56. You know you cannot serve underage guests. So if there is any doubt about someone's age, ask for identification and check it carefully. If you are unsure about one ID, ask for others. But remember that underage guests may have several forms of false identification. If you still have doubts, call your supervisor or security.

57. Another situation to watch for is someone ordering multiple drinks. A person ordering multiple drinks may be buying for people who are underage.

58. Keep an eye on how much each person is drinking. If you pick up early on danger signs, you can take some steps to slow down the drinking.

59. To some extent, you can control how much people drink by always measuring the alcohol you serve. Never mix strong drinks. You do your guests no favors by over-pouring because strong drinks may catch people off guard.

60. Over-pouring can also cause headaches for yourself since you are the person likely to have to deal with any guest who has had too much to drink.

61. If you want to slow down someone's drinking, one way to do so is to offer refills only on request. Let people nurse their empty glasses; the waiting will allow time for the body to process at least some of the alcohol the guest has already consumed.

62. Another way to slow down drinking is to suggest coffee or a soft drink to someone who has had one too many – on the house, if that's in line with company policy.

63. Non-alcohol beverages will not make a person sober, but they will buy time.

64. If you have someone who's really intoxicated, drinking coffee may not buy the guest all the time he needs, but it will buy you time to figure out how to deal with the situation.

65. Food can buy time, too. Remember that alcohol is absorbed more slowly if guests eat while they are drinking. The liver eliminates approximately 3/4 oz. (22 ml) of pure alcohol per hour, so the more time between drinks, the better.

66. Despite all your precautions, people do sometimes drink too much. That's when you have to cut someone off.

67. Once you have made the decision not to serve someone more alcohol, stick to it.

68. It's not always easy, but never hesitate to say "no" if you have to. If you pick up on cues that a guest is intoxicated, be friendly and firm. Say "Sorry, but I can't serve you any more alcohol. It's against the law."

69. Let them know why they should slow down, and that you're concerned about their safety.

70. If the guest persists, repeat yourself: "I'm really sorry, Sir (or Ma'am), but I just can't serve you another drink. Would you like some coffee instead?"

71. Don't say, "I'm not giving you any more because you're intoxicated!" It'll only antagonize the person. If you're polite but firm, most people will get the message. If they don't, call the manager.

72. If the guest tries to persuade you to change your mind, remember that the law requires you to make a "reasonable effort" to see that guests don't drink too much.

73. In fact, it's a good idea to document any alcohol-related incident - such as when someone becomes angry because you've refused service. Keep a log book handy to jot down the date, the time, and what you did to keep the guest from drinking any more alcohol.

74. If you don't make a reasonable effort to prevent an intoxicated guest from drinking, you could be held legally responsible if that person has an accident. It's called "dram shop liability" in some areas, but the principle applies in other areas under common or general negligence laws. If you are found liable, you could lose your job, cost the management its liquor license, and maybe even be sued.

75. It's just not worth it. So if you have doubts about serving alcohol, don't serve.

76. You will find that your people skills will come in handy when you have to deal with a guest who has had too much to drink. Most people, no matter how intoxicated they are, will respond to a polite but friendly request, a little eye contact, and a smile. This personal tactic will often defuse anger or deflect an argument.

77. The tone you set at a bar or restaurant determines the kind of drinking that goes on. If you make it a practice to serve anyone, anytime, in any condition, you will have to deal with unruly guests in addition to potential consequences related to breaking the law.

78. But if, instead, you promote a sociable atmosphere and responsible drinking, you will stay on the right side of the law, you will have an easier time while on the job, and your guests will enjoy a safer and more pleasant time in your establishment.

Legal Information



Key Ideas

You must make a reasonable effort to prevent underage drinking and intoxication.

Reasonable Efforts

The law requires that you, as a server of alcohol, make a reasonable effort to prevent intoxication in guests, prevent alcohol sales to minors, and intervene if a guest does become visibly intoxicated. This can include calling the police if necessary. Some examples of reasonable efforts include:

- offering food
- providing alternate transportation
- cutting-off a guest
- checking IDs
- becoming trained in responsible alcohol service
- calling the police
- measuring drinks
- serving complimentary water or soda
- enlisting help from the guest's friends.

Understanding Liability

Whether you are a server, manager, or owner of a licensed establishment, you could be held legally responsible for illegal sales to an underage or already intoxicated guest. Two primary types of law apply to licensed establishments - Common Negligence and Dram Shop Liability. If you have any questions about liability issues specific to your area, you should contact an attorney.

Common Negligence

Based on prior court cases, these laws set a minimum standard for the actions a reasonable person should take to prevent problems. Negligence laws can cover a broad range of situations and are relied on in many cases where alcohol is alleged to be a factor in an incident.

Dram Shop Liability

Dram Shop Acts make servers of alcohol beverages responsible for sales to persons under the legal drinking age or those who are visibly intoxicated. For the purpose of these laws, "sale" refers not only to the sale of bottled liquor, but also to the serving of individual drinks at an establishment. These laws are designed to make servers of alcohol beverages liable for any harm caused to a third-party by a person to whom they have sold alcohol.

ID Checking Process

As a server of alcohol you must make certain that all your guests are of legal age. Check for valid ID from anyone who looks to be under 30 years old. Determining if an ID is valid can be one of the toughest yet most important responsibilities you face. When checking IDs you must be aware of the acceptable forms of ID in your area. Contact your local liquor authority for requirements specific to your area.



Key Ideas

In most areas, legal forms of identification must have both a photo and a date of birth.



Key Ideas

The only way to be sure your guest is of age is to check ID! Many illegal sales occur because servers either do not check at all or do not check carefully.

Commonly Acceptable Forms of ID

1. Valid photo driver's license
2. Valid photo state-issued ID card
3. U.S. active-duty military ID
4. Valid Passport
5. Alien registration card.

Unacceptable Forms of ID

1. Counterfeit IDs
2. Student IDs
3. Altered IDs
4. Borrowed or Stolen IDs
5. Expired IDs
6. Order-by-mail IDs.

Steps to Follow to Check IDs

Step 1: **Ask the guest to remove the ID from his or her wallet.** You may want to compare the ID to the ID Guidebook, which shows all valid IDs from every state and province in the U.S. and Canada.

Step 2: **Determine whether or not the ID is valid:**

- a. Check the birth date.
- b. Check the expiration date.
- c. Examine the lamination. (Is it torn, frayed or damaged?)
- d. Look at the composition of the ID. (Does it correspond with the ID book?)
- e. Compare the guest's signature with the one on the ID.
- f. Compare the photograph to the person in front of you.
- g. Shine a flashlight to the back of the ID to expose any cuts or abrasions.

Step 3: **Communicate with the person by asking questions, such as:**

- a. What is your astrological sign?
- b. When did you graduate from high school?

You do not need to know the answers. You are simply looking for **hesitation** in the person's response that might suggest this is not the person's valid ID.

Step 4: **If you have any reservations, ask the guest for a second form of ID or tell him or her that you will have to get the ID approved.** (See Underage Warning Signs.)

Step 5: **Know where the alcohol is going.** If you suspect that a guest is purchasing for an underage person, you cannot make the sale.

Step 6: **If you still have doubts -- don't make the sale!**

Underage Warning Signs

A few signs may alert you to a potentially underage person. A person may:

- hand money to someone else who is obviously of age
- hide one's face or look away while you are studying the ID
- seem nervous and move around frequently
- state that he is a regular or a friend of an employee
- be in the restroom when the group orders for him or her
- pick up an empty glass and ask for "another one"
- order an unusual drink, such as a shot of rum
- come to the bar to order drinks for a table full of people
- get upset when asked for ID.

Jurisdiction-Specific Information

This exercise highlights specific information related to your jurisdiction's liquor laws. Your trainer will help you complete the statements or provide an information sheet you can use to find the answers yourself.

1. The minimum legal age to consume alcohol in my area is _____.
2. The minimum legal age to pour or serve alcohol in my area is _____.
3. In my area, the legal Blood Alcohol Content limit for intoxication while driving is _____.
4. My jurisdiction (does/does not) _____ have Dram Shop Liability Laws.
5. Three acceptable forms of identification in my area are:

- _____
- _____
- _____

6. My jurisdiction (does/does not) _____ have a recommended age for carding. If it does, that age is _____.
7. In my area, an underage person (can/cannot) _____ be given alcohol purchased for him or her by a parent or legal guardian in a licensed establishment.

8. My jurisdiction (does/does not) _____ regulate server training. If it does, here are some important points about those regulations:

9. Some common penalties for violation of the liquor laws in my jurisdiction include the following: _____

10. Some common policies regarding the confiscation of IDs in my jurisdiction are: _____

11. If I have more questions about liquor laws in my area, I can call the Alcohol Beverage Commission or Liquor Control Board at _____.

Note: Jurisdiction or area can be a country, state, province, city, or county.

Documentation



Key Ideas

Good documentation can be the best way to prove you acted responsibly.

Accurate records are important in demonstrating that reasonable efforts have been made to avoid serving intoxicated or underage guests. Establishments should document all alcohol-related incidents in a daily log book.

The Incident Report Form can be a valuable line of defense for establishments facing civil or criminal liability lawsuits. Use a bound Incident Report Log Book to record all reasonable efforts made to prevent illegal alcohol sales.

INCIDENT REPORT FORM

001

Date: _____ Time of Day: _____

Manager: _____ Primary Staff Person: _____

Other Staff Involved: _____

Name/Description of Patron: _____

ID Confiscated

Refused Sale/Service

Police Contacted

Non-Alcohol Beverage Served

Transportation Offered

Description of Incident: _____

Intervention Strategies Used: _____

Witnesses: _____

Form Completed By: _____

Signature: _____ Date: _____

January _____

01/01

No Incident See IRF No.: _____

Signature: _____

01/09

No Incident See IRF No.: _____

Signature: _____

Establishments may create their own bound Daily Log/Incident Report Log Books for use in documenting incidents. Incident Report Log Books are also available for purchase from TIPS by calling 800-438-8477.

Note: Management may wish to consult with an attorney prior to implementing any documentation policies.

Review Questions

This review is designed to let you know how well you have understood the material presented in the Information section. Complete the statements below. Review any questions with your trainer.

1. Your skills in observing how people act, hearing what they say, judging their needs, and responding appropriately are your _____.
2. Behavioral _____ provide information that shows you how much your guests are being affected by alcohol.
3. Alcohol helps us relax because it slows down the body systems and acts as a _____.
4. Alcohol affects behavior progressively in four basic areas: Inhibitions, Judgment, Reactions, and Coordination. Complete the following statements with one of these areas:
 - a) Lowered _____ are noticeable as guests become especially talkative and relaxed.
 - b) A gap between how people think they are behaving and how they actually behave indicates impaired _____. People may become overly friendly, annoy others, or overrate themselves.
 - c) Slowed _____ can be observed physically, when speech becomes slurred and routine motions become difficult, or mentally, when there is a loss of concentration.
 - d) Losing one's balance, swaying, and spilling drinks are cues that indicate loss of _____.
5. Alcohol, unlike other foods, is absorbed rapidly into the _____, circulating throughout the body and affecting the brain.
6. A measurement of the level of alcohol in the bloodstream is called _____.
7. The strength of the drink, the rate of drinking, whether food is eaten or medication is taken, and the gender, height, and weight of the person are all _____.
8. In most areas legal identification must have both a _____ and the _____ to be considered valid.
9. People who drink frequently may have developed a high _____, which allows them to hide the Behavioral Cues they would otherwise exhibit.
10. Serving non-alcohol beverages, snacks, and food to an intoxicated drinker will not counteract the alcohol, but this strategy does _____.
11. To effectively refuse service, servers should do these three things:
 - 1) _____
 - 2) _____
 - 3) _____
12. In many areas, if a drinker becomes intoxicated and goes on to incur damages, the server/seller, manager, and owner can all be held responsible under _____.
13. To protect yourself against liability, the law requires that you make _____ to prevent a guest from becoming legally intoxicated.

Skills Training, Part I - Evaluating Cues

Evaluating Behavioral Cues

In this section, we will review video clips, allowing you to assess a guest's level of intoxication using all the information you have learned so far. Remember to watch for the behavioral cues and intoxication rate factors to help you determine the level of intoxication.

Behavioral Cues

- Lowered Inhibitions
- Impaired Judgment
- Slowed Reactions
- Loss of Coordination.

Intoxication Rate Factors

- Size
- Gender
- Rate of Consumption
- Strength of Drink
- Drug Use
- Food Intake.

Remember that different people will show different sets of behavioral cues. Also, it is important to distinguish between personality traits and signs of impairment -- particularly since you have only a short time to interact with your guests.

Rating Chart

Use the rating chart to evaluate the video scenes on the following page.

- | | |
|----------------|--|
| Level 1 | No Problem/Drinking Responsibly. This person is enjoying alcohol responsibly. |
| Level 2 | Potential or Borderline Intoxication. This person is not definitely intoxicated but needs to be watched. Level 2 also applies when you think the guest is underage or buying for someone underage. |
| Level 3 | Definitely Intoxicated. This person is demonstrating many cues and intoxication rate factors. |

Rating Chart

Level 1 No Problem/Drinking Responsibly

Level 2 Potential or Borderline Intoxication

(Includes guests you believe may be underage or buying for underage people)

Level 3 Definitely Intoxicated

Now, rate the **Guest**.

Scene / Situation	Rating	Reasons / Cues
I-A Two couples receive a round of drinks.	1	No Problem <ul style="list-style-type: none"> • First round • Ordering appetizers • Clear speech • Good coordination
I-B Two women seated at a table.	2	Risk - Potential Intoxication <ul style="list-style-type: none"> • Overly friendly • Rapid drinking • Slightly slurred speech
I-C Two friends at a bar.	3	Intoxicated <ul style="list-style-type: none"> • Competitive drinking • Extremely slurred speech
I-1 Man orders at a bar.		
I-2 Two male guests place an order with the bartender.		
I-3 Two women enjoy margaritas before dinner.		
I-4 Couple have cocktails at their table.		
I-5 Female guest requests a replacement drink.		

Scene / Situation	Rating	Reasons / Cues
I-6 Two male guests watch a sporting event.		
I-7 Two couples are out for an evening.		
I-8 Male guest places an order at last call.		
I-9 Male guest talks to a female server.		

Self-Test

This self-test is designed to highlight how well you have understood the material presented in this section. Rate the following three scenes the same way you did the preceding ones. Check your answers on the following page.

Level 1 No Problem/Drinking Responsibly

Level 2 Potential or Borderline Intoxication

(Includes guests you believe may be underage or buying for underage people)

Level 3 Definitely Intoxicated

Now, rate the **Guest**.

Situation	Rating	Reasons / Cues
I-10 Group of male guests celebrate a business deal.		
I-11 Two female guests have a disagreement.		
I-12 Two couples discuss whether or not to order another round.		

Self-Test Answers

Situation	Rating	Reasons / Cues
I-10 Group of male guests celebrate a business deal.	3	Intoxicated <ul style="list-style-type: none"> • Lowered inhibitions • Impaired judgment (offers to buy beers for the house) • Slurred speech • Slumped posture
I-11 Two female guests have a disagreement.	2	Risk - Potential Intoxication <ul style="list-style-type: none"> • Lowered inhibitions • Impaired judgment (over-reacts and uses inappropriate language) • Good reactions • Excellent coordination
I-12 Two couples discuss whether or not to order another round.	3	Intoxicated <ul style="list-style-type: none"> • Lowered inhibitions • Impaired judgment (pushes friends into drinking more) • Loss of coordination • Note reactions of others at the table

Skills Training, Part 2 - Evaluating Responses

The way you respond to a guest who is on the way to over-drinking is the key to whether he or she accepts your intervention. The following six guidelines give you specific strategies for intervening effectively.

Intervention Guidelines

Guideline 1: Decide on an appropriate response based on your guest's behavior.

Reason: There is no one correct way to handle any situation. You can control a situation by how you speak to people. If you speak in an even or soft tone, it may de-escalate a situation while you maintain control.

Examples: "Please try to keep your voice down. Thanks."

"Enforcement has stepped up tonight, so I called you a ride home. I don't want you to get into trouble."

Guideline 2: Make clear statements. Speak directly to the point.

Reason: Your guest needs to understand what you are saying, and what you are suggesting to remedy the problem.

Example: "I'm sorry. I cannot sell you any alcohol. Would you like to purchase something else?"

Guideline 3: Use "I" statements.

Reason: You can avoid making the guest feel defensive by using "I" statements. Not only does this help you maintain control of the situation, but it also shifts the focus off of the guest's behavior and on to what you can and cannot do.

Example: "I can't sell you this alcohol because I'm concerned about your safety."

Guideline 4: Do not judge or threaten your guests.

Reason: Judgmental statements are perceived as "put-downs" and promote defensiveness and anger.

Examples: "How about trying some of our flavored coffee?"

(This is not judgmental.)

"You're not buying any more alcohol. You're already drunk."

(This is judgmental and offensive. It could provoke an argument from the guest.)



Key Ideas

The Intervention Guidelines offer strategies for preventing unsafe drinking and for dealing with situations involving intoxicated people.

Guideline 5: Give the guest a reason for your actions.

Reason: People do not like to be treated in an arbitrary or condescending way. Help them understand that you are following rules or laws and not just singling them out.

Examples: “I’m sorry, but I could lose my job if I serve you this bottle.”
 “Legally I am not allowed to serve you any alcohol at this time.”
 “The liquor department has recently been conducting compliance checks. I have to follow proper procedures for checking IDs.”

Guideline 6: Provide good customer service and use indirect strategies when appropriate.

Reason: You want to be able to serve alcohol, while ensuring that all sales are legal and safe for your guests. Providing good customer service can help you prevent problems, but you need to maintain control. Often direct strategies are best, but sometimes indirect strategies can be more effective at controlling situations than direct confrontations.

Examples: These direct strategies are often effective:

- Slow down service as a preventive measure.
- Chat with the guests to make fair assessments of their intoxication levels.
- Offer the guest food, if possible.
- Suggest purchasing something other than alcohol.
- Suggest alternate transportation reminding them that they don’t want to risk driving while impaired.

These indirect strategies can also help you maintain control:

- Enlist the help of the guest’s friend.
- Tell the guest your manager needs to approve the ID.
- Remove the drink, if possible, when a guest is intoxicated.
- Know your management’s policy for drink limits.
- Check with your co-workers when changing shifts to see if there are any ongoing problem situations.
- Beware of guests ordering multiple drinks.
- If in doubt, don’t serve.

Rating Chart

- | | |
|----------------|---|
| Level 1 | Ineffective Response (Server fails to make reasonable effort, or backs down, escalates, or over-reacts to a situation.) |
| | a. Backing down occurs when a server correctly cuts off a guest, but then allows the guest to talk the server into serving another drink. |
| | b. Escalation occurs when a server makes the situation worse by yelling or creating a potentially violent scene. |
| | c. Over-reaction involves a server cutting off a person who is using alcohol responsibly. |
| Level 2 | Moderately Effective Response (Server could have done more.) |
| Level 3 | Most Effective Response (Server makes good use of intervention strategies.) |

Now, rate the **Server**.

Scene / Situation	Rating	Reasons / Cues
II-A Male guest orders another drink and refuses non-alcohol beverage.	1	Ineffective <ul style="list-style-type: none"> • Is rude initially when refusing service • Backs down • Makes situation worse by over-pouring
II-B Female guest requests another drink from the bartender.	2	Moderately Effective <ul style="list-style-type: none"> • Refuses service • Bartender's response could have backfired
II-C Female guest drinks at a bar with a friend.	3	Most Effective <ul style="list-style-type: none"> • Slows down rate of drinking • Connects with guests
II-1 Male guest at a bar orders a drink.		
II-2 Female guest orders a refill.		
II-3 Man talks to another guest at the next table.		
II-4 Male guest orders drink from a server.		
II-5 Female guest sits alone at a bar.		
II-6 Woman orders a rum and coke.		

Scene / Situation**Rating****Reasons / Cues**

II-7 Two male friends order from a bartender.

II-8 Couple at the bar get ready to leave.

II-9 Bartender interacts with a male guest.

II-10 Bartender responds to a guest's inappropriate behavior.

Self-Test

Level 1 Ineffective response – Fails to make reasonable effort, or backs down, escalates, or over-reacts.

Level 2 Moderately Effective

Level 3 Most Effective

Now, rate the **Server**.

Situation**Rating****Reasons / Cues**

II-11 Two guests offer to buy the bartender a drink.

II-12 Hostess greets two intoxicated couples at a restaurant.

II-13 Female guest orders drinks for herself and a friend.

Notes

Self-Test Answers

Scene / Situation	Rating	Reasons / Cues
II-11 Two guests offer to buy the bartender a drink.	3	Most Effective <ul style="list-style-type: none">• Friendly• Non-judgmental• Relates well to guests
II-12 Hostess greets two intoxicated couples at a restaurant.	3	Most Effective <ul style="list-style-type: none">• Denies service• Seeks help from manager• Gets guests a safe ride home
II-13 Female guest orders drinks for herself and a friend.	1	Ineffective <ul style="list-style-type: none">• Does not verify where drink is going• Backs down from asking for ID

Practice

This section is the most important part of today's TIPS session. During Practice, you will be able to take the skills, information, and strategies we have discussed and apply them to some real situations. You will also have an opportunity to see how other people apply these skills and techniques so that you can share ideas and build new strategies.



Key Ideas

Remember, how you say something is as important as what you say.

Special Considerations

- Each person will play the role of server at least once during practice.
- There is more than one correct way of dealing with problem situations. Suggest alternative strategies.
- After each scene, give positive feedback; avoid negative criticism. How you say something is as important as what you say.

How To Practice

The object of practice is to rehearse effective techniques of intervention. These practice scenes are based on the techniques shown in the skills training video and discussed during the session.

The **guest's role** is to give the server an opportunity to respond to a typical serving situation.

The **server's role** is to select an appropriate response to the guest's behavior, and to act it out as though in an actual situation.

The **audience's role** is to make note of the interventions used by the server and to comment on the effectiveness of the strategies used, following the Intervention Guidelines.

Steps to Follow

1. Observe the trainer as he or she demonstrates effective responses during the practice scene.
2. Choose a familiar situation. (Select from your own experience or from the list of sample situations on the following page.)
3. The trainer will select one group member to play the intervening server and one or two group members to play the guest(s). Everyone else is part of the audience.
4. Keep the practice situation as brief as possible -- two or three exchanges between the server and the guest are enough.
5. In your role as the guest, demonstrate the behavioral cues appropriate to the level of intoxication you wish to portray.
6. After the rehearsal, the audience should provide feedback on the effectiveness of the intervention. Discuss the strategies that worked and share ideas for improvement. Keep the feedback positive.
7. If appropriate, repeat the situation by incorporating constructive suggestions for the server.

Sample Situations

If you have trouble coming up with a situation, choose one from the following list.

General

1. You are sitting alone and drinking pretty fast (consuming a drink every 10 to 15 minutes); your behavior is very intense and exaggerated.
2. You are obviously intoxicated, but demand more drinks.
3. The server is getting ready to close; you are already intoxicated and ask for another drink.
4. You are a regular who is too intoxicated to drive but is about to leave.
5. You threaten not to leave a tip if you aren't served another drink.
6. You are sitting alone and appear depressed and sad.
7. You deny that you are intoxicated and berate the server in front of his manager for not "minding his own business."
8. You use the server's show of concern about possible intoxication to tell her your troubles.
9. Three women, obviously intoxicated, come into the bar and demand service.
10. Two underage people try to fool a server with obviously phony ID cards. They plead with him to give them a "break" and serve them.
11. Two male guests get into a loud argument. A server tries to intervene, but is ignored, and the two men become angrier and more hostile.
12. A server expresses concern for your intoxication level and the fact that you are about to drive a car. You tell her not to worry about it since you have been drinking and driving for years.
13. A female server expresses concern for you (male guest) as you are on the way to becoming intoxicated. You think she is "coming on" to you sexually and you get overly friendly, ignoring her concern about your drinking.
14. You are intoxicated. A server tries to intervene and cut off service. You tell him that alcohol doesn't affect you the way it affects other people.
15. You are obviously intoxicated and demand to play with the dart board. The darts are steel-tipped and could be dangerous.
16. You are sitting quietly at the bar drinking and popping a pill (contents unknown) every half hour or so. You appear to be drinking at a reasonable rate, but begin to act strangely.
17. You claim that the server gave you the wrong change and you become angry with him.
18. You're on your third drink and you say something that proves you are underage. (Example: "I go to [a local high school].")
19. You are intoxicated and from out of town. After running a tab, you tell the server that you don't have enough money to cover the bill.
20. A group of intoxicated guests try to order another round at a bar. When their request is denied, they pull out their own bottles and start drinking.
21. A European couple visiting an establishment are enjoying a bottle of wine and sharing some with their children who are obviously underage.
22. A man walks into an establishment looking perfectly sober and orders a martini. After a couple of sips, he puts his head down on the bar and passes out.
23. An underage person goes into a bar and tries to order a drink.
24. A server comes up to a table where you and your friends are smoking marijuana.
25. You are intoxicated and claim to have left some money on the bar and now it is gone.
26. A woman, nine-months pregnant, goes into a restaurant and orders a drink.

27. You enter a bar and look fine. You order a martini, and, after serving you, the server turns to help another guest. You then complain that the drink isn't strong enough.
28. You pull out illegal drugs and start taking them at the bar.
29. You slip something into your date's drink while she isn't looking. The server sees you do it.
30. You are about to serve a beer to a guest at the bar when he has an epileptic seizure. After it ends, he still wants the beer.

Hotel

1. The front desk is notified of a noise disturbance on the 8th floor. An employee goes up to investigate and finds two women heavily drinking their own liquor.
2. At a wedding reception, an underage person attempts to get champagne from the bar.
3. An important officer of the hotel management company is intoxicated at a company party and demands more drinks.
4. A room service waiter delivers a bottle of liquor to a room and sees some very young looking people having a party.
5. An intoxicated guest who has been cut off in the lounge tells the bartender that he will go to his room and order room service.
6. An intoxicated guest leaves a banquet and asks a front desk clerk where he can go to dance and drink.
7. The host of a very expensive banquet is intoxicated and asks the valet to get his car.
8. Guests at a hotel wish to bring their two teens into the lounge for drinks.
9. A waiter knocks on the door and the person inside asks who it is. The waiter responds, "I have your drinks, sir." Unable to open the door, the guest fumbles at the lock and curses.
10. A maid finds a guest passed out in his room -- the minibar is almost empty.
11. A guest checks into a hotel, stumbles, drops his keys and pen. He then asks the clerk for directions to the closest bar.
12. Security escorts one or more intoxicated people up to their room. As they enter, one of the guests says, "Break open the mini-bar!"
13. A guest gets a drink from a banquet bar, then goes back and gives it to someone who appears to be underage.

Wrap-Up

Throughout today's program, we have discussed strategies for helping your guests enjoy themselves at your establishment while keeping them on the safe side of drinking. You and the other participants have enhanced the program by sharing your experience and expertise.

You can begin using all the new strategies and knowledge you have learned today on your next shift. Your management will be impressed with the new level of professionalism you bring to your job after having completed this training.

Now is a good time to ask any questions you may still have or want to revisit. Or, you may want to quickly review the key points from today's session. To summarize, we have covered:

- the effects of alcohol and how to detect visible intoxication in your guests
- the legal responsibilities you have as a server of alcohol
- strategies for preventing alcohol-related situations from developing into problems
- techniques for intervening successfully with an intoxicated guest.

This program was designed to build your confidence in providing outstanding guest service while making sure service is legal and your guests are safe. Using the information in this program, your own experience, and the ideas shared by the other participants today, you can make a real difference in preventing illegal alcohol sales and related problems.

After your session, you may find that you have a situation you want to discuss, or you may have questions about your test results or certification card. Complete the following information so you will be able to contact your trainer whenever necessary.

Trainer/Co-Trainer Contact Information

Name(s): _____ Trainer Number(s): _____

Phone Number(s): _____

Email(s): _____

Completing the TIPS for On Premise Program

The final part of this program is completing the TIPS for On Premise Certification Test to demonstrate that you have learned and understand the material presented in the course.

Please remove and complete the TIPS Session Evaluation - On Premise Program form on page 29 before taking the test. Then remove the TIPS for On Premise Certification Test on page 31.

It is very important to provide complete and accurate information on the test form. The information you provide there determines what appears on your certification card and allows your certification record to be retrieved through our web-based system, Certification Manager. Be sure to follow the instructions printed on the back of the test.

If you have any questions while taking the test, feel free to ask your trainer(s) for assistance.

Thank you for your participation today, and good luck!



Key Ideas

You can apply the skills you have learned to increase your effectiveness on the job.

On Premise Session Evaluation

Back of Session Evaluation

On Premise Certification TEST

On Premise Certification TEST
Directions on this Back



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