

Responsible Beverage Server training objectives and content -

- Pretest
- Why this Training Matters
 - Three Best Practices
 - Have a Policy
 - Take RBS Training
 - Work as a Team
 - Alcohol and its Effects
 - Short Term Effects
 - Long Term Effects
 - Alcohol Use Disorder
 - Blood Alcohol Concentration (BAC)
 - Standard Drink
 - Measurement
 - Alcohol by Volume (ABV)
- Liquor Law
 - Liquor vs. Imitation Liquor
 - Categories of Liquor Law
 - Administrative
 - Civil
 - Criminal
 - Administrative Violations
 - License Holder - \$1500 fine per violation/Individual Clerk or Server - \$1500 fine per violation
 - Retail Hours of Sale
 - Minimum Employee Age
 - Practices that are Prohibited
 - Free Alcohol
 - More than two drinks per person at a time
 - Carafes larger than 1 liter
 - Permitting contests allowing awards containing alcohol
 - Encouragement to drink in excess
 - Right to Inspect
 - Advertising Signage
 - How Liquor must be Purchased (wholesale)
 - License Records and Inspections
 - Areas of consumption must be approved and licensed
 - Intoxicated persons Prohibited
 - Liquor Liability Act
 - Provides businesses with affordable liability insurance and is applicable to all categories of law (Administrative, Civil, Criminal)
 - To Prevent impairment-related deaths, injuries and damages
 - To Encourage responsible serving practices
 - To Provide a basis for obtaining compensation for damages
 - LLA covers negligence/recklessness of services that results in death, injury or damage to a third person.
 - Visibly impaired person
 - A Minor that becomes impaired

- Award Limits
 - Up to \$350,000 for damages
 - No Cap to medical costs
 - Several Liability: Each person named in lawsuit can be made to pay expenses
 - DRAMSHOP Law: Persons will be responsible for medical costs for LIFE if they injure someone
 - Gives Liquor licensees the right to refuse sale/service to people for
 - Failing to show proper ID
 - Reasonably appearing to be underage
 - Preventing someone from becoming visually impaired
 - Preventing those already impaired from continuing to consume
 - Employee Sobriety
 - Serving Underaged Patrons
 - Legal age to purchase or consume liquor or imitation liquor
 - Premises where Minors are prohibited
- Assessing Sobriety and Sale Refusal Skills
 - Impaired Patrons
 - Animated Video: Impairment Detection and Sale Refusal
 - 3 Second Assessment
 - Make eye contact
 - Make verbal contact
 - Ask yourself - old enough? Visibility impaired?
 - Patron sobriety levels
 - First effects
 - Under the influence
 - Visibly intoxicated
 - Other substance impairment
 - Sale/Service Refusal
 - Have a policy
 - Be direct and polite
 - Get backup if needed
 - Prevent driving
 - Document incident
- Assessing Age and Checking ID
 - Licensing requirement to verify age
 - ID required for everyone under 27
 - Reliable ID
 - Has photo of individual
 - Includes date of birth, (Month, day, year)
 - From a government entity
 - Video: Recognizing Fake Identification
 - Identifying Fake ID's
 - Use proper lighting
 - Use own ID to compare
 - Use ID checking guide
 - Trust your senses and judgment
 - Types of fake ID's
 - Novelty

- Altered or forged
 - Falsely obtained
 - ID check - when concerned about an ID
 - Quiz them with info from ID
 - Ask for backup ID (doesn't have to have photo but should have the same name)
 - Work as a team/get backup
 - If needed, retain ID.
 - Retaining ID - Required procedure
 - Document incident
 - Date and Time
 - Name and address of business
 - Name and address of employee
 - Reason card was retained
 - Any additional information you think is helpful
 - Surrender ID to Secretary of State or local law enforcement
 - Age Guessing game
 - Having written policies for sale refusal and ID review
 - Ensures thorough training
 - Promotes staff consistency
 - Reduces risk
 - What to include in policy
 - Whom to card and when
 - What to accept for ID
 - How to check ID
 - Procedure for curbside/home delivery
 - How to assess age and sobriety
 - Resources and how to ask for help
- Resources available
 - Post-test/certification

After the training is complete, the class roster, which provides info for each passing participant, is sent to BABLO along with a \$3/person certification fee. BABLO registers the certification, which is good for 3 years.