

Section 3: Checking Identification

(1 hour, 35 minutes)

Section Objectives

Presentation. Refer participants to and read "Section Objectives," page 15 of the *Server's Manual*.

Admittance Rules (15 minutes)

Group Discussion. Tell servers that identifying minors is the establishment's first line of defense against legal problems associated with alcohol abuse, and that establishments use several different methods to check IDs. Refer servers to and review the information about admittance rules on page 15 of the *Server's Manual*. Then, ask participants to describe any other ID-checking procedures they are aware of.

For the Instructor . . .

If IDs are checked at the entrance of your establishment, make sure enough employees are checking IDs to ensure quick entry without long lines and to ensure that every ID is carefully checked *each* time a person enters the establishment. If you allow minors to enter, consider the following ways to prevent them from obtaining alcohol:

- Stamp the hands of legal drinkers—not minors. Minors may simply wash off the ink. Or, place colored wristbands on each person to distinguish between minors and legal drinkers.
- Require servers to check stamps before serving alcohol and to recheck IDs if a guest looks underage or acts suspiciously.
- Separate minors and legal drinkers. Provide a section for minors where snacks and soft drinks are served.

Section 3: Checking Identification

Section Objectives

After completing this section, you will be able to:

- Explain your establishment's admittance rules
- List the identification documents (IDs) accepted at your establishment
- Explain how to check IDs
- Identify common types of false IDs and explain ways to spot them
- Effectively refuse alcohol service to minors

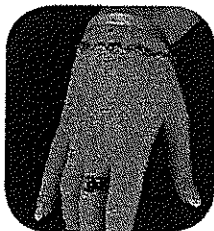
Admittance Rules

Checking IDs can be uncomfortable. But it is one of the most important responsibilities employees of alcohol service establishments face.

- Employees who serve alcohol to minors can lose their jobs
- Establishments can lose their liquor licenses for allowing alcohol to be served to minors
- Employees, managers, and owners can be sued for serving alcohol to minors

Establishments may use several different methods to check IDs. They may:

- Check identification at the door and not allow minors to enter
- Allow minors to enter but use a method (such as hand stamps or wristbands) to distinguish between guests of legal drinking age and minors
- Wait until guests order alcohol before checking ID



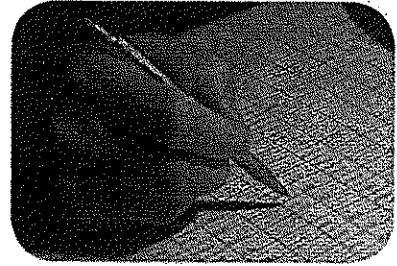
Refer servers to the "Identification Register" section on page 16 of the *Server's Manual*. Tell servers that keeping an identification register is one way establishments may decrease their liability.



Presentation and Activity. Display Resource 3.1 (*Activity: Admittance Rules*) and refer participants to page 16 in their *Server's Manuals* or page 6 in their *Pocket Guides*. Review the establishment's policies and procedures for checking IDs, admitting minors, and distinguishing between minors and legal-age drinkers, which you have written on Resource 3.1 before the seminar. Ask servers to write this information in their *Server's Manuals* or *Pocket Guides*. Tell servers whether the establishment uses an identification register. If one is available, show it to the group.

Identification Register

An identification register is a book signed by guests who appear to be underage but have ID. If a guest's ID is fake and he or she signs the register, it may transfer liability from the establishment to the guest.



Admittance Rules

When and by whom are IDs checked at your establishment?

What are the policies and procedures for admitting minors into areas where alcohol is served?

If minors are allowed to enter areas where alcohol is served, how does your establishment distinguish between guests of legal drinking age and minors?

Does your establishment use an identification register? Yes No

If "yes," where is it kept?

What Are Acceptable IDs? (10 minutes)

Presentation and Activity. Refer servers to and read from page 17 of the *Server's Manual* about the types of IDs commonly accepted to verify a person's age. In areas where only government-issued IDs are accepted, birth certificates, credit cards, college IDs, employee IDs, and IDs issued by private printing companies are not valid.

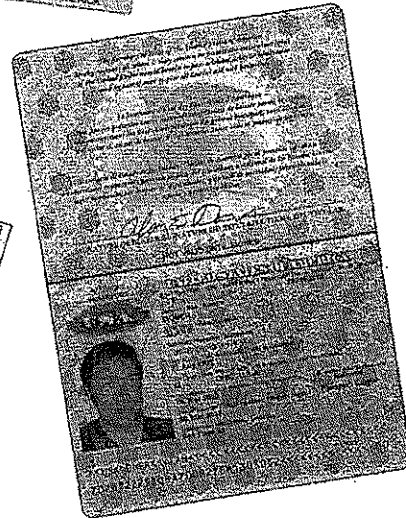
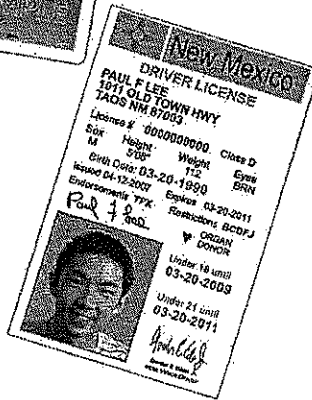
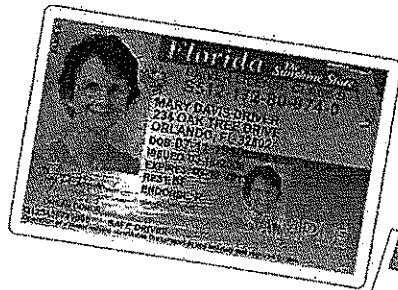


Display Resource 3.2 (*Activity: Acceptable IDs*) and, if applicable, refer participants to page 6 in their *Pocket Guides*. Discuss the types of IDs accepted to verify age at your establishment, which you have written on Resource 3.2 before the seminar. Ask servers to write this information in their *Server's Manuals* or *Pocket Guides*.

What Are Acceptable IDs?

Establishments commonly accept several types of IDs to verify a person's age:

- A valid driver's license issued by any state
- A state-issued identification card
- An international driver's license
- A United States military ID
- A valid United States passport



Refer to your state's laws. Place a checkmark next to the IDs listed above that are accepted to verify age at your establishment. List other acceptable IDs below.

Presentation and Activity. Ask servers why they think birth certificates, credit cards, employee IDs, and IDs issued by private printing companies are not valid. Refer servers to and read from page 18 of the *Server's Manual*. Tell servers that in most states, an ID must have a photograph to be valid.



Display Resource 3.3 (*Activity: Components of Valid IDs*) and, if applicable, refer participants to page 6 in their *Pocket Guides*. Discuss what information an ID must have to be valid, which you have written on Resource 3.3 before the seminar. If applicable, ask servers to write this information in their *Pocket Guides*.

Optional Activity (10 minutes)

Presentation. If you can obtain samples of acceptable IDs, show them to seminar participants. Or, obtain a copy of *The ID Checking Guide*, published by the Drivers License Guide Company of California, or a similar guide. The *ID Checking Guide* contains a sample of each state's valid driver's licenses. Show the guide to participants and discuss the important components of valid IDs.

Drivers License Guide Company
P.O. Box 5305, Department 87
Redwood City, CA 94063
(800) 227-8827
2007 price: \$23.95 plus \$5.00 shipping and handling



Activity. Refer servers to the Check Your Understanding: Valid or Invalid activity on page 18 of their *Server's Manuals* or page 7 of their *Pocket Guides*. Ask servers to individually complete the activity. When they are done, review the answers as a group. Refer servers to the answer key on page 47 of the *Server's Manual* or page 24 of the *Pocket Guide*.

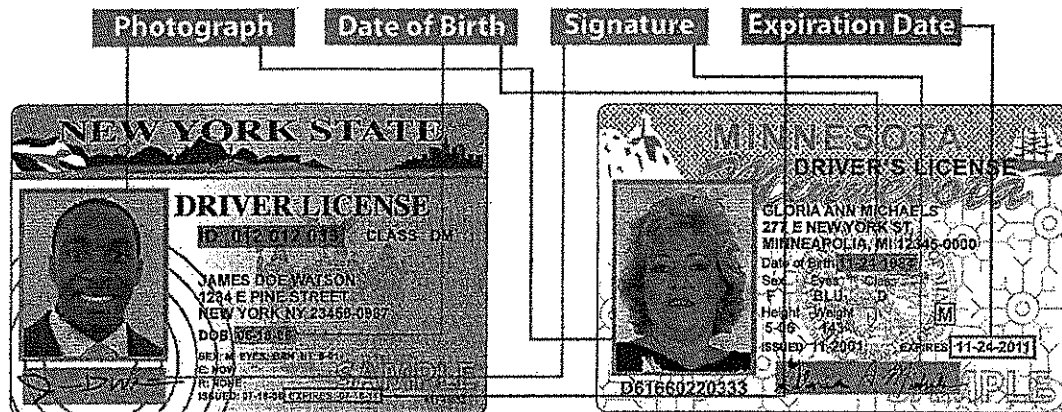
Answers:

1. Invalid – No date of birth
2. Invalid – Expired license
3. Valid
4. Invalid – No signature

Typically, a valid ID must have a:

- photograph
- statement of age (such as date of birth)
- current expiration date
- signature of the person named on the document

You must know what types of IDs are valid at your establishment.



Check Your Understanding: Valid or Invalid?

Circle the ID(s) that are not valid.



For answers, refer to page 47.

How to Check IDs (15 minutes)

Instructor's Comments: Let's look at the next video segment to see how to ask for and examine IDs. The video also will explain several types of false IDs and how to spot them. In addition, you will see how to refuse entrance or service to minors. After the video, we will review some of the points presented.



Show Video Segment 3: "Checking IDs / False IDs / Denying Service to Minors."

Instructor's Comments: Regardless of whether an establishment checks IDs at the door, a server should always ask to see the ID of anyone he or she suspects is not of legal drinking age before serving the person alcohol.

Servers can't ignore guest relations when checking IDs. Ensuring that guests are of legal drinking age is like other services they provide. Servers should always be courteous and polite.

Presentation. Refer servers to page 19 of the *Server's Manual* and review the procedures for checking IDs.

Group Activity. Ask one participant to play an employee and another to play a guest. Tell the "guest" to order an alcoholic beverage. The "employee" should ask to see the "guest's" ID. Tell the other participants to watch the role play carefully.

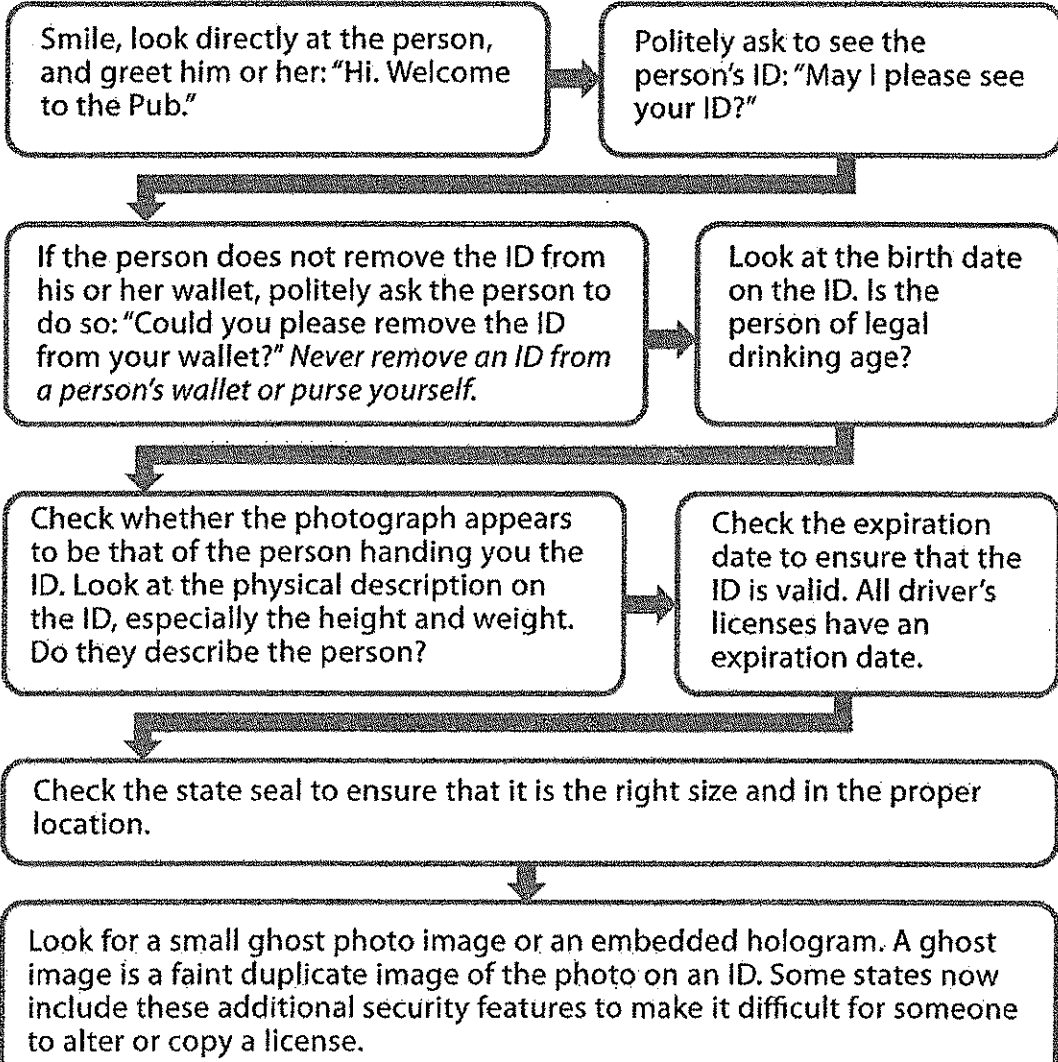
After the role play, refer servers to "How to Check IDs" on page 20 in the *Server's Manual*. Ask them to comment on how the "employee" handled the situation according to these criteria. Thank the role-play volunteers for their participation.

For the Instructor...

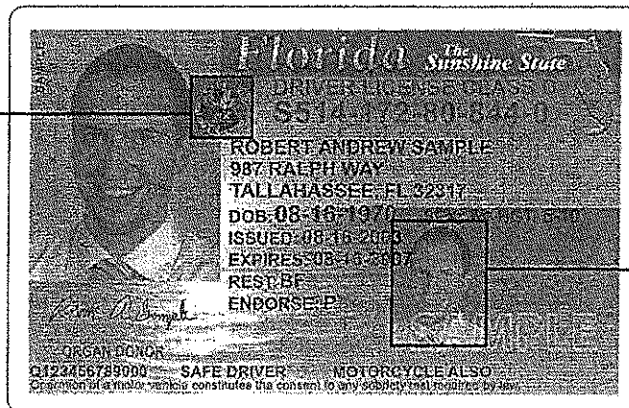
If the establishment's policy for checking IDs is posted at the entrance, guests may be more comfortable showing ID. For instance, you may post a sign that says, "If you look younger than age 30, please be prepared to show ID." If guests see that everyone is treated equally and that it is the establishment's policy to check IDs, they may be less likely to object if asked to show ID. Some older guests may even feel complimented.

How to Check IDs

You should always be courteous and polite when asking to see a person's ID:



State Seal



Ghost Image

06-02661-006



IDs Issued to Minors (5 minutes)

Presentation and Activity. Remind servers that the IDs of minors are usually different from those of legal drinking age. Display Resource 3.4 (Activity: IDs Issued to Minors). Refer participants to page 20 in their *Server's Manuals* or page 8 in their *Pocket Guides*. Discuss how to identify IDs issued to minors in your state, which you have written on Resource 3.4 before the seminar. Ask servers to write this information in their *Pocket Guides* or *Server's Manual*.

Using ID Readers (5 minutes)

Presentation. Refer servers to and read "Using ID Readers" on page 20 of the *Server's Manual*.

Guests Without ID or Who Won't Show ID (5 minutes)

Group Discussion. Ask the following questions concerning how to handle guests who refuse to show or do not have IDs. Responses employees should give are shown below each question.

1. Which guests are least likely to object to being asked to show IDs? Why?

Best Response: Of-age guests are least likely to object. Most of-age guests are accustomed to showing IDs and typically do not object.

2. At a lodging property, is it acceptable to serve alcohol to a guest who might be underage and who has left his or her ID in the guestroom? Why or why not?

Best Response: It is not acceptable. Leaving an ID in a guestroom is not a legally acceptable reason for not checking IDs before serving alcohol.



Activity. Display Resource 3.5 (Activity: Guests Without ID or Who Won't Show ID) and refer participants to page 20 in their *Server's Manuals* and 8 in their *Pocket Guides*. Discuss the establishment's policies and procedures for handling guests who refuse to show ID and guests who do not have ID with them, which you wrote on Resource 3.5 before the seminar. Ask participants to write this information in their *Server's Manuals* or *Pocket Guides*.

IDs Issued to Minors

Refer to your state's laws. In your state, what features (e.g., background or border color, text or title bar, stamp, format (horizontal or vertical), or photo placement) identify a driver's license or state ID issued to a minor?

Using ID Readers

Another way establishments can verify ID is to use age verification systems such as handheld ID readers. These devices provide a visual indication of eligibility for admission or alcohol sales and reduce errors in age calculation. The magnetic stripe or barcode on the back of an ID stores information about a person. By a simple swipe or scan of the ID card, the device can calculate and display the person's age and ID information. Due to advances in the making of counterfeit IDs, if your property uses an ID reader, always check the ID reader's display against the information on the ID card itself.



Guests Without ID or Who Won't Show ID

Policies and Procedures:

What are your establishment's policies and procedures for handling guests who refuse to show ID?

What are your establishment's policies and procedures for handling guests who do not have ID with them?

False IDs (10 minutes)

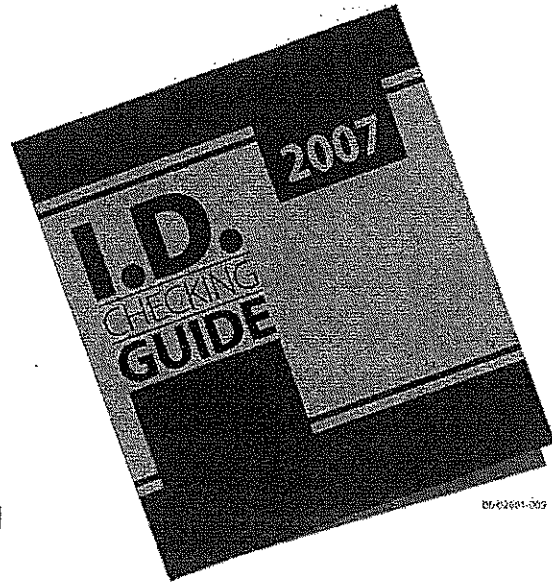
Group Discussion. Remind servers that the video discussed types of false IDs and gave tips on how to spot them. Refer servers to page 21 of the *Server's Manual*. Review the information about false IDs. If applicable, tell servers that the bulleted list of ways to spot fake IDs is also on page 9 of their *Pocket Guides*.

Optional Activity (5 minutes)

Group Activity. Bring three or four false IDs to the seminar. Divide participants into groups and give one ID to each group. Ask group members to spot what's wrong with the ID and to report back to all seminar participants. You may wish to dim the lights, if possible, to create circumstances similar to those in which servers actually will be examining IDs.

False IDs

If you examine valid driver's licenses from your state and surrounding states, you will be more likely to spot counterfeit IDs. You may wish to use a book such as *The ID Checking Guide*, published by the Drivers License Guide Company of California, to compare valid driver's licenses with driver's licenses guests present.



It is not uncommon for a minor to obtain a fake ID. When checking IDs, you may find one that is altered, counterfeit, or borrowed or stolen from a person of legal drinking age.

When checking an ID you think may be false:

- Feel the surface to make sure a new layer of lamination has not been added
- See whether the type has been tampered with
- Examine the official information such as the state seal, number of digits in the driver's license number, border, and colors
- Examine the ID with a light behind it to more clearly see any cuts, erasures, or other alterations
- Look at the picture and physical description on the ID and compare them to the person presenting the ID
- On some state licenses, if the ID numbers have been changed on the front, the true numbers will be shown on the back
- Do not accept IDs with the word "Duplicate" stamped on the license. Someone else may have the original. Request another form of ID
- Check the back of the ID. It should not be blank. Some states include driving restrictions, classes and endorsements, donor information, bar codes, and magnetic stripes on the back of their IDs. The ID numbers on the front should match the numbers shown on the back. If an ID says "For Entertainment Purposes Only" or "Novelty," do not accept it as a valid ID

NOTES



Activity. Ask servers for additional items to look for when checking IDs. Tell servers to note these items on page 22 of their *Server's Manuals* or page 9 of their *Pocket Guides*.

Presentation. Refer servers to and read information on page 22 of the *Server's Manual*.

Other ways to check for false IDs:

If you have any doubts that the person presenting the ID is the legal owner, ask the person questions he or she should be able to answer immediately, such as, "What is your address?" "What is your middle name?" or "How do you spell your last name?" If the person hesitates before answering or behaves in other ways that make you suspicious, ask the person to sign his or her name. Compare the signature to that on the ID. They should match. If you still have doubts, ask the person for a second form of ID.



Instructor's Comments: Let's examine a couple more IDs to make sure you understand how to spot false IDs. This time, I specifically want you to review the IDs in the *Server's Manual* to complete this activity.



Activity. Refer servers to the Check Your Understanding: What's Wrong With This Picture activity on page 23 of their manuals. If participants are using *Pocket Guides*, tell them to review the IDs in the *Server's Manual* and record their answers on page 10 of the *Pocket Guide*. **NOTE: In order to accurately evaluate the IDs, servers will need to refer to the color versions in the manual. The answers to the exercise are dependent on seeing the IDs in color.** Ask servers to individually complete the activity. When they are done, review the answers as a group. Refer servers to the answer key on page 47 of the *Server's Manual* or page 24 of the *Pocket Guide*.

Answers:

1. The New Mexico driver's license has been altered. The vertical orientation and red border around the photo indicates a minor status. Also, the "Under 21" information has been removed from the ID.
2. The Michigan driver's license has two different background colors in the photo and in the ghost image. The license may be altered.

How to Refuse Entrance or Alcohol Service to Minors

(10 minutes)

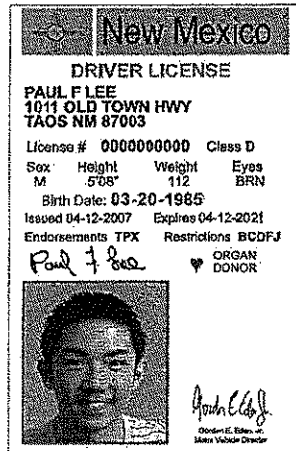
Group Discussion. Refer participants to and review the information about refusing entrance or alcohol service to minors, page 23–24 of the *Server's Manual*. Discuss the appropriate ways to deny entrance or service and ask servers to suggest other appropriate statements.

Tell servers that some establishments require employees to call a manager if they suspect that an ID is false. Other establishments require employees to confiscate the ID. Sometimes establishments turn the minor over to the authorities.

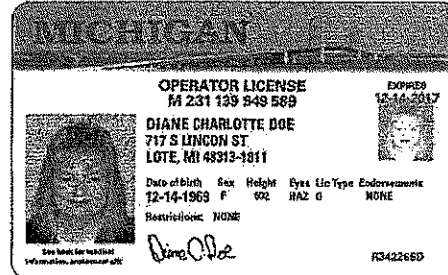
Check Your Understanding: What's Wrong With This Picture?

List the features that appear to be incorrect on these IDs.

1.



2.



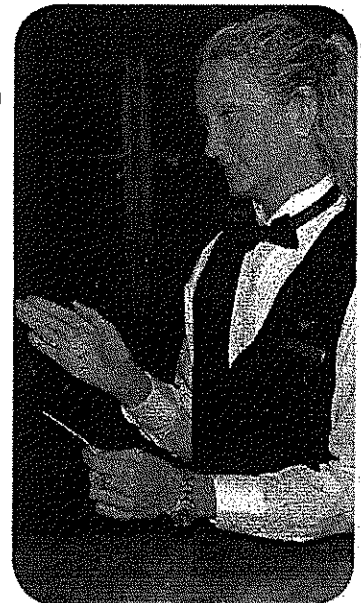
For answers, refer to page 47.

How to Refuse Entrance or Alcohol Service to Minors

If for any reason you suspect that an ID is false, ask for a second ID. If you still have doubts, you should follow your establishment's procedures and refuse to admit the person or refuse to serve the person alcohol.

If you deny someone entrance or service, it's best to be firm and polite, but never pushy or rude. For instance, depending upon your establishment's policies, you might say:

- "I'm sorry, but if I let you in without seeing a valid ID, I'll lose my job."
- "I'm sorry, but it's against the law for me to serve you alcohol."
- "I'd be happy to bring you something else, but I can't serve you alcohol."





Group Discussion and Activity. Display Resource 3.6 (*Activity: Handling Minors with False IDs*) and refer participants to page 24 in their *Server's Manuals* or page 11 in their *Pocket Guides*. Discuss who may confiscate false IDs at the establishment and the policies and procedures for handling minors who present fake IDs, which you wrote on Resource 3.6 before the seminar. Ask participants to write this information in their *Server's Manuals* or *Pocket Guides*.

Optional Activity (5 minutes)

Group Activity. Ask one participant to play an employee and another to play a minor. The "minor" does not have an ID and asks for an alcoholic beverage. The "employee" should ask to see the "minor's" ID. Tell the other participants to watch the role play carefully.

After the role play, refer participants to page 23 in the *Server's Manual* and review the correct ways to refuse alcohol service. Ask participants to comment on how the "employee" handled the situation. Thank the role-play volunteers for their participation.

For the Instructor . . .

The use of false or altered ID by a person under the age of 21 is illegal. However, it is very important to know whether your state and local laws allow your establishment to confiscate illegal IDs or detain offenders. If permissible at your property, make sure you know who has the authority to confiscate false IDs and detain minors who present them, and tell your employees this information. If an employee confiscates an ID or detains a minor, he or she should always complete an incident report as soon as possible after the occurrence. An incident report documents the facts of an occurrence and explains actions taken and the reasons for the particular actions.

You should *avoid* saying anything to embarrass the minor, such as:



- "You're underage, and I'm not going to let you in."
- "Just what are you trying to pull here? I could have you arrested!"
- "You're too young to drink alcohol, and I'm certainly not going to serve you any."

Handling Minors with False IDs:

Who may confiscate false IDs at your establishment?

What are your establishment's policies and procedures for handling minors who present false IDs?

Special Situations (10 minutes)

Group Discussion. Tell servers that sometimes minors may get alcohol, even if a server has refused to serve them. Review the two situations in which this could occur noted on page 25 of the *Server's Manual*. Ask servers to suggest other ways minors may get alcoholic beverages at your establishment.



Activity. Refer participants to page 25 in their manuals or page 11 in their *Pocket Guides*. Discuss how servers should handle of-age guests who give alcohol to minors at the establishment, and ask servers to write down their establishment's policies and procedures.

Instructor's Comments: While watching the next video segment think about what you would do if you were the server and faced this situation.



Show Video Segment 3.1: Discussion vignette.

Lead group discussion.



Show Video Segment 3.2: Discussion vignette.

Lead group discussion.

Instructor's Comments: We have just seen how to check identification and what to do when refusing alcohol. But, what happens when you do serve alcohol, in particular what happens in the drinker's body? We'll find out in this next section. But first, let's complete a review.

Special Situations

Sometimes minors may get alcohol, even if you have refused to serve them. For instance:

- Legal drinkers may give alcoholic beverages to minors who are with them
- Parents may give their children alcoholic beverages

Different states have different laws regarding minors who are with of-age guests. In states in which it is illegal for minors to drink no matter whom they are with, most establishments tell servers to call a manager to handle the types of situations described above. The manager will likely take the legal-age drinker aside and discuss the situation.



How should you handle of-age guests who give alcohol to minors at your establishment?

Review Questions (5 minutes)

Activity. Refer servers to the review questions on page 26 of their *Server's Manuals* or pages 12–13 of their *Pocket Guides*. Ask servers to individually complete the questions. When they are done, ask them to compare their answers with the answer key on page 47 of the *Server's Manual* or page 24 of the *Pocket Guide*.

Answers:

1. *d*
2. *b*
3. *d*
4. *c*
5. *a*
6. *c*



Review Questions

1. **What can happen to an establishment when alcohol is served irresponsibly?**
 - a. Managers, bartenders, and servers can lose their jobs.
 - b. The establishment can lose its liquor license.
 - c. Owners, managers, bartenders, and servers can be sued.
 - d. all of the above
2. **What is one acceptable form of ID used to verify age for alcohol service?**
 - a. social security card
 - b. U.S. passport
 - c. birth certificate
 - d. photo ID credit card
3. **Which of the following is NOT a requirement for a valid ID?**
 - a. current expiration date
 - b. signature
 - c. photograph
 - d. donor information
4. **Which feature may indicate that an ID is false?**
 - a. a clear photo with the state logo hologram over it
 - b. a vertical, rather than horizontal, orientation
 - c. a different ID number on the back of the card
 - d. a ghost photo image on the front of the card
5. **What should you do if you suspect that a guest has presented you with a counterfeit ID?**
 - a. Ask ID-related questions the person should be able to answer immediately.
 - b. Ask his or her companion to verify that the ID is valid.
 - c. Ask your manager to review the ID.
 - d. Call the police immediately.
6. **When refusing entrance or alcohol service to minors, you should say something like:**
 - a. "You're too young to drink. I'm not losing my job for you."
 - b. "Don't push it. I could have you arrested!"
 - c. "I'm sorry, but I can't serve you alcohol without a valid ID."
 - d. "You're crazy if you think I'm going to serve you. Get lost!"

For answers, refer to page 47.

Section 4: Alcohol and Its Physical Impact

(1 hour, 10 minutes)

Section Objectives

Presentation. Refer participants to and read "Section Objectives," page 27 of the *Server's Manual*.

Reasons People Drink (5 minutes)

Group Discussion. Refer servers to and review "Reasons People Drink," page 27 of the *Server's Manual*. Ask servers to suggest other reasons guests may order alcohol and whether these reasons are likely to cause overconsumption.

Tell servers that it is their responsibility to understand alcohol and how it can affect guests. The more they know about the physical impact of alcohol, the better able they will be to serve alcohol with care and ensure that all guests have an enjoyable time.

For the Instructor . . .

Your ability and your servers' abilities to observe how guests act, to hear what they say, and to understand guests' mind-sets will help identify guests who may drink too much. It is important to encourage servers to pay attention to their guests to determine, as soon as possible, the reasons guests are at your establishment. This will better enable servers to help guests drink in moderation.

Section 4: Alcohol and Its Physical Impact



Section Objectives

After completing this section, you will be able to:

- Identify those guests who are more likely than others to drink too much alcohol
- Explain how alcohol moves through and affects the body
- Identify factors that affect blood alcohol concentration and the impact of alcohol

Reasons People Drink

Throughout history, people have used alcohol to celebrate special times. Guests may come to your establishment and order drinks for many reasons.

Positive Reasons	Negative Reasons
	
To celebrate special events such as weddings, reunions, and births	Deal with loneliness
To create a feeling of fellowship among friends	"Drown their sorrows"
To make their meals more enjoyable; for instance, wine enhances the flavor of food	"Get wasted"

Guests who drink for the wrong reasons are more likely than other guests to drink too much alcohol.

What is Alcohol? (10 minutes)

Presentation. Refer to and read "What Is Alcohol?" on page 28 of the *Server's Manual*. Point out that because beer and wine are fermented, not distilled, they have a lower percentage of alcohol than gin, vodka, and other distilled liquors. However, people typically consume greater quantities of beer and wine.



Group Activity. Display Resource 4.1 (Alcohol Strengths) and ask participants to determine the strength of alcohol in each beverage listed. The answers are:

1. 45 percent
2. 41 percent
3. 64 proof
4. 9 proof
5. 75.5 percent



Activity. Refer servers to the Check Your Understanding: Get Your Proof Right activity on page 28 of their *Server's Manuals* or page 14 of their *Pocket Guides*. Ask servers to individually complete the activity. When they are done, refer servers to the answer key on page 47 of the *Server's Manual* or page 24 of the *Pocket Guide*.

Answers:

1. 40
2. 75.5
3. 60
4. 10

Equivalencies of Alcohol Types (5 minutes)

Presentation. Refer to and read "Equivalencies of Alcohol Types," page 29 of the *Server's Manual*. Then tell servers that the same type of alcohol is sold in different strengths. Not all brands of beer have the same percentage of alcohol, not all types of wine have the same percentage of alcohol, and not all brands of the same liquor have the same percentage of alcohol. For instance, some vodka is 80 proof while other vodka is 100 proof.



Display Resource 4.2 (Alcohol Potency). Discuss the examples of various alcohol strengths listed on the resource.

Optional Activity (5 minutes)

Group Activity. Display several bottles of liquor, beer, and wine to show how the same types of beverages can have different proofs and, therefore, different percentages of alcohol. For instance, show two different types of vodka or an imported bottle of beer and a domestic beer. Then, pass the bottles around and ask participants to calculate the percentage of alcohol in each bottle based upon the proof shown on each label.

What Is Alcohol?

Beer and wine are examples of alcoholic beverages made when certain plants such as grains, berries, and fruits ferment (undergo a chemical breakdown).

Scotch, bourbon, gin, vodka, and rum are examples of beverages made when alcohol is distilled. Distilling alcohol creates stronger, more potent alcohol.

The strength of alcohol is measured in terms of "proof." The percentage of alcohol in a beverage is one-half the beverage's proof. For example, a 100-proof beverage contains 50 percent alcohol.

Check Your Understanding: Get Your Proof Right!

Calculate the proof or percentage of alcohol in each drink listed and write the number in the space provided.

1. 80-proof whiskey = _____ % alcohol
2. 151-proof rum = _____ % alcohol
3. Liqueur that contains 30% alcohol = _____ proof
4. Beer that contains 5% alcohol = _____ proof

For answers refer to page 47

Equivalencies of Alcohol Types

The following beverages have almost exactly the same percentage of alcohol:



12 oz. of beer



5 oz. of wine



1.5 oz. of 80-proof
liquor



1 oz. of 100-proof
liquor

Typically, each of these equals one standard drink and contains approximately one-half ounce of alcohol.



Standard Glass Sizes (5 minutes)

Presentation and Activity. Refer participants to and read the information about standard glass sizes on page 29 of the *Server's Manual*. Then, display Resource 4.3 (*Activity: Standard Glass Sizes*) and refer participants to page 14 in their *Pocket Guides*. Discuss the standard glass sizes used at the establishment and have them write this information in their *Server's Manual* or *Pocket Guide*.

How Alcohol Works In and Affects the Body (5 minutes)

Instructor's Comments: The video segment we are about to watch shows how alcohol moves through the body. It can take as few as three minutes for alcohol to reach and affect the brain after it's consumed. The video also shows the factors that affect the impact of alcohol.



Display Resource 4.4 (*Factors That Affect BAC and the Impact of Alcohol*) before showing the video. Tell servers to refer to the resource as they watch the video.



Show Video Segment 4: "The Physical Impact."

Instructor's Comments: The video explained the factors that can affect a person's blood alcohol concentration. It mentioned that the way a drink is prepared can affect its strength. Knowing which drinks are less potent than others is an effective way to help guests drink in moderation.

Standard Glass Sizes

Different establishments may use different glass sizes to serve common drinks. For instance:

- Some establishments pour four ounces of wine as a standard drink while others pour six ounces
- Some establishments use glasses that hold 12 or more ounces of beer while others use glasses that hold 8 or fewer ounces of beer
- Some establishments serve beer and other alcoholic beverages by the pitcher

At your establishment, how many ounces are in a standard glass of:

Wine

Beer

Mixed Drinks

If beer is served by the pitcher at your establishment, what size pitcher is used and how many glasses of beer does it fill?



Drink Strength (5 minutes)



Presentation and Activity. Refer participants to and read "Drink Strength," page 31 of the *Server's Manual*. Then ask the servers to record the low-alcohol drinks served at their establishment on page 30 of their *Server's Manuals* or page 15 of their *Pocket Guides*. Tell them to suggest these drinks to guests to help guests drink more responsibly.

For the Instructor . . .

Frequently used drink recipes should be standardized to help employees more accurately count drinks. Everyone at the establishment should make these drinks exactly the same way, with exactly the same amount of alcohol.

Drink Strength

The way an alcoholic beverage is prepared can affect its alcohol potency. Suggesting drinks with low-alcohol content is an effective way to help guests drink in moderation. For instance:



- A drink served over ice is less potent than one with the same amount of alcohol served straight-up because, as the ice dissolves, it dilutes the strength of the alcohol



- A drink blended with ice, such as a Margarita, Daiquiri, or other frozen drink, is more diluted and therefore less potent than a drink served on the rocks or straight-up



- A "tall" drink, such as a tall vodka and orange juice, is less potent than a standard drink. Although the same amount of alcohol is used in both, the taller glass requires more ice and mixer, resulting in a weaker proportion of alcohol to non-alcohol ingredients

 Which drinks offered at your establishment have low-alcohol content?

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Rate of Absorption (10 minutes)

Instructor's Comments: The video also showed that the rate at which alcohol is absorbed into the bloodstream affects blood alcohol concentration. Food has a significant impact on the absorption rate of alcohol. This provides you—as servers—with an effective way to curb intoxication.



Group Activity and Activity. Refer participants to and read “Rate of Absorption,” page 31 of the *Server's Manual*. Ask servers to suggest items served at their establishment that may reduce alcohol absorption. You may want to hand out menus to help them think of appropriate items. Tell servers to note these items on page 31 of their *Server's Manuals* or page 15 of their *Pocket Guides*.

For the Instructor . . .

A special drink menu or table tent is an excellent way to promote drinks with low- and no-alcohol content. Training servers and bartenders to suggest these drinks will increase profit margins and decrease the risk of overconsumption.

Rate of Absorption

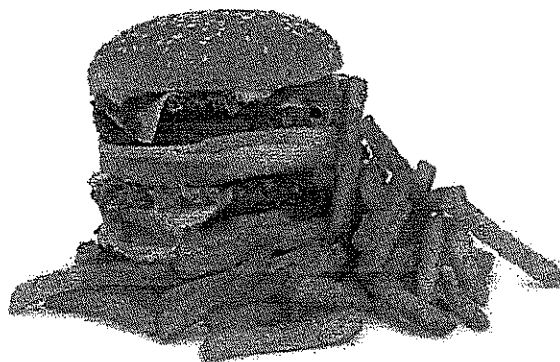
Food has a significant impact on the absorption rate of alcohol. Most food causes alcohol to move more slowly from the stomach and small intestine into the bloodstream. This gives the liver more time to break down the alcohol in the body.

Certain types of food slow intoxication more than others. Fatty foods are difficult to digest and therefore remain in the stomach, along with any alcohol present, for a longer time than other foods. However, foods high in carbohydrates such as pretzels, vegetables, fruits, and pasta are quickly digested and may actually speed the absorption rate of alcohol into the bloodstream.

An effective way to reduce the rate of alcohol absorption is to eat foods high in fat. Suggest high-fat foods to guests who are drinking alcohol.

High-Fat Foods to Suggest

- French fries
- Deep-fried items
- Cheese
- Pizza
- Chips and dip
- Nachos
- Any beef items (hamburgers, meat balls, beef tacos, etc.)



What menu items at your establishment are high in fat and may reduce a guest's rate of alcohol absorption?

Drink Tables and BAC Cards (5 minutes)



Presentation and Activity. Refer participants to and read the information about drink tables and BAC cards on page 32 of the *Server's Manual*. Remind them that all of the variables discussed in the video and shown in Resource 4.4 can affect the impact of alcohol. Therefore, drink tables and BAC cards should be used only as *general* guidelines to judge intoxication. Tell servers that a sample BAC card is included in their *Server's Manuals* and on page 16 of their *Pocket Guides*.

Drink Tables and BAC Cards

There are many devices that can help you determine a guest's blood alcohol concentration after drinking certain amounts of alcohol. Typically, these devices contain tables that show estimated BAC for various body weights per ounce of alcohol consumed within a specific period of time. However, variables in addition to body weight and the number of drinks consumed can affect a guest's BAC. Drink tables and BAC cards have limited practical application, and you should only use them as basic guidelines by which to judge a guest's level of intoxication.

Body Weight (LBS)	Number of Drinks							
	1	2	3	4	5	6	7	8
100	.04	.09	.13	.18	.22	.26	.31	.35
120	.04	.07	.11	.15	.18	.22	.26	.29
140	.03	.06	.09	.13	.16	.19	.22	.25
160	.03	.06	.08	.11	.14	.17	.19	.22
180	.02	.05	.07	.10	.12	.15	.17	.20
200	.02	.04	.07	.09	.11	.13	.15	.18
220	.02	.04	.06	.08	.10	.12	.14	.16
240	.02	.04	.06	.07	.09	.11	.13	.15
	Influenced Rarely			Possibly			Definitely	

Source: Distilled Spirits Council of the United States, Inc.

The liver processes alcohol at an average rate of one drink per hour. One drink is 1½ oz. of 80-proof liquor, 12 oz. of beer, or 5 oz. of table wine. Therefore, subtract .01% for every 40 minutes or .03% for each 2 hours of drinking.

For example, suppose a 240-pound guest drank 20 ounces of wine in two hours. The guest has actually consumed the equivalent of 4 glasses of wine. According to the sample BAC card above, his or her BAC is 0.07. However, since the guest has been drinking for two hours, you can subtract 0.03 percent from 0.07. His or her calculated BAC is now 0.04 percent.

**Surest Policy is...
DON'T DRIVE AFTER DRINKING!**

This chart is provided for information only. Nothing contained in the chart shall constitute an endorsement by the American Hotel & Lodging Educational Institute (the Institute) or the American Hotel & Lodging Association (AH&LA) of any information, opinion, procedure, or product mentioned, and the Institute and AH&LA disclaim any liability with respect to the use of such information, procedure, or product, or reliance thereon.



Activity. Refer servers to the Check Your Understanding: Calculating BAC activity on page 33 of their *Server's Manuals* or page 17 of their *Pocket Guides*. Ask servers to individually complete the activity. When they are done, refer servers to the answer key on page 48 of the *Server's Manual* or page 24 of the *Pocket Guide*.

Answers:

1. equivalent to 3 drinks in one hour = $0.07 - 0.01 = 0.06$
2. equivalent to 2 drinks over 2 hours = $0.07 - 0.03 = 0.04$
3. 6 drinks over 3 hours = $0.15 - 0.04 = 0.11$
4. equivalent to 2 drinks in one hour = $0.06 - 0.01 = 0.05$
5. equivalent to 2 drinks in one hour = $0.09 - 0.01 = 0.08$

 Check Your Understanding: Practice Calculating BAC

Calculate the BAC of each guest using the chart on the previous page and write in your answers in the space provided.

1. _____ 200-pound guest drank 4.5 ounces of 80-proof gin and tonic in one hour
2. _____ 120-pound guest drank 10 ounces of wine in two hours
3. _____ 180-pound guest drank six 12-ounce beers in three hours
4. _____ 140-pound guest drank two Margaritas, each containing 1.5 ounces of 80-proof rum, in one hour
5. _____ 100-pound guest drank one double Martini in one hour

For answers, refer to page 48.





Surprising Facts About Alcohol (10 minutes)

Group Discussion and Activity. Tell servers that to better serve alcohol with care, they need to understand the facts about how alcohol affects the body. Refer servers to page 34 in the *Server's Manual* and, if applicable, to page 17 in their *Pocket Guides*. Display Resource 4.5 (Surprising Facts About Alcohol). Give servers a minute to complete the activity individually. Then, when everyone is done, discuss the statements presented. Answers to the statements are explained below.

1. True. Alcohol is a depressant that deadens the area of the brain that controls a person's inhibitions. That is why people sometimes seem to be more open and friendly when they drink alcohol. However, as alcohol levels increase, other areas of the brain become numb, and people can quickly become withdrawn and sad or irritable and disorderly.
2. True. Alcohol causes the small blood vessels on the skin to expand and this causes a loss of body heat. A person feels the heat on the skin and thinks he or she is getting warmer, but in fact the body is cooling off.
3. True. Hangovers are caused by how much alcohol a person drinks, not by the type of alcohol consumed. When a person drinks alcohol, the liver cannot perform its regular function of maintaining the body's blood sugar levels. It must instead break down the alcohol. As a result, the sugar level in the blood drops, causing headaches, extreme thirst, and other symptoms of a hangover.
4. True. The only way to increase sobriety is to wait for the liver to break down all the alcohol in the body into waste products. Coffee, cold showers, exercise, and other activities do not increase the liver's rate of breaking down alcohol.
5. True. Alcohol provides more calories per gram than carbohydrates or protein. Therefore, alcohol has more calories than most bread, potatoes, meat, cheese, and other foods that are high in carbohydrates and protein. Alcohol has only slightly fewer calories than pure fat.

Tell servers that the answers to this activity are listed on page 48 of their *Server's Manuals* or page 25 of their *Pocket Guides*.

Alcohol's Trip through the Body (5 minutes)

Presentation. Refer servers to page 34 of the *Server's Manual* to review how alcohol travels through the body and affects organs.

Surprising Facts About Alcohol

What do you already know about alcohol? Test your understanding by determining whether the following statements are true or false.

Check Your Understanding: Alcohol Facts

- | | True | False | |
|----|--------------------------|--------------------------|---|
| 1. | <input type="checkbox"/> | <input type="checkbox"/> | Alcohol is a depressant. |
| 2. | <input type="checkbox"/> | <input type="checkbox"/> | Alcohol decreases body temperature. |
| 3. | <input type="checkbox"/> | <input type="checkbox"/> | How much you drink—not what you drink—causes hangovers. |
| 4. | <input type="checkbox"/> | <input type="checkbox"/> | Time is the only factor that can restore sobriety. |
| 5. | <input type="checkbox"/> | <input type="checkbox"/> | Alcohol is high in calories. |

For answers, refer to page 48.

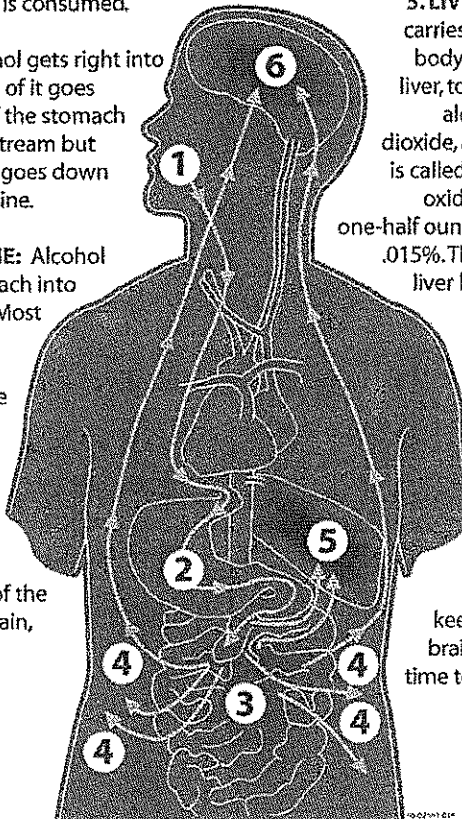
Alcohol's Trip through the Body

1. MOUTH: Alcohol is consumed.

2. STOMACH: Alcohol gets right into the stomach. A little of it goes through the wall of the stomach and into the bloodstream but most of the alcohol goes down into the small intestine.

3. SMALL INTESTINE: Alcohol goes from the stomach into the small intestine. Most of the alcohol then goes through the walls of the intestine and into the bloodstream.

4. BLOODSTREAM: The bloodstream then carries the alcohol to all parts of the body, such as the brain, heart and liver.



5. LIVER: As the bloodstream carries the alcohol around the body, it carries it through the liver, too. The liver changes the alcohol into water, carbon dioxide, and energy. The process is called oxidation. The liver can oxidize (change) only about one-half ounce of alcohol an hour, or .015%. This means that until the liver has time to oxidize all of the alcohol, the alcohol keeps on passing through all parts of the body, including the brain.

6. BRAIN: Alcohol goes to the brain almost as soon as it is drunk. The bloodstream carries it there. Alcohol keeps passing through the brain until the liver has had time to oxidize all the alcohol.

The yellow lines show how alcohol passes through the body.

Review Questions (5 minutes)



Activity. Refer servers to the review questions on page 35 of their *Server's Manuals* or pages 18–19 of their *Pocket Guides*. Ask servers to individually complete the questions. When they are done, ask them to compare their answers with the answer key on page 48 of the *Server's Manual* or page 25 of the *Pocket Guide*.

Answers:

1. *a*
2. *c*
3. *b*
4. *d*
5. *c*
6. *a*
7. *d*



Review Questions

1. Which guest is more likely to drink too much alcohol and may require more observation?
 - a. A person who mentions a recent break up and orders his or her drinks "straight-up."
 - b. A guest who is attending a wedding reception and offers a toast to the couple.
 - c. A regular patron who orders a bottle of wine with dinner to enhance the food's flavors.
 - d. A person who is attending a company holiday party with an open bar but two-drink limit.
2. When alcohol is distilled, it:
 - a. becomes more diluted.
 - b. reduces the calories.
 - c. becomes more potent.
 - d. increases the flavor.
3. How much alcohol is in a 1.5 ounce shot of 80-proof gin?
 - a. 10 percent
 - b. 40 percent
 - c. 80 percent
 - d. 160 percent
4. Which drink is more potent and has a higher alcohol count?
 - a. Frozen Daiquiri
 - b. Screwdriver on the rocks
 - c. tall Mojito
 - d. Martini
5. High-_____ foods slow down intoxication in guests who are drinking alcohol.
 - a. sodium
 - b. sugar
 - c. fat
 - d. carbohydrates
6. Which food will most likely slow the absorption of alcohol into the bloodstream?
 - a. cheese fries
 - b. fruit platter
 - c. spaghetti
 - d. pretzels
7. _____ is the only thing that can help restore sobriety.
 - a. coffee
 - b. a cold shower
 - c. exercise
 - d. time

For answers, refer to page 48.

Section 5: Intervention (1 hour, 25 minutes)

Section Objectives

Group Discussion. Ask the servers if they have ever stopped serving alcohol to a guest because the guest was intoxicated, if they've ever talked to a manager about a guest who appeared intoxicated, or if they've ever seen a manager or co-worker stop alcohol service. Allow two or three servers to share anecdotes. Then refer servers to and read "Section Objectives," page 36 of the *Server's Manual*.

What Is Intervention? (5 minutes)

Refer servers to page 36 in the *Server's Manual* and review the two paragraphs about intervention. Point out that this explanation may differ from servers' current understanding of intervention

Section 5: Intervention

Section Objectives

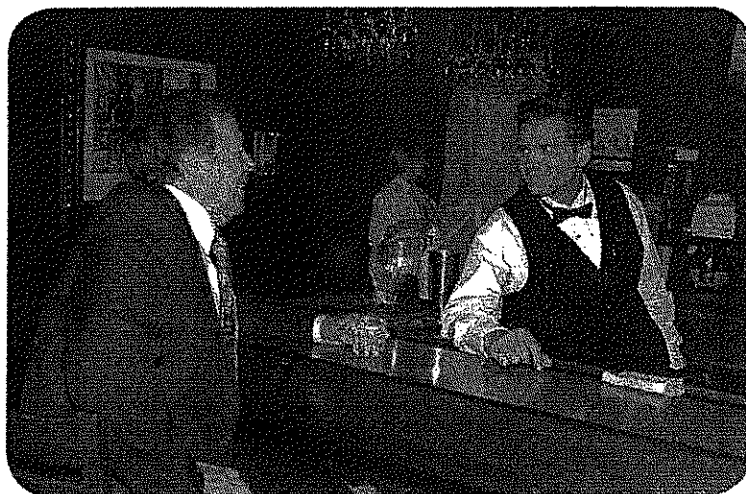
After completing this section, you will be able to:

- Create a friendly environment that may discourage guests from becoming intoxicated
- Explain intervention and use intervention techniques to serve guests responsibly, discourage overconsumption, and manage intoxicated guests
- Identify behavior changes that may indicate guests' levels of intoxication
- Use the "traffic light" system to communicate guests' levels of intoxication

What Is Intervention?

Intervention involves more than stopping alcohol service to guests who are intoxicated. It consists of everything you, your co-workers, and managers do to influence guests' attitudes and behaviors as they drink alcohol. In fact, not letting guests become intoxicated is just as important as not serving alcohol to guests who are already intoxicated.

Intervention techniques can help you serve alcohol responsibly, discourage overconsumption, and manage guests who, despite your efforts, become intoxicated. Your first responsibility in intervention is to talk with guests as they arrive. This will establish good guest relations and help you discover who may be more likely than others to become intoxicated.



Signs to Look for When Talking With a Guest

(5 minutes)



Activity. Refer servers to and read "Signs to Look for When Talking With a Guest" on page 37 in the *Server's Manual*. Ask participants to suggest additional signs and to record them in their *Server's Manuals* or on page 20 of their *Pocket Guides*.

Instructor's Comments: The video segment we are about to see shows how talking with guests when they first arrive can alert you to those who are more likely than others to become intoxicated.



Show Video Segment 5: "Guest Arrival."

Instructor's Comments: Besides interacting with guests as the video shows, you should also keep track of the number of drinks each guest consumes. This will help you determine a guest's state of intoxication, and it will help you adjust your alcohol service accordingly.

Signs to Look for When Talking With a Guest

When talking with a guest, ask yourself the following questions:

- Does the guest appear stressed, depressed, or tired?
- Is the guest drunk or determined to get drunk?
- Is the guest dieting?
- Is the guest taking any medication or other drugs?



Other signs:



Alcohol may affect guests in any of these situations more quickly or severely than it affects other guests.



Counting Drinks (10 minutes)

Group Activity and Activity. Refer servers to page 38 in the *Server's Manual* and read the information about counting drinks. Explain the establishment's policies and procedures for counting the number of alcoholic beverages each guest consumes and have participants record this information in their *Server's Manuals* or on page 20 of their *Pocket Guides*. Hand out items (such as guest checks or copies of Resource 5.1) used to track drinks and demonstrate how to count drinks.

Counting drinks creates extra work for servers and bartenders, and they may complain about it. Therefore, it is important to stress the importance of performing this task.



Activity. Refer servers to the Check Your Understanding: Are You Keeping Count activity on page 38 of their *Server's Manuals* or page 21 of their *Pocket Guides*. Ask servers to individually complete the questions. When they are done, ask them to check their answers against the answer key on page 48 of their *Server's Manuals* or page 25 of the *Pocket Guide*.

Answers:

1. 3 ounces of 100-proof liquor / 1-ounce 100-proof liquor serving = 3 drinks
2. 24 ounces of beer / 12-ounce standard beer serving = 2 drinks
3. 3 ounces of whiskey / 1.5-ounce 80-proof liquor serving = 2 drinks
4. 60-ounce pitcher / 12-ounce standard beer serving = 5 drinks
5. 3 ounces total of mixed liquors / 1.5-ounce 80-proof liquor serving = 2 drinks


For the Instructor . . .

All establishments should have procedures to help bartenders and servers count the number of drinks served to each guest. Base the method you use to track drinks upon your serving policies, volume of business, and other factors. For instance, keeping a mental note is *not* an effective way to track drinks at a busy establishment. However, if guest checks are used, training servers to note the time and the person ordering the drink each time an order is placed may be effective. If your establishment does not use guest checks, you may want to keep a chart at the bar for servers to record the number of drinks ordered by each guest and the time of each order. Resource 5.1 (Sample Drink – Tracking Record) shows a chart one establishment uses to count the number of drinks served to each guest and to rate each guest using the traffic light system.

Counting Drinks

One way to monitor a guest's rate of alcohol consumption is to keep track of the number of alcoholic beverages he or she consumes. What a guest is drinking and how quickly it is consumed are also important items to note.

Some drinks contain more alcohol than others and should be counted as more than one drink. For example, 9 ounces of wine in one glass counts as almost 2 drinks.

 What are the policies and procedures for counting drinks served to guests at your establishment?

Check Your Understanding: Are You Keeping Count?

Calculate the number of drinks and write the number in the space provided.

1. _____ 3 ounces of 100-proof rum
2. _____ three 8-ounce imported beers
3. _____ 3 ounces of 86-proof whiskey
4. _____ 60-ounce pitcher of beer
5. _____ Hurricane with 1.5 ounce of 80-proof light rum, 1.5 ounces of 80-proof dark rum, and mixers.

For answers, refer to page 48.

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Signs of Intoxication (10 minutes)

Instructor's Comments: In addition to counting drinks, you can control alcohol risks more effectively by recognizing changes in behavior that may indicate guests' levels of intoxication. The next video segment shows behavior changes that may occur when people drink alcohol.



Show Video Segment 6: "Signs of Intoxication."





Instructor's Comments: The video showed several guests exhibiting signs of intoxication. It is important to remember that *changes* in behavior are more important than the behavior itself. For instance, a guest such as the man in the video that offered to buy the ladies a drink may just be a loud person—that does not mean the guest is intoxicated. However, it may be a sign of intoxication if the guest was quiet and reserved at first and then became loud and rowdy after a few drinks.

Presentation. Refer participants to and read "Signs of Intoxication," page 39 of the *Server's Manual*. Review the table that shows the four general behavioral changes that may indicate intoxication and provides examples of each.

Signs of Intoxication

Guests can exhibit various signs of intoxication. The following chart reviews the four general types of changes in behavior that occur when guests drink alcohol: relaxed inhibitions, impaired judgment, slowed reaction time, and decreased coordination. It also provides examples of each type of behavior.

Behavioral Changes That May Indicate Intoxication

Relaxed Inhibitions	Impaired Judgment	Slowed Reaction Time	Decreased Coordination
Personality changes such as a quiet guest becoming overly friendly or an outspoken guest becoming quiet and withdrawn	Complaining about drink strength, preparation, or price after consuming one or more of the same type of drink without complaining	Glassy, unfocused eyes; dilated pupils	Difficulty handling coins or selecting money from a wallet or purse
Anti-social behavior such as leaving a group of friends and drinking alone	Drinking faster, ordering shots or doubles	Drowsiness	Clumsiness, such as spilling drinks
Uncontrolled emotional displays or outbursts	Being careless with money by leaving it unattended or offering to buy drinks for strangers or employees	Loss of concentration such as inability to finish sentences	Loss of balance, staggering, bumping into people, furniture, walls, etc., falling down
Noisy or rowdy behavior such as speaking too loudly or 'showing off'	Making irrational or nonsensical statements	Altered speech patterns such as slurred speech	Falling asleep
Obnoxious behavior such as suddenly using foul language or making offensive comments	Starting arguments or fights	Difficulty lighting cigarettes or having two cigarettes burn at once	
			

Optional Activity (10 minutes)

Group Activity. Ask four participants to volunteer to role play the following two situations. For each role play, one participant will play a server and another will play a guest. Ask the remaining participants to watch the role plays carefully. After each role play, ask the observers what, if any, signs of intoxication the "guest" exhibited.

Role Play 1:

The "server" greets the "guest" and takes his or her drink order. When the "server" delivers the drink, the "guest" tastes it and complains that it's too weak.



After a discussion about any signs of intoxication shown in the role play, display and review Resource 5.2 (Optional Activity: Role Play 1). Thank the servers for participating in the role play.

Role Play 2:

The "guest" is sitting at a table, drinking. The "guest" gets up from the table, sways, and falls back into the chair. As the "server" approaches, the guest asks directions to the restroom but has trouble pronouncing "restroom" clearly. After several tries the "guest" finally says "bathroom" instead.



After a discussion about any signs of intoxication shown in the role play, display and review Resource 5.3 (Optional Activity: Role Play 2). Thank the servers for participating in the role play.

Check Your Understanding (5 minutes)



Activity. Refer servers to the Check Your Understanding: Spot the Change activity on page 40 of their *Server's Manuals* or page 21 of their *Pocket Guides*. Ask servers to individually complete the questions. When they are done, ask them to check their answers against the answer key on page 48 of their *Server's Manuals* or page 25 of the *Pocket Guide*.

Answers:

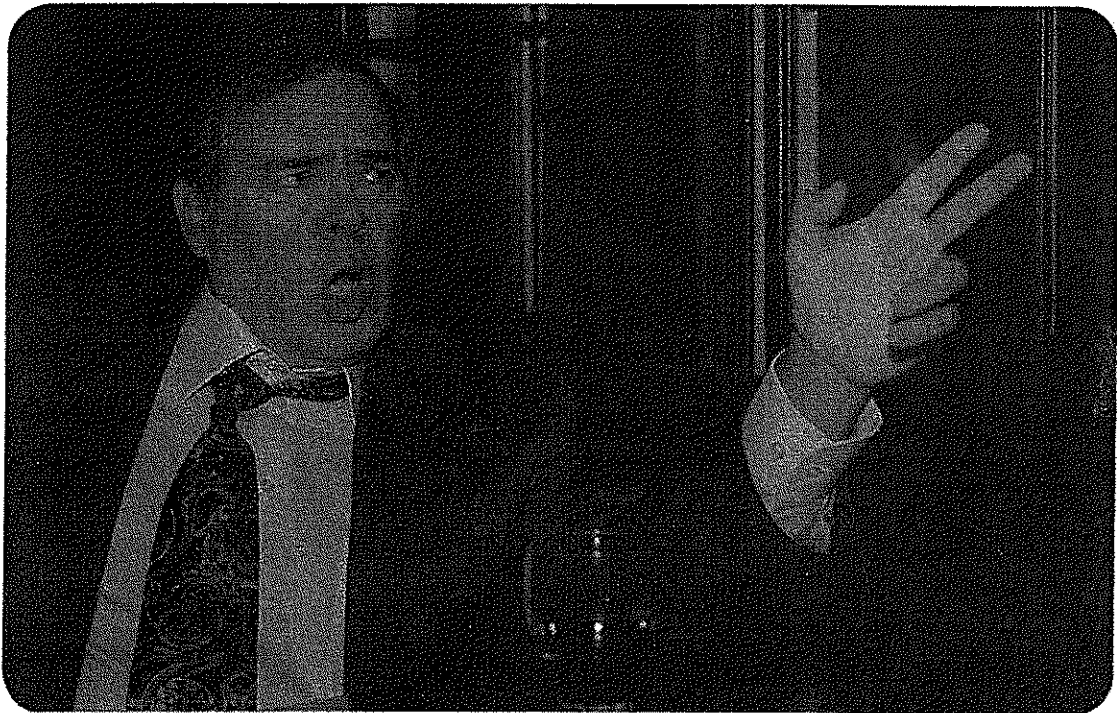
1. *impaired judgment*
2. *relaxed inhibitions*
3. *decreased coordination*
4. *slowed reaction time*
5. *impaired judgment*

 Check Your Understanding: Spot the Change

Assume that each guest is drinking an alcoholic beverage, but has been relatively calm until now. Based on each description below, fill in the behavioral change in the space provided (e.g., relaxed inhibitions, impaired judgment, slowed reaction time, or decreased coordination) that the guest may be displaying.

1. _____ A male guest starts an argument with another male guest over comments about a football team.
2. _____ A male guest begins to hit on all the females that walk by his table.
3. _____ A female guest tries to stand up, but falls out of her chair onto the floor.
4. _____ A female guest tries to reorder a drink, but has a "glazed over" look and can't finish her sentences.
5. _____ A male guest complains to the server that his third drink is not as strong as his first two.

For answers, refer to page 48.



Traffic Light System (15 minutes)

Instructor's Comments: The next video segment introduces you to an easy-to-use system that will help you communicate guests' levels of intoxication to co-workers and tailor your service to control alcohol risks. Included in these video segments are three discussion vignettes.



Show Video Segment 7: "Traffic Light System / Stopping Service" (Part 1).



Show Video Segment 7.1: Discussion vignette.

Lead group discussion.



Show Video Segment 7.2: Discussion vignette.

Lead group discussion.



Show Video Segment 7.3: Discussion vignette.

Lead group discussion.

Instructor's Comments: The video demonstrated the different stages of intoxication and showed several actions you can take to help control alcohol risks. These are summarized on pages 41 and 42 in the *Server's Manual*. Let's review that information now.

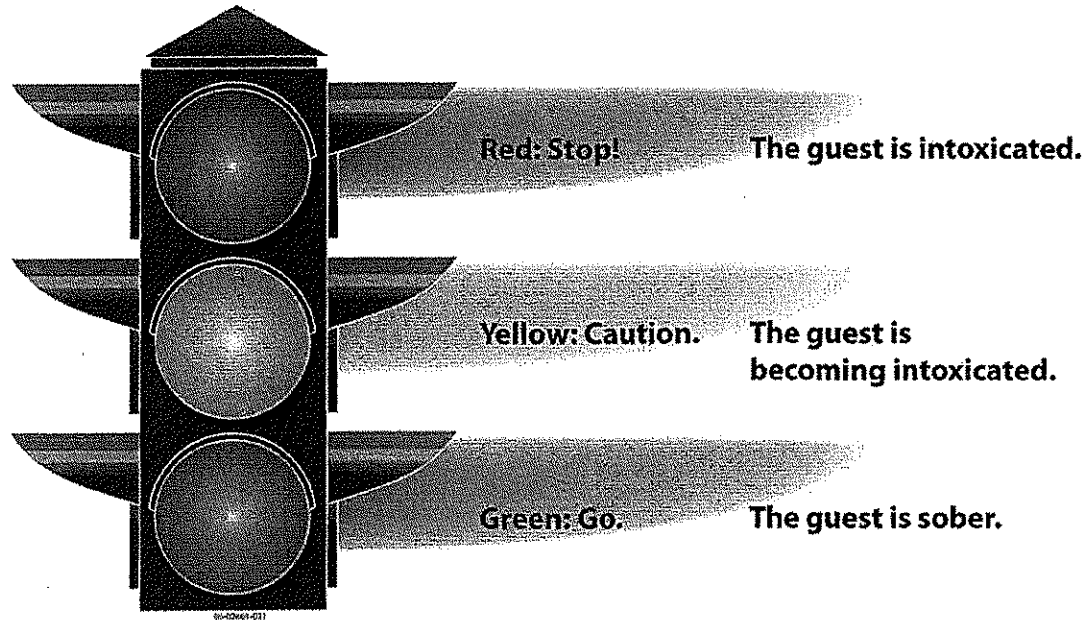
Group Discussion. Review "Traffic Light System," pages 41–42 in the *Server's Manual*. Ask participants if they have any questions about this information or about the information in the video.

For the Instructor . . .

Developing a network of employees that monitor and control alcohol consumption is a responsible business practice that may lower the risk of alcohol-related incidents at your establishment. It's important to train *all* employees—including valet attendants, door attendants, cashiers, front desk clerks, etc.—to spot signs of intoxication and to alert a supervisor or manager to the problem.

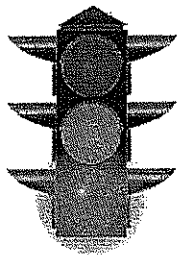
Traffic Light System

The traffic light system is an easy-to-use method of recognizing and rating guests' levels of intoxication. The system is based upon the colors of a traffic light:

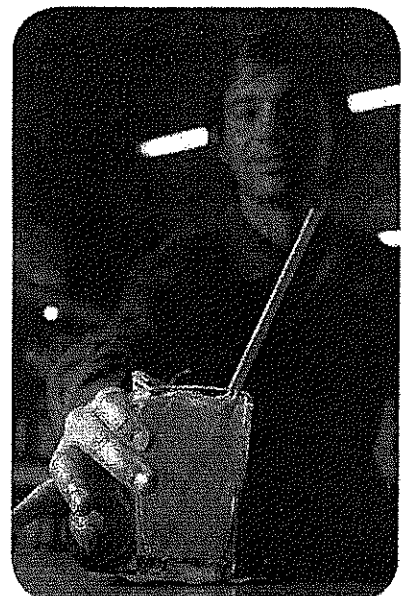


When guests drink alcohol, they can change quickly, just like a traffic light. Guests can also be in the green, yellow, or red when they enter your establishment.

When a guest is in the green:

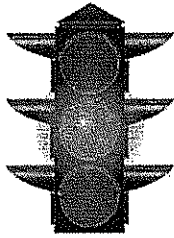


- Encourage food with drinks, if appropriate at your establishment
- Explain any designated driver specials (such as free non-alcoholic beverages) that your establishment provides
- When a guest asks for a drink served straight-up, bring a glass of water along with it. If it's acceptable at your establishment, serve water with all drinks
- Serve only one drink at a time to each guest
- Don't bring a drink to someone who doesn't want one



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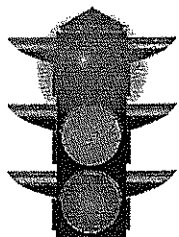
When a guest is in the yellow:



- Take the situation seriously; it's much easier to deal with a guest at this stage than if the guest is in the red
- Advise a manager about the situation to help prevent the guest from moving into the red, if appropriate at your establishment
- Strongly encourage the guest to eat, if appropriate at your establishment
- Strongly suggest non-alcoholic or low-alcohol beverages in place of the alcoholic beverages being consumed
- Wait for the guest to reorder—don't suggest or encourage the purchase of more alcoholic beverages
- Remove the guest's old glass before bringing a new drink when a guest reorders
- Ensure that the guest will be safe when he or she leaves by calling a taxi, suggesting that the guest call for a ride, assuring that someone in the guest's party will drive, or suggesting that the guest stay at a nearby lodging property



When a guest is in the red:



- Get a second opinion from a co-worker or manager before stopping alcohol service
- Ask a manager or other employees to help; dealing with guests in the red is a team effort
- Deny or stop alcohol service by following your establishment's policies and procedures



Stopping Alcohol Service (15 minutes)

Presentation. Refer servers to and read the general guidelines for stopping alcohol service on page 43 of the *Server's Manual*. Remind servers that they will be breaking the law if they serve alcohol to an intoxicated guest.



Show Video Segment 7: "Traffic Light System / Stopping Service" (Part 2).

Lead group discussion.

Instructor's Comments: In the next video segment determine if the server handled each situation correctly and think of how you might have handled the situation.



Show Video Segment 7.4: Discussion vignette.

Lead group discussion.



Show Video Segment 7.5: Discussion vignette.

Lead group discussion.

For the Instructor . . .

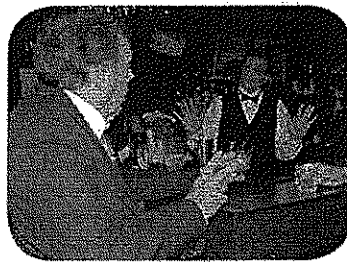
It is very important for supervisors and managers to completely support employees' decisions to refuse alcohol service, and to frequently tell their entire staff that they're backing them up. Denying or stopping service is not an easy task and employees will be more willing to do so if they know they can count on their supervisors' and managers' full support.

Stopping Alcohol Service

Denying or stopping alcohol service is never an enjoyable task. However, it is an extremely important one. When dealing with an intoxicated guest, the guest's well-being and the safety of others depend upon the actions you take.

General guidelines for denying or stopping alcohol service:

- Ask a co-worker to watch as you refuse to serve alcohol to a guest; you may appreciate the co-worker's help
- Move the guest away from others
- Calmly and firmly state your establishment's policy: "I'm sorry, but I've served you all the alcohol that my manager will allow"
- Do not judge the guest, make accusations, or argue; don't say: "You're drunk" or "You've had too much to drink"
- Repeat your establishment's rules: "We care about your safety, and I can't serve you any more alcohol" or "The local police are really cracking down, and I can't serve you any more alcohol or we'll both get in trouble"
- Remove all alcohol from the reach of the person—even if it is his or her drink
- Get a supervisor or manager to help you if required at your establishment
- Never let an intoxicated person into his or her vehicle with the keys—or even walk away—even if that means calling the police; it's better to risk making the guest angry than to risk lives
- Arrange for alternate transportation for the guest; call a cab, ask the guest's companion to drive, or ask the guest to call a friend or family member for a ride
- Make sure the guest has all of his or her personal belongings when he or she leaves
- Fill out an incident report to describe the situation and to record all actions taken



Optional Activity (10 minutes)

Group Activity. Ask three participants to play servers and five participants to play guests in the following role plays. Ask the other participants to watch the role plays carefully.

Role Play 1:

A "server" greets two "guests" and one orders a scotch straight-up. The other "guest" says it's been a tough day and orders two Whiskey-and-cokes.

After the role play, refer servers to "When a guest is in the green" on page 41 in the *Server's Manual* and review each item. Ask the observers to comment about how the "server" handled the situation according to the information in the manual. Thank servers for participating in the role play.

Role Play 2:

A "server" checks back on two guests who already have drunk two drinks each. One "guest" orders a Margarita on the rocks and the other guest orders a Whiskey Sour.

After the role play, refer servers to "When a guest is in the yellow" on page 42 in the *Server's Manual* and review each item. Ask the observers to comment about how the "server" handled the situation according to the information in the *Server's Manual*. Thank servers for participating in the role play.

Role Play 3:

An obviously intoxicated "guest" sits down at a table and asks a "server" to bring him or her a Gin-and-Tonic.

Note: You may want to have an incident report on hand to show and explain to the group.

After the role play, refer servers to "When a guest is in the red" on page 42 in the *Server's Manual* and review each item. Ask the observers to comment about how the "server" handled the situation according to the information in the *Server's Manual*. Thank servers for participating in the role play.

Page 106 of the *Instructor's Guide* has no corresponding *Server's Manual* page.

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Designated Drivers (5 minutes)

Presentation. Refer participants to and read the information about designated drivers on page 44 of the *Server's Manual*. Remind servers that their commitment to serve alcohol responsibly is not discharged simply because they are informed that a designated driver is present with a guest who is drinking. They must continue to monitor the situation to control alcohol risks.



Presentation and Activity. Display Resource 5.4 (*Activity: Alcohol Service Policies*) and refer participants to page 44 in their *Server's Manuals* or page 22 in their *Pocket Guides*. Explain any specials for designated drivers, guests who are intoxicated or becoming intoxicated, or others. Finally, explain the policies and procedures for denying or stopping alcohol service to guests who are intoxicated. Ask servers to record this information in their *Server's Manuals* or *Pocket Guides*.

Designated Drivers

Designating a driver is the most responsible thing a guest can do. A designated driver is an individual in a group of people drinking alcoholic beverages that agrees to refrain from consuming alcohol so that he or she can drive others home afterward. Some establishments participate in designated driver programs and encourage its use by offering free non-alcoholic drinks or other specials to designated drivers.



Although a designated driver may be present, you are still responsible for monitoring a guest's level of intoxication and stopping alcohol service when necessary.

Alcohol Service Policies:

Does your establishment offer any specials for designated drivers, guests who are intoxicated or becoming intoxicated, or other guests?

Yes

No

If "yes," describe these specials.

What are your establishment's policies and procedures for denying or stopping alcohol service to intoxicated guests?

Other Situations (5 minutes)

Presentation. Refer participants to and read "Other Situations," page 45 of the *Server's Manual*.

Disruptive Guest Behavior (5 minutes)

Presentation. Refer to and read "Disruptive Guest Behavior," page 45 of the *Server's Manual*.

Ask servers to share incidents they know of in which guests were disruptive. Ask servers to explain how the situation was handled and how reasonable care was exercised to prevent injury to other guests and staff.

Other Situations

Some situations require special alcohol service procedures. For instance, banquets, meetings, receptions, and other special events make it more difficult to control alcohol risks effectively.

Hotels and motels also face additional challenges because guests may drink in their rooms, in hospitality suites, lounges, restaurants, and other areas.

In addition, lodging property employees must make sure intoxicated guests do not leave the property. It's not enough to escort an intoxicated guest from the restaurant or lounge to a guestroom. Employees must then make sure the guest does not later leave the hotel.

In these types of situations, it's extremely important for servers to use the traffic light system and work as a team with other employees to monitor and control alcohol consumption. Employees such as guest service representatives, uniformed service staff members, and others must be part of the effort to control alcohol risks effectively.



Disruptive Guest Behavior

Unfortunately, sometimes intoxicated guests become disruptive and may display violent behavior toward other guests or employees. Establishments must exercise reasonable care to prevent injury to their guests. If you notice a potentially disruptive situation developing, you should:

- Alert your manager to the situation
- Call the police, if necessary
- Move other guests away from the situation
- Do not touch or restrain the intoxicated guest, raise your voice, or make any sudden gestures; avoid arguing with the intoxicated guest
- Fill out an incident report to describe the situation and to record all actions taken

Review Questions (5 minutes)



Activity. Refer servers to the review questions on page 46 of their *Server's Manuals* or pages 23 of their *Pocket Guides*. Ask servers to individually complete the questions. When they are done, ask them to compare their answers with the answer key on page 48 of the *Server's Manual* or page 25 of the *Pocket Guide*.

Answers:

1. *b*
2. *c*
3. *b*
4. *b*
5. *c*
6. *d*



Review Questions

1. **What is the first step in the intervention process?**
 - a. Encourage food with drinks.
 - b. Talk to guests as they arrive.
 - c. Offer water with drinks.
 - d. Stop alcohol service to guests.
2. **According to the traffic light system, when a guest is in the "red," you should _____ alcohol service.**
 - a. start
 - b. continue with caution
 - c. stop
 - d. encourage
3. **When a guest is in the "yellow," what can servers do to slow intoxication?**
 - a. Ask a manager to intervene.
 - b. Encourage non-alcoholic drinks.
 - c. Offer happy hour drink specials.
 - d. Encourage food with drinks.
4. **What is the last thing you should do after stopping alcohol service to an intoxicated guest?**
 - a. Take a 15-minute break to regroup.
 - b. Fill out an incident report.
 - c. Ask security to escort the guest to a guestroom.
 - d. Close the bar or restaurant promptly.
5. **What can you say when stopping alcohol service to a guest?**
 - a. "You're drunk. I can't serve you anymore."
 - b. "You've reached your limit, buddy."
 - c. "It's against the law for me to serve you any more alcohol!"
 - d. all of the above
6. **Who can help monitor and control alcohol consumption since drinking may take place outside lounges or restaurants?**
 - a. banquet servers
 - b. front desk representatives
 - c. bell or valet staff
 - d. all of the above

For answers, refer to page 48.

Section 6: Seminar Review (10 minutes)

Seminar Review (5 minutes)

Group Discussion. Ask servers to turn to the *Server's Manual's* table of contents. Read each section title and ask two or three servers to recall one thing they learned from the material in that section. You may wish to write the servers' comments on an overhead or flip chart.



Show Video Segment 8: Conclusion / Production Credits.



If desired, distribute Resource 6.1 (Optional *CARE® for Servers Seminar: Server's Evaluation*).

Closing the Seminar *(5 minutes)*

Before you dismiss servers, collect the optional evaluations if necessary.

To close on a positive note, do one or more of the following:

- Offer positive comments about individuals or group participation and attitudes like, "I think we should all give Jim and Barbara a hand for their spirited role plays." Or, "You were a very enthusiastic group, and I hope you learned a lot from our session today."
- Note skills you feel servers have mastered particularly well. For example, you might say something like, "I think you all did an especially good job spotting false IDs. I'm confident that all of you will serve alcohol more responsibly now."
- Recap what you learned from the servers: "When I lead this seminar again, I'm going to pass along the good points you made about intervention."
- Give two or three servers a chance to offer brief wrap-up statements if they wish.
- If you are leading the seminar for employees at a single property, tell them where they can get guidance and more information on the topics discussed during the seminar.

Be sure to thank servers for their attendance before they leave.

NOTES

CARE® Exam Instructions

Before you give the exam . . .

1. Fill in the employees' names and Social Security numbers on the exam roster included with the exam materials.
2. In the space provided on the exam roster, indicate who at the property should receive the exam results and Certificates of Completion for employees who receive at least an 84 percent on the exam.
3. Distribute an answer sheet and a number-two pencil to each employee. Explain how to fill out the answer sheet according to the following instructions:
 - A. Use a number-two pencil. Do *not* use ink.
 - B. Print your full name in the boxes labeled "Last Name," "First Name," and "MI." Insert only one letter per box, leaving unused boxes blank.
 - C. Print your Social Security number (If your state requires it) and Birthdate in the boxes labeled "Student Number." Insert only one number per box. If you have no Social Security number, leave these boxes blank.
 - D. After you receive the exam, print the Exam Control Number in the boxes labeled "Exam Control Number." Insert only one number per box. The Exam Control Number is found on the exam in the upper right corner of the "Exam Instructions" box.
 - E. Next, for each grid, darken the characters in the columns below the boxes to match what you wrote above.
4. Review the exam instructions according to the following information.
 - A. Read each question carefully and think it through before you attempt to answer it. You will have one hour for the exam, so use your time well. Mark all answers on the answer sheet, not on the exam itself. Only answers marked on the answer sheet will be graded.
 - B. To complete the answer sheet, use a number-two pencil. Do *not* use ink. For each question, completely darken the letter on the answer sheet that corresponds to the one answer you have chosen. Do *not* make any stray marks on the answer sheet. If you change an answer, be sure to completely erase your first mark.
 - C. When you finish the exam, give your completed answer sheet and exam to the exam coordinator.
5. Distribute exams to employees. Remind the employees to print the Exam Control Number in the boxes labeled "Exam Control Number," and to darken the characters in the columns below it.

Note: Answer sheets without Exam Control Numbers cannot be graded.

After employees complete the exam ...

1. Place all exams and answer sheets into a large envelope. Do not fold answer sheets. Answer sheets that have been folded cannot be graded. Be sure to include the completed exam roster.
2. Mail the envelope to: American Hotel & Lodging Educational Institute
Risk Management
2113 N. High Street
Lansing, MI 48906 USA