

Suggested Alcohol Management Policies

Goal: To create a safe environment in which customers may purchase items that (name of establishment) provides. These policies and procedures are designed to achieve this goal. Any employee found knowingly or deliberately violating these policies will be immediately terminated.

1. Age Identification

A. All customers attempting to buy alcohol who appear to be under 30 years of age will be asked for age identification. Legally acceptable forms of identification are:

- Valid passport
- Valid State drivers license
- Military ID

B. All forms of legally acceptable identification must:

- Be issued by a government agency.
- Contain the name and signature of the person.
- Contain a description of the person.
- Contain a photograph of the person.
- Be currently valid (not expired).

C. No alcohol will be sold to any customer, regardless of age, who cannot provide validate age identification when it is requested.

D. If identification is presented that is not valid, the customer will be refused service and asked to leave. The incident will be documented. Employees will use the **REFUSE** system:

Recognize to request ID and verify that it is valid;

Eliminate the alcohol from sight;

Firm, yet polite;

Unite! Call on other employees or manager for help;

Shift your attention to the next customer;

Explain the situation in an incident documentation form or log.

2. Intoxicated Customers

A. No alcohol will be sold to an intoxicated customer. Signs of intoxication include:

- Slurred speech;
- Speaking loudly and inappropriately;
- Bloodshot eyes;
- Swaying when walking; and/or
- Loss of coordination; fumbling with money, dropping change.

B. Employees will use the **REFUSE** system to refuse sales of alcohol to an intoxicated person.

C. Employees will call the police to report any intoxicated customer who leaves the establishment and intends to drive.

3. Second-party Sales

A. No alcohol will be sold to any adult suspected of purchasing the alcohol for the purposes of selling or giving to an underage person. Employees will use the **REFUSE** system of denying the sale of alcohol to such persons.

B. Employees will visually monitor the parking lot area to observe any loitering and telephone the police when people (underage or adults) are loitering in the establishment's parking lot or area. Employees will document each occurrence of loitering in the incident log.

4. Attempted Sales After-hours

A. No alcohol sales after hours.

B. Employees will use the **REFUSE** system to deny the sale of alcohol.

5. Training

A. All employees, including clerks, managers and owners, will be trained in responsible beverage service. At a minimum, this course shall include information on: 1) the current laws and penalties regarding the sales and provision of alcohol to underage persons, 2) bona fide age identification, 3) methods for detecting false identification, 4) how to deal with problem situations, such as sales to underage, intoxicated customers, after-hours sales, and second-party sales, 5) maintaining incident documentation forms, and 6) how to most effectively implement the store's policies and procedures.

B. A copy of the alcohol policies and procedures will be distributed to every employee at the time of his or her hiring. All employees will be required to sign a statement indicating that they have read, understood, and agree to comply with all alcohol policies and procedures. Deliberately or knowingly violating any one of the policies or procedures will be grounds for immediate dismissal.

C. Managers and/or owners will periodically monitor employee's performance in the area of compliance with the alcohol policies and procedures to ensure those policies are understood and followed by all staff.

6. Signage/Promotions

A. _____ (Store name) will stock and promote chilled low- and non-alcoholic beverages along with alcoholic beverages and will be mindful of the balance between the two.

B. Alcoholic beverages will be stocked where they are visible to a clerk or other employee at all times.

C. Signs that are required by state law and administrative regulations will be exhibited at all times within our establishments.

D. No signage or promotions that are aimed at youth will be displayed in _____
(name of store).

7. Security

A. Adequate lighting will be provided in the establishment and parking lot.

B. The manager and/or owner will participate in any community neighborhood watch program or other community support program designed to reduce the number of alcohol-related problems in the area.

C. (Add here any other security measures, such as hiring private security guards, working more closely with the police, etc.)