

What are some problem areas when you are serving alcohol?

People who are trying to use an invalid ID often perform the following behaviors:

- Will attempt to not make eye contact
- Will attempt to engage in conversation
- Will seem uncaring when their ID is carefully inspected
- Will repeat questions asked before responding
- Will take longer to respond to personal questions (When did you Graduate?)
- Will become hostile about being questioned



How to handle an intoxicated customer



- Offer water or an alternative drink
- Ask for help from co-worker
- Offer to find alternative transportation
- Provide free food or drink
- Call Police if situation escalates
- Know your organization guidelines and policies



Refuse to sell when necessary

- Remain calm
- Be polite and apologetic
- Use "I" statements:
 - I could lose my job, get fined, etc.
- Explain policies and state law
- Document everything
 - Who, What, Where, When, Activity