



THE STATE
of **ALASKA**
GOVERNOR BILL WALKER

**Department of Commerce, Community,
and Economic Development**

ALCOHOL & MARIJUANA CONTROL OFFICE
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11-30-17

Director McConnell,

I have reviewed Rservering's, Alaska Responsible Serving Alcohol server course and I am recommending that it be approved. It does meet the requirements of 3AAC304.465.

AMCO.enforcement@alaska.gov

Sincerely,

A handwritten signature in black ink that reads "J.R. Hamilton".

Joe Hamilton
AMCO Investigator

Lesson: Course Instructions

Welcome to Rserveing's Alaska Responsible Serving of Alcohol Training

Using the Course

Below is information on how this course works. Please review this information by clicking on the topics listed below. To continue on to the course material, click the *Next* button in the upper right hand corner or the *Continue* button at the bottom of this page.

You can also access this information at any time when going through the course by clicking on "*Using the Course*" under the Resources area in the lower left of each course page.

Course Objectives

Objectives for this course include:

- State the Effects of Alcohol on the Body
- Recognize Signs Drunken Persons Often Display
- Identify Best Practices for Monitoring Customers and Preventing Customers from Becoming Drunk
- List the Responsibilities of Licensees and Employees
- Identify Laws Regarding the Sale and Service of Alcohol and Penalties for Violations
- Recognize Civil Liability
- State Best Practices for Checking IDs and Preventing Underage Drinking

Completing this Course

In order to successfully complete this course, you need to complete each of the following steps:

1. Go through each lesson and pass each lesson quiz with a score of 80% or greater.
2. Take and pass the final exam with a score of 70% or greater.
3. Generate your certificate.

CERTIFICATE REPLACEMENT: After you have generated your certificate, you can log back into your account at any time to print another copy. If you ever lose your certificate, log back into your account and reprint your certificate or contact us at 800-247-7737 or support@Rserveing.com to get a replacement.

Course Time

This course is rated at two hours, which includes time for studying the flashcards and taking the quizzes.

Course Audio

This course has some of the pages recorded, and you can listen to the words as you follow along.

Not all pages are recorded. If you don't want to listen, you can turn off the volume on your computer. The recording is the words on the page, hence if you don't listen, you can still get all the information by reading the page.

Control Panel

In the lower left of the page is a link to the Control Panel. Clicking on that link will allow you to view your quiz scores, your personal information and your certificate (after you have completed the course).

If you log out of the course, you can always check the Control Panel to find your location in the course.

Taking Breaks

You can take breaks as often as needed. If you decide to take a break, we recommend you take breaks at the end of a lesson, after you take the quiz.

After taking the quiz once, the Table of Contents at the beginning of that lesson becomes clickable. Hence, after taking the quiz once, you can take a break then go back to the Table of Contents and click any page in the lesson to review that material or click on the quiz to retake the quiz.

If you take a break, when you log back into the course, you can select the Resume Course option. This will take you back to the last page you viewed in the course before you logged off.

Course Lessons

The lessons in the course are listed on the left side. You must complete all the lessons and the lesson quizzes and the final exam in order to pass this course.

At the top of the course, there is a Lesson Progress Bar which shows your progress through this lesson. Viewing this will help you determine how many parts of the lesson are remaining before taking the end of lesson quiz.

Knowledge Surveys

A Knowledge Survey is a learning tool to see how much you know before you go through the lesson. It is one of the first things you will see in each lesson.

A Knowledge Survey is not a Lesson Quiz. A Knowledge Survey contains just a few questions and does not have a passing score.

To complete the Knowledge Survey, select the best answer for each question. After you have finished, click "Grade Quiz" to see your results. You will then be able to move on to the rest of the lesson.

Case Studies

Case Studies are learning tools that require you to apply what you have learned to real-life situations.

Each Case Study presents issues that you are likely to encounter and requires you to make decisions according to the different concepts you have learned.

At the conclusion of each Case Study is a series of questions to reinforce your learning.

Glossary

There is a Glossary under the Resources area in the lower left of each course page. The glossary lists terms used throughout the course that are associated with the sale and service of alcohol. You may reference the Glossary at any time throughout the course.

Videos

The videos require either an HTML5 compatible browser or Flash Player. Most modern browsers support HTML5 video by default and most desktops already have flash installed.

If you have video problems, please try to update your web browser or download flash at <http://get.adobe.com/flashplayer/>.

Flashcards

Electronic flashcards are available at the end of each lesson. The flashcards will help you review the main concepts of each lesson and will prepare you for the lesson quiz.

Read the question and click the "Show Answer" button to see the answer for each question. Use the double arrows (<< and >>) to go through all the questions.

Quizzes

You will be presented with a quiz at the end of each lesson. You should select the best answer for each question. Once you select an answer, you will be automatically directed to the next question. You are also given the ability using the double arrows inside the quiz box (<< and >>) to move forward and back through the quiz and change any answers before having the quiz graded. When you are finished, click the "Grade Quiz" button. You will need a score of at least 80% to pass each lesson quiz.

If you pass the quiz, you can move on to the next lesson. If you fail a quiz, you can review the lesson and flashcards before retaking the quiz or retake the quiz right away by clicking the "Reset Quiz" button. You can take the lesson quizzes as many times as you like.

Final Exam

Once you have finished the last lesson in the course, you will be taken to the final exam or you can click on Final Exam on the left.

You must take the final exam under the supervision of the licensee or the licensee's manager. Both you and the licensee or licensee's manager must complete affidavits before you complete the final exam.

You will need a score of 70% or better to successfully pass the final.

Certificate of Completion

After you pass all the lesson quizzes and the final exam, you can generate your certificate of completion. If you do not generate your certificate at the end of the course, you can generate it from the Control Panel.

Course Questions

If you have any other questions or concerns or require additional assistance, please email us through the Help link on the left. The Help link is a question mark to the left of the Control Panel link.

Lesson: Alcohol & the Body

Lesson 1: Alcohol & The Body

Table of Contents

Lesson Goals

- Recognize Alcohol as a Legal Depressant Drug
 - Identify How Alcohol is Absorbed in the Body
 - List the Effects Alcohol Has on the Body
 - Recognize the Effects of Alcohol When Taken in Combination with Other Drugs
 - State the Effects Alcohol Has on Driving Ability
-

Knowledge Survey

Question: Alcohol is a _____.

- stimulant
- narcotic
- depressant
- hallucinogen

Question: _____ can slow the rate at which the alcohol is absorbed in the body.

- Caffeine
 - Food
 - Carbonated drinks
 - Exercise
-

Introduction

In this lesson, you will learn about alcohol, how it is absorbed into the body after being consumed and the subsequent effects alcohol has on the body.

This lesson will also cover the effects of alcohol when taken with other drugs, as well as alcohol's effect on a person's ability to drive a motor vehicle.

Alcohol is a Legal Drug

"Ethyl" alcohol, commonly known as alcohol, is an intoxicating agent found in fermented and distilled liquors. Intoxicating agent is a more technical term for the common word drug.

Alcohol is a legal depressant drug that directly affects the entire nervous system. Alcohol is **not** a stimulant. Alcohol acts as a sedative on the sensory and motor systems, dulling normal reactions and altering a person's behavior.

The Path of Alcohol Through the Body

When alcohol is consumed, it is not digested the way food is. Alcohol is absorbed directly into the bloodstream. The absorption of the alcohol starts almost immediately after a drink is consumed.

Click "**Have a Drink**" below to view the path of alcohol through the body when a person drinks alcohol.

Have a Drink!

Alcohol enters the body through the **mouth and throat**.
The lining of the mouth and throat absorb relatively little alcohol.

Then the alcohol passes down the **esophagus**.

Next the alcohol passes through the **stomach**.

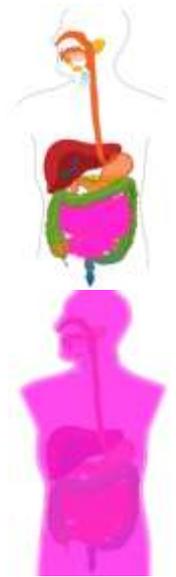
About 20% of the alcohol is absorbed by the stomach.



Then the alcohol passes through the **small intestine**.

Typically 75 - 80% of the alcohol is absorbed into the bloodstream by the small intestine.

Once the alcohol is in the bloodstream, it is rapidly transported throughout the body where it is absorbed into bodily tissues in proportion to their water content. The alcohol continues to be circulated through the body until it is broken down and eliminated.



Slowing the Rate of Absorption

Food can slow the rate at which the alcohol is absorbed in the body. When food enters the stomach, the opening from the stomach to the small intestine closes so that digestion can take place. Any alcohol that enters the stomach while this opening is closed cannot reach the small intestine where it is absorbed more rapidly.

Foods high in protein and/or fat take longer to digest so they are most effective in slowing down alcohol absorption.

However, it is important to understand that food does not keep a person from becoming drunk; it just slows the rate at which alcohol enters the body. All the alcohol that is ingested will eventually enter the bloodstream and need to be eliminated.

Removal of Alcohol From the Body

The process by which alcohol is removed from the bloodstream is primarily metabolism and some excretion.

Metabolism begins almost immediately upon entry of the alcohol into the bloodstream. Digestive enzymes work together in the liver to convert the alcohol into a non-toxic waste product. Approximately 90-95% of the alcohol is metabolized or eliminated by the liver.

Excretion is the other process by which alcohol is removed from the body. The remaining 5-10% of the alcohol that is circulating in the bloodstream leaves the body through breathing, perspiration and urine.

A healthy body eliminates about one standard drink per hour.

The Sobering Process

There is no way to speed up the process of removing alcohol from the body to bring a person's blood alcohol level down more quickly.

Many think that a cold shower, coffee, water, or food will "sober up" a person, but these things tend only to make the person more comfortable or alert, but do nothing to process the alcohol that has already been consumed.

Time is the only thing that will truly bring a person under the influence of alcohol back to a sober state.

Fact or Fiction?

Fact or Fiction?

Question 1:

A healthy body eliminates about one standard drink per hour.

✓ Fact

✗ Fiction

Question 2:

Coffee will help a person "sober up" more quickly.

✗ Fact

✓ Fiction

Feedback:

Things like coffee or a cold shower tend to make the person more comfortable or alert, but do nothing to process the alcohol that has already been consumed. There is no way to speed up this process and bring a person's blood alcohol level down more quickly.

Time is the only thing that will truly bring a person under the influence of alcohol back to a sober state.

Blood Alcohol Content (BAC)

Blood Alcohol Concentration (BAC) is the level of alcohol in the bloodstream, expressed as a percentage. For example, a BAC of 0.10% means there is 1 part alcohol per 1,000 parts of blood.

The **amount** of alcohol consumed is one of the most important factors affecting a person's BAC. The amount of alcohol contained in a drink differs according to type, but the amount of alcohol consumed is generally the same due to portion size. This is known as basic equivalency.

Each of the following drinks contains about the same amount of alcohol and is considered a standard or regular drink.¹

| Alcohol Type | Percent Alcohol | Standard Serving |
|--|-----------------|------------------|
| Beer | 5% | 12 ounces |
| Wine | 12% | 5 ounces |
| Distilled Spirits (Liquor) - 80-proof | 40% | 1.5 ounces |

Be Alert! Drinks are not always served in a standard size:

- A double contains **twice** as much alcohol as a standard drink.

- Tall beer glasses may hold **16 or 20 ounces**.
-

Factors Affecting BAC

Many other factors also affect a person's BAC. **Click on each factor to learn how it impacts a person's BAC!**

Time

The faster the drink is consumed, the greater the blood alcohol concentration (BAC). A well-functioning liver is capable of processing about one standard drink of alcohol per hour. Consuming more than this will increase alcohol levels in the bloodstream.

Weight

In general, someone who is heavier requires greater amounts of alcohol to reach a higher BAC. But body fat actually contributes to higher BAC than does muscle, so this generalization is not always accurate.

Water

In general, the more water in the body, the more alcohol it takes to reach a higher BAC. The water in the average male's body is estimated at 58%, while a woman is estimated to have about 49% water.

Gender

Men and women absorb and metabolize alcohol differently. Women will usually have a higher BAC after consuming the same amount of alcohol. This is because men have more body water than women and women have a lower activity of the alcohol-metabolizing enzyme ADH in their stomach, causing more of the alcohol to reach the blood.

Age

As people age, so do their organs. Liver function may be less efficient in older people, so their ability to process alcohol will be diminished.

Metabolism

Metabolism - the rate at which a person breaks down food and drink - also plays a role in the BAC of each person. Each person reacts differently to the amount of alcohol that is consumed.

Health

A healthy body is capable of processing alcohol more efficiently than one that is weakened from illness, injury or other stressors.

Fatigue

Fatigue can increase the rate at which a person becomes drunk.

Mental State & Environment

Alcohol tends to exaggerate emotion, so a person's state of mind can affect how quickly he or she becomes drunk. The level of comfort the person feels in their surroundings may also affect the rate of drinking and overall intoxication. A party at the local bar versus a cocktail party at an upscale lounge may produce different BACs due to anticipation or anxiety.

Estimating BAC

Even though there are many factors that affect BAC, you can estimate BAC for a person based on the person's size, the type and number of drinks consumed, and the time spent consuming the drinks.

The following BAC Calculator is one way to estimate BAC.

When entering fluid ounces consumed be sure to multiply the number of drinks times the amount of alcohol in each drink. For example, two standard glasses of wine would be:

2 glasses X 5 ounces in each glass = 10 fluid ounces consumed

Fluid Ounces Consumed oz.
(Beer ~ 12 oz. Wine Glass ~ 5 oz. 1 Shot ~ 1.5 oz.)

Percent Alcohol %
(Beer ~ 4-5% Wine ~ 10-15% 1 Shot ~ 30-50%)

Estimated Weight (Lbs) lbs.

Hours Consuming Alcohol hours

Estimated BAC:

Practice Estimating BAC!

Estimating BAC

Question 1:

Use the BAC calculator to estimate the BAC of each customer.

Jen arrived at the bar at 5 p.m. and ordered a glass of the house red wine (approximately 12% alcohol). Three hours later she is finishing off her 4th glass and flagging you down for another. She is of small build, you estimate maybe a little over 5 feet tall and 100 lbs.

What would you estimate her BAC to be?

Fluid Ounces Consumed oz.
(Beer ~ 12 oz. Wine Glass ~ 5 oz. 1 Shot ~ 1.5 oz.)

Percent Alcohol %
(Beer ~ 4-5% Wine ~ 10-15% 1 Shot ~ 30-50%)

Estimated Weight (Lbs) lbs.

Hours Consuming Alcohol hours

Estimated BAC:

- ✘ 0.105
- ✘ 0.12
- ✓ 0.135
- ✘ 0.15

Question 2:

Max's favorite band was playing tonight and he planned on enjoying himself. He ordered a beer (approximately 5% alcohol) when he first arrived at 8 p.m. After four hours, both Max and the band are going strong and Max approaches the bar to order his 6th beer. He is a big guy, you would guess 240 lbs easy.

What would you estimate his BAC to be?

Fluid Ounces Consumed oz.
 (Beer ~ 12 oz. Wine Glass ~ 5 oz. 1 Shot ~ 1.5 oz.)

Percent Alcohol %
 (Beer ~ 4-5% Wine ~ 10-15% 1 Shot ~ 30-50%)

Estimated Weight (Lbs) lbs.

Hours Consuming Alcohol hours

Estimated BAC:

- ✘ 0.01
- ✓ 0.03
- ✘ 0.05
- ✘ 0.07

Feedback:

Keep in mind that even at low BAC levels, alcohol can affect a person's ability to function.

BAC Charts

When a person has been drinking at your establishment, another way you can estimate BAC for the person is based on the person's weight and the drinks consumed per hour. **However, keep in mind that this is only an estimate.**

Click below to view the BAC charts for both males and females.

Male BAC Chart

| MALE BLOOD ALCOHOL CONCENTRATION GUIDE | | | | | | | | | |
|--|-----------------------------------|-----|-----|-----|-----|-----|-----|-----|-------------------------|
| Number of Drinks Per Hour | PERCENT OF ALCOHOL IN BLOODSTREAM | | | | | | | | |
| | BODY WEIGHT IN POUNDS | | | | | | | | |
| | 110 | 120 | 140 | 160 | 180 | 200 | 220 | 240 | |
| 0 | ONLY SAFE DRIVING LIMIT | | | | | | | | |
| 1 | .04 | .03 | .02 | .02 | .02 | .02 | .02 | .02 | DRIVING SKILLS IMPAIRED |
| 2 | .08 | .06 | .05 | .05 | .04 | .04 | .03 | .03 | |
| 3 | .11 | .09 | .08 | .07 | .06 | .06 | .05 | .05 | |
| 4 | .15 | .12 | .11 | .09 | .08 | .08 | .07 | .06 | |
| 5 | .19 | .16 | .13 | .12 | .11 | .09 | .09 | .08 | LEGALLY DRUNK |
| 6 | .23 | .19 | .16 | .14 | .13 | .11 | .10 | .09 | |
| 7 | .26 | .22 | .19 | .16 | .15 | .13 | .12 | .11 | |
| 8 | .30 | .25 | .21 | .19 | .17 | .15 | .14 | .13 | |
| 9 | .34 | .28 | .24 | .21 | .19 | .17 | .15 | .14 | |

Female BAC Chart

| FEMALE BLOOD ALCOHOL CONCENTRATION GUIDE | | | | | | | | | |
|--|-----------------------------------|-----|-----|-----|-----|-----|-----|-----|-------------------------|
| Number of Drinks Per Hour | PERCENT OF ALCOHOL IN BLOODSTREAM | | | | | | | | |
| | BODY WEIGHT IN POUNDS | | | | | | | | |
| | 100 | 120 | 140 | 160 | 180 | 200 | 220 | 240 | |
| 0 | ONLY SAFE DRIVING LIMIT | | | | | | | | |
| 1 | .05 | .04 | .03 | .03 | .03 | .02 | .02 | .02 | DRIVING SKILLS IMPAIRED |
| 2 | .09 | .08 | .07 | .06 | .05 | .05 | .04 | .04 | |
| 3 | .14 | .11 | .10 | .09 | .08 | .07 | .06 | .06 | |
| 4 | .18 | .15 | .13 | .11 | .10 | .09 | .08 | .08 | |
| 5 | .23 | .19 | .16 | .14 | .13 | .11 | .10 | .09 | LEGALLY DRUNK |
| 6 | .27 | .23 | .19 | .17 | .15 | .14 | .12 | .11 | |
| 7 | .32 | .27 | .23 | .20 | .18 | .16 | .14 | .13 | |
| 8 | .36 | .30 | .26 | .23 | .20 | .18 | .17 | .15 | |
| 9 | .41 | .34 | .29 | .26 | .23 | .20 | .18 | .17 | |

The Effects of Alcohol

When alcohol is consumed, it acts as a depressant on the nervous system and affects everything from a person's thinking skills to their breathing. These depressant effects begin with the higher centers of the brain, so **thinking skills are the first areas affected.**

As an individual consumes more alcohol:

- They will tend to "loosen up".
- They may become more animated.
- Conversations pick up.
- They often talk more freely, even if they are normally shy or reserved.

If drinking continues:

- They may lose the ability to do simple math or remember names.
- Hearing and vision perception are affected.
- Conversations may grow louder.
- Drinks are often spilled.

After consuming more alcohol:

- Muscle coordination is affected.
- Staggering may occur.
- They may experience difficulty picking up small objects.

At very high levels of alcohol consumption, the core functions of the nervous system - like breathing and heartbeat - are affected.

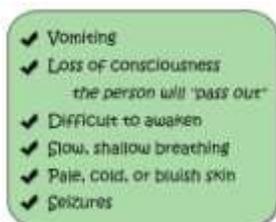
Blood Alcohol Levels

Listed below is a breakdown of how judgment and coordination are often affected at each BAC level:

- **0.01%-0.05% BAC** = Mild alteration of feelings and slight intensification of mood. Bad driving habits are pronounced slightly.
 - **0.05%-0.10% BAC** = Feeling of relaxation. Vision, speech, and hearing are impaired. Longer reaction time. Fine motor skills and judgment are impaired.
 - **0.10%-0.15% BAC** = Judgment and memory are affected seriously. Physical coordination is impaired. Motor skills are impaired badly. Driving becomes difficult.
 - **0.15%-0.20 BAC** = Dysphoria (an emotional state marked by anxiety, depression, and restlessness). May have nausea.
 - **0.20%-0.25% BAC** = Difficulty standing, walking, and talking. Distortion of all perception and judgment. Major impairment of all physical and mental functions. Irresponsible behavior. Dysphoria. May have nausea.
 - **0.25%-0.30% BAC** = Loss of consciousness.
-

Alcohol Poisoning

Alcohol poisoning describes a situation that occurs when a person has consumed so much alcohol that crucial areas of the brain no longer function properly. It is a drug overdose and can be very serious. Vital life functions of breathing and heartbeat may be affected. At minimum, someone suffering from alcohol poisoning will probably vomit or lose control of his or her bladder. As a responsible server, it is crucial that you recognize when someone has alcohol poisoning. Symptoms of an overdose on alcohol include:



Severe alcohol poisoning can result in death, so do not allow someone in this condition to "sleep off" the alcohol. Call emergency services (911) or an ambulance right away and tell them that you have a guest that could possibly have alcohol poisoning.

Alcohol and Pregnancy

Alcohol is known to have **very serious consequences when ingested by a pregnant woman**, including Fetal Alcohol Syndrome (FAS) and Fetal Alcohol Effects (FAE). These conditions may result in babies born with low birth weight and serious birth defects such as:

- Brain damage
 - Growth defects
 - Facial deformities
 - Heart, liver, and kidney defects.
-

Alcohol and Drugs

It is important to be aware of the compounding and dangerous effects of consuming alcohol with other drugs, such as prescription drugs, over the counter drugs, or even illegal or unrecognized drugs. If a customer appears drunk after just one drink it may be due to the compounding effects of drugs with alcohol.

Mixing drugs and alcohol can be extremely dangerous. A person combining any sort of drug with alcohol will often experience increased impairment of physical and mental functions. Consuming drugs with alcohol can:

- Dull concentration and reasoning abilities
 - Slow reaction time
 - Lead to multiple vision and slowed glare recovery time
 - Hinder muscle control coordination, maneuvering ability, and ability to recognize traffic signals
 - Affect short term memory and tracking ability
 - Increase distraction and drowsiness
 - Depress central nervous system function
 - Impair overall driving ability
-

Alcohol and Driving

Alcohol can severely impair a person's ability to drive. Driving not only requires coordination and quick reaction time, it also requires a person to:

- Rapidly track a moving target,
- Separate one's attention among different skills (steering, monitoring their surroundings, etc.), and
- Process information to respond to various driving situations.

Alcohol affects a person's ability to perform these actions and many studies have found that performance of these skills is affected by low BAC levels that are reached after consuming only one or two drinks.

Effects of Alcohol on Driving

According to information from the Department of Transportation National Highway Traffic Safety Administration, the following effects on driving are evidenced at each BAC level.

| BAC | Predictable Effects on Driving |
|------|---|
| 0.02 | Decline in visual functions (rapid tracking of a moving target) Decline in ability to perform two tasks at the same time (divided attention) |
| 0.05 | Reduced coordination Reduced ability to track moving objects Difficulty steering Reduced response to emergency driving situations |
| 0.08 | Concentration Short-term memory loss Speed control Reduced information processing capability (e.g. signal detection, visual search) Impaired perception |
| 0.10 | Reduced ability to maintain lane position and brake appropriately |
| 0.15 | Substantial impairment in vehicle control, attention to driving task, and in necessary visual and auditory information processing |

Information on this table shows the BAC level at which the effect usually is first observed, and has been gathered from a variety of sources including the National Highway Traffic Safety Administration, the National Institute on Alcohol Abuse and Alcoholism, the American Medical Association, the National Commission Against Drunk Driving, and <http://www.webMD.com>. 2

Penalties for Drinking and Driving

A driver is considered seriously impaired and legally driving under the influence when his/her BAC is 0.08% or higher.

NOTE: It is important to know that in Alaska a person can be arrested for DUI when driving under the influence of an alcoholic beverage, intoxicating liquor, an inhalant, or any controlled substance, singly or in combination.

Penalties for drinking and driving arrests have steadily increased in every state in the United States, especially for repeat offenders. In general, fines in every state are quite large, license suspension lengthy, and obtaining a provisional license to drive to work and back is no longer automatic. Criminal penalties often include jail sentences and financial liabilities can add up to millions. Many states now require mandatory jail time for repeat DUI convictions.

In Alaska, driving while under the influence of an alcoholic beverage, inhalant, or controlled substance is a Class A misdemeanor, with penalties including a minimum of 3 days in jail and a fine of not less than \$1,500 for the first offense.

In addition, drivers convicted of DUI may also be required to:

1. Meet their victims and listen to the pain and suffering inflicted as a consequence of their actions.
2. Meet with a professional counselor and participate in alcohol awareness, alcoholism treatment, and/or driving safety programs.
3. Spend thousands of dollars on attorneys in an attempt to get the charges reduced and avoid prolonged jail time.
4. Pay higher insurance premiums. Auto insurance rates often skyrocket for a driver with a DUI conviction and the driver may be required to purchase additional insurance to regain a suspended license.

Click the double right arrow (>>) on the right edge of the box or click each number below the box to read all the information.

Social Impacts of Alcohol Abuse

Alcohol abuse and the irresponsible use of alcohol have serious impacts on society. Every year, thousands of people are injured or killed by drunk drivers. According to the Department of Transportation National Highway Traffic Safety Administration, fatalities in alcohol-impaired driving crashes accounted for 31% of total traffic fatalities in the United States in 2014, with 9,967 people killed. An average of one person was killed every 53 minutes in an alcohol-impaired driving crash.³

But the consequences of the irresponsible use of alcohol are not limited to the fatalities caused by drunk drivers. They also include the costs of property damage and the crime and social problems associated with the use and abuse of alcohol.

Social consequences of alcohol abuse range from individual harm that directly affects the drinker and his or her family, friends, coworkers, and acquaintances, to harm inflicted on society in general.

The consequences for society at large can be somewhat elusive, but are considered to be generally all of the things we do to prevent, control and react to the harm that results either by direct causation or by association with alcohol consumption. Laws, controls, education, responsible serving, treatment facilities and imprisonment are all examples of these.

Promoting Safe Behavior

As a server or seller of alcohol, you can take actions that not only help prevent the negative impacts of irresponsible alcohol use but may also help protect both you and the establishment if an accident does occur.

1. Be responsible.

- Observe your customers for signs they may be drunk.
- Remove alcohol from a drunken person and refuse to serve or sell the customer more alcohol. In Alaska, a drunken person must not be allowed to enter or remain on the premises.

2. Promote a safe ride home.

- Call cabs or other car services for drunken persons.
- Research information on designated driver programs in your community and offer phone numbers and informational brochures to customers. Often programs are available that offer free or inexpensive rides for drunken persons.
- Offer to call a friend or relative who can drive the customer home.

3. Call local law enforcement if necessary.

- Follow your establishment policy for handling this type of situation. If a drunken person insists on driving, you and/or your manager should call the police.

Conclusion

This concludes the material for the Lesson 1. In this lesson, you learned how alcohol passes through the body into the bloodstream, and how things like food intake, the rate of consumption, gender, and fatigue all impact how quickly a person becomes drunk.

This lesson also covered the dangers and side effects of mixing alcohol with other drugs and wrapped up by covering the dangers and consequences associated with the irresponsible use of alcohol.

Click the next arrow to advance to the flashcards which will help you prepare for the lesson quiz.

Flashcards

Question 1: Alcohol is a legal depressant drug that _____.

Answer: *acts as a sedative on the sensory and motor systems, dulling normal reactions and altering a person's behavior*

Question 2: A person is considered _____ when his/her BAC reaches 0.08%.

Answer: *seriously impaired and legally driving under the influence*

But remember, in Alaska a person can be arrested for DUI when driving under the influence of an alcoholic beverage, intoxicating liquor, an inhalant, or any controlled substance, singly or in combination.

Question 3: Which area is affected first when a person drinks alcohol?

Answer: *Thinking*

Question 4: What affects a person's BAC?

Answer: *Time
Weight
Gender
Age
Metabolism
Water
Health
Fatigue
Mental State and Environment*

Question 5: Effects of alcohol include:

Answer: *Louder conversations
Spilled drinks
Staggering*

Question 6: Effects of alcohol on driving include:

Answer: *Reduced coordination
Difficulty steering
Reduced ability to track moving objects
Reduced response to emergency driving situations
Short-term memory loss
Impaired perception*

Question 7: Food can slow the rate at which _____.

Answer: *the alcohol is absorbed in the body*

Question 8: Drivers convicted of DUI may be required to participate in alcoholism treatment or driving safety classes. True or False?

Answer: *True*

Question 9: Time is the only thing that will _____.

Answer: *bring a person under the influence of alcohol back to a sober state*

Question 10: What kind of drugs can be dangerous if mixed with alcohol?

Answer: *Prescription drugs
Over the counter drugs
Illegal drugs*

Lesson Quiz

Question 1: _____ can slow the rate at which the alcohol is absorbed in the body.

- Caffeine
 - Food
 - Carbonated drinks
 - Exercise
-

Question 2: Which area is affected first when a person drinks alcohol?

- Talking
 - Thinking
 - Breathing
 - Walking
-

Question 3: _____ will bring a person under the influence of alcohol back to a sober state.

- A cold shower
 - Coffee
 - Time
 - Food
-

Question 4: Effects of alcohol on driving include all of the following, **except**:

- Reduced ability to respond to emergency driving situations.
 - Reduced ability to maintain lane position.
 - Reduced ability to detect the use of turn signals.
 - Reduced chances of causing an accident.
-

Question 5: Prescription, over the counter, illicit or unrecognized drugs when mixed with alcohol can be extremely dangerous. True or False?

- False
 - True
-

Question 6: Alcohol is a _____.

- stimulant
- narcotic

- depressant
 - hallucinogen
-

Question 7: Drivers convicted of DUI may be required to _____.

- spend thousands of dollars on attorneys
 - pay higher insurance premiums
 - All of these answers are correct.
 - participate in alcoholism treatment or driving safety classes
-

Question 8: All of the following affect a person's BAC, **except:**

- Personality
 - Age
 - Health
 - Gender
-

Question 9: When a person consumes alcohol, he / she may _____.

- talk more freely if he/she is normally shy
 - spill his/her drink
 - All of these answers are correct.
 - become more animated
-

Question 10: Driving under the influence refers to driving with a BAC of _____ or higher.

- 0.06%
 - 0.08%
 - 0.10%
 - 0.12%
-

Congratulations

Lesson: Recognizing Drunken Persons & Refusing Service

Lesson 2: Recognizing Drunken Persons and Refusing Service

Table of Contents

Lesson Goals

- Recognize Signs Drunken Persons Display
 - List Intervention Techniques to Deal With Customers Who Are Drinking Rapidly
 - Identify Responsible Practices for Promoting Alcoholic Beverages
 - Identify Standard Procedures for Refusing Service
 - List Transportation Alternatives for Drunken Persons
 - State the Purpose of Incident Logs
-

Knowledge Survey

Question: Is it legal to serve alcohol to someone who is drunk?

- No, it is never legal.
- Yes, as long as the person is not driving.

Question: Which of the following is an example of an incident that should be recorded in an incident log book?

- A group of young people who order a pitcher of beer with their meals.
 - A customer with a youthful appearance who presents a valid ID.
 - A drunken person who refuses alternate transportation.
 - A couple who purchase and consume a bottle of wine with their meals.
-

Introduction

In this lesson, you will be introduced to common signs drunken persons display and will learn how to recognize drunken persons both by observing your customers' behavior and through conversation with your customers. The ability to detect when an experienced drinker is drunk is another crucial skill that is included in this lesson.

Another key concept examined in this lesson is preventing customers from becoming drunk. You will learn the importance of monitoring your customers and be exposed to techniques that will slow a customer's drinking. This lesson also covers how to refuse service in a calm and effective manner and how to provide alternative forms of transportation to keep your customers safe.

Finally, this lesson will discuss the purpose of incident logs and the importance of following house policies.

Drunken Person Defined

A drunken person is a person whose physical or mental conduct is substantially impaired as a result of the introduction of an alcoholic beverage into the person's body and who exhibits those plain and easily observed or discovered outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages.

As a server or seller of alcohol, you must refuse to serve or sell alcoholic beverages to a drunken person and the person must be asked to leave the establishment. **Alaska does not allow a drunken person to enter and remain in a licensed premises.**

It is also important to attempt to get the person a safe ride home.

Observation

One key tool to recognizing a drunken person is **observation**. You should start observing your customers as soon as they enter your establishment. When a customer requests their first drink, be alert for clues that they have already been consuming alcohol, such as:

- The smell of alcohol on their breath
- Bloodshot eyes
- Disheveled appearance
- Mentioning that they have been drinking
- Showing signs of past or present incontinence or nausea

Someone that has already been drinking will be much closer to becoming drunk, if not drunk already. Your responsibility is to pay careful attention to these clues and determine if the person is in fact drunk. **Drunken persons are not allowed to stay on the premises and cannot be served alcoholic beverages.**

Continued Observation

Continued observation of both your customers' behavior and the amount of alcohol they drink at your establishment is important in recognizing a drunken person.

As a person drinks alcohol, their behavior often changes and they may do things that are unusual for their character. The person may not even realize their behavior has changed. For instance, someone who is usually polite and kind may act mean and obnoxious or someone who is usually very social may become more quiet.

Careful observation of your customers is very important because not only can it prevent customers from becoming drunk, it can also prevent disturbances from occurring. Do your best to observe every customer prior to each additional sale.

Case Study: Golf Outing

Jim and his friends have been on a golf outing to celebrate Jim's birthday. The group has just arrived at your bar, one of their favorite places to have a drink and socialize. As you welcome them inside and check their IDs, you notice that Jim is talking much louder than usual and is telling anyone who's willing to listen all about his fantastic golf game.

When you return with their drink order, Jim says to go ahead and bring out the next round - on him. Jim is also acting a bit strange in other ways. Normally shy around the opposite sex, he has invited the two women seated at the adjacent table to join his group. He then proceeds to knock over a couple of glasses of water as he rearranges the chairs.

You return with the drink order and now Jim practically falls off his chair as he heads to the restroom - for the second time in only a few minutes in the bar.

Case Study: Questions

Golf Outing

Question 1:

Is Jim displaying behavior commonly produced by the overconsumption of alcoholic beverages?

Yes

No

Feedback:

Jim is exhibiting many behaviors commonly known to be produced by the overconsumption of alcoholic beverages including:

- Speaking unusually loud
- Boasting about his golf game
- Normally shy, but invites women to join them
- Knocking things over
- Difficulty getting up from his chair

- Frequent use of the rest room

Question 2:

What is Jim's estimated BAC?

- ✗ Lower than .08
- ✗ .08 - .10
- ✗ .10 - .12
- ✗ .12 - .14
- ✗ Higher than .14
- ✓ Unable to determine based on the information provided.

Feedback:

You have no way of knowing how many drinks Jim has had while golfing. But it is obvious from his behavior that he has been drinking.

Question 3:

Should you consider Jim to be drunk?

- ✓ Yes
- ✗ No

Feedback:

Even though you do not know how many drinks Jim has had while golfing, you do know him from previous visits. Therefore, based on his behavior, you would reasonably determine that he is drunk.

Because he is drunk, it is against the law to serve him any alcohol and he must leave the premises.

Case Study: Review

This case study shows that you will not always know the amount of alcohol a customer has consumed or the length of time they have been drinking. That is why you should observe your customers for **outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages**.

While speaking in an unusually loud tone does not immediately suggest that the customer is drunk, the other signs you observed in Jim should lead you to conclude that he is drunk. As you work in an establishment on a regular basis, you will become familiar with people and their normal behaviors. This, in combination with the other signs of overconsumption of alcoholic beverages, can be very helpful as you make your decision.

When you determine that someone is drunk, you must refuse to serve them any alcohol, ask them to leave the premises, and attempt to get the person a safe ride home. **Never serve or sell alcohol to a drunken person even if they are not driving.**

Communication

Communication is another great tool for identifying drunken persons. During conversations with drunken customers, you may notice that they:

- Slur their speech
- Trip over words
- Use uncommon speech patterns

- Lose their train of thought
- Become overly tired
- Suddenly react with intense emotion (crying, for example) or violence during a conversation
- Sway
- Stand with feet wide apart for balance
- Lean against a counter, wall, or other support
- Increase their use of hand gestures - which often results in spilled drinks - or display other clumsy actions like dropping the change from their purchase.

You should be familiar with these indicators so that you can recognize when a person is drunk and when they should or should not be sold alcohol.

Signs a Drunken Person May Display

Listed below are some common outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages. Combine these common signs with other observations like rate of consumption, and the type of alcohol consumed.

Click each category to view the common signs.

Physical

- Sparse eye contact
- Glassy or bloodshot eyes
- Disheveled hair or clothes
- Flushed face

Judgment

- Disoriented
- Ordering doubles
- Careless with money
- Irrational

Behavior

- Overly friendly
- Extreme change in mood
- Loud and boisterous behavior
- Showing off

Speech

- Slurred words
- Incoherent thoughts
- Uncontrolled pace of speech or volume of voice
- Slow responses

Coordination

- Leaning heavily on other people or objects for balance
- Staggering
- Fumbling with small objects
- Spilling drinks

Recognizing Drunkenness in an Experienced Drinker

Experienced drinkers often develop a tolerance to alcohol. This means the person's body is accustomed to alcohol and processes it rather effectively. These drinkers will not show the same outward behaviors that inexperienced drinkers may display, but they will still have a **high BAC after consuming large amounts of alcohol**.

More subtle signs experienced drinkers will often display include:

- Gulping drinks
- Ordering doubles
- Slowing movements
- Wanting more and more alcohol
- Unstable emotional state
- Glassy or bloodshot eyes
- The smell of alcohol on the breath

You should be alert for any of these signs and carefully evaluate your customers when making your decision to serve or sell alcohol. **Remember, even though an experienced drinker will show fewer outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages, service must still be refused.**

Illness & Disabilities

It is also important to be aware that illnesses or disabilities may sometimes be mistaken for drunkenness. Some symptoms of illnesses and disabilities mimic those a drunken person may display, such as slurred speech or trouble with balance or motor skills.

Before jumping to the conclusion that someone is drunk, look for indicators such as medical-alert jewelry (i.e., bracelets or necklaces), the absence or presence of the smell of alcohol, and verbal statements.

If you mistakenly refuse service based on your observations, promptly and politely apologize to the customer. If, however, the customer is having a medical emergency, do not hesitate to contact emergency services for assistance.

Video: Recognizing a Drunken Person

Video: Review Questions

Video: Recognizing a Drunken Person

Question 1:

Which of the following did the customer display that would cause you to believe he was drunk?

- Staggering
- Losing his train of thought
- Mentioning that he had been drinking
- All of the above.

Feedback:

The customer displayed all of these in the short time he was in this establishment. He was staggering when he came in, was holding onto the bar for balance and his conversation was jumbled together, without a clear train of thought. He also made reference to drinking elsewhere.

Mentioning drinking does not necessarily mean a customer is drunk, but it should be a red flag for the server or bartender to go slow and evaluate the customer before serving any alcohol.

Based on all these signs, the bartender correctly recognized the customer was drunk and refused service, as required by law.

Question 2:

Did the bartender handle the situation correctly?

- Yes
- No

Feedback:

No. The bartender in this video was correct to refuse service, but he made no attempt to get this customer home safely. By simply letting the customer walk out, the bartender may have put the customer and others at risk. While the bartender was correct in refusing service, he should have taken other steps to keep the customer safe.

When the customer left, the bartender did not know if he was walking or driving. Clearly, the customer knew at least one of the other customers at the bar. The bartender could have enlisted the friend's support to help get him home safely.

As you continue through this course, you will learn more about your responsibilities regarding drunken persons and proper procedures to follow to keep them safe.

Video: Review

This video demonstrated the importance of both **observing** your customers and **talking** with them to determine if they are drunk. One drink can be too many if the customer is already drunk. It is essential that you are attentive when selling alcohol and recognize when a customer is displaying signs of drunkenness.

You should also remember that to keep the customer and others safe, it is important to do both of the following:

- Refuse to serve or sell the person any alcohol. Remember it is always illegal to serve or sell alcohol to a drunken person even if he or she is not driving.
- Ensure that the person leaves the licensed premises.
- Attempt to get the person a safe ride home.

Intervention Techniques

Another responsibility you have as a server or bartender is to do what you can to prevent your customers from becoming drunk. There are a number of intervention techniques you can use to slow your customer's alcohol consumption and minimize or prevent them from becoming drunk. These include:

Talk and listen to customers before serving them and whenever serving another drink.

Are they already drunk? If you are unsure, strike up a conversation with the person, serve them a glass of water first, or ask questions about their ID. Use this added time to evaluate if the person is drunk.

Serve a glass of water alongside each alcoholic drink you serve.

Offer water, coffee, or other non-alcoholic drinks between servings of alcohol.

Avoid pitcher service to large groups of people.

Do not bring a customer a drink upon another person's request.

Do not serve more than one drink per person at one time.

Do not walk past their table as often.

Wait until everyone in the group is finished with their drinks and remove empty glasses before taking orders for additional drinks.

Try to take their attention away from drinking with things such as pool tables, dance floors, or other activities that are available.

Be aware of how much alcohol you are serving your customers.

If you are certain a customer has consumed several drinks, look for signs commonly associated with the

overconsumption of alcohol and slow the pace to prevent them from becoming drunk.

Keep in mind that drinks containing more than the standard amount of alcohol should be counted as two or more drinks.

Click the double right arrow (>>) on the right edge of the box or click each number below the box to read all the information.

Food and Non-Alcoholic Drinks

The service of food and non-alcoholic drinks can play a major role in preventing your customers from becoming drunk. Any time spent consuming food and non-alcoholic drinks is time the customer is not drinking alcohol.

Make sure you have access to menus and are familiar with house favorites and specialties. Also be aware of policies your establishment may have in place to promote responsible alcohol consumption and do your part in implementing these policies. Some examples include:

- **Use food to attract customers.** Offer discounted appetizers for "Happy Hour". Offer unique, signature food items. Be sure to inform your customers of food specials or unique items that are available.
- **Promote low-alcohol and non-alcoholic drinks.** Include attractive non-alcoholic alternatives on the featured drink list. Prominently display low-alcohol and non-alcoholic drinks using tent cards or special menus. Recommend a non-alcoholic drink to a customer who is drinking rapidly.

[A list of non-alcoholic drink recipes is available here for you to download and print for later reference.](#)

Video: Slowing Down Service to Customers

Video: Review Questions

Video: Slowing Down Service to Customers

Question 1:

Why did the bartender suggest a game of pool?

- ✘ He makes a commission on the games.
- ✘ There were too many people at the bar.
- ✓ To slow down the rate at which these women were consuming alcohol.

Feedback:

The bartender correctly assessed that these women are drinking too quickly.

By suggesting pool, food, and water he is able to delay bringing drinks to these women and get them engaged in something other than drinking alcohol.

Question 2:

Why did the bartender suggest the customers move around instead of just standing at the bar?

- ✘ Because exercise helps sober a person who is becoming drunk.
- ✓ To better assess whether they are drunk.
- ✘ To hint that they should be leaving the bar.

Feedback:

A seated customer or one who is just standing by the bar can more easily disguise drunkenness than one who is standing and walking around.

The bartender was trying to determine if these customers were drunk and used this method to better determine if he could legally serve them another drink.

Question 3:

Was his strategy to slow down their drinking effective?

- ✓ Yes
- ✘ No

Feedback:

As far as we can tell in the video, his suggestions worked.

To further slow them down, he can bring them the water first and wait to deliver the last round of drinks they requested until after the food is served if the women are still not exhibiting signs commonly associated with the overconsumption of alcohol.

Now that the women have moved to the pool table, he will also want to notify other servers in case the women begin ordering from one of them.

Video: Review

As a bartender or server, you need to be aware of the rate your customers are consuming alcohol and use appropriate intervention techniques to slow or refuse service as necessary. As the bartender illustrated in this video, responsible alcohol service does not merely mean cutting off a person showing signs commonly associated with the overconsumption of alcohol, it also means being aware of their rate of consumption and doing what he or she can to slow service.

These customers were not yet displaying signs of drunkenness. But the bartender did notice they were ordering and consuming drinks rapidly and he implemented a successful technique to slow their service. Suggesting food and getting the customers involved in an activity other than drinking, such as pool or darts, can effectively slow their alcohol consumption and may even prevent them from becoming drunk.

Refusing Service

If you determine that a customer is drunk, it is important that service is refused, any remaining alcohol is removed from the customer and the customer leaves the licensed premises. The following techniques can be effective ways to inform your customers of the law without putting them on the defensive.

Click on each technique for details.

Be Courteous

People are more cooperative when they feel you are being polite and respectful.

Be Confident

Confidence convinces people you are doing the right thing. Act confident even if you don't feel especially confident--no one will know the difference!

Be Tactful

Never accuse a customer of being drunk. State simply that you cannot sell them alcohol.

Be Discreet

Make every effort not to embarrass the customer in front of other customers.

Be Calm

Stay relaxed and maintain eye contact.

Be Firm

Do not allow the impaired customer to talk you out of the decision you have made. Use a phrase that gets the message across and stops an argument in its tracks like, "I'm sorry I can't sell you alcohol--it's against the law". If necessary, ask for assistance from a manager, another employee or appropriate authorities.

If you ever feel unsafe when refusing a sale, don't hesitate to call the police.

Avoiding Confrontation

Use statements that help you avoid a confrontation. **Click each conversation bubble for suggestions.**

Avoid "You" Statements

These statements often sound accusatory or judgmental and are likely to offend and provoke the customer.

Avoid:

- "You're drunk."
- "You're cut off."
- "You've had too much to drink."

Use "I" Statements

Shift the responsibility away from the customer and put the focus on you and why you're refusing service. This will lessen the possibility of a disturbance.

Use:

- "I won't be able to serve you."
- "I could get into trouble."
- "Our house policy doesn't allow me to give you another drink."

Focus on the Law

Emphasize that it is the law that restricts your actions. Help customers understand that it is not your decision to make, it is state law.

Remember, it is against the law to serve a drunken person, even if that person is not driving.

Express Concern

Let customers know that you are concerned about them - they may become ill, get in an accident, or get charged with drunk driving.

Transportation

After refusing service to a drunken person, it is also important to ensure that he or she leaves the establishment and has a safe ride home. Some options that may be available are:

- A designated driver.
- A taxi, family member, or friend. You can offer to call a cab or ask the customer if he/she has a friend or family member who can provide a sober ride home.
- A hotel room. If working in a motel or hotel bar establishment, offer a room for the customer.

If the customer refuses your offers of safe transportation and decides to drive home, it is your or your manager's responsibility to call the authorities.

It is important to follow your establishment's policy for handling this type of situation. This may include noting a description of the vehicle and license number in case the customer leaves before the police arrive and making sure this information and other details regarding this refusal of service are documented in an incident log book.

Video: Refusing Service

Video: Review Questions

Video: Refusing Service

Question 1:

Should the bartender have served this customer the first drink?

Yes

No

Feedback:

The customer was displaying behaviors commonly associated with the overconsumption of alcohol when he first enters the establishment.

Question 2:

What behaviors commonly associated with the overconsumption of alcohol was the customer displaying?

- ✘ Slurred speech.
- ✘ Careless with money.
- ✓ Nearly falling while taking his seat.

Feedback:

The customer tripped on the chair and nearly fell down before taking his seat. Did you also notice that he was resting his head on his hands while the bartender got him his drink?

He also ordered a double. This should have been a red flag to the bartender - especially with the other behaviors this customer was displaying. Bartenders and servers need to be alert and aware, even if someone has just walked into the bar.

Question 3:

What might the bartender have done if he needed more time to determine if the customer was displaying behaviors commonly associated with the overconsumption of alcohol?

- ✘ Give his ID a closer inspection.
- ✘ Bring the customer a glass of water.
- ✘ Engage the customer in conversation.
- ✓ All of the above.

Feedback:

These are all good techniques the bartender can use to further assess the customer for behaviors commonly associated with the overconsumption of alcohol.

A close inspection of the ID gives the bartender time to observe the customer and perhaps ask a few questions about the information on the ID.

Bringing a glass of water also allows time for observation, and engaging the customer in conversation is a good way to observe his speech for slurring or stumbling, and to find out what he was doing before he came to the bar.

Question 4:

The video ends as the customer gets up and begins to leave. What would you do next?

- ✘ Offer to call the customer a cab.
- ✘ Document the refusal in an incident report log.
- ✓ Both of these answers are correct.

Feedback:

Because the customer is drunk, the bartender needs to ensure that he does not stay in the establishment and should try to get him a safe ride home by offering to call a cab. The bartender should also document the refusal of service in an incident documentation log book.

Video: Review

This video was a good reminder about the importance of observing your customers before serving them. If you are unsure if a customer is drunk, you can delay service to the customer by asking questions about an ID, bringing him or her a glass of water, or by starting a conversation. These are good ways to determine if he or she is already drunk.

This video also highlighted the importance of finding a safe ride home for a drunken person and documenting incidents that occur on the establishment. If you determine a customer is displaying behaviors commonly associated with the overconsumption of alcohol, your duties as a responsible server go beyond refusing service. You must ensure that the customer does not remain on the premises.

You should also try to find him a safe ride home by calling a cab or a friend. If the customer refuses a safe ride home, it is your responsibility to notify local law enforcement if the customer is going to drive away. You should also document the incident in the log book and report it to your manager, depending on your company policies.

Abiding by Company Policies

An establishment that sells alcohol will often have company policies that will outline procedures you are to follow. These policies may be more stringent than state requirements. No matter where you work, management should provide you with written rules and policies. These policies may include (but are not limited to) the following examples:

- Checking ID of all customers under 30
- Promoting food service
- Providing alternate transportation
- Requesting manager assistance with difficult customers
- Requesting manager assistance when refusing service or informing other employees / managers when a customer is cut off
- Documenting all incidents in an incident log

As a server, if you are **not** provided with such documentation, it is important that you ask management to provide some sort of listing at minimum. Read through them carefully and ask questions if you do not understand something. It is essential that you understand and abide by them.

Incident Documentation Log Book

The incident documentation log book is a notebook or other bound book where all incidents that occur within and on the property of the establishment are recorded.

Examples of an incident include:

- Use of a fake ID
- A disturbance by a patron
- A patron refusing alternate transportation
- A fight
- An accident

Documentation of all incidents as soon as possible is crucial should there be subsequent legal proceedings. To properly document an incident into the log book, you must include:

- The date and time
- A description of event
- The patrons involved
- The witnesses, and
- The action taken by employees during the incident.

It is a good idea to record the facts each day, noting days without incidents and days you don't work or the store is closed. You should also cross out any line if it is left empty to prevent anything from being added later.

Properly maintaining an incident log, along with effective house policies are important in responsible alcohol service and can have a huge impact on the server's and the establishment's liability.

Conclusion

This concludes the material for Lesson 2. You should now have the necessary skills to recognize drunken persons through speaking with customers and observing their actions.

The case studies and videos in this lesson reinforced the importance of monitoring your customers and gave you the opportunity to recognize customers who have been drinking prior to entering your establishment.

Techniques to slow a customer's drinking and refuse service in a calm and effective manner should also now be a part of your responsible serving skill set.

Click the next arrow to advance to the flashcards which will help you prepare for the lesson quiz.

Flashcards

Question 1: Techniques to prevent a customer from becoming drunk include:

Answer: *Talking and listening to customers before serving them and whenever serving a subsequent drink.*

Serving a glass of water alongside each alcoholic drink.

Not walking past their table as often.

Taking their attention away from drinking with things such as pool tables and dance floors.

Question 2: If an drunken person insists on driving, you should:

Answer: *Call the police and document the incident in the log book.*

Question 3: When refusing service, you should:

Answer: *Avoid "You" statements.*

Use "I" statements.

Focus on the law.

Express concern for your customers.

Question 4: If you determine a person is drunk, you must:

Answer: *Refuse to serve or sell the person any alcohol.*

Ensure the person does not remain on the premises.

You should also try to get the person a safe ride home.

Question 5: The incident documentation log book is a bound book where _____ are recorded.

Answer: *incidents that occur within and on the property of the establishment*

Examples of an incident include use of a fake ID, a disturbance by a patron, a patron refusing alternate transportation, a fight, or an accident.

Question 6: Effective house policies, along with properly maintaining an incident log can have a huge impact on _____.

Answer: *the server's and the establishment's liability*

Question 7: Sometimes _____ may be mistaken for drunkenness.

Answer: *illnesses or disabilities*

Some symptoms of illnesses and disabilities mimic those a drunken person may display, such as slurred speech or trouble with balance or motor skills.

Before jumping to the conclusion that someone is drunk, look for indicators such as medical-alert jewelry (i.e., bracelets or necklaces), the absence or presence of the smell of alcohol, and verbal statements.

Question 8: It is against the law to serve alcohol to a _____.

Answer: *drunken person*

Question 9: Effective ways to inform your customers of the law without putting them on the defensive include:

Answer: *Be Courteous
Be Confident
Be Tactful
Be Discreet
Be Calm
Be Firm*

Question 10: What are common outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages?

Answer: *Sparse eye contact
Glassy or bloodshot eyes
Disheveled hair or clothes
Flushed face
Disoriented
Slurred words
Changes in behavior*

Lesson Quiz

Question 1: Is it legal to serve alcohol to someone who is drunk?

- No, it is never legal.
 - Yes, as long as the person is not driving.
-

Question 2: Which of the following would be the most appropriate way to refuse service to a drunken person?

- You're already drunk. There's no way you'll be drinking here tonight. Here's a glass of water and don't think you are getting any alcohol.
 - I'm sorry but you've had the limit and it's time to cut you off. You don't want the cops to catch you. A drunk driving conviction could really be embarrassing for you, and you really look like you're drunk.
 - I'm sorry but you are way too drunk to have any more alcohol tonight. You don't want to get a DUI, do you? Why don't you try our basket of buffalo wings?
 - I'm sorry. I can't serve you any alcohol tonight. I could get into trouble and even lose my job.
-

Question 3: A drunken person may display which of the following?

- Changes in behavior
 - All of these answers are correct.
 - Physical impairment
 - Loss of judgment
-

Question 4: Which of the following is an effective method when refusing service to a customer?

- Put the blame on house policies.
 - List the signs of drunkenness he is displaying.
 - Give the person a free drink if he agrees to leave.
 - Tell the person he has had too much to drink already.
-

Question 5: A person who has trouble with balance, is wearing medical alert jewelry and does not smell of alcohol may have a disability rather than being drunk. True or False?

- False
 - True
-

Question 6: Which of the following is an example of an incident that should be recorded in an incident log book?

- A group of young people who order a pitcher of beer with their meals.
 - A customer with a youthful appearance who presents a valid ID.
 - A drunken person who refuses alternate transportation.
 - A couple who purchase and consume a bottle of wine with their meals.
-

Question 7: Techniques to prevent your customers from becoming drunk include:

- Serving more than one drink at a time.
 - Encouraging the purchase of food.
 - Bringing drinks requested by another person.
 - Taking frequent orders.
-

Question 8: If a drunken person insists on driving, all of the following are recommended **except**:

- Call the police.
 - Document the incident in the log book.
 - Serve the customer another drink so he will stay.
 - Inform the customer of the law.
-

Question 9: Which of the following can have an impact on the server's and the establishment's liability?

- A properly maintained incident log
 - Both of these answers are correct.
 - Effective house policies
-

Question 10: If you determine a customer is drunk, you are required to do all of the following **except**:

- Refuse to sell the customer any more alcohol.
 - Notify the state alcoholic beverage control board.
 - Make sure the customer leaves the establishment.
-

Congratulations!

Lesson: Liquor Laws, Penalties, & Liability

Lesson 3: Liquor Laws, Penalties, & Liability

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 - Identify Happy Hour Laws
 - Identify Criminal Offenses for Violations of Alcoholic Beverage Laws
 - Recognize Civil Liability
-

Knowledge Survey

Question: Servers found guilty of violating alcoholic beverage laws _____.

- will be given a jail sentence of 2 years
- are charged with a felony
- may be charged with a Class A Misdemeanor
- will automatically lose their serving permit

Question: The legal age to purchase alcohol is _____.

- 16
 - 18
 - 21
 - 30
-

Introduction

This lesson will introduce you to Alaska laws and rules governing the sale and service of alcohol.

You will learn about the age limitations regarding alcohol service, the restrictions for service to drunken persons, and the acceptable forms of identification to verify a customer's age. Legal hours of sales, prohibited activities and promotional restrictions are also covered in this lesson.

Finally, this lesson will outline penalties for liquor law violations and civil liability.

Alaska Alcoholic Beverage Control Board

The Alaska Alcoholic Beverage Control Board is the regulatory and quasi-judicial agency that controls the manufacture, barter, possession, and sale of alcoholic beverages in the state.

The board consists of five members appointed by the governor and confirmed by a majority of the members of the legislature in joint session. The board is made up of the following:

- One member who is actively engaged in the public safety sector (law enforcement)
- One member who represents the general public
- One member who has resided in a rural area within the previous five years and
- Two members who are actively engaged in the alcoholic beverage industry.

The director is appointed by the governor to serve as the executive officer of the board. The director enforces the law regarding alcoholic beverages and regulations adopted by the board and issues, renews, transfers, suspends, or revokes all licenses and permits at the direction of the board.

Function of the Board

The board has been assigned powers, duties, and responsibilities necessary for the control of alcoholic beverages. These include:

- Propose and adopt regulations governing the manufacture, barter, sale, consumption and possession of alcoholic beverages in the state.
- Hear appeals from actions of the director and from actions of officers and employees who enforce the alcoholic beverage control laws and board regulations.
- Review all applications for licenses.
 - May order the director to issue, renew, revoke, transfer, or suspend licenses and permits.
 - May reduce the size of an applicant's licensed premises when necessary to ensure control over the sale and consumption of alcoholic beverages or to best meet the interests of the public.
- Hire enforcement agents and other staff.

- Notify appropriate licensees and municipalities of major changes to laws and regulations.
- Create and maintain a statewide database that contains a monthly record of the alcohol purchased by, and shipped to, a person who resides in a municipality or established village that has restricted the sale of alcoholic beverages.

AS 04.06.090

Licensing Procedures

Every establishment that serves or sells alcohol in Alaska needs a license or permit. To apply for a *new* license or permit in Alaska, a person must file a written application with the director of the Alaska Alcoholic Beverage Control Board. The following documents are required to apply for a new license:

1. New liquor license application (signed and notarized)
2. Posting affidavit (signed and notarized after 10-day posting of application)
3. Proof of advertising (publisher's affidavit from newspaper or radio)
4. Proof of right, title or interest (lease, rental contract, or recorded property deed in applicant's name)
5. Statement of financial interest
6. Certificate of incorporation or Certificate of organization or Partnership agreement
7. Detailed diagram of premises to be licensed
8. Fingerprint cards (required of all applicants, affiliates, persons owning 10% or more shares / membership of an organized entity, officers / directors / managers of an organized entity)
9. License fee
10. Application / filing fee
11. Alcohol server training certification
12. Menu (required for all restaurant / eating place license applications, restaurant designation permit applications, and/or applications filed under AS 04.11.400(d))

AS 04.11.260, AS 04.11.400

Types of Licenses & Permits

Listed below are different types of alcohol licenses and permits issued by the Alaska Alcoholic Beverage Control Board. **Click each license or permit type to view the details.**

Beverage Dispensary License

- Authorizes the sale and service of all types of alcoholic beverages for consumption on the licensed premises only.

Restaurant or Eating Place License

- Authorizes a restaurant or eating place to sell beer and wine for consumption on the licensed premises only.
- Only issued to bone fide restaurants / eating places deriving at least 50 percent of sales from food.

Club License

- Authorizes the sale of alcoholic beverages for consumption only on the licensed premises.
- Only issued to a club, fraternal organization, patriotic organization, or social organization.

- Alcoholic beverages sold under a club license may be purchased only by members of the club and their families, widows or widowers of deceased members who have been accorded club privileges, and military personnel on active duty, and their accompanying spouses, who are extended the privilege by patriotic organizations.

Golf Course License

- Authorizes the sale of beer and wine on the licensed premises located on a golf course.
- Food must be available during times when beer and wine are sold, served, and consumed.

Bottling Works License

- Authorizes the bottling and sale of beer and wine to a person licensed by the Alcoholic Beverage Control Board in quantities of more than 5 gallons.

Brewery License

- Authorizes the manufacturing and sale of beer.
 - May be sold in quantities of not more than 5 gallons a day to an individual present on the licensed premises for off-premises consumption.
 - May be sold in quantities of more than 5 gallons a day to a person licensed by the Alaska Alcoholic Beverage Control Board or by another state or country.
- May permit a person to sample small portions of the brewery's product free of charge (unless prohibited).
- May sell not more than 36 ounces a day of the brewery's product to a person for consumption on the premises if:
 1. The brewery does not allow live entertainment, televisions, pool tables, dart games, dancing, electronic or other games, game tables, or other recreational or gaming opportunities on the premises where the consumption occurs
 2. The brewery does not provide seats at the counter or bar where the product is served; and
 3. The room where the consumption occurs is not open before 9:00 a.m. and serving of the product ends not later than 8:00 p.m.

Brewpub License

- Authorizes the holder of a beverage dispensary license to:
 - Manufacture not more than 465,000 gallons of beer in a calendar year.
 - Sell beer manufactured on the premises (or the premises of another beverage dispensary license) for consumption on the licensed premises.
 - Sell beer manufactured on the premises in quantities of not more than 5 gallons a day to an individual present on the premises for off-premises consumption.
 - Provide a small sample of the brewpub's beer manufactured on the premises free of charge (unless prohibited).
 - Sell beer manufactured on the premises to a licensed wholesaler. Not to exceed 37,200 gallons in a calendar year.
 - Sell not more than 6,200 gallons in a calendar year of beer manufactured on the premises to a person licensed by the Alaska Alcoholic Beverage Control Board or by another state or country.
- Authorizes the holder of a restaurant or eating place license to:
 - Manufacture on the premises licensed under the restaurant or eating place license not more than 465,000 gallons of beer in a calendar year.
 - Sell beer manufactured on the premises licensed under the restaurant or eating place license for consumption on the licensed premises.

- Sell beer manufactured on the premises licensed under the restaurant or eating place license in quantities of not more than five gallons a day for consumption off the premises to an individual who is present on the licensed premises.
- Provide a small sample of the brewpub's beer manufactured on the premises free of charge (unless prohibited).

Winery License

- Authorizes the manufacturing and sale of wine.
 - May be sold in quantities of not more than 5 gallons a day to an individual present on the licensed premises or by shipping to an individual (if it complies with local regulations / limitations).
 - May be sold in quantities of more than 5 gallons a day to a person licensed by the Alaska Alcoholic Beverage Control Board or by another state or country.
- May permit a person to sample small portions of the wine free of charge (unless prohibited).

Package Store License

- Authorizes the sale of any kind of alcoholic beverages for consumption off the licensed premises to a person present on the licensed premises or to a person known to the licensee who makes a written solicitation to that licensee for shipment.
- Authorizes the licensee to deliver alcoholic beverages:
 - In limited quantities with a floral arrangement to a cruise ship passenger or hotel guest. Specific rules apply.
 - To a responsible adult at the location of a wedding or wedding reception or other social event. Specific rules apply.

General Wholesale License

- Authorizes the sale of alcoholic beverages in the original package, and wine in bulk, in quantities of not less than 5 gallons to persons licensed by the Alaska Alcoholic Beverage Control Board.

Wholesale Malt Beverage and Wine License

- Authorizes the sale of malt beverages and wine in the original package, in quantities of not less than 5 gallons to persons licensed by the Alaska Alcoholic Beverage Control Board.

Distillery License

- Authorizes the distilling and sale of alcoholic beverages in:
 - Quantities of not more than one gallon a day to a person who is present on the licensed premises for consumption off the premises
 - Any amount to a person who is licensed by the Alaska Alcoholic Beverage Control Board or in another state or country.
- May sell not more than 3 ounces a day of the distillery's product to a person for consumption on the premises if:
 1. The distillery does not allow live entertainment, televisions, pool tables, dart games, dancing, electronic or other games, game tables, or other recreational or gaming opportunities on the premises where the consumption occurs;
 2. The distillery does not provide seats at the counter or bar where the product is served; and
 3. The room where the consumption occurs is not open before 9:00 a.m. and serving of the product ends not later than 8:00 p.m.

Common Carrier Dispensary License

- Authorizes the sale of alcoholic beverages for consumption aboard a vehicle, boat, train, or aircraft licensed for passenger travel.

Retail Stock Sale License

- Authorizes the sale of the remaining stock of a package liquor store when the owner wishes to close out or terminate the business.

Recreational Site License

- Authorizes the sale of beer and wine at a recreational site during and one hour before and after a recreational event that is not a school event, for consumption on designated areas of the site only.
- Issued only at locations where baseball games, car races, hockey games, dog sled racing events, or curling matches are regularly held during a season.

Pub License

- Authorizes the sale of beer and wine at a premises located on the campus of a college or university for consumption on the licensed premises only.
- One license issued per college / university.

Outdoor Recreation Lodge License

- Authorizes the sale of alcoholic beverages to a registered overnight guest or off-duty staff of the lodge for consumption on the licensed premises or in conjunction with purchased outdoor recreation activities provided by the licensee.

Caterer's Permit

- Authorizes a beverage dispensary licensee to sell or dispense alcoholic beverages at conventions, picnics, social gatherings, sporting events, etc., that are not held on the licensed premises.
- Only issued for a designated premises for a specific occasion and for a limited period of time.

Restaurant Caterer's Dinner Permit

- Authorizes a restaurant, eating place or golf course licensee to sell or dispense beer and wine before and during service of food provided by the licensee at a designated location for a banquet or dinner held off the holder's licensed premises.
- A menu of the food that will be provided at the banquet or dinner must be submitted with the application.

Special Events Permit

- Authorizes the sale of beer or wine for consumption on the premises for a specific occasion and limited period of time.
- Issued only to nonprofit fraternal, civic, or patriotic organizations.
- Profits must go to the organization, not an individual.

Conditional Contractor's Permit

- Two-year permit that authorizes the sale of beer or wine for consumption only on designated premises.
- Issued only to construction sites that are located outside a city and inside the boundaries of a military or naval reservation.

Destination Resort License

- Authorizes the sale of alcoholic beverages at a destination resort for consumption on the licensed premises in conjunction with the visitor activities provided by the licensee to cruise ship passengers and staff and other visitors while the cruise ship is in port at this resort.

For more information, visit the Alaska ABC by clicking here.

Requirements for a Restaurant License

A restaurant or eating place license that authorizes the sale of beer and wine for consumption on the licensed premises is only issued if the establishment is designated as a "bona fide restaurant or eating place." The requirements are as follows:

The Focus of the Business is Food.

- At least 50% of gross receipts must come from the sale of food.
- The primary activity on the premises is the consumption of food.
- A full-service menu must be available at all times that beer or wine is served. NOTE: Menus must be approved by the Board.

The Business has Limited Live Entertainment.

- Live entertainment such as dancing, karaoke, or live performances may only be offered between 3:00 p.m. and 11:00 p.m.
- Performances that are recorded or broadcast - that are **not live** - may take place any time.

AS 04.11.100, 3 AAC 304.305

Restaurant Designation Permit

A restaurant designation permit allows a licensed establishment to obtain a designation as a bona fide restaurant, hotel or eating place for any of the following:

- Dining after standard closing hours
- Dining by persons 16 - 20 years of age
- Dining by persons under the age of 16 years, accompanied by a person over the age of 21
- Employment for persons 16 or 17 years of age

A restaurant designation will only be granted to the holder of one of the following license types:

- Beverage dispensary
- Club
- Recreational site
- Golf course
- Outdoor recreation lodge
- Destination resort

- Restaurant or eating place

An establishment with a restaurant designation permit may allow unaccompanied 16 - 20 year olds to eat unattended. However the establishment must tell these individuals to leave if there is live music playing.

3 AAC 304.715

Alaska Alcohol Server Training

Alcohol server training is required in the State of Alaska for all licensees, agents, and employees of a licensed business. This means anyone that takes orders, checks ID, or sells or serves alcohol, including:

- **Servers and sellers**
- **Supervisors**
- **Security personnel**
- **Personnel who check IDs**

Note: If a person is just performing security functions and crowd control and is not checking IDs, then they don't need server education.

Important facts about alcohol server training in Alaska:

- You must complete an approved alcohol server education course within 30 days of being employed.
- You will receive a card after successfully completing an approved alcohol server training course. You must keep your card or other acceptable proof of course completion with you or at the establishment during working hours.
- You must renew your training every three (3) years.

Click the double right arrow (>>) on the right edge of the box or click each number below the box to read all the information.

AS 04.21.025, 3 AAC 304.465

Minimum Age to Serve & Sell

The law in Alaska requires a person to be 21 or older in order to sell, serve, or deliver alcoholic beverages in a licensed premises. However, some licensed premises can employ people that are under the age of 21 in the following cases:

- Someone that is 18, 19 or 20 is allowed to work in a hotel, golf course, restaurant, or eating place, but **must not sell, serve, deliver, or dispense alcoholic beverages.***
- Someone that is 16 and 17 may work in a hotel, golf course, restaurant, or eating place (with special permission), but they **must not serve, mix, deliver or dispense alcoholic beverages.*** Special permission includes:
 - Having written permission from a parent / guardian, and

- Having authorization from the Department of Labor.

*Employees who are 16 to 20 years old are allowed to bus tables and wash dishes and must take any remaining portion of an alcoholic beverage to the nearest receptacle for dumping.

AS 04.16.049 / 3 AAC 304.745(b)

Laws Regarding Underage Persons

In Alaska, the legal age to consume alcohol is 21. **It is illegal and a criminal offense:**

- **For anyone to serve, sell or give alcohol to any person under 21 years of age.**
- **For anyone under the age of 21 to purchase or attempt to purchase alcohol.**
- **For anyone under the age of 21 to enter or remain on the licensed premises.**
 - Children **16 and over** are allowed to enter a restaurant for dining only, or a golf course for a golf-related activity.
 - Children **under the age of 16** may only enter a restaurant to dine, or a golf course for a golf-related activity, if accompanied by someone over the age of 21 and with the consent of the child's parent / guardian.

Selling alcohol to an underage person is a serious offense. It is a Class A Misdemeanor and you could face the following penalties:

- A fine of up to \$10,000,
- Jail time of up to 1 year, or
- A portion of both.

If there is any doubt in your mind that a customer attempting to purchase alcohol is under the age of 21, you should ask the customer for a valid form of identification to prove their age. Looking "old enough" is not a substitute for a valid form of ID. In order to purchase alcohol or enter premises where alcohol is sold, a person must be able to prove they are 21 or older.

AS 04.16.049, AS.04.16.180, AS 12.55.035, AS 12.55.135

Valid Forms of ID

For an ID to be valid in Alaska, it must not be expired, and it cannot be altered in any way.

A driver's license or identification card issued by a federal or state agency that is **not expired or altered** are valid, acceptable forms of ID. The license or ID:

- Must be made of or encased in plastic
- Must contain the person's photo.
- Must contain the person's date of birth or a statement of age.

Unexpired, unaltered passports and military IDs are also acceptable. However, Alaska gives licensees and employees the power to refuse to accept a passport or military ID and instead require a driver's license or government ID, or other proof that the person is not a resident of Alaska.

AS 04.21.050, 3 AAC 304.425

Unacceptable ID

The following are not acceptable forms of ID. **Do not accept them as proof of age** in order to purchase alcohol or enter a premises where alcohol is sold:

- **College ID** - Quite common, but rarely include date of birth or physical description.
 - **Mail-order ID** - Not state issued, often characterized by photographs of poor quality and undocumented facts.
 - **Birth certificate** - No physical description, photo, or signature; are easily falsified.
 - **An expired ID.**
 - **Any ID that appears to have been tampered with or altered.**
-

Case Study: Checking IDs

You're so relieved that on Friday nights the bouncer at the door takes care of all the carding. The ID of anyone who wants to come into the bar is checked, no matter how old they look. This means you can concentrate on quality customer service, mixing perfect drinks, and earning excellent tips.

Three women come in and grab a table far from the bar where the lighting is dim. You take their drink order and leave the appetizer menu. They look young - definitely under 30 - but it's the bouncer's job to check ID, so you feel confident that they are 21. But it does seem odd that one of them is wearing a high school jacket. Don't most people put those in the closet after graduation?

Case Study: Refusing Service, Continued

It's not long before the bar fills up and you are busy and having a good time. As you bring the women another round, you hear one of them say she has a date with a "college guy" tomorrow night. Your ears tune in. You've heard girls talking before and a statement like that tells you she's either too young for college guys, or she didn't go to college and is excited at the possibility of getting to know a new circle of friends. If she's too young, you could have an underage drinker on your hands. The place is packed, so you drop off the drinks and hustle back to the bar to take care of your other customers.

About an hour later, when you are bringing a third round to the young women, you finally have the opportunity to take a few minutes and get to know them. You ask where they work and what they're up to tonight. The young woman with the upcoming date blurts out that she only works part time since she's still at East High this year. The instant the words pass her lips she realizes what she's done.

Case Study: Questions

Case Study: Refusing Service

Question 1:

Now that you know at least one of the women is underage, what should you do?

- ✘ Carefully check the IDs of all of the women.
- ✘ If you have any doubt about the ID presented by any of the other women, remove the alcohol from the customer.
- ✘ Ask any of the customers who are under 21 to leave the bar immediately.
- ✘ Report the incident to your manager and to the bouncer at the door.
- ✓ All of these answers are correct.

Feedback:

It is important to know the correct way to handle situations like this where an individual under the age of 21 enters the bar and attempts to purchase alcohol. Each of the following could be possible procedures after you know at least one of the women is underage.

- Carefully, very carefully, check the IDs of all of the women.
- Even if the other women present ID that appears to be valid and indicates that they are 21 or older, if you have any doubt about the ID, remove the alcohol from the customer.
- Ask any of the customers who are under 21 or who you believe are under 21 to leave the bar immediately and escort them to the door to make sure they do.
- Report the incident to your manager and to the bouncer at the door and/or include it in the incident report log depending on the policies in place at your establishment.

Question 2:

What clues suggested that the three women might be underage?

- ✓ They chose a table far from the bar where the lighting is dim.
- ✘ They did not make eye contact.
- ✘ You knew an older sibling in high school.

Feedback:

This case study provided many clues to suggest that the women were underage, including:

- Choosing a table far from the bar where the lighting is dim
- Wearing a high school jacket
- Looking younger than 30.

When you identify any clues that someone attempting to purchase alcohol is under the age of 21, you need to verify their age with a valid ID.

Question 3:

Looking back, what was the first mistake of the night?

- ✘ Continuing to serve the women even though they looked under the age of 30.
- ✘ Overhearing their comments and not checking IDs.
- ✓ Not checking the women's IDs when they placed their original order.

Feedback:

You should always card your customers before serving them if they appear to be under the age of 21. Remember, it is a good policy to card everyone who looks under 30 even if they say their IDs have already been checked.

Case Study: Review

As this case illustrates, you cannot rely on others to check the IDs of the people you are serving. If you are working for an establishment that has an employee placed at the door reviewing IDs, it is still the best practice to verify the age of anyone who appears to be underage. Remember that it is the server's responsibility to check the ID of their customers; not the responsibility of a bouncer or another server.

Also, as you progress through this course, you will learn more about how to check ID and common signs that the person attempting to purchase alcohol is under 21. But, here's the bottom line: It's your responsibility to verify the age of someone attempting to purchase alcohol.

Laws Regarding Drunken Persons

It is illegal in Alaska to sell or serve alcohol to a drunken person.

- No alcoholic beverages may be **sold or served to a drunken person** in a licensed premises.
- A drunken person may not **enter and remain** within a licensed premises or **consume an alcoholic beverage** within a licensed premises.

A drunken person is someone whose physical or mental conduct is substantially impaired as a result of drinking an alcoholic beverage. A person is considered to be drunk if they behave in ways that someone else can easily observe and identify are the result of the over consumption of alcohol.

It is your responsibility to observe customers for signs of drunkenness. **Do not serve a drunken person alcohol and do your best to remove alcohol from the person's possession and obtain a safe ride home for them.**

AS 04.16.030, AS 04.21.080

Case Study: Drunk & Underage

It's a Tuesday night and things have been slow at the small, neighborhood bar. Around nine-o'clock, two young men come in and confidently approach the bar. They take a seat but have to wait for Mitch to return from the back room. They head to the men's room and when they return so has Mitch.

The two are joking around and having a good time; in fact it seems to Mitch that they may be having a little too much fun. Their boisterous outbursts are out of place in the quaint little pub and he's already heard vulgar language. He knows several of the regular customers won't appreciate that.

Mitch approaches the men with a warm greeting. It's always great to have new customers, so he's hoping to make them feel welcome before he tells them to keep it down. Now that he's closer, he notices how young they look - really young. He also notices the smell of alcohol. Mitch decides to slow it down a bit and ask them a

few questions. Their responses are full of slurred speech and stories that don't make much sense. One of them has to use the bathroom again.

Mitch then asks for ID. Both claim to have forgotten it somewhere. Either at the ball game, their friend's car, or maybe it's at home. Mitch notices their ball caps are pulled down low and even with all their talking, they have yet to look him in the eye.

Case Study: Questions

Drunk & Underage

Question 1:

Should Mitch serve these customers?

- Yes
- No

Question 2:

What is the reason Mitch should not serve these men?

- They are showing behaviors commonly associated with the overconsumption of alcohol.
- They appear to be underage.
- They cannot produce valid identification.
- All of the above.

Feedback:

In this case, Mitch has reason to believe the men are both drunk and underage. The men are displaying behaviors commonly associated with the overconsumption of alcohol and without proper identification, they are not able to establish that they are of legal drinking age.

Under the law, it is illegal to serve them alcohol or to allow them to remain in the establishment.

Question 3:

What behaviors commonly associated with the overconsumption of alcohol are they displaying?

- Stumbling and lack of balance.
- Slurred speech and incoherent responses.
- Abnormal behavior.

Feedback:

These men smelled of alcohol and their speech was slurred. Their boisterous behavior, vulgar language and trips to the bathroom are also indications that they may be drunk.

Mitch also observed numerous clues that the new customers were underage including:

- Refusal to make eye contact
- Appearing to be less than 30 years of age
- Inability to present a valid ID

Question 4:

Which of the following statements might Mitch use in refusing service to them?

"You are both drunk and acting like a couple of immature kids. Wise up and get out of here before you get in real trouble. Those lame excuses for not having ID won't cut it. And, you're making the other customers mad because you're so loud. Everyone knows you're not 21, so beat it."

✓ "I'm thinking you guys both look pretty young. It's our policy to check the ID of anyone who looks under the age of 30. Without an ID, I'm not allowed to serve you any alcohol. Since this is a bar, the law also says you've got to leave. I can't allow anyone under 21 to come in. Is there someone I can call to give you a ride home?"

Feedback:

The firm but respectful tone of this statement will be more effective when refusing service to these customers.

Mitch was also aware that the customers might be drunk and suggested a safe way to get them home. Even though he had not served them any alcohol, it's never a good idea to let drunken persons leave the premises alone. Mitch is exercising his professional duty to protect his community and his business by offering alternative transportation.

Case Study: Review

In this case study, Mitch correctly assesses the situation and determines that not only are the young men underage, they also appear to be drunk. Mitch observed behaviors commonly associated with the overconsumption of alcohol as well as behaviors that are often exhibited by underage customers.

Mitch acted responsibly in how he handled this situation. Under the law, it is illegal to serve them alcohol or to allow them to stay on the premises.

Hours of Alcohol Sales

The State of Alaska allows alcoholic beverages to be sold, served, delivered and consumed between the hours of 8:00 a.m. and 5:00 a.m. the following day.

Between the hours of 5:00 a.m. and 8:00 a.m. that same morning:

- No person is allowed to **consume** alcoholic beverages on the licensed premises.
- No person (other than the licensee, employee or common carrier) is allowed **inside the licensed premises**.

NOTE: A restaurant or eating place, or another establishment with a restaurant designation permit, may allow customers to remain inside the premises for the purpose of eating food and drinking nonalcoholic beverages. However, an establishment cannot allow the sale or consumption of alcoholic beverages between the hours of 5:00 a.m. and 8:00 a.m.

Establishments are allowed to adopt policies to end the purchase and consumption of alcoholic beverages at a designated time. This "last call" can be before the actual closing time in order to allow patrons time to exit the premises.

AS 04.16.010

Hours of Alcohol Sales: Local Regulation

Local governments have the right to limit the hours of operation that are allowed by Alaska State law. All of Alaska's larger cities and many smaller ones have **shorter** hours, such as 10:00 a.m. to 1:00 a.m. or 2:00 a.m. the next day.

Election Day Sales: State law requires licensed businesses to be closed on election day until after the polls close, which is usually 8:00 p.m. However, the law also allows local governments to decide whether their licensed businesses must follow this requirement.

AS 04.11.491, AS 04.16.010, AS 04.16.070

Local Option Provisions

Alaska allows municipalities and villages to put limits on alcohol that is available in their community. Local options range from putting limits on the sale and service of alcoholic beverages to a complete ban.

When a local option is on the ballot, residents of the community are able to vote on limiting alcoholic beverages in certain ways. Communities that do not allow alcohol are called "dry" communities. Others that impose limits are called "damp".

Click on each local option to learn more.

Local Option 1

No sales / service of alcoholic beverages, except by premises operated by the municipality. (Municipality only.)

Local Option 2

No sales / service of alcoholic beverages, except in certain types of licensed premises, which are listed on the ballot.

Local Option 3

No sales / service of alcoholic beverages.

Local Option 4

No sales / service and no importation of alcoholic beverages.

Local Option 5 (Dry)

No alcoholic beverages are allowed, including sales / service, importation, and possession.

AS 04.11.491

Purchase by Written Order

The State of Alaska allows package stores to ship limited quantities of alcoholic beverages to customers.

- The person making the written request must be on the premise of the licensed establishment, OR
- The license holder must know the person making the written request.
- Shipments must only go to the person that made the written request.
- A copy of the person's signature and license must be kept in the license holder's file.
- The license holder must notify the board in writing that they will be shipping to fill a written request.
- The license holder must include information on fetal alcohol syndrome / effects in each shipment.

AS 04.11.150

Shipping to a Damp Community

There are additional requirements when a store is authorized to ship into a damp community.

- Purchasers receive an ID Number and must order in writing.
- The license holder must check the ABC database to make sure the shipment will not exceed the limit for that restricted area.
- The license holder must enter into the database the date and amount of alcohol shipped immediately upon shipment.

For more information on using the Alcoholic Beverage Control Board database system to fulfill purchases by written order, [visit their website](#).

AS 04.11.150

Happy Hour Laws

In Alaska, on-premises establishments are restricted from promoting alcoholic beverages in certain ways. Often called "Happy Hour" laws, **these laws apply to establishments that sell alcoholic beverages by the drink to be consumed on the premises.**

If specials are offered by an on-premises establishment, they must:

- Run for the entire calendar week. A calendar week is defined as from open Sunday morning to close of business Saturday.
- Be available at all times that the business is open.

The following promotions are **not allowed** in an on-premises establishment:

Offering or serving free alcoholic beverages as a marketing device to the general public.

For example, you cannot post a sign stating you get a free drink for your birthday.

Serving another drink to someone that already has two or more.

Selling, offering to sell, or serving alcoholic beverages to a person at a price less than the price regularly charged for those beverages during the same calendar week.

Selling, offering to sell, or serving an unlimited number of alcoholic beverages during a set period of time for a fixed price.

For example, all-you-can-drink specials for a set dollar amount are never allowed.

Selling, offering to sell, or serving alcoholic beverages to a person on any one day at prices less than those charged the general public on that day.

Encouraging or permitting an organized game or contest on the licensed premises that involves drinking alcoholic beverages or awarding alcoholic beverages as prizes.

Click the double right arrow (>>) on the right edge of the box or click each number below the box to read all the information.

AS 04.16.015

Required Warning Signs

The holders of one of the following types of licenses or permits are required to post three warning signs (detailed below):

- Beverage dispensary license
- Restaurant or eating place license
- Club license
- Brewery license or winery license if they permit a person to sample their products
- Package store license
- Common carrier dispensary license
- Recreational site license
- Pub license
- Caterer's permit
- Special events permit
- Conditional contractor's permit
- Other licenses / permits issued by the board authorizing consumption of alcoholic beverages

Click on each type of sign to see where it must be located in the establishment and what each sign must say.

1. Pregnancy Warning Sign

This warning sign is required to be displayed so that it is obvious to someone who will be purchasing or consuming alcoholic beverages or cigarettes:

WARNING: Drinking alcoholic beverages such as beer, wine, wine coolers, and distilled spirits or smoking cigarettes during pregnancy can cause birth defects.

2. Providing Alcohol to an Individual Under 21

This warning sign is required to be displayed so that it is obvious to someone who will be purchasing or consuming alcoholic beverages:

WARNING: A person who provides alcoholic beverages to a person under 21 years of age, if convicted under AS 04.16.051, could be imprisoned for up to five years and fined up to \$50,000.

3. No One Under 21 on the Premises

This warning sign is required to be placed at each customer entrance:

WARNING: A person under 21 years of age who enters these premises in violation of law could, under AS 04.16.049(e) be civilly liable for damages of \$1,500.

All these warning signs must be at least 11 inches by 14 inches and the lettering must be at least one-half inch high and in contrasting colors.

AS 04.21.065

Server Responsibilities

Licensees and their employees have a responsibility to ensure that business is conducted legally and the safety of customers is protected.

All employees are expected to know and follow Alaska statutes and regulations concerning the sale and service of alcohol. Instructions should be posted and all employees must verify that they understand the requirements.

Licensees and their employees are also expected to know and follow all state and local health, fire and safety codes.

Customers and other employees must be prevented from engaging in illegal activities. Control of conduct such as the following is expected:

- Loud disruptive behavior
- Disturbances
- Brawls
- Fights
- Public indecency
- Public drunkenness

Establishments will have policies in place to deal with these issues, and many have security personnel. If a person refuses to cooperate, or if you have reason to believe that people are in danger, contact law enforcement and follow their instructions.

AS 04.21.030

Gambling, Drugs, & Prostitution

Illegal activities that happen in or near the premises can lead to a suspended or revoked license or permit. The Board can suspend or revoke a license or permit if it finds that:

- The licensed premises are being used for illegal drug possession, use or sales.
- The licensed premises is being used for prostitution or sex trafficking.
- Illegal gambling is taking place on the licensed premises.
- The licensee allowed an offense that is considered morally offensive or depraved on the licensed premises.

AS 04.11.370

On-Duty Behavior

There are no specific laws or regulations in the State of Alaska that make it illegal for a bartender, the licensee or another employee to consume alcohol while on duty.

However, it is illegal for a drunken person to be inside the licensed premises. So if an employee or licensee consumes alcohol during their shift and becomes drunk, they have broken the law and could face criminal charges. The establishment could also lose its liquor license.

Although state law in Alaska does not specifically prohibit drinking on duty, **alcohol impairs judgment, so you should never be under the influence of alcohol or other intoxicants while on duty.** Check with your manager for establishment policies.

AS 04.16.040

Adulteration of Alcoholic Beverages

Alcoholic beverages that are sold, served and delivered must not be adulterated. When alcohol is adulterated, something is done to it that makes it impure, or that lowers its quality.

For example, you are not allowed to deliberately add water or another substance to a bottle of liquor, spirits or wine, etc.

Misbranding and false advertising are also prohibited. An example of this would be pouring a lower quality brand of alcohol into an empty bottle of an expensive brand.

3 AAC 304.405

Inspections

Licensed premises in Alaska may be inspected by the Alcoholic Beverage Control Board or law enforcement. Licensees and their employees are required to cooperate with investigators during an inspection.

Inspections are done at reasonable times during business hours for the purpose of enforcing alcohol statutes and regulations. Cooperation with investigators means such things as:

- Allowing local law enforcement and ABC personnel to enter and check the premises. This includes opening the doors after customers are out for local law enforcement and ABC personnel to inspect the premises.
- Answering questions.
- Providing access to business records.
- Showing identification if asked.
- Not destroying, damaging, altering, removing, or concealing evidence.

3 AAC 304.515

Criminal Penalties for Violations

Alaska alcoholic beverage laws must be followed by all licensees and employees. If you are found guilty of breaking the alcoholic beverage laws, you are guilty of a crime.

Violations of Alaska's alcoholic beverage laws are a Class A Misdemeanor. If you are charged, you may have to go to court and will have to pay legal fees. The punishment if you are found guilty is:

- A fine of up to \$10,000,

- Jail time of up to 1 year, or
- A portion of both.

In addition to criminal charges, you could also be fired for violating the law or lose your job if your employer's liquor license is suspended or revoked. You could also have problems finding a new job if you have a criminal record.

Licenses can be fined and/or have their license suspended for first or second violations, or taken away completely for three or more violations.

Serving alcohol illegally is a serious offense and the consequences are not worth it. This is why you should take your responsibility of serving alcohol very seriously.

AS.04.16.180, AS 12.55.035, AS 12.55.135

Criminal Negligence

Following Alaska's alcoholic beverage laws is the best way to keep your customers safe and keep yourself out of trouble. If you are charged with a criminal violation that results in harm, injury, or death to another person, the law will look more closely at what you did and how you did it.

The standard of criminal negligence can include but is not limited to:

- You failed to recognize the great amount of risk and the harm that was likely to result.
- You failed to use a normal, standard amount of care that a reasonable person in your situation should use.
- You showed indifference or disregard for human life and/or safety.

To protect yourself and your establishment against criminal charges, always follow the law and use responsible serving procedures including:

- Checking IDs.
- Looking for fake or false IDs.
- Watching customers for signs of drunkenness.
- Completing an incident report log.

Remember, it is always illegal to serve an underage person or a drunken person, even if the person is not driving.

AS 04.21.080

Civil Liability and Dram Shop Laws

Dram shop laws can hold licensed liquor establishments (bars, restaurants, taverns, etc.) legally liable for injuries caused by drunken customers.

In Alaska, these laws can hold licensees and their employees financially responsible for injuries that result from a person's intoxication if the licensee or employee sold or served alcohol to a drunken person or a person under

the age of 21. This is called civil liability, and it is separate from criminal charges for violations of alcoholic beverage laws.

A lawsuit can be filed, and you and your employer can be taken to *civil court* if there is reason to believe that you violated alcoholic laws **and** a person is injured as a result. It must be proven that alcohol was a major contributing factor to the cause of an injury, AND

- A licensee or employee sold / served alcoholic beverages to a person under the age of 21; OR
- A licensee or employee sold / served alcoholic beverages to a drunken person.

The penalties in civil court include:

- Cash damages for personal injury, death, or injury to property of a person, including the state or a political subdivision of the state.

DO YOU KNOW: *A dram is a small unit of volume and was commonly used to refer to a small amount of liquid, especially Scotch whisky. A shop where spirits were sold by the dram came to be known as a dram shop. Elsewhere, in the US, dram shop (or dramshop) is a common term referring to a bar, tavern or other establishment where alcoholic beverages are sold.*

AS 04.21.020

Contact Your State

Listed below is the contact information for the Alaska Alcohol Beverage Control Board. This is made available so you may contact them with any questions regarding state laws, regulations or basic information.

Alaska Alcoholic Beverage Control Board
Telephone: 907-269-0350

Website: <https://www.commerce.alaska.gov/web/amco/Home.aspx>

Conclusion

This concludes the material for Lesson 3. This lesson covered state laws regarding the sale and service of alcohol. You learned the legal age to purchase and consume alcohol, as well as the age requirements for serving and selling alcohol.

This lesson also outlined laws regarding prohibited sales (both to underage and drunken persons), acceptable forms of ID, promotional restrictions and legal hours of sales.

Finally this lesson covered the penalties you and the owner or manager of the business could face for violating state laws.

Click the next arrow to advance to the flashcards which will help you prepare for the lesson quiz.

Flashcards

Question 1: What are the happy hour laws for establishments that sell alcohol by the drink for consumption on the premises?

Answer: *Promotions must last an entire week and be available during business hours.*

*Businesses are **prohibited** from:*

Offering free alcoholic beverages as a marketing device.

Serving another alcoholic beverage to a customer who already has 2 or more drinks.

Selling alcoholic beverages to a person at a price less than the price regularly charged for those beverages during the same calendar week.

Selling all you-can-drink in a fixed time for a fixed price.

Awarding alcohol as a prize.

Using alcohol as part of a game / contest.

Question 2: What types of identification are accepted in Alaska as proof of age for purchasing alcohol?

Answer: *Driver's license or ID from a federal or state agency.*

*To be valid, they must **not** be expired or altered, and must have the person's date of birth and photo.*

An unexpired, unaltered passport is also valid ID.

Question 3: The legal hours of alcohol sales allowed by Alaska law may be restricted by _____.

Answer: *local governments*

Local governments can also allow alcohol sales / service before the polls close on election day, and can limit the availability of alcohol in their community.

Question 4: Serving or selling to a drunken person or an underage person is _____.

Answer: *illegal and a criminal offense*

It is also illegal and a criminal offense for an underage person to purchase or attempt to purchase alcohol.

Question 5: How old does a person have to be to legally purchase alcohol?

Answer: *21*

Question 6: A _____ may not be inside a licensed premises or consume alcohol on the licensed premises.

Answer: *drunken person*

Question 7: How do you protect yourself and your establishment from criminal negligence?
Answer: *Follow the law and use responsible serving procedures such as checking IDs, watching for behavior that indicates a person is drunk and keeping an incident log.*

Always take care to recognize the level of risk, and to protect customers and others.

Question 8: What is the punishment for servers who are found guilty of violating alcoholic beverage laws in Alaska?

Answer: *A fine and jail time of up to 1 year.*

Licensees can be fined or lose their license if they or an employee commits a violation.

Question 9: Licensees and employees have a responsibility to:

Answer: *Ensure business is conducted legally.*

Protect the safety of all customers.

Know and follow state and local health, fire and safety codes.

Question 10: Who may be taken to civil court when a drunken customer causes injuries to another person?

Answer: *The server and / or licensee who served / sold the drunken person alcohol.*

Lesson Quiz

Question 1: What are the requirements for licenses and ID cards that are presented by customers as proof of age?

- Must have the person's photo and date of birth.
 - Must not be expired or altered.
 - All of these are correct.
 - Must be issued by a federal or state agency.
-

Question 2: A drunken person may not be inside a licensed premises or consume alcohol on the licensed premises. True or False?

- False
 - True
-

Question 3: The legal hours of alcohol sales allowed by Alaska law may be restricted by local governments. True or False?

- False
- True

Question 4: Civil liability means that _____ can be taken to civil court when a drunken customer was sold or served alcoholic beverages and causes injuries to another person.

- the state
- the server or licensee
- the alcohol distributor
- the alcohol manufacturer

Question 5: The legal age to purchase alcohol is _____.

- 16
- 18
- 21
- 30

Question 6: Happy hour laws in Alaska _____.

- apply to establishments that sell alcohol by the drink for consumption on the premises
- All of these answers are correct.
- require that legal promotions be available at all times that the business is open
- require that legal promotions run for the entire calendar week

Question 7: Identify which of the following is a criminal offense.

- For a 20-year-old to purchase alcohol.
- For a server to sell alcohol to an 18-year-old.
- All of these answers are correct.
- For a bartender to sell alcohol to a drunken person.

Question 8: Servers found guilty of violating alcoholic beverage laws _____.

- will be given a jail sentence of 2 years
- are charged with a felony
- may be charged with a Class A Misdemeanor
- will automatically lose their serving permit

Question 9: The standard of criminal negligence may be applied if _____.

- you did not use the amount of care a reasonable person should use in the situation
 - you failed to recognize the likely risk and harm of the situation
 - Both of these answers are correct.
-

Question 10: Licensees and their employees have a responsibility to _____.

- All of these answers are correct.
 - know and follow state and local health, fire, and safety codes
 - ensure business is conducted legally
 - protect the safety of all customers
-

Congratulations

Lesson: Preventing Underage Drinking

Lesson 4: Preventing Underage Drinking

Table of Contents

Lesson Goals

- Recognize the Importance of Checking IDs
 - List Effective Procedures for Checking IDs
 - Identify When to Obtain a Proof of Age Statement
 - Recognize Behaviors Often Displayed by Underage Customers
 - Identify Best Practices for Preventing Underage Drinking
-

Knowledge Survey

Question: Identify which of the following sales should be refused.

- A young person who presents a New York state-issued identification card with a birth date of <[Date -21 years]>.
 - A young person presents a Missouri driver's license with a birth date of <[Date -20 years]>.
 - A young person who presents a military ID with a birth date of <[Date - 23 years]>.
 - A person who appears to be 45 but does not have their ID with them.
-

Question: All of the following are recommended procedures for checking IDs, **except:**

- Have the customer remove the ID from their wallet.
 - Ask for a second piece of ID if you have doubts about the first.
 - Use an ID guide to verify the format and features of out-of-state IDs.
 - If the ID appears fake, refuse service and discard the ID.
-

Introduction

To protect your job as well as your employer, you must know how to card potential customers and determine if their identification is valid. In this lesson you will learn what characteristics and behaviors to watch for in potential customers and how to verify that an ID is valid.

You will also learn several tips to increase your effectiveness when carding and to prevent underage persons from entering your establishment and consuming alcohol illegally.

The Consequences of Underage Drinking

Underage drinking is a widespread problem in the United States and it has serious consequences not only for the underage person, but also for a server or business that serves an underage person.

Drinking alcohol in a licensed establishment is a criminal offense for an underage person. But the consequences are not limited to criminal penalties. Underage drinking is a decision that can affect a young person for the rest of his or her life.

- Alcohol is the most widely used substance of abuse among young people in the United States. ⁴
- Underage alcohol use is more likely to kill young people than all illegal drugs combined. ⁵
- Research suggests a person's brain continues to develop into a person's twenties and alcohol consumption during this development may result in long-term negative consequences, including impaired memory, learning and decision-making. ⁴

Serving underage persons is also a costly offense. Criminal, administrative, and civil penalties may be imposed on both the server and the establishment. The server could also get fired and have trouble finding future employment with a criminal record.

Preventing Underage Drinking

The most common method to prevent underage consumption is to check the ID of anyone who appears to be under the age of 30. The age of 30 is recommended because physical maturity may occur anytime throughout the teens and twenties. Most of us are not very good at guessing a person's age, so if you adopt this policy, you are more likely to ensure everyone purchasing alcohol is of legal drinking age.

Looking "old enough" is not a substitute for a valid form of ID. Appearances can be deceiving. Certain features make it hard to judge a customer's age, such as facial hair, makeup and the clothing a person wears. When in doubt of a person's age, always ask to see a valid photo ID to verify the person's age.

Keep in mind that even if there is a bouncer at the door checking IDs, you are still responsible for verifying the age of your own customers. If you serve alcohol to an underage person - even if the bouncer checked their ID - you could still be held responsible for serving an underage person.

Identify the Acceptable IDs!

You already learned which forms of ID are acceptable for verifying the age of someone requesting to purchase alcohol.

Sort the following IDs as "Acceptable" or "Not Acceptable":

| Acceptable | Drag & Drop! | Not Acceptable |
|------------|------------------------|----------------|
| | Fishing license | |
| | Identification Card | |
| | Birth Certificate | |
| | Official Passport | |
| | Mail-order ID Card | |
| | Driver's License | |
| | College ID | |
| | U.S. Military ID | |
| | Credit Card with photo | |
| | Hunting License | |
| | Expired Passport Card | |

Ask for More Information

If you have doubts about the person's age even after the person presents an acceptable form of ID, you can ask the customer for more information to verify their identity.

Ask the person to answer questions about personal information on the card, such as the birth date, middle initial, zip code, height, weight, etc. The person should be able to respond without hesitation. Watch for signs of lying such as lack of eye contact, hesitation, and looking upward while trying to recall information.

It is often a good idea to ask questions that require a little more than just what has been memorized.

- Ask for just the house number, not the entire address. Usually the entire address was memorized and there will be hesitation to recite just a portion of it.
- Ask for just the middle initial. Again, the full name was memorized so there may be hesitation.
- Ask for the year of high school graduation. If there is hesitation, the person has to do some quick math and may be lying. ⁶

Proof of Age Statement

Another option for a customer who does not present an acceptable form of ID, or for an ID that you have doubts that the ID is valid, is to use a proof of age statement. You can require the customer to sign a proof of age statement verifying that they are 21 or older.

The proof of age statement is a form that the Alcoholic Beverage Control Board provides and that you will fill out and have the person sign.

Once a form is completed, it should be sent to the Alcoholic Beverage Control Board. If not sent to the Alcoholic Beverage Control Board, it must be kept on file at the establishment for 90 days and made available if requested by the ABC Board or police officers.

A statement of age form may also be used as verification that a person is at least 16 years of age to enter a restaurant.

AS 04.21.050, 3AAC 304.425

How to Calculate Age Instructions

Many states issue IDs in a vertical format to individuals under the age of 21 and print on the ID, the year the person will turn 21. But for states that do not print this information on the ID, you may need to calculate the person's age. The next page is an exercise to calculate a person's age. This exercise will give you today's date and the birthdate on the ID and you need to calculate how old the person is.

Example:

Today's date is 3/26/2016. A customer hands you their ID. The birthdate is 4/18/1992. How old is this person?

One way to find the answer is to do the following two steps:

1. Find the difference between the birth year and the current year. For this example, the current year is 2016.

$$\begin{array}{r} 2016 \\ -1992 \\ \hline 24 \end{array}$$

2. Has the person had a birthday yet this year? If the answer is yes, then use the number calculated above. If the answer is no, then subtract 1.

Today's date provided above is March. This person has a birthday in April, so the person has not had a birthday yet. You need to subtract 1 from the number above to get their age.

$$\begin{array}{r} 24 \\ -1 \\ \hline 23 \end{array}$$

This person is 23 years old.

Calculate the Customer's Age

[Interactive Exercise]

Recognizing Fake ID

As a server or bartender, you will likely be presented with a fake ID, so it is important that you learn how to recognize them.

A fake ID may come in many forms. **Click each of the following for more details!**

Altering . . .

Altering one's own ID

Using . . .

Using someone else's ID, either stolen or borrowed.

Applying . . .

Applying for another person's ID using that person's birth certificate.

Creating . . .

Creating one's own fake ID.

Purchasing . . .

Purchasing a fake ID from a counterfeiter.

Keep in mind that possession of a fake ID is an offense punishable by law. It is a felony to manufacture or produce with the intent to sell, distribute, or deliver any counterfeit or forged driver's license or identification card.

Verify the ID Belongs to the Customer

One key part of checking IDs is to verify the ID actually belongs to the customer. Always examine the **height stated on the ID** for resemblance with the attempted buyer, and compare the **hairline, eyebrows and chin shape in the photo** to those of the presenter. Features such as these are extremely hard to change.

If you are uncertain, ask for another form of ID or for personal information such as birth date, age, middle initial or astrological (zodiac) sign. You don't need to know the correct answer to the question, but the way the customer responds - if they are they confident, nervous, surprised or confused - can give you clues to whether they are lying or not.

If you still have doubts and the customer cannot provide another ID or answer questions about his/her personal information without hesitation, you can refuse to sell alcohol to the person. **It is your legal right to refuse to sell or serve alcoholic beverages to any person who is unable to produce a valid form of identification as evidence that he or she is 21 years of age or over.**

Case Study: False ID

Two young women enter the bar around 9 p.m. and while one of them goes on a "table search" the other woman heads to the bar and orders two beers. The bartender Bob asks her for ID and determines that it is legitimate and that she is 21. Bob asks where her friend went, and she tells him that she saw an available table and decided to "go for it". It's true that tables can be hard to find, but it's early and Bob sees that there are three or four still open. He asks her to repeat what kind of beer she would like and then tells her that her friend needs to come over and present her ID, too.

When the other young woman approaches the bar and hands over her ID, Bob notices her hand is a bit shaky. It's obvious that she is nervous, but young people often are when faced with authority, Bob has found. As she taps her foot, Bob examines the ID.

After a careful examination, Bob determines that the ID has not been tampered with, but Bob still finds her extremely nervous. Her hands won't keep still and she still has not looked at him. Bob begins to quiz her on the personal information: address, height, weight, birthday, and she nails it cold. Bob returns to the picture. There is just no way that this could be the person that is standing before him. Finally Bob asks the woman to look him in the eyes. When she finally does, it's obvious that this ID does not belong to this woman.

Case Study: Questions

False ID

Question 1:

Did Bob handle the situation correctly?

Yes

No

Feedback:

Bob was correct when he required both young women to present their IDs at the bar. Even when they are busy and tables are scarce, he is responsible to verify that the customers he is serving are not underage.

Question 2:

As Bob examines the ID what should he be looking for?

Date of Birth

Signs of Alteration

Expiration Date

All of the above.

Feedback:

It is not enough for Bob to verify that her date of birth makes her at least 21 years of age. He also needs to assure himself that it is a valid ID. That requires him to look for rough surfaces, uneven lamination, pinholes, the accuracy of the state seal or other images and any ID specific security features. Remember, an ID is not valid if it has expired.

Case Study: Review

An important aspect of checking IDs is verifying that the person presenting the ID matches the description on the ID. The bartender was correct to question her about personal information on the ID. He was also correct to

observe the way she answered instead of just if her answers were correct. Even though she answered all the questions correctly, she was displaying extreme nervousness--sweating and wringing her hands. These actions can indicate that the customer is trying to use a fake ID.

Remember, if you have any doubts about the validity of the ID or whether the ID matches the customer, do not serve the person and follow your establishment's policy for handling the ID. The last thing a business wants to do is turn away customers. But if the business was to make a mistake and sell or serve alcohol to someone under the age of 21, they could be fined heavily or even lose their license to sell alcohol.

Verify the ID Format and Features

Another important part of verifying the validity of an ID is checking to be sure that the ID has the proper format and security features.

This can be challenging, especially when states have multiple drivers' license designs in circulation at the same time. A new license design may be issued, but it can take several years for the old ones to circulate through the system.

Over time, you will become familiar with the IDs issued by your state and the surrounding states. But for IDs from elsewhere in the country, you will want to consult an ID guide.

Alaska Driver's License Format

Beginning in 2014, Alaska started issuing licenses in a new format, using a central issuance process. When receiving a new card, license holders receive a soft durable temporary license or ID card which is valid for 60 days. The new card is mailed to the person in approximately two weeks.

License Issued to Individuals Over the Age of 21:



License Issued to Individuals Under the Age of 21:



Alcohol Restricted License:



Alaska Driver's License Features

Features of the driver's licenses and IDs in Alaska include the following:



1. Primary Photo
2. Card Type and DL / ID Number
3. Cardholder Name and Address
4. Cardholder Information
5. Fine Line Pattern
6. Ghost Image
6. Clear Window in Shape of State
7. Optional Donor and Veteran Designations

Card Back:

- A. Cardholder Date of Birth
- B. 2D Barcode
- C. Cardholder Restrictions and Endorsements

Click the double right arrow (>>) on the right edge of the box or click each number below the box to read all the information.

Following Standard Procedures

Following standard procedures when checking IDs can help you identify IDs that are altered or fake. Develop a procedure for checking IDs and always follow it. Do not get sidetracked by a conversation with the customer.

Recommended procedures include:

1. If the customer looks under the age of 30, ask to see their ID.
If serving a group, be sure to check the IDs of every person in the group if they look under the age of 30.
2. Always have the customer remove the ID from their wallet.
3. Once you have the ID in your hand, feel for any unusual raised surfaces.
Verify that the card is the correct size and thickness and that the edges are not ragged.
4. Look carefully at the birth date and the "Age 21 on" date if the ID is vertical.
The ID must state that the person is over 21.
Inspect the ID to see if the age has been altered in any way.
5. Check the expiration date. Expired ID is not a valid ID.
6. Verify that the photo and physical description on the ID match the person presenting the ID.
7. Examine the format of the card to ensure it is correct. Turn the ID 90 degrees to look for numbers or letters that are out of line.
8. Examine the ID under a bright light because that will better reveal glue lines or pinholes where bleach may have been injected.
Have a flashlight handy and hold it behind the ID to look for cuts, punch outs, or pin holes.
9. Look at the reverse side of the ID, checking for any cut and pasted numerals or blurred lettering.
10. If looking at an out-of-state ID or any ID that you are not familiar with, be sure to use an ID guide to verify the format and features of the card are correct.
11. Ask for a second piece of ID if you have doubts about the first.
12. Return or refuse the ID.

Click the double right arrow (>>) on the right edge of the box or click each number below the box to read all the information.

FEAR

A great way to remember the process you should follow when checking IDs is to use the acronym **FEAR**.

Click on each letter to view each step in the process.



Feel for:

- Pin holes on the surface of the ID.
- Thickness - An ID that is altered is often re-laminated which makes it thicker than one that has not been altered.
- Glue lines or a rough surface near the photo or by the date of birth that indicate alteration.

Examine the ID visually:

- Check the birth date. Many states issue licenses with a vertical format to individuals under 21 and print the date when the cardholder will turn 18 and/or 21 somewhere on the ID.
- Check the expiration date. Do NOT accept expired IDs.
- Check the photo and personal information stated on the ID. Make sure the height stated on the ID and the hairline, eyebrows and chin shape in the photo match the person in front of you.
- Check the state logo. It must appear in the correct position and in the correct format on the card, or it may be a fake ID. A state logo or seal that is partially missing or appears altered is another clue an ID is fake.
- Check the numbers on the ID for consistency. The typeset for the birth date should match the lettering used on the rest of the license.
- Use a black light, flashlight or magnifying glass for close inspection of security features such as ultraviolet features or microprinting.
- If an ID has holographic security images, they should appear as two or three layers and give an impression of a three-dimensional object. Such images on a valid ID will change as the angle of the card itself is changed. A fake or altered ID may have an image that does not change uniformly or does not change at all, or is dull or blurry. Graphics of substandard quality are a good indication of fraud.
- Look at the reverse side of the ID, checking for any cut and pasted numerals or blurred lettering. Often counterfeiters merely photocopy the reverse side of an ID.
- If the ID is a duplicate, request an additional form of ID.
- If the ID is an out-of-state license, or for any reason looks unfamiliar to you, use an ID guide to verify the format and security features.

Ask when you suspect alteration or fraud:

- If in doubt, ask for a second form of ID. It is rare that people bring a back up ID if they have a fake.
- Inquire about the personal information on the card, such as the birth date, middle initial, zip code, height, weight, etc. The person should be able to respond without hesitation. Watch for signs of lying such as lack of eye contact, hesitation, and looking upward while trying to recall information.
- Ask for a signature on the spot and compare it with the signature on the ID.
- Have the customer sign a proof of age statement. This document is available for customers whose age is questionable. They sign to verify their correct age.

Return or Refuse the ID:

- If you conclude the proof of age to be valid, return the ID to the customer and welcome him or her to your establishment.
- If you are NOT certain that the proof of age is valid, **DO NOT SELL OR SERVE ALCOHOLIC BEVERAGES TO THE PERSON.**

You have the legal right to refuse alcohol sales to anyone unable to show sufficient proof of age. The burden of proof lies with the potential customer.

Confiscating Fake IDs

You should be sure to check your company policy for handling fake IDs. Some companies prohibit you from confiscating IDs as a matter of safety - both your safety and the safety of your customers.

If your company does not have a policy regarding fake IDs and you choose not to return it, you are typically required to turn over to the liquor control board or local law enforcement.

In all cases such as these, you should record the event in the incident report log.

Behavioral Clues

When underage customers attempt to purchase alcohol, they may also display certain behaviors and attitudes that suggest they are underage and trying to get away with something. These clues can help you identify underage customers even before you check their IDs. Watch for these clues!

- **Confidence:** Some underage customers act very confident and sure of themselves when attempting to purchase alcohol. Some will even make direct eye contact with you while lying about their age.
- **Embarrassment / Humiliation:** Others may become embarrassed or humiliated when questioned about physical characteristics, information on the ID, or inappropriate behavior and may act nervous. They may also avoid eye contact or be unusually silent.

- **Impatience:** Underage customers may also act impatient or rushed when purchasing alcohol in order to get you to sell to them.
- **Distractions when Checking IDs:** Some underage customers may try to distract you with conversation when you are checking their IDs. They may also buy other products to draw attention away from their attempted illegal purchase.

Be alert and always take the time to check IDs carefully when selling alcohol.

Second-Party Sales

Underage individuals may also attempt to obtain alcohol by engaging in some sort of a scam. These scams often involve a second-party sale.

A second-party sale happens when alcohol is sold to a person of legal drinking age who then gives it to an underage person. It is important that you watch for adults who purchase alcohol and then give it to someone under the age of 21. For example you may notice a particular adult making several repeat purchases, who does not show any observable signs that he has been drinking. You should always:

- Be aware of who is consuming the alcohol you sell, and
- Verify that the customers who are consuming the alcohol are of legal drinking age. If you suspect something, follow the drink and see who is actually consuming it and whether they look of age.

This kind of proactive approach to preventing underage drinking will save you and your employer from serious penalties. Looking the other way so that you "don't know" when underage drinking is happening on the premises is **not** responsible alcohol service.

Video: Second-Party Sale

Video: Questions

Video 1

Question 1:

Was the bartender correct when he asked to see both of their IDs?

✓ Yes

✗ No

Feedback:

Yes. It is not enough to know that the person who ordered the drinks is of legal drinking age. As a bartender or server, you need to verify the age of anyone who will be consuming alcohol.

Question 2:

Were there clues that would have caused the bartender to question if both of the potential customers were of legal drinking age?

✓ Yes

✗ No

Feedback:

Neither of the potential customers appeared to be over the age of 30. Even the customer who presented her ID and was of legal drinking age looked young and should have been carded.

Question 3:

What were some clues that indicated the young man was under 21?

✗ Standing back away from the bar waiting for his friend to bring him a drink.

✗ Changing his order to water when asked for an ID.

✗ Looking nervously to his friend while waiting for the bartender to examine her ID.

✗ Wearing a high school jacket.

✓ All of the above.

Feedback:

Other clues that often signal underage drinkers are refusing to make eye contact, wearing a baseball cap pulled down low to hide the face, and extreme nervousness. You should be aware of these signs and know that your customer could potentially be underage.

Remember, if you refuse service to a customer that you suspect is underage, you may also need to ask the person to leave the establishment if no underage customers are allowed.

Video: Review

As the bartender illustrated in this video, it is **very important** for a server or bartender to card all individuals who appear under the age of 30, especially when young people enter the bar together.

Methods for stopping second-party sales include properly carding all customers who appear under the age of 30 and careful attention when selling multiple drinks to an individual or group.

The best policy for an on-premises establishment is to only sell one drink to one person. **If more than one serving is sold, it is your responsibility to follow the drinks, find out where they are being consumed, and verify that all drinkers are of legal drinking age.**

Intervention

If for any reason an underage person has been served or is attempting to be served, it is important that you intervene immediately. Address the person with a firm, yet friendly demeanor and remove the alcohol from both the reach and sight of the offender as quickly as possible.

If the person has gained entry to an area that prohibits underage persons, you must also ask the person to leave immediately.

If your attempts to prevent the underage person from possessing alcohol or leaving the premises do not prevail, contact law enforcement authorities for assistance.

Conclusion

This concludes the material for Lesson 4. In this lesson you have learned the significance of checking ID not only for age verification, but also for authenticity.

You should now know what to look for on an ID, and what characteristics and behaviors to watch for in potential customers. This means you should be able to effectively prevent underage customers from entering your establishment and consuming alcohol illegally.

Click the next arrow to advance to the flashcards which will help you prepare for the lesson quiz.

Flashcards

Question 1: If there is a bouncer at the door to check the ID of every customer entering the establishment, is the server still required to check IDs?

Answer: *Yes.*

The server is responsible for checking the ID of his or her own customers and may be held liable if he or she serves an underage customer.

Question 2: It is important to verify that the _____ match the person who presents the ID.

Answer: *height stated on the ID and the hairline, eyebrows, and chin shape in the photo*

Question 3: Acceptable forms of ID include:

Answer: *Driver's License*

US Military ID

Identification Card

Passport

Question 4: Alcohol consumption during a person's teens and twenties may result in _____.

Answer: *long-term negative consequences, including impaired memory, learning and decision-making*

Question 5: What are some behaviors and attitudes that suggest a customer is underage?

Answer: *Confidence*

Embarrassment

Impatience

Distractions

Question 6: Signs that an ID has been altered include:

Answer: *Glue lines near the photo*

Different font for the date of birth

Ragged edges

Dull or blurry images

Holographic security images that do not change as the card angle is changed

Question 7: Is a birth certificate a valid form of ID?

Answer: *No*

Question 8: Is an expired ID acceptable for verifying a customer's age?

Answer: *No.*

All identification MUST be valid (not expired) and show the person's date of birth and photo.

Question 9: Recommended procedures for checking IDs include:

Answer: *Have the customer remove the ID from their wallet.*

Verify the card is the correct size and thickness.

Inspect the ID to see if the age has been altered in any way.

Verify the photo and physical description on the ID match the person presenting the ID.

Examine the ID under a bright light.

Check the reverse side of the ID for cut and pasted numerals or blurred lettering.

Question 10: Is it important to check the date of birth on an ID?

Answer: *Yes*

Lesson Quiz

Question 1: When checking IDs, you should compare the _____ of the customer with the information on the ID to verify the ID belongs to that customer.

- height, hairline, and eyebrows
 - height, weight, and eye color
 - height, chin shape, and hair color
 - weight, hairline, and chin shape
-

Question 2: Being embarrassed when questioned about physical characteristics is a behavioral clue that suggests a customer is underage. True or False?

- False
 - True
-

Question 3: A college ID with the person's name, photo, and date of birth is _____ for verifying a customer's age.

- acceptable
 - not acceptable
-

Question 4: If there is a bouncer at the door to check the ID of every customer entering the establishment, it is **not** necessary for the server to check IDs. True or False?

- False
 - True
-

Question 5: All of the following are recommended procedures for checking IDs, **except:**

- Have the customer remove the ID from their wallet.
 - Ask for a second piece of ID if you have doubts about the first.
 - Use an ID guide to verify the format and features of out-of-state IDs.
 - If the ID appears fake, refuse service and discard the ID.
-

Question 6: Which of the following is true of an ID that expired two days ago?

- It is no longer valid for purchasing alcohol.
 - It is valid for purchasing alcohol for 1 year.
 - It is valid for purchasing alcohol for 15 days.
 - It is valid for purchasing alcohol for 30 days.
-

Question 7: All of the following are acceptable forms of ID for verifying a person's age, **except:**

- Military ID
 - Social security card
 - Passport
 - State-issued identification card
-

Question 8: Underage alcohol use is more likely to kill young people than all illegal drugs combined. True or False?

- False

- True
-

Question 9: Identify which of the following sales should be refused.

- A young person who presents a New York state-issued identification card with a birth date of <[Date -21 years]>.
- A young person presents a Missouri driver's license with a birth date of <[Date -20 years]>.
- A young person who presents a military ID with a birth date of <[Date - 23 years]>.
- A person who appears to be 45 but does not have their ID with them.
-

Question 10: All of the following are signs that an ID may be altered **except**:

- Glue lines near the photo.
- State logo that is missing.
- Holographic image that changes as the angle of the card is changed.
- Ragged edges.
-

Congratulations

Lesson: Final Exam

Final Exam

Final Exam Information

We abide by the Alaska Liquor Control Board's requirements for the exam.

1. There is no time limit on the final exam.
 2. The final exam consists of 25 multiple choice questions which you must complete in one session.
 3. If your computer is idle for 30 minutes you will receive one warning informing you that if you do not resume activity you will be logged off and will need to retake the course entirely.
 4. You will need the licensee or licensee's manager present when you take the exam. The licensee must be an adult and must verify your identity and verify that you complete the test without cheating.
 5. You must score 70% or higher to pass the final exam.
 6. We strongly encourage you to review the information in this course before you start the final exam. *You can review the course material as many times as you like in preparation for the exam.*
-

Completing the Exam

To complete the exam, read each question and select the one best answer.

Once you select an answer, you will be automatically directed to the next question. Inside the quiz box are double arrows, "<<" and ">>", you can use to move forward and back in the exam and change previous answers if desired.

When you select the "Grade Quiz" button, your score will be displayed on screen.

Click the Next button to start the exam.

Final Exam

A person is considered legally driving under the influence with a BAC of _____ or higher.

- 0.03%
- 0.05%

- 0.08%
- 0.10%

All of the following are behavioral clues often displayed by underage customers, **except**:

- Making direct eye contact with you while stating their age.
- Talking with other customers while waiting in line.
- Impatiently glancing at their phone while you examine their ID.
- Asking about the new product display on the counter while you ring up their purchases.

All of the following are ways to protect yourself and your establishment against criminal negligence, **except**:

- Checking IDs.
- Encouraging alcohol consumption.
- Keeping an incident log.
- Recognizing behavior often displayed by drunken persons.

Foods that are high in _____ are most effective in slowing down alcohol absorption.

- salt
- sugar
- calories
- protein

Happy Hour laws in Alaska _____.

- allow drink promotions that change daily
- apply to establishments that sell alcohol by the drink for consumption on the premises
- apply to all licensees and permit holders
- allow all you can drink for a set price if it is less than two hours

Identify which of the following is the best way to inform customers of the law.

- Be confident.
- Be offensive.
- Be forceful.
- Be demanding.

It is illegal for a drunken person to _____.

- purchase or be served an alcoholic beverage
- enter and remain within a licensed premises
- All of these are correct.
- consume an alcoholic beverage within a licensed premises

Today's date is <[Date]>. What is the date a person must be born on or before to be able to purchase alcohol today?

- <[Date -18 years]>
- <[Date -19 years]>
- <[Date -20 years]>
- <[Date -21 years]>

What will help a person sober up more quickly?

- Nothing.
- Drinking energy drinks.
- Eating foods high in fat.
- Taking a shower.

When a customer becomes drunk, you should _____.

- suggest he sleep off the alcohol before leaving
- recommend he take the back roads to avoid traffic
- offer to call him a cab
- ask your supervisor to drive him home

When comparing the customer to the information on the ID, which of the following features is important because it is hard to change?

- Weight
- Eye color
- Chin shape
- Hair color

When is it legal to serve alcohol to a drunken person?

- If it is the person's birthday.
 - It is never legal.
 - If the person has a designated driver.
 - If the person is walking home.
-

Which of the following affects a person's BAC?

- Blood type
 - Personality
 - Weight
 - Height
-

Which of the following are penalties a server is likely to face for serving alcohol to a drunken person?

- Misdemeanor criminal charges, fines, and or possible jail time.
 - Felony criminal charges, large fines and suspended license.
 - Fines and mandatory driving safety programs.
 - DUI record and revoked license.
-

Which of the following best describes civil liability?

- If the server sold alcohol to a minor, the server could be penalized by his/her employer.
 - If the server sold alcohol to a drunken person, the server can be held responsible for harm the person causes others.
 - If the server violated the law, he/she could face criminal charges and possible jail time.
 - If a server consumes alcohol while on duty, he/she could be responsible for the loss to the business.
-

Which of the following individuals can legally purchase alcohol?

- A 20-year-old customer with a birthday tomorrow.
 - A 23-year-old customer who has slurred speech and alcohol breath.
 - A 24-year-old customer without an ID that signs a proof of age statement.
 - A 19-year-old customer who is accompanied by her 21-year-old husband.
-

Which of the following is a sign that a customer is drunk?

- Steady voice volume
- Rational behavior

- Flushed face
 - Clear speech
-

Which of the following is an acceptable form of ID for verifying a customer's age?

- Fishing license
 - Concealed carry permit
 - Birth certificate
 - State-issued ID card
-

Which of the following is evidence that alcohol is affecting a person?

- Difficulty picking up their after-dinner mint.
 - Requesting a glass of water between servings of alcohol.
 - Calculating their portion of the bill in their head.
 - Remembering conversations from earlier in the evening.
-

Which of the following is important when checking an ID?

- Ask the person where they obtained the ID.
 - Have the person remove the ID from their wallet.
 - Check to see if the person lives in your state.
 - Verify their address is current.
-

Which of the following is legal?

- Selling alcohol to someone under the age of 21.
 - Accepting a U.S. passport as proof of age.
 - Selling alcohol 15 minutes after the legal hours of sale.
 - Allowing a drunken person to purchase alcohol.
-

Which of the following is the best way to determine the validity of an ID that you are not familiar with?

- Compare it to the sample in an ID guide.
 - Ask for personal information.
 - Look for typos on the ID.
 - Compare it to your ID.
-

Which of the following is the best way to refuse service?

- I could lose my job if I serve you.
 - You've had too much to drink.
 - I don't think I can serve you. You're too drunk.
 - I know you are too drunk to have any more.
-

Which of the following is under the control of local governments in Alaska?

- All of these answers are correct.
 - Allowing licensed businesses to open before polls close on election day.
 - Determining the hours that alcohol can be sold.
 - Limiting the availability of alcoholic beverages in their community.
-

Which of the following is likely to be displayed by an experienced drinker?

- Ordering doubles.
 - Slurring words.
 - Spilling drinks.
 - Staggering
-

Generate Certificate

Course Evaluation

Student Workbook

Your student workbook can be accessed here:

[Student Workbook](#)

You may print this workbook and use it as a workplace reference guide.

Rserving Alaska Responsible Serving of Alcohol

Lesson Plans

Course Introduction

- Course Objectives
 - Course Time
 - Taking Breaks
 - Course Resources
 - Final Exam
 - Certificate of Completion
 - Opportunity for Questions
-

Lesson 1: Alcohol & The Body

Lesson Goals:

- Recognize Alcohol as a Legal Depressant Drug
- Identify How Alcohol is Absorbed in the Body
- List the Effects Alcohol Has on the Body
- Recognize the Effects of Alcohol When Taken in Combination with Other Drugs
- State the Effects Alcohol Has on Driving Ability

Knowledge Survey:

Question: Alcohol is a _____.

- stimulant
- narcotic
- depressant
- hallucinogen

Question: _____ can slow the rate at which the alcohol is absorbed in the body.

- Caffeine
- Food
- Carbonated drinks
- Exercise

Lecture / Discussion Points:

- Alcohol is a Legal Drug
- The Path of Alcohol Through the Body
- Slowing the Rate of Absorption
- Removal of Alcohol From the Body
- The Sobering Process
- Blood Alcohol Content (BAC)
- Factors Affecting BAC
- Estimating BAC
- BAC Charts
- The Effects of Alcohol
- Blood Alcohol Levels
- Alcohol Poisoning
- Alcohol and Pregnancy
- Alcohol and Drugs
- Alcohol and Driving
- Effects of Alcohol on Driving
- Penalties for Drinking and Driving
- Social Impacts of Alcohol Abuse
- Promoting Safe Behavior

Lesson Review:

Question 1: Alcohol is a legal depressant drug that _____.

Answer: *acts as a sedative on the sensory and motor systems, dulling normal reactions and altering a person's behavior*

Question 2: A person is considered _____ when his/her BAC reaches 0.08%.

Answer: *seriously impaired and legally driving under the influence*

But remember, in Alaska a person can be arrested for DUI when driving under the influence of an alcoholic beverage, intoxicating liquor, an inhalant, or any controlled substance, singly or in combination.

Question 3: Which area is affected first when a person drinks alcohol?

Answer: *Thinking*

Question 4: What affects a person's BAC?

Answer: *Time
Weight
Gender
Age
Metabolism
Water
Health
Fatigue
Mental State and Environment*

Question 5: Effects of alcohol include:

Answer: *Louder conversations
Spilled drinks*

Staggering

Question 6: Effects of alcohol on driving include:
Answer: *Reduced coordination*
Difficulty steering
Reduced ability to track moving objects
Reduced response to emergency driving situations
Short-term memory loss
Impaired perception

Question 7: Food can slow the rate at which _____.
Answer: *the alcohol is absorbed in the body*

Question 8: Drivers convicted of DUI may be required to participate in alcoholism treatment or driving safety classes. True or False?
Answer: *True*

Question 9: Time is the only thing that will _____.
Answer: *bring a person under the influence of alcohol back to a sober state*

Question 10: What kind of drugs can be dangerous if mixed with alcohol?
Answer: *Prescription drugs*
Over the counter drugs
Illegal drugs

Lesson Quiz

Question 1: _____ can slow the rate at which the alcohol is absorbed in the body.

- Caffeine
 - Food
 - Carbonated drinks
 - Exercise
-

Question 2: Which area is affected first when a person drinks alcohol?

- Talking
 - Thinking
 - Breathing
 - Walking
-

Question 3: _____ will bring a person under the influence of alcohol back to a sober state.

- A cold shower
- Coffee

- Time
 - Food
-

Question 4: Effects of alcohol on driving include all of the following, **except**:

- Reduced ability to respond to emergency driving situations.
 - Reduced ability to maintain lane position.
 - Reduced ability to detect the use of turn signals.
 - Reduced chances of causing an accident.
-

Question 5: Prescription, over the counter, illicit or unrecognized drugs when mixed with alcohol can be extremely dangerous. True or False?

- False
 - True
-

Question 6: Alcohol is a _____.

- stimulant
 - narcotic
 - depressant
 - hallucinogen
-

Question 7: Drivers convicted of DUI may be required to _____.

- spend thousands of dollars on attorneys
 - pay higher insurance premiums
 - All of these answers are correct.
 - participate in alcoholism treatment or driving safety classes
-

Question 8: All of the following affect a person's BAC, **except**:

- Personality
 - Age
 - Health
 - Gender
-

Question 9: When a person consumes alcohol, he / she may _____.

- talk more freely if he/she is normally shy
- spill his/her drink
- All of these answers are correct.
- become more animated

Question 10: Driving under the influence refers to driving with a BAC of _____ or higher.

- 0.06%
- 0.08%
- 0.10%
- 0.12%

Lesson 2: Recognizing Drunken Persons and Refusing Service

Lesson Goals

- Recognize Signs Drunken Persons Display
- List Intervention Techniques to Deal With Customers Who Are Drinking Rapidly
- Identify Responsible Practices for Promoting Alcoholic Beverages
- Identify Standard Procedures for Refusing Service
- List Transportation Alternatives for Drunken Persons
- State the Purpose of Incident Logs

Knowledge Survey

Question: Is it legal to serve alcohol to someone who is drunk?

- No, it is never legal.
- Yes, as long as the person is not driving.

Question: Which of the following is an example of an incident that should be recorded in an incident log book?

- A group of young people who order a pitcher of beer with their meals.
- A customer with a youthful appearance who presents a valid ID.
- A drunken person who refuses alternate transportation.
- A couple who purchase and consume a bottle of wine with their meals.

Lecture / Discussion Points:

- Drunken Person Defined
- Observation

- Case Study: Golf Outing
- Communication
- Signs a Drunken Person May Display
- Recognizing Drunkenness in an Experienced Drinker
- Illness & Disabilities
- Video: Recognizing a Drunken Person
- Intervention Techniques
- Food and Non-Alcoholic Drinks
- Video: Slowing Down Service to Customers
- Refusing Service
- Avoiding Confrontation
- Transportation
- Video: Refusing Service
- Abiding by Company Policies
- Incident Documentation Log Book

Lesson Review:

Question 1: Techniques to prevent a customer from becoming drunk include:

Answer: *Talking and listening to customers before serving them and whenever serving a subsequent drink.*

Serving a glass of water alongside each alcoholic drink.

Not walking past their table as often.

Taking their attention away from drinking with things such as pool tables and dance floors.

Question 2: If an drunken person insists on driving, you should:

Answer: *Call the police and document the incident in the log book.*

Question 3: When refusing service, you should:

Answer: *Avoid "You" statements.*

Use "I" statements.

Focus on the law.

Express concern for your customers.

Question 4: If you determine a person is drunk, you must:

Answer: *Refuse to serve or sell the person any alcohol.*

Ensure the person does not remain on the premises.

You should also try to get the person a safe ride home.

Question 5: The incident documentation log book is a bound book where _____ are recorded.

Answer: *incidents that occur within and on the property of the establishment*

Examples of an incident include use of a fake ID, a disturbance by a patron, a patron refusing alternate transportation, a fight, or an accident.

Question 6: Effective house policies, along with properly maintaining an incident log can have a huge impact on _____.

Answer: *the server's and the establishment's liability*

Question 7: Sometimes _____ may be mistaken for drunkenness.

Answer: *illnesses or disabilities*

Some symptoms of illnesses and disabilities mimic those a drunken person may display, such as slurred speech or trouble with balance or motor skills.

Before jumping to the conclusion that someone is drunk, look for indicators such as medical-alert jewelry (i.e., bracelets or necklaces), the absence or presence of the smell of alcohol, and verbal statements.

Question 8: It is against the law to serve alcohol to a _____.

Answer: *drunken person*

Question 9: Effective ways to inform your customers of the law without putting them on the defensive include:

Answer: *Be Courteous
Be Confident
Be Tactful
Be Discreet
Be Calm
Be Firm*

Question 10: What are common outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages?

Answer: *Sparse eye contact
Glassy or bloodshot eyes
Disheveled hair or clothes
Flushed face
Disoriented
Slurred words
Changes in behavior*

Lesson Quiz:

Question 1: Is it legal to serve alcohol to someone who is drunk?

- No, it is never legal.
 - Yes, as long as the person is not driving.
-

Question 2: Which of the following would be the most appropriate way to refuse service to a drunken person?

- You're already drunk. There's no way you'll be drinking here tonight. Here's a glass of water and don't think you are getting any alcohol.
- I'm sorry but you've had the limit and it's time to cut you off. You don't want the cops to catch you. A drunk driving conviction could really be embarrassing for you, and you really look like you're drunk.
- I'm sorry but you are way too drunk to have any more alcohol tonight. You don't want to get a DUI, do you? Why don't you try our basket of buffalo wings?

- I'm sorry. I can't serve you any alcohol tonight. I could get into trouble and even lose my job.
-

Question 3: A drunken person may display which of the following?

- Changes in behavior
- All of these answers are correct.
- Physical impairment
- Loss of judgment
-

Question 4: Which of the following is an effective method when refusing service to a customer?

- Put the blame on house policies.
- List the signs of drunkenness he is displaying.
- Give the person a free drink if he agrees to leave.
- Tell the person he has had too much to drink already.
-

Question 5: A person who has trouble with balance, is wearing medical alert jewelry and does not smell of alcohol may have a disability rather than being drunk. True or False?

- False
- True
-

Question 6: Which of the following is an example of an incident that should be recorded in an incident log book?

- A group of young people who order a pitcher of beer with their meals.
- A customer with a youthful appearance who presents a valid ID.
- A drunken person who refuses alternate transportation.
- A couple who purchase and consume a bottle of wine with their meals.
-

Question 7: Techniques to prevent your customers from becoming drunk include:

- Serving more than one drink at a time.
- Encouraging the purchase of food.
- Bringing drinks requested by another person.
- Taking frequent orders.
-

Question 8: If a drunken person insists on driving, all of the following are recommended **except**:

- Call the police.

- Document the incident in the log book.
 - Serve the customer another drink so he will stay.
 - Inform the customer of the law.
-

Question 9: Which of the following can have an impact on the server's and the establishment's liability?

- A properly maintained incident log
 - Both of these answers are correct.
 - Effective house policies
-

Question 10: If you determine a customer is drunk, you are required to do all of the following **except**:

- Refuse to sell the customer any more alcohol.
 - Notify the state alcoholic beverage control board.
 - Make sure the customer leaves the establishment.
-

Lesson 3: Liquor Laws, Penalties, & Liability

Lesson Goals

- Recognize Alaska Requirements for Alcohol Server Training
- Identify Alaska Laws Regarding Alcohol Sales and Service
- List the Types of Licenses and Permits for Selling and Serving Alcohol in Alaska
- State the Legal Hours of Alcohol Sales
- Recognize Local Government Provisions
- Identify Happy Hour Laws
- Identify Criminal Offenses for Violations of Alcoholic Beverage Laws
- Recognize Civil Liability

Knowledge Survey

Question: Servers found guilty of violating alcoholic beverage laws _____.

- will be given a jail sentence of 2 years
- are charged with a felony
- may be charged with a Class A Misdemeanor
- will automatically lose their serving permit

Question: The legal age to purchase alcohol is _____.

- 16

- 18
- 21
- 30

Lecture / Discussion Points:

- Alaska Alcoholic Beverage Control Board
- Function of the Board
- Licensing Procedures
- Types of Licenses and Permits
- Requirements for a Restaurant License
- Restaurant Designation Permit
- Alaska Alcohol Server Training
- Minimum Age to Serve & Sell
- Laws Regarding Underage Persons
- Valid Forms of ID
- Unacceptable ID
- Case Study: Checking IDs
- Laws Regarding Drunken Persons
- Case Study: Drunk & Underage
- Hours of Alcohol Sales
- Local Regulation
- Local Option Provisions
- Purchase by Written Order
- Shipping to a Damp Community
- Happy Hour Laws
- Required Warning Signs
- Server Responsibilities
- Gambling, Drugs, & Prostitution
- On-Duty Behavior
- Adulteration of Alcoholic Beverages
- Inspections
- Criminal Penalties for Violations
- Criminal Negligence
- Civil Liability and Dram Shop Laws
- Contact Your State

Lesson Review:

Question 1: What are the happy hour laws for establishments that sell alcohol by the drink for consumption on the premises?

Answer: *Promotions must last an entire week and be available during business hours.*

*Businesses are **prohibited** from:*

Offering free alcoholic beverages as a marketing device.

Serving another alcoholic beverage to a customer who already has 2 or more drinks.

Selling alcoholic beverages to a person at a price less than the price regularly charged for those beverages during the same calendar week.

Selling all you-can-drink in a fixed time for a fixed price.

Awarding alcohol as a prize.

Using alcohol as part of a game / contest.

Question 2: What types of identification are accepted in Alaska as proof of age for purchasing alcohol?

Answer: *Driver's license or ID from a federal or state agency.*

*To be valid, they must **not** be expired or altered, and must have the person's date of birth and photo.*

An unexpired, unaltered passport is also valid ID.

Question 3: The legal hours of alcohol sales allowed by Alaska law may be restricted by _____.

Answer: *local governments*

Local governments can also allow alcohol sales / service before the polls close on election day, and can limit the availability of alcohol in their community.

Question 4: Serving or selling to a drunken person or an underage person is _____.

Answer: *illegal and a criminal offense*

It is also illegal and a criminal offense for an underage person to purchase or attempt to purchase alcohol.

Question 5: How old does a person have to be to legally purchase alcohol?

Answer: *21*

Question 6: A _____ may not be inside a licensed premises or consume alcohol on the licensed premises.

Answer: *drunken person*

Question 7: How do you protect yourself and your establishment from criminal negligence?

Answer: *Follow the law and use responsible serving procedures such as checking IDs, watching for behavior that indicates a person is drunk and keeping an incident log.*

Always take care to recognize the level of risk, and to protect customers and others.

Question 8: What is the punishment for servers who are found guilty of violating alcoholic beverage laws in Alaska?

Answer: *A fine and jail time of up to 1 year.*

Licensees can be fined or lose their license if they or an employee commits a violation.

Question 9: Licensees and employees have a responsibility to:

Answer: *Ensure business is conducted legally.*

Protect the safety of all customers.

Know and follow state and local health, fire and safety codes.

Question 10: Who may be taken to civil court when a drunken customer causes injuries to another person?

Answer: *The server and / or licensee who served / sold the drunken person alcohol.*

Lesson Quiz:

Question 1: What are the requirements for licenses and ID cards that are presented by customers as proof of age?

- Must have the person's photo and date of birth.
 - Must not be expired or altered.
 - All of these are correct.
 - Must be issued by a federal or state agency.
-

Question 2: A drunken person may not be inside a licensed premises or consume alcohol on the licensed premises. True or False?

- False
 - True
-

Question 3: The legal hours of alcohol sales allowed by Alaska law may be restricted by local governments. True or False?

- False
 - True
-

Question 4: Civil liability means that _____ can be taken to civil court when a drunken customer was sold or served alcoholic beverages and causes injuries to another person.

- the state
 - the server or licensee
 - the alcohol distributor
 - the alcohol manufacturer
-

Question 5: The legal age to purchase alcohol is _____.

- 16
 - 18
 - 21
 - 30
-

Question 6: Happy hour laws in Alaska _____.

- apply to establishments that sell alcohol by the drink for consumption on the premises

- All of these answers are correct.
 - require that legal promotions be available at all times that the business is open
 - require that legal promotions run for the entire calendar week
-

Question 7: Identify which of the following is a criminal offense.

- For a 20-year-old to purchase alcohol.
 - For a server to sell alcohol to an 18-year-old.
 - All of these answers are correct.
 - For a bartender to sell alcohol to a drunken person.
-

Question 8: Servers found guilty of violating alcoholic beverage laws _____.

- will be given a jail sentence of 2 years
 - are charged with a felony
 - may be charged with a Class A Misdemeanor
 - will automatically lose their serving permit
-

Question 9: The standard of criminal negligence may be applied if _____.

- you did not use the amount of care a reasonable person should use in the situation
 - you failed to recognize the likely risk and harm of the situation
 - Both of these answers are correct.
-

Question 10: Licensees and their employees have a responsibility to _____.

- All of these answers are correct.
 - know and follow state and local health, fire, and safety codes
 - ensure business is conducted legally
 - protect the safety of all customers
-

Lesson 4: Preventing Underage Drinking

Lesson Goals

- Recognize the Importance of Checking IDs
- List Effective Procedures for Checking IDs
- Identify When to Obtain a Proof of Age Statement

- Recognize Behaviors Often Displayed by Underage Customers
- Identify Best Practices for Preventing Underage Drinking

Knowledge Survey

Question: Identify which of the following sales should be refused.

- A young person who presents a New York state-issued identification card with a birth date of <[Date -21 years]>.
- A young person presents a Missouri driver's license with a birth date of <[Date -20 years]>.
- A young person who presents a military ID with a birth date of <[Date - 23 years]>.
- A person who appears to be 45 but does not have their ID with them.

Question: All of the following are recommended procedures for checking IDs, **except:**

- Have the customer remove the ID from their wallet.
- Ask for a second piece of ID if you have doubts about the first.
- Use an ID guide to verify the format and features of out-of-state IDs.
- If the ID appears fake, refuse service and discard the ID.

Lecture / Discussion Points:

- The Consequences of Underage Drinking
- Preventing Underage Drinking
- Identify the Acceptable IDs!
- Ask for More Information
- Proof of Age Statement
- Calculate the Customer's Age
- Recognizing Fake ID
- Verify the ID Belongs to the Customer
- Case Study: False ID
- Verify the ID Format and Features
- Alaska Driver's License Format
- Alaska Driver's License Features
- Following Standard Procedures
- FEAR
- Confiscating Fake IDs
- Behavioral Clues
- Second-Party Sales
- Video: Second-Party Sale
- Intervention

Lesson Review:

Question 1: If there is a bouncer at the door to check the ID of every customer entering the establishment, is the server still required to check IDs?

Answer: *Yes.*

The server is responsible for checking the ID of his or her own customers and may be held liable if he or she serves an underage customer.

Question 2: It is important to verify that the _____ match the person who presents the ID.

Answer: *height stated on the ID and the hairline, eyebrows, and chin shape in the photo*

Question 3: Acceptable forms of ID include:

Answer: *Driver's License*

US Military ID

Identification Card

Passport

Question 4: Alcohol consumption during a person's teens and twenties may result in _____.

Answer: *long-term negative consequences, including impaired memory, learning and decision-making*

Question 5: What are some behaviors and attitudes that suggest a customer is underage?

Answer: *Confidence*

Embarrassment

Impatience

Distractions

Question 6: Signs that an ID has been altered include:

Answer: *Glue lines near the photo*

Different font for the date of birth

Ragged edges

Dull or blurry images

Holographic security images that do not change as the card angle is changed

Question 7: Is a birth certificate a valid form of ID?

Answer: *No*

Question 8: Is an expired ID acceptable for verifying a customer's age?

Answer: *No.*

All identification MUST be valid (not expired) and show the person's date of birth and photo.

Question 9: Recommended procedures for checking IDs include:

Answer: *Have the customer remove the ID from their wallet.*

Verify the card is the correct size and thickness.

Inspect the ID to see if the age has been altered in any way.

Verify the photo and physical description on the ID match the person presenting the ID.

Examine the ID under a bright light.

Check the reverse side of the ID for cut and pasted numerals or blurred lettering.

Question 10: Is it important to check the date of birth on an ID?

Answer: Yes

Lesson Quiz:

Question 1: When checking IDs, you should compare the _____ of the customer with the information on the ID to verify the ID belongs to that customer.

- height, hairline, and eyebrows
 - height, weight, and eye color
 - height, chin shape, and hair color
 - weight, hairline, and chin shape
-

Question 2: Being embarrassed when questioned about physical characteristics is a behavioral clue that suggests a customer is underage. True or False?

- False
 - True
-

Question 3: A college ID with the person's name, photo, and date of birth is _____ for verifying a customer's age.

- acceptable
 - not acceptable
-

Question 4: If there is a bouncer at the door to check the ID of every customer entering the establishment, it is **not** necessary for the server to check IDs. True or False?

- False
 - True
-

Question 5: All of the following are recommended procedures for checking IDs, **except**:

- Have the customer remove the ID from their wallet.
 - Ask for a second piece of ID if you have doubts about the first.
 - Use an ID guide to verify the format and features of out-of-state IDs.
 - If the ID appears fake, refuse service and discard the ID.
-

Question 6: Which of the following is true of an ID that expired two days ago?

- It is no longer valid for purchasing alcohol.
 - It is valid for purchasing alcohol for 1 year.
 - It is valid for purchasing alcohol for 15 days.
 - It is valid for purchasing alcohol for 30 days.
-

Question 7: All of the following are acceptable forms of ID for verifying a person's age, **except**:

- Military ID
 - Social security card
 - Passport
 - State-issued identification card
-

Question 8: Underage alcohol use is more likely to kill young people than all illegal drugs combined. True or False?

- False
 - True
-

Question 9: Identify which of the following sales should be refused.

- A young person who presents a New York state-issued identification card with a birth date of <[Date -21 years]>.
 - A young person presents a Missouri driver's license with a birth date of <[Date -20 years]>.
 - A young person who presents a military ID with a birth date of <[Date - 23 years]>.
 - A person who appears to be 45 but does not have their ID with them.
-

Question 10: All of the following are signs that an ID may be altered **except**:

- Glue lines near the photo.
 - State logo that is missing.
 - Holographic image that changes as the angle of the card is changed.
 - Ragged edges.
-

Final Exam

- Final Exam Information
- Final Exam
- Course Evaluation

Responsible Serving's Alaska Responsible Serving of Alcohol

Student Workbook

2017.12.31

Lesson 1: Alcohol & The Body

Lesson Goals

- Recognize Alcohol as a Legal Depressant Drug
 - Identify How Alcohol is Absorbed in the Body
 - List the Effects Alcohol Has on the Body
 - Recognize the Effects of Alcohol When Taken in Combination with Other Drugs
 - State the Effects Alcohol Has on Driving Ability
-

Alcohol is a Legal Drug

Alcohol is a legal depressant drug that directly affects the entire nervous system. Alcohol is **not** a stimulant.

The Path of Alcohol Through the Body

When alcohol is consumed, it is not digested the way that food is. Alcohol is absorbed directly into the bloodstream. The absorption of the alcohol starts almost immediately after a drink is consumed.

Food can slow the rate at which the alcohol is absorbed in the body. Foods high in protein and/or fat take longer to digest so they are most effective in slowing down alcohol absorption.

However, it is important to understand that food does not keep a person from becoming drunk; it just slows the rate at which alcohol enters the body.

Approximately 90-95% of the alcohol is metabolized or eliminated by the liver. The remaining 5-10% of the alcohol that is circulating in the bloodstream leaves the body through breathing, perspiration and urine. A healthy body eliminates about one standard drink per hour.

Time is the only thing that will truly bring a person under the influence of alcohol back to a sober state.

Blood Alcohol Content (BAC)

Blood Alcohol Concentration (BAC) is the level of alcohol in the bloodstream, expressed as a percentage.

The **amount** of alcohol consumed is one of the most important factors affecting a person's BAC. The amount of alcohol contained in a drink differs according to type, but the amount of alcohol consumed is generally the same due to portion size. **Each of the following drinks contains about the same amount of alcohol and is considered a standard or regular drink.**¹

| Alcohol Type | Percent Alcohol | Standard Serving |
|---------------------------------------|-----------------|------------------|
| Beer | 5% | 12 ounces |
| Wine | 12% | 5 ounces |
| Distilled Spirits (Liquor) - 80-proof | 40% | 1.5 ounces |

Factors Affecting BAC

Many other factors also affect a person's BAC.

- Time
- Weight
- Water
- Gender
- Age
- Metabolism
- Health
- Fatigue
- Mental State & Environment

The Effects of Alcohol

When alcohol is consumed, it acts as a depressant on the nervous system and affects everything from a person's thinking skills to their breathing. These depressant effects begin with the higher centers of the brain, so **thinking skills are the first areas affected.**

At very high levels of alcohol consumption, the core functions of the nervous system - like breathing and heartbeat - are affected.

Alcohol and Pregnancy

Alcohol is known to have **very serious consequences when ingested by a pregnant woman**, including Fetal Alcohol Syndrome (FAS) and Fetal Alcohol Effects (FAE). These conditions may result in babies born with low birth weight and serious birth defects such as:

- Brain damage
- Growth defects
- Facial deformities
- Heart, liver, and kidney defects.

Alcohol and Drugs

It is important to be aware of the compounding and dangerous effects of consuming alcohol with other drugs. **Mixing drugs and alcohol can be extremely dangerous.** A person combining any sort of drug with alcohol will often experience increased impairment of physical and mental functions.

Alcohol and Driving

Alcohol can severely impair a person's ability to drive. **A driver is considered seriously impaired and legally driving under the influence when his/her BAC is 0.08% or higher.**

NOTE: It is important to know that in Alaska a person can be arrested for DUI when driving under the influence of an alcoholic beverage, intoxicating liquor, an inhalant, or any controlled substance, singly or in combination.

Penalties for drinking and driving arrests have steadily increased in every state in the United States. In general, fines in every state are quite large, license suspension lengthy, and obtaining a provisional license to drive to work and back is no longer automatic. Criminal penalties often include jail sentences and financial liabilities can add up to millions.

Promoting Safe Behavior

As a server or seller of alcohol, you can take actions that not only help prevent the negative impacts of irresponsible alcohol use but may also help protect both you and the establishment if an accident does occur.

1. **Be responsible.**
2. **Promote a safe ride home.**
3. **Call local law enforcement if necessary.**

Lesson 2: Recognizing Drunken Persons and Refusing Service

Lesson Goals

- Recognize Signs Drunken Persons Display
 - List Intervention Techniques to Deal With Customers Who Are Drinking Rapidly
 - Identify Responsible Practices for Promoting Alcoholic Beverages
 - Identify Standard Procedures for Refusing Service
 - List Transportation Alternatives for Drunken Persons
 - State the Purpose of Incident Logs
-

Drunken Person Defined

A drunken person is a person whose physical or mental conduct is substantially impaired as a result of the introduction of an alcoholic beverage into the person's body and who exhibits those plain and easily observed or discovered outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages.

In Alaska it is against the law to serve or sell alcoholic beverages to a drunken person and to allow a drunken person to enter and remain in a licensed premises.

Recognizing Drunken Persons

One key tool to recognizing a drunken person is **observation**. Communication is another great tool for identifying drunken persons. During conversations with drunken customers, you may notice that they:

- Slur their speech
- Trip over words
- Use uncommon speech patterns
- Lose their train of thought

Signs a Drunken Person May Display

Listed below are some common outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages. Combine these common signs with other observations like rate of consumption, and the type of alcohol consumed.

Physical

- Sparse eye contact
- Glassy or bloodshot eyes
- Disheveled hair or clothes
- Flushed face

Judgment

- Disoriented
- Ordering doubles
- Careless with money
- Irrational

Behavior

- Overly friendly
- Extreme change in mood
- Loud and boisterous behavior
- Showing off

Speech

- Slurred words
- Incoherent thoughts

- Uncontrolled pace of speech or volume of voice
- Slow responses

Coordination

- Leaning heavily on other people or objects for balance
- Staggering
- Fumbling with small objects
- Spilling drinks
-

Experienced drinkers will not show the same outward behaviors that inexperienced drinkers may display, but they will still have a **high BAC after consuming large amounts of alcohol**. More subtle signs experienced drinkers will often display include:

- Gulping drinks or ordering doubles
- Slowing movements
- Glassy or bloodshot eyes
- The smell of alcohol on the breath

Remember, even though an experienced drinker will show fewer outward manifestations of behavior commonly known to be produced by the overconsumption of alcoholic beverages, service must still be refused.

Intervention Techniques

There are a number of intervention techniques you can use to slow your customer's alcohol consumption and minimize or prevent them from becoming drunk. These include:

- Talk and listen to customers before serving them and whenever serving another drink.
- Serve a glass of water alongside each alcoholic drink you serve.
- Do not serve more than one drink per person at one time.
- Do not walk past their table as often.
- Try to take their attention away from drinking with things such as pool tables or other activities that are available.
- Be aware of how much alcohol you are serving your customers.
- Promote food and non-alcoholic beverages

Refusing Service

If you determine that a customer is drunk, it is important that service is refused, any remaining alcohol is removed from the customer and the customer leaves the licensed premises. The following techniques can be effective ways to inform your customers of the law without putting them on the defensive.

- Be courteous
- Be confident
- Be tactful
- Be discreet
- Be calm
- Be firm

Use statements that help you avoid a confrontation.

- Avoid "You" statements
- Use "I" statements
- Focus on the law
- Express concern

After refusing service to a drunken person, it is also important to ensure that he or she leaves the establishment and has a safe ride home, such as a designated driver, a taxi, a family member or a friend. If the customer refuses your offers of safe transportation and decides to drive home, it is your or your manager's responsibility to call the authorities.

Documenting Incidents

Documentation of all incidents as soon as possible is crucial should there be subsequent legal proceedings. To properly document an incident into the log book, you must include:

- The date and time
- A description of event
- The patrons involved
- The witnesses, and
- The action taken by employees during the incident.

Properly maintaining an incident log, along with effective house policies are important in responsible alcohol service and can have a huge impact on the server's and the establishment's liability.

Lesson 3: Liquor Laws, Penalties, & Liability

Lesson Goals

- Recognize Alaska Requirements for Alcohol Server Training
 - Identify Alaska Laws Regarding Alcohol Sales and Service
 - List the Types of Licenses and Permits for Selling and Serving Alcohol in Alaska
 - State the Legal Hours of Alcohol Sales
 - Recognize Local Government Provisions
 - Identify Happy Hour Laws
 - Identify Criminal Offenses for Violations of Alcoholic Beverage Laws
 - Recognize Civil Liability
-

Alaska Alcoholic Beverage Control Board

The Alaska Alcoholic Beverage Control Board is the regulatory and quasi-judicial agency that controls the manufacture, barter, possession, and sale of alcoholic beverages in the state.

The board consists of five members appointed by the governor and confirmed by a majority of the members of the legislature in joint session. The board has been assigned powers, duties, and responsibilities necessary for the control of alcoholic beverages. These include:

- Propose and adopt regulations governing the manufacture, barter, sale, consumption and possession of alcoholic beverages in the state.
- Hear appeals from actions of the director and from actions of officers and employees who enforce the alcoholic beverage control laws and board regulations.
- Review all applications for licenses.
 - May order the director to issue, renew, revoke, transfer, or suspend licenses and permits.
 - May reduce the size of an applicant's licensed premises when necessary to ensure control over the sale and consumption of alcoholic beverages or to best meet the interests of the public.

- Hire enforcement agents and other staff.
- Notify appropriate licensees and municipalities of major changes to laws and regulations.
- Create and maintain a statewide database that contains a monthly record of the alcohol purchased by, and shipped to, a person who resides in a municipality or established village that has restricted the sale of alcoholic beverages.

Licensing Procedures

Every establishment that serves or sells alcohol in Alaska needs a license or permit. To apply for a *new* license or permit in Alaska, a person must file a written application with the director of the Alaska Alcoholic Beverage Control Board. The following documents are required to apply for a new license:

1. New liquor license application (signed and notarized)
2. Posting affidavit (signed and notarized after 10-day posting of application)
3. Proof of advertising (publisher's affidavit from newspaper or radio)
4. Proof of right, title or interest (lease, rental contract, or recorded property deed in applicant's name)
5. Statement of financial interest
6. Certificate of incorporation or Certificate of organization or Partnership agreement
7. Detailed diagram of premises to be licensed
8. Fingerprint cards (required of all applicants, affiliates, persons owning 10% or more shares / membership of an organized entity, officers / directors / managers of an organized entity)
9. License fee
10. Application / filing fee
11. Alcohol server training certification
12. Menu (required for all restaurant / eating place license applications, restaurant designation permit applications, and/or applications filed under AS 04.11.400(d))

AS 04.11.260, AS 04.11.400

Types of Retail Licenses & Permits

Listed below are different types of retail alcohol licenses and permits.

- | | |
|--|--------------------------------------|
| • Beverage Dispensary License | • Distillery License |
| • Restaurant or Eating Place License | • Common Carrier Dispensary License |
| • Club License | • Retail Stock Sale License |
| • Golf Course License | • Recreational Site License |
| • Bottling Works License | • Pub License |
| • Brewery License | • Outdoor Recreation Lodge License |
| • Brewpub License | • Caterer's Permit |
| • Winery License | • Restaurant Caterer's Dinner Permit |
| • Package Store License | • Special Events Permit |
| • General Wholesale License | • Conditional Contractor's Permit |
| • Wholesale Malt Beverage and Wine License | • Destination Resort License |

For more information, visit the [Alaska ABC by clicking here.](#)

Requirements for a Restaurant License

The requirements for a restaurant license are as follows:

- The focus of the business is food.
- Live entertainment is limited.

AS 04.11.100, 3 AAC 304.305

Restaurant Designation Permit

A restaurant designation permit allows a licensed establishment to obtain a designation as a bona fide restaurant, hotel or eating place for any of the following:

- Dining after standard closing hours
- Dining by persons 16 - 20 years of age
- Dining by persons under the age of 16 years, accompanied by a person over the age of 21
- Employment for persons 16 or 17 years of age

A restaurant designation will only be granted to the holder of one of specific license types:

An establishment with a restaurant designation permit may allow unaccompanied 16 - 20 year olds to eat unattended. However the establishment must tell these individuals to leave if there is live music playing.

3 AAC 304.715

Alaska Alcohol Server Training

Alcohol server training is required in the State of Alaska for all licensees, agents, and employees of a licensed business. This means anyone that takes orders, checks ID, or sells or serves alcohol, including:

- **Servers and sellers**
- **Supervisors**
- **Security personnel**
- **Personnel who check IDs**

Important facts about alcohol server training in Alaska:

- An approved alcohol server education course must be completed within 30 days of being employed.
- You will receive a card after successfully completing an approved alcohol server training course. You must keep your card or other acceptable proof of course completion with you or at the establishment during working hours.
- Training must be renewed every three (3) years.

AS 04.21.025, 3 AAC 304.465

Minimum Age to Serve & Sell

The law in Alaska requires a person to be 21 or older in order to sell, serve, or deliver alcoholic beverages in a licensed premises. There are specific exceptions.

AS 04.16.049

Laws Regarding Underage Persons

In Alaska, the legal age to consume alcohol is 21. **It is illegal and a criminal offense:**

- For anyone to serve, sell or give alcohol to any person under 21 years of age.
- For anyone under the age of 21 to purchase or attempt to purchase alcohol.
- For anyone under the age of 21 to enter or remain on the licensed premises. Certain exceptions apply.

AS 04.16.049

Valid Forms of ID

For an ID to be valid in Alaska, it must not be expired, and it cannot be altered in any way.

A driver's license or identification card issued by a federal or state agency that is **not expired or altered** are valid, acceptable forms of ID. The license or ID:

- Must be made of or encased in plastic
- Must contain the person's photo.
- Must contain the person's date of birth or a statement of age.

Unexpired, unaltered passports and military IDs are also acceptable. However, Alaska gives licensees and employees the power to refuse to accept a passport or military ID and instead require a driver's license or government ID, or other proof that the person is not a resident of Alaska.

AS 04.21.050, 3 AAC 304.425

Laws Regarding Drunken Persons

It is illegal in Alaska to sell or serve alcohol to a drunken person.

- No alcoholic beverages may be **sold or served to a drunken person** in a licensed premises.
- A drunken person may not **enter and remain** within a licensed premises or **consume an alcoholic beverage** within a licensed premises.

A drunken person is someone whose physical or mental conduct is substantially impaired as a result of drinking an alcoholic beverage. A person is considered to be drunk if they behave in ways that someone else can easily observe and identify are the result of the over consumption of alcohol.

AS 04.16.030, AS 04.21.080

Hours of Alcohol Sales

The State of Alaska allows alcoholic beverages to be sold, served, delivered and consumed between the hours of 8:00 a.m. and 5:00 a.m. the following day.

AS 04.16.010

Local governments have the right to limit the hours of operation that are allowed by Alaska State law. All of Alaska's larger cities and many smaller ones have **shorter** hours, such as 10:00 a.m. to 1:00 a.m. or 2:00 a.m. the next day.

State law requires licensed businesses to be closed on election day until after the polls close, which is usually 8:00 p.m. However, the law also allows local governments to decide whether their licensed businesses must follow this requirement.

Local Option Provisions

Alaska allows municipalities and villages to put limits on alcohol that is available in their community. Local options range from putting limits on the sale and service of alcoholic beverages to a complete ban.

When a local option is on the ballot, residents of the community are able to vote on limiting alcoholic beverages in certain ways. Communities that do not allow alcohol are called "dry" communities. Others that impose limits are called "damp".

AS 04.11.491

Purchase by Written Order

The State of Alaska allows package stores to ship limited quantities of alcoholic beverages to customers. Specific rules must be followed. There are additional requirements when a store is authorized to ship into a damp community.

AS 04.11.150

Happy Hour Laws

In Alaska, on-premises establishments are restricted from promoting alcoholic beverages in certain ways. Often called "Happy Hour" laws, **these laws apply to establishments that sell alcoholic beverages by the drink to be consumed on the premises.**

If specials are offered by an on-premises establishment, they must:

- Run for the entire calendar week.
- Be available at all times that the business is open.

AS 04.16.015

Required Warning Signs

The following licensees and permit holders are required to post three warning signs:

1. Pregnancy Warning Sign

2. Providing Alcohol to an Individual Under 21

3. No One Under 21 on the Premises

- Beverage dispensary license
- Restaurant or eating place license
- Club license
- Brewery license or winery license if they permit a person to sample their products
- Package store license
- Common carrier dispensary license
- Recreational site license
- Pub license
- Caterer's permit
- Special events permit
- Conditional contractor's permit
- Other licenses / permits issued by the board authorizing consumption of alcoholic beverages

AS 04.21.065

Server Responsibilities

Licensees and their employees have a responsibility to ensure that business is conducted legally and the safety of customers is protected. All employees are expected to know and follow Alaska statutes and regulations concerning the sale and service of alcohol. Customers and other employees must be prevented from engaging in illegal activities.

AS 04.21.030

Gambling, Drugs, & Prostitution

Illegal activities that happen in or near the premises can lead to a suspended or revoked license or permit. The Board can suspend or revoke a license or permit if it finds that:

- The licensed premises are being used for illegal drug possession, use or sales.
- The licensed premises is being used for prostitution or sex trafficking.
- Illegal gambling is taking place on the licensed premises.
- The licensee allowed an offense that is considered morally offensive or depraved on the licensed premises.

AS 04.11.370

On-Duty Behavior

There are no specific laws or regulations in the State of Alaska that make it illegal for a bartender, the licensee or another employee to consume alcohol while on duty.

It is illegal for a drunken person to be inside the licensed premises. So if an employee or licensee consumes alcohol during their shift and becomes drunk, they have broken the law and could face criminal charges. The establishment could also lose its liquor license.

Although Alaska State law does not specifically prohibit drinking on duty, **alcohol impairs judgment, so you should never be under the influence of alcohol or other intoxicants while on duty.** Check with your manager for establishment policies.

AS 04.16.040

Adulteration of Alcoholic Beverages

Alcoholic beverages that are sold, served and delivered must not be adulterated.

3 AAC 304.405

Inspections

Licensed premises in Alaska may be inspected by the Alcoholic Beverage Control Board or law enforcement. Licensees and their employees are required to cooperate with investigators during an inspection.

3 AAC 304.515

Criminal Penalties for Violations

Violations of Alaska's alcoholic beverage laws are a Class A Misdemeanor, with the following penalties:

- A fine of up to \$10,000,
- Jail time of up to 1 year, or
- A portion of both.

In addition to criminal charges, you could also be fired for violating the law or lose your job if your employer's liquor license is suspended or revoked. You could also have problems finding a new job if you have a criminal record.

Licenses can be fined and/or have their license suspended for first or second violations, or taken away completely for three or more violations. **Serving alcohol illegally is a serious offense and the consequences are not worth it. This is why you should take your responsibility of serving alcohol very seriously.**

AS.04.16.180, AS 12.55.035, AS 12.55.135

Criminal Negligence

If you are charged with a criminal violation that results in harm, injury, or death to another person, the law will look more closely at what you did and how you did it. The standard of criminal negligence can include but is not limited to:

- You failed to recognize the great amount of risk and the harm that was likely to result.
- You failed to use a normal, standard amount of care that a reasonable person in your situation should use.
- You showed indifference or disregard for human life and/or safety.

To protect yourself and your establishment against criminal charges, always follow the law and use responsible serving procedures including:

- Checking IDs.
- Looking for fake or false IDs.
- Watching customers for signs of drunkenness.
- Completing an incident report log.

Remember, it is always illegal to serve an underage person or a drunken person, even if the person is not driving.

AS 04.21.080

Civil Liability and Dram Shop Laws

Dram shop laws can hold licensed liquor establishments (bars, restaurants, taverns, etc.) legally liable for injuries caused by drunken customers.

In Alaska, licensees and their employees can be held financially responsible for injuries that result from a person's intoxication. A lawsuit can be filed, and you and your employer can be taken to civil court if there is reason to believe that you violated alcoholic laws **and** a person is injured as a result.

It must be proven that alcohol was a major contributing factor to the cause of an injury, AND

- A licensee or employee sold / served alcoholic beverages to a person under the age of 21; OR
- A licensee or employee sold / served alcoholic beverages to a drunken person.

The penalties in civil court include cash damages for personal injury, death, or injury to property of a person, including the state or a political subdivision of the state.

AS 04.21.020

Alaska Alcoholic Beverage Control Board Contact Information

Alaska Alcoholic Beverage Control Board

Telephone: 907-269-0350

Website: <https://www.commerce.alaska.gov/web/amco/Home.aspx>

Lesson 4: Preventing Underage Drinking

Lesson Goals

- Recognize the Importance of Checking IDs
 - List Effective Procedures for Checking IDs
 - Identify When to Obtain a Proof of Age Statement
 - Recognize Behaviors Often Displayed by Underage Customers
 - Identify Best Practices for Preventing Underage Drinking
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The Consequences of Underage Drinking

Underage drinking is a widespread problem in the United States and it has serious consequences not only for the underage person, but also for a server or business that serves an underage person.

Drinking alcohol in a licensed establishment is a criminal offense for an underage person and it is a decision that can affect a young person for the rest of his or her life.

- Alcohol is the most widely used substance of abuse among young people in the United States. 4
- Underage alcohol use is more likely to kill young people than all illegal drugs combined. 5
- Research suggests a person's brain continues to develop into a person's twenties and alcohol consumption during this development may result in long-term negative consequences, including impaired memory, learning and decision-making. 4

Serving underage persons is also a costly offense. Criminal, administrative, and civil penalties may be imposed on both the server and the establishment.

Preventing Underage Drinking

The most common method to prevent underage consumption is to check the ID of anyone who appears to be under the age of 30. **Looking "old enough" is not a substitute for a valid form of ID.**

If you have doubts about the person's age even after the person presents an acceptable form of ID, you can ask the customer for more information to verify their identity. Ask the person to answer questions about personal information on the card, such as the birth date, middle initial, zip code, height, weight, etc. The person should be able to respond without hesitation.

Proof of Age Statement

Another option for a customer who does not present an acceptable form of ID, or for an ID that you have doubts that the ID is valid, is to use a proof of age statement. You can require the customer to sign a proof of age statement verifying that they are 21 or older.

The proof of age statement is a form that the Alcoholic Beverage Control Board provides and that you will fill out and have the person sign. Once a form is completed, it must be kept on file at the establishment for 90 days. All forms must be made available if requested by the ABC Board or police officers. A statement of age form may also be used as verification that a person is at least 16 years of age to enter a restaurant.

Verify the ID Belongs to the Customer

One key part of checking IDs is to verify the ID actually belongs to the customer. Always examine the **height stated on the ID** for resemblance with the attempted buyer, and compare the **hairline, eyebrows and chin shape in the photo** to those of the presenter. Features such as these are extremely hard to change.

It is your legal right to refuse to sell or serve alcoholic beverages to any person who is unable to produce a valid form of identification as evidence that he or she is 21 years of age or over.

Verify the ID Format and Features

Another important part of verifying the validity of an ID is checking to be sure that the ID has the proper format and security features.

Alaska Driver's License Format & Features

Beginning in 2014, Alaska started issuing licenses in a new format, using a central issuance process. When receiving a new card, license holders receive a soft durable temporary license or ID card which is valid for 60 days. The new card is mailed to the person in approximately two weeks.

License Issued to Individuals Over the Age of 21:



License Issued to Individuals Under the Age of 21:



Alcohol Restricted License:



Features of the driver's licenses and IDs in Alaska include the following:



1. Primary Photo
2. Card Type and DL / ID Number
3. Cardholder Name and Address
4. Cardholder Information
5. Fine Line Pattern
6. Ghost Image
7. Clear Window in Shape of State
8. Optional Donor and Veteran Designations

Card Back:

- A. Cardholder Date of Birth
- B. 2D Barcode
- C. Cardholder Restrictions and Endorsements

Following Standard Procedures

Following standard procedures when checking IDs can help you identify IDs that are altered or fake. Develop a procedure for checking IDs and always follow it. Do not get sidetracked by a conversation with the customer.

Recommended procedures include:

1. If the customer looks under the age of 30, ask to see their ID.
2. Always have the customer remove the ID from their wallet.
3. Once you have the ID in your hand, feel for any unusual raised surfaces.
4. Look carefully at the birth date and the "Age 21 on" date if the ID is vertical.
5. Check the expiration date. Expired ID is not a valid ID.
6. Verify that the photo and physical description on the ID match the person presenting the ID.
7. Examine the format of the card to ensure it is correct. Turn the ID 90 degrees to look for numbers or letters that are out of line.
8. Examine the ID under a bright light because that will better reveal glue lines or pinholes where bleach may have been injected.
9. Look at the reverse side of the ID, checking for any cut and pasted numerals or blurred lettering.
10. If looking at an out-of-state ID or any ID that you are not familiar with, be sure to use an ID guide to verify the format and features of the card are correct.
11. Ask for a second piece of ID if you have doubts about the first.
12. Return or refuse the ID.

FEAR

A great way to remember the process you should follow when checking IDs is to use the acronym **FEAR**.

Feel for pin holes on the ID, the thickness of the ID and any glue lines or rough surfaces.

Examine the ID visually:

Ask when you suspect alteration or fraud:

Return or **R**efuse the ID:

Confiscating Fake IDs

You should be sure to check your company policy for handling fake IDs. Some companies prohibit you from confiscating IDs as a matter of safety - both your safety and the safety of your customers.

Behavioral Clues

When underage customers attempt to purchase alcohol, they may also display certain behaviors and attitudes that suggest they are underage and trying to get away with something. These clues can help you identify underage customers even before you check their IDs. Watch for these clues!

- **Confidence**
- **Embarrassment / Humiliation**
- **Impatience**
- **Distractions when Checking IDs**

Be alert and always take the time to check IDs carefully when selling alcohol.

Second-Party Sales

A second-party sale happens when alcohol is sold to a person of legal drinking age who then gives it to an underage person. It is important that you watch for adults who purchase alcohol and then give it to someone under the age of 21. You should always:

- Be aware of who is consuming the alcohol you sell, and
- Verify that the customers who are consuming the alcohol are of legal drinking age. If you suspect something, follow the drink and see who is actually consuming it and whether they look of age.

Intervention

If for any reason an underage person has been served or is attempting to be served, it is important that you intervene immediately. Address the person with a firm, yet friendly demeanor and remove the alcohol from both the reach and sight of the offender as quickly as possible.

If the person has gained entry to an area that prohibits underage persons, you must also ask the person to leave immediately.

If your attempts to prevent the underage person from possessing alcohol or leaving the premises do not prevail, contact law enforcement authorities for assistance.