

INTERVENTION TECHNIQUES

There is no need to get into a confrontation with a customer that becomes intoxicated. Offering the customer choices allows them to feel some control in the situation, for example: offer food, non-alcoholic beverages or activities.

If a confrontation occurs with an intoxicated guest try one of the following techniques:

- ✓ **ESTABLISH CLEARLY WHAT THE PROBLEM BEHAVIOR IS AND DOCUMENT IT**
- ✓ **BE READY TO COPE WITH THE CUSTOMERS**
- ✓ **BE POSITIVE, HONEST, FIRM AND CONSISTENT**
- ✓ **MONITOR SUBSEQUENT BEHAVIOR**
- ✓ **GET A SUPERVISOR IF NEEDED**

Do not show anxiety, fear or anger. These emotions tend to cause others to react similarly and can lead to a more explosive situation.

Do not get into a shouting match. Keep statements simple and direct. Don't take statements personally.

Be directive, but not authoritarian. Show respect, but define your limits.

Be aware of possible aggression. Try to get the person seated and distract them from the source of anger. Do not hesitate to get help!

Avoid touching a confrontational person. If a person attacks you, use only enough force to restrain them until further helps arrives.

SPECIAL EVENT TRAINING

How To Identify A Proper I.D.

Acceptable I.D. must be government issued, have a photograph of the person, birth date (21 years or over), the person's name, a physical description and be current to be valid.

Check for the following:

- ✓ **PHOTOGRAPH MATCHES THE PERSON**
- ✓ **LAMINATION IS APPLIED EVENLY**
- ✓ **PERSON'S SIGNATURE IS LEGIBLE**
- ✓ **HEIGHT, WEIGHT, HAIR COLOR AND EYE COLOR MATCH**
- ✓ **NEVER ACCEPTED AN ALTERED IDENTIFICATION**
- ✓ **EXAMPLES OF ACCEPTABLE I.D. ARE: A DRIVER'S LICENSE, PASSPORT OR MILITARY I.D.**
- ✓ **DO NOT ACCEPT ANY OTHER FORM OF I.D.**

**Using an I.D. scanner is the most accurate tool for ensuring validity.*

SELLING, SERVING OR ALLOWING TO BE SOLD OR SERVED AN ALCOHOLIC BEVERAGE TO A PERSON UNDER 21, OR TO AN INTOXICATED PERSON, OR CONSUMING ALCOHOLIC BEVERAGES WHILE WORKING IS A MISDEMEANOR OFFENSE AND CAN RESULT IN: MINIMUM \$1,000 FINE AND/OR 60 HOURS OF COMMUNITY SERVICE. A BUSINESS CAN BE FINED \$6,000 AND/OR BE SUBJECT TO LICENSE SUSPENSION UP TO 15 DAYS.



EVALUATING INTOXICATION

IMPAIRED JUDGEMENT

- ✓ Starting conversations with strangers
- ✓ Making sexual advances
- ✓ Repeating stories
- ✓ Ordering doubles or complaining about the strength of their drink
- ✓ Forgetting where they are, where they came from, where they are going

LOSS OF COORDINATION

- ✓ Falling
- ✓ Unable to pick up change
- ✓ Knocks over drinks
- ✓ Swaying
- ✓ Stumbling
- ✓ Bumping into things
- ✓ Slurred speech
- ✓ Slow and deliberate movements

IDENTIFYING MINORS

Servers should learn to identify appearance or behaviors which may indicate that a person is underage.

PHYSICAL CHARACTERISTICS

Acne, pimples, complexion, lack of wrinkles, no eye contact, girlish nails/polish, high pitched voice, making an effort to have a deep voice and whispering.

BEHAVIOR

Overly friendly, giggling, loud, immature, nervous, childish, inconsiderate, silly, defensive, arrogant, coming in groups, type of drink ordered i.e. sweet drinks, giving excuses for why they don't have an I.D.

APPEARANCE

Overly dressed, too much make up, school logos, cheap looking jewelry, trendy.