

Course Summary and Review

The Keys to being a responsible seller-server of alcohol are to:

- Know The Law
- Know Your Customers
- Know How And When To Say “No”

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The Keys to Customer Observation are to:

- See How They Look
- See What They Do
- See How They React

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The Keys to Intervention are to:

- Be Quick
- Be Clear and Firm
- Be Consistent

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Remember: The person who actually serves, sells, or delivers the alcoholic beverage is legally responsible for the sale.