



# Module 2 – Part 5

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## Minors and Alcohol Sales

*This module focuses on preventing illegal alcohol sales to minors. This module will take 5 minutes to complete*

## KEY #3: Know How and When to Say “No”

- ✓ If you are not 100% positive that the person is 21 years of age or older, or if you are not 100% positive that the ID presented is valid, then you should not make the sale.
- ✓ This section provides guidance on how to say “No” to an illegal sale of alcohol.







# What Are The Keys To Saying “No”?

*In order to prevent an illegal sale of alcohol, you need to:*

**1. Be Quick**

✓ *You must be timely in order to be effective.*

**2. Be Clear and Firm**

✓ *Be polite to your customer, but be clear and firm in your refusal to sell alcohol.*

**3. Be Consistent**

✓ *Say "No" in the same way every time.*



## The keys to saying “No” to selling alcohol to a minor are:

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### **Be Quick**

- The best time to say “No” is before any alcoholic beverage is sold or served.
- Quickly place the alcohol out of reach and, if possible, out of sight.



# The keys to saying “No” to selling alcohol to a minor are:

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## Be Clear and Firm

- Refuse the sale politely but firmly.
- Politely state the reason that you can't make the sale.
- State the laws about selling to a minor, Minors attempting to buy alcohol, and about a minor possessing alcoholic beverages.
- Let the minor know that you both could get in legal trouble if you made the sale.





# The keys to saying “No” to selling alcohol to a minor are:

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## Be Consistent

- Don't go back on your refusal for any reason.
- If the customer begins to argue, simply restate the reason that you can't legally make the sale.

✓ NOTE: It is the employee's obligation to notify law enforcement authorities when intervention attempts fail. Ask your manager about policies and procedures for reporting incidents.

# Discussion Questions



**What might happen if you refuse to sell or serve alcoholic beverages to a person that cannot prove that they are 21 or older?**

- The customer might get mad.
- The customer might argue or try to talk you into making the sale.
- The customer might understand and agree that it is too risky for you to make the sale.



**What else might you do or say to make the person know that you are not going to change your mind and make the sale?**

- We could both get into legal trouble.
- If you'd like, I will get my manager for you.



# Module Summary

You should now be able to:

- ✓ Given a scenario, state if a sale of alcohol is legal or illegal with regards to a minor.
- ✓ Use observations to detect that a minor is attempting to purchase alcohol.
- ✓ Correctly identify if an ID is valid and proper for purposes of establishing age.
- ✓ Recall that possession, use, manufacture, or misuse of an ID is an illegal act.
- ✓ Given a scenario, select appropriate intervention techniques in regards to a minor attempting to purchase alcohol.



# This module included:

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## KEY #1

- *Know the Law*
- *For Minors*
- *For Seller-Servers*



## KEY #2

- *Use Observations to Know Your Customers*
- *Checking Identification*



## KEY #3

- *Know When and How to Say “No”*

# Be Aware!

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*"It is law that in the event of possible alcohol poisoning, a person under 21 calling for help will not be cited for possessing or consuming alcohol. The immunity for minors is limited to the first person who calls for help, only if he or she stays on the scene and cooperates with law enforcement and medical personnel. The new law does not protect a person from being cited for any other violation."*

*Effective 09/01/2017- The Offenses of Consumption or possession of alcohol by a minor do not apply to a minor who reports that the minor or another person was sexually assaulted or by a minor who was the victim of a sexual assault as reported by another person. The report must be made to certain authorities. To claim the defense, the minor had to have been consuming or in possession of alcohol at the time the reported sexual assault took place."*