



Responsible Service of Alcohol

Alcohol Awareness

We are genuinely concerned about our guest's welfare. Our guests want high quality alcoholic beverages. However, serving alcohol is a serious matter. Irresponsible serving practices can result in dire consequences for our guests, restaurants and company. It is important that all team members understand the serious responsibility of serving alcohol. Here are a few facts about alcohol.

- ✓ **Fact 1:** In 1939, Indiana was the first state with legislation on DWI. The legal limit was 0.15%.
- ✓ **Fact 2:** 33% of the population abstains from alcohol
- ✓ **Fact 3:** 50% are social drinkers
- ✓ **Fact 4:** 10-15% are abusers
- ✓ **Fact 5:** 5 drinks in a row is considered "binge drinking"
- ✓ **Fact 6:** More Americans have died in drunk driving crashes than in all the wars we have fought combined.
- ✓ **Fact 7:** Nearly half of traffic deaths are alcohol related.

Blood Alcohol Content

Definition: *The amount of alcohol in a person's body is measured by the weight of the alcohol in a certain volume of blood. This is called the blood alcohol concentration, or "BAC."*

- ✓ *Alcohol is absorbed directly through the walls of the stomach and the small intestine, goes into the bloodstream, and travels throughout the body and to the brain.*
- ✓ *Alcohol is quickly absorbed and can be measured within 30 to 70 minutes after a person has had a drink.*
- ✓ In all 50 states, it is against the law to drive with a BAC of .08 or higher.
- ✓ For ages 16 – 20, the limit is 0.02 percent and there is a **ZERO TOLERANCE** policy.



If an individual's BAC is...

0.001-0.029

The average individual appears normal. Subtle effects can be detected with special tests.

0.030-0.059

The average individual will experience mild euphoria, relaxation, joyousness, talkativeness and decreased inhibition. Concentration will become impaired.

0.060-0.099

The average individual will experience blunted feelings, reduced sensitivity to pain, euphoria, disinhibition and extroversion. Reasoning, depth perception, peripheral vision and glare recovery will become impaired.

0.100-0.199

The average individual will experience over-expression, boisterousness and possible nausea and vomiting. Reflexes, reaction time, gross motor control, staggering, slurred speech and erectile function will become impaired.

0.200-0.299

The average individual will experience nausea, vomiting, emotional swings, anger or sadness, partial loss of understanding, impaired sensations, decreased libido or possibility of stupor. They could experience severe motor impairment, loss of consciousness or memory blackout.

0.300-0.399

The average individual will experience stupor, central nervous system depression, loss of understanding, lapses in and out of consciousness. Possibility of death is low. They could experience impairment in bladder function, breathing and heart rate.

0.400-0.500

The average individual will experience severe central nervous system depression, possible coma or death. Breathing and heart rate will become impaired. Positional alcohol nystagmus could occur.

>0.50

The average individual will face high risk of poisoning and death.

Alcohol Absorption

Alcohol is absorbed into the bloodstream at different rates depending on several different factors:

✓ *Gender:*

Women are generally smaller than men and have higher body fat ratios. Therefore, women are more sensitive to the effects of alcohol than men because body fat (which does not hold water) doesn't absorb alcohol as well as lean muscle mass (which does hold water). Also, the hormone estrogen in a woman's body causes her to become more sensitive to the effects of alcohol. PMS and birth control pills can raise a woman's estrogen level. Women also have less of an enzyme called "**alcohol dehydrogenase**". This enzyme aids the liver in processing alcohol into sugars.

✓ *Size:*

Smaller people reach higher BACs faster than larger people do. The larger the body, the more alcohol is diluted.

- 120 LB WOMAN DRINKS 3 DRINKS, HER BAC IS .11
- 160 LB WOMAN DRINKS 4 DRINKS, HER BAC IS .11
- 160 LB MAN DRINKS 4 DRINKS, HIS BAC IS .09
- 180 LB MAN DRINKS 5 DRINKS, HIS BAC IS .11



Additional Factors

✓ *Food Consumed:*

A full stomach keeps alcohol from reaching the bloodstream as quickly. However, food does not prevent intoxication. The **pyloric valve** can detect solid food in the stomach and will become smaller, slowing alcohol from reaching the small intestine. Food digest slower if they are high in fat and carbohydrates, so always encourage your guests to eat these types of foods. Tip – Eating solid food at least 20 minutes before drinking alcohol can reduce a person's peak BAC level up to 40 percent.

✓ *Consumption Rate:*

Drinking fast backs up the bloodstream, increasing the amount of alcohol waiting to be processed by the liver. The waiting alcohol eventually moves to other parts of the body; brain cells are usually a first target.

✓ *Drink Concentration:*

Alcoholic drinks with mixers decrease the absorption rate. Alcoholic drinks with carbonation increase absorption rates and incapacitate the pyloric valve, warranting alcohol to enter the small intestine faster.

Additional Factors Continued

✓ *Tolerance:*

An experienced drinker may be able to hide the signs of intoxication more easily than a less experienced drinker, even though their BAC levels may be the same.

✓ *Mood/ Health:*

Stress, illness and fatigue can all quicken the effects of alcohol. Also known as a “self-medicator”, some people abuse alcohol to deal with or numb the feelings of stress. When a person is sick and drinking, the body has a harder time breaking down the alcohol. People who lack sleep often feel the effects of alcohol more than those who are well rested.

✓ *Drugs/ Prescription Medications:*

Alcohol can offset or intensify the effects of drugs, making results unpredictable and unsafe. The potency of barbiturates is increased ten times when taken with alcohol.

In Summary

Many various factors influence alcohol absorption rate, therefore **AWARENESS** is a very important part of responsible service of alcohol. Being present in your section and understanding your liability regarding alcohol service is of upmost importance.



Alcohol's Path Through The Body

Brain: Alcohol can affect brain function in as little as 3 minutes. Long-term alcohol abuse can impair brain and nerve function by accelerating the loss of brain cells.

- ✓ The ***frontal lobe*** is the first part of the brain affected by alcohol. This portion is responsible for reasoning and judgment.
- ✓ The ***mid-brain*** is then affected. This portion of the brain is responsible for muscular control, coordination and small motor skills.
- ✓ Lastly, the ***hind section*** is affected. This portion is responsible for functions such as respiration and heart rate.

Mouth: Small amounts of alcohol are absorbed into the soft tissues of the mouth

Esophagus: Alcohol is toxic to the cells lining the esophagus; heavy drinking increases the risk of esophageal cancer

Heart: Alcohol abuse can lead to high blood pressure, scar-tissue formation, and increased heart size due to the accumulation of fat

Liver: Between 80 and 90 percent of alcohol intake is metabolized into sugars here. The other 10 to 20 percent will be eliminated through breathing, sweating and other bodily functions. Heavy drinking causes the liver to become fatty and enlarged, which leads to scarring known as *cirrhosis*.

Tips for Serving Alcohol Responsibly

Responsibilities that we hold in high regard:

- ✓ Never over pour drinks.
- ✓ Offer your guests food, bread and water while they are drinking.*
- ✓ Be aware of how many and the types of drinks your guests are ordering.*
- ✓ Do not serve anyone who arrives at our location who appears to have already been overserved.*
- ✓ When you see a guest has reached his/her limit, offer a non-alcoholic drink (such as water or a soft drink).
- ✓ Card anyone who appears under 35 years of age.*
- ✓ If you see someone who looks underage drinking, alert a manager immediately.
- ✓ Discourage loitering of large groups including minors.
- ✓ Only serve one alcoholic drink per person at a time.*
- ✓ Do not allow a guest to leave the building with an alcoholic beverage.*
- ✓ IMMEDIATELY involve your management team in any and all alcohol related concerns.*

We are committed to 100%, Guest Satisfaction 100% of the Time. At the same time, we are equally committed to 100% Guest and Community Safety, 100% of the Time.

This is an exceptionally serious issue. Serving already intoxicated guest's alcohol and/or over-serving guests will lead to the serious issue of removing you from our employment. RSOA is imperative and while you must use your best judgment, error on the side of responsibility. Remember to always involve your management team.



Signs of Alcohol Intoxication

It is a **change in behavior** rather than the actual behavior itself that is critical to note.

- ✓ Slurred speech or being thick-tongued
- ✓ Glassy eyes and drowsiness (heavy eyelids)
- ✓ Strong smell of alcohol on breath
- ✓ Staggering or stumbling
- ✓ Unable to pick up objects, or may even drop them
- ✓ Talking or moving slowly
- ✓ Unable to concentrate, lose their train of thought, or become forgetful
- ✓ Spilling food or drinks
- ✓ Abusive language or profanity
- ✓ Annoying other guests and speaking loudly
- ✓ Overly friendly
- ✓ Careless with money
- ✓ Complaining about drinks
- ✓ Drinking too fast

Discontinuing Alcohol Service

If at any point the server believes a guest has reached a point where they should not be served any further alcohol, they must notify a manager and not serve them any further alcohol.

1. First and foremost – **NOTIFY A MANAGER.**
2. Do not serve an already intoxicated guest.
3. If a guest becomes intoxicated while at our restaurant, have a manager discontinue drink service;
this decision must be final .
4. Do not argue with the guest.
5. Remain in control of yourself. Do not overreact. Remember, alcohol can cause people to become irrational.
6. Be positive. (Don't say, "You're drunk." Instead say, "I'm concerned about your safety. I want this to be a pleasant evening for everyone. May I call someone for you, or perhaps a cab?")

If failure to serve a guest alcohol results in a failure of the guest to provide gratuity BHG will provide the server a guaranteed 20% as long as your manager has been involved.

We want our guests to have a great time while at the same time serving alcohol responsibly. Ensure you fully support RSOA guidelines. Our policy is clear and concise. Ensure you follow it 100%, 100% of the time.

Servers must always be certain that the person consuming any alcoholic beverage is of legal age (21 years old). **Always check the I.D. of anyone who appears to be under 35 years of age.**

The sale of intoxicating beverages to minors is expressly forbidden by law and is a misdemeanor, punishable by a fine of up to \$2,400, imprisonment for not less than 30 days, nor more than 6 months, and is the discretion of the Court.



Liabilities

Civil Liability: Under civil liability laws, licensees and their employees can be charged criminally or arrested.

Criminal Liability: This civil suit typically involves a monetary judgment while the criminal suit involves fines and/or jail time for the licensees and their employees for illegal alcohol sales.

Administrative Liability: This applies to the alcohol licensees where the ABC Board can impose fines and/or license suspension. Administrative Liability is usually the first step the licensees will go through before the civil and criminal suits.

Dram-shop law: Is a statute or case law in 38 states which makes a business which sells alcoholic drinks or a host who serves liquor to a drinker who is obviously intoxicated or close to it, strictly liable to anyone injured by the drunken patron or guest.

- ✓ Allow a third party – who may not have been in the establishment – to sue for injuries caused by a guest who was drinking there.
- ✓ Allow third parties to sue the business, the business owner(s), and the employees.
- ✓ Provide “caps” (or limits) on money damages that can be awarded to third parties.



YOUR



ON THE

Required Signage

WARNING TO MINORS

Persons under the age of 21 are subject to a fine of two hundred fifty dollars if they:

- 1 – Enter licensed premises to buy, or have served to them, alcoholic beverages.
- 2 – Possess, purchase or attempt to purchase, or get another purchase alcoholic beverages for them. **Anyone aiding or assisting a person under 21** in purchasing alcoholic beverages is also subject to a fine not to exceed two hundred fifty dollars.
- 3 – Misrepresent their age for the purpose of purchasing or obtaining alcoholic beverages.

KY. DEPT. OF ALCOHOLIC BEVERAGE CONTROL

WARNING OF DANGERS OF DRINKING ALCOHOLIC BEVERAGES DURING PREGNANCY TO BE POSTED.
PURSUANT TO KRS 243.895

**DRINKING
ALCOHOLIC
BEVERAGES
PRIOR TO
CONCEPTION
OR DURING
PREGNANCY
CAN CAUSE
BIRTH DEFECTS.**

KENTUCKY DEPARTMENT OF HUMAN RESOURCES
AND
ALCOHOLIC BEVERAGE CONTROL

In the state of Kentucky it is legal to sell alcohol to a pregnant woman. However, drinking alcoholic beverage prior to conception or during pregnancy can cause fetal alcohol syndrome, low birth weight babies or babies with multiple long term behavioral disorders.

*****If you notice that any required bar signage is missing or in poor repair, please notify a manager immediately.

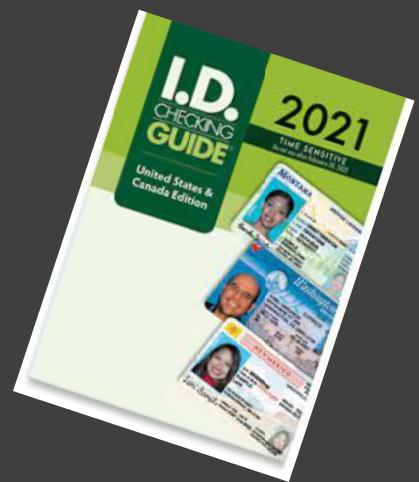
Identification

It is recommended to accept the following types of identification:

- ✓ State issued Driver's License
- ✓ State issued Identification Card
- ✓ Military Identification Card
- ✓ Alien Residency Card
- ✓ Passport

Each of these types of identification will include a date of birth , a photo of the bearer, and an expiration date. If the identification is expired, it is no longer valid.

*****See ID Checking Guide for examples of different forms of identification and features on the ID that should be verified to ensure it is genuine. Focus on Kentucky, bordering states and all types of acceptable identification listed above.*****



Incident Report Form

The ABC recommends that we use an Incident Report Form if we have to discontinue service. In a perfect world, you would never have to use this form. But unfortunately, accidents happen, and we must properly record them. That is where this form comes into play.

A good way to approach the guest is to let them know that we are worried about them and would like to check up on them later to ensure they are ok.

You will be asked for details if you have witnessed and incident involving . This is for both legal reasons as well as insurance purposes. The more information we can provide, the better off we are in the long run. But like we said before, do not give the form to the guest to fill out. If a guest refuses first aid, make sure this is noted on the form and include what you offered to do.

