**Video Assessment Instructions/Criteria Sheet**

**SITHFAB021 Provide responsible service of alcohol**

**Please read the below instructions carefully. If you have any questions after reading the below, you can request support by emailing** [**support@atiaustralia.edu.au**](mailto:support@atiaustralia.edu.au)

**VIDEO ASSESSMENT INSTRUCTIONS**

In your video assessments, you are not to ask the person to leave the premises straight away. This is to allow you to demonstrate both refusal of service and the communication and conflict resolution techniques required when asking someone to leave the premises.

Firstly, you are to refuse service to the customers and explain your reason for doing so. Often times, their reaction to this may reveal more about their level of intoxication, whether they are compliant or disorderly, under the influence of any drugs or medication etc.

This would then influence your decision on whether they need to leave the premises. In both of the scenarios below, your conversation with the customers influences your decision to ask the customer to **leave the premises**.

When preparing to film your video assessments, consider how your actions would differ between a customer who is being compliant, and a customer who is refusing to leave the premises. Your approach would not be the exact same, and therefore your videos should differ slightly. Review the criteria listed below for a detailed list of what to include in each video.

Each video should be at **least 1 minute and 15 seconds in length** to ensure you demonstrate all required skills and knowledge.

**Video 1 – Refuse service to a difficult customer who is under the influence of illicit substances and asking them to leave the premises.**

***Video length: At******least 1 minute and 15 seconds***

*Because the customer is difficult and wants to stay, they do not leave the premises when you ask them to. They are also exhibiting signs of emotional distress from being separated from their friends. You must respond accordingly.*

*Remember that you have strong reason to believe that this customer is under the influence of illicit drugs.*

**You are to demonstrate all the following in this scenario:**

**Follow house policies and procedures when refusing service:**

* Suggesting alternatives to alcohol:
  + Non-alcoholic beverages such as water, soft drink, or mocktails
  + Food from your kitchen menu

Reinforce your decision to refuse service by ‘referring’ to relevant RSA signage or posters:

* + Note you are **NOT** required to actually have signage/posters, but will still need to reference them (e.g. pointing) when refusing service

Refer to Queensland legislation:

* Explain the fine you would receive if you served alcohol to the unduly intoxicated customer (in the **EXACT** dollar amount)
* **Name** the law/regulation the fine amount comes from (in full).

**Demonstrate communication and conflict-resolution skills when:**

* Responding to a customer who is under the influence of illicit substances
* Responding to a customer who is emotionally distressed
* Responding to a customer who is refusing to leave

**Video 2 – Refuse service to a customer who has not consumed any food for the last 10 hours, and is compliant when they are asked to leave the premises.**

***Video length: At******least 1 minute and 15 seconds***

*Typically, you might only refuse service if the customer is unduly intoxicated, but not to the point where they are a hazard or disorderly. In this scenario, the customer keeps requesting alcohol despite the fact they have been refused.*

*Whilst they appear upset at being asked to leave, they do so without further argument.*

**You are to demonstrate all the following in this scenario:**

**Follow house policies and procedures when refusing service:**

* Suggesting alternatives to alcohol:
  + Non-alcoholic beverages such as water, soft drink, or mocktails
  + Food from your kitchen menu

Reinforce your decision to refuse service by ‘referring’ to relevant RSA signage or posters:

* + Note you are **NOT** required to actually have signage/posters, but will still need to reference them (e.g. pointing) when refusing service

Refer to Queensland legislation:

* Explain the fine you would receive if you served alcohol to the unduly intoxicated customer (in the **EXACT** dollar amount)
* **Name** the law/regulation the fine amount comes from (in full).

**Demonstrate communication and conflict-resolution skills when:**

* Responding to a customer who (in a non-aggressive way) repeatedly asks for alcohol after being refused service
* Asking this customer to leave the premises (they do so immediately)