



# **Responsible Service of Alcohol**

eLearning program

## **Table of Contents**

1.1 Sell or serve - Introduction .....	3
1.2 Sell or serve – Impacts of Alcohol Abuse .....	4
1.2 Sell or serve – Introductory Activity Complete .....	4
1.3 Sell or serve – Harm Minimisation objective .....	5
1.4 Sell or serve – Penalties/Fines .....	5
1.4 Recap.....	5
1.5 Sell or serve – Risk from harm.....	5
1.6 Sell or serve – Refused service .....	5
1.7 Sell or serve – National Alcohol Strategy.....	6
2.1 Sell & Assist – Serving Alcohol Responsibly .....	7
2.2 Sell & Assist – Alcohol & its Effects on the Body Activity Intro .....	8
2.2 Sell & Assist – Alcohol & its Effects on the Body Activity.....	8
2.2 Sell & Assist – Alcohol & its Effects on the Body Activity Complete .....	9
2.3 Sell & Assist – Standard drinks.....	9
2.3 Recap.....	9
2.4 Sell & Assist – Bar Activity .....	9
2.5 Sell & Assist – Product knowledge .....	10
2.6 Sell & Assist – Responsible serving practices .....	10
2.7 Sell & Assist – Acceptable-Unacceptable Activity.....	11
2.8 Sell & Assist – Risk Management Plan & Conditions of License .....	11
2.9 Sell & Assist – Definition of Intoxication .....	12
2.10 Sell & Assist – Knowledge Activity Intro.....	12
2.11 Sell & Assist – Close.....	12
3.1 Assessing & Refusal – Correctly assessing a patron - QLD.....	13
3.2 Assessing & Refusal – Do’s and Don’ts on refusal.....	18
3.3 Assessing & Refusal – Recap.....	18
4. Conclusion .....	19
Congratulations.....	20

## **1.1 Sell or serve - Introduction**

Australians are famous for liking a drink. It's part of our culture. At every sporting event, rock concert or after work function, alcohol is always present. But while we'd all like to think we can drink responsibly, it's an unfortunate fact that there will always be some people who drink to excess, resulting in dangerous, anti-social behaviour.

So what are the warning signs that would alert you when someone is intoxicated? What are the laws and legislations? And what would you do if you had to deal with someone who was highly intoxicated?

In response to government and community concerns about alcohol misuse and abuse, crime, violence and anti-social behaviour, the principles of *Responsible Service of Alcohol* were developed and implemented. These principles focus on alcohol consumption and the lack of accountability from licensees and staff.

Every week emergency rooms across the country have to deal with the consequences of the misuse of alcohol. It puts an enormous strain on our hospital system as well as our police and emergency services.

In the following series of videos, you will be given a comprehensive understanding of:

- How to sell or serve alcohol responsibly
- How to assist customers to drink within their limits
- How to assess an intoxicated customer and,
- How to refuse service to someone who is intoxicated.

You will also learn how to sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.

We'll talk about how you can give accurate information to your customers about alcoholic beverages and work according to your enterprise or house policy as well as government legislation. This includes the types of alcohol, their strengths, the amount to pour for a standard drink and the alcoholic percentages of a range of frequently sold alcoholic beverages.

You'll learn how to assist customers with information on a range of non-alcoholic beverages available for purchase.

We'll cover issues related to the sale and service of alcohol to different types of customers, especially those at risk, and incorporate them into your sales and service repertoire.

Before we get into that, let's take a look at what the legal requirements are around the service of alcohol.

In most states mandatory RSA training is required. Even though you may hold a certificate for one state, it doesn't necessarily transfer to another state. You will need to check with the relevant authority in the state in which you are working.

The following persons must have a current training course certificate in the Responsible Service of Alcohol, also known as the RSA.

Any staff member that is involved in the sale and supply of alcohol; this includes; food and beverage staff, glass collectors, floor staff, room service staff, security staff, managers and approved managers or licensees.

Certification may also be subject to a period of validity, for example, In Queensland RSA training remains valid for a period of three years, after which time you will need to renew your training.

In New South Wales and Western Australia, your certificate will only need to be obtained once.

As an employee it will be your responsibility to keep your certificate in a safe place and produce a copy for your employer. As a manager you are required to renew your own training and keep an RSA Training Register for your employees.

So what do you know about alcohol?

Firstly, it's a drug. After tobacco, alcohol is the second largest contributor to drug-related incidents in Australia, causing harmful effects in both the short and longer term. And contrary to what most people think, it's a depressant not a stimulant. Alcohol slows down the activity in the central nervous system and in large quantities depressant drugs can cause unconsciousness and even death!

From time to time the Federal Government develops national campaigns on the dangers of drugs and alcohol; you might be familiar with some of these. These campaigns are targeted at groups that have been identified as "most at risk" when it comes to irresponsible drinking.

Their goal is to make people aware of the serious consequences that drinking has in relation to violence, reckless injuries and motor vehicle accidents. It is estimated that alcohol related social problems cost Australians up to \$15.3 billion dollars per year.

## **1.2 Sell or serve – Impacts of Alcohol Abuse**

Using the principals of RSA will minimise the harm, misuse and abuse that alcohol can cause. Let's explore some impacts of alcohol abuse.

Click on the answer you believe to be correct:

## **1.2 Sell or serve – Introductory Activity Complete**

So how did you go? Some of those statistics are a real concern and only reinforce the need for a greater level of care when it comes to the selling and service of alcohol.

### **1.3 Sell or serve – Harm Minimisation objective**

As with many public health concerns, prevention is better than the cure. Harm minimization should be your first objective.

The principals of 'harm minimisation' are to reduce the harmful effects to the individual and the community caused by alcohol abuse and misuse.

Government Legislation now prioritises 'harm minimisation' as the first objective of legislation. Some of their proactive strategies include:

- Banning of regular glass in high risk venues (For example: pubs and clubs with a history of alcohol and glass related violence.)
- Mandatory RSA training for all staff involved in the sale and supply of alcohol
- Management Training to ensure compliance with liquor license conditions and
- CCTV Cameras

But no matter how stringent the legislation or far-reaching the initiative, ultimately the responsible service of alcohol comes down to who 'you' are willing to serve.

During this course you will learn about the three main types of customers to whom alcohol service must be refused.

- Minors or Juveniles – this refers to people who are under 18 years old
- Unduly intoxicated or Drunk; or
- Disorderly or Violent;

We'll talk about these definitions later.

### **1.4 Sell or serve – Penalties/Fines**

If you serve any of these types of patrons, you could be hit with a hefty fine. Click on your state to see what you could be paying:

#### **1.4 Recap**

Remember, breaching any laws regarding the Liquor Act could see you face civil litigation and for a business, the implications are loss of their liquor license or a change in license conditions.

### **1.5 Sell or serve – Risk from harm**

So, let's review the impacts of excessive drinking and the harmful consequences of alcohol abuse. Select which group you think each outcome belongs to:

### **1.6 Sell or serve – Refused service**

Here's another activity. Match up the fine amount with the patron who should have been refused service.

### **1.7 Sell or serve – National Alcohol Strategy**

The National Alcohol Strategy 2006 to 2011 was developed as a response to the patterns of high-risk alcohol consumption that are prevalent in Australia.

It is estimated that about 3200 people die as a result of excessive alcohol consumption and around 81,000 people are hospitalised annually.

The Strategy outlines priority areas for coordinated action to develop drinking cultures that support a reduction in alcohol-related harm in Australia.

The four priority areas that have been nominated as the focus of the strategy are:

- Intoxication
- Public safety and amenity, which means safety to the general public and environment.
- Health impacts that alcohol can cause; and
- Cultural place and availability, which means making sure alcohol is only available at places where it does not cause undue harm.

In total approximately 1,000 stakeholders were consulted during the creation of this strategy. These include:

- Members of the public
- Liquor licensing authorities
- Police
- Local government
- The health sector
- The alcohol beverage and hospitality industry

So now you have an overview of all the facts, we'll take a closer look at your roles and responsibilities in the next clip: Sell and assist. Bye for now!

## **2.1 Sell & Assist – Serving Alcohol Responsibly**

How well do you know your drinks?

How does alcohol affect the body?

What kinds of products are inappropriate for licensed venues?

In this section we'll be looking at selling or serving alcohol responsibly and assisting customers to drink within appropriate limits.

Do you know what legislation regulates the sale and supply of liquor in your state?

In Queensland, the legislation that regulates the sale and supply of Liquor is contained in the Liquor Act 1992 and the Liquor Regulation 2002.

Queensland's Office of Liquor and Gaming Regulation (OLGR), which is under the Department of Employment, Economic Development and Innovation, administers the Liquor Act and Liquor Regulation.

Before you can sell alcoholic beverages you will need to have some idea of what different types are available and their alcohol volume. Here are the facts:

- Full strength beer contains around 4.8% alcohol.
- Mid strength beer is approximately 3.5% alcohol.
- Light beer is around 2.7% alcohol.
- Wine contains between 12 and 15% alcohol.
- Most basic Spirits are around 40% alcohol.
- Liqueurs contain between 18 and 40% alcohol.
- 'Ready To Drink' or RTD beverages have around 5 to 7% alcohol.
- Other drinks such as Absinthe can be up to 68%, so it's important to know your product!

Your licensed venue will also sell a range of non-alcoholic beverages. It is your responsibility as an employee working in a licensed venue to assist customers to drink responsibly, so offering them a non-alcoholic drink may be a solution. This could include:

- Mocktails
- Juices
- Soft Drinks
- Coffee or Tea; or;
- Sparkling Water

We'll look at some strategies on how to best encourage a customer to choose a non-alcoholic drink a little later, but first, it's important to know exactly how alcohol affects the body.

Alcohol is absorbed into the bloodstream through the walls of the stomach and intestines. It is then carried by the bloodstream to the brain and other organs. Even small amounts of alcohol affect the normal functioning of the brain. When alcohol builds up in a person's bloodstream it affects behaviour.

Alcohol can have physiological effects on a person's emotional state, health & physical alertness:

Let's look at these now:

**Emotional State:**

Alcohol can affect the central nervous system, which adds to a depressed state of mind. If a person is angry or upset before drinking then this can become exacerbated.

Long term drinking can have an effect on your psychological health and contribute to depression, anxiety and mental health.

**Let's talk about Health:**

Short term, alcohol can cause dehydration, headaches, nausea, vomiting and sexual dysfunction. It elevates blood pressure and reduces sleep quality.

Long term, Alcohol abuse can cause damage to vital organs including the liver, heart and pancreas. And in some cases, it can contribute to cancer of the stomach, liver, pancreas, mouth, throat and colon.

**Physical Alertness:**

Alcohol can affect vision, narrow the visual field, impair a person's ability to drive or operate machinery safely and it will slow reaction times.

Long term, brain damage can occur through excessive alcohol consumption.

At some stage, the loss of control becomes so great that the person is considered to be 'unduly intoxicated' or drunk. The time taken will vary from person-to-person, as there are several factors that can also affect timing.

## **2.2 Sell & Assist – Alcohol & its Effects on the Body Activity Intro**

Click on these elements to find out how they can influence alcohol's affect on the body.

## **2.2 Sell & Assist – Alcohol & its Effects on the Body Activity**

**Food Intake:**

Food slows down the rate by which alcohol is absorbed into the body, giving the body more time to remove it.

**Size:**

A large person has more body fluids or blood diluting the alcohol compared to a small person. Therefore a smaller person can become affected by alcohol more easily.

**Gender:**

Alcohol is carried through the body and distributed in the body fluids, but not in body fat. Women have a higher percentage of body fat than men and less water, as well as being generally smaller than men. Therefore they may display signs of intoxication more quickly than men. Additionally, women generally have smaller livers compared to men and will therefore process the alcohol more slowly.

**Medication:**

As alcohol dampens activity in the brain, it can be particularly dangerous or even lethal when consumed with other medication or drugs that also dampen the brain's activity. This may increase a person's loss of control.



**Health:**

Being tired ill or stressed may affect a patron's reaction and tolerance to alcohol.

**Cultural background:**

Certain types of alcohol have been in the diet of some Europeans for thousands of years and the body has adapted. However, there are some cultures that have only had alcohol introduced into their diet in the last couple of centuries and this may affect their tolerance to this drug.

## **2.2 Sell & Assist – Alcohol & its Effects on the Body Activity Complete**

Be aware that the time taken to remove alcohol from the system varies from one person to another and there may be a residual effect. For example if a person has consumed excessive alcohol during the evening they should not drive early the next day as there may be enough alcohol remaining in their system to place them over the legal driving limit of 0.05.

Remember, in Australia the legal drink-driving limit is below 0.05

## **2.3 Sell & Assist – Standard drinks**

A standard drink is a measure, not of how much liquid has been consumed, but how much pure alcohol has entered the system. The National Health and Medical Research Council define a standard drink as one that contains ten (10) grams of pure alcohol. It is important to know how much alcohol is contained in the products that you serve so that you can advise customers when necessary.

Everyone metabolises at different rates, but as a rule of thumb for keeping your customers under 0.05, men can have two standard drinks in the first hour and then one drink per hour after that, while women can have one standard drink in the first hour then one drink per hour after that.

## **2.3 Recap**

You may be involved serving samples at a tasting, for example, at a bottle shop, winery, brewery, distillery or any hospitality venue. Just remember, it's important to use appropriate, sample size glasses.

## **2.4 Sell & Assist – Bar Activity**

So, if ten (10) grams of alcohol is one standard drink, what quantity are you pouring?

Match the quantity of beverage to the alcohol type:

## **2.5 Sell & Assist – Product knowledge**

When it comes to pouring spirits, you are required to measure them out using a hand held measuring device or an electronic measuring unit. This became law under the Trade Measurement Legislation in your state.

You should familiarize yourself with the quantity of alcohol in the glassware used by your venue.

There are other measures you can take to ensure that patrons are not being served excessive quantities of alcohol. For instance, if you work in a restaurant, you should only top up a customer's drink if they request it, not just because the glass is empty.

You should also familiarize yourself with the names given to different sized glasses from state-to-state. For example, in Queensland a 285ml beer glass is called a pot and in New South Wales it is called a middy and in Western Australia it is known as "a glass"

## **2.6 Sell & Assist – Responsible serving practices**

So now you know what alcohol can do, how do you recognize when a patron is at risk? You have to look for signs of erratic drinking, which is the earliest indicator of possible intoxication. Take a look at these examples:

Mixing drinks:

In this photo, a group of women are drinking at the bar mixing beer, wine and spirits.

Asking for more immediately:

The bartender pours these women a drink. They throw it back and immediately order a second round. The bartender pours more and they throw them back too.

Multiple drinks:

A women order two drinks, the bartender brings her the drinks and sees her drink both.

It is important for all liquor servers to courteously and diplomatically encourage customers to drink within appropriate limits. This is called pacing the customer. Some pacing strategies may include:

- Offering a non-alcoholic beverage, food or light beer.
- Distracting them from drinking with activities like pool or dancing if your venue has a band.
- Making drinking water available to patrons - which is the responsibility of every licensee and is essential to minimizing harm and intoxication.

An example of recent changes to legislation: in Queensland licensed premises will have to serve cold water over the bar for free to patrons upon request. Licensees found in breach of the new water rules could face penalties of up to \$4000.

Another way to discourage harmful drinking is through the banning of undesirable products. Under legislation many products that are marketed towards young people such as Vodka Tubes and alcoholic ice blocks, are prohibited from sale.

Promotional activities have to be managed and planned as well as any other business activity. Poorly managed promotions have the potential to jeopardise the safety of patrons and also to disturb the peace and good order of the neighborhood.

Extreme discounts, free drink promotions and other drinking promotions targeting young people perpetuate a culture of binge drinking. The practice is usually driven by one or two licensees in a locality with others then being driven by competitive pressures to follow.

In Queensland, in response to this trend, the 2002 Liquor Regulation banned the external advertising of drink prices, free drinks, multiple drinks or discounted liquor at all licensed premises. The ban is aimed at curbing inappropriate behaviour associated with alcohol use.

In Queensland, responsible hospitality laws under the Code of Practice for the Responsible Service, Supply and Promotion of Liquor require licensees to:

- Engage in practices and promotions that encourage responsible consumption
- NOT engage in a practice or promotion that may encourage the rapid or excessive consumption of liquor.

## **2.7 Sell & Assist – Acceptable-Unacceptable Activity**

Rank the following activities as acceptable or unacceptable then check your score at the end.

## **2.8 Sell & Assist – Risk Management Plan & Conditions of License**

In Queensland, RAMP or Risk Assessment Management Plan was introduced as a harm minimisation initiative and is required for all license types and restricted liquor permits.

A RAMP is a document containing information outlining how the licensee will manage the premises in accordance with the Liquor Act 1992 *“to minimise harm caused by alcohol abuse and misuse”*.

Some guidelines outlined in a RAMP could be:

- Maintaining a staff training register
- Holding Monthly staff meetings with RSA as a regular item on the agenda
- All New staff will attend a staff induction
- All New staff to hold a current RSA certificate or to complete a RSA course within 30 days of employment

Another factor you need to consider when it comes to the responsible service of alcohol is the conditions on licences and permits. You should be aware of any conditions on the licence document that specifically relate to your licenced premises, for example conditions might affect entertainment noise, trading hours and restricted areas relating to Indigenous communities.

For example if trading hours are 10am till midnight, the sale or supply of liquor must not commence until 10am and must cease at midnight.

In Queensland for our Indigenous communities there are conditions that relate to restricted areas. These are aimed at reducing the supply of alcohol to our Indigenous communities.

There are four basic conditions that have been imposed on most licensed premises situated in catchment areas near Indigenous communities, including:

1. No alcohol sales to taxi drivers who are acting as a third party
2. No licensee can hold a patron's bank access cards or eftpos cards
3. A ban on the sale of pre-mixed spirits in containers exceeding 2 litres and all other liquor in containers exceeding 4 litres
4. A ban on the sale of fortified wines, such as, port, sherry and muscat in glass flagons

These conditions do not apply in Cairns, Townsville, and Mount Isa because of the practical difficulties in conditioning all licenced premises in these large cities.

We've talked about the types of people to whom it is illegal to sell alcohol to – minors/juveniles, the unduly intoxicated or drunk and the disorderly or violent. But in case you need further clarification of what those groups are, let's break it down:

- Minors or juveniles - Anyone under the age of 18 years
- Unduly intoxicated or drunk – A simple definition is a person showing a lack of control due to the consumption of liquor.
- Disorderly or violent – Behaving in a manner that makes other patrons and or staff feel unsafe or uncomfortable.

Remember, if you fail to follow the law and serve alcohol to anyone in these groups, then you could be hit with a substantial fine.

## **2.9 Sell & Assist – Definition of Intoxication**

Click on the legal definitions for intoxication in your state and be familiar with it. You may be tested later.

## **2.10 Sell & Assist – Knowledge Activity Intro**

Okay, so we're almost at the end of this section on "selling and assisting", so let's take a moment to review and test your knowledge to see how much you've learned.

Select a type of alcohol then click on the glass what you think is a standard drink.

## **2.11 Sell & Assist – Close**

So that brings us to the end of this section, you're halfway through this course and doing really well. Don't forget to go back and test your knowledge with the quizzes and activities and I'll see you in the next chapter: Assessing and Refusal.

### **3.1 Assessing & Refusal – Correctly assessing a patron - QLD**

[Role Play]

PATRON

*Cheers to Tiffany! Woo!*  
(Patron walks over to the bar)  
*Another schooner of new*

BARTENDER

*Forget it*

PATRON

*What?*

BARTENDER

*You're a drunk!*

PATRON

*Bullcrap!*

BARTENDER

*You've clearly had too much already, Mate.*

PATRON

*Just gimme another beer*

BARTENDER

*I said no. Get out!*

PATRON

*I'm not going anywhere!*

[Presenter]

This situation is about to get ugly and yet it could have easily been avoided with the right strategy.

Hi and welcome back, in this chapter we cover assessing and refusal.

Correctly assessing a situation can help you deal with any issues before they arise. You will learn how to prevent patron problems, the type of identification that can be used to check a person's age, how to check ID and when it is ok for minors to be on licensed premises.

Recognizing the signs of intoxication and disorderly behaviour and how to refuse service professionally will help you deal with troublesome patrons without escalating the situation.

Remember: prevention is better than a cure, so you should always monitor what is going on in and around your venue and be quick to deal with any situation before it gets out of hand.

Security and safety management is everyone's responsibility, so the licensee, staff and security should monitor the following things:

- Monitor patron intoxication levels – this can be done by having a conversation with patrons whilst clearing glasses and observing signs of intoxication
- Known problem patrons – some patrons will be repeat offenders. Staff should share this information and monitor their behaviour closely
- Rowdy groups – patrons who are becoming rowdy need to be warned to settle down, as their behaviour will not be tolerated
- Venue entry points – side door and service entrances can sometimes be exploited by minors and the intoxicated. Make sure that the only access to a building is through an entrance that can be monitored.
- Potential problems in and around the venue – trouble isn't limited to just what happens inside a venue, staff should routinely check the outside as well.
- Moving evicted patrons on – patrons refused entry or who have been evicted, should be made to move on and be prevented from re-entering.

By now you know that providing alcohol to a person under 18 is not only a serious offence but can also cause great damage to their mental and physical development. In many ways, under 18's are a high-risk category, particularly as they are easily influenced by others and may not consider the outcome of their actions. For these reasons, you need to be extremely thorough in your approach to dealing with those under the age of 18. The law on this is very clear and the courts take a very dim view on those who ignore it.

Did you know that a person under 18 cannot even enter your licensed premises to have a glass of water or to purchase a soft drink? It is an offence for an under 18 year old to be on your licensed premises unless they are considered an 'exempt minor.'

A person under 18 may enter a licensed premises when accompanied by and under the supervision of a "responsible adult"

In Queensland, who is considered a responsible adult for a minor under the law?

- A parent, step parent or legal guardian, or
- An adult who has parental rights and responsibilities for the minor.

Depending on what state you're in, there may be other times when a person under 18 is permitted on licensed premises.

In Queensland these times are:

- when in the company of a responsible adult
- if they are a resident on the premises, like a family run pub.
- if they are an employee or doing training or work experience
- when attending a private function
- a sporting club and the club rules allow
- eating a meal in a designated eating section (provided it is before 5pm and the principal activity is not entertainment)
- or conducting lawful business such as an apprentice plumber

It is your responsibility to ensure that under 18's are not on your licensed premises and are not served alcohol. And as I said earlier, prevention is better than a cure; so make sure you are thorough when it comes to checking IDs.

Patrons who want to enter your venue must have one of the following forms of identification:

In Queensland:

- A current Australian driver's or rider's license or permit
- A current Australian or foreign passport
- A current Proof of age card from any state or territory
- Other current ID approved by OLGR, although currently the Victorian Keypass and the foreign driver's license are the only two.

It is best practice to ask everyone for ID who looks under the age of 25. It only takes a minute and most patrons will be happy to oblige. Take the ID from them and examine it in good light. Check the photo and the birth date carefully. Look at the security features of the identification, such as the holograms, and use the Australian ID checking guide if necessary. Be aware of any raised laminate or thicker than usual laminate or any pinpricks that may indicate the ID has been tampered with.

[Role Play]

SHOP ATTENDANT

*Ashleigh, if that's even your real name, it's illegal to sell alcohol to minors and I don't believe that this is your ID. For that reason, I'm going to confiscate it and ask you to leave please.*

GIRL

*Oh whatever! Let's go.*

[Presenter]

If you believe that an ID presented to you is fake or is a genuine ID being used by the wrong person, you should confiscate the document and refuse entry to your venue. Make sure you advise your supervisor or manager.

Under the law, management is required to report the incident. For example in Queensland a confiscation report must be completed and sent the confiscated ID to the compliance unit of the Office of Liquor and Gaming Regulation.

So what should you do when a patron you believe may be under 18 is unable to produce identification upon request?

It's simple - You should refuse entry and ask the person to leave.

Now, let's take a look at the other groups who should be refused service, the unduly intoxicated or drunk and the disorderly or violent.

Unduly intoxicated is another way of saying someone is drunk, and they will exhibit a lack of control and the ability to think and act normally due to the amount of alcohol consumed. This may manifest itself as a loss of co-ordination, slurred speech and/or an inability to follow simple instructions.

You don't want to make any assumptions without first talking to the patron. Certain types of disabilities can create the impression that a person is intoxicated; in fact there have been cases in the past when staff have assumed a patron is drunk only to

find out later that they were suffering from a disability. So make sure that you consider this before taking any action.

The following may help you determine if a patron is experiencing undue intoxication:

- No coordination - such as struggling to walk or play pool.
- Slurred speech - their words run together or are indecipherable.
- Slow reaction time - their movements are sluggish and delayed.
- Swaying and or dozing - they may struggle to stand or keep their head up.
- Clumsy or uncoordinated movements - such as fumbling with coins or missing their mouth with a straw.
- Rambling conversation - they find it hard to stay on topic and are easily distracted from their own point.

A disorderly or violent patron does not need to be unduly intoxicated or drunk. They may be sober or under the influence of another substance that doesn't have the same signs as intoxication. If allowed to remain on the premises the potential for harm is always going to be present.

Signs to watch out for include:

- violent behaviour
- causing a disturbance
- abusing staff or annoying customers
- and inappropriate sexual advances

A disorderly or violent patron should be asked to leave the premises immediately.

There can be different degrees of disorderly behaviour. If the patron's behaviour is not endangering themselves or other patrons, they may be given a verbal warning and if you're not sure always check with your manager or security.

You need to protect the rest of your patrons and it is the duty of both staff and management to ensure a safe environment for all.

Patrons behave in a disorderly manner for a number of reasons, but a common cause is the use of illicit drugs.

Drug abuse affects the brain and body directly. While high, the drug affects the entire body, from blood pressure to heart rate. Stimulants like cocaine and methamphetamine "amp up" the body, increasing blood pressure, metabolism and reducing the ability to sleep.

Drugs like marijuana and prescription sedatives like Valium, slow down the body, reducing blood pressure, breathing and alertness sometimes to dangerous levels. The combination of these drugs can lead to unpredictable and sometimes risky behaviour.

When assessing a customer that may be affected by the use of illicit drugs look for the following:

- Dilated pupils
- Excessive water consumption
- Hyperactive behaviour
- Increased speed in speech and actions
- Excessive hugging of friends and strangers
- Restless behaviour



If you see patrons exhibiting any of these signs then you should refer them to the management, as they need to be refused service of alcohol. Customers behaving in a disorderly or violent manner should be warned that they will be asked to leave unless they curb their behaviour.

When refusing service of liquor to people with differing cultural backgrounds, care must be taken. Remember the following:

- Staff should focus on the behaviours as the reason for refusal
- Remain consistent with the reasons for refusal
- Remain calm
- Explain the law
- Be polite and discreet

Ok so let's watch a professional refusal of service.

[Role Play]

PATRON

*Cheers to Tiffany! Woo!*

BARTENDER

*Hey Jane, what do you think of this guy?*

JANE (MANAGER)

*Not sure. Have you had a conversation with him yet?*

BARTENDER

*No.*

JANE (MANAGER)

*What's he had?*

BARTENDER

*I've served him two, so have Jess and Emma.*

PATRON

*(Patron walks over to the bar)*

*Gimme a schooner of new*

BARTENDER

*Mate, will you come down this end of the bar with me thanks.*

PATRON

*Yeah.*

BARTENDER

*I noticed you're having a good time. Are you celebrating something?*

PATRON

*Yeah. My wife just had a baby. I'm a brand new dad.*

BARTENDER

*Oh congratulations! Unfortunately under the law I can't serve you any more alcohol.  
How about this round we make it a water.*

PATRON  
*Fair enough.*

BARTENDER  
*Thanks mate.*  
(Patron leaves)

*Hey Jane, should I write up a report just in case something happens.*

JANE (MANAGER)  
*Good idea.*

[Presenter]

When refusing service of alcohol to customers remember to stay calm and if conflict occurs seek assistance from a senior staff member or security staff.

Barring a customer from a venue for a period of time may be necessary when they have been refused service on a number of occasions for drunk or disorderly behaviour. Of course, the policy and the procedures will vary from venue to venue. Check with your manager for the correct procedure in your workplace.

### **3.2 Assessing & Refusal – Do's and Don'ts on refusal**

Here's a list of do's and don'ts when it comes to refusing service.

### **3.3 Assessing & Refusal – Recap**

So let's do a quick recap: what are the main reasons for refusal of service when a patron is unduly intoxicated or drunk, disorderly or violent or you suspect they are under 18 years?

You will refuse service because:

- The law requires it
- The safety of staff or patrons is at risk, or
- There is a risk of civil litigation

So that brings us to the end of this section, there's only one more to go. How have you done with the activities so far?

Don't forget you can always go back and try them again if you think you can do better.

I'll see you in the next chapter: providing a safe environment for your customers.

## **4. Conclusion**

Hello and welcome back for the final chapter in this series. Here you will learn about your role in providing a safe environment for your customers. You will also learn of some places you can go to get information when you need it and I will highlight some of the benefits of having your RSA certificate.

First, let's take a look at patron safety. Responsible hospitality means providing a safe and enjoyable environment for patrons. People are entitled to feel safe when entering a venue and it is your job to ensure it stays that way. This means responsibly serving liquor to ensure that patrons do not become drunk and, subsequently, become a problem for management, staff and the neighbourhood.

It's about providing an environment that is not only enjoyable for patrons, but also safe for staff and customers alike.

A venue should make every effort to:

- Discourage unsafe behaviour
- Avoid overcrowding
- Monitor patron behaviour such as rowdy groups
- Assist with transport
- Discourage excessive noise especially groups of people leaving
- Monitor noise both in and around the premises and
- Display signage of your policies on drunk and disorderly behaviour

Premises should also:

- Have phones accessible and display telephone numbers for taxis and emergency services, and allow staff to make telephone calls to arrange transport for patrons
- Discourage people from leaving with open containers of alcohol such as beer cans, stubbies and the like
- Clear away empty glasses and cans, this reduces breakages and
- Evict customers when behaviour is inappropriate

The venue you work in will have statutory signage, or liquor compliance signage, that can be used and displayed around the venue. Examples of these signs would be reminding the patron of the laws and the fines that apply in the responsible service of alcohol. Remember you have a duty of care for the safety of people in and around your venue.

Each industry sector, such as hotels, clubs and restaurants are represented by an industry association that provides a range of information and services to members. These organisations are filled with individuals who have vast industry experience and can provide advice not only on responsible service, but also training, marketing, legal issues affecting their sector and workplace health and safety issues.

Contact details for the main associations are provided here. Industry unions are also invaluable sources of information and assistance in their respective fields of expertise, so you should never hesitate to contact them with any questions you have. They also have highly experienced regional representatives in your state. They can be contacted here.

Informal licensee consultative groups, also known as 'liquor accords', have emerged across the State to provide support and information to members. These accords

allow for discussion of relevant issues, focusing on a coordinated and co-operative approach by the liquor industry to deal with alcohol related problems in a local area.

It also has contributions from other stakeholders such as council, police and government. The local area is usually defined by geographical boundaries, police local area or local government district.

In each state there are local and state government initiatives that develop plans for local areas. For example, there is a Drink Safe Precinct in the area of Surfers Paradise in Queensland. Patrons who are prosecuted in this area for drunken or disorderly behaviour may be banned from re-entering the precinct or a specific venue for a period of time.

Remember it is your responsibility to keep informed and up to date with your industry.

If you need advice on RSA, go to your relevant states website for example; Western Australia has the Department of Racing, Gaming and Liquor (RGL) and Queensland has the Office of Liquor and Gaming Regulation (OLGR).

Okay, we're almost at the end, so let's recap on the benefits of RSA to the community and the venues themselves.

Benefits to the community and neighbourhood:

- Safer streets
- Less damage to property
- Reduced noise levels

Benefits to venue:

- Improved patronage
- Increased profits
- Safer premises

Be polite and discreet and remember it does not matter who the person is, if they are underage, showing signs of disorderly or drunk behaviour then they must be refused service.

## **Congratulations**

Well, that brings us to the end of this program.

I hope you've found it helpful and informative. Don't forget to check out the relevant websites in your state for more info and for useful fact sheets.

Good luck and remember be responsible!