

ALCOHOL AWARENESS



Alcohol Awareness

Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home; you fulfill your responsibility and protect the guest. We you turn 18 You may do The Manage 1st alcohol awareness certification with AACT's C&H program.

TO SERVE OR NOT TO SERVE?

By understanding and fulfilling your responsibilities...

YOUR ROLE:

- Observe
- Monitor
- Report

Assisted by the guidance and support of management...

YOUR MANAGER'S ROLE:

- Confirm
- Confront
- Resolve

WITH ADHERENCE TO THE COMPANY'S POLICIES...

- We will not knowingly admit obviously intoxicated for underage customers to the bar.
- We will not knowingly serve alcohol to an obviously intoxicated or underage customer.
- We will offer alternatives to alcohol.
- We will create an atmosphere to promote responsible drinking.



- We will make a reasonable attempt to prevent obviously intoxicated customers from driving.

... WE CAN ACCURATELY AND CONFIDENTLY ANSWER THAT VERY IMPORTANT QUESTION.

- Responsible service of alcohol requires a team effort.
- Know and watch for the signs of intoxication. If there is any question, avoid further service and report to a manager who will make the final decision and determine whether the guest should remain or leave.
- If you know what it takes to get someone drunk, you can prevent it by monitoring their consumption and offering alternatives.
- Do not allow drunks to come in, and do not allow intoxicated guests to drive.
- Hospitality is our business. Beverage service is only one element.
- Cooperation between employees and management allows us to exercise a degree of influence on the behavior of our customers that will result in an atmosphere of responsible drinking.
- This is just a portion of our company Alcohol Awareness program. A complete handbook with certification test is provided at orientation.



