

11 Steps to Responsible Alcohol Beverage Service

This establishment _____ is committed to the responsible service of alcoholic beverages. In accordance to this commitment, all employees are required to follow the procedures listed below:

1. No employee will serve an alcoholic beverage to anyone under the age of 21.
2. All employees will carefully check Identification of anyone who appears to be under 30 (or the establishment's policy) years of age.
 - a. Acceptable documentation is a valid Texas driver's license with a photo or a photo ID issued by the state of Texas. (These are the only legally defensible forms of ID, but the establishment may have a more extensive policy).
 - b. The employee will carefully check the identification to determine its authenticity. The manager should be informed if there is any appearance of forgery or tampering (or the establishment's policy).
 - c. In the absence of authentic identification, or in case of doubt, the employee will refuse service of alcoholic beverages to the customer.
3. No employee will serve an alcoholic beverage to anyone who is not a member, a temporary member, or a guest of a member or temporary member. (Discuss the private club's policies and procedures as it relates to payments.)
4. No employee will serve an alcoholic beverage to anyone who is intoxicated.
5. No employee will serve alcoholic beverages to anyone to the point of intoxication.
6. It is the employee's responsibility to notify a manager when a customer shows signs of intoxication or is requesting alcoholic beverages above the limits of responsible beverage service. (The establishment's policy should be inserted here.)
7. Any intoxicated customer wishing to leave the establishment will be urged to use alternative transportation provided by the establishment. (This can be a cab service, designated driver, etc. The establishment may also want to list incentives for the designated driver, such as free non-alcoholic beverages, free appetizers, a discount on a meal or non-alcoholic beverages.)
8. All employees are obligated to inform law enforcement authorities when intervention attempts fail.
9. No employee will drink alcoholic beverages while working. (The establishment's policy can be inserted here as long as it deals with serving while being intoxicated – which is illegal.)
10. Insert the establishment's policy for measuring drinks, intervals for serving drinks, drinking on-premise at an off-premise establishment, number of drinks served at a time, etc.
11. All employees who serve/sell alcoholic beverages will successfully complete a Texas Alcoholic Beverage Commission certified Seller/Server training course when beginning employment.

The sale/service of alcoholic beverages should not be a routine! It is one of the few legal products you can sell that could put you in jail.

THE MANAGEMENT FULLY SUPPORTS THESE POLICIES AND WILL STAND BEHIND OUR EMPLOYEES IN THEIR DECISIONS TO PROMOTE RESPONSIBLE SERVICE.