

Texas Restaurant Association strongly urges our members to have all employees TABC certified. This can easily be accomplished by requiring all employees that are involved in alcohol service (not the kitchen staff) to be certified.

The TRA's online course: www.tabctogo.com offers this certification at a low price point and 100% certification protects the management and owners of a restaurant from TABC action. Use promo code TXMEMBER and take the course for just \$9.95.

This is an example of an Alcohol Service Policy which all restaurants must have in place to protect themselves from liability.

COMPANY NAME Alcohol Service Policy

It is the Company's policy that no minor or intoxicated person shall be served alcoholic beverages. Employees who willfully violate this policy will be terminated immediately. Any employee who negligently serves a minor or an intoxicated person will be counseled on proper service technique and will be terminated on the second violation of this policy.

Employees must card anyone ordering an alcoholic beverage that does not appear to be well over the age of 27. When attempting to illegally purchase alcohol, minors usually exhibit behavior that should be easily identifiable by the astute server or seller. As with anyone who is attempting a dishonest act, minors may appear anxious or nervous; stutter, stammer or confuse their words; avoid eye contact with the seller; appear overly or inappropriately friendly, confident, boisterous or outgoing.

When serving alcohol to our customers, you should take reasonable precautions. Taking steps to prevent alcohol abuse in our establishment can help protect the public from harm, and keep you from being named in a liquor liability suit.

As an alcohol server, you should know the laws and regulations concerning the serving and consumption of alcohol within licensed premises. Serving under aged and intoxicated persons is unlawful and can have criminal penalties. Furthermore if an intoxicated person, after leaving our establishment, should be involved in an accident the injured parties may file a lawsuit against you.

Follow some simple guidelines when serving alcohol and prevent this from happening to you. Serve one drink at a time; never bring two or three drinks at once to a single person. . If someone arrives or begins to show any sign of over consumption of alcohol, it is your job to make sure you do not over serve the individual. The following are some suggestions of ways to slow down consumption if you suspect there is a possibility of over serving the individual or group,

Offer or suggest the sale of protein food or appetizers. Do not offer coffee or other caffeinated drink; this may cover the true extent of the patron's intoxication. Suggest low alcohol content or filling drinks such as ice cream drinks. Serve water or fruit juices with all straight drinks. Despite all your good efforts, a customer may become intoxicated and should not be served additional alcohol. If this occurs, every effort should be made to stop alcohol service. Here are some suggestions to use when "cutting off" a customer.

- Avoid a confrontation.
- Do not attempt any physical confrontation.
- Make the manager and all personnel aware of the problem.
- Bring menus to the table or casually suggest an appetizer.
- Suggest an alternative form of transportation. If the patron insists on driving report this to your supervisor at once.

It is essential that a manager be aware of any potential situation where you believe there is a chance of over serving a guest. Remember, if a guest is over served and leaves the restaurant and hurts someone, the authorities will hold YOU responsible along with the management of the restaurant. It is not inconceivable that YOU could be called to court and even serve jail time. Always remember-there is no reason over service should occur. Use your own "common sense" as well as what you have learned in your TABC Server Certification course and the above helpful hints, and there should never be a problem.