

INTERVENTION TECHNIQUES

Offer Your Guest Choices

There is no need to get into a confrontation with a customer that becomes intoxicated. Offering the customer choices allows them to feel some control in the situation and “save face.” Among the alternatives, you can offer food, non-alcoholic beverages, and activities.

If a confrontation occurs, try to do the following:

- Be ready to cope with customers
- Be positive, honest, firm, and consistent
- Offer the guest choices
- Monitor subsequent behavior

Do not show anxiety, fear or anger:

These emotions tend to cause others to react similarly and can lead to a more explosive situation.

Do not get into a shouting match:

Keep statements simple and direct. Do not take statements personally. Use “I” messages. For example: “I’m sorry I cannot serve you” NOT “You’re too drunk.”

Be directive, but not authoritarian:

Show respect, but define your limits.

Demonstrate concern:

You can demonstrate your concern for a customer even when you refuse service or ask that the person leave. Often an intoxicated person’s friends can help resolve a conflict especially if they share your concern. Calling a cab or arranging for a ride and making sure that the person will not be driving is a way of expressing concern.

Avoid touching:

If a person attacks you, use only enough force to restrain the person.

Special Event Server Training

PROPER AGE I.D.

Bona Fide I.D. (One card that includes all six of these items)

- Issued by a government agency (Federal, State, county)
- Photograph
- Name of the person
- Date of birth (at least 21 years of age)
- Physical description (height, weight, hair and eye color)
- Currently valid (not expired)

Examples of Acceptable I.D.

California Drivers License/I.D. Card
Out-of-state Drivers License/I.D. Card
Military I.D.

Do Not Accept Any Other Form of I.D.

IDENTIFYING MINORS

Be aware that minors may look and act in ways that may fool you.

- Physical Appearance
- Behavior and Dress
- Drink Orders
- Where They Sit
- Companions
- I.D. Excuses

Check I.D. for the following:

- 1. The photograph matches the person.**
Focus on the nose and chin.
- 2. The Lamination is applied evenly.**
Check to make sure it has not been cut or a second lamination applied over the first. There should be no air bubbles. In many states, state seals or other state identifying characteristics are imbedded in the lamination. California licenses cannot be laminated.
- 3. Person's signature is legible.**
and matches signature on other forms of identification. If in doubt, ask him/her to sign and match signatures.
- 4. Check physical description.**
Verify height, weight, hair/eye color matches the person presenting the ID.
- 5. All printing on the license is the same.**
Look for letters darker or not uniform with the others, particularly the name or birth date.
- 6. The license has not been altered.**
Examine the license for evidence of tampering. (Bent or folded corners, raised edges around photo, partial signature, different typefaces, inaccurate signatures, missing or partial state seal.

THE LAW: Selling, serving, or allowing sale or service of an alcoholic beverage to:

a person under 21, or
an intoxicated person...

Is a *misdemeanor offense* and can result in:

Minimum **\$1,000** fine and/or
Imprisonment of up to **one year**, and
32 hours of community service

SIGNS OF INTOXICATION

Understanding the progression of physical impairment from drinking alcoholic beverages to the point of intoxication can better prepare a server to monitor a guest's drinking behavior and adjust service practices accordingly.

Look for these signs of intoxication:

Reactions:

- Slurred, quick, slow or fluctuating pace of speech

Inhibitions:

- Overly friendly, loud or argumentative

Physical Appearance:

- Red, watery eyes
- Smell of an alcoholic beverage on person
- Lack of eye focus

Judgment:

- Irrational statements
- Belligerent
- Losing train of thought

Coordination:

- Bumping into things
- Swaying, drowsy
- Cannot find mouth with drink