

RBS Best Practices

Guidelines:

The suggestions provided below are considered best practices as based on published research conducted by experts in the field of server training. It is recommended that stated educational goals for all programs include those focusing on:

- Improved public health and safety
- Establishment of a higher professional standard for hospitality services
- Improved business viability of responsible establishments
- Increased 'quality of life' in the neighboring community

In the development of an RBS Training curriculum, it is suggested that the following topics be included:

- Laws, Policies, Rules and Regulations
- Technical Information: Health, Safety and Community Impact
- Server Responsibilities
- Establishment Policies
- Methods of Supervision of Servers or Sellers

An RBS provider may choose to implement specialized programs to best fit the needs of its student base. A suggested 'Levels of Training' breakdown is as follows:

Level One – Special Events Servers

Individuals involved in direct service of alcoholic beverages for temporary or special occasion events such as fairs, festivals and other occasions where a one-day permit or temporary license is issued. (One to two hours instruction time recommended).

Level Two – Professional Servers

Individuals involved in direct service or sales of alcoholic beverages, including cashiers, servers, bartenders, doormen, bouncers, etc., within a licensed establishment (either on- or off-sale). The employment status of these individuals may be part-time, full-time, temporary, or permanent. (Three to four hours instruction time recommended).

Level Three – Supervisors/Managers of Servers

Individuals employed by licensed premises with the responsibility of supervising or managing sellers or servers of alcoholic beverages to the public. (Four hours instruction time recommended).

Based on student needs and time allotment, subject matter and learning objectives will vary among different levels of training provided. Recommended topics and objectives for the suggested training levels described above are as follows:

‘Level One’ topics:

Law, Policies, Rules and Regulations – Temporary Permit Sanctions

- Administrative liability
- Criminal liability
- Civil liability
- State ABC laws and regulations
 - Sales to minors
 - Possession by minors
 - Sales to obviously intoxicated persons
 - Age of servers
 - Driving Under The Influence (DUI) laws
 - Hours of operation
- Local Ordinance/Venue Requirements
- Technical Information: Health, Safety and Community Impacts
- Alcohol impaired driving
- Signs and stages of intoxication
- Server Responsibility
- Prevention
- Intervention
- Age identification

‘Level One’ learning objectives:

Understanding of relevant state laws and regulations in administration, criminal and civil liability; and applicable local requirements.

Understanding of how these laws pertain to the alcoholic beverage server.

Recognition of the potential risks of irresponsible alcoholic beverage service practices.

Demonstrated knowledge of signs of intoxication.

Identification of specific behaviors that would prompt the server to intervene and refuse continued service of alcoholic beverages.

Ability to understand and execute policies related to proper age identification and intervention with an intoxicated or underage customer.

‘Level Two’ topics:

Laws, Policies, Rules and Regulations

- Administrative liability-ABC license sanctions
- Criminal liability
- Civil liability

- State ABC laws and regulations
 - Sales to minors
 - Possession by minors
 - Sales to obviously intoxicated persons
 - Disorderly /disruptive premises
 - Retail Operation Standards-Section 25612.5 B&P Code
 - Age of servers
 - Driving Under the Influence (DUI) laws
 - Hours of operation
- Local ordinance requirements
- Technical Information: Health, Safety and Community Impacts
 - Alcohol impaired driving
 - Signs and stages of intoxication
 - Interaction of alcohol and drugs
 - Physiology and blood alcohol content
 - Tolerance
 - Insurance
 - Food promotion
- Server Responsibility
 - Prevention
 - Intervention
 - Age identification
 - Identifying minors
 - Assuring guest safety
 - Drink size and limits
 - Listening
 - Suggestive selling techniques
 - Role playing

‘Level Two’ learning objectives:

Understanding of relevant state laws and regulations in administration, criminal and civil liability; and local ordinance requirements.

Understanding of how these laws pertain to the alcoholic beverage server.

Recognition of the potential risks of irresponsible alcoholic beverage service practices.

Demonstrated knowledge of signs of intoxication.

Identification of specific behaviors that would prompt the server or management to intervene and refuse continued service of alcoholic beverages.

Ability to understand and execute policies related to proper age identification and intervention with an intoxicated or underage customer.

Demonstrated ability to recognize a false or altered identification.

Ability to promote food intake and other alternatives to alcohol.

Demonstrated knowledge of alcohol physiology.

Ability to recognize the stages of intoxication relative to the number of drinks consumed.

Understanding of the basic elements of being assertive.

Demonstration of a proper attitude when dealing with customers that will support responsible service policies and identify the benefits to the guest, the server and the business.

Recognition of the role of gender and tolerance in shaping individual drinking behavior and perceptions about alcohol.

Demonstrated knowledge of the changing drinking patterns of American adults.

Understanding that hospitality is more than just serving alcohol.

Demonstrated knowledge of the principles of communication.

Understanding of the importance of policies and support of management in the implementation of those policies.

'Level Three' topics:

Laws, Policies, Rules and Regulations

- Administrative liability
- Criminal liability
- Civil liability
- State ABC laws and regulations
 - Sales to minors
 - Possession by minors
 - Sales to obviously intoxicated persons
 - Disorderly/disruptive premises
 - Retail Operation Standards-Section 25612.5 B&P Code
 - Age of servers
 - Driving Under the Influence (DUI) laws
 - Hours of operation
- Technical Information: Health, Safety, and Community Impacts
 - Alcohol impaired driving
 - Signs and stages of intoxication
 - Interaction of alcohol and drugs
 - Physiology and blood alcohol content
 - Tolerance
 - Insurance
 - Food promotion
 - Community involvement
 - Neighborhood benefits

- Server Responsibility
 - Prevention
 - Intervention
 - Age identification
 - Identifying minors
 - Assuring guest safety
 - Drink size and limits
 - Listening
 - Suggestive selling techniques
- Establishment Policies
 - Policies Management/Defining Policies
 - Importance of house policies,
 - Using policies to create a safe, comfortable environment.
 - Review current policies for relevance and accuracy
 - Developing policies and practices that will reinforce RBS objectives
 - Strategies to insure full policy implementation
- Critical Policy Elements
 - Stopping service to a guest
 - Ensuring intoxicated guests travel home safely
 - Handling guests who arrive intoxicated
 - Handling potentially violent situations
 - Handling illegal activities
 - Dealing with underage customers
 - Properly checking identification
 - Refusing to sell any product knowing it to be used for drug purposes
 - Abide by the Retail Operating Standards
 - Refusing to sell high-risk beverages (fortified wines, wine coolers or 40 oz. beer containers)
 - Handling emergency situations
- Documentation of on-sale or off-sale incidents
 - When service has been stopped
 - When alternate transportation has been arranged for a guest
 - When I.D. has been confiscated
 - When illegal or violent situation has occurred
 - When a guest becomes ill from over consumption
 - When a patron has been injured, medical attention given or hospitalized
 - When a theft of alcoholic beverages has occurred
- Marketing and Profitability
 - Marketing promotions of alcoholic beverages
 - State and local law
 - Reason for limitations
 - Promoting responsible business practices
- Methods of Supervision of Servers and Sellers
 - Record Keeping
 - Employment records, acknowledgements
 - Records of policy enforcement requiring dismissal
 - Records of training provided

- Hiring Practices
 - Verify applicant is of minimum age to serve alcoholic beverages
 - Checking references
 - Complete training within specified period
- Communication between staff and management
- Creating Training Opportunities
 - Intervention techniques
 - Supervisory skills

‘Level Three’ learning objectives:

Understanding of relevant state laws and regulations in administration, criminal and civil liability; and local ordinance requirements.

Understanding of how these laws pertain to the alcoholic beverage server.
Recognition of the potential risks of irresponsible alcoholic beverage service practices.

Demonstrated knowledge of signs of intoxication.

Identification of specific behaviors that would prompt the server or management to intervene and refuse continued service of alcoholic beverages.

Ability to understand and execute policies related to proper age identification and intervention with an intoxicated or underage customer.

Demonstrated ability to recognize a false or altered identification.

Ability to promote food intake and other alternatives to alcohol.

Demonstrated knowledge of alcohol physiology.

Ability to recognize the stages of intoxication relative to the number of drinks consumed.

Understanding of the basic elements of being assertive.

Demonstration of a proper attitude when dealing with customers that will support responsible service policies and identify the benefits to the guest, the server and the business.

Recognition of the role of gender and tolerance in shaping individual drinking behavior and perceptions about alcohol.

Demonstrated knowledge of the changing drinking patterns of American adults.

Understanding that hospitality is more than just serving alcohol.

Demonstrated knowledge of the principles of communication.

Understanding of the importance of policies and support of management in the implementation of those policies.

Identification of the benefits of responsible beverage service to risk management.

Demonstrated knowledge of principles of RBS training.

Ability to assess risks associated with current policies and existing service practices.

Ability to define basic principles of responsible beverage service in at least the following areas:

- Marketing and promotion
- Alternative beverage promotion
- Alternative transportation
- Age identification
Intoxication
- Security
- Food service

Ability to identify the benefits of participation in community groups, trade association and continuing education.

It is recommended that RBS providers utilize the services of experienced, well-rounded personnel with effective communication and presentation skills as instructors for their programs. Written testing of training participants is encouraged as a tool for reinforcing learning objectives and for gauging the effectiveness of training techniques and instructors.

As a reminder, the above best practices guidelines for RBS programs are provided only as recommendations as determined by the RBS Advisory Board. RBS training is not required by California law, and these guidelines and curriculum recommendations are not mandated by any statute or Department regulation.