

SERVER TRAINING *LEVELS OF IMPLEMENTATION*

Server Training [Responsible Alcohol Sales (RAS) or Responsible Beverage Service (RBS)] is a training program created to assist employees and managers in understanding North Dakota state laws, company policies, and procedures for alcohol sales and service.

When fully implemented, this strategy can decrease...

- ↓ Underage Drinking
- ↓ Adult Binge Drinking
- ↓ Drinking and Driving and alcohol-related fatalities

Components of Server Training Include:

- **Provide information** about laws and penalties that might help merchants to understand the risks they take when they sell to minors and intoxicated persons;
- **Persuade** merchants that selling to minors and intoxicated persons is dangerous and violates not just the law but the norms of the community;
- Assist in detection of and intervention with **intoxicated persons**;
- Help owners and managers **establish responsible management policies**; and
- Teach skills —such as how to recognize a false ID— that can help prevent sales to minors.

Server Training can be *IMPLEMENTED MANY WAYS* and can depend on your community's readiness and capacity.

1. **VOLUNTARY** education: a community sets up the class and people are asked to attend. You can also provide incentives such as free participation, free pass, etc..
2. **ENFORCEMENT**: Training becomes mandatory if an establishment fails an enforcement effort, such as selling to minors, failing a compliance check, or over-serving patrons.
3. **POLICY**: can be all managers and staff must attend, all servers must attend, or anyone with a liquor license must attend. Making it mandatory that everyone within the city or county must go through the class. There are many levels to a policy. It can be city, county, AND **MANDATORY** for just servers or mandatory for anyone employed under a liquor license.

Determine the best fit for your community by filling out a goal for each tier of Server Training below:

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.

IDENTIFY YOUR GOAL FOR THIS LEVEL ON THE SPECTRUM BELOW:



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.

IDENTIFY YOUR GOAL FOR THIS LEVEL ON THE SPECTRUM BELOW:



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.

IDENTIFY YOUR GOAL FOR THIS LEVEL ON THE SPECTRUM BELOW:

