

# Ventura's Offshore Cafe



## Alcohol Management Program

**THIS TRAINING MANUAL TEMPLATE SHOULD BE USED ONLY AS A GUIDE. YOU MUST REVIEW, IN DETAIL, THE VARIOUS POLICIES, PROCEDURES AND PRACTICES AND MODIFY AS APPROPRIATE FOR YOUR RESTAURANT AND FOR COMPLIANCE WITH YOUR LOCAL AND STATE ALCOHOLIC BEVERAGE SERVICE LAWS.**



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## Introduction

Congratulations on your employment at **VENTURA'S OFFSHORE CAFÉ**! As an establishment that serves alcoholic beverages, it is our responsibility to provide you with the necessary training to responsibly sell and serve alcoholic beverages. The following material is intended to be used as a guide and educational tool. Most states require servers of alcoholic beverages to participate in a state certified alcoholic beverage training in addition to the training they receive from their employer. This course is not intended to meet state certification. Rather, it is intended to educate our employees on company policy with regard to alcohol awareness. We take great pride in our quality beverages and friendly, responsive service. Our high standards can only be maintained through great people like you who share our values and desire to do the very best job possible for our guests every day.

Upon completion of this course you will be given a test over the material covered in this program. Only persons able to correctly answer 70% of the questions will be allowed perform jobs that include the service of alcoholic beverages.

Once again, welcome to the **VENTURA'S OFFSHORE CAFÉ** Team!

## Facts Regarding Alcohol Related Crashes

The term "drunk driving" is an inaccurate characterization of the problems caused by motorists who are impaired by alcohol. The first criminal laws targeting this problem prohibited "drunk driving," encouraging the notion that the problem involved drivers who were visibly drunk. In fact, many alcohol-impaired drivers do not appear drunk in the traditional way. Research has shown that even small amounts of alcohol can impair the skills involved in driving, but the persistent notion that the problem is predominantly one of drunk drivers has allowed many drinking drivers to decide they are not part of the problem. For these reasons, the term "alcohol-impaired driving" is a more accurate and precise description of what is commonly referred to as "drunk driving."

**The National Center for Injury Prevention and control has published the following facts with respect to alcohol related crashes.**

- Impaired driving will affect one in three Americans during their lifetimes.
- Alcohol-related motor vehicle crashes kill someone every 30 minutes and non-fatally injure someone every two minutes (NHTSA 2003a).
- During 2002, 17,419 people in the U.S. died in alcohol-related motor vehicle crashes, representing 41% of all traffic-related deaths (NHTSA 2003a).
- In 2001, more than 1.4 million drivers were arrested for driving under the influence of alcohol or narcotics (FBI 2001). That's slightly more than 1 percent of the 120 million self-reported episodes of alcohol-impaired driving among U.S. adults each year (Dellinger 1999).
- Drugs other than alcohol (e.g., marijuana and cocaine) have been identified as factors in 18% of motor vehicle driver deaths. Other drugs are generally used in combination with alcohol (NHTSA 1993).
- Nearly two-thirds of children under 15 who died in alcohol-related crashes between 1985 and 1996 were riding with the drinking driver. More than two-thirds of the drinking drivers were old enough to be the parent of the child who was killed, and fewer than 20% of the children killed were properly restrained at the time of the crash (Quinlan 2000).

- Adult drivers ages 35 and older who have been arrested for impaired driving are 11 to 12 times more likely than those who have never been arrested to die eventually in crashes involving alcohol (Brewer 1994)
- In its publication *The Economic Impact of Motor Vehicle Crashes*, the National Highway Traffic Safety Administration reported that alcohol-related crashes in 2000 were associated with more than \$51 billion in total costs (Blincoe 2002)
- Male drivers involved in fatal motor vehicle crashes are almost twice as likely as female drivers to be intoxicated with a blood alcohol concentration (BAC) of 0.10% or greater (NHTSA 2003a). A BAC of 0.08% is equal to or greater than the legal limit in most states.
- At all levels of blood alcohol concentration, the risk of being involved in a crash is greater for young people than it is for older people (Mayhew 1986). In 2002, 24% of drivers ages 15 to 20 who died in motor vehicle crashes had been drinking alcohol (NHTSA 2003b).
- Young men ages 18 to 20 (too young to buy alcohol legally) report driving while impaired almost as frequently as men ages 21 to 34 (Liu 1997).
- In 2002, 22% of the 2,197 traffic fatalities among children ages 0 to 14 years involved alcohol (NHTSA 2003c).
- Adult drivers ages 35 and older who have been arrested for impaired driving are 11 to 12 times more likely than those who have never been arrested to die eventually in crashes involving alcohol (Brewer 1994).
- Nearly three quarters of drivers convicted of driving while impaired are either frequent heavy drinkers (alcohol abusers) or alcoholics (people who are alcohol dependent) (Miller 1986).

## Ten Steps to Responsible Alcohol Beverage Service

**VENTURA'S OFFSHORE CAFÉ** 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** years of age.
  - a. Acceptable documentation is a valid state driver's license with a photo or a photo ID issued by the state of New Jersey.
  - 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.
  - 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 intoxicated.
4. No employee will serve alcoholic beverages to anyone to the point of intoxication.
5. 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.
6. Any intoxicated customer wishing to leave the establishment will be urged to use alternative transportation provided by the establishment. Be sure to fill out a refusal of service form .
7. All employees are obligated to inform law enforcement authorities when intervention attempts fail.
8. No employee will drink alcoholic beverages while working.
9. All employees who serve/sell alcoholic beverages will successfully complete a state 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.**

## Understanding the Physiological Effects of Alcohol

Alcohol passes from the mouth down the esophagus and into the stomach and on into the small intestine. At each point along the way ethyl alcohol can be absorbed into the blood stream. However, the majority of the alcohol is absorbed from the stomach (approx. 20%) and the small intestine (approx. 80%). In general drinking more alcohol within a certain period of time will result in increased blood alcohol concentrations (BAC) due to more alcohol being available to be absorbed into the blood.

The presence of food delays absorption of alcohol. Physiological factors such as strenuous physical exercise also decrease alcohol absorption. Additional factors such as drugs (e.g. nicotine, marijuana, and ginseng), that modify physiological factors regulating gastric emptying also modify alcohol absorption. Diluting alcoholic beverages with water may decrease the absorption rate, but mixing with carbonated beverages increases the absorption rate. A healthy body eliminates 90% of alcohol through the liver at a rate of approximately ½ oz. of pure alcohol (1 drink) per hour.

Alcohol's direct action on the brain is as a depressant. It generally decreases the activity of the nervous system. Alcohol's action on the brain produces a number of behavioral effects. These effects are dependent upon the amount of alcohol taken in, the time period over which the alcohol is drunk, and other factors such as whether other drugs are being taken at the same time, the previous drinking history of the individual, the physical state of the person doing the drinking, and the genetic background of the individual (i.e. ethnicity, gender). Higher blood alcohol levels may impair balance, memory and muscular coordination. Increased amounts of alcohol consumption within a short time span may cause severely affected judgment, blunted sensory perception and loss of control.

## Blood Alcohol Content

Blood alcohol concentration (BAC) describes the amount of alcohol in a person's blood expressed as weight of alcohol per unit of volume of blood. For example, at 0.10 percent BAC, there is 100 mg of alcohol per 100 ml of blood. As of this revision date driving with a BAC of 0.10 percent is a crime in 5 states. It is a crime to drive with a BAC of 0.08 percent in 45 states and the District of Columbia. A BAC of 0.08 is evidence of an alcohol violation in Massachusetts. In response to a potential loss of federal highway funding, all states likely will have a BAC defining impaired driving at 0.08 percent within the next few years. The BAC in this state is .1.

Most beers contain 4-5% alcohol; wines 12% on average, and distilled beverages average from 40% (80 proof) to 50% (100 proof) alcohol. The following chart provides an estimate of the BAC for an individual based on the weight of the person and the number of drinks they have consumed. This chart assumes that one drink is 1oz. of 80 proof liquor at 40%, 12oz. of beer at 4.5%, or 4oz. of wine at 12%. Drinks with higher percentage of alcohol or more alcohol will yield an even higher BAC.

**Approximate Blood Alcohol Percentage  
In One Hour**

# of Drinks	Body Weight in Pounds								Influenced
	100	120	140	160	180	200	220	240	
1	0.04	0.03	0.03	0.02	0.02	0.02	0.02	0.02	Possibly
2	0.06	0.06	0.05	0.05	0.04	0.04	0.03	0.03	
3	0.11	0.09	0.08	0.07	0.06	0.06	0.05	0.05	Impaired
4	0.15	0.12	0.11	0.09	0.08	0.08	0.07	0.06	
5	0.19	0.16	0.13	0.12	0.11	0.09	0.09	0.08	Legally Intoxicated
6	0.23	0.19	0.16	0.14	0.13	0.11	0.10	0.09	
7	0.26	0.22	0.19	0.16	0.15	0.13	0.12	0.11	
8	0.30	0.25	0.21	0.19	0.17	0.15	0.14	0.13	
9	0.34	0.28	0.24	0.21	0.19	0.17	0.15	0.14	
10	0.38	0.31	0.27	0.23	0.21	0.19	0.17	0.16	

Subtract .015% for each hour of drinking.

**KNOW YOUR LEGAL LIMIT** In most states that means .08% of Blood Alcohol Content or any amount which results in loss of normal use of mental or physical faculties. This is only a guide and NOT sufficiently accurate to be considered legal evidence. The figures you calculate are averages. Individuals may vary somewhat in their personal alcohol tolerance. Food in the stomach affects the rate of absorption. Medications, health, and psychological condition are also influential factors. In any case, if you've been drinking at all, be careful!

**SUREST POLICY IS . . . DON'T DRIVE AFTER DRINKING**

## Other Facts About Blood Alcohol Content

**What BAC is considered illegal?** Driving with a BAC of 0.10 percent is a crime in 5 states. It is a crime to drive with a BAC of 0.08 percent in 45 states and the District of Columbia. A BAC of 0.08 is evidence of an alcohol violation in Massachusetts. In response to a potential loss of federal highway funding, all states likely will have a BAC defining impaired driving at 0.08 percent within the next few years.

**What is the effect of alcohol on driving skills and crash risk?** At BAC as low as 0.02 percent; alcohol affects driving ability and crash likelihood. The probability of a crash begins to increase significantly at 0.05 percent BAC and climbs rapidly after about 0.08 percent. For drivers age 35 and older with BAC at or above 0.15 percent on weekend nights, the likelihood of being killed in a single-vehicle crash is more than 380 times higher than it is for non-drinking drivers.<sup>1</sup>

**How many drinks does it take to reach significantly impairing BAC?** The effects of alcoholic drinks vary greatly because the rate of absorption and BAC attained vary from person to person due to such factors as weight, amount of fat tissue, and stomach contents. Nevertheless, various organizations have developed charts intended to help people estimate their BAC based on the number of drinks consumed. These tables can be used to estimate BAC, but they are subject to error.

**Are beer and wine less impairing than hard liquor?** Impairment is not determined by type of drink but rather by the amount of alcohol ingested over a specific period of time. There is a similar amount of alcohol in such standard drinks as a 12-ounce glass of beer, a 4-ounce glass of wine, and 1.25 ounces of 80 proof liquor. Beer is the most common drink consumed by people stopped for alcohol-impaired driving or involved in alcohol-related crashes.

## Detection of Intoxicated Persons

The responsible service of alcohol requires that servers be able to recognize intoxicated patrons. Use these detection guidelines to help you recognize intoxication.

### 1. Common Indicators

- Bloodshot/unfocused eyes
- Slurred speech
- Smell of alcohol on breath
- Mental confusion
- Impaired motor skills
- Dishevelment
- Impaired balance
- Signs of nausea or loss of bladder / bowel control

### 2. Warning Signs of Illegal Intoxication

- Development of one or more common indicator
- Heated altercations
- Rapid or pronounced changes in mood, behavior or emotional state.

### 3. Mistaking Illness for Intoxication

- Similar symptoms
- Need for prompt, correct action
- Medic - alert jewelry, a warning sign
- Visual representation of medic - alert jewelry

### 4. Atypical Drinkers

- Experience and tolerance may mask intoxication
- Special efforts required to detect intoxication in some very experienced drinkers

### 5. Monitoring Customers

- Count drinks and use BAC Chart
- Interview and rate customers prior to sale. Be alert to and probe for hidden indicators and warning signs.
- Note customer's initial mood and conduct and watch for changes in mood or behavior

- Observe customer interactions
- Re-interview and re-rate customers prior to each additional sale.

## Detection of Minors

The service of alcoholic beverages to minors is a crime. You, as well as the restaurant, can be charged with a crime for doing so. The following points can be used in recognition of minors. The primary deterrent we have against serving minors is to ask for identification. The policy for our restaurant is to request identification from anyone appearing to be **30 years old** or younger.

### **1. Physical Characteristics Common to Minors**

- Signs of underage status
- Lack of physical maturity
- Most minors mature in physical appearance before age 21

### **2. Fads and Fashions in Clothing, Accessories, and Grooming Popular with Minors**

### **3. Behavior Patterns Characteristics of Minors.**

### **4. Suspicious behaviors typical of minors attempting an illegal purchase.**

- Pooling money and giving it to the oldest appearing member of the group
- Minor waiting in the background away from the point of purchase while adult obtains more than one serving
- Adult making repeated purchase for a young appearing person

### **5. Detecting Invalid ID:**

### **6. Fake ID Warning Signs**

- Deceptively similar
- Counterfeit
- Altered
- Borrowed / stolen

## Intervention with Minors

Professional and respectful intervention is required once you recognize that a minor has received or tried to receive alcoholic beverages.

1. **Proper Demeanor of seller.** Remain professional, courteous, and calm.
2. **Examination of an identification card.** Request to see their I.D. always including the word 'please'.
3. **Removal of Alcoholic Beverages from Minor's Reach or Possession.** Once it has been determined that the guest is a minor, you must remove the drink from their possession.
4. **Sample Words and Phrases.**
  - *"May I see your I.D. please?"*
  - *"I'm sorry; it is against the law to serve minors. We'll have to take your drink."*
  - *"I'll have to take your drink until a manager can verify you are of legal age."*
5. **Contacting Law Enforcement Authority when Intervention Fails.** The server should always call a manager before contacting law enforcement. The manager can then inform the minor patron that unless the patron complies, there will be no other choice than to call law enforcement.

## Intervention with Intoxicated Patrons

Professional and respectful intervention is required once you recognize that a patron is intoxicated.

1. **Proper Demeanor of seller.** Remain professional, courteous, and calm.
2. **Designated Driver Programs.** Intoxicated patrons should be urged not to drive. In the absence of a designated driver you should inform them of your restaurant's alternative transportation program.
3. **Early Intervention Techniques**
  - Use various methods to slow service of beverages.
  - Try to serve food and alternative beverages.
  - Warning concerning caffeine products. Caffeine has no effects against the alcohol; both compounds will remain in the person. The alcohol is a depressant and will make the person tired, caffeine will only make them awake but they would remain intoxicated. Time is the only real effect to neutralize alcohol.
4. **Cut - Off Intervention**
  - Remove alcoholic beverages.
  - Arrange an immediate safe ride.
  - Contact police if necessary
5. **Sample Words and Phrases**
  - *“Management has prohibited me from serving any more drinks to you.”*
  - *“You have reached the maximum # of drinks I am allowed to serve you. Would you like me to call a manager for approval to serve more?”*
  - Managers can use a discreet method to cut off a patron by calling them away from the table or bar as not to embarrass the patron. One method is to tell the patron they have a phone call. Once they are away from other guests you can politely inform them that they will not be served any more alcohol.

- 6. Obligation of seller to inform law enforcement authorities when intervention attempts fail.** The server should always call a manager before contacting law enforcement. The manager can then inform the minor patron that unless the patron complies, there will be no other choice than to call law enforcement.
  
- 7. Sanctions for employee violations.** Illegal service of alcoholic beverages is a crime. You, as well as the restaurant, can be charged with a crime for doing so. Additionally, DRAM shop laws are such the both the employer and employee may be held liable for serving intoxicated patrons that are later involved in accidents related to alcohol impairment.

## Alcohol Awareness



Alcohol Awareness is a growing concern within the Hospitality Industry nationwide. By recognizing the "early" signs of intoxication, monitoring your customer's consumption, and treating them as you would a guest in your own home; you fulfill your responsibility and protect the guest.

### **To serve or not to serve?**

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**By understanding and fulfilling your responsibilities...**

#### **Your Role:**

- ▶ Observe
- ▶ Monitor
- ▶ Report

**Assisted by the guidance and support of management...**

#### **Your Manager's Role:**

- ▶ Confirm
- ▶ Confront
- ▶ Resolve

## **Dram Shop Laws - Liability**

Many states have enacted “dram shop” acts that create a civil cause of action (i.e. the basis for a lawsuit) against a business (and in some cases the employee) if the sale of alcohol to an intoxicated person results in injury to a third party. These laws also create liability for businesses that serve any alcohol to a minor who injures another person as a result. Not only do you need to understand the dram shop laws in your state, but also you need to make sure that anyone in your operation who serves alcohol understands and has training in them.

If a patron shows up drunk, not only should you refuse alcohol service, but also you should document the incident on a form created for this purpose. It need not be any format in particular, but it might include the following: the time of arrival and leaving, a description (including name, if possible) of the patron, descriptions of other people in his party, his actions or behavior that indicated inebriation, and the name and signature of the person filling out the form.

### **Case Study 1: Shattered Lives and Bad Press**

Five years after a drunken driver crashed into a carload of teens leaving an alcohol-free school dance, a bar and its principals were ordered to pay the victims almost \$1 million. That was the decision entered by a Texas district court judge in 2002 when a jury handed down a \$964,000 judgment, against a saloon and its two owners.

Four students were injured in the 1997 crash on their way home from a Valentine's Day dance sponsored by Students Against Drunk Driving. During the civil trial, the driver testified that he drank 21 beers and two liquor shots at the establishment. The driver's blood-alcohol level was three times the legal limit when tested several hours after the crash, which happened less than 1,000 feet from the bar's parking lot.

### **Case Study 2: San Antonio Bartender Arrested In DWI Probe.**

Tuesday March 26. 2002. San Antonio TV News 12. In a first-ever arrest in San Antonio, a bartender was recently charged for serving a drunken driver who was later involved in a deadly DWI crash. ...."When they find out not only is the drunk driver responsible, but the person who served the alcohol is also responsible."

## Alcohol Management Program Test

### Employee Test

\_\_\_\_\_

Employee

\_\_\_\_\_

Date

\_\_\_\_\_

Position

**Instructions: Complete each sentence by filling in the blanks. Refer to the contents of this guide for your answers.**

- 1) Alcohol-related motor vehicle crashes kill someone every \_\_\_\_\_ minutes and non-fatally injure someone every two minutes.
- 2) No employee will serve an alcoholic beverage to anyone under the age of \_\_\_\_\_.
- 3) All employees will carefully check Identification of anyone who appears to be under \_\_\_\_\_ years of age.
- 4) It is the employee's responsibility to notify a manager when a customer shows signs of \_\_\_\_\_ or is requesting alcoholic beverages above the limits of responsible beverage service.
- 5) Acceptable documentation for identification is a \_\_\_\_\_  
\_\_\_\_\_ or a \_\_\_\_\_  
\_\_\_\_\_.
- 6) The majority of the alcohol is absorbed from the \_\_\_\_\_ (approx. 20%) and the \_\_\_\_\_ (approx. 80%).
- 7) The presence of food delays \_\_\_\_\_ of alcohol.
- 8) Most beers contain \_\_\_\_\_% alcohol; wines \_\_\_\_\_% on average, and distilled beverages average from \_\_\_\_\_% (80 proof) to \_\_\_\_\_% (100 proof) alcohol.

9) .It is a crime to drive with a BAC of \_\_\_\_\_ percent.

10) There is a \_\_\_\_\_ amount of alcohol in such standard drinks as a 12-ounce glass of beer, a 4-ounce glass of wine, and 1.25 ounces of 80 proof liquor.

11) Name at least three common indicators of intoxication.

i> \_\_\_\_\_

ii> \_\_\_\_\_

iii> \_\_\_\_\_

12) Name one method of detecting a minor. \_\_\_\_\_  
\_\_\_\_\_

13) Coffee helps an intoxicated person sober up. (True of False) \_\_\_\_\_

14) Your role for Alcohol Awareness involves:

i> \_\_\_\_\_

ii> \_\_\_\_\_

iii> \_\_\_\_\_

15) The manager's role for Alcohol Awareness involves:

i> \_\_\_\_\_

ii> \_\_\_\_\_

iii> \_\_\_\_\_

16) Employees serving alcoholic beverages to an intoxicated patron can be charged with a crime. (True or False)

17) Establishments that serve an intoxicated person cannot be held liable if that person is involved in a crash. (True or False)

