

Learner Guide
SITHFAB021
Provide responsible
service of alcohol
(QLD)

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About the SIT Tourism, Travel and Hospitality Training Package



The SIT Tourism, Travel and Hospitality Training Package contains qualifications to provide skills for people working in the following industry sectors:

- Tourism
- Travel
- Events
- Cookery; and
- Hospitality

Skill sets cover areas including customer service, espresso coffee machine operation, social media and online engagement, airfare construction, food safety, kitchen management, mentoring & supervision, food & wine advice and more.

Qualifications and skills sets in this training package may be completed independently, or supplementary to a qualification to provide a definitive set of skills in a particular area or job role.

To know more about this training package, click on this link:

<https://www.skillsiq.com.au/FeedbackForum/TrainingPackages1/SITTourismTravelandHospitality>

Defining Qualifications

When units of competency are grouped into combinations that meet workplace roles, they are called qualifications. These qualifications are aligned to the Australian Qualifications Framework (AQF). Each qualification will have 'packaging rules' which establish the number of core units, number and source of elective units and overall requirements for delivering the qualification.

Delivery and Assessment of Qualifications

RTOs must have the qualifications (or specific units of competency) on their scope to deliver nationally recognised training and assessment. RTOs are governed by and must comply with the requirements established by applicable national frameworks and standards. RTOs must ensure that training and assessment complies with the relevant standards.

Qualification Training Pathways

A pathway is the route or course of action taken to get to a destination. A training pathway is the learning required to attain the competencies to achieve career goals. Everyone has different needs and goals, and therefore requires a personalised and individual training pathway.

Foundation Skills

Foundation Skills are the non-technical skills that support the individual's participation in the workplace, in the community and in education and training.

Using this Learner Resource

You can find the following icons within the Learner Resource:



Further Reading

Includes links to websites, articles, or other online reading materials to aid in your study.



Multimedia

Includes links to videos or audios you can watch or listen to about the topic discussed.

Note: To access videos, hold the **Ctrl** key then click on the link.



Notes

Space for you to jot down important details or information learned from the chapter.



Learning Checkpoint

Asks you to answer the learning activities related to the chapter discussed.

Links provided within this learner resource are in **Blue Text**. You can open this link through the following:

- For Windows Users: Hold the **Ctrl** key then click on the link.
- For Mac Users: Click directly on the link.

About this Unit of Competency



SITHFAB021 - Provide responsible service of alcohol

This unit SITHFAB021 Provide responsible service of alcohol describes the performance outcomes, skills and knowledge required to responsibly sell, serve or supply alcohol.

Responsible practices must be undertaken wherever alcohol is sold, served or supplied, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is sold, served or supplied, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.

The unit applies to all levels of personnel involved in the sale, service including promotional service and supply of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor salespersons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; delivery services and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

The unit incorporates the knowledge requirements, under the State of Queensland liquor licensing law, for employees engaged in the sale, service or supply of alcohol.

Certification requirements differ across states and territories. In some cases, all people involved in the sale, service including promotional service and supply of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff.

This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases, after completion of this unit, the State of Queensland liquor authorities require candidates to complete a bridging course to address these specific differences.

Those developing training to support this unit must consult the relevant liquor licensing authority in Queensland to determine any accreditation arrangements for courses, trainers and assessors.

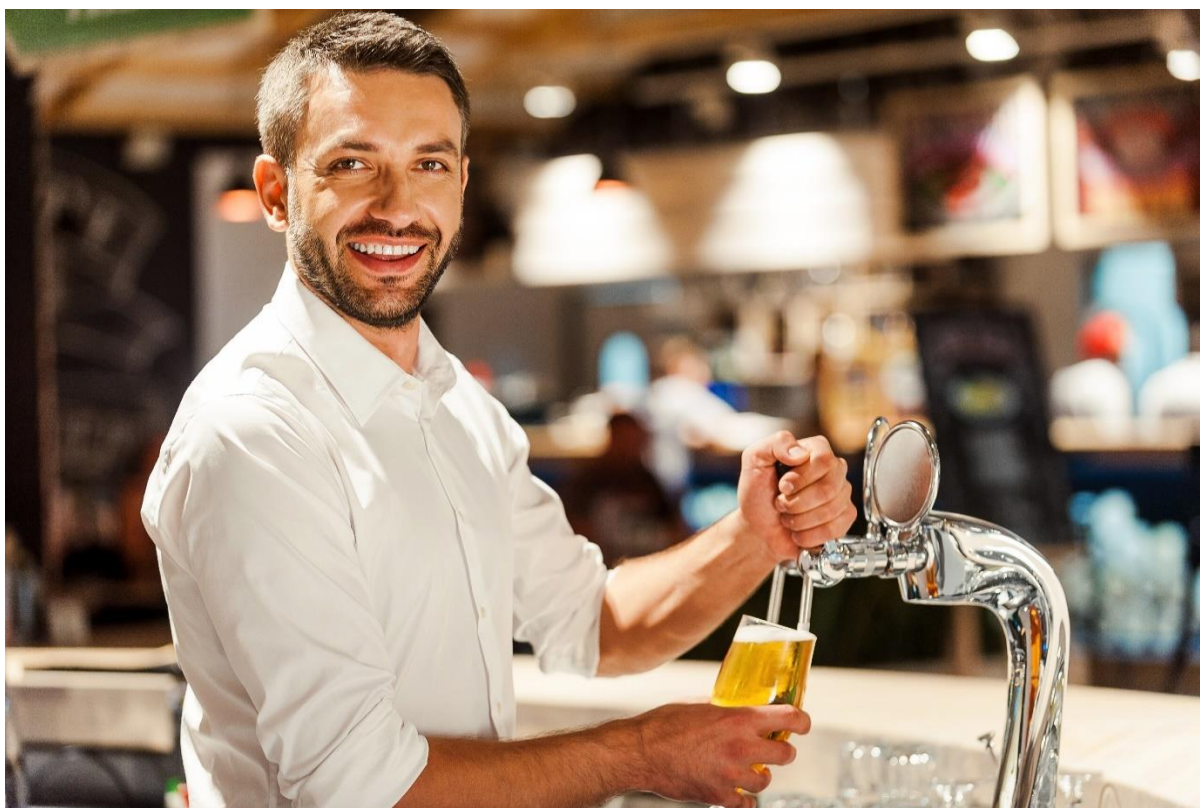
This Learner Resource is broken up into four elements. These include:

1. Follow the Principles of Responsible Service of Alcohol
2. Assist Customers to Drink Within Appropriate Limits
3. Assess Alcohol Affected Customers and Identify Those to Whom Sale or Service Must be Refused
4. Refuse to Provide Alcohol

At the end of this training, you will be asked to complete an assessment pack for this unit of competency. You will need to access a supervisor, a manager, or your assessor who can observe you perform project or workplace tasks and verify your competency or performance.

On competent completion of the assessment, you must have demonstrated skills and knowledge required to provide responsible service of alcohol.

Chapter 1: Follow the Principles of Responsible Service of Alcohol



Alcoholic beverages play an important role in different cultures around the world. Despite this, they can be harmful to one's physical, emotional and mental health. Alcohol can also negatively affect relationships. Because of this, there is a need for responsible service of alcohol (RSA). This includes regulating alcohol and training establishments that serve them.

Liquor-serving establishments must follow relevant legislation and licensing requirements. It is your responsibility to set house policies for responsible drinking. This includes:

- Seeking proof of age documents from customers
- Providing them with accurate information on alcoholic drinks.

You must also be aware of relevant issues on the sale and service of alcohol. Specifically, you must the risk of serving alcohol to specific customer groups.

1.1 Identify Provisions of Relevant Legislation, Licensing Requirements, House Policy and Responsible Service of Alcohol Principles

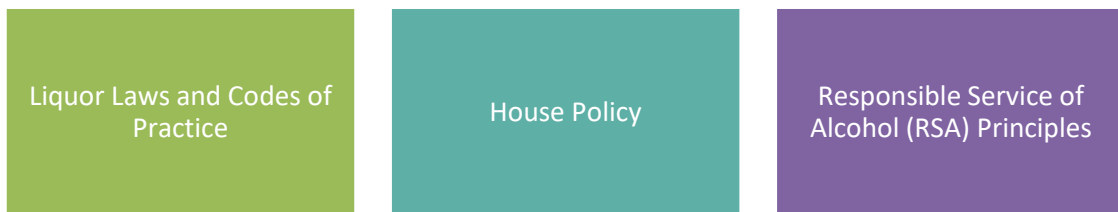
'Alcoholic drinks' are beverages that contain ethanol produced through fermentation. These are regulated not only in Australia but also in other parts of the world. Drinking alcohol is a culturally accepted way of celebrating. However, excessive consumption of alcohol can result in many problems. These problems include:

- Short-term and serious chronic health problems
- Poor social functioning and relationships of drinkers.

Alcoholic beverages are even more harmful when drunk by high-risk people. Due to its addictive nature, alcohol is prone to abuse. People who develop drinking problems enter a spiral of physical and social problems.

In moderation, alcohol is regarded for its positive symbolism. Many also enjoy its taste and the sense of solidarity when drinking with family or friends. For this reason, the government regulates alcohol consumption across the country. Australian states and territories have statutory provisions on alcohol sale, service and consumption.

You must identify the different regulations and requirements involved in liquor service. To do this, you must gather information on the following and review their provisions



Most of these can be found online. You can check the website of the following.

- Queensland government
- Industry groups
- Other establishments
- Training agencies

Consulting the liquor regulation agency in Queensland will also help. These agencies are outlined in the next section.

1.1.1 Liquor Laws and Code of Practice

Liquor laws govern the sale, service and consumption of alcohol. These include both national and state or territory-specific laws. These laws also control the operation of all establishments involved in the sale, service and consumption of alcohol. Each state has an assigned agency responsible for upholding liquor laws in Australia.

In Queensland, this agency is the Office of Liquor and Gaming Regulation (OLGR). The OLGR is a part of the Department of Justice and Attorney-General (DJAG) office.

The OLGR governs the sale, service and consumption of alcohol. It also ensures the administration of responsible sale of alcohol (RSA) training.

There are four key government agencies involved in RSA. These are:



Peak bodies and community organisations also have campaigns for drug education and abuse prevention. The peak body in Queensland is the Queensland Network of Alcohol and Other Drug Agencies (QNADA) Ltd.

Aside from liquor laws, there are also industry codes to follow. These are sets of rules that detail how those in the liquor industry must act. They show guidelines that must be followed when serving or selling liquor and other alcoholic products. Codes of conduct or practice are usually offshoots of state liquor laws.

Codes enhance the implementation of liquor regulation across different establishments. Such efforts by establishments aim to set industry standards for responsible liquor service. They specify guidelines for the sale, service and consumption of liquor and other alcoholic products.

Alcohol Laws in Australia details the policies

Across Australia, relevant codes include:

- [Members Code of Conduct](#)
- [Alcoholic Beverages Advertising Code](#)

In Queensland, best practices include:

- [CCTV Guide for Licensed Venues](#)
- [Alcohol restrictions in Queensland communities](#)
- [Travelling in alcohol restricted areas](#)

Key Provisions in Liquor Laws That Must be Considered in Queensland

There are two liquor laws and regulations in Queensland. These are:



- **Liquor Act 1992**

This act aims to minimise the harm and risk of alcohol abuse and misuse and associated violence. The act also facilitates control and regulation of alcohol service and industry.

Key concepts and provisions of the Liquor Act 1992 include the following.

- Definition of minor and who is responsible for a minor
- Acceptable evidence of age for purchase or service of alcohol
- Presumed quantity of liquor
- Venue of sale of liquor
- Trading hours for liquor
- Definition of a person who is unduly intoxicated
- Sale or supply of liquor associated with meals
- Definition of a public place or premise

- **Liquor Regulation 2002**

The Liquor Regulation 2002 focuses on regulating establishments and places that serve alcohol. The legislation also outlines the following:

- List of establishments that can serve alcohol
- Licences granted to establishments or organisations
- Fees associated with getting licences or permits
- Requirements associated with the permits or licences to serve liquor

Specific examples of regulations included in the legislations provided include the following:

- **Opening and Closing Hour Provisions**

All establishments must follow the set 'trading hours,' This is the approved time to sell liquor in one's respective state or territory. In Queensland, most licence types can trade alcohol from 10 am to 12 midnight.

Ensure to also check trading hours during holidays. In some cases, this can be extended or reduced. Some aspects of your operations can be affected by holiday regulations. This includes permission to serve alcohol in-house and for takeaway customers.

The Queensland government prescribes two types of extended trading hours. These are:

Temporary (one-off) extended trading hours

Permanent (ongoing) trading hours

- Temporary (one-off) extended trading hours

This extension is good for only a single occasion. The length of the extension depends on the nature of the event or occasion and licence held.

- Permanent (ongoing) extended trading hours

This allows an establishment to permanently extend its trading hours. The type of licence held by the business can affect the extensions approved.

Avoid making exceptions and accommodating customers outside of the prescribed trading hours. If you want to supply alcohol outside licensed trading hours, first check if you can. Some states allow you to apply for a 'permanent or temporary change of trading hours.

Even during extended trading hours, you must provide and maintain a safe environment for your customers. Ensure that the customer and staff behaviour does not disturb or annoy others within the neighbourhood.



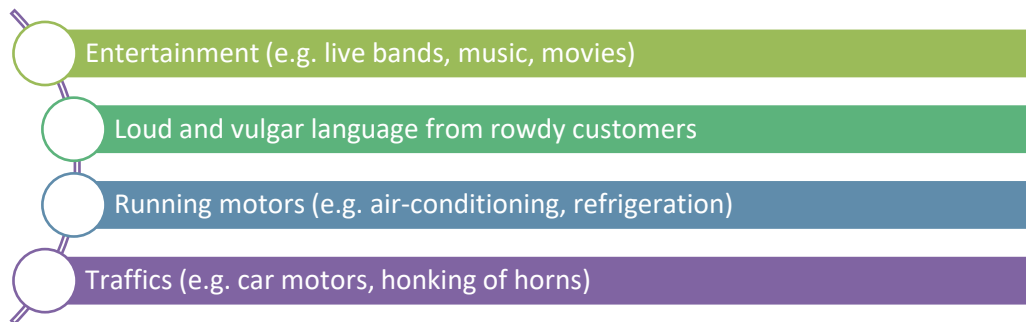
Further Reading

Extending the trading hours of your business is possible. However, there are certain requirements and limitations associated with these permits. Access the link below to learn more about trading hour extensions.

[Permanent \(ongoing\) and temporary \(one-off\) extended trading hours | Queensland Government](#)

▪ Noise and Disturbances In and Around Licensed Premises

Staff must be aware that your establishment's trading methods can cause noise and disturbances. The most common sources of noise that disrupt neighbouring establishments include:



The establishment's licence provides the maximum noise level permitted. You are obligated to ensure noise levels are regulated both internally and externally. Do not disrupt and or upset the surrounding neighbourhood. This will negatively affect local residents and other businesses.

In Queensland, the maximum allowable noise limit is 75 decibels. The 75-decibel limit applies to distances measured approximately 3 metres from the source.

Individuals may file a noise and disturbance complaint against licensed premises for:

- Nuisance of dangerous activities
- Unreasonable noise



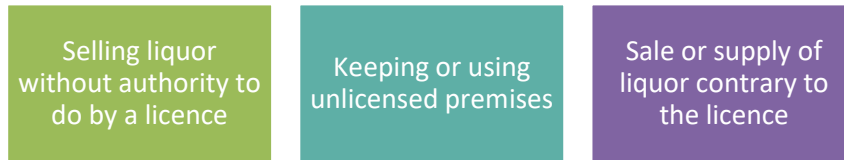
Further Reading

Liquor licence holders may host or conduct entertainment activities in their establishments. However, owners must keep in mind the limitations for noise. Access the link below to learn more about compliance conditions for noise.

[Entertainment noise limits and compliance with licence conditions](#)

- **Offences Relating to the Sale or Service of Alcohol and Ramifications of Non-Compliance with the Law and Industry Codes for the Organisation, Licensee, and Individual Staff Members**

The three principal offences related to the sale, supply, and service of alcohol commonly found in Queensland legislation are:



Committing these offences would result in penalties from the police or compliance officers. Offences can be committed by the establishment, its licensee, manager, or individual staff members.

The table shows the maximum penalties for serving alcohol to an intoxicated person.

Entity/Personnel	Penalty (in PU or penalty units and \$)
Licensee	500 PUs or \$68925.00
Patrons	50 PUs \$6892.00
Staff	80 PUs or \$11,028.00



Further Reading

Breaching the Liquor Act 1992 will warrant penalties on the violator. The penalties vary depending on the violator and their offence. Access the link below for the full list of penalties associated with violating the Liquor Act 1992.

[Penalties for irresponsible service of alcohol | Queensland Government](#)

A regulating body can also order the short-term closure of licensed premises. Causes for short-term closure include:



This is meant to address dangerous incidents such as violence and crime. The Liquor Act 1992 orders closure of premises until the commissioner deems the premises safe.

- **Licensing Requirements**

All establishments are obligated to secure a licence prior to selling and serving liquor. There are different licences available. Queensland has its own way of classifying these, depending on the following:

- Establishment's nature
- Operations
- Venue
- Range of alcoholic drinks to be served
- Business hours.

There are several licences you can get in Queensland for your business. These licences vary on the services or liquor you offer. These licences are listed below.

Licence	Features
Commercial hotel licence	Can sell liquor to: <ul style="list-style-type: none"> ▪ The public for consumption on ordinary or extended trading hours ▪ The residents and their guests for consumption in their units.
Subsidiary on-premises licence	Can sell liquor for: <ul style="list-style-type: none"> ▪ Consumption on licensed premises ▪ Consumption off the licensed premises while catering to a function
Subsidiary off-premises licence	Can sell liquor for: <ul style="list-style-type: none"> ▪ off-premises consumption as a subsidiary or supplementary activity of your business
Bar licence	Can sell liquor for: <ul style="list-style-type: none"> ▪ consumption within premises
Industrial canteen licence	Can sell liquor for: <ul style="list-style-type: none"> ▪ consumption on or off licensed premises in a remote industrial location.

Licence	Features
Producer/wholesaler licence	Grants permission to: <ul style="list-style-type: none"> ▪ produce or sell liquor made on the licence premises ▪ wholesale selling of liquor to other liquor licensees on the licensed premises.
Commercial special facility licence	Can sell liquor in: <ul style="list-style-type: none"> ▪ casino ▪ airports ▪ convention stores.
Nightclub licence	Can sell liquor: <ul style="list-style-type: none"> ▪ If the main function of the business is to provide entertainment ▪ To customers who consume a meal prepared and served at licensed premises until 5 pm when no entertainment is provided.

Based on [Types of Liquor and Wine Licences](#) used under CC BY 4.0 © The State of Queensland

You can apply for licences online. Take note that processing is usually meticulous. This would involve public interest assessments and on-site inspections. You must pay an application fee and, in the future, renewals to keep your licence active.



Further Reading

The Australian Government requires licences for different businesses to operate. This includes businesses that sell alcohol. Access the website of website below to identify the licence that you need for your business.

[Australian Business Licence and Information Service - ABLIS](#)

Liquor-serving establishments have a 'duty of care.' This is the legal obligation to prevent foreseeable harm to patrons. You must keep customers safe at all times. You are liable for any harm that will occur to any customer within the licensed premises. This is true as long as a link can be established between such harm and your possible breach of duty of care.

Common offences to note include:

- Selling or supplying alcohol to intoxicated patrons
- Allowing intoxicated customers to consume further liquor.

Fines for these offences range up to \$68925.00 (for licensees) or \$11,028.00 (for staff). You may also be subject to civil proceedings.



1.1.2 House Policy



House policies refer to specific frameworks that provide the standard procedures. These outline the rules that establishments, their staff and patrons must follow to observe responsible service of alcohol within their premises. Varying per establishment, house policies contains acceptable service practices and standard protocols for serving and assisting customers. House policies cover procedures for:



House policies are usually reviewed by management annually. They are also sent to local agencies for approval or consideration. Check on these policies to ensure they enable responsible alcohol service practices within the establishment.

The Risk Assessment Management Plan (RAMP)

A risk assessment management plan or RAMP is a common component of house policies. It is a document that describes a liquor licensee's management practices and procedures at their licensed premises.

The RAMP outlines how a licensee will manage their premises. This is to minimise the harm caused by alcohol abuse and misuse. A RAMP must include:

The principal activity to be conducted on the premises

The maximum hours of operation

Details of responsible service of alcohol initiatives, including:

- Proof of age and what the organisation will accept
- Minors and where and when they are allowed on the premises
- Transport services

Details of participation in a liquor accord in the locality (if applicable)

Details of security arrangements (how many, when, for how long, etc.)

The provision of food (types, when it will be available, etc.)

Staff training requirements (including documentation of such training)

Minimising the impact of amplified/outdoor entertainment on the surrounding locality.

Sourced from Risk-assessed management plan (RAMP), used under CC BY 4.0. © Business Queensland

Developing a RAMP as part of the house policy is an excellent strategy. This encourages staff to follow responsible service of alcohol practices. It also provides a clear statement (code of practice). This informs staff and patrons alike of:

- How the establishment is run
- What behaviour will and will not be tolerated.

Your RAMP must be made available for inspection to patrons of the premises.

Roles of Individual Staff Members and Supervisors or Managers in Providing Responsible Service of Alcohol



Roles refer to the responsibilities and obligations different personnel must fulfil. Some liquor laws specify the roles of supervisors, managers, and staff members in liquor-serving establishments.

There are commonly expected roles and responsibilities for different personnel and staff, as shown in the table below.

Personnel	Responsibilities Attached to their Roles
<p>Staff Members (e.g. security, service crew, waiters)</p>	<ul style="list-style-type: none"> ▪ Execute interventions (e.g. on intoxicated customers or those that need to be requested to leave) upon supervisor’s instruction ▪ Maintain the security of the establishment ▪ Gatekeep and prevent the entry of minors and intoxicated customers. ▪ Implement consistent service procedures. ▪ Respond to customer queries, requests and complaints ▪ Deliver the products and services of the establishments. ▪ Monitor patrons at risk or are displaying signs of intoxication or other ill effects of alcohol. ▪ Alert the management against inappropriate customer behaviour within the premises.

Personnel	Responsibilities Attached to their Roles
Supervisors or Managers	<ul style="list-style-type: none"> ▪ Actively manage the provision of assistance once customers are showing signs of intoxication. ▪ Act on and grant requests and needs of customers, especially those intoxicated. ▪ Organise assistance (e.g. transport) for intoxicated customers and coordinate with relevant parties (e.g. families or drivers). ▪ Act on any issues raised by lower-level personnel. ▪ Record incidents and file them to the police forces. ▪ Face compliance officers and coordinate on matters involving licence and compliance issues.

Smoking Areas

Having smoking areas is a voluntary decision made by each licensed premises. If the premises provide a smoking area, they must establish a ‘Smoking Management Plan.’ This will control smoking in the Designated Outdoor Smoking Areas (DOSAs) at the venue.

Indoor areas of pubs, clubs, and nightclubs must be smoke-free. This protects workers and the public from exposure to the harmful effects of tobacco smoke. Offenders risk on-the-spot fines or prosecution if smoking occurs in a smoke-free area.

Public health laws also restrict areas where patrons can smoke outdoors at premises. This includes pubs, clubs, and nightclubs that:

- Have a licence or permit under the Liquor Licensing Act
- Where the provision of beverages rather than food is the primary function.

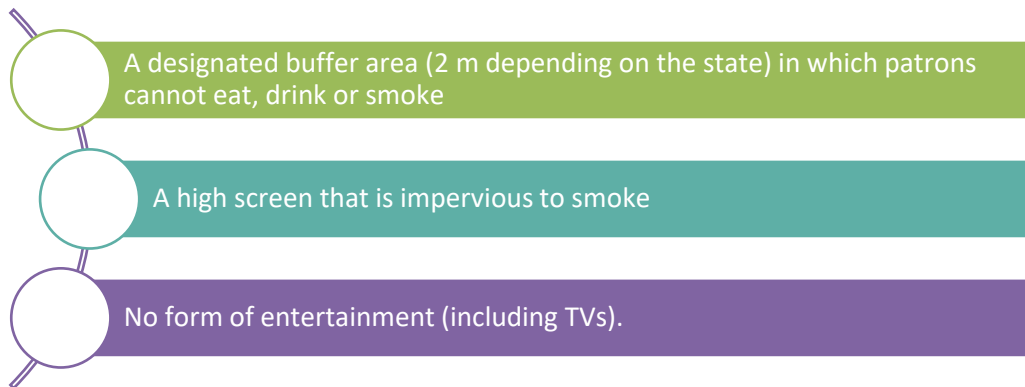
Designated Outdoor Smoking Areas (DOSAs)

Liquor licensed venues such as pubs, clubs, taverns, and bars may designate part of their licensed outdoor area as a DOSA. A DOSA must:

- Be separated from non-smoking outdoor areas by either a non-permeable wall or buffer zone of 2 meters
- Not provide any food or drink service
- Not allow any food or drink to be inside it

Each DOSA must have a buffer around the perimeter, wherever it is next to other parts of an outdoor area that patrons ordinarily access.

- There must be:



- Food cannot be taken into or consumed in the DOSA, nor can food or drink be served to patrons within the DOSA.
- Staff can enter the DOSA to clear glasses and empty ashtrays but must not take orders from patrons or serve food or drinks.
- A legal requirement is that the entire remaining outdoor licensed area is no-smoking.
- The licensee must prepare and implement a smoking management plan for the entire premises.
- DOSAs must be provided on request if requested by authorities.

The licensee of the licensed premises must maintain a smoking management plan. They must take reasonable steps to prevent smoke from the DOSA from entering any other part of the outdoor eating or drinking place.

According to the Queensland Health Department, a DOSA must:

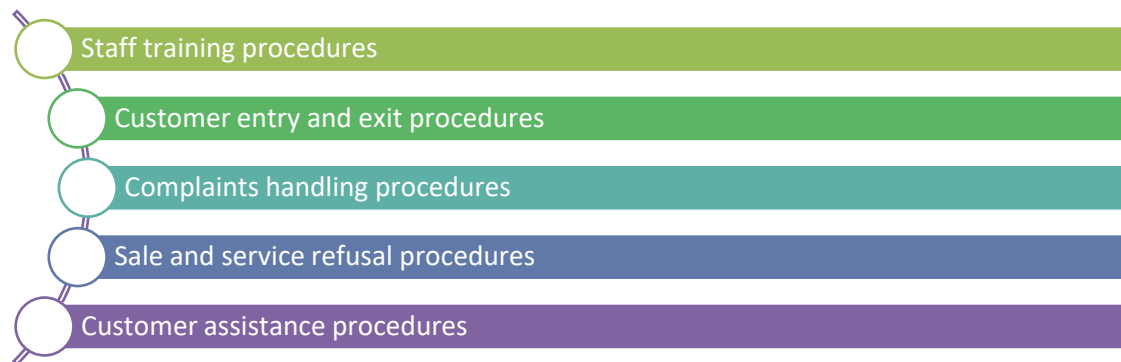
- prepare and keep up-to-date a Smoking Management Plan for the entire premises
- display a sign in or near your DOSA stating that your Smoking Management Plan is available on request; and
- make your Smoking Management Plan available on request to patrons and Queensland Health enforcement officers who inspect your premises.

Sourced from [Eating or drinking venues/Smoking laws in Queensland](#), used under [CC BY-ND 4.0](#). © Queensland Health

Ban on Patrons

Aside from court or police-imposed bans, establishments can ban specific customers from re-entering the premises. Any preferences by an establishment to incorporate such must be expressed in its policies. A removal or refusal of entry policy will help you avoid patrons that exhibit disorderly or other inappropriate behaviour. This will ensure the environment is safe for all staff and customers.

Together with organisation-specific policies, establishments must also have procedures or standardised practices. These must cover responsible service of alcoholic drinks. It is important to develop procedures to standardise the establishment's alcohol service, such as:



1.1.3 Responsible Service of Alcohol (RSA)



The Purpose of RSA

Whenever people drink too much, they risk themselves and their immediate family, peers and local community. RSA helps the government to ensure that people are drinking responsibly and not putting anyone in danger. RSA significantly reduces the occurrence of alcohol-related crimes and accidents.

RSA compliance allows liquor-serving establishments to create a safe environment for alcohol-related activities. It helps establishments like bars and clubs develop policies and procedures. These policies and procedures create a safe environment for workers and customers alike. RSA requires liquor-serving establishments to prioritise customer welfare. This is evident in how establishments:

- Refuse the alcohol sale and service to high-risk customers
- Provide assistance to alcohol-affected customers
- Appropriately handle sensitive situations involving alcohol and intoxication.

The Benefits of RSA

Complying with RSA requirements provides many benefits. RSA implementation reduces the harmful effects of excessive drinking for the overall community. Specific benefits include:

- **It increases the safety of customers and the public at large.**

Because of the RSA, hazards related to alcohol consumption and intoxicated behaviour are significantly reduced via prevention and proper intervention strategies. This makes establishments safe places to enjoy alcoholic beverages responsibly.



- **It reduces alcohol abuse and protects the health of drinkers.**

The RSA also institutionalises the duties of establishments to promote and protect:

- Health of drinkers against alcohol abuse
- Risks that come from intoxication.

- **It creates a more pleasant and peaceful environment.**

In general, the rules of RSA help foster an environment that is safe and orderly and respectful.

- **It minimises potential destruction of public or private property, equipment or facilities.**

Because of the provisions and procedures in RSA, establishments can minimise property damage within and without their premises. Property here includes both public and private equipment or facilities.

For the businesses or establishments that implement RSA, benefits include:

- **Good reputation**

When an establishment faithfully follows RSA, it also gains a good reputation among its customers, community and local government authorities.
- **Greater customer satisfaction**

RSA-compliant establishments secure their customers' trust and loyalty. Customers would choose to patronise establishments known to be safe and peaceful.
- **More pleasant atmosphere**

An RSA-compliant establishment is safe to drink in. This kind of safety provides a welcoming and pleasant atmosphere that will invite people in.
- **Higher staff morale and productivity**

Along with making customers happy, RSA also keeps your staff satisfied with work. Having an RSA-compliant business provides job security and safety. This keeps staff motivated to work well.
- **Reduction of possible legal problems**

RSA-compliant establishments foster orderly and peaceful environments. This minimises the threat and costs associated with legal issues (e.g. alcohol-induced crime and accidents such as harassment and altercations).

Principles of RSA

The focus of RSA is minimising or avoiding the harm caused by alcohol consumption. This is accomplished by promoting and following practices related to the sale and service of alcohol that complies with liquor laws.

In order to minimise alcohol-related harm, staff and management must uphold the following principles of minimising alcohol-related harm:

Reduce supply by controlling the amount of alcohol that is available

Reduce demand by encouraging people not to consume or to consume less or to delay consuming alcohol

Reduce harm by helping people who do consume to consume in less harmful ways.

Some strategies that could be used for harm minimisation are:

- Refusing service to minors, unduly intoxicated and disorderly persons
- Checking ID on all persons that appear to be under the age of 25
- Providing smaller and half servings of liquor and banning pints or double serves
- Providing non-drinking activities (e.g. sports game viewing, pool table, karaoke) on the premises to keep the customers busy
- Routinising offering food and non-alcoholic beverages as an establishment procedure.

Harm minimisation has many benefits, including:

- increasing profits and reputation of the establishment
- reducing compliance and licensing fees
- increasing the safety of customers and staff.

The responsibility of harm minimisation does not just fall with employees within the liquor industry. There is also a community responsibility here. This is communicated through safe drinking campaigns backed by the government or community.

Promotional and Strategic Community Education Campaigns

There are many campaigns to promote and educate on the responsible service of alcohol across states and territories. Key government agencies are involved in this endeavour.

In Queensland, the following agencies are involved in regulating and enforcing liquor licences:



These government agencies ensure that alcohol is served responsibly across in the state of Queensland.

Aside from key government agencies and peak bodies, industry groups also help promote RSA. Industry groups are comprised of industry practitioners or organisations who aim to campaign for responsible service of alcohol.

The promotional campaigns done for RSA are persuasive. They encourage and enforce responsible supply and use of alcohol. Such campaigns use various marketing tools, such as:



Campaigns vary across states and territories, but these all aim to provide reliable information on alcohol. Specifically, they explain why RSA is important to the community. Campaigns cover topics like:

- Providing information on laws and regulations applicable to Queensland
- Indicating people who are not allowed to be served alcohol
- Encouraging people not to drink and drive

Each campaign is also communicated differently. Campaign information can be delivered to the public through different media vehicles. These include television, the internet and social media. Depending on the chosen media vehicle, there are different channels where the campaign can be promoted. In social media, for example, sites like Facebook, Twitter or LinkedIn can be used. Promotion itself can be done in various frequencies, depending on how much of it is needed.

Meanwhile, strategic community educational programs are informational drives. They raise awareness about RSA and its importance. Along with promotional campaigns, these aim to guide both consumers and establishments. Programs come in various forms, including:



Educational programs provide information on the effective implementation of principles, requirements and practices to promote RSA. More specifically, they inform the public of:

- Laws and regulations applicable to Queensland
- The importance of not drinking while driving
- People who are not allowed to be served alcohol
- Health issues faced by the people at high risk of the negative effect of alcohol (e.g. pregnant people, minors, etc.)
- How to manage alcohol consumption with minors
- Information on how alcohol can affect your health
- Managing alcohol consumption and health.

Just like campaigns, each program is implemented differently. Here, programs are provided to target audiences in a way that best suits them.

A sample campaign in Queensland for RSA is the ‘[Follow the law](#)’ campaign. It is a series of online RSA refresher courses. The campaign ensures liquor licensees and staff involved in the service of alcohol practice RSA.

An important initiative relating to these campaigns and programs is the National Alcohol Strategy 2019-2028. The initiative provides an extensive way to:

- Promote responsible alcohol service and consumption.
- Educate the public on responsible alcohol service and consumption.



Further Reading

The National Alcohol Strategy 2019-2028 is the official national framework for preventing and reducing alcohol-related harm. Read more about it by accessing this website:

[National Alcohol Strategy 2019-2028](#)

Requirements to Maintain Currency in RSA Certification

All alcohol-serving establishments in Australia are legally obligated to ensure that all their staff have completed training in RSA. The RSA certificate is a legal document that guarantees that you:

- Have undergone complete training
- Possess the skills involved in the responsible sale and service of liquor.

RSA certification requirements vary per state or territory. Likewise, the validity of an RSA certificate will depend on where you obtained yours. In Queensland, the RSA certificate has no expiration.

Minors (below 18 years of age) can undergo and finish an RSA training course. However, they can only use their RSA certification upon turning 18.

When applying for RSA certification for the first time, you have the option to either:

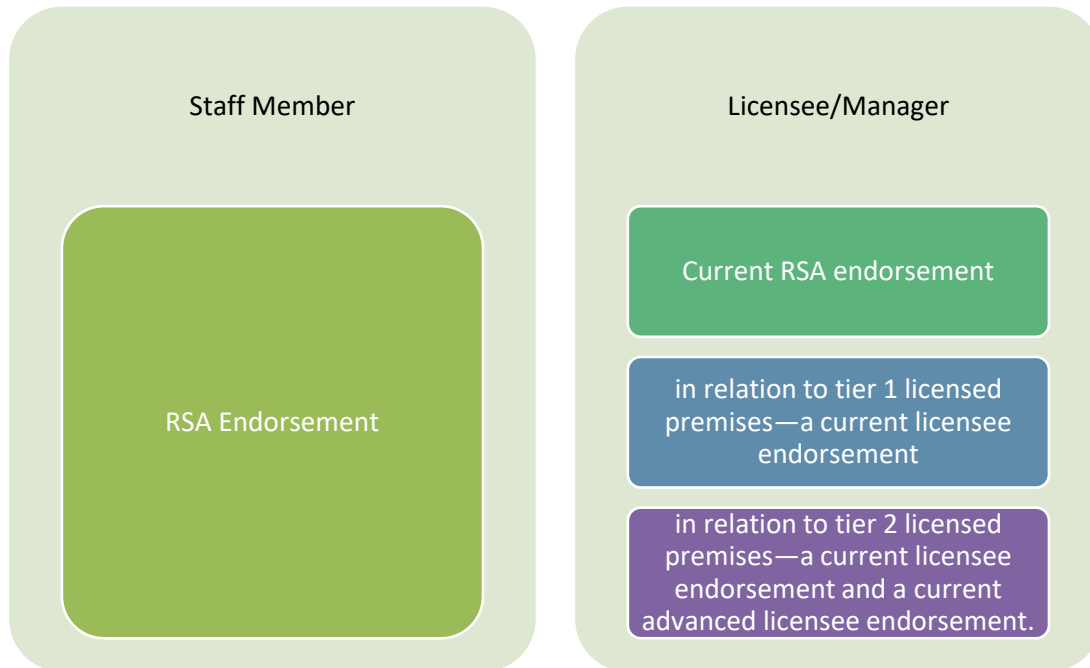
Apply for the nationally accredited RSA – Provide Responsible Service of Alcohol training course or

Apply for RSA training courses offered (usually online).

A statement of attainment (SOA) does not expire once you obtain it. This is regardless of the course code you took for it. So, if you had an SOA for RSA in the past, you do not need to take another course even if the course code for RSA changes.

But what if you do not have a statement of attainment for RSA? In that case, you need to complete the national training package competency Provide Responsible Service of Alcohol.

Once you complete your training, you will obtain an RSA competency card. Depending on your work role, you will also have a different recognised competency card required. For your reference, these are summarised below:



Principles of Responsible Delivery of Packaged Liquor and Requirements or Practices Relating to the Remote Sale and Delivery of Alcohol Sales

Some establishments sell liquor for consumption by their customers in remote places other than their licensed premises (i.e. 'packaged liquor'). In addition, some of them also provide delivery services that would ship the packaged liquor to the customers' preferred personal addresses.

In Queensland, a commercial hotel licence is required to sell alcohol off premises. However, there is no packaged liquor licence for selling liquor over the internet. Instead, the Liquor Act and Wine Industry Act allows the following to sell alcohol online.

- Commercial hotel licensees
- Wine producer licensees and wine merchant licensees
- Licensees who hold a commercial other artisan producer licence

In general, there are two types of deliveries for packaged liquor. These are:

Same-day delivery

- Liquor is delivered immediately upon purchase
- Unattended addresses are not allowed

Non-same day delivery

- Customer can schedule delivery
- Unattended addresses are allowed under consumer's discretion (i.e. specific instructions are provided to minimise risk or theft)

For both types, the customer has the option to have the liquor delivered to their address or to another address. Regardless of the time and place of delivery, the customer or recipient of the liquor should provide adequate instructions and information. In ordering packaged liquor, for example, the following requirements must be provided to delivery persons:

- Name and address of customer
- Date of purchase and date when it is to be delivered
- Kinds and quantities of liquor to be delivered
- Address where the liquor is to be delivered

In turn, upon delivery, these three requirements must be recorded by delivery persons to ensure that the person accepting their deliveries is 18 years of age or older:

- The type of evidence of identity and age document provided
- The name and date of birth on the document
- The address where the alcohol was delivered

To ensure that your remote sale and delivery of alcohol is compliant, you are required to display the following in your remote services portal:

- Your licence number in any published or electronic advertising
- Your licence number and statutory notice on each of your web pages where alcoholic drinks are being sold.

The statutory notice must contain that it is illegal to supply alcohol to minors

In addition, you are required to:

- Ensure the customer provides their date of birth so you can check their age. Never allow minors to order.
- Provide written instructions to your staff or to the external couriers delivering the alcoholic drinks requiring that such drinks be delivered:
 - To the adult who placed the order (their name should be on the instructions)
 - To another adult at the address of the delivery which is accepting the delivery on behalf of the original buyer
 - In accordance with the buyer's requests

For example, a buyer can ask you to deliver drinks to another address. When doing so, ensure that either of the first two conditions is still followed.

It is best to set standard house policies and procedures in delivering orders of alcoholic drinks. Include in them the proper procedures for:

- Asking for proof of age documentation (see subsequent subchapter)
- Getting written instructions on how and to whom the drinks are to be delivered
- Following up on customers if they have delivery requests

Remember that it is always better to be safe and secure.



1.2 Seek Acceptable Proof of Age Prior to Liquor Sale or Service as Necessary

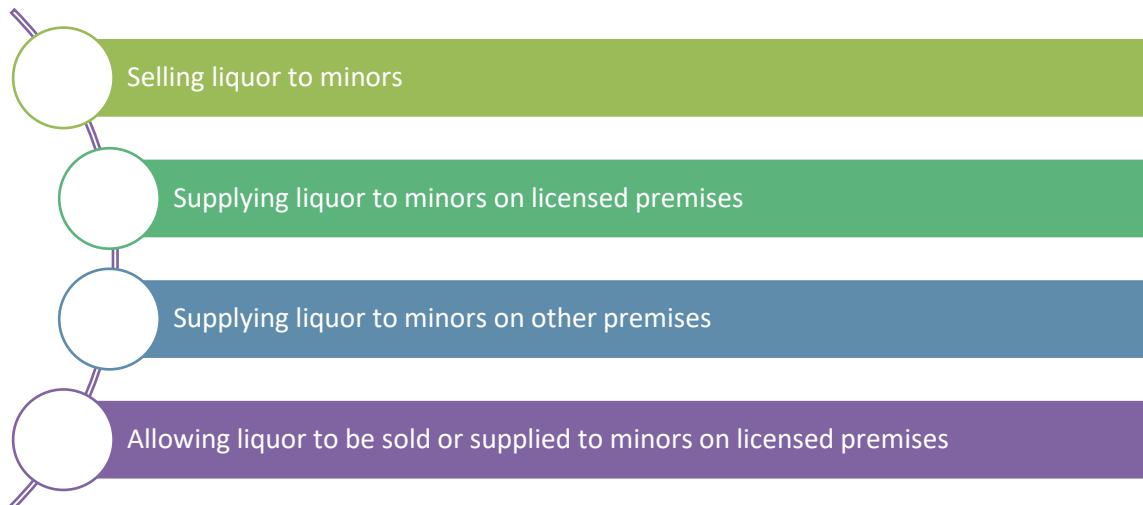


To uphold the establishment's responsibility regarding minors, you would need to request and obtain acceptable proof of age documents from your customers. A minor is someone under the age of 18 years.

1.2.1 Minors and Services That Must Not be Given to Them

The law obliges licensed establishments to refuse service of alcohol to minors. This includes preventing minors from consuming alcohol in their premises. Outside the exemptions in some states, there is a general prohibition throughout Australia on minor alcohol purchase and consumption in both public and private venues. This is because of the variety of negative impacts alcohol has on their physical and mental health, social relationships, and studying (see Subchapter 1.5).

Thus, establishments must refuse these four services to minors according to the applicable act or else be legally liable:



In addition, it is also an offence for a minor to be on licensed premises in most cases. However, in some states, exceptions to such a rule exist (see subsequent section). Minors are also not allowed to work in licensed premises involving inappropriate roles and situations. For example, they cannot:

- Operate on adult entertainment permits
- Have work involving workplace nudity (e.g. topless waitressing).

Penalties can range up to \$11,000 and can include imprisonment for adults proven guilty of supplying minors with alcohol where it is not allowed. In addition, the minors themselves can also be liable and made to pay court penalties and notices. The establishment will also be fined and face penalties.

1.2.2 Minors and Exemptions Applying to Some of Them

Depending on the location, there are exemptions to the prohibition on minors' consumption of alcohol. In Queensland, minors can consume alcohol when supervised by a parent or guardian in private premises.

There are also exemptions to the ban on minors being in licensed premises in some states. These include:

- When they are residents of the premises
- When they are working on the premises to perform duties as an employee of the owner or occupier, in the conduct of a lawful business or while receiving training for employment or work experience

- When they are attending to a function being held on the premises
- When the premises have a current community club licence, operates as a non-proprietary club with a community-other licence, and their presence does not violate the club's rules or a condition of the licence or permit
- When they are on the premises for a purpose and in circumstances approved by the Commissioner for Liquor and Gaming or stated in the conditions of the licence or permit
- When they are eating a meal on the premises or are accompanied by responsible adults who responsibly supervise them.

There are three different adults responsible for supervising minors. As such, they can provide minors with alcohol. They are:

- Minor's parent
- Minor's guardian
- Adult with authorisation from minor's parent or guardian



1.2.3 Requesting and Obtaining Requirements for Proof of Age

As a server of alcohol, it is your responsibility to ensure that you are serving drinks to someone that is of legal age. Even if your venue has security and checks identification upon entry, the ultimate responsibility lies with you. In general, customers who look 25 years old or younger need to present their proof of age documents. However, keep in mind these three situations where minors are exempted from being requested proof of age documents:

- If the minors are to eat meals on the premises (if the establishment is a bar and restaurant)
- If the minors are accompanied by responsible adults, who are responsibly supervising them
- If the minors are attending organised functions or events that serve an official purpose for organisations, institutions, or government agencies where participants are required to attend.

The following are accepted as proof of age in the state of Queensland:

- A Photo identification card (for example, a Proof of Age card or Australia Post Keypass identity card)
- Australian driver licence or learner permit
- Foreign driver licence
- Passport (from any country)
- Other recognised proof of age cards

Photo identification cards replaced adult proof of age cards as of April 2019. However, adult proof of age cards is still valid until expiration.

Sourced from [Acceptable proof of age for licensed premises](#), used under CC BY 4.0. © Business Queensland

It is up to licensees and their staff to determine that the document/s presented are valid and prove that the person presenting the ID is over 18. Here are images of the most widely used IDs as proof of age:





Clearly explain the purpose of requesting proof of age. Reiterate the legislative prohibition on alcohol purchase and consumption by minors. Try also to be aware and observe the following:

- Discreetly inspect the customer's appearance (e.g. hair and eye colour, complexion). Check if the photo on the ID submitted corresponds with their physical appearance. You can always ask in case of uncertainty but do it in a nice and friendly way.
- Take note if the customer suspiciously looks under the age of 18. With evident defects in the ID, this should warrant additional checking (e.g. asking for additional proof of age).

- Make sure that you request and obtain the proof of age in a well-lit and orderly area.
- Ensure the confidentiality of the documents the customer hands to you and then return them nicely.
- Familiarise yourself with the built-in security features of each acceptable proof of age (i.e. holograms, security codes).
- Check for signs of tampering such as dents, pricks, lifted laminations, glue, split or torn edges, and anything else that is suspicious.
- See if the ID has a 'D' imprint meaning it is a duplicate card. If it does, kindly ask for a second ID for counterchecking.

When you accept a document as evidence of age, it is critical to satisfy yourself that it is authentic. Remember, the final decision rests with you. If you are suspicious, you should refuse access to the venue or purchase alcohol. Here are some general guidelines for you to follow:

Always check ID in well lit areas.

Take your time examining the ID.

Feel around the edges for signs of tampering.

Check for signs of altering birth dates at the front and the back.

See if the photo matches the person.

Check if the security features (e.g. hologram) are present.

Ask the customer to sign a piece of paper to verify signature.

1.2.4 Retaining and Reporting Falsified Proof of Age Documents

It is illegal for minors (or anyone, actually) to submit falsified proof of age documents. This is especially true if the intent is to enter otherwise prohibited premises.

Here are some unacceptable documents or IDs wrongly used as proof of age:



Falsified proof of age documents include:

- IDs that have been tampered with or altered
- IDs that do not belong to the person attempting entry or requesting alcohol

It is illegal for a minor to enter licensed premises using a falsified ID. You may confiscate the physical ID of a person misrepresenting themselves. The same rule also applies to IDs that look tampered with by the person.

However, you may not confiscate the device used to present a falsified digital ID. Instead, you must record the details.

You should report false IDs should be reported to OLGR. To do so, you will do the following steps.

1. Confiscate the physical ID or download the digital ID.
2. Complete the confiscation report from the [Business Queensland](#) website.
3. Lodge the report together with the confiscated ID to OLGR. The owner of the ID may claim the confiscated ID from OLGR.

Below is a case study on how to handle and report a minor that has just presented a potentially falsified proof of age document:

Case Study: Sneaky Minor

Even if the proof of age document appears to be real, you take the time to check for the authenticity of the ID. Before allowing the customer entry to the premises, you check the ID for signs of tampering. This includes changing surfaces, especially on the areas indicating dates or showing the photo.

You notice that the date of birth is blurred in the ID you are checking. This is a possible sign that the driver's licence is fake. You ask the customer to sign on a piece of paper so you can compare it with the signature on the ID.

Upon checking, you notice that the two signatures do not match. You refuse the customer entry and confiscate the ID given these two factors. You then consult with the establishment's management, and the ID is submitted to the Office of Liquor and Gaming Regulation together with a confiscation report.

1.3 Provide Customers With Accurate Information on Alcoholic Beverages According to House Policy and Legislation



It is part of the establishment's duty of care to provide accurate information about the alcoholic beverages it serves to customers. Generally, alcoholic beverages refer to drinks and refreshments that contain 'ethanol.' They can be grouped into the following:

Beers
<ul style="list-style-type: none">• Brewed from cereal grains• Includes:<ul style="list-style-type: none">• Ales• Lagers• Sahti

Wines
<ul style="list-style-type: none">• Fermented from grapes and other sources• Includes:<ul style="list-style-type: none">• Fortified wines• Champagnes

Distilled beverages
<ul style="list-style-type: none">• From distillation of fermented alcoholic liquors• Includes:<ul style="list-style-type: none">• Rum• Gin• Brandy• Whiskey

Accurate information on alcoholic beverages you must provide to customers includes the following:

Alcohol by volume (ABV)

- How much ethanol is in a given volume of the alcoholic beverage

Serving size

- Volume of the vessel containing the alcoholic beverage

Ingredients

- Substances used in making the alcoholic beverage
- Note that some customers cannot consume certain ingredients in some beverages due to culture or allergies

Price

- Amount of money customers have to pay for the alcoholic beverage

Another important concept in providing information on alcoholic beverages are 'standard drinks' or standard way by which servings of alcohol are determined. Under Australian law and as prescribed by the National Health and Medical Research Council (NHMRC), a standard is always equal to a drink with 10 grams of pure alcohol.

The serving volume, alcoholic percentage and number of standard drinks per serving vary per alcoholic beverage. For your reference, this is further discussed in Subchapter 2.1.

There are also unacceptable practices for serving alcohol in Queensland. Liquor Act section 142ZZ(2) defines them as the following:

- promotions that encourage irresponsible drinking (e.g. drinking the shelf, all you can drink)
- pouring alcohol directly into the patron's mouth (e.g. layback)
- promotions that have emotive descriptions that promote irresponsible drinking (e.g. thirsty Thursday, drink till you drop)
- providing free drinks that promote irresponsible drinking
- practices that discourage a patron from monitoring their drinks (e.g. serving in jugs without glasses)

For more information about the specific standard drinks for different alcoholic beverages, refer to Subchapter 2.1).

Men are advised to drink no more than two standard drinks in the first hour and once per the next hour. Meanwhile, women are advised to have only one standard drink per hour.

Another thing to note is that there are undesirable products in Queensland. The Liquor Act bans the sale and supply of these undesirable products in Queensland. These are:

- Any liquor that is in powdered or crystallised form.
- Any liquor jelly product that is sold by licensed premises for take away
- Any liquor jelly sold or supplied in a syringe or syringe-like packaging.
- Any product containing liquor in a flexible tube bearing a name that includes either or both of the words 'go' or 'vodka'.

Business Queensland updates its page as changes are made. Ensure regularly checking on the website.

For a product to be considered undesirable, there are four criteria the government of Queensland uses. These are:

- Products that may look attractive to minors.
- Products that are most likely to be mistaken as confectionery or soft drink.
- Products that may have special appeal to minors or young people.
- Products that the general public may declare as undesirable products.

Based on [Ban on undesirable liquor products](#) used under CC BY 4.0 © Business Queensland

All this information can be provided via face-to-face interaction with customers as they order. These can also be provided in signages and advertising materials within the establishment.

Signages are publicly displayed announcements and information, while advertising materials refer to physical or online persuasive promotions.

Your signages and advertising materials must follow the regulations laid in the establishment's house policies and relevant liquor legislations. The establishment's websites and posted signages must, for instance, give accurate information about the drinks served. Websites and signages must also provide reminders to drink responsibly and reiterate house rules on responsible drinking (e.g. prohibited ordering and drinking behaviours).

Make sure that signages and advertising materials that provide information on alcoholic beverages served are consistent with requirements in the liquor legislation of Queensland. The use of signages is further discussed in Section 2.2.2.

To help you further understand the above discussion, read the case study below.

Case Study: Asking the Bartender About Alcoholic Drinks



Suppose that you are a bartender, and a customer approaches you and asks you about the whiskey on the menu. Being the bartender, you should now be able to clearly inform them about the following:

- Whiskey's ABV typically ranges from 40% up to 68%. It is a hard liquor with relatively high alcohol content.
- The standard serving size for whiskey is 30 mL.
- Whiskey typically contains barley (or other types of grain) and yeast to which some are allergic.
- The price of a standard serving of whiskey

While you are at it, you can also remind them of the responsible drinking practices and prohibited behaviours and point out signages that highlight both.

1.4 Assist Customers With Information on Non-Alcoholic Beverages Available for Purchase



It is important to be able to offer a range of non-alcoholic or low alcohol beverages to your patrons. This is not only a great way of slowing down the intoxication process (see subsequent chapters for more information on this), but this is also mandatory. Having non-alcoholic and low alcohol beverages available will also ensure that you are able to provide beverages to those that are driving or the non-drinkers.

Apart from water and soft drinks, several non-alcoholic beverages could be considered (depending on your establishment) to be included on your drinks list. Some of them are:

Mocktails

Juices

Shakes

Non-alcoholic
wines

Teas (iced and hot)

Coffee (iced and
hot)

- **Mocktails**

These are cocktails that contain no alcohol made up from juices, sodas and infused waters.

- **Juices**

These are refreshments made by extracting the natural liquids in fruits and vegetables.

- **Shakes**

These cold drinks blend milk, yoghurt, or ice cream with other sweet ingredients.

- **Non-alcoholic wines**

These are wines that do not contain ethanol.

- **Teas (iced and hot)**

These are made by pouring hot water over tea leaves.

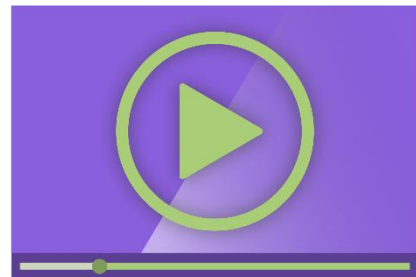
- **Coffee (iced and hot)**

These are brewed drinks prepared from roasted coffee beans.



Multimedia

There are a lot of non-alcoholic beverages that customers can enjoy. The video below classifies them into three different categories. You can watch it and use it to introduce the beverages to customers.



[Classification of Non alcoholic beverages: Stimulating, Refreshing, Nourishing](#)

In general, you would need to provide customers the following information regarding the non-alcoholic drinks available:

Price per service

- Amount they have to pay for the non-alcoholic beverage

Serving size

- Volume of the vessel containing the non-alcoholic beverage

Ingredients

- Substances used in making the non-alcoholic beverage

Dietary considerations

- Special concerns customers have regarding specific drinks

If promoted well, there is still plenty of profit to be made from non-alcoholic drinks. Water must be available to your customer either for free or at a reasonable cost. A reasonable cost is generally no more than what you would charge for a soft drink of the same volume.

To help you understand the discussion better, the following case study is provided:

Case Study: Asking the Bartender About Non-Alcoholic Drinks

Suppose that you are a bartender, and a customer approaches you and asks you for a cold and sweet non-alcoholic drink to slow down their alcohol consumption.

Upon asking, you further learned that the customer is lactose intolerant and thus cannot consume drinks with milk or dairy products. An option you can go to is to serve them cold juice. In such a case, you must provide her with the following information:

- The price of a glass of cold juice
- The volume of one serving of cold juice (non-standard)
- The fruit or vegetable from which the juice was extracted (e.g. orange, carrot) plus other ingredients
- An assurance that the juice does not contain any lactose

1.5 Identify Issues on Sale or Service of Alcohol to Different Customers, Especially Those at Risk



Excessive alcohol has a negative effect on many different people. It is vital that you are aware of these effects. Familiarise yourself with the factors and the different customer groups affected.

1.5.1 The Impacts of Alcohol on the Physical and Mental Health of Individuals Who Drink to Excess

Alcohol is an addiction-inducing substance that can result in serious health harms. This is true especially when it is consumed excessively. Alcohol consumption is linked as a cause of more than 200 diseases and injuries.

Physically, excessive alcohol intake has been found to cause the following long-term effects:

- Cardiovascular diseases
- Various forms of cancer (e.g. oral cavity, larynx, liver)
- Diabetes
- Liver diseases

In addition, excessive alcohol intake has also been known to cause the following long-term mental effects:

- Anxiety
- Depression
- Interference with antidepressant medication

1.5.2 The Impacts of Alcohol on the Workplace Productivity of Individuals Who Drink to Excess



\$3.5 billion a year is lost due to low productivity of Australian employees (Alcohol and Drug Support Line, 2020). More specifically, this low productivity is caused by excessive alcohol consumption. Excessive drinking impairs many cognitive skills critical at the workplace. It severely reduces one's concentration, problem-solving skills and judgement. Individuals suffering from alcoholism are prone to display undesirable workplace behaviours such as:

Absenteeism

Low productivity

Vulnerability to long-term health risks

In addition, excessive drinking ruins the workplace as a whole. It also negatively impacts the relationship of an alcoholic with their workmates. This is further discussed in Subchapter 4.6.

1.5.3 The Impacts of Drinking on Particular Groups Who are at Heightened Risks

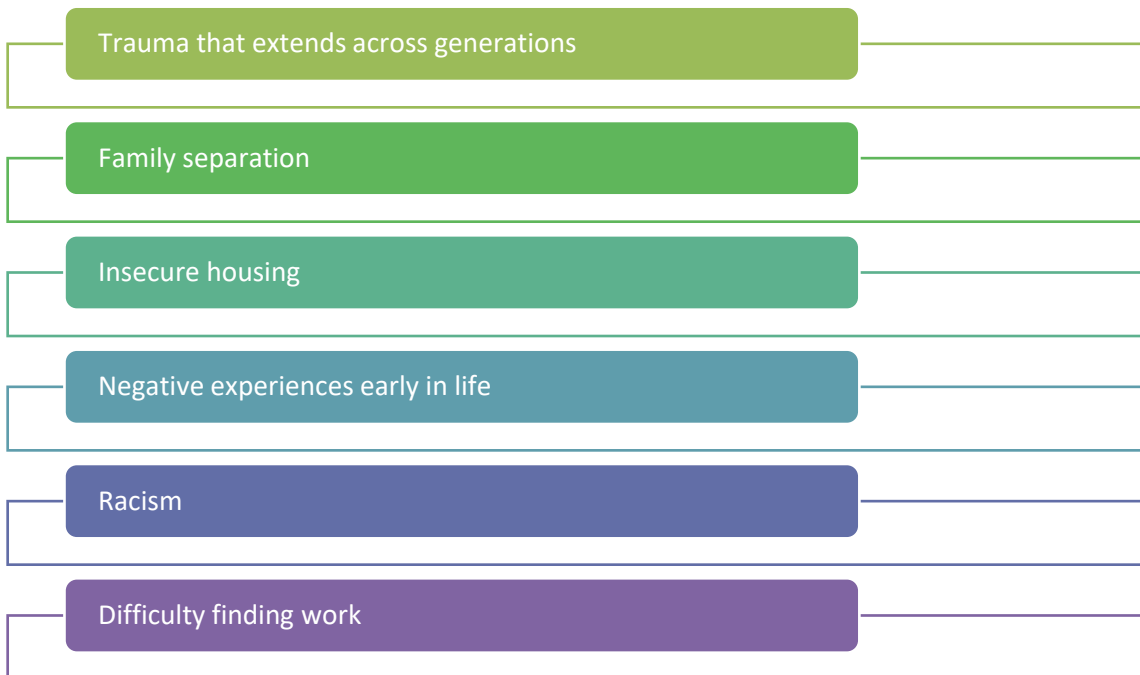
Excessive alcohol intake negatively affects certain groups more than others. It is important to familiarise yourself with them and understand why they are at risk of the adverse effects of excessive drinking. As much as possible, you must also prohibit them from further alcohol intake.

Aboriginal and Torres Strait Islander Communities

These include indigenous Australians whose familial heritage can be traced to native groups that have lived in the country long before British colonisation. Although they are less likely to consume alcohol compared to other Australians, one study found that those who do are more likely to drink in excess (Australian Institute of Health and Welfare, 2021).

As you have learned, excessive alcohol intake has long-term effects on physical and mental health. It causes chronic illnesses such as those related to the liver. According to the Bureau of Statistics (2014), liver diseases are the ninth leading cause of death among Aboriginal and Torres Strait Islander peoples.

Their social and economic conditions also make it harder for them to break their alcohol abuse. Because of their status in the community, drinking alcohol can lead to societal and mental effects such as:



People Affected by the Consumption of Illicit and Other Drugs

The consumption of illicit and other drugs with excessive intakes of alcohol results in worse and sometimes life-threatening effects. Marijuana, for example, reduces nausea. This inhibits the body's ability to remove harmful toxins by vomiting. This also increases the body's threshold for vomit responses. As a result, the amount of toxins in the body increase.

Another common drug is methamphetamine. This drug masks the sedating effects of alcohol. It causes people to drink past the point where they would otherwise stop. Such increased alcohol consumption makes people more susceptible to alcohol poisoning.

Pregnant Women



At no point should pregnant women drink during their pregnancy. Alcohol can result in serious conditions that can harm the mother and the unborn child.

More specifically, excessive drinking:

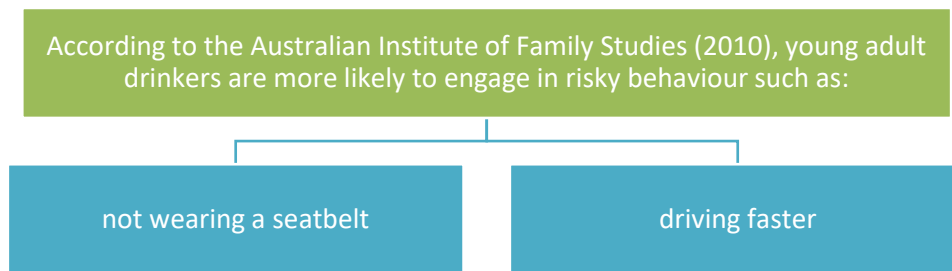
During first three months of pregnancy can cause fetal alcohol spectrum disorders (FASDs)

Can also cause miscarriage or stillbirth

Young People

Compared to adults, young people's bodies are yet to be fully developed. They are more susceptible to health risks. This includes physical and mental harm from alcohol. The brain develops up to a person's mid-twenties. Therefore, drinking alcohol as a teenager can increase the risk of brain damage. This can affect motivation, impulse control, and the likeliness of addiction.

Alcohol also puts young people's safety at risk. There is a high likelihood of unsafe sex under the influence of alcohol. This can expose the youth to sexually transmissible infections [STIs] or unplanned pregnancies. Additionally, alcohol also leads to higher chances of drink driving.



Based on Young people taking risks in the drivers seat used under CC BY 4.0

© Australian Institute of Family Studies (AIFS) on behalf of the Commonwealth of Australia

When selling or serving alcohol, ensure to be mindful of these things. This will enable you to understand how the drinks you are serving may affect them. For your reference, further information on the factors discussed here is found in Subchapter 3.2. To help you understand the discussion better, the following case study is provided:

Case Study: Tending to a Customer at Heightened Risk

Suppose an early adult Aboriginal enters the establishment and begins ordering alcoholic beverages. You must be aware enough to recognise that such a customer is at a heightened risk of alcohol's negative impacts because of their (a) age and (b) ethnicity (Aboriginal).

Whilst it is not illegal for them to be sold and served alcohol, a good practice for the establishment is to:

- Approach customer at heightened risk
- Inform them of the heightened risk they face
- Actively remind them to decrease alcohol intake.

Here is a sample spiel that staff can say to them:

'Good evening, Sir!

We here in the establishment would like to take care of you and protect you from the dangers of excessive alcohol consumption. Please be reminded to drink moderately and within the allowed limits.

Please do not hesitate to approach us if you have concerns about enjoying your stay here without being intoxicated. We would be happy to help. Have an enjoyable night!'



Notes

Key Points: Chapter 1

- There are legislative requirements and codes of conduct on liquor that you must follow in Queensland. These provide information on licensing, sale and delivery of alcohol, opening and closing hours, noises and disturbances.
- Responsible service of alcohol (RSA) allows liquor-serving establishments to create a safe environment for taking part in alcohol-related activities.
- RSA training and certification of personnel has many benefits. These include ensuring safety, minimising risks and improving overall customer satisfaction.
- Establishments are not allowed to sell or serve alcohol to minors or those purchasing on behalf of minors. Check for proof of age documents and make sure that suspected minors submit acceptable ones.
- You must always provide all customers with accurate information about the alcoholic beverages you serve. This includes drinks' alcohol content by volume (ABV), serving sizes, ingredients, and prices.
- It is important to offer your patrons a range of non-alcoholic or low alcohol beverages, including designated drivers and non-drinkers.
- Be mindful of issues on the sale or service of alcohol to specific customers. This includes Aboriginal and Torres Strait Islander Communities, pregnant women, young people, and people affected by the consumption of illicit and other drugs.

Activity 1

1. List down the four most common sources of noise that cause disruption to neighbouring establishments.

a.
b.
c.
d.

2. Briefly describe the information on non-alcoholic drinks you must provide to customers.

a. Price per service	
b. Serving size	
c. Ingredients	
d. Dietary considerations	

3. Identify at least one effect of excessive drinking on a pregnant woman.

To view the answers to this activity, [click here](#).



Learning Checkpoint

Now that you have finished this chapter, let's do some learning exercises.

Get **your Learning Activity Booklet** provided with this Learner Resource. Complete the learning activities for this chapter.

For guidance and additional instructions with these activities, talk to your trainer/assessor.



As with other businesses, liquor-serving establishments hold the duty to care for their customers, especially those who drink alcohol. It is part of their responsibility to mitigate the bad effects of alcohol on their customers and the neighbouring community.

Fulfilling such responsibility requires them to know industry requirements and the professional standards on determining the volume of standard drinks or samples. They must professionally encourage their customers to drink within appropriate limits.

To prevent customers from being intoxicated and exposed to the dangers of excessive alcohol consumption, establishments must:

- Be aware of erratic drinking patterns linked to intoxication
- Monitor customers' emotional and physical states for signs of intoxication and use of illicit or other drugs
- Decline requests for alcohol to be dispensed irresponsibly.

2.1 Use Knowledge of Industry Requirements and Standards to Determine Volume for Standard Drinks or Samples



As previously mentioned, a standard drink is any drink containing 10 grams of alcohol. One standard drink contains the same amount of alcohol. This amount is regardless of the container size or alcohol type (beer, wine, or spirit). A standard drink is a unit of measurement. One standard drink measures a particular amount of alcohol consumed.

The term 'standard drink' should not be confused with a 'serving' of alcohol. The latter is often much larger. For example, a standard drink of wine is about 100 mL. On the other hand, a glass of wine served on licensed premises is often at least 130 mL. Generally, 10 grams of alcohol approximately equals 12.5 mL of pure alcohol). A standard drink is also not the same for different glass sizes.

The law requires proper labelling all cans, bottles, and casks containing alcoholic beverages. The label should contain the approximate number of 'standard drinks' they contain. Where possible, it is also important to be aware of the standard drinks in alcohol sold on tap (e.g. draught beer).

In serving standard drinks, it is also crucial to conform with the following:

- **Industry requirements**

These are the common practices of establishments in the liquor-serving industry.

- **Professional standards**

These are sets of practices and technical criteria professionally followed by liquor-serving establishments and staff across the country.

The table below provides the numbers of standard drinks by alcohol type, along with the serving volume and alcoholic percentage.

Alcoholic Beverage	Serving Volume (in mL)	Alcoholic Percentage	Number of Standard Drinks per Serving
Large glass of full-strength beer	285 mL	4.8%	1.1
Standard serve of red wine	100 mL	13.5%	1.0
High-strength straight spirit	30 mL	40%	1.0

Sourced from *Standard drinks*, used under CC BY 4.0. © The State of Queensland 2022



Further Reading

To read even more about standard drinks, you can access the website below.

[Standard drinks guide](#)

Some establishments offer liquor samples or small portions of liquor for customers' sipping and tasting. Liquor samples are usually free and unlimited, although personnel need to look out for customers who frequently consume drinks from the sample area.

In preparing standard drinks and liquor samples, you would also need the following measuring tools or equipment:





- **Egg cup**
This is a small cup with a stand that usually measures 50 mL.
- **Jigger**
This is an hourglass-shaped measuring tool that can contain 1.5 ounces (approximately 44 mL) of alcohol.
- **Weighing scale**
This allows you to obtain accurate measures of the weights of drinking servings.
- **Nip**
This is a small bottle that normally can contain 30 mL of liquor.
- **Sample glasses**
This includes shots, shooters, rocks and other tiny glasses that contain alcohol samples for sipping and tasting.
- **Electronic dispensing and measuring devices**
These include appliances such as shot dispensers that hold multiple liquor bottles and dispense standard amounts.

2.2 Encourage Customers to Drink Within Appropriate Limits in a Professional Manner



It takes 5 to 10 minutes to initially feel the effects of drinking alcohol. As a person consumes more, they lose their capacity to control their behaviours. This reduction in capacity often leads to inappropriate and dangerous behaviours. Such changes may affect individuals and also the broader community.

The general public often forgets that alcohol is toxic (poisonous). Excessive alcohol consumption can cause short and long-term harm to a person's health. As such, you must make an effort to encourage them to drink within appropriate limits. In doing so, you have to do it professionally. Meaning you do it respectfully with a high commitment and care for the customers.

2.2.1 Legal Drink and Drive Limits

You must be aware that there is a legal limit on the amount of alcohol people who drive can intake. Awareness of the concept of 'blood alcohol concentration' or BAC is also important. BAC refers to the amount of alcohol present in the bloodstream.

A BAC of 0.05% means 0.05 grams of alcohol is present in every 100 millilitres of blood. The legal BAC limit across Australia is 0.05%.

A larger person will have more body fluids, such as water in their body and blood in their bloodstream, which dilutes the alcohol. A person with more mass may drink the same as a person with less mass, but their BAC would likely be lower.

Consuming alcohol at a faster rate than one standard drink per hour may cause rapid rise of BAC. This is because the body can only process one standard drink per hour. Therefore, drinking four standard drinks in an hour can take four hours to sober up to zero BAC.

Generally, the human body can process one standard drink of alcohol per hour. As a rule of thumb:

For men, two standard drinks in the first hour, then one standard drink every hour after should be the limit.

For women, no more than one standard drink per hour should be the limit.

This will increase blood alcohol concentration (BAC) to approximately 0.05%. If a male customer consumes a standard drink per hour after this, their blood alcohol level will remain very near 0.05%. Keep in mind that this is an approximation only and should by no means be used to calculate your BAC accurately.

The list below presents the people who must follow the zero BAC limit in Queensland.

Learner licence holders

Provisional and probationary licence holders

Class RE licence holders for the first year of holding a motorbike licence

Restricted licence holders

Licence holders subject to a 79E order

Interlock drivers

Driver trainers while giving driver training

Unlicensed drivers

There are different ways to encourage customers, especially those who are driving, to drink within appropriate limits, including:

- Using signages
- Giving verbal encouragement
- Providing promotional messages such as those in your websites

2.2.2 Use of Signages

When constructed visually appealing and clear, signages allow you to remind your customers about responsible drinking constantly. Many of the key agencies involved in liquor regulation provide and require free signages for you to download, print and then display at your licensed premises. They cover aspects such as:

- Bring Your Own (BYO) and takeaway alcohol
- Identified organisations
- No alcohol for minors
- Noise restrictions
- Refusal of service
- Patron and venue safety.

Other relevant optional signages include the provision of free water to avoid intoxication and those reminding customers to drink moderately and observing the legal drink and drive limit.

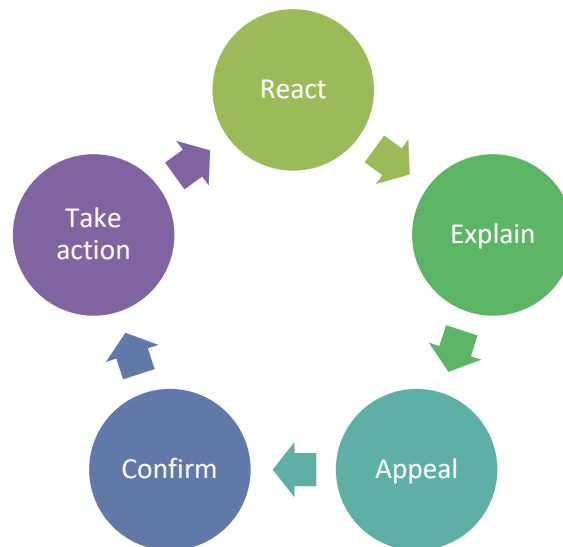


The [Queensland Government](#) provides in-venue signage on their website. You can download and print them for posting on your establishment. Examples of these in-venue signages include the following:

- Drink in limit
- Dine and drink in limit
- ID scanning on entry and re-entry
- False ID sign
- Selling alcohol fines sign
- Refuse entry sign
- Under 18 not permitted sign
- Liquor in permit area

2.2.3 Verbal Encouragement

Another tried-and-tested way for you is to remind your customers verbally about the appropriate drinking limits. A good guide for you to follow is the 'REACT procedure':



1. Request

Track order volumes and request customers who have unusually high rates of orders to slow down and explore the non-alcoholic drink options (and food) that the establishment offers.

2. Explain

Reiterate why it is important for them to slow down and drink moderately. Ensure to mention the legal drink and drive limits.

3. Appeal

Say 'please' and remind them that the establishment holds the right to refuse service to customers who drink excessively.

4. Confirm

Keep track of customers' behaviour and prepare to implement interventions if they do not change.

5. Take Action

If excessive drinking persists and results in intoxication, be ready to refuse sale and service and ask those who display inappropriate behaviour to leave.

Meanwhile, here are procedures you can observe to assist customers in being aware of and having non-alcoholic beverages to slow down their intoxication:

Make sure that they are visible, accessible and affordable for everyone.

In mixed drinks, make alcoholic ingredients optional instead of being a standard.

Try sponsorships from non-alcoholic beverage companies to increase non-alcoholic options in your menu.

Consider offering hot beverages too.

Make it a standard protocol for bartenders and waiters to remind the customers to have non-alcoholic drinks every once in a while.

The case study below illustrates the discussion in this subchapter.

Case Study: Reminding Customer to Drink Within Limits

Suppose a male customer drinks way beyond the advised rate (not more than two standard drinks in an hour for men). He is yet to be intoxicated and is so far able to communicate and understand you properly. Here is an example of how you can verbally remind them to drink at a responsible rate:

'Good evening, Sir!

It has come to our attention that you have been ordering too much of our alcoholic drinks in a short span of time. We advise you to please drink not more than two standard drinks in an hour to avoid being intoxicated and asked to leave the premises. Please wait for the next hour before reordering liquor. In the meantime, may we interest you in complimentary snacks and some juice? You are also invited to play at our pool table or try the karaoke booth.

Thank you!'

2.2.4 Websites

There are several rules requiring you to remind customers about responsible drinking. These rules apply to your promotional messages and platforms such as websites. To be aligned with RSA principles, websites must observe the following:

- Messages must not be designed to appeal to minors.
- Designs, motifs or characters in the promotion must not be attractive to minors
- Messages must not be indecent nor offensive
- Messages must not exhibit the supply of liquor in non-standard measures
- Messages must not encourage irresponsible drinking likely to cause intoxication
- Messages must not wrongly communicate the following:
 - Free alcohol
 - Extreme discounts
 - Discounts only available for a short period of time
- Messages must always be in favour of public interest and safety.

The OLGR can impose conditions on a licence to prohibit promotional activity where:

- Drinks are offered free or at reduced prices
- Practices encourage the irresponsible consumption of alcohol.

Licensees or permittees should not engage in unacceptable practices or promotions for alcohol. Ensure incorporating this information in your house policies and procedures.



2.3 Identify Erratic Drinking Patterns as a Sign of Possible Intoxication and Take Appropriate Action



Intoxication refers to the state wherein a customer's normal capacity to act or reason is inhibited by the effects of alcohol. Under the Liquor Act 1992 of Queensland, there are two general provisions for considering a person 'unduly intoxicated':

- The person's speech, balance, coordination or behaviour is noticeably affected.
- There are reasonable grounds for believing the affected speech, balance, coordination or behaviour is the result of the consumption of liquor, drugs or another intoxicating substance

Sourced from the [Queensland Legislation](https://www.legislation.qld.gov.au/) website at 10 December 2021, ssed under CC BY 4.0. For the latest information on Queensland Government legislation, please go to <https://www.legislation.qld.gov.au/>

It is part of the establishment's duty of care to prevent the intoxication of its customers and provide assistance to those who would ever be. As such, you would need to be on the lookout for the early signs of intoxication and take appropriate action.

Erratic drinking patterns or irregular and chaotic patterns when it comes to ordering and drinking alcohol are important signs for you to monitor. Always watch out for the following erratic drinking patterns:

Mixing a wide range of drink types

- Different alcoholic beverages can be absorbed at different rates. Mixing them can cause drinkers to lose track and experience a greater degree of intoxication.
- Keep tabs on customers who order different drink types while drinking.

Drinking quickly and in quick succession

- The faster a customer drinks alcohol, the higher the chances of intoxication.
- Be mindful of customers who finish drinks quickly and continue to order more.

Ordering more than one drink for own consumption

- Customers should only order one drink at a time for their personal consumption.

Consistently returning to the tasting site to request more samples

- Tasting sites should be regulated since they can be easily used to overindulge in alcohol.

Ordering multiple samples

- Customers should only order one sample at a time.

Ordering large samples

- Samples should be in standard size.

Ordering 'triple shots' or extra-large drinks

- Triple shots refer to quick succession of drinking multiple shots of alcoholic beverages. Extra-large drinks refer to serves that are 'filled to the brim,' especially when the glasses used are already hefty in size.
- Such intake of large samples drives intoxication.

Here are appropriate actions for assisting intoxicated or almost intoxicated customers:

- **Talking to the customer or their company**
Alert them and their company to regulate intake and practise responsible, moderate drinking.
- **Briefly explain your responsibilities**
Outline the house policy on responsible drinking. Emphasise that they are obligated to comply with establishment policies if they wish to stay on the premises longer and not be expelled.
- **Promoting non-alcoholic drinks**
Refer customers to non-alcoholic drinks such as soft drinks, juices, mocktails or hot beverages.
- **Offering low-alcoholic beverages**
Suggest low-alcoholic drinks or half measures instead of heavy and full alcohol servings.
- **Offering water**
Recommend that they have glasses of water between alcoholic drinks.
- **Offering food**
Recommend that they have complimentary or other snacks while drinking.
- **Slowing down service**
Discreetly delay service of alcohol to pre-empt intoxication.
- **Advising other staff**
Report to other staff and the manager your assessment of the customers' drinking patterns.

The case study below will help illustrate the discussion in this subchapter.

Case Study: Dealing with an Erratic Drinker

Suppose that a female customer is displaying the erratic drinking behaviour of mixing a wide range of drink types (i.e. tequila, beer and vodka). You must approach her and implement a couple of appropriate actions to prevent her intoxication. Specifically, here are some actions appropriate for you to execute:

Request a short talk with the customer in a less public place so as not to embarrass her.

Inform her that the establishment has noticed her behaviour of mixing a wide range of drinks. Explain why this increases her chances of being intoxicated. Mixing drinks prevents her from properly tracking her alcohol consumption rate.

Inform her that her orders are now tracked, and she is required to stick to a specific type of liquor (e.g. beers, wine or distilled drinks). Refer her to the snacks, non-alcoholic drinks and recreational activities offered by the premises to slow down her alcohol absorption.

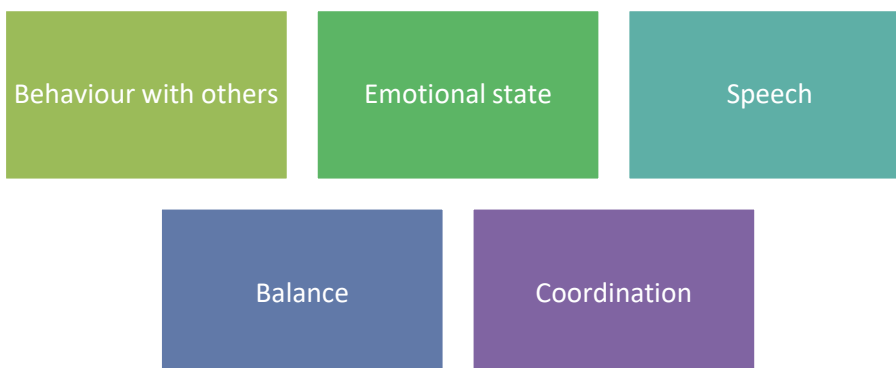
2.4 Monitor Emotional and Physical State of Customers for Signs of Intoxication and Drug Use



In addition to erratic drinking patterns, you would also need to be on the lookout for emotional and physiological signs of intoxication among your customers. These are urgent health concerns that you might have to mitigate and address.

2.4.1 Signs of Intoxication

Intoxication causes impairment in a person's many abilities. It affects the following:



An intoxicated person is usually unable to control the signs they show. They let loose and are more mindless. Here are some signs of intoxication to watch out for:

- **Behaviour with others**

This includes noticeable changes in how someone interacts with the people around them. Specific behavioural signs include:

Using offensive language

Annoying/pestering others

Overly friendly

Loss of inhibition

Inappropriate sexual advances

Drowsiness or sleeping at a bar or table

Vomiting

Drinking rapidly

- **Emotional State**

When intoxicated, one's mood or emotional expression changes. Specifically, be mindful of those who are:

Rude

Aggressive

Hostile

Argumentative

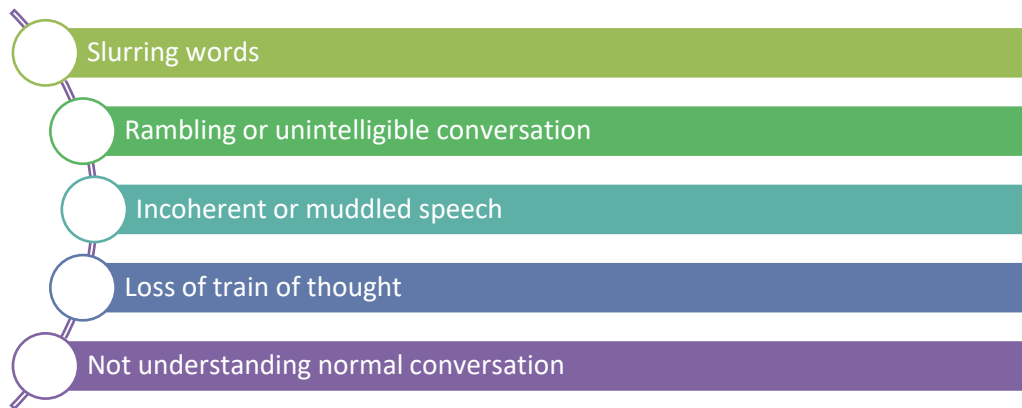
Offensive

Bad tempered

Physically violent

- **Speech**

How someone engages verbally with others changes when they are intoxicated. Specifically, take note of:



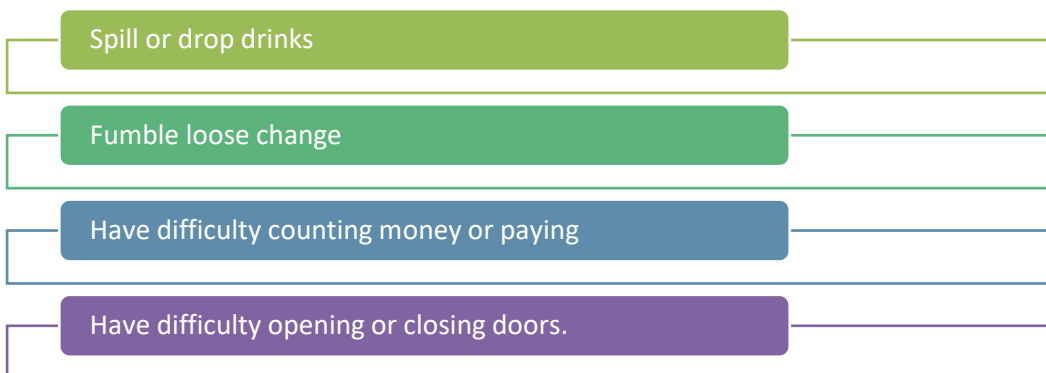
- **Balance**

An intoxicated person loses control of body movements. Commonly, they lose the ability to stay upright. You can notice things like:



- **Coordination**

The ability to move several body parts together lessens when intoxicated. Coordination tends to be less smooth and more inefficient. An intoxicated person tends to:



2.4.2 Signs of Illicit or Other Drug Use

Recreational and illicit/illegal drugs (i.e. highly addictive and unlawful substances) are primarily used by young adults. However, you also need to consider that many population members are prescribed potent drugs for heart complaints, blood pressure and pain relief.

The duty of care of the server includes ensuring that patrons are not injured in the venue. The interaction of alcohol and other drugs can lead to a greater risk of injury. Recall, for instance, how substances like marijuana and methamphetamine can aggravate excessive alcohol intake and its negative physical, emotional and behavioural effects. It always pays to be aware of such issues and take action as soon as possible for the safety of the patron, others in the venue and yourself.

Here are other illicit substances and their side effects:



- **Depressants**

These drugs inhibit the function of the central nervous system. Side effects of their use include:

Reduced reaction time

Reduced concentration

Drowsiness

Difficulty processing information

Difficulty doing more than one thing at a time.

- **Stimulants**

These drugs raise activity levels of the central nervous system. If taking this, one will likely experience:

Attention difficulties

Tendency to fidget

Aggressive and dangerous behaviour

Increased risk taking

Over-confidence.

- **Psychedelics**

These drugs change perception, mood and also cognition. Use of these can lead to:

Slurred and confused speech

Blurred vision

Reduced coordination

Some other tell-tale signs to identify if someone has been taking illicit and other drugs are:

Dilated pupils

Excessive consumption of water

Erratic, hostile and/or aggressive behaviour

Periods of unusual mental and emotional states

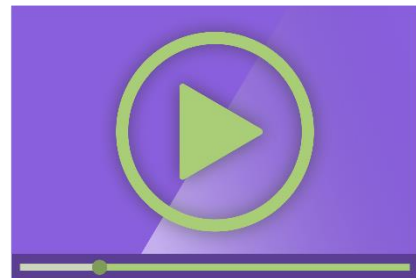
When a customer displays any number of these signs, you must follow your organisation's process for refusing service and removing them from the premises.



Multimedia

Alcohol and drug use have an effect on your body. Moreover, abuse of these substances can negatively impact your brain. Watch the video below to learn more.

[How Drug and Alcohol Abuse Affects the Brain](#)



2.5 Offer Food and Non-Alcoholic Beverages in Accordance With House Policy



Servers can prevent and mitigate the intoxication of alcohol through some strategies. These strategies include serving food and non-alcoholic beverages as an alternative to alcohol. Food intake prevents alcohol from passing too quickly into your small intestines. This, in turn, keeps you from getting intoxicated too easily.

Non-alcoholic beverages are good alcohol substitutes to prevent intoxication. Be sure to incorporate substitute drinks in your house policies. You can do this by posting signages or giving verbal suggestions to customers.

As much as possible, offer food and non-alcoholic drinks as early as the customers' first order. Then, constantly follow up now and then. Subchapter 1.4 contains more information about non-alcoholic beverages. The subchapter also provides some tips on how to offer them to customers.

Here are appropriate opportunities to offer food and non-alcoholic beverages to customers:

- **As soon as customers enter**

Upon entering the premises, you can make it a standard house practice to introduce them to the menu. Inform customers of the food and non-alcoholic drinks available for the day. It also helps if you can point to visual displays of the menu to entice customers to order.

- **As they enjoy their orders**

Have waiters and DJ remind drinking customers to order in-house snacks. This helps prevent intoxication.

- **As they reorder alcohol**

You may offer non-alcoholic beverages when customers plan their next alcohol serving. It is the perfect time to remind them to slow down. Provide information on your non-alcoholic products.

In general, minimise interrupting them during an activity like karaoke or pool tables. It would also be off-putting to disturb them while socialising with one another.

It is also advisable for you to incorporate a couple of provisions regarding the offering of food and non-alcoholic beverages in your house policy. Specifically, you can include a 'Food and Non-Alcoholic Beverages' section containing the following:

- The establishment shall serve a minimum of two to three sets of snacks and four to five kinds of non-alcoholic beverages during trading hours. These should always be sold at reasonable prices.
- The establishment shall offer free, unlimited water 24/7.
- During special occasions and holidays, the establishment shall offer complimentary snacks for set orders of alcoholic beverages.
- The establishment shall regularly promote and inform the customers about the food and non-alcoholic beverages offered throughout the day.

Case Study: Offering Food and Non-Alcoholic Beverages

Suppose you are the bartender again, and a customer who has already ordered two servings of hard liquor in an hour and a half approaches the bar to order for another one. You must remind them to have some food or non-alcoholic drinks so as not to be unduly intoxicated. Here is a spiel you can use when trying to remind them:

'Hello Sir!

I've noticed that you've already had two strong drinks in the last hour and a half. As part of establishment policy, may I interest you in our food and non-alcoholic beverages? You need to wait a little longer for your next drink or you might be unduly intoxicated. Take a look at our menu!'

2.6 Decline Requests for Alcohol to be Irresponsibly Dispensed and Advise Customers of the Reasons for Refusal



There are times when you may need to reject requests for alcohol from customers. In such cases, you must ensure that your reasons are justified. You must also ensure following the proper procedures for refusing service.

2.6.1 Requests for Alcohol to be Dispensed in an Irresponsible Manner

The establishment has the duty and option to decline request for alcohol. This option applies when the service encourages excessive consumption of alcohol.

These include providing alcohol to people who:

- Have shown signs of undue intoxication or early signs of erratic drinking patterns
- Request serving sizes of alcoholic beverages beyond the recommended provisions.

Depending on your house policy, you may even have the right to deny service to customers who drink irresponsibly. Examples of these people are people who stubbornly display erratic drinking patterns. The same also applies to people showing signs of use of illicit and other drugs. Denying service to these customers keeps the establishment safe and peaceful.

2.6.2 Declining Requests and Advising Customers of the Reasons for the Refusal

Engage the person in a conversation first before you refuse or stop them from drinking. This helps you identify possible causes and signs of intoxication. It ensures you are not unlawfully discriminating against a person (e.g. based on mental or physical status).

Different establishments may have different procedures for refusing service to a customer. In doing so, ensure professionalism and courteousness when talking to the customer. Below are general steps you can follow when refusing service:



1. Identify the situation.

Quickly gather information about the customer, specifically:



2. Calmly decline the request and explain.

Explicitly state and explain the reason for the denial of the request. Use the appropriate communication methods outlined in the next discussion.

3. Inform supervisor and other staff.

Immediately relay the details of the request decline to the supervisor and other personnel for documentation.

4. Offer alternatives.

The customer does not automatically need to leave the premises. You may let them stay if they abide by the house policies. You can offer them non-alcoholic drinks, food or activities.

5. Remove patron if needed.

The customer, however, might be unduly intoxicated and display unruly behaviour. In such cases, eviction from the premises is necessary (see more in Subchapter 4.3).

Through the process, it is advantageous to use other methods available to you. These include mandatory signage, fact sheets and advertising material. You may supply or point out these extra materials to customers while talking with them.

When refusing service, it is important to remain calm and communicate well. Aggression will only worsen a tense situation. Being calm and talking in an even tone may reduce the chances of a customer responding violently.

Avoid physically touching a customer or using aggressive body language. The former can cause them to feel attacked or constrained. Remember that alcohol heightens the emotional reaction of customers. As such, you must avoid touching a patron to prevent any physical conflict.

On the other hand, aggressive body language may threaten or insult the patron. They are more likely to comply with refusal of service if you have open body language and a calm tone.

Remember to:

- Maintain proper physical distance from the customer
- Use welcoming gestures (e.g. relaxed shoulders and nods) instead of confrontational ones (e.g. pointing fingers).

Here are specific communication methods you can use in refusing service:

- **Using open and non-aggressive body language**

Use non-verbal cues that demonstrate that you do not mean any harm. More specifically:

Use an open stance to indicate that you are open to discussion

Maintain eye contact to show that you are concerned

Maintain proper posture to show that you are respecting the interaction.

- **Taking the person away from an audience**

It is best to move customer into a private space. Here, you can inform them that they are to be denied notice. You can do this by:

Notifying the customer when they approach the bar

Bringing customer to private area to tell them that they are to be barred service.

- **Blaming the refusal on 'the law'**

Gently remind the customer of the laws they must comply with by:

Emphasising the requirements of the law to justify refusal of service

Reiterating the offences and penalties that the customer might face if they would not abide.

- **Monitoring the reactions of other customers**

Observe how customers in the vicinity react to the situation. Ensure that the customer being refused service does not feel attacked or put on the spot. You can do this by:

Checking if there are small groups who are watching a situation unfold

Noting if there are onlookers who seem to be talking about the situation unfolding.

- **Picking early warning signs and intervening before the person is intoxicated**

Stay observant. Detect and address irresponsible drinking behaviour before it leads to intoxication. Ensure to always:

Suggest non-alcoholic beverages when customers are drinking alcohol at excessive rates

Regulate customers' entry at the tasting area and keeping sampling sizes small.



- **Using tactful language**

Talk to customers respectfully. Use words that will not make them feel patronised, demeaned or judged. This includes:

Acknowledging the customer using their name

Avoiding derogatory terms associated with intoxication (e.g. drunk, drunkard, etc.)

Avoiding terms that make value judgements of the customer’s behaviours (e.g. irresponsible, tactless, etc.).

Here are some additional do’s and don’ts to follow in declining requests:

Do’s	Don’ts
<ul style="list-style-type: none"> ▪ Be polite at all times. ▪ Point to available posters/signages to reinforce your decision. ▪ Explain the reason for service refusal. ▪ Offer (if appropriate) non-alcoholic beverages or phone a taxi or a friend to drive them home. ▪ Ensure they leave the premises safely and do not hang around outside. ▪ Enter incidents relating to refusal of service in a logbook, especially those involving threats or aggression. ▪ Advise management and other staff that the person has been refused service to ensure they are not served liquor by someone else. 	<ul style="list-style-type: none"> ▪ Persuade to give them ‘one last request’ after you have stated they have had enough. ▪ Agree to let the person finish their drink. ▪ Raise your voice. ▪ Put off refusal hoping that the customer will leave after the next drink. ▪ Judge them. ▪ Think the matter is over because you have verbally addressed it.

Case Study: Refusing Service to an Intoxicated Customer

Suppose that an obviously intoxicated customer is rudely demanding you to take his order and provide him more alcoholic drinks. He raises his voice and asks to speak with the establishment's management. How would you control this situation and properly decline his request for alcohol?

A key detail here to take note is that the customer is already exhibiting signs of intoxication. While the customer is not physically violent, his verbal actions and raised voice reflect his potentially compromised cognitive ability to understand the situation. As such, the first thing you need to do is to isolate him so as not to cause a commotion in the venue. Afterwards, without using physical contact or aggressive language, explain to him why the establishment is not serving him alcohol anymore. Say, for instance:

'Sir, since you are obviously progressively drunk, we cannot provide you alcohol anymore. We are sorry, but this is only in compliance with the Liquor Control Act 1992.'

To prevent the escalation of the tension, make sure to involve his friends if there are any. As discussed in Chapter 4, you would also need to ask him to go home and provide assistance in his transport. You should be ready to deploy establishment security or crowd control to control him if he still refuses to leave the establishment.



Notes

Key Points: Chapter 2

- As part of industry requirements and professional standards, you must always serve alcohol on a standard drink basis.
- Use signages, give verbal reminders and provide accurate information on establishment websites to ensure customers drink within appropriate limits.
- To avoid intoxicated customers, look out for signs of erratic drinking behaviours.
- Look out for the emotional and physical state of the customers. Intoxication affects behaviour, speech, balance and coordination.
- To prevent intoxication, regularly offer food and non-alcoholic beverages to customers.
- Be prepared to decline requests for alcohol by intoxicated customers. In declining, use calm communication methods.

Activity 2

1. Briefly describe each listed measuring tool or equipment used in preparing standard drinks and liquor samples.

a. Egg cup	
b. Jigger	
c. Weighing scale	
d. Nip	
e. Sample glasses	
f. Electronic dispensing and measuring devices	

2. Outline seven erratic drinking patterns to watch out for.

a.
b.
c.
d.
e.
f.
g.

3. Outline the general steps for refusing service to a customer.

To view the answers to this activity, [click here](#).



Learning Checkpoint

Now that you have finished this chapter, let's do some learning exercises.

Get **your Learning Activity Booklet** provided with this Learner Resource. Complete the learning activities for this chapter.

For guidance and additional instructions with these activities, talk to your trainer/assessor.

Chapter 3: Assess Alcohol Affected Customers and Identify Those to Whom Sale or Service Must be Refused



Monitoring the state of your customers is important in the liquor business. You must know if they are reaching their drinking limit. Check if they are causing disruption or threatening the safety of people on the premises. Customers who behave poorly must be treated properly and warrant appropriate action. In these cases, you may refuse them a sale or service.

In doing so, you must assess the intoxication levels of the customer. Ensure using appropriate methods during the assessment. You must also analyse the factors that affect their responses to alcohol. Only by doing this would you properly identify customers to whom sale or service must be refused.

3.1 Assess Intoxication Levels of Customers Using Appropriate Methods

In general, it takes a healthy adult an hour to break down one standard drink of alcohol. For men, it is advised to drink no more than two standard drinks in the first hour and then no more than one for the next hours. Meanwhile, women are advised to have only one standard drink per hour.

As part of the establishment's duty of care, you are required to take care of your customers and assure that they avoid, or are provided assistance if they ever reach, intoxication.

Intoxication levels can be assessed through three methods that have been previously discussed. These methods involve observing:

Drinking purchases and patterns

Changes in behaviour

Changes in emotional and physical state

When using these methods, ensure to act appropriately. Subchapter 2.3 provides guidance in dealing with intoxicated or nearly intoxicated customers.

Case Study: Checking if a Customer is Intoxicated

You suspect that a customer is intoxicated. He is starting to be clumsy and display passive gestures. You observe him smiling without purpose and unable to maintain eye contact.

How can you assess with certainty that he is intoxicated? While the best solution is to subject the customer to a breathalyser or blood test, this can be too intrusive and impractical. As such, you can resort to the three methods discussed above.



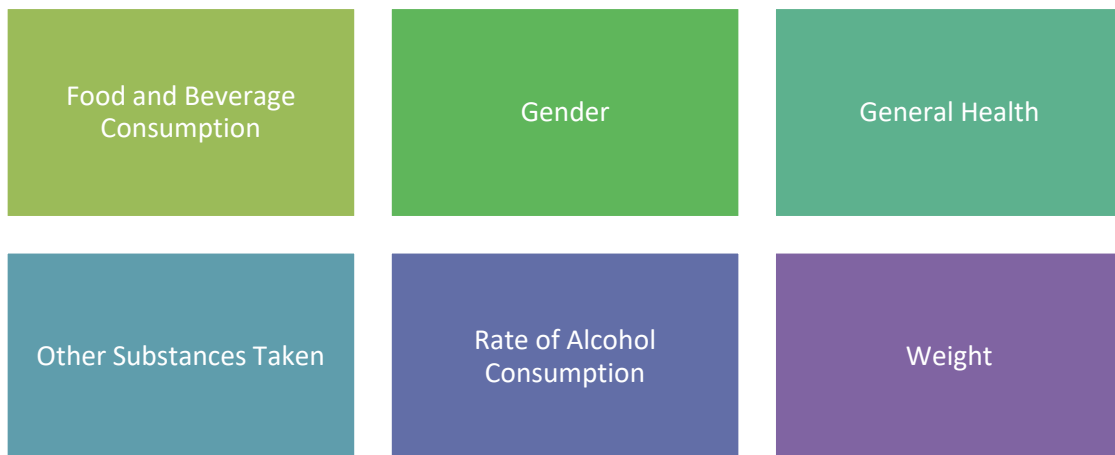
Specifically, you can decide to:

- Ask the staff serving him to provide a report on his order history and details (take note of drinking pattern, range of drinks taken and rate of drinking).
- Look for behavioural changes (in this case, he is already demonstrating a slowing down of coordination, alertness and balance, which all point to intoxication).
- Look for emotional and physical changes (lack of inhibition and excessive passivity are also signs of intoxication).

3.2 Identify Factors That May Affect Individual Responses to Alcohol



As previously mentioned, there are several factors that affect individual customers' responses to alcohol. Specifically, you must take note of the following:



- **Food and Beverage Consumption**

What you eat and drink affects how you react to alcohol. Drinking on an empty stomach will hasten the absorption of alcohol. Eating before or while drinking slows alcohol absorption.

Certain food and beverages can also have additional effects. For example, carbonated drinks (e.g. soda and tonic water) will speed up alcohol absorption

- **Gender**

Physical differences between men and women cause alcohol to have different effects. Compared to men, women:

Have less of the enzyme (alcohol dehydrogenase) that metabolises alcohol.

- This means alcohol remains in their blood stream longer.

Tend to have a higher percentage of body fat.

- This reduces the percentage of lean body mass that can distribute the concentration of alcohol.

Carry less water in their bodies (50% of total weight, vs. men at 60%).

- This means that alcohol is slightly more diluted in the body of a man.

- **General Health**

A person's health conditions also affect alcohol's impacts on them. Genetic deficiencies in certain enzymes (e.g. alcohol dehydrogenase and aldehyde dehydrogenase) and other health conditions can reduce the body's ability to process alcohol.

You should also note how hydration and sleep levels affect response to alcohol:

Hydration Levels

- When dehydrated, alcohol enters the bloodstream more easily.
- Alcohol intake causes you to urinate more, so you must drink water.

Lack of Sleep

- If you lack sleep, your alcohol tolerance lowers.
- Mental effects of intoxication will be enhanced.
- You are likely to be extremely exhausted after drinking.

When you lack sleep, you have a lower level of blood alcohol concentration (BAC). This means impairment brought about by intoxication is experienced at lower levels.

Other Substances Taken

Intake of other substances while drinking can impact the effects of alcohol. It is essential to be cautious, especially when you are on medication. For example, drugs like aspirin, ibuprofen or acetaminophen are metabolised by the liver just like alcohol. If you take these while drinking, there will be a bottleneck in the liver. Drugs will not be processed correctly, and bi-products will be created. These will kill liver cells and metabolise alcohol more slowly.



- **Rate of Alcohol Consumption**

High rates of alcohol consumption over short periods will overwork your body. Its ability to metabolise alcohol will be impaired. Once it reaches its threshold, it will shut down. This will significantly increase the rate of intoxication.

- **Weight**

Body weight determines how much space your body has to diffuse alcohol: the higher your body weight, the lower your blood alcohol concentration.

Case Study: Assessing Factors Affecting Impact of Alcohol

Suppose a young female customer with no signs of intoxication approaches the bartender but does not know what to order. She has been in the establishment for two and a half hours and has had four drinks consisting of cheap vodka with peach juice (one-ounce drinks). She also looks approximately 120 pounds. What would you advise her?

You must advise her to slow down and have food and non-alcoholic drinks for the current hour. A couple of factors make her prone to intoxication. They include her gender, high rate of consumption and light weight. Factors such as an empty stomach, lack of hydration and other substances she might have taken before going to the establishment can also aggravate this.

3.3 Identify Customers to Whom Sale or Service Must be Refused According to Legislation

As mentioned in the previous chapters, establishments may refuse service to certain customers. Refusal of service is part of the establishment's duty of care to all its customers. It is also part of compliance with legal obligations.

In Queensland, the following people may be refused of sale or service.

Suspected minors without valid proof of age documents

Persons submitting falsified or tampered proof of age documents

Unduly intoxicated customers or customers who are showing signs of intoxication

Persons deemed threat to safety by the licensee

Persons banned from licensed premises due to court, police, or venue-imposed bans.

Failing to refuse service following the reasons above may result in being fined. In some cases, you may even face prosecution (i.e. serving alcohol to minors). These events can compromise your establishment's environment, staff, and other customers to risks. More information about refusing sale or service to customers can be found in Subchapter 4.1.

You also have the option to deny service if the establishment is at full capacity. However, you must be mindful of customers you cannot refuse service to. The law prohibits you from refusing service based on colour, race, citizenship, sex, gender, disability, or veteran status. Doing so is a form of discrimination.

Case Study: Refusing an Intoxicated Customer's Request

Suppose a male customer who is stumbling a lot and talking in a slurred manner orders another drink. Evidently, the customer is already intoxicated, and any further consumption of alcohol will put them and other people in the establishment at risk. Here is a spiel you can use to refuse their order:

'Hi, sir!'

'I'm sorry, but I can't serve you another drink. You are losing your balance and slurring. We have the duty to protect you and everyone's safety by preventing you from being further intoxicated.'

'Please try our food and non-alcoholic beverages in the meantime. If you want to go home already, we would also be happy to assist you. We can arrange your ride home. Thank you!'





Notes

Key Points: Chapter 3

- It is part of the licensee and the establishment's duty of care to monitor and assess customers for potential intoxication.
- Factors that affect customers' response to alcohol include food consumption, gender, general health, rate of consumption, intake of other substances, weight and hydration levels.
- Use the factors above to assess whether or not you should sell or serve alcohol to customers.
- Deny sale or service to customers as necessary. This includes customers who are intoxicated, displaying signs of intoxication, rowdy, violating house policies or are banned from the premises.
- Failing to refuse service to those above can result in your establishment being fined or even prosecuted. It also puts you and your staff at risk.

Activity 3

1. List the three things to observe when assessing a customer's intoxication levels.

a.

b.

c.

d.

2. Briefly describe the effect of drinking alcohol on an empty stomach.

3. Outline the different customers who must be denied services according to laws in Queensland.

To view the answers to this activity, [click here](#).



Learning Checkpoint

Now that you have finished this chapter, let's do some learning exercises.

Get **your Learning Activity Booklet** provided with this Learner Resource. Complete the learning activities for this chapter.

For guidance and additional instructions with these activities, talk to your trainer/assessor.

Chapter 4: Refuse to Provide Alcohol



It is your duty to maintain the peace and safety of the establishment. This includes minimising alcohol-related harm. As such, you must refuse to provide certain customers with alcohol. You must ask some of them to leave the premises as necessary. In doing so, you would need to observe professional communication. You may use verbal warning and provide appropriate service (especially for intoxicated customers).

In certain difficult situations, you would need to practise appropriate communication and conflict resolution skills. In some cases, the situation would be beyond your scope of responsibility and thus must be referred to appropriate persons. In doing so, it is crucial to:

- Promptly identify the situations that pose a threat to the safety or security of colleagues, customers or property
- Seek assistance from appropriate colleagues

4.1 Refuse Sale or Service in a Professional Manner, State Reasons for the Refusal, and Where Appropriate Point Out Signage



You have the responsibility to refuse sale and service of alcohol to customers compromising the establishment's security or those who are intoxicated.

4.1.1 Refusing Sale or Service Professionally and Stating Reasons for Refusal

As previously discussed, you have the legal and ethical responsibility to deny sale or service to customers such as minors, intoxicated patrons and the like. In doing so, however, you still need to proceed with utmost care, respect and politeness. A useful guide in refusing is the 'TAKE CARE' procedure:

1. Tell early

Prevent the need to refuse sale or service by monitoring early intoxication signs. Identify early intoxication and start to take proper interventions such as offering food, water and non-alcoholic beverages.

2. Avoid put-downs

Do not embarrass the customer to whom you need to refuse sale or service. Avoid being judgemental and provoking them. Always talk to them personally in a private space.

1. Keep calm and remain polite

Make sure that you tone down in explaining to them. Keep in mind and refer back to the communication methods you should use as discussed in Subchapter 2.6.

2. Ever cautious

Observe how the customer is responding to your refusal. Avoid trying to intimidate them and project a friendly and concerned persona.

3. Clarify refusal

Always explain the basis of your refusal in a warm manner.

4. Alternatives

Do offer food, water or non-alcoholic beverages. In certain cases, you would need to assist them (e.g. call a taxi for them) (refer to Subchapter 4.2).

5. Report

Coordinate with the other staff and the management to ensure that refused customers cannot reorder and are provided adequate assistance. Keep an incident register or customer log in for documentation.

6. Echo

Remind regular customers next time on what went wrong and why you had to refuse service to them.

*Sourced from [Responsible Service of Alcohol \(RSA\) obligations poster](#), used under [CC BY 4.0](#).
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As always, you would have to be sure about the reasons for the refusal. Different groups of intoxicated customers, for example, would require special procedures:

Group of Intoxicated Customers	Additional Procedures in Refusing Service of Sale
Those in emotional or physical distress	These customers are already experiencing the physical and emotional impacts of intoxication. As such, they may not have full cognition and ability to control their situation. This results in their vulnerability, irritability, or lack of restraint (e.g. violent actions). When this happens, immediately cut service. Inform the customer's company of their condition, and check if they need any assistance (e.g. first aid, ride home).

Group of Intoxicated Customers	Additional Procedures in Refusing Service of Sale
<p>Those with no food consumption during extended service of alcohol</p>	<p>With these customers, the goal is to prevent them from reaching severe intoxication. You must constantly offer them food and non-alcoholic alternatives. In addition, employ delaying tactics (e.g. removing glasses before coming back, not giving multiple order tickets) to prevent them from being more intoxicated</p>
<p>Those who appear to be under the effect of illicit substances or other drugs</p>	<p>Isolate the customers as the combination of intoxication and drug use can result in great risks such as accidents and violent behaviour, harassment of staff and other customers. Assess if they need medical attention and immediately assist them in sobering up and going home.</p>

4.1.2 Pointing Out Signage

A sure-fire way of making it clear why you are refusing customers sale or service is to point at establishment signages and remind them of their responsibility to abide by them the moment they enter. Ensure to provide and constantly point out the signages previously discussed. In Queensland, licensed premises should have signages about alcohol and the establishment. These signages must be easy to see or locate in the establishment. These signages include the following.

- Liquor licence permit details
- View RAMP sign
- ID scanning collection notice
- CCTV in use sign



Further Reading

In Queensland, there are different signages required by the law to be put up in your establishment. This may vary depending on your licence. However, access the link below to learn more about this requirement in Queensland.

[Signages that licensed venues must display by law | Business Queensland](#)

In addition, generally, there are text requirements that must appear in your RSA warning signages, such as the following:

Group of Intoxicated Customers	Additional Procedures in Refusing Service of Sale
Sale or supply of liquor to minors prohibited (within licensed premises)	No alcohol can be sold or supplied to anyone under 18. It's against the law.
Minors prohibited in bar areas of hotels and clubs	No one under 18 is allowed in this area. It's against the law.

Presented below are examples of signages required in establishments with general licence.

Signage	Specific Text or Description
Under 18, fines apply	Under 18? Fine apply if you drink alcohol at this venue. You \$3,446 Staff \$11,028 Management \$34,462 We can't afford that, can you?
ID scanning on entry and re-entry	Stepping outside? Take your ID with you. ID scanning laws require your ID to be scanned every time you enter the venue.
Refusing to leave	If you refuse to leave when asked you can be fined \$6,892. No more. It's the law.

Sourced from *In-venue signage for liquor licensees*, used under CC BY 4.0. © Business Queensland



Further Reading

The Justice and Attorney-General has published several signages requiring licensed establishments to post. These signages help inform customers of RSA and fines for violating the law. Access the link below to gain full access of these signages.

[In-Venue Signage for Liquor Licensees](#)

4.2 Appropriately Assist Customers When Refusing Service



Your responsibility in refusing sale or service to certain customers does not stop after stating the refusal’s reason or pointing out signages. Upon refusing, you are also obligated to provide assistance necessary for the customers’ health and safety. Specifically, you must provide the following depending on the situation:

Type of Assistance	Guidelines in Providing Assistance
<p>Assisting the customer to connect with their designated driver or companions</p>	<ul style="list-style-type: none"> ▪ Ask the customer if they have any companions and if you can have their numbers. ▪ Ask if the customer is aware of their companions’ whereabouts. ▪ Help the customer locate their designated driver or companions. <p><i>You can ask around if customer is not aware of the whereabouts of the customer’s companions. You can also make use of the establishment’s public address system, if any.</i></p> <ul style="list-style-type: none"> ▪ Offer the establishment telephone if they need to contact their designated drivers or companions.

Type of Assistance	Guidelines in Providing Assistance
<p>Offering alternatives to alcohol including food or non-alcoholic drinks</p>	<ul style="list-style-type: none"> ▪ Periodically drop in to offer the table a round of water. ▪ Ask the customer if they also want food or non-alcoholic drinks to help them sober up. ▪ Offer free bar food such as nuts.
<p>Organising or providing relevant information on transport for customers wishing to leave</p>	<ul style="list-style-type: none"> ▪ Check current procedures if establishment has any commissioned taxi services. ▪ Provide customer common commute routes for reaching their destination. ▪ Arrange for car pickup using third-party applications. ▪ Ask for updates from the driver. ▪ If you have customer logs and they contain customers' emergency contact numbers, you can also inform people close to the customer.

Below is a case study to further illustrate how you can assist customers when refusing service.

Case Study: Assisting an Intoxicated Customer with No Company

Suppose a proven intoxicated customer is within the premises. They have no company and no designated driver too. They have been asked to leave the premises and need assistance in going home. How can you properly assist them in minimising the harm they might face and bringing to the local area?

You must never leave the customer after they have exited the premises. You cannot leave them roaming around the premises. It is best to arrange their transport by picking up a cab for them. In addition, ask for the contact details of someone who lives with the customer or an emergency contact person to check if the customer successfully arrives home. Call the contact person, update them about the customer's condition, and request to be updated upon arrival at their house.

4.3 Verbally Warn and Ask Customers to Leave Premises According to House Requirements, the Specific Situation, and Legislation and Regulations When Needed



There may be cases where all means to accommodate customers and keep them on the premises (e.g. refusing their orders) have failed and the best option is to evict someone out of the establishment. Specific situations may warrant you to ask certain customers to leave. These include when a customer is:

- Using or threatening violence
- Disturbing the enjoyment of other patrons
- Disorderly or not abiding by premises' rules
- Breaking the law
- Using disgusting or offensive language.

In Queensland, it is an offence against the patron to enter the premises once they are refused entry. If the patron insists, the management may contact the police or use reasonable force to evict the person.

Evictions, however, must be preceded by verbal warnings as it is unfair to request someone to leave the premises without any warning of some sort. Always check out the establishment's 'escalation plan' that lays out your sequence of procedures in dealing with customers that have to be requested to leave. Normally, establishments will give a couple of warnings before giving an explicit final one.

Verbal warnings should contain:

An identification of the customers' problematic behaviour or condition

An explanation on why such behaviour or condition violates house policies or legislation

A declaration that eviction will be done if they do not alter their behaviour.

You can let them stay if they change their behaviour. If they do not, you would need to request them to leave and observe these procedures:

1. Concisely explain to the customers why they are being asked to leave. Identify the legal and house requirements that they are violating.
2. Notify the friends of the customer of what is happening. You would need their assistance in handling the intoxicated or misbehaving customer.
3. Determine the transportation of the leaving customer. In some states, you are not obligated to provide transportation. However, in the interest of the local community, do not let the intoxicated or misbehaving customer roam around.
4. Follow the person to the door, but do not physically contact them unless you would need to exert necessary and reasonable force.
5. Ensure that the customer is safe outside the premises by contacting the designated driver or their friends.

As the last step in evicting a customer, record the incident in your incident records or refusal logs. The records will help you learn from the experience. You may brainstorm to find ways to prevent the event from recurring. The records can also serve as evidence when authorities request it.

Ensure to record the following:



After removing a specific customer, the establishment also has the right to bar or to ban them from re-entering the premises again, either temporarily or permanently. In Queensland, there are three levels of bans that can be imposed on a patron. These are:



- **Court imposed ban**

Legislations allow the courts to ban a patron to a licensed premise. The imposed ban can stem from a drug-related offence. The length of the ban can be up to a year or longer depending on the offence committed.

- **Police-imposed ban**

The Police Powers and Responsibilities Act 2000 bestows power the police force to ban persons from licensed premises. The ban duration may last for no longer than a month if it applies to a certain event. However, the police may amend banning notices depending on the circumstances.

- **Venue-imposed bans**

Licensees are also granted the power to ban patrons. This is especially true if the customer poses a threat or danger to customers of the premises.

When banning patrons, you need to observe the following procedures:



1. Fill out the banning order.

As mentioned earlier, the court, police, and licensees can ban patrons from licensed premises. Ensure logging the information and narrative of the incident before lodging it with the police force (if necessary).

2. Notify the banned customer.

Immediately inform the banned customer and explain the reason and terms of the ban. Ensure to provide them with a copy of the order as well.

3. Log the details of the banning order.

You must also document the bar internally. Be sure to include important details such as the barred customer's name, address, date of birth, and reason for being barred.

4. Inform the other personnel.

Finally, ensure to communicate the ban to other personnel to ensure that they are aware and will not mistakenly let the barred customer in.

Below is a case study to further illustrate the discussion in this subchapter.

Case Study: Evicting a Rude Customer

Several customers have complained about a male customer that has been disturbing them in their booths. You have given the customer two stern verbal warnings and must now give them your final verbal warning. Here is a spiel you can follow:

'Sir,

I have warned you twice about your offensive toward other customers, and now I am giving you your third and final warning. If you continue to behave rudely and disturb other customers, the establishment will not hesitate to evict you as per our house policy.'

Suppose that the customer did not correct his behaviour. Here is a spiel you can then use to communicate the eviction:

'Sir,

I now have to escort you out of the premises. It is part of our house policy to evict customers that are disturbing the peace and safety of the establishment. Kindly pack up your things and proceed with me to the exit.'

If the customer is drunk, however, make sure to ask for an emergency contact and his ride home. Be prepared to arrange his ride in case he does not have one. Do not stop monitoring him until he has successfully arrived home.

4.4 Use Appropriate Communication and Conflict Resolution Skills to Handle Difficult Situations

As with other establishments, there would be occasions that would require you to diffuse conflict. For instance, you would need to defend and explain a house policy to a stubborn customer. Thus, you would be required to practise special communication and conflict resolution skills.

4.4.1 Using Appropriate Communication Skills for Difficult Situations

Aside from the communication methods previously discussed in Subchapter 2.6, you would need to demonstrate these four general communication skills to handle difficult situations:



- **Active listening**

Make sure to fully concentrate on what is being said and give full attention to the speaker. Show that you are trying to understand their source of discomfort or complaints through smiling, maintaining eye contact, mirroring (i.e. reflecting their facial expressions) and projecting good posture.

- **Empathy**

Apologise for the difficult situation and express your intention to improve the situation for them. However, this does not mean that you would surrender and bend house policies for them.

- **Respect**

Tone down your voice and patiently hear them out. Make it clear that you see where they are coming from.

- **Negotiation**

Negotiation involves trying to achieve a compromise or a decision that satisfies all parties in the conflict. It is critical to negotiate to make the customer feel trusted and understood and prevent the conflict's escalation. Make use of open-ended questions and offer creative solutions.

Take note, however, that in dealing with intoxicated customers, it might be pointless and hard to communicate with them, given their cognitive and emotional state. It might be best to engage with their friends in such cases instead. If the customer is alone, practise your duty of care and execute measures in the interest of the customers' safety.

4.4.2 Using Appropriate Conflict Resolution Skills for Difficult Situations

Like in any business, you are bound to have customers who cause trouble or conflict. To settle these conflict scenarios, you must practise conflict resolution skills. These are verbal and non-verbal techniques to avoid agitation or fighting with intoxicated people.

Here are some that you can apply in difficult situations:

Patience

- This is the ability to stay calm and maintain a professional decorum while handling difficult situations.

Emotional management

- This is the ability to not be swayed by negative emotions like anger or frustration in order to neutrally handle difficult situations.

Impartiality

- This is the ability to be fair and equally treat other parties involved in difficult situations.

Open communication

- This is the ability to communicate with customers in a way that is not biased nor defensive of oneself or of the establishment.

Empathy

- This is the ability to see the situation from the other party's point of view and understanding where their actions and emotions are coming from.

Additionally, ensure to follow these four procedures:

Listen carefully to the complaining customer/s without interrupting.

Show that you understand them.

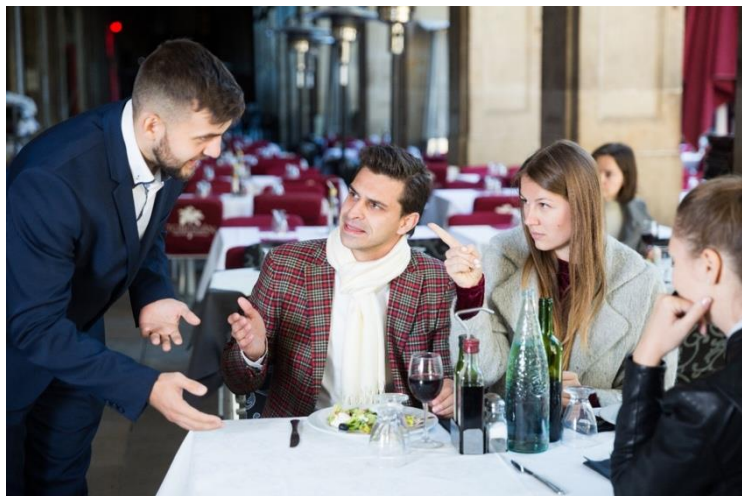
Apologise that they have to experience such uncomfortable situation.

Seek a solution that is amenable to them and the establishment's policies.

Always remain professional and practise politeness even if the customer starts to be disrespectful. Do not retaliate insults. Remember that the establishment has the right to refuse service or require customers to leave the premises. This is especially when they are being irrational and threatening to the place's security.

In most cases, customers drink by groups and you would be required to deal with a complaining group. In managing conflicts with large groups:

- Engage with them upon arrival and remind them of house policies.
- Be friendly and show interest.
- Set a specific area for them.
- Identify their point-person with whom you can coordinate.
- Make it clear that if one of them causes trouble or damage, they will all have to leave the premises.



4.5 Refer Difficult Situations Beyond the Scope of Own Responsibility to the Appropriate Person



You may encounter challenging situations that are beyond your scope of responsibility and thus need the involvement of other staff, such as management and security. One's scope of responsibility refers to the range of tasks and obligations one must perform as personnel of the establishment. To check for your scope of responsibility, you must review the following:

- Your job profile
- Organisational chart and hierarchy
- Internal standard operating procedures (SOPs) and protocols
- House policies and procedures

Situations regarding intoxicated customers or misbehaving ones, for instance, can get out of control and endanger the whole establishment's security and peace. Examples of other difficult situations include customers physically threatening others (e.g. through violence, those brandishing firearms) and customers causing brawls, altercations or conducting crime.

4.5.1 Inside the Establishment

Recall that different personnel in the establishment are responsible for different tasks. In cases where you need the aid of other personnel, you have the option to call the following:

Supervisor or manager

- They will authorise certain procedures or interventions regarding difficult customers.

Security

- They will help in physically containing the situation.

Public address personnel or DJ

- They will help facilitate crowd control.

You can communicate with them through the following notification systems:

Pagers

Signals (verbal and hand)

Button alerts

Phone calls

4.5.2 Outside the Establishment

Referring to the establishment's internal forces is the first option. However, some cases might be too dangerous or delicate. This includes mass violence, spiking of drinks and accidents. In such instances, you need to ask for the help of external persons. There should be a house policy on the proper plan for such situations. External sources that can be contacted include:

Police forces

- When breaking the law or violence is involved

Fire rescuers

- When there is a chance of fire or presence of other environmental hazards within the premises

Ambulance and medic

- When someone has been injured and needs medical assistance

There should also be established referral systems for contacting them. Usually, they can be reached via emergency buttons and speed dials. Posters with their contact numbers also help in referring and addressing emergencies promptly.

To further illustrate the discussion above, read the case study below.

Case Study: Handling a Violent Customer



Suppose a violent, intoxicated customer has started to throw punches and physically assault random customers within the licensed premises. Such a situation is not only difficult but also requires immediate, decisive action as the lives of your personnel and staff are in danger. What should you do?

You need to control the violent customer. Deploy establishment security (e.g. bouncers) to seize him and crowd controllers to direct the customers within the vicinity to a safer place within the venue. Personnel should also be designated to care for the hurt customers and provide them with first aid. An employee should immediately dial in the police and, if needed, fire rescuers or ambulance and medic.

The supervisor or manager should then quickly order the removal of the customer from the premises and their transfer to the local police forces. Do not release the customer to the locality.

After the emergency response, the establishment must:

- File the incident in an incident register
- Submit a report to the local police

The local police will investigate the incident and file necessary charges. Should the court or regulatory agency require the establishment's temporary closure in the name of public safety, kindly abide and cooperate with the investigation.

4.6 Promptly Identify Situations that Threaten Safety or Security of Colleagues, Customers or Property, and Seek Assistance from Appropriate Colleagues According to House Policy

Alcoholic beverages, in themselves, should not pose severe and life-endangering threats to people when drunk moderately and responsibly. Nevertheless, their irresponsible and excessive intake poses several threats to different people, not only on their drinkers. Threats refer to conditions that inflict pain, injury, damage, or other hostile action on people.

4.6.1 Public Interest and RSA

While irresponsible alcohol drinking mostly negatively impacts the drinker, the immediate surroundings and community are not spared from the harms and risks of excessive drinking. This is why there is always a public interest in regulating alcohol and ensuring its drinkers drink responsibly.

Actions that can negatively impact the community at large include actions that can:

Bring physical or emotional harm to individuals

Cause individuals to bring harm to others

Cause death

Deface public and private property

Affect livelihood and employment.

These actions can result in the following:

- Increased national crime rate
- Increase in unemployment and absenteeism
- Lower employment opportunities
- Heavier spending on repairs and policy development

The implementation of RSA helps in reducing the harmful effects of excessive drinking on the community. Recall that it aids in:

- Increasing the safety of customers and the public at large
- Reducing alcohol abuse
- Avoiding the potential destruction of public or private property, equipment or facilities.

4.6.2 Threats from Excessive Drinking

As previously discussed, alcohol and intoxication can present threats to other people and the bigger community aside from the drinker. Customers and establishments must be cautious and always remember that whenever someone drinks, potential harm to the immediate people and community rises.

Local Neighbourhood and Community

Intoxication and irresponsible alcohol drinking endanger community health. When you drink alcohol, your emotional state and behaviour are negatively affected. Intoxicated individuals have impaired brain functions and impulse control. Because of this, they are prone to the following:

Increased violent and antisocial behaviour

Alcohol-impaired driving accidents

Domestic, physical and sexual violence

Crime, vandalism and property destruction

Homicides

Establishment Premises

Failure to prevent and control intoxication inside the licensed premises is bad for business. Excessive drinking leads people to behave disruptively. Because of their noisy, boisterous or violent behaviour, the establishment can suffer. Damages to the property are likely to occur. These specifically include:

Destruction of public property

Destruction of tables and chairs

Vandalism

This can also increase the physical costs of running the business. For instance, there will be a need to heighten security measures.

Hospitality Venues and the Liquor Industry

Alcohol-related issues are bad for the whole hospitality and liquor industry. The industry's reputation will be damaged, resulting in lower sales and support. If unresolved, businesses can be forced to close.

Rampant alcoholism would also force the industry and its leading groups to re-evaluate industry requirements and standards. This is to potentially regulate alcohol more strictly. Liquor-serving establishments would be forced to incorporate more restrictive alcohol service regulations within their house policies.

Staff and Other Customers

Disruptive behaviour from intoxicated customers can literally endanger people's lives. Specifically, staff and customers of a business are put at risk when someone misbehaves due to excessive drinking. Some of the risks include:

Agrressive behaviour can make others feel unsafe

Excessive noise that turns off customers

Unsatisfying establishment experience

Having unsanitary facilities

Exposure to illicit and other substances

Sexual, verbal and physical harassment especially towards staff

Experiencing hostility and violence

Life-threatening accidents

Particular Groups of Customers Who are at a Heightened Risk

When left unaddressed, alcohol abuse can also cause a public health problem, especially because it exposes certain vulnerable societal groups to heightened risks. As previously discussed, young people and pregnant women all have developmental needs that alcohol exposure can severely impair, while Aboriginal and Torres Strait Islander communities risk facing social exclusion upon alcohol consumption. These more vulnerable groups need to be further protected from alcohol abuse's ill effects.

Those Around the Person Drinking to Excess

Alcoholism also ruins the drinker's relationship with people around them. It can even put those people's lives in danger. Specific ways that relationships are negatively impacted by alcohol abuse are listed below.

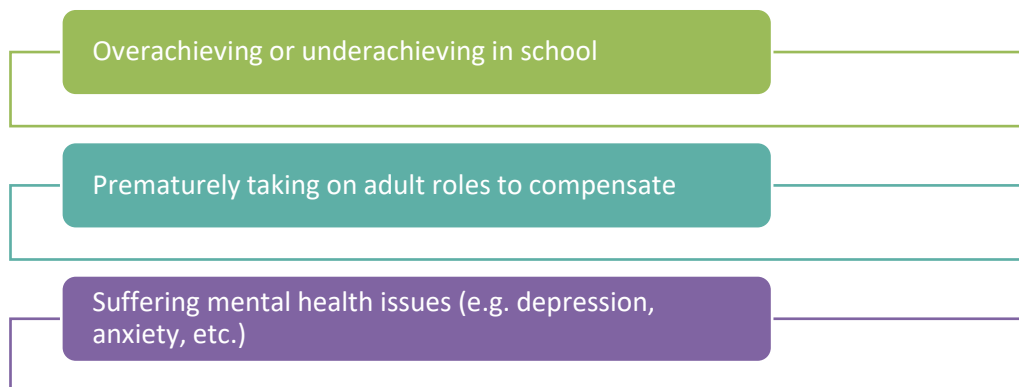
- **Spouses**

Issues between spouses that arise due to alcohol abuse include:



- **Children Living with Alcohol Abuser**

It is unideal for a child to be exposed to a loved one who drinks alcohol excessively. They can develop negative emotions due to alcohol abusers' erratic behaviour. Their daily routines can be disrupted too. This includes mealtimes, bedtimes and personal time. Their relationship or co-dependency to family member's alcohol abuse can also be impacted. Lastly, their own relationship to alcoholism can also develop. Specific negative effects they can experience include:



- **Friends**

Friendships can also be broken by alcoholism. Different mental, societal and financial issues emerge due to alcohol abuse. Specifically, there is risk of the following:

Financial instability can cause one to loan from friends

Aggression and violence can scare friends

Abusive actions can lead to friends experiencing trauma

When someone is alcoholic, there is a tendency to lose sight of everything else. Time and resources are spent on alcohol and relationships are no longer prioritised.

- **Colleagues or Co-workers**

Alcoholism also impacts one's workplace performance and relationships. Having a co-worker known to be an alcohol abuser can affect others in the workplace. The following negative effects can be observed:



Government Agencies

Different government agencies are also affected by alcohol abuse of others. Specifically, the four agencies impacted are:



Increased threats of alcohol abuse within states and territories trigger responses from government agencies. More specifically, the increase in alcoholism leads to an increase in drink driving cases. Each government agency must adjust accordingly to this.

For your reference, the impact of increased drink driving cases is discussed below.

- **Local Police**

Alcohol abuse leads to an increase in drink driving offences. This will also lead police to increase their security measures. These measures will help lessen drink driving cases by providing stricter rules to follow.

- **Health Facilities**

As incidents of drink driving increase, health facilities will deal with more casualties. Most incidents also occur at night. As such, the presence of medical staff is required at this time.

- **Road Authorities**

Road authorities must create rigid and comprehensive measures to address the effects of drink driving. These include:

Imposing more comprehensive policies to prevent drink driving

Creating more rigorous safety campaigns to encourage safe drinking

Deal with physical damage of national roads such as railings, postages and other forms of property

- **Local Councils**

Local councils must manage the impact of drink driving on the community at large. There are a lot of damages and repercussions they must take charge of, including:

Handling fines of damage to local property

Creation of policies and campaigns to prevent drink driving

Enforcing more rigorous penalties or fines for people caught drink driving

Read the case study below to understand the above discussion better.

Case Study: A Dangerous Customer

An intoxicated person poses a significant threat to the premises, everything inside it, and the local community within which it is located. Suppose you fail to properly evict a drunk, aggressive and violent customer and let them roam around the vicinity and drive on their own. Here are just some of the threats you might potentially bring to the whole locality:



- Harassment of other customers, staff and locals
- Crime inside and outside the premises
- Destruction of premises property
- Destruction of public property (e.g. community signs and lights)
- Road rage and public scandal
- Drunk-driving related accidents
- Drunk-driving related deaths
- Damage to public road property
- Domestic abuse

In order to prevent such a spillover of threats, you must:

- Properly ask the drunk customer to leave the premises (use of security forces is required)
- In case they have committed violence and chaos before leaving, call the local police forces (if needed, ambulance and fire rescuers too).
- Never leave them roaming outside and arrange their ride.
- Check their condition and look for need of first aid.
- Contact their relatives or friends and make sure that you track if they have successfully gone home.

4.6.3 Seeking Assistance from Appropriate Colleagues According to Organisational or House Policy



You may need assistance from your colleagues when:

- A difficult situation goes out of hand
- You need to contain threats from intoxicated customers.

Seeking assistance means asking your colleagues for help in addressing a problem in the establishment.

Generally, the appropriate colleagues you can seek assistance from include the following:

Supervisors and managers

Security forces

Bartenders, waiters and other staff

- **Supervisors and managers**

They oversee the whole establishment. Seek their help in critical situations that require important decisions such as:

- Conflict with customers
- Emergency situations that endanger the safety of people in the establishment

They are also the ones in the position to face authorities (e.g. government compliance officers) and represent the establishment.

- **Security forces**

They are physically skilled to control rowdy customers. They can help fulfil functions like:

- Checking for the age of customers refusing entry to intoxicated or banned people
- Evicting irresponsible customers

They might also be equipped to respond to emergencies that endanger everyone within the premises.

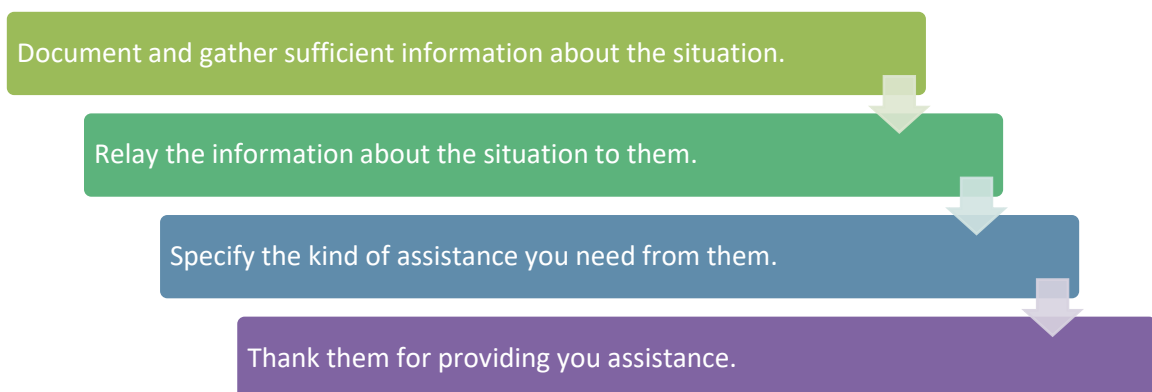
- **Bartenders, waiters and other staff**

They are the ones who interact the most frequently with the customers and are thus important in spotting problems before they escalate.

They can perform functions such as:

- Regularly communicating with customers to remind them of house policies
- Monitoring customers for signs of intoxication
- Promoting responsible drinking practices.

Whenever you are trying to seek for assistance from the personnel above, follow the procedures below:



Key Points: Chapter 4

- In refusing and stating reasons for refusal of service, follow the 'TAKE CARE procedure.' You can also point out signages on responsible drinking in the establishment.
- Assist intoxicated customers by connecting with their driver or companion, offering alcohol alternatives or organising/providing relevant information on their transport.
- Politely ask customers threatening violence or breaking the law to leave the premises.
- Difficult situations require you to use peaceful communication and conflict resolution skills. These include listening carefully, practising empathy, apologising and seeking a solution amenable to them and to the establishment.
- On some occasions, you must refer situations to appropriate people inside the establishment (e.g. supervisor or manager, security, DJ) or outside the establishment (e.g. police forces, fire, ambulance).
- Remember that alcohol abuse endangers not only the abuser but also their entire community.

Activity 4

1. List the three components of a verbal warning you will provide a customer who must leave the establishment.

a.

b.

c.

2. Outline the things you can do when managing conflict within large groups in the establishment.

3. Outline the different government agencies affected by alcohol abuse.

To view the answers to this activity, [click here](#).

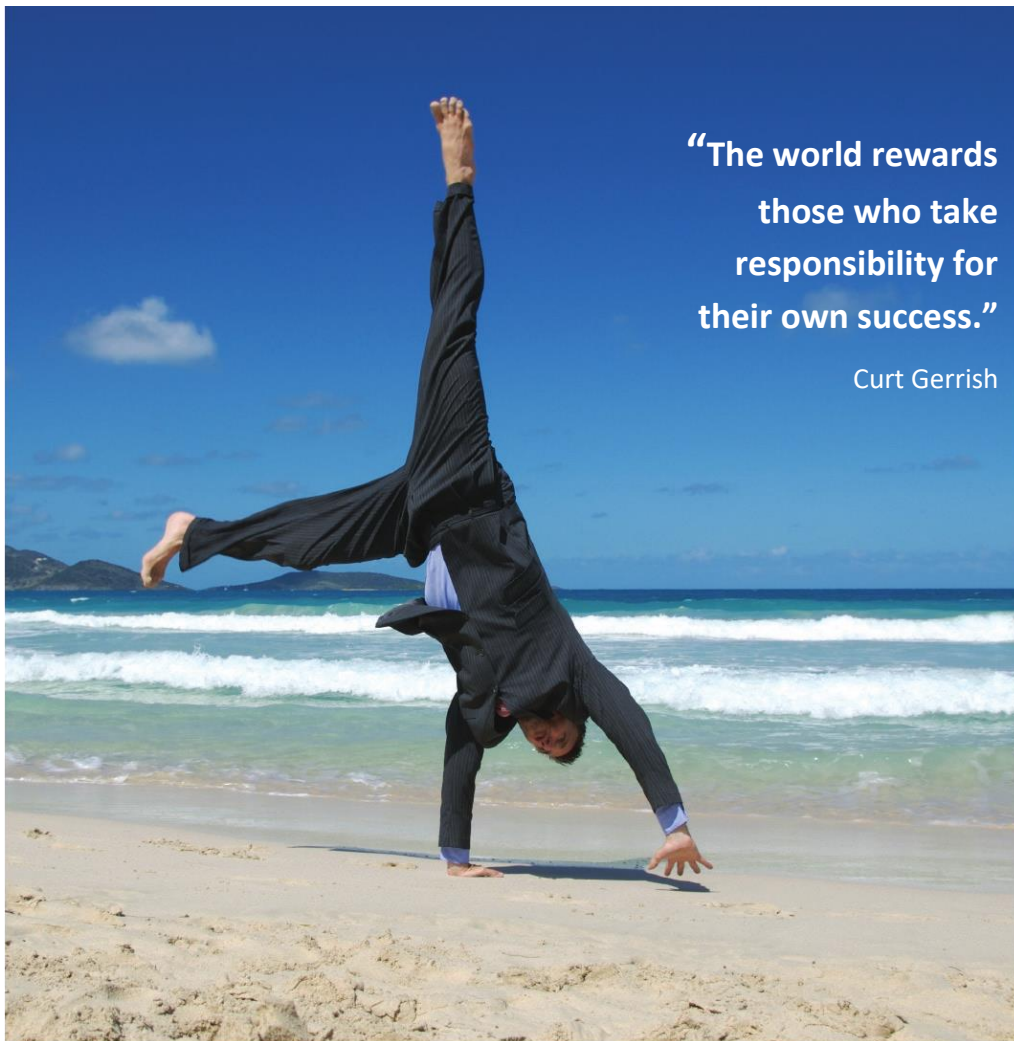


Learning Checkpoint

Now that you have finished this chapter, let's do some learning exercises.

Get **your Learning Activity Booklet** provided with this Learner Resource. Complete the learning activities for this chapter.

For guidance and additional instructions with these activities, talk to your trainer/assessor.



Establishments must provide alcohol responsibly and practise care for customers. This is especially applicable to those at heightened risk because of alcohol.

Ensure following the principles of RSA, liquor regulations, and house policies. Doing so will prevent your customers from abusing alcohol and keep the premises safe and peaceful. It is also part of your responsibility to ensure customers drink within appropriate limits. Note early signs of intoxication and intervene to prevent further intoxication.

In instances when customers are intoxicated and/or threatening the safety of the premises, you must refuse service. To do this, you must be familiar with the factors that affect alcohol responses. Additionally, you must know when to refer difficult situations to appropriate persons. Lastly, you must know the threats that intoxication poses.

Answers to Activities

Activity 1

1. List down the four most common sources of noise that cause disruption to neighbouring establishments.

Learner must list down the four most common sources of noise that cause disruption to neighbouring establishments.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

a. Entertainment (e.g. live bands, music, movies)

b. Loud and vulgar language from rowdy customers

c. Running motors (e.g. air-conditioning, refrigeration)

d. Traffics (e.g. car motors, honking of horns)

2. Briefly describe the information on non-alcoholic drinks you must provide to customers.

Learner must briefly describe the information on non-alcoholic drinks you must provide to customers.

For a satisfactory performance, learner’s response must correspond with the benchmark answers below.

a. Price per service	Amount they have to pay for the non-alcoholic beverage
b. Serving size	Volume of the vessel containing the non-alcoholic beverage
c. Ingredients	Substances used in making the non-alcoholic beverage
d. Dietary considerations	Special concerns customers have regarding specific drinks

3. Identify at least one effect of excessive drinking on a pregnant woman.

Learner must identify at least one effect of excessive drinking on a pregnant woman.

For a satisfactory performance, learner’s response must correspond with any one of the benchmark answers below.

Alcohol intake:

- During first three months of pregnancy can cause fetal alcohol spectrum disorders (FASDs)
- Can also cause miscarriage or stillbirth

Activity 2

1. Briefly describe each listed measuring tool or equipment used in preparing standard drinks and liquor samples.

Learner must briefly describe each listed measuring tool or equipment used in preparing standard drinks and liquor samples.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

a. Egg cup	This is a small cup with a stand that usually measures 50 mL.
b. Jigger	This an hourglass-shaped measuring tool that can contain 1.5 ounces (approximately 44 mL) of alcohol.
c. Weighing scale	This allows you to obtain accurate measures of the weights of drinking servings.
d. Nip	This is a small bottle that normally can contain 30 mL of liquor.
e. Sample glasses	This includes shots, shooters, rocks and other tiny glasses that contain alcohol samples for sipping and tasting.
f. Electronic dispensing and measuring devices	These include appliances such as shot dispensers that hold multiple liquor bottles and dispense standard amounts

2. Outline seven erratic drinking patterns to watch out for.

Learner must outline seven erratic drinking patterns to watch out for.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- Mixing a wide range of drink types
- Drinking quickly and in quick succession
- Ordering more than one drink for own consumption
- Consistently returning to the tasting site to request more samples
- Ordering multiple samples
- Ordering large samples
- Ordering 'triple shots' or extra-large drinks

3. Outline the general steps for refusing service to a customer.

Learner must outline the general steps for refusing service to a customer.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

Note that the responses must appear in the same order as the benchmark.

- Identify the situation
- Calmly decline the request and explain
- Inform supervisor and other staff
- Offer alternatives
- Remove patron if needed

Activity 3

1. List the three things to observe when assessing a customer's intoxication levels.

Learner must list the three things to observe when assessing a customer's intoxication levels.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

a. Drinking purchases and patterns

b. Changes in behaviour

c. Changes in emotional and physical state

2. Briefly describe the effect of drinking alcohol on an empty stomach.

Learner must briefly describe the effect of drinking alcohol on an empty stomach.

Wording will vary; however, for a satisfactory performance, learner's response must correspond with the benchmark answer below.

Drinking on an empty stomach will allow the alcohol consumed to be absorbed more quickly than if the stomach has food in it.

3. Outline the different customers who must be denied services according to laws in Queensland.

Learner must outline the different customers who must be denied services according to laws in Queensland, Australia.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- Suspected minors without valid proof of age documents
- Persons submitting falsified or tampered proof of age documents
- Unduly intoxicated customers or customers who are showing signs of intoxication
- Persons deemed threat to safety by the licensee
- Persons banned from licensed premises due to court, police, or venue-imposed bans.

Activity 4

1. List the three components of a verbal warning you will provide a customer who must leave the establishment.

Learner must list the three components of a verbal warning they will provide a customer who must leave the establishment.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- a. An identification of the customers' problematic behaviour or condition
- b. An explanation on why such behaviour or condition violates house policies or legislation
- c. A declaration that eviction will be done if they do not alter their behaviour.

2. Outline the things you can do when managing conflict within large groups in the establishment.

Learner must outline the things they can do when managing conflict within large groups in the establishment.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- Engage with them upon arrival and remind them of house policies.
- Be friendly and show interest.
- Set a specific area for them.
- Identify their point-person with whom you can coordinate.
- Make it clear that if one of them causes trouble or damage, they will all have to leave the premises.

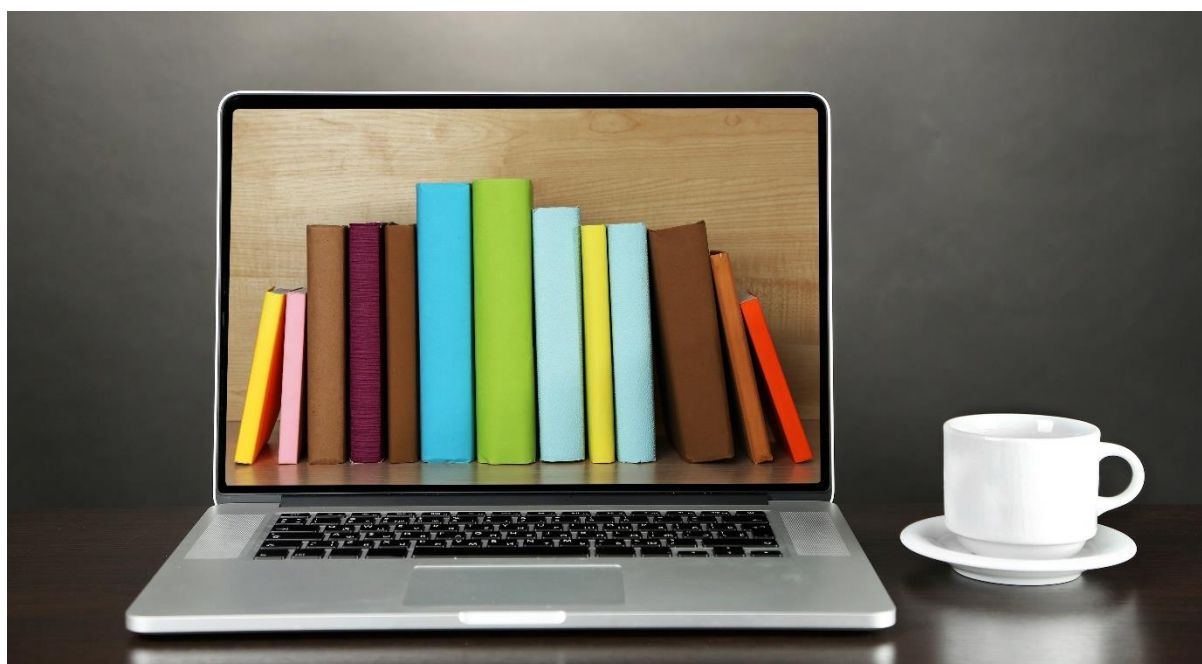
3. Outline the different government agencies affected by alcohol abuse.

Learner must outline the different government agencies affected by alcohol abuse.

For a satisfactory performance, learner's response must correspond with the benchmark answers below.

- Local police
- Health facilities
- Road authorities
- Local councils

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