

# A.S.C.P

## Alcohol Server Certification Program

Responsible Beverage Service  
Training Based on Arkansas  
Laws and ABC Regulations



*ALCOHOLIC BEVERAGE CONTROL*

Arkansas Alcoholic Beverage Control  
1515 W. 7th Street #503  
Little Rock, AR 72201



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## Purpose and Objectives

The purpose of the Alcoholic Beverage Control's A.S.C.P. program is to provide servers and sellers with the tools to responsibly serve and sell alcoholic beverages.

### Course Objectives:

#### Section I: Laws and Liability

- ô Understand your legal responsibilities & liabilities
- ô Understand the various City/State Laws and regulations that specifically affect your industry

#### Section II: Identifications

- ô Recognize and question authenticity of identification documents
- ô Recognize Fraudulent documents

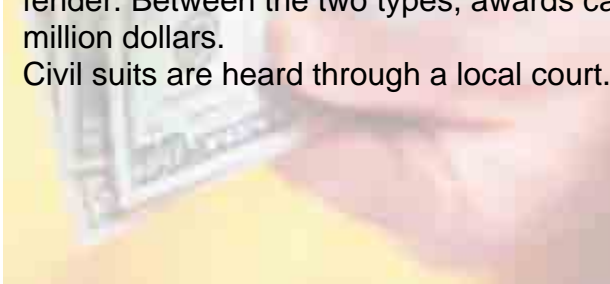
#### Section III: Preventing Over-service

- ô Understand how alcohol affects the body
- ô Understand how various factors influence alcohol absorption rate
- ô Recognize the signs of intoxication and elevated blood alcohol levels

Civil liability allows individuals to bring civil suits against licensees, their employees or any person who sells or serves alcohol illegally when personal injury or property damage has occurred anywhere in the state.

Compensatory damages can include damages to personal property, lost wages and medical costs. Punitive damages are sometimes awarded to punish the offender. Between the two types, awards can range from a few hundred to several million dollars.

Civil suits are heard through a local court.



### Did You Know?

- Servers and sellers of alcohol can be charged criminally and/or arrested for illegal alcohol sales.
- Anyone can be sued for participating in serving, selling or for allowing someone to get hurt or to hurt others, due to illegal alcohol sales.

## Criminal Liability

Criminal liability addresses fines and/

or jail time that bartenders, servers or sellers of alcohol might face if prosecuted for illegal alcohol sales or service. Criminal liability is dealt with at a District Court level of justice. While a civil suit typically carries a monetary judgment, the result of a criminal action can often be jail time. The outcome of a criminal action is not dependent on the outcome of the civil suit for the same instance. Both cases would operate independently of each other.



### What is an Illegal Alcohol Sale?

#### Some include:

- Sale/give to a minor
- Sale to an intoxicated individual
- Sale after hours
- Sale on Sunday (if locally prohibited)
- Purchasing from someone other than a licensed Arkansas distributor or wholesaler
- Selling with improper license

## Administrative Liability

Administrative liability applies to alcohol **licensees**. The ABC Board can assess administrative penalties ranging from fines to license suspension or revocation. This is normally the first type of liability the licensee will face, although the licensee may be cited in civil and criminal matters as well.



- 1. **Unknowingly furnishing or selling to minor:** Any person who shall unknowingly sell, give away, or otherwise dispose of intoxicating liquor to a minor shall be guilty of a violation and punished by a fine of not less than two hundred dollars (\$200) nor more that five hundred dollars (\$500) for the first offense. ACA 3-3-201
  
- 2. **Knowingly furnishing or selling to minor:** Any person knowingly to give, procure, or otherwise furnish any alcoholic beverage to any person under twenty-one (21) years of age. **1st offense– misdemeanor ; 2nd offense- felony** ACA 3-3-202
  
- 3. **Handling by minor:** It shall be unlawful for any wholesaler, retailer, or transporter of alcoholic beverages to allow any employee or any other person under twenty-one (21) years of age to have anything whatsoever to do with the selling, transporting, or handling of alcohol beverages. **Except: (a)** With the written consent of a parent or guardian, persons *eighteen (18)* years of age and older may sell or otherwise handle beer and cooking wines at retail establishments; or be employed by a licensed liquor wholesaler or licensed beer wholesaler or by a licensed native winery to handle alcoholic beverages at the place of business of the licensed wholesaler or winery. **(b)** With the written consent of a parent or guardian, persons *nineteen (19)* years of age and older may sell and handle alcoholic beverages at restaurant that is licensed for *on-premises* consumption of alcoholic beverages. ACA 3-3-204
  
- 4. **Furnishing to alcoholics or intoxicated persons:** Any person who shall sell, give away, or dispose of intoxicating liquor to an habitual drunkard or an intoxicated person shall be guilty of a violation. ACA 3-3-209
  
- 5. **Sales on Christmas Day:** Is shall be unlawful to sell intoxicating liquors on Christmas Day. ACA 3-3-211
  
- 6. **Purchase or possession by minor:** It shall be unlawful for any person under twenty-one (21) years of age to purchase or have in possession any intoxicating Liquor, wine or beer. ACA 3-3-203

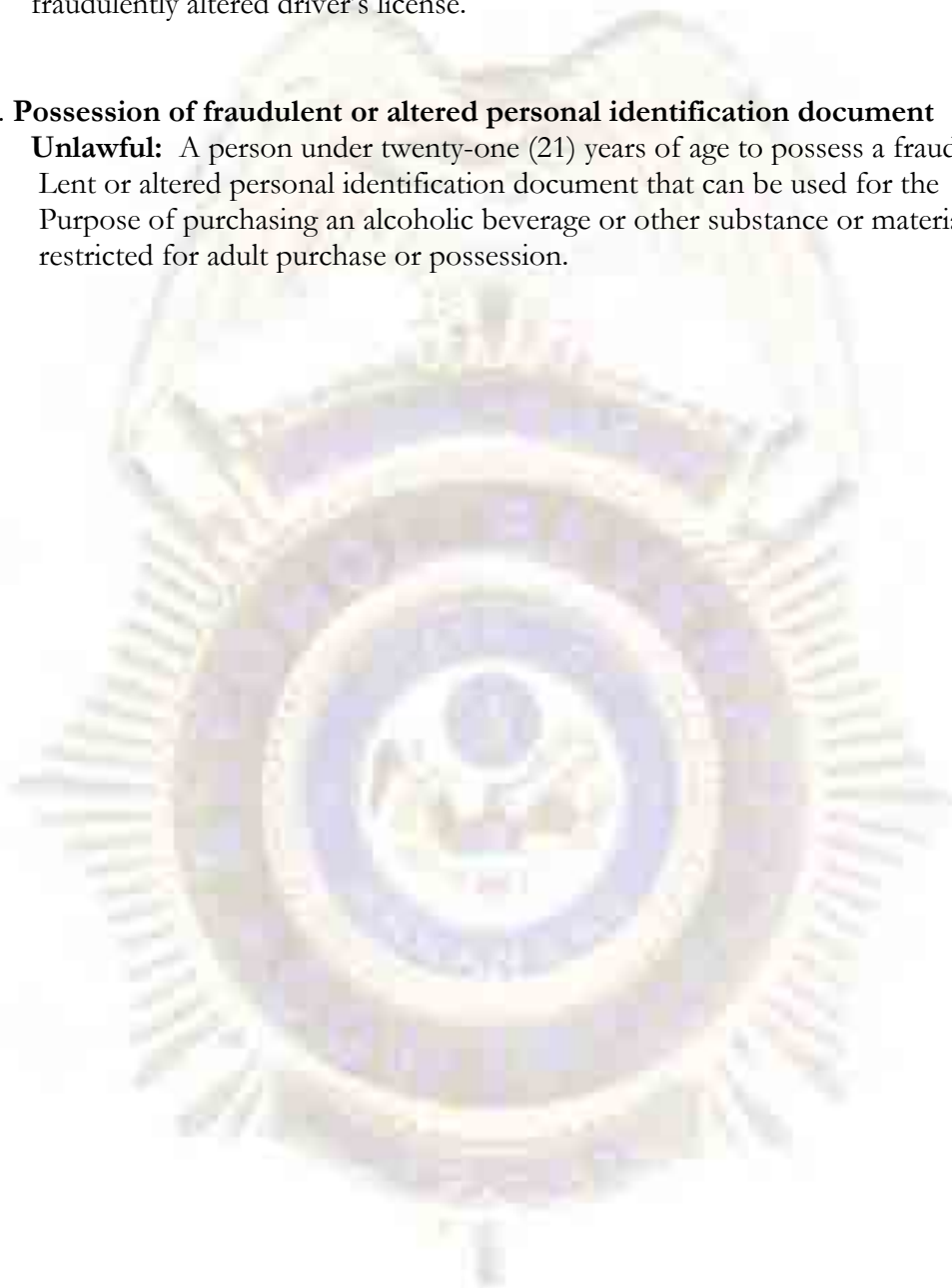
7. **Unlawful use of a license:** To display, or cause or permit to be displayed, or have in his possession any cancelled, revoked, suspended, fictitious, or fraudulently altered driver's license.

ACA 27-16-302

8. **Possession of fraudulent or altered personal identification document**

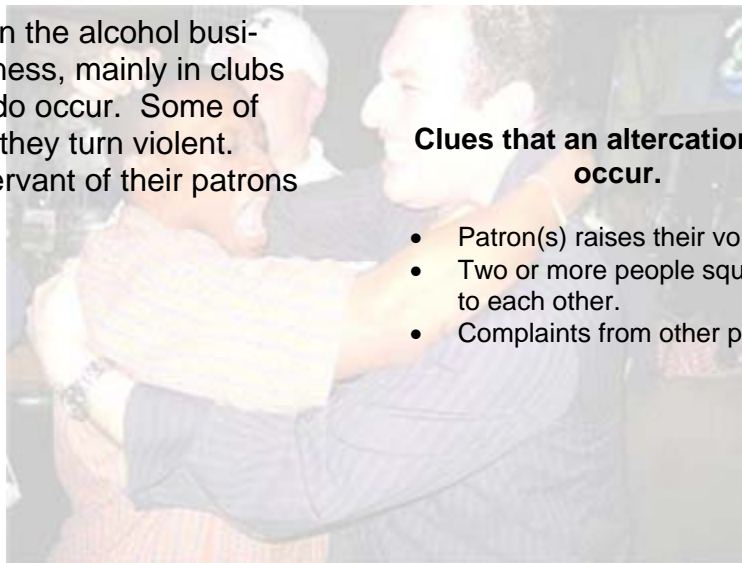
ACA 5-27-503

**Unlawful:** A person under twenty-one (21) years of age to possess a fraudulent or altered personal identification document that can be used for the purpose of purchasing an alcoholic beverage or other substance or material restricted for adult purchase or possession.



### Disturbances or Fights

In the alcohol business, mainly in clubs and bars, fights/disturbances can and do occur. Some of these incidents can be defused before they turn violent. Security or employees need to be observant of their patrons and pick up on clues.



#### Clues that an altercation may occur.

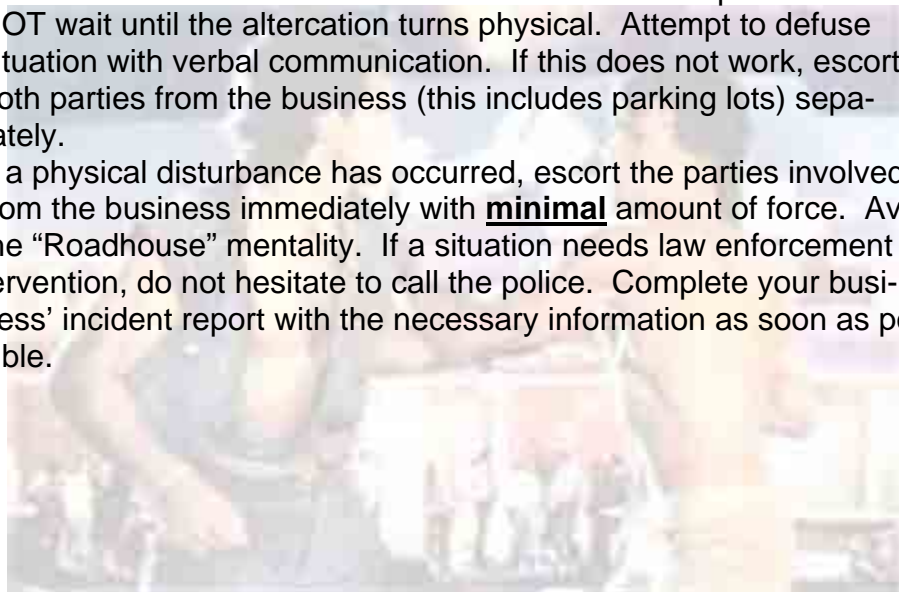
- Patron(s) raises their voice.
- Two or more people square up to each other.
- Complaints from other patrons.

### What to do if an altercation occurs.

If an altercation occurs an employee/security needs to intervene as soon as possible. DO

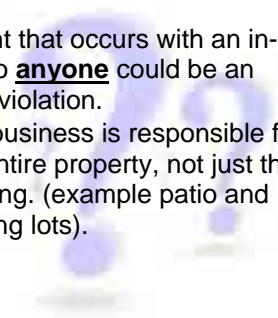
NOT wait until the altercation turns physical. Attempt to defuse situation with verbal communication. If this does not work, escort both parties from the business (this includes parking lots) separately.

If a physical disturbance has occurred, escort the parties involved from the business immediately with **minimal** amount of force. Avoid the "Roadhouse" mentality. If a situation needs law enforcement intervention, do not hesitate to call the police. Complete your business' incident report with the necessary information as soon as possible.



#### Did You Know?

- A fight that occurs with an injury to **anyone** could be an ABC violation.
- The business is responsible for the entire property, not just the building. (example patio and parking lots).







### **Beer On Premises Permit**

Allows the sale of beer or malt liquor (less than 5% alcohol by weight) for consumption on or off the premises

### **Beer off Premises Permit**

Allows the sale of beer or malt liquor (less than 5% alcohol by weight) for consumption off the premises.

### **Small Farm Wine Retail Off Premises Permit**

Allow the sale of small farm wines for consumption off the premises described in the permit.

### **Wine Restaurant On Premises Permit**

Allows the sale of wine containing not more than 21% alcohol by weight for the consumption on the premises of the restaurant.

### **Liquor Off Premises Permit**

Allows the purchase of spirituous and vinous beverages from persons holding a wholesale liquor or wholesale wine permit and the sale of such beverages to consumers for consumption off the premises.

### **Liquor On Premises Consumption –Hotel or Motel Permit**

Allows the purchase of any controlled beverages from persons holding a wholesale permit and the sale of such beverages for consumption on the premises of the hotel or motel described in the permit.

### **Liquor On Premises Consumption– Restaurant Permit**

Allows the purchase of any controlled beverages from persons holding a wholesale permit and the sale of such beverages for consumption on the premises of the restaurant described in the permit.



### **Liquor On Premises Consumption—Private Club Permit**

Allows the purchase of any controlled beverages from persons holding an off premises retail liquor or beer permit who have been designated by the Director as a private club distributor and the dispensing of such beverages for consumption on the premises of the private club to members and guests only of the private club

### **Wine off Premises Permit**

Allows the sale of wine containing not more than 21% alcohol by weight for consumption on the premises.

### **Combined Restaurant Beer and Wine Permit**

Under Act 294 of 2009 a combination restaurant beer and wine permit may be applied for by those persons with establishments that are qualified as restaurants under the provisions of ABC Reg. 3.4. The permit authorizes the on premise consumption only of beer as defined at ACA 3-5-202(3) and wine, as defined at ACA 3-9-301(2).



The Alcoholic Beverage Control recommends accepting only the following forms of identification.

1. State Issued Driver's License
2. State Issued Identification Card
3. Permanent Residency Card
4. Military Identification Card
5. Passport

Government issued IDs:

- Date of Birth
- Photo
- Expiration Date

These are all government issued forms of identification and *will* have a date of birth and a photo of the bearer. The Alcoholic Beverage Control does not recommend accepting *any* other forms of ID. **Remember, that if the ID is expired, it is no longer a valid ID.**

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## Section III Identifications



### What to Look For:

- The word "Texas" repeated across the front of license in UV ink.
- Micro printing on front, located around the flag and the seal.
- Minor ID is vertical



### What to Look For:

- The Picture and date of birth located on the back of license in UV ink.
- Micro printing on front, located around the buildings
- Minor ID is vertical

## Section III Identifications



Over 21 Identification

### What to Look For:

- Hologram of the outline of the state of Louisiana
- The state seal repeated across the front in UV ink.
- Minor ID is vertical

### Minor Identification



## Section III Identifications



### What to Look For:

- Holograms repeated across the front.
- Minor ID is vertical



### What to Look For:

- Holograms repeated across the front.
- Outline of state in UV repeats on the front.

## Section III Identifications



Over 21 License

Hologram



Minor ID Card



Back of card

Imbedded Ink

### What To Look For:

- Horizontal ID is for those over 21; vertical ID for those under 21
- Hologram of the Kentucky Transportation Cabinet Logo across the bottom
- Imbedded ink under personal information. When viewed under a black light reads "THE BLUEGRASS STATE"
- The picture of the state on the card may be in 4 different colors depending on what the card authorizes:
  - Blue-Drivers License
  - Red-Identification
  - Green-Commercial Drivers License (CDL)
  - Purple-Operator Permits
- No longer includes weight or social security number
- The previous paper style Kentucky Drivers licenses are no longer in circulation.



Over 21 Identification

### What to Look For:

- Hologram running diagonally across the front that reads "ILLINOIS"
- Ghost image in the bottom right hand corner
- UV light also used in this license



Minor Identification







Over 21 Identification



Minor Identification

### What to Look For:

- Hologram of the pattern of "Indiana" and state bird repeating across the front.
- Ghost image in the lower right hand corner of license.
- Under UV light a second ghost image is visible in the area where the individual's information printed.



# Ohio Driver's License



Over 21 Identification

### What to Look For:

- Hologram of the state seal and the phrase "DON'T DRINK AND DRIVE"
- Ghost image on the license in center
- The minors license is vertical



## Section III Identifications



### What to Look For:

- Hologram of the state outline
- "WV" repeated inside a circle that is repeated across the front
- Under UV light there is a line of green state outlines with yellow overlapping "WV" repeating across the middle of the license
- Green and yellow state seals overlap the photo at the bottom left
- Minor ID is vertical



## Virginia Driver's License



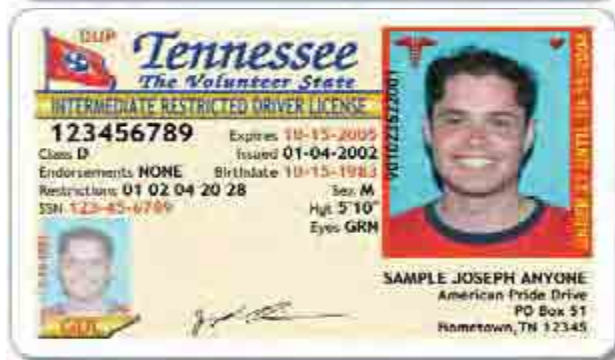
### What to Look For:

- Hologram of the outline of the state of Virginia
- The word "Virginia" repeated across the front of the license
- Minor ID is vertical



## Section III Identifications

### Over 21 Identification



### Minor Identification

#### What to Look For:

- Ghost image in the lower right hand corner for over 21...lower left hand corner on minor's.
- Hologram of the word "Tennessee" and "The Volunteer State" repeating across the top and the state seal repeating across the bottom.
- The over 21 AND the minor ID are in the horizontal format



# Missouri Driver's License



### Over 21 Identification



### Minor Identification

#### What to Look For:

- Ghost image appears on the front of the license with data overlapping it.
- Images of the state seal repeating across the bottom of the license.
- "SHOW ME" is visible under UV light.
- Both minor ID and the over 21 license are in horizontal format.



## Section III Identifications



### What to Look For:

State issued identification cards usually look very similar to state issued drivers licenses. The phrases

- Non Driver
- ID Only
- Identification Card

usually printed to differentiate from the driver's license. The color of the header bar on the license may also be different.



## Permanent Residency



### What to Look For:

- Will have either a 3/4 or a full front photo of the bearer
- Thumb print on the front of the card
- Hologram of the Statue of Liberty
- Homeland Security seal in the center of the card under the individual's personal information
- On the back there is a hologram photo of the bearer, their name, the card number, DOB, Expiration date, alien number, Department of Homeland Security seal and the Statue of Liberty. The back may look like a mirror.



AKA: Green Card

Declares an individuals right to live and work permanently in the United States.



## Section III Identifications

**The Borrowed ID:** Issued to one person, used by another.



### What To Look For:

- Is the person in front of you the same person in the photo?
- Attitude-nervous
- Afraid of eye contact
- Wearing concealing apparel
- Look for class ring or school logos



**Genuine ID with False Information:** Genuine identification obtained using someone else's information. This is harder to do now with the new driver's license .

### What To Look For:

- Is the card a duplicate or replacement?
- Does the person look younger than the date of birth on the card?
- If suspicious, ask for second form of identification



Borrowed IDs are the most commonly used fraudulent IDs.

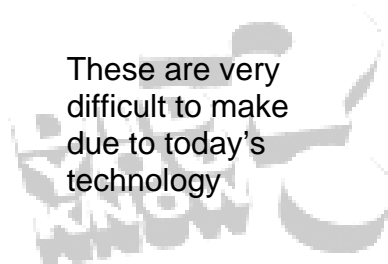
**Altered Identification:** Genuine identification altered in some manner. This type of fake id is also very difficult to produce with the new license.

### What To Look For:

- Is the photo raised?
- Are the numbers scratched out and altered?
- Is there red-eye?



**The Scanned ID:** IDs that are fraudulently copied with a sophisticated scanner and printer



### What To Look For:

- Ask individual to remove from wallet
- Check quality of ID when in hand
- Check the back



## Section III Identifications

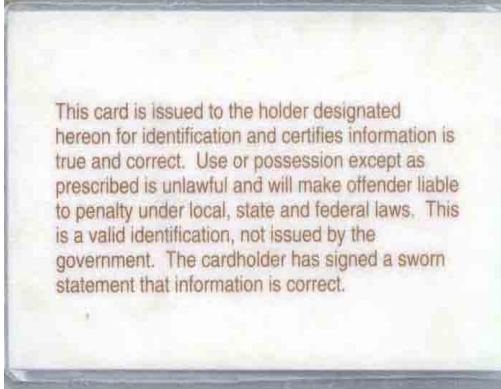
**Internet ID:** Identification created and bought from an internet company.



**What To Look For:**

Disclaimers such as:

- For entertainment only
- Not a government issued ID
- Phone numbers on the card
- Holograms such as wave patterns and seals saying "genuine" "authentic" or "secure"



International Drivers Licenses are usually fraudulent.



**Foreign Identification:**



**What To Look For:**

- ID issued by Government of Mexico through consulate
- Unreliable and unverifiable as valid ID
- Highly vulnerable to fraud



**What To Look For:**

- If ID is in language you can not read, do not accept it.
- Ask for another form of valid ID.





# Acceptable Types Of Identification

## Section III Identifications



The different types of Bad Identification documents.

1. Real ID (belongs to someone else that looks like them)
2. Counterfeit or Fraudulent ID
3. Altered Identification





# ***HOW TO CHECK IDs***



## Get the ID in your hand!

1. Check the rigidity of the ID Card
2. Gently feel the front and back of the ID Card, checking for any bumps or ridges.
3. Flick the edges of the card
4. Look at the person first, then look at the picture on the ID.
5. Compare the permanent facial features: Not necessarily the hair style and color, length, or eye color.



**The ID is real, not sure if the picture is  
the person handing you the ID.**

**Things to look for:**

Six basic face shapes



Oval



Round



Square



Long

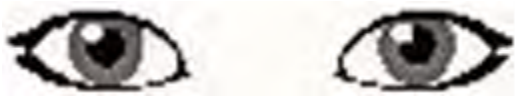


Diamond



Heart

## Things to notice about the eyes.



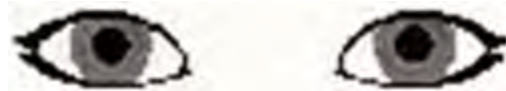
Eyes slant up



Eyes slant down



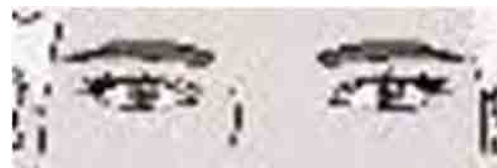
Small Iris



Large Iris



Close together



Far apart

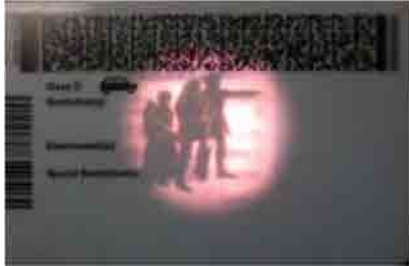
# Not Sure if the ID is real or Fake?

## Common Security Features

- UV Encoding
- Micro Print
- Ghost Image Photos
- Magnetic Bar Encoding
- UPC– Style Encoding
- Holograms



### Special Security Features



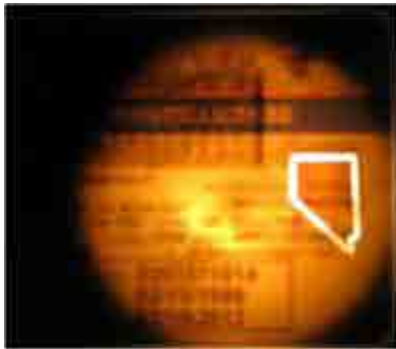
Montana



Oklahoma



Arizona



Nevada



New Mexico



Texas

### Holograms

- Each state usually has some sort hologram located on it.
- Each state has a different hologram.
- There are many types of fake holograms





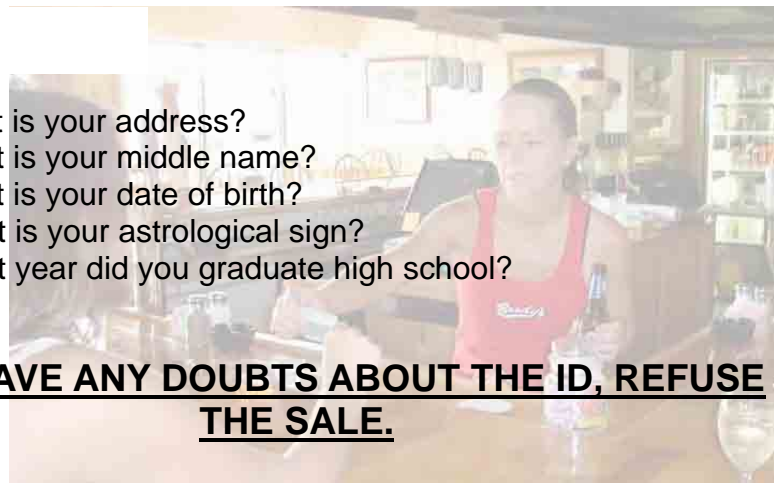
- CARD ANYONE WHO APPEARS TO BE UNDER 40 YEARS OF AGE.
- Ask *them* to remove their ID from the wallet. **Do not touch the wallet.** Often, the real ID card is behind the fake ID. There is also the possibility that the ID is scanned onto photo paper.
- Look at the photo. Does it look like the person standing in front of you? There will be no “red-eye” in the government issued cards.
- Check the expiration date. If it is expired, it is no longer valid.
- Check the date of issue. Some internet companies will date them for a month or two ahead and then mail them out. The date listed on the card may not have occurred yet.
- Check the date of birth.
- Ask for a second ID to verify the information.
- If it is an out-of-state ID, compare it to an *ID Checking Guide* for accuracy.
- Use a black light to check for UV writing
- Use magnifying glass to check micro printing.
- Check the laminate. Does it appear intact? Bend the card. The laminate should not pull away from the paper. Any breaks in the paper would indicate tampering.
- Check the back side. There should be organ donor information. Look for disclaimers.
- Feel the card. Are there any raised areas on the photo area? Is it firm? Is it flimsy, or thin?

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## Questions To Ask

What is your address?  
What is your middle name?  
What is your date of birth?  
What is your astrological sign?  
What year did you graduate high school?

**IF YOU HAVE ANY DOUBTS ABOUT THE ID, REFUSE THE SALE.**





## What Should I Do With A Fake? Section III Identifications

### **What do I do if presented with a fake ID?**

If you are presented with a fake ID, do not make the sale. The bearer is committing a crime and you should contact local law enforcement. You can confiscate the ID, but if the suspected minor becomes belligerent and demands the ID, make copies of the identifying information and return the ID. The copied information should be provided to the police when they arrive with an explanation of what occurred.

### **What do I do with a fake ID if the owner leaves it with me?**

If you have identified a fake ID and refused a sale causing the bearer to leave it with you, turn it in to local law enforcement. The ID could be stolen or lost and therefore should be sent to the proper authorities.

### **Will I be in trouble if I sell to someone who uses a fake ID unintentionally?**

It is possible to be cited even if you do not realize the ID is fake. However, depending on the authenticity of the identification, a citation may not be issued. You are ultimately responsible for sales to underage persons.





# Blood Alcohol Content

## Section IV Preventing Over-service



A person's BAC (blood alcohol content) increases with each alcoholic beverage consumed in a fixed amount of time. In the next few pages we will discuss some factors that influence how quickly an individual's BAC rises. It is important to remember that regardless of a person's disposition, **time is the only thing that will sober a person.**

Blood alcohol content is measured in 1/1000 (one drop of alcohol per 1000 drops of blood), by either breath testing, urine testing or blood testing. Of the three types of testing, blood testing is the most accurate.

### What this means for the server

- At .08% a person is considered legally intoxicated
- You are responsible to know what factors influence a person's BAC to avoid over-service

Arkansas law states that a BAC of 0.08 percent or higher makes an individual legally intoxicated. Be aware that you *can* be arrested for Driving While Intoxicated with a lower BAC depending on extenuating circumstances. For individuals ages 16-20, the limit is 0.02 percent and **ZERO TOLERANCE.**



12 OZ. BEER 12 OZ. WINE COOLER 5 OZ. GLASS WINE 1 1/2 OZ. 80 PROOF LIQUOR 1 OZ. 100 PROOF LIQUOR		All have approximately the same effect on the body and BAC.
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### Alcohol Impairment Chart

	Male	Female
	<b>200 LB</b>	<b>120 LB</b>
<b>1st Drink</b>	0.02	0.04
<b>2nd Drink</b>	0.04	0.08
<b>3rd Drink</b>	0.06	0.11
<b>4th Drink</b>	0.08	0.15
<b>5th Drink</b>	0.09	0.19
<b>6th Drink</b>	0.11	0.23
<b>7th Drink</b>	0.13	0.27
<b>8th Drink</b>	0.15	0.30
<b>9th Drink</b>	0.17	0.34

After drinking any alcoholic beverage, approximately 20 percent is absorbed directly through the stomach wall into the bloodstream. The remaining 80 percent enters the bloodstream **very** rapidly once it reaches the small intestine. Alcohol requires NO digestion.

The PYLORIC VALVE senses **solid** food in the stomach and constricts, slowing alcohol's progress into the small intestine. Foods high in fat and carbohydrates take longer to digest. Encouraging guests to consume these high fat, high carbohydrate foods is a good technique to reduce intoxication potential. Liquids only **dilute** the alcohol; they do not slow the progress of the alcohol into the small intestine.

\* From Century Council and Board of Trustees of the University of Illinois  
For more information: [www.centurycouncil.org](http://www.centurycouncil.org)

## Absorption Rate Factors

The rate a person absorbs alcohol into the bloodstream depends on several factors. There is no exact formula for determining a person's BAC other than blood tests. You may, however, make a responsible decision on how much alcohol to serve to an individual based on these variables:

**GENDER:** Women tend to be smaller with higher body fat ratios, hormones, and enzyme dehydrogena.

**SIZE:** A small person will reach a higher BAC faster than a large person.

**FOOD CONSUMED:** Food in the stomach slows the progress of alcohol into the bloodstream.

**CONSUMPTION RATE:** Fast consumption increases the amount of alcohol circulating in the bloodstream waiting to be processed by the liver.

**DRINK CONCENTRATION:** Mixers dilute and slow the absorption rate. Carbonation speeds up the absorption by paralyzing the pyloric valve, allowing alcohol to reach the small intestine faster.

**TOLERANCE:** Drinking experience gives a person the ability to mask signs of a high BAC. Behavior is controlled. Conversely, an inexperienced drinker may not be able to control behavior at all.

**MOOD/ HEALTH:** Illness, stress, exhaustion can all accelerate the effects of alcohol.

**DRUGS:** Alcohol can counteract or enhance the effects of other drugs. Combined, the results are unpredictable and dangerous.

Did You Know?  
Eating solid food at least 20 minutes prior to drinking can reduce a peak BAC up to 40 percent.\*

### ***What this means for the server***

Alcohol is a drug and intake should be in measured amounts.

Food slows down absorption but DOES NOT prevent intoxication.

**What this means for the server**

Alcohol affects the brain front to back. Familiarize yourself with this to help gauge a person's intoxication level.



When alcohol reaches the brain, the frontal lobe is affected first. The frontal lobe controls reasoning and judgment. The alcohol numbs the frontal lobe creating a sense of **euphoria**. When alcohol is consumed, caution, common sense, reasoning and inhibitions are diminished. You might notice a person becoming talkative, louder, and less inhibited after consuming alcohol.

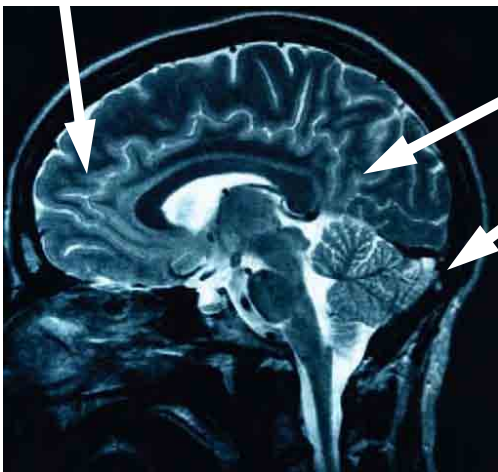
As the alcohol affects the mid section of the brain, muscular control, coordination and small motor skills are diminished. You might notice someone having difficulty making change or picking up small objects. Doing simple tasks becomes a challenge. The individual believes that he/she is functioning normally.

The hind section of the brain controls bodily functions like respiration and heart rate. Once this area has been affected by alcohol, the individual will experience a sense of **dysphoria**. You might notice this person becoming restless, aggressive, anxious or violent. This is caused by an actual **over-dose** of the drug alcohol.

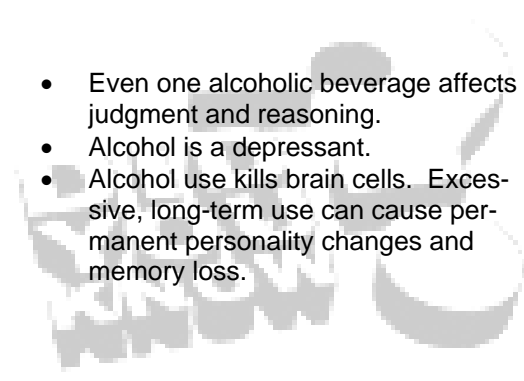
Frontal-controls inhibitions, judgment, reasoning, that "feel good" sense of euphoria.

Mid-brain- controls coordination and motor skills.

Hind- controls respiration and heart rate, that "aggressive, feel bad" sense of dysphoria.



- Even one alcoholic beverage affects judgment and reasoning.
- Alcohol is a depressant.
- Alcohol use kills brain cells. Excessive, long-term use can cause permanent personality changes and memory loss.



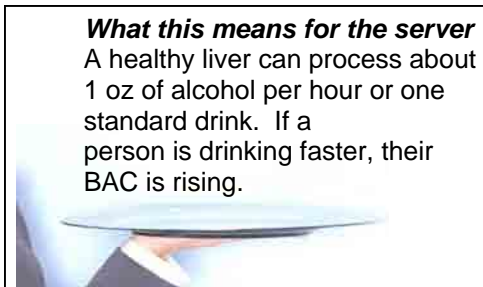
## The Liver

### Section IV Avoiding Over-service

A healthy liver can eliminate about 1 ounce of alcohol per hour. Approximately 90 percent of the alcohol consumed will be eliminated through the liver. The other 10 percent is eliminated through breathing, sweating and other bodily functions. The liver metabolizes alcohol into sugars. This process requires an enzyme known as alcohol dehydrogenase.

***What this means for the server***

A healthy liver can process about 1 oz of alcohol per hour or one standard drink. If a person is drinking faster, their BAC is rising.



Unprocessed alcohol continues to circulate in the bloodstream until the liver can process it. Cirrhosis of the liver may occur when liver cells die due to long term alcohol consumption. If treated in early stages, the liver has the ability to regenerate itself.

BAC decreases at a rate of 0.015 percent per hour. If four oz. were consumed in one hour, it will take four hours for the body to eliminate that alcohol.

Serving drinks in large containers may encourage customers to drink more, counting drinks rather than actual alcohol content.

For instance, a large beer may be 22 ounces rather than standard 12 ounces. Use caution when selling multi-liquor drinks such as Long Island iced teas. These may contain four to five ounces of alcohol. Limiting these drinks to one per individual per visit is a good policy to reduce over-consumption.

While most “standard” size drinks contain about one ounce of alcohol, keep in mind

### ***What this means for the server***

- Know what you are selling!
- One glass does not equal one drink.
- Drinks are determined by ounces of alcohol contained.



that not all beers and wines are created equally. Beers may vary from two and one half percent to eight percent alcohol. Some imported beers and ales contain as much as 14 percent alcohol. Red wines generally contain 13-14 percent while white wines contain 11-12 percent alcohol.

## *Alcoholic Energy Drinks*

Recently, the malt beverage industry has come out with energy drinks that contain alcohol. These drinks present many new challenges.

- They are packaged like nonalcoholic energy drinks and are difficult to discern.
- Clerks are being confused by these drinks due to the packaging and are selling them to minors.
- Even for legal-aged drinkers, the mixing of stimulants and depressants can produce risk.



There are two pieces of information to look for if you are confused about the content of an energy drink:

1. All of these drinks have “ALC/VOL” printed on container.
2. Every drink containing alcohol will have a Surgeon General’s Warning printed on the packaging.

### ***What this means for the server***

- Read the can.
- Look for the Surgeon General’s Warning and the ALC/VOL.
- Don’t assume or take the customer’s word for it.



**GOVERNMENT WARNING: (1) According to the Surgeon General, women should not drink alcoholic beverages during pregnancy because of the risk of birth defects. (2) Consumption of alcoholic beverage impairs your ability to drive a car or operate machinery, and may cause health problems.**

## Section IV Preventing Over-Service

No one expects you to know the BAC of someone simply by looking at them. However, A.C.A (3-3-209) prohibits selling or serving alcoholic beverages to “to an habitual drunkard or an intoxicated person.”

Continuing to serve an individual who appears to be intoxicated creates a liability, both criminally and civilly, Intoxication means being under the influence of alcohol and/or other drugs which significantly impairs ability to function. Teamwork and communication is critical to keep the entire staff informed of patrons who require intervention.

### *What this means for the server* Common signs of intoxication

- Slurred speech
- Bloodshot eyes
- Slow reaction time
- Lowered inhibitions
- Loss of coordination
- Argumentative
- Nausea



## Alcohol Poisoning

### If You Suspect Alcohol Poisoning:

1. **Wake the person up.** Call by name. Have him/her stand up if possible.
2. If unable to stand, **turn the person and keep on side** to prevent choking on vomit.
3. **Check the person's skin.** Is it pale or bluish or is it cold or clammy?
4. **Check breathing.** Is it irregular or too slow/shallow (less than 8 breaths per minute or more than 10 seconds between breaths?) Stay with the person and call for help.  
Call **911** immediately!

Recognizing the signs of alcohol poisoning and knowing what to do is very important. Allowing someone to “sleep it off” can be fatal.

There is no way to know how much alcohol the individual has consumed in a given period of time. It is imperative to get the individual medical assistance immediately if signs of alcohol poisoning are observed.

**DO NOT LEAVE THIS PERSON TO “SLEEP IT OFF” CALL 911 IMMEDIATELY**



## Section IV Preventing Over-service

No matter how often you have heard the message of responsible sales and service, in the end, it becomes a personal choice for everyone. The more inexperienced and younger the person selling, the harder it is to refuse a sale, cut someone off, or handle a difficult guest. It is important that the entire staff knows that owners and managers support the **server's/seller's right to refuse any sale**.

By using positive sales techniques, the server can control how fast your guests consume alcohol.

- Don't free-pour
- Count drinks
- Bring/offer water with each drink
- Offer food regularly if guests are not eating
- Be aware of the types of drinks your guests are ordering
- Establish multiple drink limits
- Slow your service intentionally
- Communicate any concerns with your team
- Cut off alcohol service if necessary
- Train all employees in responsible alcohol sales and service

Know your establishment's policy for dealing with guests who arrive intoxicated or who require service being cut off. It is important that other team members know if a guest has been cut off, especially if it is near shift change. Don't set someone up for failure.

The Alcoholic Beverage Control recommends every establishment use an **INCIDENT REPORT LOG** if you have to cut someone off. It can be a simple, empty ledger kept where the bartenders and server/seller staff have easy access to it. It is your best positive defense where liability issues are concerned.

Things to include in an incident report:

- Date & time of incident
- Employee involved & manager on duty
- What happened
- Copy of sales receipts if possible
- Any witnesses' names and phone numbers
- Actions taken

A sample incident report is on the following page







# INCIDENT REPORT

**Date of incident:** \_\_\_\_\_ **Time of incident:** \_\_\_\_\_

**Manager on duty:** \_\_\_\_\_

**Location of incident (within the establishment):**  
\_\_\_\_\_  
\_\_\_\_\_

**Name or description of persons involved:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Give description of incident:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Road conditions:** \_\_\_\_\_

**Were police notified? If so, give time of call** \_\_\_\_\_

**Who made the call?** \_\_\_\_\_

**Names of officers responding to call** \_\_\_\_\_

**Time of police response** \_\_\_\_\_

**List any intervention actions taken:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Witnesses:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Any other information you wish to add?**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Attach copy of credit card voucher and or sales receipt.**

Name (Print) \_\_\_\_\_

Home Address: \_\_\_\_\_

City, Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_



# Violations

1. Failure to furnish access to the premises by. to cooperate with or take reasonable action to assist any law enforcement officer or any authorized Alcoholic Beverage Control personnel who are on the permitted premises in the performance of their duties.
2. The permittee possessed, or knew or reasonably should have known that any agent or employee or patron of the establishment possessed on the permitted premises, any illegal drug or narcotic or controlled substance, or the any agent or employee while acting on the permittee's behalf knowingly allowed the possession on the permitted premises of any illegal drug or narcotic or controlled substance.
3. Selling or allowing the consumption of alcoholic beverages on the permitted premises when the permit is suspended or on inactive status
4. Selling to Minors
5. Disorderly conduct or a breach of the peace by a patron or employee on the permitted premises. Disorderly Conduct– fight, brawl, or disturbance that results in bodily injury to a person on the premises.
6. Failure to be a good neighbor
7. Selling to an intoxicated person
8. Unauthorized manufacturing, selling, offering, dispensing, or giving away of controlled beverages.
9. Conducting a permitting gambling on premises
10. Violation of legal closing hours
11. Possession of a weapon on the permitted premises by any person without a possessory or proprietary interest in the permitted premises.
12. Sales for anything other than cash or check
13. Selling to the insane
14. Accepting food stamps in payment for controlled beverages
15. Sale of controlled beverages by vending machine



### Violations

16. Consuming a controlled beverage while on duty.
17. Use of an unlabeled dispensing faucet.
18. Unauthorized sale of broken packages and merchandise.
19. Negligently allowing prostitutes to frequent the premises
20. Allowing immoral conduct on the premises
21. Disposing of or receiving samples by a retailer.
22. Negligently selling to users of narcotics.
23. Delivery of controlled beverages by a retailer away from his permitted premises.
24. Sale of controlled beverages in a container or of a size other than that approved.
25. Failure to maintain membership books or properly maintain guest books by a private club.



## **DRIVERS LICENSE GUIDE COMPANY**

*ID Checking Guide*

1492 Oddstad Dr.

800-227-8827

Redwood City, CA 94063

[www.idcheckingguide.com/us.asp](http://www.idcheckingguide.com/us.asp)

## **ARKANSAS ALCOHOLIC BEVERAGE CONTROL**

*ABC Regulations*

1515 W. 7th St. Suite #503

Little Rock, AR 72201

501-682-1105

[www.arkansas.gov](http://www.arkansas.gov)

ABC Rules and Regulations available on the website.

## **WE CARD**

*Free ID Checking Guide, promotional products, etc.*

800-934-3968

[www.wecard.org](http://www.wecard.org)



## A.S.C.P. Certifications

Once you successfully pass the A.S.C.P. exam you will receive a certificate. **These certifications are the property of the individual who took the class.** If required by your employer, retain a copy of it. Remember they are valid for two years.

If your certificate is lost or damaged, a new copy can be obtained from the Alcoholic Beverage Control by providing the following information in writing:

**Name**

**Date of Birth**

**Driver's License or ID number**

**Date and location where the class was taken**

**Mailing address where you want your new certification mailed**

**Fax number if want it faxed**

**Phone number where you can be reached**



# A.S.C.P. EVALUATION



INSTRUCTOR NAME: \_\_\_\_\_

DATE & LOCATION OF CLASS: \_\_\_\_\_

Please rate your trainer (s) in the following areas:

	Poor				Very Good
	1	2	3	4	5
1. Program Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Presentation Skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. On Time and Prepared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Enthusiasm/Energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. What was the most useful section of the program?  Alcohol Information  
 Liability  
 Fake Id Section

7. How does the A.S.C.P. Program compare to other training you've received?  
 Better  
 Worse  
 Equivalent  
 Have not had alcohol training before

8. Did the program accomplish its objective?  Yes  
 No

9. What do you feel is the biggest alcohol related problem at your organization?  
 Underage drinking  
 Intoxicated walk-ins  
 Over serving of alcohol  
 Lax check of IDs  
 Lack of concern on behalf of management

10. Your current position in your organization?  
Restaurant:  Owner  Manager  Bar Staff  Wait Staff  
Store:  Owner  Manager  Clerk

11. Should server training be mandatory?  Yes  
 No

12. Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_