Serving it right questions- Section 4- go to <http://www.servingitright.com/beverage_service_preview_1.html>

Implementing responsible beverage service

 Preview

1. Summarize the learning objectives of this section.
2. Do preview test. Write down questions and answers.

An effective RBS program

1. What is an RBS program?
2. What are the 3 main components of an effective RBS program?

Professional Environment

1. How can a professional environment help?
2. What three steps demonstrate a professional environment?

Create and implement a house policy

1. What does a house policy do?
2. What is a written policy?
3. What should be done with a written policy?
4. How does it help?
5. What do you need to do to develop a house policy?
6. What does a good house policy do?
7. What are important topics to include in a good house policy?
8. Summarize the 10 tips for effectively implementing a house policy.
9. How do you ensure a house policy is effective?
10. What does effective enforcement of a house policy increase?

Provide a pleasant service experience

1. What is responsible service and why is it important?
2. What are the 5 elements of providing a pleasant experience pictured in the photos?

Creating a pleasant environment

1. Why is it important to project a positive staff image?
2. How does good customer service help prevent intoxication of patrons?
3. Summarize the 10 tips for creating a pleasant environment?
4. How does providing quality, good value beverage alternatives help?
5. How does actively promoting and marketing food help?
6. Why is it important to avoid over service? What are some things you can do to prevent this?

Publicize and Market the RBS Program

1. How does publicizing and marketing the RBS program help? Give examples of how to do this.
2. Explain what a designated driver program is. Why is it important?
3. What can you do to promote designated driving?
4. How can you encourage the use of taxis and transit?
5. What can you do in terms of anticipating special occasions and large groups?

Coordinated Teamwork

1. What are the 3 steps in coordinated teamwork in an RBS program?

Help your Coworkers

1. Why is it important to help your coworkers in an RBS program?
2. Give 4 examples of how to do this.
3. How can you practice door control?
4. Why is this important?
5. How can you greet and assess customers? What factors should you assess?What questions should you try to determine?
6. Why is this important?

Check identification

1. Why is it important to check identification?
2. What are the ID requirements for BC?
3. What are the penalties for serving alcohol to a minor?
4. What are the penalties for using false id as a minor?
5. What is a first piece of identification? Give examples and explain.
6. What is a second piece of identification? Give examples and explain.
7. List the 11 enhanced security features of the new BC drivers license and ID cards and briefly explain each one.
8. If a person cannot provide identification what must you do? Why?

Identify and Discourage the use of Fake ID

1. What do you have to do if you suspect fake id? How do you do this?
2. Summarize the ten tips to identify and discourage the use of fake id.
3. Why is monitoring customer conduct important?

Case study

1. Read the case study and answer the discussion questions.

Identify and manage problem customers

1. What are the 3 main types of problem customers?

Underage Customer or Minors

1. What are 3 ways minors may try to mislead?
2. What should you do if you see alcohol given to a minor by a person of age?
3. What are 3 examples of reasonable measures to prevent disturbances in and around the store?
4. What are 3 types of activity that might indicate customers are purchasing for minors?

Case study

1. Read the case study and watch it. Write down the discussion question and possible answer.

Practice Dialogue

1. Watch the video clip on refusing service. Answer the discussion question and write down the possible answer.

Identify and Manage Chronic Drinkers and Known Troublemakers

1. What is a chronic drinker?
2. Why does it take experience to gauge this drinker’s state?
3. What can you do to keep track of known troublemakers?
4. How long should personal information about a customer be kept? When would you keep it?

Record incidents and share information

Establish a system of recording incidents

1. What do management and staff need to discuss and practice?
2. Why do they need to record incidents?
3. What are 3 steps to record incidents and share information?
4. What should you do when an incident occurs?
5. What should staff do before providing statements?
6. What should the establishment do if police request an official statement?
7. How long should incident records be kept?

Use a dedicated logbook

1. Why should logbooks be bound books instead of loose leaf binders?
2. When should events be recorded in a logbook? Why?

Capture a detailed account of the incidents

1. What details should be included in an account of an incident?

Intervention strategies

1. What are three steps to deal with difficult situations?

Monitor behaviour and slow down service

1. What is the key to maintaining a safe environment?
2. What are 5 tips for monitoring customer behaviour?
3. What strategies can you use to slow them down?

Seek assistance and discontinue service

1. Write down and summarize the 10 step procedure for dealing with difficult situations.

Case study

1. Read case study. Write down your response and check it with the possible answer.
2. Read second case study. Answer discussion question.

Ensure that customers arrive home safely

1. What are 4 strategies you could use to ensure that intoxicated guests arrive at a safe place?
2. If an intoxicated guest gets in a car and drives away what should you do?
3. What should you do after the guest leaves the establishment?
4. What should you communicate to your coworkers after the intervention?
5. What should you record and where should you record it?

Other safety issues

1. What kind of force can be used to eject a guest from the premises?
2. What steps should you follow when ejecting a guest?
3. If you have to use force what guidelines should you follow?

Case study-Importance of serving it right

1. Read the case study and summarize the lesson you learn from it.

Summary

1. What are the top 10 tips for implementing an effective RBS program?

Case studies

1. Watch each of the case studies and answer the discussion questions. Write down the questions and the possible answers.
2. What questions should you ask at work?
3. Summarize the key terms and their definitions.
4. Do the quick review – answer the questions. Check them in appendix a.

Developing a house policy

1. What is a risk assessment and why is it important?
2. How do you identify areas of need?
3. What are the guidelines for writing a house policy?

Course Review

1. Read Case study and answer questions. Make sure you have the right answers.
2. Go through the key concepts review. Make flash cards to remember the key concepts.