

A photograph of three chefs in white uniforms working in a kitchen. The chef on the left is looking down, the middle chef is looking towards the right, and the chef on the right is looking down at a task.

PLAYING IT

SAFE

Be safe and healthy on the job with these helpful tips provided by Gallagher Franchise Solutions.

Get Educated with Alcohol Server Training

Keeping yourself and your customers away from harm

Alcohol server training is a form of industry-specific education designed for servers, sellers and consumers of alcohol to prevent intoxication, drunken driving and underage drinking. The amount of server training you must have in order to legally serve alcohol varies according to the state and locality. Courses are taught by a variety of educational providers, from individuals to the state. The cost, quality and content of training can vary from program to program.

Why Should I Participate?

Serving alcohol to others as part of your profession is a serious responsibility. You have the power to prevent alcohol-related tragedies by understanding the dangers of beverage service and by knowing when patrons are crossing the line.

Whether or not you are required by law to undergo alcohol server training, you will benefit from the knowledge gained in a training course. You will learn how to identify alcohol-related problems and know when to intervene to prevent potential tragedies.

Certification

Many courses include an exam to ensure that you have learned the material, and some states recognize certifications presented upon passing these exams.

Benefits of Training

When you decide to attend an alcohol server training, you will enjoy the following benefits:

- You will remain compliant with state and local regulations regarding

alcohol service.

- You may be protected from alcohol liability litigation, as certifications can serve as reasonable efforts of defense.
- You will be less likely to cause to receive penalties for alcohol violations or to receive violations yourself.
- By providing better customer service, you will be more professional and may earn more gratuity.
- You will help reduce the risk of patron drunken driving.
- You will avoid serving alcohol to minors.
- You will reduce the risk of property damage from drunk patrons.
- You will learn how to effectively deal with unruly patrons and how to protect yourself and others in the event of a confrontation.
- You will help gain a positive image in the community as an establishment that cares about its patrons and their safety.



Uncomfortable? Say No.

If you are assisting a patron who appears intoxicated and you do not feel comfortable serving him or her, don't. Alert your supervisor so you can defuse the situation together to ensure the patron gets home safely and that the establishment is not liable for over-serving.

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