



IT'S A TOUGH JOB...



**BAR STAFF GUIDE:
MAKING IT EASIER**

...and it's your job

ARE YOU A BAR STAR?



TRUE OR FALSE

- You must deny entry to intoxicated patrons.



True



False

(see page 3)

- Serve only low or non-alcoholic drinks to patrons who show 3 signs of intoxication.



True



False

(see page 5)

- In Ontario, patrons under 19 years of age are not permitted to possess alcohol.



True



False

(see page 8)

- Explaining house rules to intoxicated patrons are useful ways of dealing with drunks.



True



False

(see page 6)



KNOW THE LAW

- You must deny entry to intoxicated individuals.
- You can deny entry to rowdy individuals.
- If you serve alcohol to patrons, you can be held responsible for their behaviour until they are sober, even after they leave your bar.

THE BOTTOM LINE

- Chat patrons up before you serve.
- Assess for signs of prior drinking.
- Check whether they have eaten.
Offer food.
- Take note of weight and sex.
- Set drinking rate.
- Monitor for signs of intoxication.
- Offer low or non-alcoholic drinks.

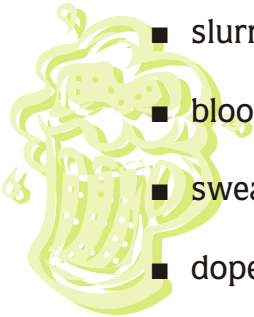


SIGNS OF INTOXICATION

One standard drink = 12 oz. beer (5%) or 5 oz. wine (12%) or 1.5 oz. liquor (40%)



- fine motor coordination shot (difficulty picking up change, difficulty removing cards from wallet, etc.)
- speaking too loud or too softly
- talking fast, then slow, then fast
- slurred speech
- bloodshot eyes
- sweating when no one else is
- dopey, not alert (respond slowly to questions)
- poor motor control (stumbling, bumping into others)
- breathing slower and lighter than others
- sleepiness



GUIDELINES TO BAR STAFF

HOW MUCH TO SERVE

1 or 2 signs of intoxication:

- become alert for the development of other signs
- move to low/non-alcoholic drinks
- serve food if possible



3 or more signs of intoxication:

- serve only low/non-alcoholic drinks
- serve no more alcohol if patron is driving

4 or more signs of intoxication:

- serve no alcohol under any circumstances
- ensure patron's safety



DEALING WITH DRUNKS



Despite your best efforts, patrons may get intoxicated. Permitting drunkenness or riotousness to occur on the premises is a violation of the *Liquor Licence Act*. At this point you must have a strategy to limit the damage.

THE BOTTOM LINE

Intoxicated people don't like to admit to their state. Convincing them that they are intoxicated, should stop drinking and take safe transportation home is a huge challenge.

Convince

- Look at the patron — don't be evasive; show concern and speak right to them. Respect personal space.
- Tell them you're sorry and explain that house rules and/or the law don't permit you to serve them.
- Minimize the problem and offer one or two alternatives. Diffuse tension by serving some food or a non-alcoholic drink. Set limits.

Control

- Don't argue. Use closed statements to counter objections. ("There's nothing I can do. I will lose my job if I serve you alcohol.") Offer one or two alternatives again.

- Offer higher authorities. Ask if the patron would like to speak to the manager.

THE USE OF FORCE



You're in the hospitality business. You enjoy making patrons comfortable and happy, and keeping them that way. When people reach their limit, it's tough to step in and break up the party. But Ontario Liquor Licence Act says that's your job too.

Make every effort to solve disputes without violence. Imagine you're being watched every minute. Because you probably are.

Ask nicely

- First, ask the disruptive patron to leave.
- Give the patron the chance to leave peacefully.
- Don't react physically to verbal abuse.

If the patron refuses — you may lead him or her to the door.



LOOK AT THE PATRON

MINIMIZE THE PROBLEM

TELL THEM YOU'RE SORRY

DRINKING'S NOT KID STUFF

Standard accepted identification cards:

- Ontario photo driver's licence
- Canadian passport
- Canadian Citizenship Photo Card
- LCBO BYIP Photo Card
- Canadian Armed Forces with photo

THE BOTTOM LINE

- Always ask for proof of age.
- Challenge apparently underage patrons to produce further proof of age if you have suspicions of their ID or age.



IN ONTARIO
PATRONS
UNDER
19 YEARS
OF AGE
ARE NOT
PERMITTED TO:

- ✗ purchase alcohol
- ✗ possess alcohol
- ✗ obtain alcohol
- ✗ drink alcohol