

Responsible Beverage Service Training Provider Program

Introduction

Responsible Beverage Service (RBS) is a community-based approach to reducing risks associated with retail alcohol environments. RBS has three essential elements:

- ✿ Alcohol policy for the alcoholic beverage licensed establishment;
- ✿ Server education and oversight; and
- ✿ Partnerships with law enforcement, other local agencies and community groups.

Goal

The goal of RBS is to reduce alcohol-related problems by educating the establishment's staff on the sales and service of alcohol, and holding them accountable if their establishment violates state and local laws, such as sales to minors and sales to obviously intoxicated patrons. Good RBS means that servers check identification and refuse service to obviously intoxicated patrons. The community, including local law enforcement, grass roots organizations, etc., is involved in identifying, encouraging and enforcing safe alcohol service and sales.

Program Overview

Server training education has come a long way over the past twenty years. Many techniques are available now to help servers size up patrons to determine that they are of legal age and are able to drink without creating problems. Servers can use several methods to pace the service of alcohol so patrons do not become intoxicated. Additional techniques are available to stop service, help patrons get home safely, and call for help from law enforcement and medical assistance when needed.

Research shows that simply training servers and sellers is not enough to create long-term change; a successful RBS program begins with good management and must be rooted in the community.

This means server training must be connected to house policies that clearly define how alcohol is sold. All management personnel must endorse these policies, and everyone, from the doorman to the owner, must comply with local and state laws. This also means that local community agencies (police, planning, and community development) will work with concerned community groups to monitor alcohol outlets in the community on a regular basis to identify which outlets are problematic, or are starting to create problems. From this assessment, server training programs can be selected, or can be locally created, to meet the community's concerns for off-sales (stores), on-sales (bars, restaurants), and special events (fairs, festivals).

Finally, these programs will be supported by consistent law enforcement and community norms that reinforce community standards ensuring those who sell and serve alcohol do so in a way that does not contribute to community problems.

The guidelines provided by the Department of Alcoholic Beverage Control, under the RBS Training Provider Program, are considered Best Practices as based on published research conducted by experts in the field of server training.

Contact Information

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