

Level Two – Professional Server Standards

Minimum instruction time three hours, four hours recommended.

Level Two Training Subject Matter

- 🌟 Laws, Policies, Rules and Regulations
 - Administrative liability-ABC license sanctions
 - Criminal liability
 - Civil liability
 - State ABC laws and regulations
 - Sales to minors
 - Possession by minors
 - Sales to obviously intoxicated persons
 - Disorderly /disruptive premises
 - Retail Operation Standards-Section 25612.5 B&P Code
 - Age of servers
 - Driving Under the Influence (DUI) laws
 - Hours of operation
 - Local ordinance requirements
- 🌟 Technical Information: Health, Safety and Community Impacts
 - Alcohol impaired driving
 - Signs and stages of intoxication
 - Interaction of alcohol and drugs
 - Physiology and blood alcohol content
 - Tolerance
 - Insurance
 - Food promotion
- 🌟 Server Responsibility
 - Prevention
 - Intervention
 - Age identification
 - Identifying minors
 - Assuring guest safety
 - Drink size and limits
 - Listening
 - Suggestive selling techniques
 - Role playing

Level Two Learning Objectives

Given the necessary instruction and training on the above topics the training recipient will:

- ✿ Understand relevant state laws and regulations in administration, criminal and civil liability; and local ordinance requirements.
- ✿ Understand how these laws pertain to the alcoholic beverage server.
- ✿ Recognize the potential risks of irresponsible alcoholic beverage service practices.
- ✿ Demonstrate knowledge of signs of intoxication.
- ✿ Identify specific behaviors that would prompt the server or management to intervene and refuse continued service of alcoholic beverages.
- ✿ Be able to understand and execute policies related to proper age identification and intervention with an intoxicated or underage customer.
- ✿ Demonstrate an ability to recognize a false or altered identification.
- ✿ Be better able to promote food and alternatives to alcohol.
- ✿ Understand the basic principles of proper food safety and handling.
- ✿ Be able to understand and define their personal role in prevention efforts.
- ✿ Be able to list the procedures for preparing for intervention.
- ✿ Demonstrate knowledge of alcohol physiology.
- ✿ Be able to list the stages of intoxication relative to the number of drinks consumed.
- ✿ Understand the basic elements of being assertive.
- ✿ Demonstrate a proper attitude when dealing with customers that will support responsible service policies and identify the benefits to the guest, the server and the business.
- ✿ Recognize the role of gender and tolerance in shaping individual drinking behavior and perceptions about alcohol.
- ✿ Demonstrate knowledge of the changing drinking patterns of American adults over the past five years.
- ✿ Understand that hospitality is more than just serving alcohol.
- ✿ Demonstrate knowledge of the principles of communication.
- ✿ Understand the importance of policies and support management in the implementation of those policies.