



Responsible Beverage Service

Training Standards



www.abc.ca.gov

April 2007

Historical Information Regarding California RBS

In September 2006, the Department of Alcoholic Beverage Control received a grant from the Office of Traffic Safety (OTS) recognizing the Department as the entity to approve Responsible Beverage Service (RBS) training providers and curricula.

The development of science-based training standards and curricula and the training provider certification process was previously created and handled by the California Coordinating Council on Responsible Beverage Service (C3RBS) under a grant received from OTS during 1992. During the initial process, C3RBS developed curriculum standards, provider qualifications, instructor qualifications and the process for provider applications. In August 2005, the C3RBS board of directors voted to dissolve their status as a legal entity and transition the certification of RBS training to the Department of ABC.

Under the 2006 RBS grant from OTS, the Department of Alcoholic Beverage Control has formed an RBS Advisory Board. The newly formed Advisory Board consisting of many members previously involved in C3RBS have adopted the C3RBS standard curriculum and have reviewed the latest science based RBS literature for the purpose of updating the previously developed standards. The updated standards reflect the findings of the most recent server training research and provide guidance, in connection with the administration of Rule 144, Title 4, Division 1, of the California Code of Regulations (“Penalty Guidelines”), to businesses, municipal governments, practitioners and individuals who have an interest in server training principles

The RBS Training Provider Program is voluntary as California law does not mandate applicants, licensees, or their employees to attend RBS training. However, the penalty for violations, as articulated in Rule 144, may be mitigated if the involved seller/server has previously attended a certified RBS training program.

Some local jurisdictions mandate RBS training for servers, managers, and/or other staff.

RBS Advisory Board

The initial RBS Advisory Board consisted of:

Manuel R. Espinoza, Chairman Pro Tem *Regulatory Compliance Service*
Jim Abrams.....*California Hotel and Lodging Association*
Adam Chafetz *Training for Intervention Procedures*
Tom Colthurst..... *Center for College Health and Safety*
Kathie Griley *California Restaurant Association Educational Foundation*
Marian Novak *Responsible Hospitality Coalition – San Diego*
Michael Sparks *California Council on Alcohol Policy*
George Vasquez..... *Fighting Back Partnership*
Friedner Wittman..... *Institute for the Study of Social Change, University of California, Berkeley*

Project Coordinator:

Gene Barnes.....*Department of Alcoholic Beverage Control*

Table of Contents

Introduction.....	1
RBS Training Educational Objectives	1
Best Practices	1
Mitigation Process and Documentation	1
RBS Training Standards	2
General Information.....	2
Five Topic Areas.....	2
Levels of Training.....	2
Level One – Special Events Servers	3
Level Two – Professional Servers	3
Level Three – Supervisor/Manager of Servers	3
Level One – Special Events Servers Standards	4
Level One Training Subject Matter	4
Level One Learning Objectives	4
Level Two – Professional Servers Standards.....	5
Level Two Training Subject Matter.....	5
Level Two Learning Objectives.....	6
Level Three – Supervisor/Manager of Servers Standards	7
Level Three Training Subject Matter.....	7
Level Three Learning Objectives.....	9

The Department's Penalty Guidelines - Rule 144

In 2004, the Department of Alcoholic Beverage Control formalized existing penalty guidelines by the adoption of Rule 144, Title 4, Division 1, of the California Code of Regulations. The new regulation describes in detail the Department's penalty policy, procedures and guidelines to ensure that licensee discipline is administered in a fair, reasoned and consistent fashion and in a manner authorized by law. In assessing the reasonableness of a penalty, the Department considers a range of aggravating and mitigating factors based on the facts of individual cases. Among the mitigating factors listed in Rule 144 is whether a documented training of a licensee and employees has taken place. The development of a process that recognizes minimum standards and training provider certification will enable the Department to utilize a generally recognized and reliable benchmark in determining whether a particular training program qualifies for mitigation as explained by the policy guidelines, thereby ensuring a consistent application of the regulation.

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.

RBS Training Educational Objectives

- 🌟 Improve public health and safety.
- 🌟 Establish a higher professional standard for hospitality service.
- 🌟 Improve the business viability of responsible establishments.
- 🌟 Support quality of life in the neighboring community

Best Practices

The Levels of Training, Training Standards, and Learning Objectives recommendations provided in this pamphlet are considered Best Practices as based on published research conducted by experts in the field of server training.

These recommendations are required as a pre-requisite to obtaining RBS Training Provider certification as an approved training provider for the purposes of mitigation pursuant to Rule 144, Title 4, Division 1, of the California Code of Regulations.

Mitigation Process and Documentation

In order for licensees to be eligible to receive mitigated penalties, they must provide proof of successful completion of a certified RBS Training Program by the involved server/seller at the time of Notification of Violation interview. Such training must have been successfully completed prior to the date of violation(s) resulting in disciplinary action.

The training Provider shall give a Training Certificate to each training recipient and will maintain a record of all persons trained.

Each training recipient who successfully completes the certified RBS training program will receive a training certificate. Training certificates will expire two years after the date of the training. Training recipients must re-take the training program every two years for the licensee to maintain eligibility to receive mitigated penalties.

RBS Training Standards

General Information

The initial Training Provider certification will be for three years subject to renewal thereafter.

The standards for evaluating curriculum will focus on five primary areas. The Level of Training will determine the extent each topic area is covered. Training methods must be interactive, and shall include lecture, role-playing, discussion, and video/multi-media, and ensure that the learning objectives are achieved.

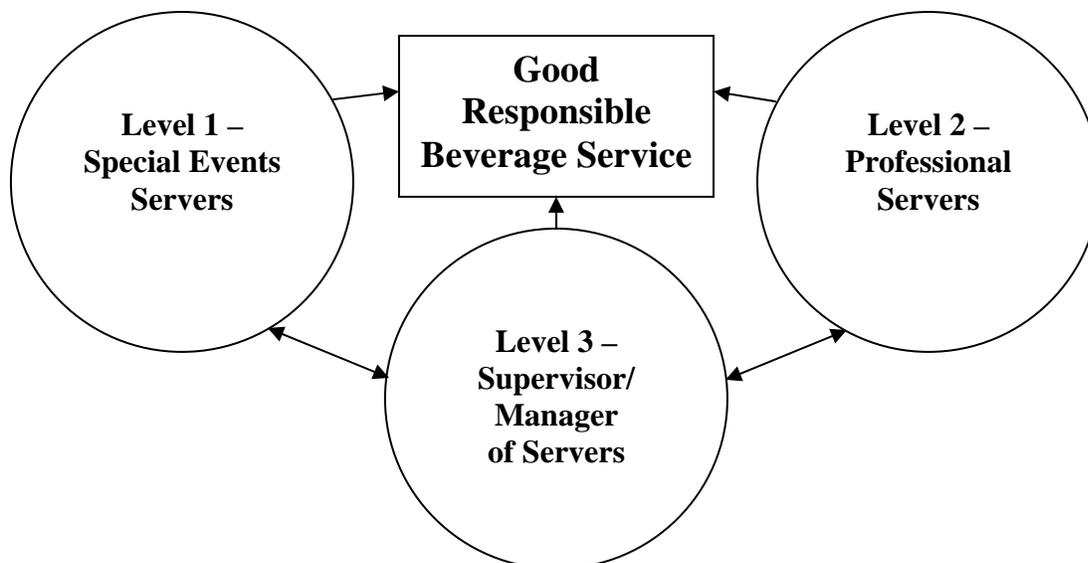
Five Topic Areas

- ⚙️ Laws, Policies, Rules and Regulations
- ⚙️ Technical Information: Health, Safety and Community Impact
- ⚙️ Server Responsibilities
- ⚙️ Establishment Policies
- ⚙️ Methods of Supervision of Servers or Sellers

The scope of the above topics is based on the Level of Training.

Levels of Training

Curriculum standards and educational objectives have been defined for three levels of RBS training. For the purpose of a mitigated penalty pursuant to Rule 144, the Department of Alcoholic Beverage Control is currently only certifying curriculum standards for Level Two and Level Three training. Level One Standards are only advisory and based on current best practices. (Minimum classroom instruction times are indicated for each level of training. On-line or self-paced training programs should also meet these minimum instruction times.)



Level One – Special Events Servers

Individuals involved in direct service of alcoholic beverages for temporary or special occasion events such as fairs, festivals and other occasions where a one-day permit or temporary license is issued. Minimum instruction time one hour, two hours recommended.

Level Two – Professional Servers

Individuals involved in direct service or sales of alcoholic beverages, including cashiers, servers, bartenders, doormen, bouncers, etc., within a licensed establishment (either on- or off-sale). The employment status of these individuals may be part-time, full-time, temporary, or permanent. Minimum instruction time three hours, four hours recommended.

Level Three – Supervisor/Manager of Servers

Individuals employed by licensed premises with the responsibility of supervising or managing sellers or servers of alcoholic beverages to the public. Minimum instruction time three hours, four hours recommended.

Level One – Special Event Server Standards

Minimum instruction time one hour, two hours recommended.

Level One Training Subject Matter

- ⚙️ Law, Policies, Rules and Regulations – Temporary Permit Sanctions
 - Administrative liability
 - Criminal liability
 - Civil liability
 - State ABC laws and regulations
 - Sales to minors
 - Possession by minors
 - Sales to obviously intoxicated persons
 - Age of servers
 - Driving Under The Influence (DUI) laws
 - Hours of operation
 - Local Ordinance/Venue Requirements
- ⚙️ Technical Information: Health, Safety and Community Impacts
 - Alcohol impaired driving
 - Signs and stages of intoxication
- ⚙️ Server Responsibility
 - Prevention
 - Intervention
 - Age identification

Level One 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 applicable local 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 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.

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.

Level Three – Supervisor/Manager of Servers Standards

Minimum instruction time three hours, four hours recommended.

Level Three Training Subject Matter

- ✿ Laws, Policies, Rules and Regulations
 - Administrative liability
 - 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
- ✿ 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
 - Community involvement
 - Neighborhood benefits
- ✿ Server Responsibility
 - Prevention
 - Intervention
 - Age identification
 - Identifying minors
 - Assuring guest safety
 - Drink size and limits

- Listening
- Suggestive selling techniques
- ✿ Establishment Policies
 - Policies Management/Defining Policies
 - Importance of house policies,
 - Using policies to create a safe, comfortable environment.
 - Review current policies for relevance and accuracy
 - Developing policies and practices that will reinforce RBS objectives
 - Strategies to insure full policy implementation
 - Critical Policy Elements
 - Stopping service to a guest
 - Ensuring intoxicated guests travel home safely
 - Handling guests who arrive intoxicated
 - Handling potentially violent situations
 - Handling illegal activities
 - Dealing with underage customers
 - Properly checking identification
 - Refusing to sell any product knowing it to be used for drug purposes
 - Abide by the Retail Operating Standards
 - Refusing to sell high-risk beverages (fortified wines, wine coolers or 40 oz. beer containers)
 - Handling emergency situations
 - Documentation of on-sale or off-sale incidents
 - When service has been stopped
 - When alternate transportation has been arranged for a guest
 - When I.D. has been confiscated
 - When illegal or violent situation has occurred
 - When a guest becomes ill from over consumption
 - When a patron has been injured, medical attention given or hospitalized
 - When a theft of alcoholic beverages has occurred
 - Marketing and Profitability
 - Marketing promotions of alcoholic beverages
 - State and local law
 - Reason for limitations
 - Promoting responsible business practices
 - Methods of Supervision of Servers and Sellers
 - Record Keeping
 - Employment records, acknowledgements, training verifications

- Records of policy enforcement requiring dismissal
- Records of training provided
- Hiring Practices
 - Verify applicant is of minimum age to serve alcoholic beverages
 - Checking references
 - Complete training within specified period
- Communication between staff and management
- Creating Training Opportunities
 - Intervention techniques
 - Supervisory skills

Level Three 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.
- ✿ Define and implement 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
- ✿ Demonstrate knowledge of the principles of communication.
- ✿ Understand the importance of policies and support staff in the execution of those policies.
- ✿ Identify the benefits of responsible beverage service to risk management.

- ⚙ Demonstrate knowledge of principles of RBS training.
- ⚙ Be able to assess risks associated with current policies and existing service practices.
- ⚙ Define basic principles of responsible beverage service in at least the following areas:
 - Marketing and promotion
 - Alternative beverage promotion
 - Alternative transportation
 - Age identification
 - Intoxication
 - Security
 - Food service
- ⚙ Identify the benefits of participation in community groups, trade association and continuing education.