

CONCERNED ABOUT A CUSTOMER YOU REFUSE TO SELL ALCOHOL TO?

Intoxicated Customers

You are required by law and our policy not to sell alcohol to anyone who appears visibly intoxicated already. Since a visibly intoxicated customer may be a danger to himself and others, ask how he/she plans to get home.

- Offer a cab ride home: **Call (802) 254-8400** for a cab.
- If the visibly intoxicated customer appears to be driving, alert police with a description of the customer and car. Call **(802) 257-7950**.

When to Contact the Police

Call the police if:

- **a customer appears to be violent or threatening.**
- **a customer appears to furnish alcohol to a minor, inside or outside the establishment.**
- **a visibly intoxicated customer appears about to operate a motor vehicle.**

Unusual Occurrence Log

Write down in the Unusual Occurrence Log any unusual occurrences concerning the attempted purchase of alcohol products, including: date and time of day, name or description of customer, and details of the occurrence, including whether a sale was made.

Tips for staff

- **It is your job to check identification.**
- **Never ask:** "Is this person 21 or older?" Rather, ask: "Is this person under **age 30?**" and if "Yes," ask for ID. If you guess who is 21, sooner or later you will be very, very wrong!
- **Do the math:** Police stings employ decoys with valid IDs that show them to be under age 21. Some minors will use their own ID because, too often, staff see an ID and assume the customer must be of legal age.
- **Avoid conflict:** You can avoid conflict if you remember that you are not saying "No" to the customer -- just to the ID. "I would like to sell this to you but I just can't accept this ID." Or: "I'd like to sell this to you as soon as you show me an ID I can accept." Don't allow the issue to be whether the customer is 21: the issue is that you are not allowed to make the sale: "I'm sorry, but I could lose my job if I were to sell this to you" (pointing to the security camera to show that **you** are at risk if you make the sale).