

Wine Tourism Toolkit: Cellar Door Operations Manual

3. Food and Beverage Service

3.2 Responsible Service of Alcohol

This checklist is intended as a guide to help you write your company Cellar Door Manual. You may choose some or all of the sections indicated, depending on your individual circumstances.

3.2.1 Dealing With Intoxicated Customers

Every State has its own regulations for Responsible Service of Alcohol, and it is a mandatory requirement of all Australian State Government Liquor Licensing Authorities that Winery Cellar Door / Hospitality operations serving alcohol to the public have at least one person trained in Responsible Service of Alcohol on-site for all hours they're open to the public – **see Regulation and Training web-links below.**

Broadly, most Responsible Service Guidelines may incorporate the following :

- ☐ Early Intervention – Take notice of the customer's behaviour early before it becomes a problem. Give early warnings so the customer knows where they stand and has an opportunity to behave better.
- ☐ Offer an alternative – Refusal to serve alcohol is not a total ban on service if caught early enough. Offer a soft drink, a coffee or a break from drinking altogether.
- ☐ Deliver the message to the patron without an audience – Refuse them an opportunity to 'make a scene' as well as allowing them to 'save face'.
- ☐ Use open body language – Be aware of how you deliver the message. Avoid getting aggressive. Use open body language such as showing open palms and keeping a passive attitude. Never put the person down (eg by calling them a drunk or waving a finger at them).
- ☐ Explain your concern without prejudice – Let them know that their welfare, and the welfare of others is your first concern; it's not a power trip for you. Be courteous. Refusal today does not mean refusal forever. They may still be welcome as a customer tomorrow.
- ☐ Use the law as a defence and use the term "we" – Take yourself out of the argument by letting them know you have no choice under law and that the licensee, other staff and venue patrons expect you to take action.
- ☐ Stay calm – Some people may get aggressive. Stay cool. Fight fire with water, not more fire. And remember, no-one ever won an argument with a customer, even if you are right.
- ☐ Get assistance – Ensure you have backup from other staff and supervisors/management. If you feel the issue is getting out of hand, call in someone who can help you.
- ☐ Avoid physical force – If required, leave that to security or get help from police.
- ☐ Report – Make a note in the incident book and tell other staff and establishments if you/your supervisor think it is necessary.

3.2.2 Responsible Service Risk Management

Risk management instructions for Responsible Alcohol Service may include:

- ☐ Ensure placement and pouring of tasting stock is under staff control, avoiding potential for intoxicated customers to serve themselves.
- ☐ Appropriate advice given regarding number of standard drinks that samples represent.
- ☐ Early intervention in behaviour tending towards intoxication.
- ☐ Ensure staff trained appropriately in Responsible Alcohol Service.

3.2.3 Responsible Service of Alcohol- Regulation and Training Web-Links

National Guidelines for Alcohol Consumption & State Responsible Service of Alcohol Regulations & Training:

- ☐ National Guidelines for Alcohol Consumption - <http://www.alcohol.gov.au/internet/alcohol/publishing.nsf/Content/guide-adult>
- ☐ ACT – ORS, Liquor Industry Regulation: [http://www.ors.act.gov.au/community/liquor/liquor - industry](http://www.ors.act.gov.au/community/liquor/liquor%20-%20industry)
- ☐ NSW – OLGR, RSA FAQ: www.olgr.nsw.gov.au/courses_rsa.asp
- ☐ QLD – OLGR, RSA Factsheet: [Fact sheet: Responsible service of alcohol training \(RSA\) - OLGR](#)
- ☐ SA – OLGC, RSA Handbook: [www.olgc.sa.gov.au/default.asp?page=liquor.Responsible Liquor.handbook.htm](http://www.olgc.sa.gov.au/default.asp?page=liquor.Responsible%20Liquor.handbook.htm)
- ☐ TAS – Dpt. Treasury & Finance, RSA: www.treasury.tas.gov.au/domino/dtf/dtf.nsf/6044ee0c1cf958a2ca256f2500108bba/271243a9977a084aca257610000b46f7?OpenDocument
- ☐ VIC – Dpt. of Justice, RSA FAQ: <http://www.vcglr.vic.gov.au/home/liquor/education+and+training/responsible+service+of+alcohol/responsible+service+of+alcohol+frequently+asked+questions>
- ☐ WA – DRGL, Liquor-Responsible Service: www.rgl.wa.gov.au/Default.aspx?NodId=94
- ☐ WA – DRGL, RSA-Mandatory Training: www.rgl.wa.gov.au/ResourceFiles/Policies/Mandatory_Training.pdf