



RESPONSIBLE SERVICE AND SAFETY PROGRAM



## Serving It Safe

### A Responsible Service and Safety Program for Licensed Establishments in Manitoba

The Liquor Control Act sets out mandatory responsible service and safety training requirements.

Inspectors from the Manitoba Liquor Control Commission (MLCC) ensure licensees are in compliance with the requirements by checking the Serving It Safe Certification of licensee staff.

The Serving It Safe, Responsible Service and Safety Program is mandatory certification that all new licensees must acquire prior to being issued a liquor license in Manitoba.

As of April 1, 2011 it is mandatory for managers, servers and security personnel to complete the certification training prior to working in a licensed facility.

The Serving It Safe Program is about changing views of alcohol service and safety in the tourism/hospitality industry. Employees and employers who serve alcohol need to understand their role in response to this new business environment. It is important to protect yourself, your establishment and your patrons.

Information in this awareness program includes:

- The Duty of Care and your role in ensuring that customers do not harm themselves or others
- Your legal responsibilities in the service of alcohol as well as potential liabilities
- New approaches to alcohol sales and service in relation to changing consumption and trends
- How to develop techniques for preventing customers from becoming intoxicated
- How to refuse service
- How staff that act professionally can diffuse situations and keep patrons and staff from personal harm and the establishment from potential liability.

The Serving It Safe Program presents an opportunity and a challenge. The goal is to plan and implement ways of reducing alcohol-related risks while maintaining or enhancing profits.



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The Serving It Safe Responsible Service and Safety Program is available on-line, self-study or in the classroom:

#### 1. On-line Study and Exam

Visit [servingitsafe.ca](http://servingitsafe.ca). After registering and submitting payment by credit card, you will be given an access code which will allow you to view and print the Serving It Safe Manual and take the exam. The manual will be available to you on-line for one year.

Once you start the exam, you will have 90 minutes to complete it. Upon successful completion, you will receive a laminated, wallet-sized card certifying that you have successfully completed the program.

#### 2. Self Study Program

Upon registration and payment, MTEC will mail a Serving It Safe Manual, exam and return envelope for you to mail back your completed exam to MTEC for scoring.

Upon successful completion, you will receive a laminated, wallet-sized card certifying that you have successfully completed the program.

#### 3. Classroom Training Session

If you have a group of staff or volunteers and would like to receive training in a classroom setting, please contact the MTEC office at 204-957-7437.

[servingitsafe.ca](http://servingitsafe.ca)



These programs are administered by the Manitoba Tourism Education Council (MTEC).