



Protect your customers. Protect your business.

As a licensee, you want to create a safe and enjoyable experience for your customers. This means having the right training, policies and protocols in place. Follow this checklist to make sure you follow best practices for the responsible service of alcohol:

**1. GET TRAINED:**

- Understand your provincial alcohol laws and responsibilities
- Some provinces have mandatory alcohol training programs; all provinces have programs available and are recommended for all staff and management
- Ensure employees understand government legislation and laws pertaining to alcohol
- Create policies and procedures with meaningful consequences and strictly enforce them
- Make sure training is provided and documented

**2. EXAMINE YOUR OPERATIONS:**

- Make sure you have proper permits
- Be aware of liquor liability – both for the server and for management
- Ensure good, open communication among all staff regarding alcohol service
- Document all incidents of intoxicated customers or those denied service or entry
- Implement inventory controls over alcohol
- Ask your insurance company for their requirements and advice

**3. STAFF PROTOCOLS:**

- Consider creating a mandatory identification policy to highlight different kinds of ID
- Have a process in place to evaluate intoxication levels
- Ensure that bartenders and servers are well trained and do not serve obviously intoxicated persons
- Have the same training for doormen/bouncers, if applicable, and have them serve as a first check for identification
- Create a procedure for your staff to deal with difficult situations
- Consider having a zero tolerance alcohol and drug policy for employees while working
- Consider providing first aid training for staff

**4. CUSTOMER SERVICE:**

- Offer food service if possible
- Encourage taxi use, car pools and designated driver programs
- Encourage groups of customers to look out for each other when drinking alcohol
- Consider ways to encourage or reward designated drivers
- Display information material on alcohol-related government policies and legislation

**Special Preferred Partner Programs for Restaurants Canada members**

**Restaurant Protect Insurance**

Members save on inspection costs or premium financing fees with Restaurant Protect Insurance. Get enhanced property and liability insurance at competitive rates designed to meet the specific needs of Canada's restaurants, pubs, and bars. Ask your broker for a quote or contact a Restaurant Protect insurance specialist at 1-855-512-2732.

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**Smart Serve Training**

ONTARIO ONLY - 20-25% discount on training packages and kits.

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**emerit Occupational Training**

Provide your promising staff with the skills they need to perform at the next level with training for most restaurant and foodservice roles, including bartender and server. Restaurants Canada members receive a 20% discount on online training.

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