



THE RESPONSIBLE SERVICE OF ALCOHOL POLICY

Policy and Strategies

Responsible serving of alcohol is important for a number of legal, health and social reasons. Society is now less tolerant of drunk behaviour, drink driving and under age drinking because they are more aware of the problems associated with such behaviour.

Alcohol and the Law

In NSW various acts control the sale and service of alcohol. There are four (4) basic points, which are relevant to responsible serving practices.

- A person shall not sell or supply liquor to a person under the age of 18 years
- A licensee shall not permit intoxication or any indecent, violent or quarrelsome conduct on their licensed premises
- A person (whether or not they are the licensee) shall not sell or supply liquor to any person who is at the time in a state of intoxication
- Where a person is intoxicated on licensed premises, the licensee shall be deemed to have permitted intoxication on the licensed premises unless they and their employees took all reasonable steps to prevent intoxication on the licensed premises.

Responsible Serving of Alcohol Policy

CBSRC recognises it has a responsibility to serve patrons in a responsible, friendly and professional manner. To provide an environment that meets our member's needs in terms of recreation, a social meeting place and an area to enjoy. As the service of alcohol relates to these activities we have a responsibility to maintain this environment taking into consideration our member's needs and the needs of the community.

CBSRC is committed to act responsible in the sale of alcoholic beverages, to ensure our staff are on hand to assist patrons in their decision to drink in moderation and where appropriate avoid the dilemmas of combining drinking and driving. Staff will not serve any person under the age of 18 years or any patron to the point where they are behaving in an intoxicated manner. CBSRC is committed to the ongoing education of staff in matters relating to alcohol service so they can implement and promote the house policy and continually provide quality service.



The Management and staff wishes to encourage patrons to enquire about our extensive range of low and non-alcoholic drinks and food services.

CBSRC maintains the right to refuse service to anyone who may be endangering their own safety or the safety of others as a result of alcohol consumption.

CBSRC has adopted the following strategies for the Responsible Service of Alcohol:

- HOUSE POLICY – providing the framework for the responsible serving of alcohol
- Training of staff so they can implement and promote the house policy
- Education of patrons so that they understand the implications of and abide by the responsible service of alcohol policy
- Strategies for the prevention of under-age drinking

The Club will effect these strategies by:

- Implementation, monitoring and modification on an on-going basis of the Club's house policy
- Preventing under-age drinking by insisting on valid ID on entry and upon request
- Preventing intoxication by recognising the signs of intoxication and avoiding serving anyone to the point of intoxication. We will deny service to anyone who is already intoxicated
- Managing intoxicated, anti-social or disruptive patrons by attempting to discourage them from becoming involved in activities which can harm themselves or others
- We will promote the service of non-alcoholic beverages and food

Dealing with difficult or intoxicated Members and Guests

When dealing with members or guests who have a complaint or who may be intoxicated it is important to maintain your professionalism, do not get involved in an argument and refer the matter to a Manager or Supervisor.



Complaints

The way in which a complaint is handled can mean the difference between having a member or guest return or not. While there is not set way to handle a complaint there are a number of useful points that can help you achieve a satisfactory result.

- Always listen and do not interrupt as this only aggravates the person. Do not give your opinion or admit liability and always be polite and sympathetic
- Determine the exact nature of the complaint ask the patron to excuse you while you refer the matter to a Manager or Supervisor
- Inform the Manager or Supervisor of the problem and continue with your work

If you observe a patron infringing a Club policy, report the matter immediately to a Manager or Supervisor. **Remember to report only the facts – not your opinion.**

Intoxicated Persons

If a member or guest appears to be adversely affected by alcohol do not serve them. Ask them to kindly wait a moment and refer the matter to a Manager or Supervisor immediately.

Remember it is an offence under the Registered Clubs Act to serve an intoxicated person with alcohol. Both you and the club can be fined.

Awkward Customers

- Always listen to what they have to say
- Never take what they are saying personally
- Never show any aggression or resentment
- Always show respect for the patron and their feelings
- Refer the problem to a Manager or Supervisor immediately
- Show the person that you are interested in what they are saying and you want to help
- Wherever possible, follow up. The next time you see the person check to see if everything is OK
- Never offer your opinion or disregard Club policy or admit liability either on your behalf or the Club's behalf

