



# 8 Tips



## for REFUSING ALCOHOL TO INTOXICATED CUSTOMERS

- 1** **Keep calm.** Even if the situation is frustrating, keep your temper under control and show the customer you won't change your mind.
- 2** **Tell management right away if a customer is intoxicated.**
- 3** **Politely refuse service.** You can wait until the customer orders if they do not appear to be a danger to themselves or others. Don't make judgmental statements like, "You're drunk." Be courteous but firm about refusing to serve the customer any more alcohol and walk away.
- 4** **Remove alcohol from the customer's reach.**
- 5** **Offer help and express concerns for the customer's safety.** Depending on your company's policy, offer to call a friend or cab to take the customer home. You can let them know you would like to see them return to your bar or restaurant.
- 6** **Keep your safety and the safety of others in mind.** Call local law enforcement if you believe they will attempt to drive and they refuse a ride.
- 7** **If you've called law enforcement, try to delay the customer from leaving but don't detain them.** You do not have the right to detain a customer if they try to leave. Don't chase the customer or physically hold them at the location.
- 8** **Record details of what happened in an "incident log" for future reference.**