



PROVIDE RESPONSIBLE SERVICE OF ALCOHOL

COURSE CODE:

THHBF09B - Provide Responsible Service of Alcohol

COURSE OBJECTIVES

Well managed premises and the responsible service of alcohol is seen as a vital tool in changing Western Australia's drinking environment and providing consumers with safer, more responsible venues that are committed to practicing harm-minimisation techniques.

This course provides all staff who undertake service of alcohol with important skills and knowledge about the State's liquor laws; alcohol and the effects of excessive alcohol intake; standard drink measures; options to assist customers to drink within appropriate limits; how to refuse service to an intoxicated patron; and how to deal with difficult patrons and conflict situations.

COURSE STRUCTURE

The Australian School of Tourism and Hotel Management delivers the Provide Responsible Service of Alcohol Course (THHBF09B) with a direct focus on employee responsibilities under the Liquor Control Act 1988. In addition to providing knowledge and skills in responsible service of alcohol, the course also assists all servers of alcohol develop an understanding of Liquor Licensing legislation in Western Australia.

COURSE DETAILS

Duration: 4.5 Hours
Times: 8.30am - 1.00pm
Dates: Every 4 weeks
Venue: Australian School of Tourism
and Hotel Management
Level 1, 641 Wellington Street,
Perth

Course Fee: \$66 per person (GST inc)

(Note: Cost includes all materials and morning refreshments)

COURSE CONTENT

The Responsible Service of Alcohol Course is a short course encompassing the unit; THHBF09B - Provide Responsible Service of Alcohol, and is delivered in accordance with the requirements of the Hospitality Training Package (THH02).

COURSE OUTCOMES

At the end of this course your employees will have a clear understanding of:

- Identifying customers to whom service may be refused including;
 - Identify customers to whom service may be refused in accordance with Western Australian State legislation, including minors and intoxicated persons.
 - Where appropriate, request and obtain acceptable proof of age prior to service.
 - Refuse service in a polite manner and state reasons for the refusal.
- Prepare and serve alcoholic beverages responsibly,
 - Serve alcohol in accordance with provisions of relevant Western Australian



State legislation, licensing requirements and responsible service of alcohol principles.

- Prepare and serve standard drinks in accordance with industry requirements.
- When requested, give accurate information to customers on alcoholic beverages in accordance with enterprise/house policy and government regulation, including: types, strengths, standard drinks and alcoholic percentages of a range of frequently served drinks.
- Identify issues regarding service of alcohol to different types of customers and incorporate them into service.
- Assist customers to drink within appropriate limits,
 - Encourage customers courteously and diplomatically to drink within appropriate limits.
 - Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.
 - Monitor the emotional and physical state of patrons for signs of intoxication.
 - Where appropriate, offer food and non-alcoholic beverages.
 - Politely decline requests for drinks to be dispensed in a manner which is irresponsible, or which encourages the rapid or excessive consumption of alcohol, and advise customers on the reasons for the refusal
 - Refuse service to intoxicated customers in a suitable and consistent manner, minimising confrontation and arguments and pointing out signage
- Assist alcohol affected customers
 - Assess intoxication levels of customers using a number of methods including: observation of changes in behaviour, observation of emotional



and physical state of customers, monitoring noise levels and monitoring drink orders.

- When assessing intoxication, take into account factors which affect individual responses to alcohol including: gender, weight, general health, rate of consumption, food intake, other substances taken.
- Politely make offers of assistance to intoxicated customers as appropriate including: organising transport for customers wishing to leave, offering non-alcoholic drinks, assisting customers to leave, offering alternatives to alcohol such as food.
- Where appropriate, give patrons a verbal warning or ask them to leave the premises in accordance with enterprise/house requirements, the specific situation and provisions of Western Australian State legislation.
- Use appropriate communication and conflict resolution skills in handling difficult situations.
- Refer difficult situations beyond the scope of individual responsibility to the appropriate person.
- Promptly identify situations, which pose a threat to safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to enterprise policy.

COURSE DELIVERY

The Australian School of Tourism and Hotel Managements approach to this course is practically orientated. We focus on delivering the required knowledge in a way that is easily transferred to the work-place. We achieve this by:

- Providing you with a comprehensive participant handbook providing you with a summary of the key points and opportunity for you to take notes,
- Providing registered trainers who have a comprehensive understanding of the liquor licensing laws and extensive practical experience within the hotel industry.
- Ensuring the course delivery is interactive and incorporates adult based learning techniques
- Ensuring all discussion/presentation of underpinning theoretical knowledge is supported by practical examples

COURSE RECOGNITION

This course is Nationally Recognised and registered by the Office of Racing Gaming and Liquor (WA). Participants who successfully complete the course will be awarded a Nationally Recognised Statement of Attainment for the following:

THHBF09B Provide Responsible Service of Alcohol

MAKING AN APPLICATION

All applications for enrolment should be forwarded directly to the Admissions Office of the Australian School of Tourism and Hotel Management in Perth and should be supported by the relevant documentation as detailed in the application form which can be downloaded from www.asthm.com.au

GROUP DISCOUNTS AVAILABLE UPON APPLICATION

Employers who wish to book 20 or more participants are eligible to take advantage of our group discount booking policy. In this case prices are available upon application.



CONTACT DETAILS

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