

Rserving  
Louisiana  
Responsible Serving  
Of Alcohol

Responsible Vendor Training

Student Workbook

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## **Lesson 1: Louisiana Responsible Vendor Program**

The Louisiana Responsible Vendor program was enacted in \_\_\_\_\_ to educate vendors, their employees and customers about selling, serving, and consuming alcoholic beverages, tobacco and tobacco products.

All establishments holding a Class \_\_\_\_\_, Class \_\_\_\_\_, Class \_\_\_\_\_ Permit, or a Retail Dealer Registration Certificate or Retail Dealer Permit are required to participate in the Responsible Vendor Program. Participation became mandatory effective January 1, 2000.

### **Objectives for the Responsible Vendor Program**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

### **Certification / Enrollment Requirements**

In order to obtain certification in the Responsible Vendor Program, the vendor must:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_

## **Maintaining Certification**

To maintain certification in the Responsible Vendor Program, the vendor must:

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **Server Permits**

Any employee of a vendor who *is authorized to sell or serve alcoholic beverages in the normal course of his / her employment or deals with customers who purchase or consume alcoholic beverages* must attend an approved Responsible Vendor class and obtain a server permit within \_\_\_\_\_ days of their hire date.

Server permits are administered by the \_\_\_\_\_  
\_\_\_\_\_ and are valid for \_\_\_\_\_ years.

Server permits expire on the last day of the month, \_\_\_\_\_ years after the month that the server successfully completed the responsible vendor server course. To renew a server permit, the individual shall \_\_\_\_\_ and \_\_\_\_\_ an approved renewal responsible vendor course and exam.

**NOTE:** Servers must keep **their \_\_\_\_\_ and one legal form of picture identification available on the premises for inspection at all times when employed in the service of alcohol.** Refusal or failure to make the permit available for immediate inspection by authorized agents or peace officers shall be evidence of a violation of server permit requirements.

## Lesson 2: Alcohol and the Body

### The Path of Alcohol Through the Body

Alcohol is an intoxicating agent found in fermented and distilled liquors. Alcohol is a \_\_\_\_\_ drug that directly affects the central nervous system.

When alcohol is consumed, it is not digested the way food is. Alcohol is absorbed \_\_\_\_\_.

After entering the body through the **mouth** and **throat**,  
the alcohol passes down the **esophagus**,  
then through the **stomach**, and  
finally through the **small intestine**  
and into the **bloodstream**.

The absorption of the alcohol into the bloodstream happens as soon as the alcohol enters the body. The lining of the mouth and throat absorb relatively little alcohol. More alcohol, about \_\_\_\_\_%, is absorbed by the stomach, but the majority of the alcohol, typically \_\_\_\_\_%, is absorbed into the bloodstream by the small intestine.

Alcohol is water-soluble and the bloodstream rapidly transports the alcohol throughout the body. The alcohol continues to be circulated through the body until \_\_\_\_\_.

The amount of time it takes for an alcoholic drink to be completely absorbed into the bloodstream varies. The average is about \_\_\_\_\_ minutes, but it can be as short as 20 minutes or as long as 3 hours.

Alcohol in the blood reaches the brain within \_\_\_\_\_ after it is consumed, where it acts as a depressant on the nervous system.

The process by which alcohol is removed from the bloodstream is primarily \_\_\_\_\_ and some \_\_\_\_\_.

**Approximately 90-95% of the alcohol is metabolized by the liver.**

The rate of metabolism itself is influenced by many things, including \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

A healthy body metabolizes about \_\_\_\_\_ standard drink(s) per hour.

Sobering up is a natural physical process that one goes through after alcohol use. Many think that a cold shower, coffee, water, or food will "sober up" a person, but \_\_\_\_\_ is the only thing that will truly bring a person under the influence of alcohol back to a sober state.

### **Blood Alcohol Concentration (BAC)**

Blood Alcohol Concentration (BAC) is the level of \_\_\_\_\_, expressed as a percentage.

**A person's BAC can only be approximated.**

The rate at which alcohol is absorbed and metabolized can be affected by many factors.

**1. \_\_\_\_\_**

One standard serving of beer is \_\_\_\_\_ ounces.

One standard serving of wine is \_\_\_\_\_ ounces.

One standard serving of 80 proof liquor is \_\_\_\_\_ ounces.

The higher the alcohol content in a beverage, the \_\_\_\_\_ the blood level rises.

**2. *Alcohol Type***

Beer and wine contain other ingredients that can (slow down / speed up) the rate of absorption.

Distilled spirits are absorbed more (slowly / rapidly) (unless they are combined with other liquids, such as milk, juices or cream).

Carbonated beverages are also absorbed more (slowly / rapidly).

**3. *Food***

Foods that are high in \_\_\_\_\_ take longer to digest so they are most effective in slowing down alcohol absorption.

4. **Rate of** \_\_\_\_\_

The faster the drink is consumed, the greater the blood alcohol concentration (BAC).

5. **Weight**

6. **Body Water**

7. \_\_\_\_\_

8. **Metabolism**

9. **Overall** \_\_\_\_\_

10. **Age**

11. **Emotional State & Environment**

12. \_\_\_\_\_

13. **Tolerance**

### **Alcohol and Behavior**

Alcohol is a \_\_\_\_\_ - not a \_\_\_\_\_ - and acts as a sedative on the sensory and motor systems, dulling normal reactions and altering behavior.

Listed below is a break down of how judgment and coordination are often affected at different BAC levels:

- **0.01% - 0.05% BAC** = Mild alteration of feelings and slight intensification of mood. \_\_\_\_\_ are pronounced slightly.
- **0.05% - 0.10% BAC** = Feeling of relaxation. \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ are impaired. Longer reaction time. Fine motor skills and judgment are impaired.
- **0.10% - 0.15% BAC** = \_\_\_\_\_ and \_\_\_\_\_ are affected seriously. Physical coordination is impaired. Motor skills are impaired badly. \_\_\_\_\_ becomes difficult.
- **0.15% - 0.20% BAC** = \_\_\_\_\_ (an emotional state marked by anxiety, depression, and restlessness). May have nausea.

- **0.20% - 0.25% BAC** = Difficulty \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_. Distortion of all perception and judgment. Major impairment of all physical and mental functions. Irresponsible behavior. Dysphoria. May have \_\_\_\_\_.
- **0.25% - 0.30% BAC** = \_\_\_\_\_.

## **Alcohol and Drug Interactions**

**Mixing drugs and alcohol can be extremely dangerous.**

- Some drugs have an \_\_\_\_\_ effect and just add to the effects alcohol has on a person (for example,  $1+1=2$ ).
- Other drugs have a \_\_\_\_\_ effect, which means that the drugs act together with the alcohol to have a total effect that is greater than the sum of the individual effects if taken separately (for example,  $1+1=3$ ).
- Drugs can also have an \_\_\_\_\_ effect. This means that the effect of the drug is diminished in the presence of alcohol.

### **Seldom Abused Medicines:**

- \_\_\_\_\_ - *Aspirin, Excedrin, Anacine, Tylenol*
  - ✓ Effects When Taken With Alcohol: Gastric hemorrhage. Liver damage.
- \_\_\_\_\_ - *Benadryl, Dimetapp, Contac*
  - ✓ Effects When Taken With Alcohol: Performance impairment, compromising ability to drive or operate heavy machinery.
- \_\_\_\_\_
  - ✓ Effects When Taken With Alcohol: Alcohol may either counteract the drug's effect or enhance it, depending upon the particular drug; results can be severe in some cases.
- \_\_\_\_\_ - *Penicillin, Mycin Drugs*
  - ✓ Effects When Taken With Alcohol: Alcohol will generally interfere with the effectiveness of the drug's prescribed use.



### Commonly Abused Prescription Drugs:

- \_\_\_\_\_ - *Morphine, Heroin, Codeine*
  - ✓ Effects When Taken With Alcohol: May be lethal at high doses or in non-tolerant people. Some impairment of motor performance is evident after low doses of alcohol.
- \_\_\_\_\_
  - ✓ Effects When Taken With Alcohol: Respiratory depression, coma and death.
- \_\_\_\_\_ - *Solvents like Gasoline & Paint Thinner, Spray Paint*
  - ✓ Effects When Taken With Alcohol: Impaired judgment. Motor coordination becomes worse. Depressant effects on respiration and brain function so this combination in high doses can be fatal.
- \_\_\_\_\_ - *Caffeine, Nicotine, Amphetamines, Cocaine*
  - ✓ Effects When Taken With Alcohol: Unpredictable effects. Impairments in judgment associated with either alcohol or stimulant intoxication are likely to be enhanced by their combined use (e.g. violent behavior).

### Non-Prescription / Illicit Drugs:

- \_\_\_\_\_ - *LSD, PCP, Mescaline*
  - ✓ Effects When Taken With Alcohol: Impairment of coordination and confusion (driving would be very dangerous). Increased distortions of visual perception, making driving or operating of heavy machinery also very dangerous.
- \_\_\_\_\_ - *Cannabis*
  - ✓ Effects When Taken With Alcohol: Motor skills, attention factors and reaction times related to driving are more impaired.

### Contemporary Designer Drugs:

- \_\_\_\_\_ - *Gamma-Hydroxy Butyrate, Liquid Ecstasy, Gib, Natural Sleep 500, Georgia Home Boy*

- ✓ Effects When Taken With Alcohol: Abrupt, coma-inducing effects. Sometimes substantial respiratory depression, possibly necessitating intubation
- \_\_\_\_\_ - *Flunitrazepam, a Benzodiazepine Form of Barbiturate, Roofies, Rope, Ribs or Roaches*
  - ✓ Effects When Taken With Alcohol: Near-universal amnesia of events while under the influence, especially when taken with alcohol. Makes some users fearless and aggressive.

### **Identifying and Preventing Drug Use**

If you suspect a person is taking drugs with alcohol, watch for warning signs and be prepared to intervene if necessary. You should also be alert and watch your customers for signs or symptoms of illegal drug use. Examples include:

- Individuals making \_\_\_\_\_ in and out of the premises or to the restrooms.
- Excessive \_\_\_\_\_ being received or made.
- Passing various items around the premises (e.g. folded bills, folded napkins, matches).
- \_\_\_\_\_.

If you witness what you believe to be illegal activity, it must be reported to management and/or law enforcement authorities as soon as possible.

### **Alcohol and Driving**

When taken alone, drugs can impair a person's ability to drive a motor vehicle, but it is especially dangerous to drive under the influence of \_\_\_\_\_ and \_\_\_\_\_ because of the increased impairment due to both.

The evidence linking alcohol and motor vehicle accidents is supported by studies of alcohol's effects on specific driving-related skills.

- \_\_\_\_\_ Skills – Like Information Processing
- \_\_\_\_\_ Skills – Which Involve Eye-Brain-Hand Coordination

**Effects of alcohol on driving include:**

- Reducing the ability to judge \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
- Encouraging the driver to take foolish \_\_\_\_\_, break laws.
- Making the driver forget to \_\_\_\_\_, \_\_\_\_\_, use turn signals or observe stop signs.
- Slowing reaction time in \_\_\_\_\_ and turning.
- Limiting \_\_\_\_\_; eyes become blurred, can't focus.
- Reducing the ability to judge one's own \_\_\_\_\_.
- Causing \_\_\_\_\_.
- Increasing \_\_\_\_\_ toward other drivers.

**Driving While Intoxicated - Over Age 21**

In Louisiana, driving while intoxicated (for persons 21 and older) is operating a motor vehicle or other means of conveyance when:

- The operator is under the influence of alcoholic beverages; or
- The operator's blood alcohol concentration (BAC) is \_\_\_\_\_% or higher; or
- The operator is under the influence of any controlled dangerous substance listed in Schedule I, II, III, IV, or V; or
- The operator is under the influence of a combination of alcohol and one or more drugs which are not controlled dangerous substances and which are legally obtainable with or without a prescription.
- The operator is under the influence of one or more drugs which are not controlled dangerous substances and which are legally obtainable with or without a prescription.

## **Penalties for DWI - Over Age 21**

### **1st Offense: Criminal Record**

- Fine of \$\_\_\_\_\_ to \$\_\_\_\_\_ + court costs
- Imprisonment for \_\_\_\_\_ to \_\_\_\_\_
- Driver's license suspension for up to \_\_\_\_\_

## **Driving While Intoxicated - Under Age 21**

Driving while intoxicated in Louisiana (for persons under 21) is operating a motor vehicle or other means of conveyance when the operator's blood alcohol concentration (BAC) is \_\_\_\_\_% or higher.

## **Penalties for DWI - Under Age 21**

### **1st Offense: Criminal Record**

- Fine of \$\_\_\_\_\_ to \$\_\_\_\_\_ + court costs
- Participation in a court-approved \_\_\_\_\_ and \_\_\_\_\_ program
- Driver's license suspension for \_\_\_\_\_

## **Vehicular Homicide & Negligent Injuring**

Vehicular homicide, first degree-vehicular negligent injuring and vehicular negligent injuring involve death or injury to a human being by an operator of a motor vehicle or other means of conveyance, when the driver was under the influence of alcohol or other drugs.

**Vehicular Homicide Penalties:** Fine of \$\_\_\_\_\_ to \$\_\_\_\_\_ ; imprisonment for 5 to 30 years; participation in substance abuse program and/or driver improvement program.

**First Degree-Vehicular Negligent Injuring Penalties:** Fine of up to \$\_\_\_\_\_ or imprisonment for up to 5 years or both.

**Vehicular Negligent Injuring Penalties:** Fine of up to \$\_\_\_\_\_ or imprisonment for up to 6 months, or both.

It is your professional responsibility as a server to know the impairment alcohol can cause and to make sure that your customers \_\_\_\_\_.

You have one advantage over your customers that are consuming alcohol: \_\_\_\_\_. This will allow you to better recognize the nature and magnitude of the person's condition prior to selling or serving him or her more alcohol. Therefore your intervention can play a very important role in reducing \_\_\_\_\_.

## **Lesson 3: Louisiana Alcohol Regulations**

### **Alcoholic Beverage Permits**

The Louisiana Office of Alcohol and Tobacco Control issues various types of permits that authorize the retail sale of alcoholic beverages for consumption on or off the premises.

\_\_\_\_\_ ( \_ \_ ) - Issued to bars, nightclubs, lounges, etc. Authorizes the sale of beer, wine and / or liquor for on-premises consumption only.

\_\_\_\_\_ ( \_ \_ ) - Issued to restaurants / food establishments. Authorizes the sale of beer, wine and / or liquor for on-premises consumption.

\_\_\_\_\_ ( \_ ) - Issued to grocery stores, convenience stores, or other package outlets. Authorizes the sale of beer, wine and / or liquor only in factory-sealed containers for off-premises consumption only.

\_\_\_\_\_ ( \_ ) - Issued to package stores. Authorizes the sale of beer and / or liquor for off-premises consumption only.

### **Legal Age to be Employed**

#### **Where the sale of alcoholic beverages constitutes the main business:**

It is illegal to employ anyone under the age of \_\_\_\_\_ unless the person is a musician in a band under written contract and under direct supervision of his parent or guardian during such time.

Employees who are \_\_\_\_\_ or older can sell, serve, dispense, mix and otherwise handle alcoholic beverages.

#### **Where the sale of alcoholic beverages does NOT constitute the main business but alcoholic beverages are sold for on-premises consumption:**

Anyone under \_\_\_\_\_ may be employed as long as the person's employment does not involve the sale, mixing, dispensing, or serving of alcoholic beverages for consumption on the premises.

**Where the sale or handling of alcoholic beverages does NOT constitute the main business and alcoholic beverages are NOT sold for consumption on the premises:**

Persons under \_\_\_\_\_ may be permitted to participate in the sale of packaged alcoholic beverages to collect the price and taxes and issue receipts therefor, or may be permitted to bag packaged alcoholic beverages, or both, where immediate supervision is provided.

### **Legal Age to Enter**

It is illegal for any retailer to allow anyone under the age of \_\_\_\_\_ to visit or loiter in or about any place where alcoholic beverages are the principal commodity sold, handled, or given away.

### **PENALTIES:**

#### **For the server:**

- Civilly fined between \$50 and \$2,500 and/or suspension or revocation of the server permit.

#### **For the vendor:**

- Civilly fined between \$50 and \$2,500 and/or suspension or revocation of the alcoholic beverage permit.

### **Legal Drinking Age**

**The legal age to sell to, consume, possess, or buy alcohol in Louisiana is \_\_\_\_\_ .**

It is illegal for anyone under the age of \_\_\_\_\_ to possess or consume alcohol except only when under one of the five following exceptions:

1. For religious purposes;
2. When with a parent, spouse, or legal guardian who is 21 or older;
3. For medical purposes;
4. In a private residence; or
5. POSSESSION ONLY (NOT CONSUMPTION) - As a condition of employment under certain circumstances.

Louisiana law also makes it illegal for anyone over 21 to purchase alcohol for a person under \_\_\_\_\_ unless \_\_\_\_\_.

**PENALTIES:**

**For the \_\_\_\_\_:**

- Criminally fined between \$500 and \$1,000 or imprisoned for not less than 30 days nor more than six months, or both; and/or
- Civilly fined between \$50 and \$2,500 and/or suspension or revocation of the server permit.

**For the \_\_\_\_\_:**

- Criminally fined between \$500 and \$1,000 or imprisoned for not less than 30 days nor more than six months, or both; and/or
- Civilly fined between \$50 and \$2,500 and/or suspension or revocation of the alcoholic beverage permit.

**For the \_\_\_\_\_:**

- Fined not more than \$100, or imprisoned for not more than six months, or both and may result in suspended driver's license for 180 days.

**For the \_\_\_\_\_:**

- Fined not more than \$500 or imprisoned for not more than 30 days or both and may result in suspended driver's license for 180 days.

**Legal Forms of Identification**

There are only 4 forms of identification that constitute "legal proof of age" in Louisiana. These IDs must be both valid and current to be legal proof of age.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



All of these forms of ID must include both a picture of the person presenting the ID and the person's date of birth.

## Features of Louisiana Driver's Licenses

Louisiana Driver's Licenses have unique features.

- \_\_\_\_\_ of header bar, typed license text and background match.
- Red bar draws attention to \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.
- Hidden UV shows \_\_\_\_\_.
- Fine line printing.
- Digital \_\_\_\_\_.
- High quality digital photo.
- Hologram of \_\_\_\_\_ when tilted.



## FEAR

A good way to remember the things you should check for when examining an ID is to use the acronym **FEAR**.

Feel for:

- \_\_\_\_\_ on the surface of the ID.
- Thickness.
- Glue lines or a \_\_\_\_\_ near the photo or by the date of birth.

Examine the ID visually:

- Check the \_\_\_\_\_ date.
- Check the \_\_\_\_\_ date. Do **NOT** accept expired IDs.
- Check the \_\_\_\_\_ and \_\_\_\_\_ stated on the ID. Make sure the photo, eye and hair color, height and weight on the card match the person in front of you.
- Check the state \_\_\_\_\_.
- Check the numbers on the ID for \_\_\_\_\_. The typeset for the birth date should match the lettering used on the rest of the license.
- Use a black light, \_\_\_\_\_ or magnifying glass for close inspection or security features such as ultraviolet or microprinting.
- If an ID has \_\_\_\_\_, they should appear as two or three layers and give an impression of a three-dimensional object.
- Look at the reverse side of the ID, checking for any cut and pasted numerals or \_\_\_\_\_.
- If the ID is a \_\_\_\_\_, request an additional form of ID (if required).
- If the ID is an out-of-state license, or for any reason looks unfamiliar to you, use an \_\_\_\_\_ to verify the format and security features.

Ask when you suspect alteration or fraud:

- If in doubt, ask for a \_\_\_\_\_.
- Inquire about the personal information on the card, such as the birth date, middle initial, zip code, etc. The person should be able to respond without \_\_\_\_\_.
- Ask for a \_\_\_\_\_ on the spot and compare it with \_\_\_\_\_.

### Return or Refuse the ID:

- If you conclude the proof of age to be valid, return the ID to the customer and welcome him or her to your establishment.
- If you are NOT certain that the proof of age is valid, **DO NOT**  
\_\_\_\_\_ **OR** \_\_\_\_\_ **ALCOHOLIC BEVERAGES**  
**TO THE PERSON OR** \_\_\_\_\_  
**IF ONLY PERSONS 18 YEARS OF AGE OR OLDER ARE**  
**ALLOWED ON THE PREMISES.**

### Physical and Behavioral Clues

You should also be alert for physical or behavior clues that a person is underage. Certain features or behaviors can clue you in that a person is not of legal drinking age. Things to watch for include:

- \_\_\_\_\_: Some minors act very confident and sure of themselves when attempting to purchase alcohol. Some minors will even make direct eye contact with you while lying about their age.
- \_\_\_\_\_/\_\_\_\_\_: Other minors may become embarrassed or humiliated when questioned about physical characteristics, information on the ID, or inappropriate behavior and may act nervous. They may also avoid eye contact or be unusually silent.
- \_\_\_\_\_: Minors may also act impatient or rushed when purchasing alcohol in order to get you to sell to them.
- \_\_\_\_\_: Minors may attempt to distract you with conversation when you are checking their IDs. They may also buy other products to draw attention away from their attempted illegal purchase.
- \_\_\_\_\_, check those initials against the name on the identification. If they don't match, that could be a sign that the ID the person is presenting is not his/her own.
- \_\_\_\_\_, you should also pay attention to the name friends are referring to the person you are checking - if the name does not match the ID, it could be a fake.

If for any reason an underage person is attempting to purchase or consume alcohol, it is important that you intervene immediately.

## **Intoxication**

In Louisiana and across the US, the sale or service of alcohol to a person who is \_\_\_\_\_ is illegal.

A person who is intoxicated must not be sold or served more alcohol. It is also important to refuse \_\_\_\_\_ to intoxicated persons.

### **Signs of Intoxication**

#### **Physical Signs:**

- Sparse eye contact
- Eyes bloodshot or glassy
- Disheveled \_\_\_\_\_ or \_\_\_\_\_
- Leaning heavily on other people or objects for \_\_\_\_\_
- Swaying, staggering, or falling while walking or sitting
- Droopy \_\_\_\_\_, watery eyes, or a dazed or blank stare
- Strong alcohol \_\_\_\_\_
- Difficulty lighting cigarettes
- Bumping into objects or people
- Spilling drinks while drinking or walking
- Difficulty handling \_\_\_\_\_

#### **Judgmental Signs:**

- Disoriented
- Ordering doubles
- Carelessness with \_\_\_\_\_
- Irrational or argumentative
- Lighting more than one \_\_\_\_\_

#### **Behavioral Signs:**

- Overly friendly
- Sexual advances
- \_\_\_\_\_ swings or extreme change of original mood
- Loud and boisterous behavior

#### **Speech Signs:**

- \_\_\_\_\_ words
- Incoherent thoughts
- Crude or foul language
- Uncontrolled \_\_\_\_\_ of speech or voice volume

## **Preventing Intoxication**

You should also do what you can to prevent a person from becoming intoxicated. Some techniques you can use include:

- \_\_\_\_\_ and \_\_\_\_\_ to customers before serving them and whenever serving a subsequent drink to determine their level of intoxication.
- When serving alcoholic beverages, serve \_\_\_\_\_ alongside. Serve water, coffee, or other non-alcoholic drinks between servings of alcohol.
- Avoid \_\_\_\_\_ service to large groups of people. Do not bring a customer a drink upon another person's request.
- Serve only \_\_\_\_\_ drinks - no free-pouring.
- Remove all empty glasses from the table first before \_\_\_\_\_. Do not serve more than one drink per person at one time. Do not walk past their table as often.
- Try to take their attention away from drinking with things such as \_\_\_\_\_.
- Offer and promote \_\_\_\_\_ and snacks when available.
- Monitor \_\_\_\_\_ levels (e.g. count drinks, check tabs, estimate BAC levels) and communicate this information to incoming staff at shift change.

## **Refusing Service**

If you determine that a customer is intoxicated, it is important that service is refused.

- |             |             |
|-------------|-------------|
| ▪ Be _____. | ▪ Be _____. |
| ▪ Be _____. | ▪ Be _____. |
| ▪ Be _____. | ▪ Be _____. |

## **Avoiding Confrontation**

- Avoid \_\_\_\_\_ statements that sound accusatory or judgmental.
- Use \_\_\_\_\_ statements instead that focus on you and why you're refusing service.
- Focus on the \_\_\_\_\_.

- Express \_\_\_\_\_ for customers.

### **Handling Altercations**

- Immediately notify the \_\_\_\_\_ or person in charge.
- The manager or person in charge should contact the \_\_\_\_\_, if necessary, and proceed to the scene and try to stop the altercation as quickly as possible.
- All involved parties should be escorted \_\_\_\_\_ separately, (or arrested, if the police so determine).
- Ideally, watch for potential problem people and situations and anticipate them. Call a manager or person in charge immediately when people start arguing. \_\_\_\_\_ is the key.

### **Transportation**

Another responsibility you have after refusing service to an intoxicated customer, is to ensure that \_\_\_\_\_. Some options that may be available are:

- A designated driver.
- Call a taxi, family member, or friend for a sober ride home.
- If working in a motel or hotel bar establishment, offer a room for the customer.

### **Liability**

In Louisiana the legislature has found and declared "that the \_\_\_\_\_ of intoxicating beverages, rather than the sale or serving or furnishing of such beverages, is the proximate cause of any injury, including death and property damage, inflicted by an intoxicated person upon himself or upon another person." This means that retailers of alcoholic beverages shall not be held liable "for any injury suffered off the premises, including wrongful death and property damage, because of the intoxication of the person to whom the intoxicating beverages were sold or served."

**THIS EXCEPTION TO LIABILITY ONLY APPLIES WHEN A SERVER  
OR VENDER SELLS OR SERVES TO A PERSON**

\_\_\_\_\_.

**If you sell or serve to someone under the lawful age to purchase (under \_\_\_\_), you may be held liable.**

### **Conduct Prohibited on the Premises**

No server or vendor shall do or permit any of the following acts to be done on or about the licensed premises:

1. Sell or serve alcohol to anyone under \_\_\_\_.
2. Sell or serve alcohol to an \_\_\_\_\_ person.
3. Permit any prostitute to frequent the premises or solicit patrons on premises.
4. Sell, offer for sale, possess, or permit the consumption of any kind or type of alcoholic beverage not authorized under the alcoholic beverage permit.
5. Intentionally conduct illegal gambling.
6. Employ or permit "B" drinkers.
7. Fail to keep the premises \_\_\_\_\_ and \_\_\_\_\_.
8. Permit the playing of billiards by any person under \_\_\_\_.
9. Sell, offer for sale, possess, or permit the consumption on or about the licensed premises of any kind or type of narcotics or habit forming drugs.
10. Accept food stamps as payment for alcoholic beverages.
11. Play live or recorded music which is so unreasonably intrusive or offensive as to interfere with the comfortable enjoyment of the property of a person residing within 200 feet of the premises.
12. Permit any \_\_\_\_\_ or obscenity, or any lewd, immoral or improper entertainment, conduct, or practices.
13. Sell or serve any alcoholic beverage at a price fixed on an "all you can drink" basis after the hour of \_\_\_\_\_ p.m.
14. Allow any person to consume any alcoholic beverage, without a proper license, on the licensed premises or any parking lot or open or closed space within or contiguous to the licensed premises.
15. Fail to pay any \_\_\_\_\_ to the state, parish, or municipal government.
16. Substitute one brand of alcoholic beverage for a brand that has been specifically requested by the customer.
17. Sell beverages of low alcoholic content through an automatic mechanical vending machine.

**PENALTIES:** Civilly fined between \$50 and \$2,500 and / or suspension or revocation of the server permit.

## **Lesson 4: Louisiana Tobacco & Lottery Regulations**

### **Tobacco Regulations in Louisiana**

The Louisiana Office of Alcohol and Tobacco Control regulates the sale of tobacco products, alternative nicotine products, and vapor products in the state by issuing \_\_\_\_\_ that authorize the sale of these products, enforcing \_\_\_\_\_, and performing \_\_\_\_\_ checks to ensure establishments, employees and customers are complying with these laws.

### **Health Risks Associated with Tobacco**

The nicotine, which is naturally occurring in tobacco leaves, is a highly \_\_\_\_\_ substance. Whether someone smokes, chews, or sniffs tobacco, he or she is delivering nicotine to the brain.

Even a small amount of nicotine can constrict blood vessels, increase the heart rate, and act on the central nervous system. Smoking cigarettes and/or using other tobacco products is also known to cause other serious health problems for its users including:

- \_\_\_\_\_
- Heart Disease and \_\_\_\_\_
- Vascular Problems (e.g. Peripheral Arterial Disease)
- Respiratory Problems (e.g. COPD, Chronic Bronchitis)
- \_\_\_\_\_ Health (e.g. Gum Disease, Tooth Decay)
- Reproductive Health Problems (e.g. Pregnancy Complications)
- Nicotine \_\_\_\_\_

### **Tobacco Permits**

Various types of tobacco permits authorize the sale of tobacco products, alternative nicotine products and vapor products at retail establishments throughout the state.

\_\_\_\_\_ **Permit:** Issued for each retail outlet where tobacco products, alternative nicotine products, or vapor products are sold or offered for sale either over the counter or by vending machine.

**Vending Machine Operator Permit:** Issued to a vending machine operator who operates one or more vending machines.



\_\_\_\_\_ **Permit:** Issued to the vending machine operator or wholesale dealer for each vending machine he/she operates. This permit must be affixed to the front surface of the vending machine.

### **Illegal Sales to Minors**

It is illegal for any manufacturer, distributor, retailer, or other person to knowingly sell or distribute any tobacco product, alternative nicotine product or vapor product to a person under the age of \_\_\_\_\_.\*

#### **PENALTIES FOR ILLEGALLY SELLING TOBACCO PRODUCTS:**

- *1st Offense:* Fined up to \$50
- *2nd Offense:* Fined up to \$100
- *3rd Offense:* Fined up to \$250
- *4th / Subsequent Offense:* Fined up to \$400

### **Illegal Purchase by Minors**

It is also illegal for persons under the age of \_\_\_\_\_ to purchase any tobacco product, alternative nicotine product, or vapor product.

#### **PENALTIES:**

- *1st Offense:* Fined up to \$50
- *2nd Offense:* Fined up to \$100
- *3rd Offense:* Fined up to \$250
- *4th / Subsequent Offense:* Fined up to \$400

### **Illegal Possession by Minors**

**Possession of any tobacco product, alternative nicotine product, or vapor product** by any person under the age of \_\_\_\_\_ is also against the law, except under the following circumstances:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## PENALTIES:

- Fined up to \$50 for each offense.

## **Age Verification**

Federal regulations require that you verify the age of any customer who appears to be **under the age of \_\_\_\_\_ before you sell tobacco products to that person.**

Remember, valid identification must have the customer's photo and birth date on it and must not be expired. Examples include:

- A valid state issued driver's license
- A valid state issued identification card
- A valid passport
- A valid military identification card

## **Required Signage**

Louisiana requires retail tobacco establishments place a sign at each point of purchase (e.g. each cashier station) that states:

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## PENALTIES:\*

- *1st Offense:* Fined up to \$50
- *2nd Offense:* Fined up to \$100
- *3rd Offense:* Fined up to \$250
- *4th / Subsequent Offense:* Fined up to \$500

*\*Deemed to be a violation by the owner of the establishment if sign is not posted at each point of sale.*

## **Tobacco Vending Machines**

The sale or delivery of tobacco products, alternative nicotine products or vapor products through a vending machine is prohibited unless either:

1. The machine is located in an establishment where \_\_\_\_\_, or

2. The machine is located in facilities within your establishment where the

\_\_\_\_\_ and \_\_\_\_\_.

### **Required Signage**

Louisiana also requires all vending machines have a sign posted on the front of the machine that states:

\_\_\_\_\_

### **PENALTIES:\***

- *1st Offense:* Fined up to \$50
- *2nd Offense:* Fined up to \$100
- *3rd Offense:* Fined up to \$250
- *4th / Subsequent Offense:* Fined up to \$500

*\*Deemed to be a violation of the owner of the vending machine if sign not posted on each vending machine.*

### **Minimum Sales Amount**

Louisiana law also prohibits the sale of single cigarettes. The smallest amount of cigarettes you are allowed to sell is an individual package of \_\_\_\_\_ cigarettes.

The size of smoking tobacco you are allowed to sell is also regulated. No smoking tobacco intended for use as roll-your-own smoking tobacco for cigarettes shall be sold or distributed in individual packages containing less than \_\_\_\_\_.

The smallest amount of smokeless tobacco you are allowed to sell is the smallest package distributed by the manufacturer for individual use.

### **Penalties**

Violating Louisiana's laws regarding the sale of tobacco products can result in \_\_\_\_\_ in addition to the suspension / revocation of the tobacco permit. Violations by employees are considered the employer's violation unless the employer requires employees attend a seller training program, the employee

attends the training, and the employer does not encourage the employee to sell to persons under 18.

### **Louisiana Lottery Corporation Law**

The sale of lottery tickets is also regulated in the State of Louisiana. The Louisiana Lottery Corporation Law is established in the Louisiana Revised Statutes Title 47, Section 9000 through 9081.

Violation of any portion of the Lottery Law is also an \_\_\_\_\_ violation and can result in the suspension or revocation of a retailer's lottery license.

### **Legal Age to Sell Lottery Tickets**

The Louisiana Lottery Corporation Law does not establish a minimum age to sell lottery tickets. However, the Louisiana child labor laws prohibit persons under the age of \_\_\_\_\_ from working in a retail establishment. Accordingly, minors under the age of \_\_\_\_\_ may not sell lottery tickets.

### **Legal Age to Purchase Lottery Tickets**

It is illegal to sell lottery tickets to any person under \_\_\_\_\_ years of age.

#### **PENALTIES FOR ILLEGALLY SELLING A LOTTERY TICKET:**

- *1st Offense:* Fine of \$100 to \$500
- *2nd / Subsequent Offense:* Fine of \$200 to \$1,000

It is also illegal for any person under \_\_\_\_\_ to purchase a lottery ticket.

#### **PENALTIES FOR ILLEGALLY PURCHASING A LOTTERY TICKET:**

- Fine of up to \$100

### **Gifts of Lottery Tickets**

Although it is illegal for persons under \_\_\_\_\_ to purchase lottery tickets, Louisiana law **does** allow someone who is \_\_\_\_\_ or older to purchase a lottery ticket and give it to someone of \_\_\_\_\_.

However, it also provides that any prize won by the recipient of the gift ticket, who is under the age of \_\_\_\_\_ years, must be claimed by an adult member of that person's family, who is \_\_\_\_\_ years of age or more.

### **Age Verification for Lottery Ticket Sales**

Just as with selling alcohol or tobacco, when selling lottery tickets you must verify a potential customer's age with a valid form of identification. These IDs must be both valid and current to be legal proof of age.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

All of these forms of ID must include both a picture of the person presenting the ID and the person's date of birth.

Remember, an ID must state that the person is 21 years of age or older and it must not be expired, defaced, mutilated, or altered.

### **Lottery Advertisements**

All Louisiana Lottery Corporation advertisement, brochures, and tickets bear the message:

\_\_\_\_\_  
\_\_\_\_\_

A person may call this number and receive information on where to seek help for gambling related problems.