

RESPONSIBLE SERVICE OF ALCOHOL



Do your staff have the necessary skills to anticipate and deal effectively with problems associated with the service of alcohol such as refusing an underage customer or one that has had enough to drink?

Everybody benefits when staff know how to serve alcohol responsibly. By implementing responsible serving strategies your customers will appreciate the friendly and safe atmosphere your licensed establishment provides, thereby allowing them have a good time while you operate within the law.

This programme, delivered by Fáilte Ireland on behalf of MEAS (Mature Enjoyment of Alcohol in Society), was developed in partnership with Industry bodies and the Department of Health and Children.

The programme is designed to assist license holders and their staff to develop policies and procedures about serving alcohol so as to minimise the risk to alcohol-related problems as a result of inappropriate alcohol consumption and possible inconsistencies in approaches to alcohol service policy and procedures.

Objectives

This programme provides participants with:

- A greater awareness of alcohol and its effects.
- A clear understanding of their legal responsibilities pertaining to alcohol service.
- The confidence to handle difficult situations such as refusing service to underage persons and intoxicated customers.

For

Staff of licensed premises including pubs, restaurants, nightclubs, bars and hotels.
Owners / managers of licensed premises.

Certification

Certificate of Attendance is awarded to all attendees on completion of the workshop, which can be displayed in your premises.

Duration

This is a 3-hour programme, which is presented in the form of an interactive workshop with individual and group exercises facilitated throughout the session.

Locations

The Programme is run in every county throughout the year, subject to demand.

For further information, details of the course schedule and booking enquiries, please contact:

Mary Kennedy, RSA Programme Co-ordinator. Tel: 086 1718641. Email: rsa@alcohol.ie

“The RSA Programme is practical and well-presented. It has helped staff at all levels to think for themselves, make positive, informed decisions and develop confidence in dealing with difficult situations. Most importantly it has enabled us to clarify our legal responsibilities and to develop our own house policy.”

Derry O'Regan, The Village Bar, Douglas

“The RSA programme enabled us to clarify our legal responsibilities in relation to responsible serving.”

Kelly's Bar, Frosses, Co. Donegal

Content

On completing the programme participants will have the knowledge, skills and confidence to effectively handle the following situations:

- Preventing alcohol sales to underage persons
- Refusing service to intoxicated customers
- Handling difficult situations

Programme attendees will also have:

- A greater awareness of the legislation and dangers in regard to drink driving
- A knowledge of alcohol, its effects and the laws pertaining to alcohol
- A clear understanding of the your organisation's agreed house policy and procedures relating to alcohol service