

# SERVE ALCOHOL SAFELY



Intoxicated customers can become aggressive and even endanger themselves or others by getting behind the wheel. To prevent over-serving alcohol, use the traffic light system:

**GREEN:** Patron shows no signs of impairment, is in a good mood and is drinking slowly. You can continue to serve this person.

**YELLOW:** Patron may be drinking quickly and showing initial signs of impairment. Actively pace this patron's drinking, and urge food and nonalcoholic drinks. Proceed with caution!

**RED:** Patron is showing signs of intoxication; may be depressed, aggressive or in a bad mood; is drinking fast and seems intent on getting drunk. STOP serving this patron.

You have a right and duty to refuse alcohol to intoxicated patrons. When dealing with these situations, do the following:

- Politely deny service and offer the patron food or nonalcoholic beverages.
- Offer to call a taxi or friend for a ride.
- Remain firm once you have denied service.
- Stay calm and remain in control at all times.