

## Getting Server Ready (Bars, Restaurants etc.)



### **Alberta:**

**Proserve - <http://proserve.aglc.ca/index.aspx?tabid=1>**

*ProServe* is Alberta's liquor staff training program. It is designed to help make sure that serving and selling liquor in Alberta is done according to the law and in a way that keeps customers, guests and others safe from harms that could happen when people buy or drink liquor. Other provinces across Canada have similar responsible liquor service programs.

Representatives in Alberta's liquor industry asked Alberta Gaming & Liquor Commission's (AGLC). AGLC to deliver and manage a responsible liquor sales and service training program, one that everyone who sells or serves liquor in Alberta would have to take. *ProServe* Liquor Staff Training is that program.

The program, which was officially launched in 2004, is a training tool to help:

- Curb the problem of underage drinking
- Reduce alcohol over-consumption
- Reduce impaired driving, and
- Reduce the risk of violence



### **Who should take this course?**

*ProServe* is a mandatory training program for all people serving or selling liquor or providing security in a licensed premises (full- or part-time). Those who must take the *ProServe* program are:

- Managers and supervisors
- Bartenders
- Greeters and hosts
- Servers
- Retail clerks
- Security staff, managers and supervisors
- Liquor agency employees

**To complete this course online, click here:**

<http://proserve.aglc.ca/Index.aspx?tabid=13&sc=ASIPOL>

**B.C.:**

**Serving It Right - <http://www.servingitright.com/>**

Serving It Right is British Columbia's mandatory self-study course that educates licensees, managers and servers about their legal responsibilities when serving alcohol, and provides effective techniques to prevent problems related to over-service. Serving It Right is administered by go2hr - BC's tourism industry human resource association.

### **Who should take this course?**

Generally speaking, all licensees, managers, sales staff and servers in licensed establishments. In addition, individuals may require Serving It Right for a special occasion license. For a complete list of those requiring a Serving It Right Certificate, and for those exempted from this requirement (ie: having an out-of-province responsible beverage service certificate), please see:

<http://www.servingitright.com/whoneeds.html>

### **How do I get a Serving it Right certificate?**

Certification is obtained by taking the SIR course and passing an exam. The course can be taken [online](#) or through self-study using a [program manual](#).

The fastest, easiest (and greenest) way to get your SIR certificate is online. The online program is convenient and offers quizzes and demonstration videos to help you learn the materials. The cost is \$35 and you will receive your test results immediately. Upon successful completion, you can also print out your SIR certificate right away.

[http://www.servingitright.com/course\\_intro.html](http://www.servingitright.com/course_intro.html)

### **Manitoba:**

**Serving It Safe - <http://www.servingitsafe.ca/serving-it-safe.asp>**

The *Serving It Safe Program* is about changing views of alcohol service and safety in the tourism/hospitality industry. The consumption of alcohol has changed. Public attitudes have changed. Laws and regulations have changed. Employees and employers who serve alcohol need to understand their role in response to this new business environment.

- The public is focusing on reducing alcohol-related problems, particularly drinking and driving.
- Young people are more aware of alcohol-related problems and taking action to be more responsible (Safe Grads, Designated Driver Programs, etc).

- Establishments and servers are increasingly being held responsible for injuries related to intoxication.
- Profits are dropping due to a trend of reduced alcohol consumption.
- Laws and regulations have been amended in response to the changing environment.
- The industry is also being pro-active in light of recent incidents involving security personnel in licensed establishments.

Hotels, restaurants, clubs and bars are looking at new plans for keeping or improving profits within the changing times of alcohol regulation and alcohol consumption. Many establishments are moving towards more responsible alcohol service. *The goal is to run a profitable business while reducing alcohol-related problems.* The main concerns are impaired driving and alcohol-related lawsuits against both servers and licensed premises.

In putting this program together there was consultation with many managers, bartenders and servers who serve alcohol in very different environments (restaurants, lounges, nightclubs, country clubs, conventions, special functions, sporting events and bars). We also acquired feedback from the employees who are responsible for providing a safe environment in these establishments. Many people from both groups found themselves in a difficult position. They know the benefits and enjoyment that good food and drink can bring to the people they serve. However, they also live in a world full of messages about impaired driving and other problems related to alcohol. They know that people sometimes leave their place of business after having too much to drink.

To take this course, please click here:

<https://www.trainingtodo.com/mtec/secure/sis/register.asp>

**New Brunswick:**

Responsible Beverage -

<http://www.tianb.com/en/trainingandservices/responsiblebeverage.asp>

*Prevent, Protect, and Prosper with Responsible Beverage training!*

Responsible Beverage is designed to help you and your staff deal with the risks related to serving alcohol.

Establishments that train their staff can:

- Reduce their risk of alcohol-related liability;
- Inquire to receive liquor liability insurance discounts;
- Improve customer service;
- Help make their communities safer.

### **Maintain a Safe and Professional Environment at Your Establishment**

Responsible Beverage training helps ensure guest safety by giving staff the knowledge and skills necessary to recognize and help prevent potentially high-risk situations from occurring and how to handle these situations if they do arise.

### **Protect Against Alcohol-related Legal Liability**

Every day, licensed establishments and their employees face potential liability from irresponsible alcohol service that may occur at their establishment. Just one mistake or oversight in serving to a minor or intoxicated person can lead to a liquor license suspension and criminal and/or civil punishment for staff, managers, and owners.

Responsible Beverage training can help prevent illegal alcohol service from occurring while providing a reasonable efforts defense against possible liability. It's more favourable in the eyes of a judge if you can show that you have taken steps in risk management in the event of a legal action. Responsible Beverage is recognized by most insurance companies as a risk management step.

### **Improve Customer Service**

The Responsible Beverage also has a very positive impact on customer service. By being attentive to customer needs and tailoring service accordingly your staff will be representing the professionalism of your establishment.

When you train your staff to safely serve alcohol you are enhancing their skills and giving them the confidence to server customers in a responsible and professional manner.

Responsible Beverage is a short workshop (4 hours) that is flexible enough to fit into any schedule.

It can also be taken online, making it easy to access anytime and from anywhere in the province.

Suitable for

- Managers
- Food and beverage servers
- Owners
- Banquet servers
- Bartenders
- Security

In class: per participant: \$75 plus HST for TIANB members. \$95 plus HST for non-members.

Online: per participant \$45 plus HST

**To Register, or for training information Contact:**

Anna-Marie Weir, TCP, TCS

Training & Programs Coordinator

Anna-marie@tianb.com

506-874-9320

**Newfoundland:**

**It's Good Business – Responsible Alcohol Service - <http://hnl.ca/ras/main/>**

The It's Good Business (Newfoundland and Labrador) program is about changing views of alcohol service in the tourism/hospitality industry. The consumption of alcohol has changed. Public attitudes have changed. Laws and regulations have changed. Employees and employers who serve alcohol need to understand their role in response to this new business environment. This program blends good business sense with good corporate citizenship. Upon successful completion of the

program, participants will be emailed a certificate to recognize the completion of this program.

## **Getting Started**

To complete the **It's Good Business (Newfoundland and Labrador) Server Program**, you will need to complete the following steps:

### **Step One**

Review the course content by clicking through the modules associated with this course, the links to these modules are on the left hand side of this page in the orange section.

You will:

- Learn about the Duty of Care and your role in ensuring that customers do not harm themselves or others by unreasonable or inappropriate alcohol sales practices or procedures.
- Understand the effects of alcohol and recognize the signs of over-consumption.
- Know your legal responsibilities in the service of alcohol
- Understand new approaches to alcohol sales and service in relation to the changing consumption trends and regulations.

### **Step Two**

When you are confident that you are ready to take the test, please proceed to the registration page to register. When you have registered and completed your profile you will be asked to submit a test code that may have been provided to your buy your employer or you will have to purchase one in order to access the on-line test. If you have any questions about this process please contact HNL at 1-800-563-0700 or 709-722-2000.

### **Step Three**

Once you are you have a active test code you can input that in the required page and you will be given access to the test.

## **Step Four**

When you have completed your test and the site administrator has verified your payment, you will receive an email with your test score. Upon successful completion of the test, you will be emailed a certificate to recognize your completion of this program.

**To register:** <https://hnl.ca/ras/take-the-test/>

## **Nova Scotia:**

**Serve Right – It’s Just Good Business Responsible Beverage Service (Servers – Workshop and online) -**

**[http://www.tourismhrc.com/index.php?option=com\\_content&view=article&id=41&Itemid=24#serveright](http://www.tourismhrc.com/index.php?option=com_content&view=article&id=41&Itemid=24#serveright)**

The Serve Right program is about changing views of alcohol service in the Tourism Industry. Staff who serve alcohol need to understand their part in the industry’s response to a changing business climate. Management of hotels, restaurants, clubs and bars are looking at new plans for keeping or improving profits with lower alcohol sales. The goal is to find ways to keep both the guest and the public safe while continuing profitable, enjoyable and hospitable service.

**To register:** <https://onlinetraining.tourismhrc.com/Register.php>

**Contact:** <https://onlinetraining.tourismhrc.com/ContactUs.php>

## **Ontario:**

**Smart Serve – <https://www.smartserve.ca/smart-serve-ontario>**

Our mandate is to support the industry in their endeavours to ensure responsible alcohol service is aligned with public safety for the good of our communities. We continue in our efforts to ensure that the message of responsible alcohol consumption is understood by the broader public including university and college students.

Through education, state-of-the-art training, open dialogue and strategic partnerships our primary goal is to be an active participant in helping to change the

culture and behaviour of all who engage in the sale, service and consumption of beverage alcohol

**Training options:** <https://www.smartserve.ca/training-options-individual>

**To register:** <https://www.smartserve.ca/en/registration>

### **Saskatchewan:**

**Serve It Right** - <http://store.industrymatters.com/product/SIRSOL/en>

*Serve It Right Saskatchewan (SIRS)* is the official provincial responsible service of alcohol program. It provides consistent training for the sale and service of alcohol, helping commercial and special occasion permit holders to ensure that alcohol-related activities are conducted with integrity and in a socially responsible manner.

Training includes:

- ways to identify intoxication
- handling situations involving minors
- effective approaches to discontinue or refuse to sell or serve alcohol
- understanding your legal responsibilities and liabilities

Once you purchase the course, you will have 45 days to complete it *online*. The final exam is also completed online and upon successful completion of the course, your certificate and card are mailed to you.

This method of certification is especially useful for those with varied schedules or limited transportation.

Pre-requisite: There is no pre-requisite for this course.

Access: You will have 45 days to complete the course from the day you enroll.

Note: You will need [Flash Player](#) on your computer or device in order to complete exercises.

Exam: There is a 40 questions multiple choice exam. Exams are generated randomly from a bank of questions. To pass the exam, a mark of 70% must be achieved. You will have three attempts to complete the exam.

**Register here:** <https://store.industrymatters.com/account/signup>

**Purchase course:** <http://store.industrymatters.com/shoppingcart>

**Contact:** 1-800-331-1529

