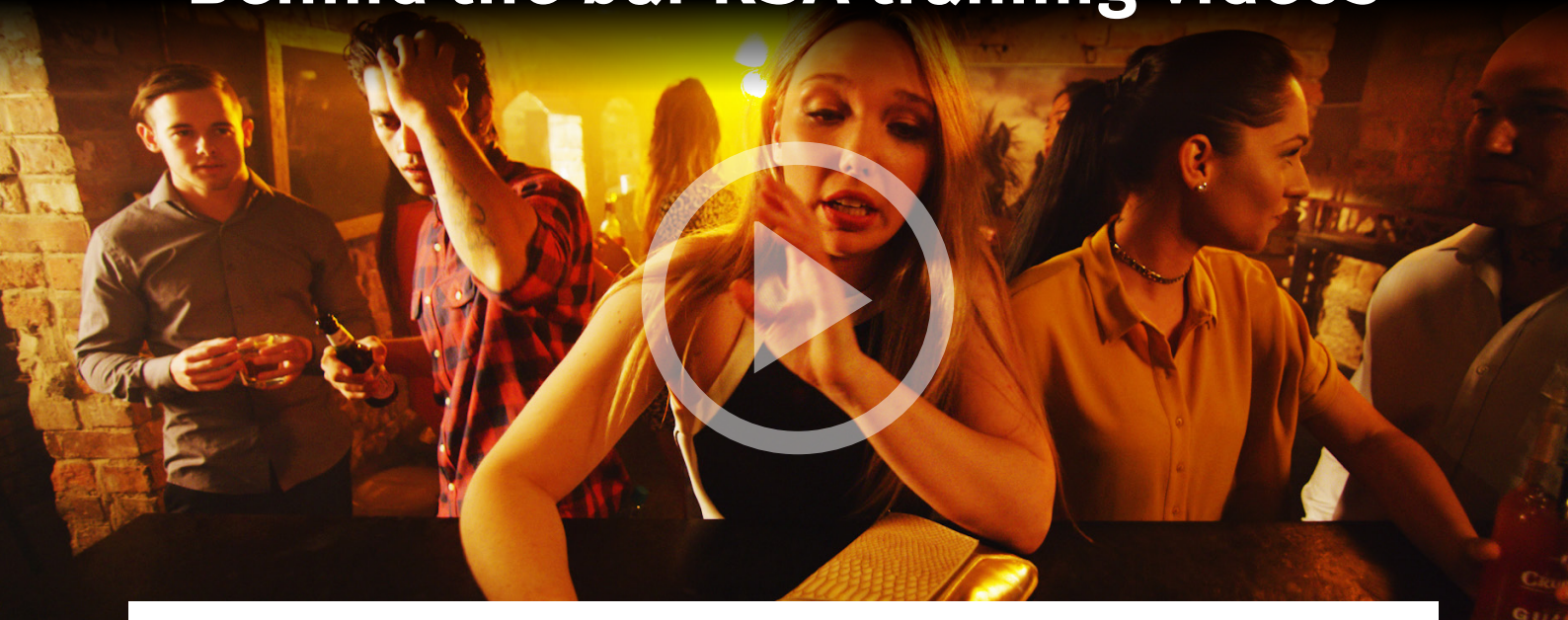


Behind the bar RSA training videos



'Just one more' discussion starters

In this video an unduly intoxicated patron tries several tactics to get served more liquor.



0:44 Discussion 1

- What signs of undue intoxication is the young lady displaying?
- Would you have served her?
- Would you have considered cutting her off before this point?



1:37 Discussion 2

- What are your responsibilities in this situation?
- Who is liable to be penalised if an unduly intoxicated patron is served alcohol?
- What other potential implications could result from serving liquor to an unduly intoxicated person?
- In your venue, how does communication between floor and bar staff help identify unduly intoxicated patrons?



2:21 Discussion 3

- Would you have offered her a soda water at this point?
- Why do you think the bar attendant gave her a soda and lime instead of water?

- Was the refusal of service made clear?
- What different ways would you refuse someone service in this sort of situation?



3:18 Discussion 4

- Was it made clear that she could remain on the premises until her transport was organised?
- What are some other excuses you have heard and how have you dealt with them?



3:45 Discussion 5

- When ensuring the responsible service of alcohol and dealing with unduly intoxicated patrons, are your responsibilities different to the licensee's?
- If you were the licensee or manager of this venue, is there any other direction you would give bar staff around refusing service to unduly intoxicated patrons?