

Behind the bar RSA training videos



'We all play a role' discussion starters

In this video, a group of patrons cannot be seen from the bar area, but the glassy observes them during his rounds. He notices the designated driver going to the bar to purchase drinks for his friends who are showing signs of intoxication.



0:45 Discussion 1

- What did the glassy do well in this scenario? Would you have done anything differently?
- In relation to RSA, did you observe anything that may be cause for concern?
- Whose responsibility is it to monitor patrons throughout the venue?
- With regards to RSA within your venue, do you know your role to play?
- During staff briefings in your venue, are instructions to glassies/roaming staff different from those given to others?



1:31 Discussion 2

- What actions would you take at this point?
- Would it have helped if the glassy had engaged directly with the patrons, or made further observations subtly from nearby?
- When serving, or observing a round of drinks being served, how do you assess the intoxication levels of all patrons receiving the drinks?
- Are all staff at your venue empowered to make decisions regarding a patron's level of intoxication?



1:51 Discussion 3

- How do you communicate information regarding patron behaviour between staff at each bar, room, or area within your venue?
- Have you had a situation where you felt a patron should stop being served but didn't know how to address the issue?
- What issues could arise if no action was taken?
- Would you have done anything different? Why?



2:28 Discussion 4

- This environment was quite well lit with a low density of patrons. How would you deal with the challenges of working in a much darker, noisier and busier venue, with many areas out of sight from the bar area?