

Behind the bar RSA training videos



'Tricky situation' discussion starters

In this video, club member Jim is trying to get his unduly intoxicated mate served more alcohol.



0:46 Discussion 1

- Would you have refused service to any of the customers here?



1:48 Discussion 2

- What signs of undue intoxication was Jim's mate showing?
- When you serve a customer, how do you also assess the friends they are buying drinks for to ensure they aren't unduly intoxicated?
- What, if any, signs of intoxication could also be confused with disability?
- How would you have engaged with Jim to assess whether his friend did have a disability?



2:40 Discussion 3

- How would you tell Jim that his friend needed to be put on water in this situation?
- Would you handle the situation differently if there was a larger group of friends with Jim at the bar?



3:15 Discussion 4

- Should the fact that Jim is a club member change the refusal of service situation?
- Was the refusal of service for Jim's friend made clear?
- What are the maximum fines you and the licensee could receive for serving an unduly intoxicated person?



3:42 Discussion 5

- Do you agree with giving Jim's friend the option to leave in a taxi?
- What are some strategies for dealing with aggressive patrons?
- If you don't feel confident dealing with an aggressive patron, what do you do?



4:10 Discussion 6

- What other potential implications could result if an unduly intoxicated person was served liquor?
- Overall do you think the bar staff did a good job in identifying the signs of undue intoxication and dealing with the situation?
- Would you have done anything differently?