

# Food and Beverage Service

## Level – II

Based on Nov, 2022, Curriculum Version, II



**Module Title: Responsible Alcoholic Beverage  
Service**

**Module Code: CTH FBS2 M02 1122**

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### **Introduction to module**

In food and beverage service field: responsible alcoholic beverage service helps to apply serving alcohol beverage, demonstrate a way of assist customers to

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drink within appropriate limits, demonstrate a way of assess alcohol affected customers and follow refuse to provide alcohol.

This module is designed to meet the industry requirement under the food and beverage service occupational standard, particularly for the unit of competency:

### **Responsible Alcoholic Beverage Service.**

#### **This module covers the units:**

- Serve alcohol beverage
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers
- Refuse to provide alcohol

#### **Learning objectives of the Module**

- Apply serving alcohol beverage
- Demonstrate a way of assist customers to drink within appropriate limits
- Demonstrate a way of assess alcohol affected customers
- Follow refuse to provide alcohol.

#### **Module Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the information Sheets
4. Accomplish the Self-checks

## Unit One: Serve Alcohol Beverage

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Responsibility of Alcoholic drinks principles
- Request acceptable proof of age
- Provide information to customers on alcoholic beverages
- Identify issues to sale or service of alcohol

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Describe Responsibility of Alcoholic drinks principles
- Identify request acceptable proof of age
- Provide information to customers on alcoholic beverages
- Identify issues to sale or service of alcohol

### 1.1 Responsibility of Alcoholic drinks principles

#### Introduction

A beverage is a liquid formulation specifically prepared for human consumption. The word “Beverage” has been derived from the Latin word “bever” meaning rest from work. After

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work, one tends to feel thirsty due to fluid loss through perspiration and one is inclined to drink water or other potable beverages to compensate fluid loss.

Beverages are potable drinks which have thirst-quenching, refreshing, stimulating and nourishing qualities. By refreshing, one means the replenishment of fluid loss from the body due to perspiration. Simulation results in increase of the heart beat and blood pressure. This is due to the intake of spirits (alcohol) or tea (thein) and coffee (caffeine). Nourishment is provided by the nutrients in the beverages, especially fruit juices.

Beverages can be broadly classified into two based on their ethanol consistency. They are Alcoholic Beverages and Non-alcoholic Beverages.

### **1. Alcoholic beverage**

An alcoholic beverage is a drink containing ethanol, a type of alcohol produced by fermentation of grains, fruits, or other sources of sugar. Commonly known as alcohol. Ethanol is a psychoactive drug, with a depressant effect.

Alcohol has been widely consumed since prehistoric times by people around the world, as a component of the standard diet, for hygienic or medical reasons, for its relaxant and euphoric effects, for recreational purposes, for artistic inspiration, as aphrodisiacs, and for other reasons.

Alcoholic beverages can be addictive and the state of addiction to ethanol is known as alcoholism.

#### **Alcoholic beverages can be classified as**

- A. Fermented
- B. Distilled

#### **A. Fermented Alcoholic Beverages:**

In the fermentation process, certain yeasts decompose sugars, in the feedstock in the absence of oxygen, to form alcohol and carbon dioxide; a method for the production of ethanol, wine, and beer. Low alcohol content drinks are produced by fermentation of sugar or starch-containing products, and high-alcohol ones are produced by distillation of these low alcohol products.

Examples of fermented beverages are

1. Wine
2. Beer

## 1. Wine

Wine is produced from grapes. Wine involves a longer fermentation process than beer and also a long aging process (months or years), resulting in an alcohol content of 9%–16% ABV. Sparkling wine can be made by means of fermentation. Fortified is wine to which a distilled beverage (usually brandy) has been added.

### Types of Wine

There are many Common Types of Wine those are

- I. **Red wines:** are made from "black" (red-colored) grapes fermented with the skin included. The skin is what imparts the red color to the wine.
- II. **White wines:** are from either "black" (red-colored) or "white" (green-colored) grapes, fermented without the skin. White wines are usually drunk cold, with lighter foods such as poultry and fish. Most types of white wines are lighter (have less body) than red wines. The wine that is the end result will vary greatly depending upon the type of grape grown and several other variables.
- III. **Rosé wines** are pink or blush-colored. The pink color comes from the fact that the grape skin is included for just the first few hours of the fermentation process, or sometimes due to the wine being a mixture of red and white wines.
- IV. **Sparkling Wine:** Champagne is probably the best known sparkling wine. Although many dry sparkling wines are referred to as champagne, technically Champagne is sparkling wine from the Champagne region of France. The "sparkles" in sparkling wine are bubbles of carbon dioxide, which is a natural byproduct of the fermentation process.

## 2. Beer

Beer is one of the world's oldest and most widely consumed alcoholic beverages, and the third most popular drink overall after water and tea. It is produced by the brewing and fermentation of

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starches which are mainly derived from cereal grains most commonly malted barley although rice are also used.

Alcoholic beverages that are distilled after fermentation, or are fermented from non-cereal sources (such as grapes or honey), or are fermented from unmated cereal grain are not classified as beer.

## Types of Beer

The basic types of beers include ales and lagers. These beers are similar in brewing methods and basic ingredients, but they require different types of yeast to ferment the beer. This list breaks down basic beers into each category.

### I. Ales

Ales date back to ancient times, and are brewed all over the world, although they are known for being widely produced and consumed in England. Ales tend to be sweet, full-bodied beers

### II. Lagers

The lager is known for its crisp, clean taste. This is in large part due to the fermentation process, which involves “bottom-fermenting yeast,” or yeasts that tend to settle on the bottom of the fermented. This is due to the fact that lager beers ferment at lower temperatures, from about 45°F to 59°F. As a result of these lower temperatures, the fermentation process takes much longer. In addition, lagers go through a low-temperature aging process known as “laagering.”

## B. Distilled Alcoholic beverages (Spirits):

These are unsweetened, distilled, alcoholic beverages that have an alcohol content of at least 20% ABV. Spirits are produced by the distillation of a fermented base product. Distilling concentrates the alcohol and eliminates some of the congeners.

Examples of spirits are:

- I. Rum
- II. Brandy
- III. Whisky

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### **I. Rum**

It is a distilled beverage made from sugarcane byproducts such as molasses and sugarcane juice by a process of fermentation and distillation. The distillate, a clear liquid, is then usually aged in oak and other barrels. Rum is produced in a variety of styles. Light rums are commonly used in cocktails, while golden and dark rums are appropriate for use in cooking as well as cocktails. Premium brands of rum are also available that are made to be consumed neat or on the rocks.

### **II. Brandy**

It is general term for distilled wine, usually containing 35–60% ethyl alcohol by volume. In addition to wine, this spirit can also be made from grape, pomade, or fermented fruit juice. It is normally consumed as an after-dinner drink. Brandy made from wine is generally colored with caramel to imitate the effect of long aging in wooden casks; pomade and fruit brandies are generally drunk unaged, and are not usually colored.

### **III. Whisky**

It is a type of distilled alcoholic beverage made from fermented grain mash. Various grains (which may be malted) are used for different varieties, including barley, corn, rye, and wheat. Whisky is typically aged in wooden casks, which are typically made of charred white oak. Uncharred white oak casks previously used for the aging of sherry are also sometimes used.

## **2. Non-alcoholic beverage**

An alcohol-free or non-alcoholic drink, also known as a temperance drink, is a version of an alcoholic drink made without alcohol, or with the alcohol removed or reduced to almost zero. These may take the form of a non-alcoholic mixed drink (a virgin drink), non-alcoholic beer (near beer), and mocktails, and are widely available where alcoholic drinks are sold.

A non-alcoholic drink is one that contains little or no alcohol.

This category includes low-alcohol beer, non-alcoholic wine, and apple cider if they contain a sufficiently low concentration of alcohol by volume (ABV).the term "soft drink" specifies the absence of alcohol in contrast to "hard drink" and "drink". The term "drink" is theoretically neutral but often is used in a way that suggests alcoholic content. Drinks such as soda pop,

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sparkling water, iced tea, lemonade, root beer, fruit punch, milk, hot chocolate, tea, coffee, milkshakes, and tap water and energy drinks are all soft drinks.

Some examples are:

- |   |                   |
|---|-------------------|
| <b>I. Mocktails</b>                     | <b>IV. Squash</b> |
| <b>II. Soft drink/ Aerated drinks</b>   | <b>V. Juices</b>  |
| <b>III. Spring water/ Mineral water</b> |                   |

### **I. Mocktails**

Mocktails are non-alcoholic cocktails. The base is usually carbonated soft drink or a fruit juice.

It is usually require blending because they often have chunks of fruit in them needing to be liquefied. They are usually served in a cocktail glass and garnished with the type of fruit best matching the base.

### **II. Soft drink Aerated drinks**

Soft drink – also known as 'aerated waters' - includes cola, lemon squash, lemonade, bitter lemon, soda water, dry ginger and tonic water. Post-mix is a popular delivery system. It is quick (there are no empties to get rid of, and you aren't always opening bottles and cans and forever running out) but some outlets will insist on using the traditional bottles and cans.

### **III. Spring water/ Mineral water**

It is the type of water having a rich amount of minerals in it and it comes directly from underground resources. A lot of people are curious if it's useful or not for their daily use.

### **IV. Squash**

It is concentrated syrup that is made up of fruit ingredients. They are generally non-alcoholic in nature and not fermented. Presently, various companies' offers sugar free squash.

**V. Juices:** It is a drink made from the extraction or pressing of the natural liquid contained in fruit and vegetables. It can also refer to liquids that are flavored with concentrate or other biological food sources, such as meat or seafood, such as clam juice.

## **Principles of responsible service of alcohol**

**Responsible Service of Alcohol (or RSA)** means selling, serving and supplying liquor in a responsible manner and in accordance with the law. It stands for the Responsible Service of

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Alcohol and is a concept incorporated in a course that must be completed if you are going to be working in a job that involves alcohol service or sales.

It is very important serving alcohol responsibly and act in accordance with the law for serving alcohol is considered as one of the most prime responsibilities for a server or the restaurant since law does not allow serving alcohol to underage or intoxicated guests.

Apply relevant standards and requirements to the service of alcohol practices to ensure legal and responsible service of liquor include:

1. Asking for, checking on id of those who look under-age
2. Only relying on approved documents as acceptable evidence of age
3. Checking people at the door as they enter the venue
4. Refusing entry to those who are banned (continued)
5. Ensuring adequate instruction to person delivering liquor
6. Seeking proof that the delivery is being received by a person over the age of 18
7. Procedures for delivering alcohol to an unoccupied premise
8. Principles of responsible service of alcohol and their purpose and benefits
9. Minimize the harms associated with alcohol abuse and alcohol-related problems
10. Need to encourage responsible attitudes towards the sale and consumption of alcohol
11. Ensure the sale and consumption of alcohol contributes to, and does not detract from, the amenity of community life.

### **Benefits of go Benefits of good Responsible Service of Alcohol (RSA)**

Benefits of Responsible Service of Alcohol (or RSA) for licensed premises are:

1. Good reputation in the local community
2. Reduced staff turnover
3. More likely to attract staff with higher skills and greater experience
4. A more sustainable and profitable business model
5. Reduced regulatory costs

### **Benefits of responsible service of alcohol (or RST) for staff:**

1. A safer and more enjoyable working environment

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2. Training, support and knowledge to deal with customers
3. Better rapport with customers
4. Safer and more enjoyable venues

**Benefits of responsible service of alcohol (or RSA) for customers:**

1. Safer and more enjoyable venues
2. Enhanced reputation
3. Better rapport with staff and other customers

**1.2 Provide information to customers on alcoholic beverages**

Provide accurate information to customers providing accurate information to customers enables them to make informed decisions about what they consume.

When you are serving alcohol on licensed premises, you’ll be able to use your RSA knowledge to provide accurate information to customers, including:

- What the law says
- The responsible hospitality practices that are in place within your workplace
- The types, strengths, standard measures and alcoholic percentages of a range of alcoholic beverages.

To provide you with an opportunity to provide accurate information to customers on alcoholic beverages according to organization or house policy and government legislation:

- Provide accurate information to customers on alcoholic beverages according to enterprise or house policy
- Government legislation
- Including types
- Strengths
- Standard drinks
- The alcoholic percentages of a range of frequently sold alcoholic beverages.
- Recommend non-alcoholic/ alcoholic beverage items that are available from discussions about customers’ preferences.
- Know the local area and be able to provide general information to assist with activities.

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- Recommendations may also be sought for complimentary selections to the foods ordered.
- Know about then non-alcoholic in menu items and possible substitutions that could be available

### **Ways to provide more accurate information to your customers**

Customers come in through multiple channels, planned and unplanned, directly and indirectly One common theme is the level of customer service they expect.

1. Customer contact: whether this is a customer calling to report a problem, taking part in a planned engagement or providing feedback, they need to know they have been heard.
2. Set expectations: give your customers realistic expectations.
3. Customer feedback
4. Real time information
5. Create a consistent experience

### **1.3 Identify issues to sale or service of alcohol**

Risk management when selling or serving alcohol many businesses and organizations sell or serve alcohol, either as part of their daily operations or for special fund raising events or company parties. Intoxicated guests may injure themselves or others. In addition to the often tragic consequences of these incidents, they can result in expensive lawsuits and negative publicity for the organization.

Following are some guidelines to help ensure that alcohol is served and consumed responsibly.

1. Develop a written policy: as with any type of safety program or organizational initiative, the key to success is clear direction and support from top management.

Organizational rules for the serving of alcohol are often known as “House Policies.” These address issues such as:

- Knowing and following applicable laws
- Training all staff, outside caterers/bartenders and volunteers
- Denying service to underage guests
- Promoting designated drivers and outside transportation services
- Monitoring consumption
- Managing intoxicated guests

- Actively marketing food and alternative beverages
2. Know the law and your legal liability In order to limit your criminal and civil liability, it is critical to operate within the law.
  3. Train those selling or serving alcohol: Individuals who are selling or serving alcohol are implementing your organization’s policies. Therefore, it is important for them to be trained regarding those polices as well as the applicable laws. This applies to employees as well as to volunteers at fund-raisers or parties. If alcohol will be sold or served by outside caterers or bartenders, your contract should require them to follow your organization’s training requirements or have equivalent requirements of their own. Even if training is not required by law in your situation, it is still an important part of ensuring the safety of your guests and reducing your liability exposure.

When training through a vendor, ensure that their courses meet your state’s requirements.

- Training for intervention procedures
  - Controlling alcohol risks effectively
  - Serve safe alcohol
  - Techniques of alcohol management
4. Check your insurance coverage: Consult with your insurance agent to be sure that your insurance policy covers liquor liability in the manner you intended. Some insurance policies exclude liquor liability, or only cover specific locations or specific special events.

**Factors that affect alcohol are following:**

Alcohol consumption can affect work performance in several ways:

1. **Absences** - There is ample evidence that people with alcohol dependence and drinking problems are on sick leave more frequently than other employees, with a significant cost to employees, employers, and social security systems. In Costa Rica, an estimated 30% of

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absenteeism may be due to alcohol. In Australia, a survey showed that workers with drinking problems are nearly 3 times more likely than others to have injury-related absences from work.

2. **Work accidents** - In Great Britain, up to 25% of workplace accidents and around 60% of fatal accidents at work may be linked to alcohol. In India about 40% of work accidents have been attributed to alcohol use.
3. **Productivity** - Heavy drinking at work may reduce productivity. In Latvia, 10% of productivity losses are attributed to alcohol. Performance at work may be affected both by the volume and pattern of drinking. Co-workers perceive that heavy drinkers have lower performance, problems in personal relationships and lack of self-direction, though drinkers themselves do not necessarily perceive effects on their work performance
4. **Unemployment**- Heavy drinking or alcohol abuse may lead to unemployment and unemployment may lead to increased drinking.
5. **Social and economic costs** cover the negative economic impacts of alcohol consumption on the material welfare of the society as a whole. They comprise both direct costs - the value of goods and services delivered to address the harmful effects of alcohol, and indirect costs - the value of personal productive services that are not delivered as a consequence of drinking.

### Self-check –I

**Test I True or False Instruction: write True if the Statement is Correct and False for Wrong Statement**

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1. Beverage is a liquid formulation specifically prepared for human consumption
2. An alcoholic beverage is a drink containing ethanol, a type of alcohol produced by fermentation of grains, fruits, or other sources of sugar.
3. A temperance drink, is a version of an alcoholic drink made without alcohol

**Test II: choose**

**Instruction:** select the best correct answer for the given choice. Each question carries( 1 Point.)

1. \_\_\_\_\_ means selling, serving and supplying liquor in a responsible manner and in accordance with the law.  
A/ Responsible Service of Alcohol (or RSA) B/ Principles C/ Beverage D/ all
2. Benefits of responsible service of alcohol (or RST) for staff:  
A/ A safer and more enjoyable working environment B/ Training, support and knowledge to deal with customers C/ Better rapport with customers D/ all
3. Benefits of responsible service of alcohol (or RSA) for customers:  
A/ Safer and more enjoyable venues B/ Enhanced reputation C/ Better rapport with staff and other customers D/ all

**Test III: short Answer writing**

**Instruction: write short answer for the given question. Each point has 5Points.**

1. Write down the way of to provide more accurate information to your customers
2. Describe the meaning of Proof of age





## Unit Two: Assist Customers to Drink With in Appropriate Limits

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Serve standard drinks or samples
- Apply professional manner of drink limits.
- Erratic drinking patterns
- Monitor emotional and physical states of customers
- Offer food and non-alcoholic beverages
- Decline requests of alcohol for irresponsible manner

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Serve standard drinks or samples
- Apply professional manner of drink limits.
- Define erratic drinking patterns
- Monitor emotional and physical states of customers
- Offer food and non-alcoholic beverages
- Identify decline requests of alcohol for irresponsible manner

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## 2.1 Serve standard drinks or samples

### Standard drink:

A measure of alcohol consumption representing hypothetical beverage which contains a fixed amount of pure alcohol. A standard drink varies in volume depending on the alcohol concentration of the beverage (for example, a standard drink of spirits takes up much less space than a standard drink of beer), but it always contains the same amount of alcohol and therefore produces the same amount of drunkenness.

The standard drink is used in relation to recommendations about alcohol consumption and its relative risks to health. Many government health guidelines specify low to high risk amounts in units of grams of pure alcohol per day, week, or single occasion. The concept of the standard drink is meant to help visualize and estimate the absolute alcohol content of various drink concentrations and serving sizes.

Standard drinks are a way to measure how much alcohol you drink. Drinks come in different sizes and some are stronger than others. The number of standard drinks in a serving of alcohol varies between type, size, and brand, packaged or poured drinks.

It is not about the size of the glass, it's about what's in the glass. Know the recommended daily limits and how much alcohol is in your drink. The amount of liquid in your glass can, or bottle does not necessarily match up to how much alcohol is actually in your drink. Different types of beer, wine, or malt liquor can have very different amounts of alcohol content.

For example, many light beers have almost as much alcohol as regular beer – about 85% as much. Here's another way to put it:

- Regular beer: 5% alcohol content
- Some light beers: 4.2% alcohol content

That's why it's important to know how much alcohol your drink contains. In the United States, one "standard" drink (or one alcoholic drink equivalent) contains roughly 14 grams of pure alcohol, which is found in:

- 12 ounces of regular beer, which is usually about 5% alcohol
- 5 ounces of wine, which is typically about 12% alcohol

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- 1.5 ounces of distilled spirits, which is about 40% alcohol



### Examples of standard drink

1. 100ml small glass of wine (12% alcohol)
2. 100ml glass of champagne (12% alcohol)
3. 150ml glass of light wine (8% alcohol)
4. 285ml bottle of alcohol e.g. Breezer, Cruiser (5% )
5. 375ml can of mid-strength (3.5%) beer
6. 425ml glass (schooner) of light beer (2.7%)
7. 275ml glass (middie or half-pint) of full-strength beer (5%)
8. 60ml sherry, port or fortified wine (20%)
9. 30ml shot/nip of spirits (vodka, rum, tequila) (40%).

### Serving standard drinks

- Glass sizes vary and even names can muddy the waters
- Drinks come in containers of all different shapes and sizes
- Different types of drinks contain very different amounts of alcohol
- Sometimes drinks are mixed with unknown quantities of alcohol, such as in cocktails and alcoholic punches.
- Sometimes jugs and casks are shared.

## 2.2 Apply professional manner of drink limits.

A professional manner to encourage customers to drink within appropriate limits Recognize erratic drinking patterns as an early sign of possible intoxication and take appropriate action. Monitor emotional and physical state of customers for signs of intoxication and effects of illicit or other drug use.

There are some common rules all laws are established for the servers .for handling problem or difficult situation related alcohol beverage intoxicated guest us follows:

1. Check guest identify : verify each guests identification who came to drink beverage at hotel by taking the following steps
  - Name
  - Date of birth
  - Physical description
  - Verify the date of the Id
  - If guests is unable to provide any identify proof then then politely refuse to serve alcohols
  - Match the photo identification and check age of the ID with guest
  - Validate of birth for approving alcoholic beverage
2. Determine the age of the guest: determining legal drinking age of the guest or judging a guests, age can be very difficult.
3. Handling intoxicated guest: is the most difficult task for any server.
4. Managing difficult situation : first greet the guest with a smile and then clear

### 2.3 Erratic drinking patterns

Erratic drinking patterns may include: mixing a wide range of drink types. Drinking quickly and asking for more immediately ordering more than one drink for self-consumption mixing alcohol consumption with consumption of prescription or illicit drugs. Consistently returning to the tasting site to request more samples

Alcoholism can cause a person to behave in a way that is erratic, dangerous and damaging to both themselves and those around them. These behaviors can, understandably, be challenging for family members and friends, often leaving them angry, upset and worried

Erratic drinking patterns are indicators that a person or group is becoming intoxicated.

It is important that you actively watch out for erratic drinking patterns and take appropriate action to encourage responsible drinking.

Binge drinking is a pattern of alcohol use where people episodically drink excessively. There is debate as to where the line for 'excessive' should be drawn, but it is usually classified as more than five drinks for men or four drinks for women. These results are contrary to current use of "binge drinking" as a variable associated with Type 1 alcoholism. Predictive validity analyses indicated that steady drinkers continued to drink more frequently than episodic and sporadic drinkers during treatment and 6 months post treatment.

It is the big alcohol behaviors include hiding their Alcoholic drinking is usually done shamefully. Therefore, many alcoholics will stay awake after everyone else has gone to bed. They can drink on their own without anyone monitoring the amount of alcohol being consumed. They feel freer when no one else is there to judge them.

Binge drinking as a pattern of drinking that brings blood alcohol concentration to 0.08 grams per deciliter (0.08%) or higher. This typically occurs after a woman consumes 4 drinks or a man consumes 5 drinks in a 2-hour time frame.<sup>3</sup> Binge drinking as 4 or more drinks for a woman or 5 or more drinks for a man on the same occasion on at least 1 day in the past 30 days.<sup>4</sup>

Picking up on these signs and acting on them early can help to prevent intoxication and reduce the risk of harm to the affected customers and those around them.

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Common erratic drinking patterns include:

- a. Mixing a wide range of drink types
- b. Drinking quickly and asking for more immediately
- c. Ordering more than one drink for own consumption
- d. Mixing alcohol with prescription or illicit drugs
- e. Ordering multiple shots or extra-large drinks
- f. Ordering multiple samples or large samples.

## 2.4 Monitor emotional and physical states of customers

Monitor emotional and physical state of customers for signs of intoxication and ill effects of illicit or other drug usage. Assess intoxication levels of customers using appropriate methods. Refuse service in a professional manner, state reasons for the refusal and point out signage where appropriate. Provide appropriate assistance to customers when refusing service. If appropriate, give customers a verbal warning and ask them to leave the premises according to organizational or house.

The Emotional States of the customers measuring instruments may affect the relevance and quality of managerial decisions, the development of a sufficiently reliable measurement that take into account the specificity of a country becomes necessary.

These categories are classified in order as follows:

- Feelings
- Mood
- Temperament
- Preference
- Attitude
- Appreciation.
- Emotions

### Monitor emotional and physical state of customers for

- Signs of intoxication and ill effects of illicit or other drug usage.
- Assess intoxication levels of customers using appropriate

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- methods
- Refuse service in a professional manner,
- State reasons for the refusal and point out signage where appropriate.
- Provide appropriate assistance to customers when refusing service. If appropriate
- Give customers a verbal warning and ask them to leave the premises according to organizational or house

## 2.5 Offer food and non-alcoholic beverages

Drinks with food: is to take an already magical experience (eating) to the next level. The right drink can cut through the fattiness of a dish, cleanse your palate, and complement ingredients in ways your sweet little head could never imagine.

There are so many creative ways to use non-alcoholic drinks in order to enhance your meal (that won't destroy your taste buds).those are:

1. Pasta: Sparkling water: A delicious plate of pasta is the perfect excuse to crack open a frosty can of sparkling water.
2. Sushi: Green tea: Sushi can be a casual dinner, but the art of sushi has everything to do with the quality and detail of the fish. Next time you order sushi, notice new flavors and textures with each bite. Try sipping a glass of green tea between bites of sushi and savor the taste.
3. Pizza: Grape juice: Pairing drinks with pizza is all in the sauce. If your pizza has a tomato sauce base, pair it with a glass of red grape juice.
4. Indian food: Ginger ale: The trick to finishing a plate of curry without sweating like Tony Soprano is to sip on something that will dissolve the capsaicin in the dish. Capsaicin is the molecular compound that makes peppers spicy. When the capsaicin bonds with the pain receptors in your mouth, it creates a burning sensation that few of us can handle for long. To cool your mouth down, opt for a sugary drink like ginger ale.
5. Seafood: Lemonade: The acidity from the lemon juice cuts through rich, fatty fish and prevents seafood dishes from feeling too heavy. But, if lemonade isn't your fave, opt for another citrus juice instead. Just make sure to choose a juice that's slightly tart, as a sugary drink can easily overwhelm the delicate flavor of seafood.
6. Steak: Unsweetened iced tea:

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7. Fried chicken: Sparkling white grape juice : fried chicken is high in fat, it's best enjoyed with a drink that can cut through the grease
8. Tacos: Agua fresco : agua fresca is a refreshing combination of fruit, sugar, and water.
9. Chocolate: Cranberry or pomegranate juice: Both cranberry and pomegranate juice are quite tart, which makes them ideal for offsetting super sweet or decadent chocolate treats. Red grape juice would also work in a pinch, but some brands of grape juice are too sweet and might make you feel a bit queasy if you drink them alongside something chocolatey.

## 2.6 Decline requests of alcohol for irresponsible manner

Irresponsible consumption of liquor: a practice or promotion that involves providing free drinks, or providing drinks at discounts, in a way that encourages patrons to consume excessive amounts of liquor or consume.

It is defined as the taking five or more alcoholic drinks for men, and consuming four or more of the same drinks for women. Irresponsible drinking usually occurs when the main purpose of drinking is to get drunk. It is usually done in large groups, in which the members indulge in uncontrollable drinking sessions.

### Examples of Irresponsible Behaviors:

- Being a mute spectator and watching injustice happening to others.
- Teaching children to speak lies, cheat, bribe, and rob others instead of values and life lessons.
- Not showing right path to someone in need.
- Beating wife.
- Demanding dowry from wife.
- Treating others as untouchables instead of human beings.
- By not voting responsibly, you put your children's future in darkness.
- Not donating and helping people in need.
- Submitting fake bills and not paying taxes genuinely.
- Taking payment and not giving solution. This way you don't fulfill responsibility towards your profession which gives you food to eat.

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- Not taking responsibility of your actions.
- Creating division among people.
- Giving orders to others, and not doing anything yourself.
- Taking bribe and give loans to people who are never going to return it. You put people's hard earned money and country's financial system at great risk.
- As a judge, you consume endless time to deliver judgment.
- As a politician, you make false promises which you are never going to fulfill.
- As a politician, you keep shouting in the parliament and not let others speak.
- As a politician, you break chairs in the parliament.
- As a politician, you walkout from healthy constructive discussion.
- If you taught children to be dependent, instead of being independent.
- If you led by example, and teach your family that money is life, and to do anything for that money.
- Acting too much, too often, and or without any proof.
- Believing that the world is perfect.
- Drinking and driving.
- Talking on mobile phone while driving.
- Sharing, forwarding unverified content on social networks.
- You give more importance to promises and relations rather than justice.
- As a police officer, you don't stop rapes, acid attacks, fake news, mob lynching, drug racket, etc from happening.
- As a police officer, you take bribes.
- As a police officer, you did not say that you would be the first one to shoot or arrest for any wrongful acts while making friendship with people.
- Letting personal life affect professional life.
- Rapists and murderers are let off because you choose to remain silent.
- You failed to get your life partner on the righteous life path.
- Not fulfilling promises you make.

- Being overly selfish and only thinking about yourself, and not about your family, or less privileged people in the world.

### Self-check –I

**Test I True or False Instruction: write True if the Statement is Correct and False for Wrong Statement**

1. A drink with food is to take an already magical experience (eating) to the next level. An alcoholic beverage is a drink containing ethanol, a type of alcohol produced by fermentation of grains, fruits, or other sources of sugar.
2. Standard drink is used in relation to recommendations about alcohol consumption and its relative risks to health.
3. Alcoholism is a cause of person to behave in a way that is erratic, dangerous and damaging to both themselves and those around them.

### Test II: choose

**Instruction:** select the best correct answer for the give choice. Each question carries 1 Point.

1. \_\_\_\_\_ is a practice or promotion that involves providing free drinks  
A/ Irresponsible consumption of liquor B/ Signs of intoxication C/ Intoxication/ all
2. \_\_\_\_\_ is a pattern of alcohol use where people episodically drink excessively.  
A/ Binge drinking B/ Erratic drinking C/ professional manner D/ all
3. Monitor emotional and physical state of customers for  
A/ Signs of intoxication and ill effects of illicit or other drug usage  
B/ Assess intoxication levels of customers using appropriate  
C/ methods  
D/ all

### Test III: short Answer writing

**Instruction: write short answer for the given question. Each point has 5Points.**

1. Write down the Common erratic drinking patterns
2. Describe the meaning of Binge drinking

### Unit Three: Assess Alcohol Affected Customers

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- 3.1. Assess intoxication levels of customer
  - 3.1.1 Observe customer changes in behaviour,
- 3.2. Consider factors that affect individuals
- 3.3. Identify customers to proof their ages

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Assess intoxication levels of customer
- Observe customer changes in behaviour,
- Apply consider factors that affect individuals
- Identify customers to proof their ages

### 3.1 Assess intoxication levels of customer

**Intoxication** is a state in which a person has consumed enough alcohol or drugs that their mood and physical and mental abilities are noticeably affected.

Intoxication is the point which alcoholic depresses the central nervous system so that that mood and physical and mental arability are noticeable changed.

Assess intoxication levels of customers using appropriate methods:

1. Refuse service in a professional manner, state reasons for the refusal and point out signage where appropriate.
2. Provide appropriate assistance to customers when refusing service. If appropriate
3. Give customers a verbal warning and ask them to leave the premises according to organizational or house requirements.
4. Use appropriate communication and conflict resolution skills to handle difficult situations.

**Preventing intoxication:** to ensure that alcohol is served responsibly on licensed premises to help minimize alcohol-related harms. by supporting responsible consumption and preventing intoxication, you can lower the risk of alcohol-related violence and help to promote a safe venue or event for customers, colleagues, neighbors and yourself

#### Steps to prevent intoxication

The steps you must take to prevent intoxication on licensed premises as set out in Liquor Prevention of intoxication guidelines are:

1. Selling, supplying and promoting liquor responsibly
2. Monitoring liquor consumption and patron behavior
3. Implementing harm minimization measures, and
4. Planning to prevent intoxication on licensed premises.

#### Intoxication Factors

Intoxication factors are any factors that can lead to someone becoming intoxicated. These can be internal factors, such as the amount of alcohol consumed or drugs taken, as well as external factors such as environment, health, and personality

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**Intoxication rate following factors are:**

- The timing of each dose of alcohol
- The amount or percentage of each dose
- The amount of hydration (alcohol is hydrophilic and bonds evenly to water in the body)
- The amount of food eaten with, or before, consuming alcohol;

Alcoholic behavior | signs of an alcoholic personality are:

- Giving up previously enjoyed activities due to alcohol
- Cravings
- Avoiding friends or family members
- Not being able to cut down on alcohol use
- Driving under the influence or operating machinery under the influence
- Continuing to use alcohol despite alcohol causing health or home issues
- Not being able to perform at work, school, or home because of alcohol
- Drinking more alcohol than intended or for longer periods of time
- Experiencing withdrawal without alcohol
- Tolerance

**3.1.1. Observe customer changes in behavior**

Customer behavior is analyzed successfully; Industry can engage people more effectively. Studying consumer exchange behavior leads to a greater understanding of the expectations of customers. By assessing what leads a consumer to decide on a product, a industry can differentiate between the products and services that are needed, and those which are obsolete. As stated below, some crucial strategic rules need to be followed to maximize the growth of a business based on observing customer behavior.

1. Ordinary: Look for the ordinary not the extraordinary, but do note the things that surprise. These can challenge our preconceptions and help us to keep an open mind. Identify also the details of the ordinary event, things that were never noticed or thought about before.

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You may see people finding ways to get around a problem or pain point they have. These may offer opportunities to increase satisfaction, either by resolving them or by developing a new product or service.

2. **Attentive:** Be careful to record only what you see and hear. Don't start analyzing what you think is going on or you will certainly miss something.
3. **Accurate & objective:** This is the reason why you need to remain attentive, so you get an accurate record of what is happening. Keep notes of what you see, when, where, and how people behave.
4. **Timing:** Observe and understand what is going on before and after the event, as well as during the event you are observing itself. The event needs to be put into the context of time and place within a person's lifestyle and habits. This is the only way to understand its relevance.
5. **Debrief & analysis:** Observation is most valuable if it is completed by an immediate debriefing session. Observers can together share, ask questions and start to analyse what they have seen and heard.

### 3.2 Consider factors that affect individuals

**Alcohol** is a psychoactive substance with dependence-producing properties that has been widely used in many cultures for centuries. The harmful use of alcohol causes a high burden of disease and has significant social and economic consequences.

The harmful use of alcohol can also result in harm to other people, such as family members, friends, co-workers and strangers.

The impact of alcohol consumption on chronic and acute health outcomes is largely determined by the total volume of alcohol consumed and the pattern of drinking, particularly those patterns which are associated with episodes of heavy drinking.

The context of drinking plays an important role in the occurrence of alcohol-related harm, particularly as a result of alcohol intoxication. Alcohol consumption can have an impact not only on the incidence of diseases, injuries and other health conditions, but also on their outcomes and how these evolve over time.

## Factors affecting the individual behavior

The key factors influencing an individual behavior include abilities, gender, attribution, attitude, perception, race and culture.

The way an individual addresses a situation single-handedly or say in a group is influenced by many factors. The key factors influencing an individual behavior in personal as well as social life are

### 1. **Abilities** Abilities of an individual are the main factor responsible for the way one behaves.

They are responsible for the way one walks, talks, eats, socializes, etc.

Abilities are the traits a person learns from the environment around as well as the traits a person is gifted with by birth. These traits are broadly classified as –

- **Intellectual abilities** – It personifies a person’s intelligence, verbal and analytical reasoning abilities, memory as well as verbal comprehension.
- **Physical abilities** – It personifies a person’s physical strength, stamina, body coordination as well as motor skills.
- **Self-awareness abilities** – It symbolizes how a person feels about the task, while a manager’s perception of his abilities decides the kind of work that needs to be allotted to an individual

### 2. **Race & Culture:** race is a group of people sharing similar physical features. It is used to define types of persons according to perceived traits. Race & culture have always exerted an important influence both at the workplace as well as in the society. In today’s diverse work culture, the management as well as staff should learn and accept different cultures, values, and common protocols to create more comfortable corporate culture.

### 3. **Gender and individual behavior:** is also an important factor that influences the individual behavior.

### 4. **Perception:** is an intellectual process of transforming sensory stimuli into meaningful information. It is the process of interpreting something that we see or hear in our mind and use it later to judge and give a verdict on a situation, person, group, etc.

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5. **Attribution:** is the course of observing individual behavior followed by determining its cause based on individual’s personality or situation. Attribution framework is all about how an individual behaves in different situations. It may be in three ways i.e. Consensus, Distinctiveness and Consistency
6. **Attitude and individual behavior:** Attitude is the abstract learnt reaction or say response of a person’s entire cognitive process over a time span.

**Reducing the burden from harmful use of alcohol**

Health, safety and socioeconomic problems attributable to alcohol can be reduced when governments formulate and implement appropriate policies.

Policy-makers are encouraged to take action on strategies that have shown to be effective and cost-effective. These include:

- Regulating the marketing of alcoholic beverages (in particular to younger people);
- Regulating and restricting the availability of alcohol;
- Enacting appropriate drink-driving policies;
- Reducing demand through taxation and pricing mechanisms;
- Raising awareness of the health and social problems for individuals and society at large caused by the harmful use of alcohol;
- Ensuring support for effective alcohol policies;
- Providing accessible and affordable treatment for people with alcohol-use disorders; and
- Implementing screening and brief intervention programmers in health services for hazardous and harmful drinking

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### Main Factors that affect Individual Performance

1. **Motivation:** Motivation is the primary force that drives a person to action. It has a multiplier effect on increasing his ability and willingness to work. Motivation engages him in goal-directed behavior which helps in satisfying his needs. It is, therefore, the prime force that promotes job performance.
2. **Competence:** Competence means the extent to which a person regards himself capable of performing the job. It indicates that a person has control of events occurring within and outside the organization rather than the events have control over him.
3. **Ability:** Ability of a person also affects his performance on the job. Ability is the perception of a person about his knowledge and skill to perform the job. Knowledge represents technical attributes of a specific field. It indicates gaining expert information about the chosen field which the person has to perform. Skill is the practical ability of doing something. Theoretical information (knowledge) and practical exposure (skill) together make a person-able and excel in job performance.
4. **Role Perception:** Role is the position one occupies in a system. It is defined by the functions one performs in response to the expectations of the significant members of a system, and one's own expectations from that position. Role is important for integration of individual with the organization. Role is a central concept in work motivation as it is only through the role that individual and the organization interact with each other.
5. **Work Place Environment:** The processes should be designed to enable employees to put their knowledge, skill and expertise to work. The results should be transparent so that individual does not have to look for higher authorities to interpret the performance.

### 3.3 Identify customers to proof their ages

**Proof of age** is any document to be used for proof of age must show the person's name, age or date of birth, and preferably, the date on which the record was established.

It is age of a person may be proved by direct evidence, such as the testimony of someone present at the person's birth, and in some cases from his appearance. It is usually proved by producing a birth certificate, under the exception to the hearsay rule relating to statements in public documents, and evidence that the person in question is the one referred to in the birth certificate. It is also critical that venues focus on properly checking proof of age documents to prevent minors from accessing alcohol. A vigilant underage strategy should include:

1. Requiring any person appearing under 21 years of age to produce proof of age ID
2. Requiring close scrutiny to check the authenticity of the ID
3. Only accepting forms of ID recognized by NSW liquor laws
4. Requesting a second form of ID when in doubt.

**Acceptable proof of age documentation includes:**

- Birth Certificate
- Uniformed Services Identification and Privilege Card (DD Form 1173)
- Birth registration issued by an appropriate government agency or board of health records
- Alien registration card issued by the United States Government
- Certificate issued by the Immigration and Naturalization Service attesting to age
- Voter ID
- Depending on which you are applying for, you can use the other two options between Passport, PAN Card.
- Passport as
- PAN Card
- Mark sheet issued by any government board/recognized university

### Self-check –III

#### Test I True or False

**Instruction:** write True if the Statement is Correct and False for Wrong Statement

1. Intoxication is a state in which a person has consumed enough alcohol or drugs that their mood and physical and mental abilities are noticeably affected.
2. Intoxication factors are any factors that can lead to someone becoming intoxicated
3. Motivation is the primary force that drives a person to action. It has a multiplier effect on increasing his ability and willingness to work.

#### Test II: choose

**Instruction:** select the best correct answer for the give choice. Each question carries 1 Point.

4. \_\_\_\_\_ means the extent to which a person regards himself capable of performing the job.  
A/ Competence B/ Ability C/ Role Perception D/ all
5. \_\_\_\_\_ is the primary force that drives a person to action. It has a multiplier effect on increasing his ability and willingness to work.  
A/ Motivation B/ Attitude and individual behavior C/ Attribution D/ all
6. \_\_\_\_\_ is an intellectual process of transforming sensory stimuli into meaningful information.  
A/ Perception B/ Race & Culture C/ Self-awareness abilities D/ all

#### Test III: short Answer writing

**Instruction:** write short answer for the given question. Each point has 5Points.

4. Write down the Factors affecting the individual behavior
5. Write down the Main Factors that affect Individual Performance

## Unit Four: Refuse to provide alcohol

This learning unit is developed to provide the trainees the necessary information regarding the following content coverage and topics:

- Refuse alcohol sale or service in a professional manner
  - ✓ Signage about alcohol sales
- Provide appropriate assistance when refusing service
- Give customers verbal warning
- Communication and conflict resolution skills
- Identify difficult situation that pose a threat

This unit will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Apply refuse alcohol sale or service in a professional manner
  - ✓ Signage about alcohol sales
- Provide appropriate assistance when refusing service.
- Give customers verbal warning
- Identify communication and conflict resolution skills
- Identify difficult situation that pose a threat

## 4.1 Refuse alcohol sale or service in a professional manner

### 4.1.1 Signage about alcohol sales

Make Refusing Alcohol Sales Easier for Your Employees Management Many convenience store managers focus their alcohol sales training on how to make legal sales by asking for and checking ID. This is critical, of course, but employees also need to know what to do when they can't make a legal sale. When it comes to refusing alcohol sales, employees must know when to do it and how to do it right.

Refusing alcohol sales for any reason can be difficult, but it's important to maintain your best customer service skills, even if it's challenging. Make sure your employees thank the customer for their understanding and cooperation. It's also important not to back down once you or an employee has made the decision to refuse the sale. Stay firm, but polite – don't get into an argument with the customer.

It's essential that your employees have received training on how to refuse sales and are prepared for what they should say to a customer should the need arise. Encourage your team to practice refusing alcohol sales so they become comfortable with what to say and know which response is easiest for them. Here are a few examples to get you started:

1. **Compliance Checks and Refusing Alcohol Sales:** Scheduling your own compliance checks or secret shops will help you to know if your employees are following the law or if they need refresher training.
2. **Train the Staff on Responsible Alcohol Sales**

**These are the most common reasons for refusing alcohol sales:**

- The customer does not have a valid ID
- The customer has an ID that appears to be fake
- The customer appears to be intoxicated
- The customer appears to be buying alcohol for someone under 21

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### **Rules and sales alcohol Sell or serve alcohol responsibly**

- A. Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.
- B. Where appropriate, request and obtain acceptable proof of age prior to sale or service.

### **Away of to refuse service**

It will become necessary to refuse service to a customer, or group of customers, at some stage during your career in the liquor industry. Each licensed business approaches this issue differently and will have different strategies.

There are, however, some basic steps that should always be followed. These include:

- Follow your workplace policy – while all staff should be capable of and experienced in refusing service, the policy should detail staff and management responsibilities
- Be respectful of the customer and avoid embarrassing them by being rude or abusive
- speak to the customer when they are on their own
- be calm but firm – don't give in and allow one more for the road
- Advise other staff and security that service has been refused.

When you refuse service to a customer, it's important to be clear about what is happening, and also to remain respectful and polite throughout. This helps to prevent the situation from escalating. Some points to remember:

- Be calm and courteous
- Speak with a firm, confident voice that's not aggressive or raised – behavior triggers
- Behavior so you can calm them down if you remain calm yourself
- Customer service demands that staff respect their customers
- Be polite. Tell it from your point of view:  
I am sorry; if I served you another drink Id is breaking the law”  
I am sorry; if I served you another drink,  
I am could lose my job Im concerned about your safety”
- Remember to focus on the behavior, not the individual.

### Steps to refuse service

Follow these steps when refusing service:

- Introduce yourself – tell them your name and your role and ask for their name
- Approach the customer in a friendly and respectful manner. Patronizing or authoritarian attitudes can evoke anger and make the person aggressive. This is a common response to threats to one’s dignity. Try not to speak to the customer in front of others
- When talking to the person: use their name; use slow, distinct speech; use short simple sentences; avoid emotion and involved discussions; use appropriate eye contact (you may need to limit the amount for cultural reasons); and adjust speaking pace to match the customer
- Give the clear, concrete statement that by law they cannot be served another drink
- Point out appropriate signage where possible
- Notify your manager or supervisor and security (if present). Also notify other staff that you have refused service to the person. If a shift change is nearing, notify the new staff
- Give a clear instruction that the person must leave the premises. If necessary, guide them to the exit, ensuring that they have all their personal possessions.

### Rules for selling alcohol include:

- Area: if only part of your premises is licensed, then you may only sell alcohol in this area. Children may only be in parts of your premises that either do not have a bar, or if certain safeguards are in place which are detailed below.
- Conditions of sale: there are conditions for particular types of premises when selling alcohol. For example, restaurants may only sell alcohol as part of a meal. Many premises must ensure they have other drinks and food available when they are selling alcohol. Off licenses must not allow customers to consume alcohol they have bought at the premises on-site
- Drunk and disorderly behavior you must not sell alcohol to anyone who is clearly drunk or allow customers to behave in a disorderly way in your premises.

- Drinks promotions: it is illegal to run an irresponsible drinks promotion. This includes promotions that supply unlimited alcoholic drinks for a fixed price.
- Weights and measures: drinks including wine, beer and spirits may only be sold in specific quantities. See weights and measures rules for licensed premises.

#### 4.2 Provide appropriate assistance when refusing service

Refusing the service of alcohol, all parties have the right to be respected. When working on authorized premises, check the venue’s refusal to serve alcoholic drinks. Suppose you are confident that your reason for not serving a drink is non-discriminatory

When refusing to serve a customer, you can offer water or coffee instead of alcohol as a first step. If they become a safety concern, you can ask them to leave. Teams work best together. Debrief after refusing service about what worked well.

Refusing service to unduly intoxicated patrons before refusing to supply a person with an alcoholic drink, or stopping a person from drinking, we recommend that your staff member engages in a conversation with the person suspected of being unduly intoxicated.

##### Steps take to refuse serving alcohol to a patron

They are designed to minimize the potential harm alcohol can cause, and ensure all patrons have a safe and enjoyable experience, wherever they may be.

As an employee who sells alcohol to customers, it is your responsibility to ensure you abide by your state’s responsible service of alcohol (RSA) legislation.

However there are ways to approach the situation that will ensure you are covered legally, and reduce the chances of the situation becoming dangerous.

**1. Early intervention** – be aware of your surroundings, and take note of people who are heading towards intoxication. Subtly and tactfully inform them they will be refused service if their behavior deteriorates, and they could be asked to leave.

**2. Seek assistance** – before approaching any intoxicated patron, seek approval and assistance from your manager and security staff. This will ensure you are covered should anything go wrong, and if it’s your first time in a situation like this, provide you with guidance so you learn how to deal with them in the future.



**3. Be patient and polite** – confidently but politely inform the patron that you can no longer serve them alcohol. Don't call them names, stay calm and don't raise your voice. To reinforce the point, you should:

- Clearly explain the reason for the refusal
- Use props such as information posters to back up your refusal
- Explain the law and what it could mean to you if you continue to serve them

**4. Don't delay** – if you decide they've had enough alcohol, don't delay your decision to refuse serving them alcohol. Don't let them finish their drink hoping they will then leave of their own accord, or giving them one last drink. This is not compliant with legislation and you could be held legally accountable.

**5. Offer them a drink and an olive branch** – ask them if they would like a non-alcoholic to drink, and reassure them that you will be happy to serve them again in the future (unless they are a repeat offender).

**6. Offer assistance** – ask them if they'd like you to call a friend or taxi to get them home. The friendlier you are, and the more supportive you are, the less likely they are to get angry and become aggressive.

**7. Ensure the patron leaves within a reasonable period of time** – once a patron becomes intoxicated they must leave the premises and not be allowed back in. While they may have accepted your offer of a non-alcoholic drink, they will still need to leave. It's your responsibility to ensure they leave safely and do not loiter outside.

**8. Keep a record of the incident** – once the patron has been safely removed from the premises, record the details of what happened in writing. This should include the reasons for refusal of service, what was said by everyone involved, what actions were taken, and if there was any aggressive behavior. Once you've written down the details, ensure management witnesses and signs off on it.

### 4.3 Give customers verbal warning

**Verbal warning** understanding the meaning of verbal warnings can help you respond to them at work. An employer may choose to issue a verbal warning to an employee if they perceive an issue with their job performance, actions or behavior. Typically, it's the first of several steps in the disciplinary process. A verbal warning allows the employee the opportunity to correct their actions or improve performance before the need for more severe disciplinary measures.

#### Informal Vs Formal Verbal Warning

There are typically two types of verbal warnings:

- A. **Informal verbal warning typically an informal verbal warning takes:** minor place in a casual setting, such as in the form of a quick chat between the employee and their manager. The issues are usually relatively and generally addressed resolved and with going on record.
- B. **Formal verbal warning:** during a pre-arranged meeting and may involve the employee, their manager, a member of the HR team and any other party involved. At the meeting, the manager or HR member may present the basis of the case, have an open discussion to hear from the employee and then pass a fair and reasonable decision.

It can be difficult to know when you or someone you care about is struggling with alcoholism. Alcohol abuse can often be hidden or disguised among drinkers who believe that because they only drink socially, their use is not problematic.

However, when you lose control of your drinking, compulsively consume alcohol despite negative consequences, and/or experience cravings when not drinking, you may have developed an addiction to alcohol.

These criteria can also be used as warning signs of problematic alcohol abuse.

Those are:

- Spending a lot of time obtaining, using, and recovering from the effects of alcohol.
- Being unable to cut down on alcohol use despite a desire to do so.
- Cravings or a strong desire to use alcohol.
- Having a tolerance (i.e., needing to drink increasingly large or more frequent amounts of alcohol to achieve desired effect).

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- Developing symptoms of withdrawal when efforts are made to stop using alcohol.
- Using alcohol in higher amounts or for a longer time than originally intended.
- Giving up previously enjoyed social, occupational, or recreational activities because of alcohol use.
- Being unable to fulfill major obligations at home, work, or school because of alcohol use.
- Continuing to abuse alcohol despite negative interpersonal or social problems that are likely due to alcohol use.
- Using alcohol in physically dangerous situations (such as driving or operating machinery).
- Continuing to abuse alcohol despite the presence of a psychological or physical problem that is probably due to alcohol use.

A verbal warning alerts the employee to the fact that their work performance or actions are falling short of your expectations. While each company has its own policies governing when and why to issue a verbal warning, some of the more common reasons include

1. **Substandard performance:** an employee who struggle to follow instructions from their manager, is not a team player, regularly makes the same mistakes and consistently cannot stick to deadlines may need a verbal warning.
2. **Violation of company policies:** Companies may have their own set of policies and procedures in place for employees
3. **Absenteeism Frequent:** lateness or being regularly absent from work without reason is disruptive to the company's productivity and increases costs. Discuss the issue and agree on an action plan with the employee, such as a more flexible working schedule.

### Steps to issue a verbal warning

The following seven steps may help guide you through the process on how to issue a verbal warning:

1. **Review the policy:** this is a step to take before setting up the meeting. Ensure that you've reviewed the company's code of conduct and disciplinary policy. You can then verify that the employee's actions are going against company policy or not.
2. **Inform the employee:** give the employee a brief background on why you'd like to meet with them, giving them at least a day or two's notice in advance.

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3. It's a good idea for meetings to take place in a private setting or over video call if you're currently working remotely. If necessary, you may include a colleague who can help to recount the discussion or keep the person accountable.
4. **Be direct:** deliver your message clearly and directly, getting straight to the point by bringing up the issues of concern. Explain why the person's actions or behavior are an issue for the company. Use specific examples, citing instances when the employee was in breach of company policy.
5. **Develop a plan of action:** after stating the issue, it's important to let the employee know that they're valuable and guide them through the right steps to change their behavior. Clearly outline the expected improvement and changes to be made, and develop a plan of action. This could range from training or coaching to help the employee perform better in their role, mandatory training on compliance issues or placing the employee under a performance improvement plan.
6. **Establish a timeframe for improvement:** set and agree upon a fixed time period for performance improvement or correction of behavior. this ensures that expectations are aligned. This may range from one to six months, as it depends on the severity of the issue and your company's objectives or policies.
7. **State the consequences:** ensure that the employee fully understands the consequences and follow-up actions if they don't correct their behavior within the given timeframe. This allows them to better understand the gravity of the situation. Stating the consequences can help the employee take steps to correct their behavior accordingly.
8. **Schedule a final review:** towards the end of the stipulated timeframe, meet once more with the employee to review the matter. This is the time to answer any questions they may have, confirm if any next steps are necessary and review the progress made over the previous months. At this point, if the employee's behavior or performance is still not improving, it's time to take the next steps in the disciplinary process. A written warning usually follows next, before suspension and eventual termination as a last resort.

#### 4.4 Communication and conflict resolution skills

**Communication in the workplace:** is vital and one of the most important among conflict resolution strategies. It is challenging to control your temper while maintaining demanding clients and tight deadlines. Dealing with workplace pressure leads to toxic conflicts, which can lead to low productivity and more absenteeism. The only solution is that you communicate correctly and listen to each other. Proper communication can help prevent misunderstandings and clarify expectations.

It is communication important in the workplace is a vital question. Conflict resolution skills through communication are essential to incorporate peace in the working environment. poor communication is the main culprit for causing workplace conflict. Sometimes employees feel that they don't have a voice or that they are being mistreated. Employees may even misinterpret each other's words. Other workplace conflict causes might be harassment, excessive workload, an employee's lack of skills to do a job, opposing personalities, and a hostile work environment. Sometimes workplace conflict might be aroused by poor management or poor leadership qualities.

**Effective communication resolve conflicts at the workplace are:**

1. **Taking immediate action:** do not wait for a conflict between your team members. Try to resolve the problem as soon as possible to retain peace and teamwork. Do not ignore or avoid a conflict between team members because a minor issue might flare-up to become a severe conflict.
2. **Communicate clear expectations:** to facilitate better communication, the manager should clearly express what he expects from others and what is expected from him. When an employee knows what is expected, he is more comfortable, and tension causing conflict is reduced. Conversely, if employees don't know what is expected of them, it can lead to confusion and conflict in the workplace.
3. **Listen properly:** listening is the perfect way to communicate because unless you listen and absorb what the other person is saying, confusion will arise. You should be open to each other's opinions even if your viewpoints differ.

4. **Use neutral language:** when you are resolving a conflict, try to speak calmly and agreeably. Use neutral language and choose your words carefully.
5. **Respect personal viewpoints:** when several people are working under the same roof, it is evident that opposing views and behavior will occur. It can cause a lot of clashes and conflicts.

### Conflict Resolution Skills

Conflict refers to a disagreement or argument, which can arise in various circumstances and settings, including the workplace. When there is conflict, it's important to understand how to navigate and resolve. It is to successfully resolve conflicts, you'll often need to read both verbal and nonverbal communication cues, to remain calm and control your emotions and work to understand the position of the conflicting parties.

Conflicts in the workplace can sometimes arise when two or more parties have different objectives, opinions or styles. Conflict resolution is the art of addressing those differences and finding a common ground that enables everyone to work together peacefully.

Sometimes, the person who resolves a conflict may be a neutral party or mediator, while at other times they may be someone involved in the conflict who takes an outside perspective to find a solution.

It also to resolve conflicts is often seen as a leadership trait. People who can identify conflicts and pinpoint the cause, acknowledge different opinions and build a consensus are valuable to many organizations. They make it more likely for personal differences to be set aside so work can continue.

### Conflict resolution skills

Here are seven conflict resolution skills used in the workplace:

- a. **Active listening** Active listening is a crucial part of conflict management and resolution. An employee might be approached by someone about a way in which their behavior is disruptive, and by actively listening, they can understand the origin of the complaint and what to do about it.
- b. **Bias for action:** Having a bias for action means assertively seeking out the next steps rather than waiting for someone else to do something.

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- c. In conflict resolution, this could manifest as a coworker noticing they may have upset someone else and actively seeking to address that with them as soon as possible.
- d. **Perspective-taking:** Perspective-taking is the ability to understand someone else's point of view. You can ask yourself: "What are their thoughts, triggers and observations?" For example, a client may call customer service because they are confused about how to use the company's product. Even though the customer service agent who receives the call may understand clearly how to use the product, they can benefit from understanding the client's confusion. In fact, these conversations can help reveal potential improvements to product design or training.
- e. **Facilitation** When there is conflict, you can arrange the environment around you to make resolution easier. For example, a manager who oversees two different groups might bring those groups together in a comfortable conference room to address points of disagreement on a joint project. Providing time and space for discussion can facilitate a speedy end to the conflict.
- f. **Mediation:** is when a neutral third party is involved in the resolution of a conflict. A mediator can be a trained professional, someone from an outside group (such as HR), or a person outside the conflict who can provide an objective perspective. In addition to all the other skills listed here, a successful mediator has the ability to summarize what they are hearing and observing to demonstrate progress and agreement.
- g. **Problem-solving:** skills help you determine the source of a problem and find an effective solution. During conflict resolution, a manager might use their problem-solving skills to identify areas of compromise between two team members who disagree.
- h. **Responsibility** is ability to hold people responsible for their actions is important in conflict resolution.



## Conflict in the workplace

In the workplace, you may experience conflict with a coworker, manager, vendor or client or customer. When conflict arises, using conflict resolution skills like those noted above, such as active listening and mediation can help to de-escalate a situation and bring about eventual resolution.

### Examples of common workplace conflicts here are:

- A. Conflicts between coworkers:** conflicts between coworkers may arise because of different work styles or personal habits. They can also arise from personal prejudices and cultural differences
- B. Conflicts between supervisors and supervisees:** there's an inherent power imbalance between managers and their direct reports, which can make conflicts between them difficult to navigate:
- C. Conflicts between service providers and clients :**disagreements between vendors and their clients or customers can often arise because of unclear communication or expectations:
- D. Conflict requires HR** It's important to note that some conflicts can arise because of prejudice, discrimination, bullying and harassment. These types of conflict can cause lasting personal harm. While employing conflict resolution skills can help navigate these situations, too, it's important that this type of behavior is documented and dealt with at a higher level.

If you're experiencing or witnessing this kind of conflict in the workplace consider talking to your human resources department.

### Steps on resolve conflict

The steps listed below can help you to resolve many conflicts in the workplace:

- 1. Stay calm and take a moment, if necessary** Before approaching conflict resolution, it can be helpful to take several deep breaths. Sitting, rather than standing, and pulling your shoulders back can also calm you. Feet can both be placed on the floor, rather than crossed. Keep arms open and to your sides, rather than crossed or in motion.

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2. **Find a private, comfortable place to discuss the conflict** Both conflict and conflict resolution can be distracting to others. Find a place where you can work on the problem in private. Participants in the conflict resolution should be given equal seating arrangements. Consider having water available during the conversation.
3. **Acknowledge that a problem exists** For the best chance at having a productive conversation, it's helpful for all parties to agree there is a problem in the first place. Begin the conflict resolution by calmly sharing your take on what the conflict is and asking for the other individual or parties to share their experience.
4. **Agree to find a resolution** Once the problem has been acknowledged, everyone needs to agree that a resolution should be reached. If you're mediating a situation and one party does not readily agree to find a resolution, you may want to take them aside separately to understand why and how you can convince them to participate
5. **Work to understand the perspective of everyone involved** In most workplace conflicts, people are not trying to cause problems. Rather, most conflict commonly arises because of misunderstandings. Using the conflict resolution skill of active listening, take time to listen and understand the experience of your colleagues can make it easier to resolve a disagreement. (There are cases when people are actively trying to cause conflict. In these cases, HR may need to be involved sooner.)
6. **Take note of what triggered the conflict** People may be under numerous unknown stressors which led to conflict. Factors such as deadlines, tiredness, family, health, hunger, burnout and others can all lead to heightened emotions that ignite conflict. Learning the triggers and stressors of the other involved parties can help you navigate or avoid a potential conflict in the future.
7. **Identify opportunities for compromise** For most conflicts to be resolved, one or more parties must agree to a compromise. Being able to set aside pride or stubbornness at this stage of the resolution is essential. The resolution will feel best to everyone involved if all parties are able to compromise in some way.
8. **Agree on a plan for resolution** Ideally, at this point, each person should know how they contributed to the situation and be processing what they can do to make it better.

9. Before ending the conversation, aim to create a plan for resolution that involves steps for each person involved. The resolution plan might include apologies and changes in behavior to prevent the same conflict from arising again. For example, if an employee feels like their ideas are not being valued by their manager, the plan for resolution may include the manager setting aside time in 1:1's to listen to ideas the employee has written down throughout the week.
10. **Check in to make sure the agreement is lasting** Follow-through is important in conflict resolution. The conversation may have gone well, but it will lose meaning if the plan for resolution isn't being followed. Set expectations by scheduling a check-in point within a few days or weeks to revisit how everyone is feeling and ensure that everyone is following the agreed-upon plan.
11. **Involve HR or another third party if the conflict continues** Hopefully following the above steps and using your conflict resolution skills allows for the conflict to be resolved. However, there may be situations where one or more parties fail to cooperate, or the conflict escalates. In this situation, it's best to involve HR or higher-level leadership.

#### 4.5 Identify difficult situation that pose a threat

Handling the threats of an alcoholic situations associated with alcoholism is challenging. The threats that an alcoholic makes can catch us off guard. I'm going to share a few situations that I've encountered and give you a few ideas that will help you deal with the irrational behaviors of the problem drinker.

A hazard is a situation that poses a level of potential threat or risk, to life, health, property, or environment. Most hazards are dormant or potential, with only a theoretical risk of harm; however, once a hazard becomes "active," it can create an emergency situation.

A hazard is any source of potential damage, harm or adverse health effects on something or someone. Basically, a hazard is the potential for harm or an adverse effect (for example, to people as health effects, to organizations as property or equipment losses, or to the environment).

A threat to a person or thing is a danger that something unpleasant might happen to them. A threat is also the cause of this danger.

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Threats include anything that can negatively affect your business from the outside, such as supply chain problems, shifts in market requirements, or a shortage of recruits.

### Threats in a SWOT analysis

Threats in a SWOT analysis are external factors that may produce a negative impact on an organization. Businesses often have limited control over such factors, but they can create systems for managing them, should they arise. Identifying threats is one part of performing a SWOT analysis, which also analyzes the following

**Strengths:** Strength is any factor that provides you with a competitive advantage, such as superior quality in your products or exclusive access to certain resources.

**Weaknesses:** A weakness is an area of underperformance, where improvement is necessary if you want to grow. As the inverse of strengths, this category might address flaws in your products or resources you lack.

**Opportunities:** An opportunity is a favorable circumstance that you could potentially leverage into strength.

### Guidelines for managing threats

Here are some tips that can help your organization manage threats:

**Gather market intelligence.** This can relate to new competitors in your industry, new products, and new features in existing products and developments in consumer behavior. A company that remains well-informed about trends is better capable of adapting to the associated challenges.

**Keep an emergency fund.** Many organizations set aside a sum of money as a precaution against unforeseen circumstances. This fund provides access to cash to cover essential expenses in the case of an adverse event.

**Hire a public relations professional.** Public relations professionals can craft a positive public image by monitoring an organization's reputation and providing guidance that leads to improvements in brand reputation.

### The Common Difficult Situations at Work

Difficult situations at work could start anywhere, but when you sum them up, it all falls under these six major categories.

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1. Maintaining relationship with colleagues: one of the most common but challenging workplace situations is handling the people you work with.
2. Meeting deadlines: handling last-minute changes in your project could be as difficult as meeting the project deadlines.
3. Acknowledgments: not getting the proper acknowledgment for your works, ideas, results, and in particular, someone taking credit for your work triggers many problems at the workplace.
4. Resolving conflicts: ideas and point-of-views differ with every person in your team. Bringing them all can be difficult. Most importantly, getting your team together to accept and work with your idea could be even more challenging. When appropriately dealt with, the conflict-of-ideas can get healthy. Most people tend to take opinions personally, and things get conveyed in the wrong sense. It could bring difficulties in handling the relationship with co-workers.
5. Setting limitations: people should have limitations. No one's to be taken granted, especially the young people who are new to the workplace. Just because you're new to the team doesn't mean you should do all the work. You should do what you are assigned to do. To a certain extent, you can be of help in sharing other's work, but things get difficult when people start dumping you with their works. Sometimes if the person is your boss, you will find it very difficult to handle the situation.
6. Handling top management chain: if something goes wrong with your co-worker, you can resolve it between you both or can take it up to your immediate boss.

**Self-check –IV**

**Test I: True or False**

**Instruction: write True if the Statement is Correct and False for Wrong Statement**

1. Refusing alcohol sales for any reason can be difficult, but it's important to maintain your best customer service skills, even if it's challenging.
2. A verbal warning allows the employee the opportunity to correct their actions or improve performance before the need for more severe disciplinary measures.
3. A verbal warning alerts is the employee to the fact that their work performance or actions are falling short of your expectations

**Test II: choose**

**Instruction: select the best correct answer for the give choice. Each question carries 1 Point.**

1. \_\_\_\_\_ is a crucial part of conflict management and resolution  
A/ Active listening B/ Bias for action C/ Motivation D/ all
2. \_\_\_\_\_ Skills help you determine the source of a problem and find an effective solution.  
A/ Problem-solving B/ Responsibility C/ Mediation D/ all
3. \_\_\_\_\_ is a situation that poses a level of potential threat or risk, to life, health, property, or environment  
A/ hazard B/ SWOT analysis C/ Gather market intelligence D/ Acknowledge

**Test III: short Answer writing**

**Instruction: write short answer for the given question. Each point has 5Points.**

1. Write down the effective communication resolve conflicts at the workplace
2. Write down the different between informal vs. formal verbal warning

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