

Staff

Training

ALCOHOL SALES

It is important all staff know the four
licensing objectives

PUBLIC SAFETY

**PROTECTION OF CHILDREN FROM
HARM**

**PREVENTION OF PUBLIC
NUISANCE**

**PREVENTION OF CRIME AND
DISORDER**

This booklet and training will help all
staff meet these four licensing
objectives

UNDERAGE SALES

PERHAPS THE MOST IMPORTANT ASPECT OF RUNNING A LICENSED PREMISES IS TO PREVENT UNDERAGE SALES.

THEREFORE THE FOLLOWING PROCEDURE MUST BE FOLLOWED:

IF A PERSON APPEARS TO BE UNDER 25 YEARS OF AGE

THEN THEY MUST BE ASKED FOR I.D.

THE FOLLOWING ARE THE ONLY I.D. THAT IS ACCEPTABLE:

PASSPORT

NEW STYLE PHOTO I.D. DRIVING LICENCE

PASS ACCREDITED I.D. CARD SUCH AS CITIZEN CARD.

WHEN PRESENTED WITH THE I.D. CHECK THE FOLLOWING:

PASSPORT:

Look for hologram

CHECK THAT THE PASSPORT IS INTACT AND HAS NOT BEEN TAMPERED WITH. FOR EXAMPLE THE PHOTO DOES NOT STAND UP FROM THE PAGE. OR THAT THE TRANSPARENT COVER OVER THE PHOTO IS NOT DAMAGED AND A DIFFERENT PHOTO PUT INSIDE.

CHECK THE PHOTO IS A LIKENESS OF THE PERSON PURCHASING THE ALCOHOL.

CHECK THE DATE OF BIRTH ON THE PASSPORT.

DRIVING LICENCE:

CHECK ALL DETAILS AS FOR PASSPORT. CHECK THE DVLA HOLOGRAM OR THE LATEST CIRCULAR HOLOGRAM NOW ON

Check photo is likeness of person

Check embossed Surname or triangle or one way sign or steering wheel. Or embossed section 9

Check dvla hologram on older cards.

THE LICENCE.

PASS ACCREDITED CARDS

CHECK AS FOR PASSPORT. CHECK THE PASS HOLOGRAM ON THE CARDS.

IF IN DOUBT DO NOT ACCEPT ANY OF THE ABOVE I.D.

LIQUER CHOCALATES

It is advisable to adopt the same procedure as above for sales of liquer chocolates and i.d. persons under 21 and not sell to persons under 18

CONSEQUENCES OF AN UNDERAGE SALE

IF AN UNDERAGE SALE TAKES PLACE THE FOLLOWING MAY OCCUR .A FINE OF UP TO £5,000 FOR THE MEMBER OF STAFF WHO SELLS THE ALCOHOL- OR A FIXED £80 FINE

- 1)THE DPS CAN BE FINED AS ABOVE
- 2)THE LICENCE CAN BE REVIEWED
- 3)ALSO DEFENDANTS MAY HAVE TO PAY COURT COSTS

The Police can issue a fixed penalty notice of £80 for the following offences:

Consumption of alcohol by an under 18 year old

Selling alcohol to an under 18 year old

Obtaining alcohol for an under 18 year old

Allowing consumption of alcohol by an under 18 year old

Delivery of alcohol to an under 18 year old

Allowing delivery of alcohol to an under 18 year old

It is an offence to persistently sell alcohol to someone under the age of eighteen. The offence is committed if on two or more occasions in three consecutive months alcohol is sold unlawfully to a person under eighteen at the same premises. The fine can be up to £20,000 and/or six months in jail.

If this occurs the police or trading standards can agree that alcohol will not be sold from the premises for a period of from 48 to 336 hours instead of prosecution

Other consequences

- 1) Children are more vulnerable when drunk
- 2) They may supply to even younger children
- 3) They may be more inclined to commit anti-social behaviour

LICENSING HOURS

Please make yourself familiar with the displayed premises licence

It is illegal to sell outside these hours and **a fine of £20,000 can be imposed.**

Sales cannot take place a minute before or after these hours

PROXY SALES

STAFF NEED TO BEAR IN MIND THAT ADULTS MAY ATTEMPT TO PURCHASE ALCOHOL FOR PEOPLE UNDER EIGHTEEN YEARS AGE.

STAFF SHOULD ENSURE THEY USE THERE BEST ENDEAVOURS TO PREVENT THIS.

THE FOLLOWING MAY MEAN THAT PEOPLE ARE BUYING FOR

PERSONS WHO ARE UNDERAGE:

A PERSON MAY PURCHASE A GREAT DEAL OF ALCOHOL WHICH MAY SIGNAL THEY ARE PURCHASING FOR OTHER PEOPLE. THEY MAY HOWEVER JUST BE HAVING A PARTY. IF YOU ARE IN ANY DOUBT ASK

THE PURCHASER IF THE ALCOHOL IS FOR THEIR OWN CONSUMPTION.

VERY OFTEN THE CHILDREN WILL BE WAITING FOR THE ALCOHOL NOT FAR FROM THE SHOP. OBSERVE WHAT IS GOING ON OUTSIDE . DO NOT OBSCURE VIEW FROM WINDOW.

UNDERAGE PEOPLE MAY COME INTO THE SHOP AND ASK FOR SAY TWO CANS OF STELLA AND A COKE IMMEDIATELY OR SOON AFTER AN ADULT ASKS FOR TWO CANS OF STELLA AND A COKE

THIS IS A SURE SIGN THAT IT IS LIKELY A PROXY SALE

SIGNS SHOULD BE PUT UP IN THE SHOP NEAR THE ALCOHOL SALES SECTION REMINDING CUSTOMERS THAT IT IS A CRIMINAL OFFENCE TO PURCHASE

ALCOHOL ON BEHALF OF PERSONS UNDER EIGHTEEN
YEARS OF AGE.

IF STAFF SUSPECT AN INDIVIDUAL THEN THEY CAN
REMINDE THEM OF THIS LAW. ALSO AN INDIVIDUAL MAY
RETURN TO THE SHOP FOR MORE ALCOHOL. IT SHOULD
BE ASKED WHY THEY DID NOT BUY THE ALCOHOL THEY
NEEDED ON THE FIRST VISIT

IF IN DOUBT SAY IT IS A LICENSING REQUIREMENT THAT
THEY CANNOT SERVE A PERSON MORE THAN ONCE IN A
DAY.

REMINDE PEOPLE IT IS A CRIMINAL OFFENCE TO SUPPLY
UNDER EIGHTEENS WITH ALCOHOL

IF IN ANY DOUBT DO NOT SERVE.

GROUPS OF PEOPLE

A GROUP OF PEOPLE MAY COME INTO THE SHOP TO BUY ALCOHOL.

ONE OF THE GROUP MAY BE OVER EIGHTEEN. HOWEVER IN THIS CASE THE WHOLE GROUP SHOULD BE ASKED FOR I.D.

HOWEVER COMMON SENSE SHOULD PREVAIL.

TWO ADULTS AND A SEVEN YEAR OLD

OBVIOUSLY FAMILY GROUPS SHOULD NOT BE ASKED TO PROVIDE I.D. FOR CHILDREN SO YOUNG.

HOWEVER YOU MAY HAVE A PARENT COME IN THE SHOP AND THEIR CHILD WHO IS A TEENAGER BUT NOT EIGHTEEN STARTS SELECTING THE ALCOHOL FOR THE PARENT TO BUY. IN THIS CASE CLEARLY THE ALCOHOL IS FOR THE CHILD SO THE SALE SHOULD BE DECLINED EXPLAINING THAT IT IS A CONDITION OF THE LICENCE TO ASK ALL PERSONS IN THE GROUP FOR I.D. AND THAT THE MATTER IS OUT OF YOUR HANDS.

OBVIOUSLY COMMON SENSE WILL HAVE TO PREVAIL BUT DO NOT FORGET IT IS YOU THAT WILL BE HELD RESPONSIBLE BY THE POLICE SHOULD AN ADULT PASS ALCOHOL ON TO UNDER EIGHTEENS IF YOU HAVE NOT CARRIED OUT THE REQUIRED CHECKS.

DRUNKS AND STREET DRINKERS

PLEASE DO NOT SERVE DRUNKS OR STREET DRINKERS.

HOW DO WE DEFINE A DRUNK?

THIS IS A VERY DIFFICULT PROCESS SOMETIMES. MANY SO CALLED EXPERTS HAVE TROUBLE WITH THIS. WE ONLY HAVE TO GO OUT ON A FRIDAY NIGHT TO SEE MANY CLUBS AND BARS HAVE A TOTAL DISREGARD OF THIS AND SEEM TO GET AWAY WITH IT.

IN AN OFF-LICENCE I WOULD DESCRIBE A DRUNK AS :

SOMEONE WHO IS UNSTEADY ON THERE FEET HAS TROUBLE SPEAKING AND SLURS THERE WORDS

HAS TROUBLE SORTING OUT THEIR MONEY.

AND DROPING THEIR MONEY

HAVE ALCOHOL SMELL ON THEIR BREATH ALTHOUGH SOME ARE GOOD AT HIDING THE SMELL

IF IN DOUBT DO NOT SERVE.

SOME PEOPLE HOWEVER THEY WILL BE FEW AND
WILL LIKELY BE KNOWN TO YOU WILL HAVE
DIFFICULTY WITH THE ABOVE DUE TO ILLNESS
BUT YOU MUST BE CAREFUL AND REALISE THAT
SOME GENUINE PEOPLE WILL NOT GET
SERVED BUT IT WILL NOT STAND UP IN COURT IF
YOU SAY YOU THOUGHT THE PERSON HAD AN
ILLNESS

IF you see PERSONS drinking alcohol in the street do
not serve them alcohol if they come into the shop AND
REPORT THE MATTER TO THE DPS.

STREET DRINKERS may be a problem in the area.
Liasing with the police community support team MAY
help identify any problem street drinkers.

STREET DRINKERS

MAY BE UNSHAVEN AND HAVE SCRUFFY
APPEARANCE.

MAY BE DRUNK

The dps will talk to you about this.

THE POLICE MAY IDENTIFY STREET DRINKERS TO
US.

UNDER NO CIRCUMSTANCES SERVE THESE
PEOPLE.

Do not serve street drinkers. Be aware of the local area so any street drinkers go somewhere else.

THERE MAY BE SOME PHOTOS POLICE PROVIDE OF REGULAR STREET DRINKERS.

PLEASE FAMILIARIZE YOURSELF WITH THESE PEOPLE AND DO NOT SERVE THEM

CONFLICT

DURING YOUR TRAINING YOU WILL BE TOLD HOW TO REFUSE SERVICE BY SAYING I AM SORRY BUT THE POLICE HAVE REQUESTED THAT WE DO NOT SERVE YOU.

IF THEY SAY ANYTHING ELSE SAY THE DPS HAS INFORMED YOU AND YOU ARE ONLY ACTING UNDER HIS/HER ORDERS

DEFLECT THE BLAME FROM YOURSELF.

IF YOU HAVE ANY DIFFICULTIES PLEASE SPEAK TO THE DPS.

REFUSAL REGISTER

THE REFUSAL REGISTER REGISTER AND INCIDENT BOOK ARE THERE FOR A REASON. PLEASE USE THE REFUSAL BOOK WHENEVER YOU REFUSE A SALE FOR WHATEVER REASON . IT MAY HELP OUT OTHER STAFF IF A PATTERN EMERGES.

ALL REFUSED SALES MUST BE ENTERED IN THE REFUSAL REGISTER. PLEASE USE THE INCIDENT BOOK IF AN INCIDENT OCCURS.

GROUPS OF PEOPLE BEING A NUISANCE OUTSIDE THE SHOP

IT IS IMPORTANT NOT TO OVERREACT TO THIS
SITUATION.

IT MIGHT BE A GROUP OF TEENAGERS KNOWN TO YOU
WHO ARE NOT CAUSING TROUBLE .HOWEVER IT MIGHT
BE A GROUP WHO ARE QUITE OFFENSIVE.

IN THIS CASE REPORT TO THE DPS OR YOUR IMMEDIATE
SUPERVISOR.

IF YOU ARE THE SUPERVISOR YOU SHOULD FIRST SEE
IF THEY MOVE ON QUICKLY.

SO THEY DO NOT TAKE IT PERSONALLY AS FROM YOU
STATE IT IS A CONDITION OF YOUR LICENCE.

IF A PROBLEM CONTINUES THE DPS WILL LIASE WITH
THE SAFER NEIGHBOURHOOD TEAM

IF NOT YOU MAY NEED TO QUIETLY ASK THEN TO LEAVE
STATING THAT IT IS A CONDITION OF THE LICENCE.