Responsibilities of Staff Regarding Liquor Licence the Sale and Supply of Alcohol Act 2012

As a staff member at [Name of premises], you play a vital role in ensuring responsible service of alcohol and upholding the principles of the Sale and Supply of Alcohol Act 2012 (the Act). This document outlines your key responsibilities under the Act to maintain the integrity of our liquor licence and create a safe and enjoyable environment for everyone.

1. Age Verification and Identification:

* Always: request valid identification from anyone who appears under the age of 25 before serving alcohol.
* Know and comply with: acceptable forms of identification in New Zealand, including:
  + Current New Zealand driver's license
  + Current New Zealand passport
  + Current New Zealand HANZ 18+ card
  + Current Kiwi Access Card
* Verify: authenticity of identification using proper techniques and equipment such as a torch if its dark.
* Refuse service: if identification is not provided, appears invalid, or indicates the person is underage.

2. Recognizing and Managing Intoxication:

* Be familiar with: signs and symptoms of intoxication, including physical changes, speech patterns, and behaviour.
* Observe: patrons for signs of intoxication and conduct regular checks.
* Assess: the level of intoxication using observation, communication, and available tools like the SCAB test (Speech Coordination Appearance and Behaviour).
* Refuse service: to intoxicated patrons and encourage alternative options like food or non-alcoholic beverages.
* Maintain: a safe environment by de-escalating situations and requesting assistance from supervisors or security if necessary.

3. Refusal of Service:

* Understand your legal obligation: to refuse service to intoxicated patrons, disorderly persons, or those underage.
* Apply refusal techniques: professionally, politely, and firmly.
* Explain: the reason for refusal clearly and concisely
* Don't succumb: to pressure or arguments from patrons.
* Seek assistance: from supervisors or security if needed.

4. Responsible Service of Alcohol:

* Promote: responsible drinking habits by offering non-alcoholic options, encouraging food consumption, and displaying responsible drinking messages.
* Control: alcohol service by monitoring patron consumption and limiting quantities to prevent intoxication.
* Maintain: order and decorum in the premises by addressing disruptive behavior promptly and adhering to noise control regulations.
* Communicate: effectively with colleagues, supervisors, and patrons to ensure a safe and compliant environment.

5. Recordkeeping and Reporting:

* Complete: all required paperwork accurately and promptly, including incident reports and sales records.
* Report: incidents of intoxication, disorderly conduct, underage drinking, or other breaches of the Act to supervisors immediately.
* Maintain: confidentiality of patron information and adhere to data protection regulations.

6. Compliance with the Law:

* Familiarity: with the Sale and Supply of Alcohol Act 2012 and its implications for your role.
* Adherence: to all regulations and licensing conditions, including hours of operation, signage requirements, and staff training mandates.
* Active participation: in training and updates related to liquor licensing and responsible service of alcohol.

Maintaining the integrity of our liquor licence is a shared responsibility. By understanding and fulfilling your role, you can help us create a safe, enjoyable, and legally compliant environment for all patrons.

I have read and understood this information.

Staff Member\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

Date

Duty Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

Date