



Vermont Department of Liquor Control

In-House Training Booklet For Stores

**Training Material for employees
on alcohol and tobacco laws**





**The Vermont Department of Liquor Control
Mission Statement**

The Department of Liquor Control purchases, distributes, and sells distilled spirits through its agency stores; enforces Vermont’s alcohol and tobacco statutes, with a strong emphasis on limiting youth access; educates licensees; and promotes responsibility. An integral part of our mission is to control the distribution of alcoholic beverages, while providing excellent customer service and effective public safety, for the general good of the state.

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Introduction

The Vermont Department of Liquor Control (DLC) is a department whose main job is to enforce alcohol and tobacco laws in Vermont. The Liquor Control Board consists of five persons who are appointed by the Governor, a Commissioner and a Deputy Commissioner.

The Liquor Control Board makes rules regarding the sale of alcohol and tobacco. The Board also enforces laws and rules regarding the selling, and use of alcohol and tobacco.

One of the branches of the Vermont Department of Liquor Control is the Enforcement Division, which consists of the Chief/Director, Field Investigators, Education Investigators, Training Specialist, Sergeants, and office support staff. This division enforces the laws and regulations that cover selling, serving, giving, and using alcohol and tobacco products in the State of Vermont. This includes investigating complaints, making on-site inspections, doing compliance checks of alcohol and tobacco retailers, providing education programs for communities.

In Vermont, Liquor Board Rules are almost like state laws and are commonly referred to as regulations. A violation of a regulation could result in a fine, suspension, or revocation of the liquor and/or tobacco license.



***The Department of
Liquor Control is the
state agency that
enforces Alcohol and
Tobacco Laws in
Vermont***



Schedule of Fines

Certain violations will result in a fine for the business or a license suspension. Businesses will be given a ticket which they must send to the Department of Liquor Control within 10 days.



People who sell alcohol and tobacco products need to know what the alcohol and tobacco laws and regulations are. Product categories covered during training sessions include malt beverages, vinous beverages, and spirituous liquors. These are defined as follows:

Malt Beverages: beer, porter, ale and stout, or malt-ernatives such as hard lemonades or alcoholic energy drinks containing not more than sixteen percent alcohol by volume

Vinous Beverages: fruit and other agricultural product-based fermented beverages containing not more than sixteen percent alcohol by volume

Spirituos Liquors: beverages containing greater than one percent of alcohol by distillation and vinous beverages containing more than sixteen percent alcohol



If you break Vermont laws or regulations, the Liquor Control Board or town board could suspend or revoke the store's alcohol or tobacco license. You personally could also face a penalty.

Education Program

The purpose of educational programs is to provide training to the alcohol and tobacco seller about Vermont's alcohol and tobacco laws and regulations. People who understand these laws will have fewer problems while working. We feel that education is important and the legislature agreed when they passed a law requiring training.

Education Regulation applies to licensed sellers of alcohol or tobacco products. The law requires that:

Liquor license applicants must be trained by a Liquor Control Investigator or Training Specialist prior to the license being issued, and;

Every employee of the licensee who sells alcohol or tobacco products, including managers and owners must attend training prior to making a sale and every two years thereafter.

Every employee who sells alcohol or tobacco products must be trained prior to selling.

If an employee is not trained the business will lose it's liquor license for one day.

In order to make sure everyone knows the laws, the Department of Liquor Control provides stores with this Alcohol Sellers Awareness Program book so all employees can be trained. The Department encourages those people who have liquor licenses to properly train their employees so that people will sell alcohol and tobacco responsibly.

The Liquor Control Board and the Vermont Department of Liquor Control think that education is important, especially for sellers, and that is why the law requires training. Responsible sellers need to make sure there are no violations of regulations or laws, and if there are problems they must correct them quickly.

The Department of Liquor Control is responsible for enforcing alcohol and tobacco laws and regulations in the State of Vermont. In order to make sure everyone knows the laws, the Department of Liquor Control provides establishments with this Alcohol Servers Awareness Program book so all employees can be trained. The Department encourages those people who have liquor licenses to properly train their employees so that people will sell alcohol and tobacco responsibly.

The Vermont Department of Liquor Control also offers seminars conducted by a member of the department. The Department offers in-person and online trainings for a fee. To find out more information on these classes please go to our web page at <http://liquorcontrol.vermont.gov>.

Alcohol Use and Abuse

It is important that a seller of alcohol understands his or her responsibilities and the reasons why you need to control who you can sell alcohol to and who you can't.

There is a relationship between alcohol use and criminal behavior and other social problems. That is because the use of alcohol causes people to do things they might not normally do. This doesn't mean that every time a person drinks they will commit a crime. It also doesn't mean that the alcohol forces a person to do wrong things. When a person drinks it affects the brain and prevents them from making proper choices. The consequences of alcohol's misuse can also have an impact on the seller of alcohol. Any time a law is broken it can cause many different problems. A seller may face a penalty for improper sales as well as putting the liquor license in jeopardy.

Liquor Liability: The Dram Shop Act

Sellers of alcohol may be held civilly responsible for improperly selling alcohol.

The so-called “Dram Shop Law” allows certain people who are injured to get money damages from the person who sold the alcohol.

Vermont has said that the seller of alcohol can be held civilly responsible if they were to:

A seller of alcohol can be held civilly responsible for selling alcohol improperly

1. Sell alcohol to a minor.
2. Sell alcohol to a customer who is already under the influence.
3. Sell alcohol after the legal selling hours of 6:00 a.m. to midnight.

It is helpful to know and follow the liquor laws so you can avoid these types of problems. It may be a good idea for cashiers to keep a personal log of any unusual things that happen. If something unusual happens when you are working you should write down what happened into a notebook for you to keep. The notes should include the name and/or description of the customer and a brief write-up of what happened. Dram shop lawsuits can be filed up to two years from the date of the problem. Because most people can't remember what they did two years ago, it is best to write down the information to help refresh your memory later. It is important for a seller to keep his or her own log, so if you move onto another job later you can take it with you. The store is also encouraged to keep a log book.



Intoxication: The Effects of Alcohol on the Human Body

It is very important that a server understand how alcohol works on the human body. Remember that alcohol is a drug and has very different effects on different people.

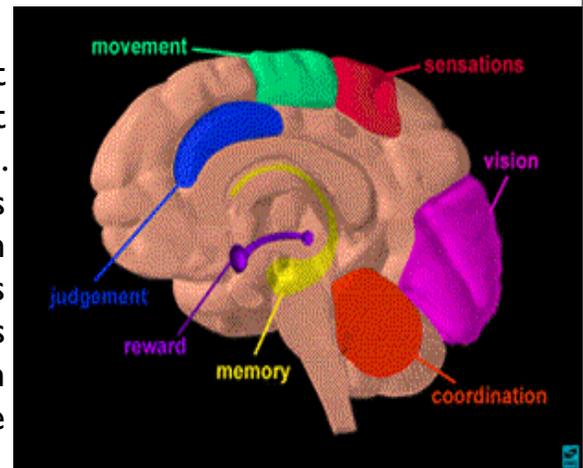
When a person drinks alcohol it goes to the stomach and small intestines where it goes into a person's bloodstream. After alcohol gets into the blood it goes throughout the rest of the body. A person's brain uses a lot of blood; because of this a lot of the alcohol ends up affecting the brain. Alcohol puts certain parts of the brain to sleep. Which parts of the brain it puts to sleep depends on how much alcohol the person drinks. The more alcohol a person drinks, the more the brain goes to sleep.

The first part of the brain that alcohol affects is the part of the brain that controls judgment and reasoning. As more alcohol is consumed, it begins to affect the part that controls muscles. This is when you see STUMBLING, STAGGERING and SLURRING. These are often what we refer to as APPARANT SIGNS OF INTOXICATION. When you see those things, a person is already intoxicated. If a person consumes more alcohol their vital functions are affected. If the vital functions are affected, the person's heart and lungs will stop working and the person could die.

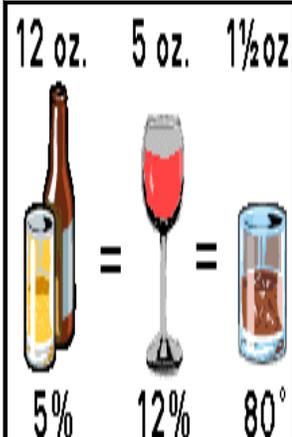
A person can add alcohol to their system as fast as they can drink it, but it doesn't leave that way. Most leaves the body through the liver (approximately 90%). A small amount leaves the body through a person's breath and sweat (approximately 10%). A person can build up a tolerance to alcohol. A person who drinks alcohol on a regular basis learns how to manage it's effects. It doesn't mean they end up less drunk than anyone else, it just means that they know how to hide the signs that they have been drinking.

Alcohol affects people differently. For the average person it can take about one hour for alcohol to leave their system. If a person drinks more than one drink in an hour the alcohol backs up in their system and begins to affect the brain.

Remember though, that one drink doesn't always mean one glass. Beer, wine and liquor all come in different "strengths". A person drinking one 12 oz beer that has 5% alcohol in it will be effected differently than if you give that same person a 12 oz beer that has 16% alcohol in it. That is almost triple the amount of alcohol in the same glass. Not to mention any time you add caffeine to an alcoholic drink: your brain and body get confused. Caffeine will keep your body from recognizing the signs of alcohol poisoning.



Intoxication, continued



Many people think that they are better off drinking beer than hard liquor. This is a very common myth but the truth is that a drink is a drink. One 12-ounce domestic beer, one 8-ounce microbrew, one 5-ounce glass of wine, and 1 ounce of 80 proof liquor all contain about $\frac{1}{2}$ ounce of ethyl alcohol. A person's body can only get rid of $\frac{1}{2}$ ounce of ethyl alcohol in an hour, on average. Remember, when counting drinks be sure you are counting them correctly. A mixed drink usually contains more than 1 ounce of alcohol.

Certain individuals may have a higher tolerance for alcohol due to long-term use. People with a high tolerance will not show signs of intoxication as quickly as people who rarely drink. Sellers should be aware that alcohol affects everyone differently and should take that into account when you are deciding whether or not to sell alcohol to a customer.

Some signs of intoxication may include slurred speech, watery eyes, and staggering. One method for determining whether or not the seller should provide alcohol to a customer is the "SIR Program". "SIR" stands for:

"S" – Size them up. First, determine whether the customer is over the age of 21, the legal age in Vermont to purchase, possess or consume alcohol. This is also an opportunity to determine whether a customer is already intoxicated.

"I" – Interview the customer. By making conversation, observe whether the customer exhibits signs of intoxication such as slurred speech or difficulty making decisions.

"R" – "Rate Them" The last step is to rate them. This means you are going to figure out if you are going to sell to them or not. Remember, they may have been drinking before they came into your store. It doesn't matter what time it is; a customer could be drinking at any time of the day.

You need to remember to Size up the customer, Interview the customer, and Rate the customer to decide if you are going to sell to them alcohol or not. Again, if you determine that a person is intoxicated you cannot sell them alcohol.

Intoxication:

You need to remember to **Size** up the customer, **Interview** the customer, and **Rate** the customer to decide if you are going to sell them alcohol or not. Again, if you determine that a person is intoxicated you cannot sell them alcohol.

General Regulation says:

No alcoholic beverages shall be sold or furnished to a person displaying signs of intoxication from alcohol and/or other drugs/substances. No alcoholic beverages may be consumed on the licensed premises by any person displaying signs of intoxication. No person displaying signs of intoxication shall be allowed to stay on the licensed premises.



*Some signs of intoxication are:
Slurred Speech,
Staggering, Glassy Eyes,
Confused Look,*



As the regulation states, if a person seems like they are intoxicated, whether you know they've been drinking or not, you cannot sell to them. In other words, when you can hear and see that the customer appears to have been drinking you must not sell alcoholic beverages to them. You also can't allow them to stay on the premises if they show signs of intoxication. Some signs of intoxication may be things like slurred speech, staggering, swaying, glassy eyes, confused look, acting confused, delayed reactions, and many others. See if you can make a list of at least 5 signs of intoxication.

Intervention Techniques: How you can refuse sale

When a seller believes that someone is showing signs of intoxication they must take action. Most sellers who have worked in stores for a long time will tell you that this is one of the hardest parts of their jobs. Even though this may be true, there are ways to make it less difficult.

There are ways of dealing with customers that do not work at all. One thing that won't work is to walk up to a customer and tell them that they are drunk and that they have to leave. An intoxicated person may feel that you are judging them and may become upset. Always try to remain professional and in control. You always need to try to do things without threatening or judging people. You have to have a proper attitude. It sometimes helps to explain that it isn't your decision that they leave but it is the law or the policy of your boss.

Sizing up the person you have to refuse is very important. Use the "SIR" method. **Size** up the person. **Interview** them to figure out whether they are exhibiting signs of alcohol's impairment and **Rate** them. This does not mean that you have to directly question them about how much they have had to drink. It means that you have to talk to the person to find out if they show signs of intoxication.

M

Once you have decided that the person appears intoxicated you can not sell alcohol to that person. This is where you would use the MAAM method.

A

“M” – move the alcohol. Take the alcohol off the counter and out of the person’s reach. This really does two things. First of all, it shows the person that you are not going to sell to them. It also takes the alcohol out of their reach so that it doesn’t become something that they can either steal or throw at you.

A

“A” – assert the law. Let them know that the State Law does not allow you to sell alcohol to them. Remember, it is state law, not your personal rule and not your fault.

M

“A” – all about the attitude. Remember to keep a good Attitude. You must stay cool, calm, and professional.

“M” – move on to the next customer. Show them that you really are serious and that you aren’t going to deal with them anymore.

If a customer starts yelling at you or physically hitting things you should request additional help. You could ask for help from another employee, a manager, or if you need to call the police. If the customer tries to steal the product and run you should follow the STOP method.

S

“S” – stay in the store. Never chase someone out into the parking lot. You could end up getting hurt and it really isn’t worth it.

T

“T” – temper control. It is important for you to remain as calm as possible.

“O” – observe the person. Always observe the person to see where they are going, and in order to tell this information to the police.

O

“P” – post the incident. And don’t forget to post the incident in your logbook. You should always keep track of strange events that happen in your logbook just in case you need the information later.

P

People who have sold alcohol for a long time will tell you that you should expect the unexpected. You never know what could happen when you try to speak with an intoxicated person. If there is someone else in the store you should tell them that you are going to speak with an individual that you think is intoxicated so they will be there to assist you if you need it. It sometimes is easier for someone else to speak with the person.

For example, believe it or not, women sellers sometimes have an easier time telling males that they can't purchase alcohol. Also, male sellers sometime have an easier time telling females that they can't purchase alcohol. Be aware of your strengths and if you are concerned talk to your boss about other ideas.

***There are many ways to refuse sale to an intoxicated person.
Can you think of any?***

Can you think of any ways to refuse sale to someone?

Make sure you check with your boss about the policies of your store.

Remember you can be held liable if you sell to someone who is intoxicated so it is important to learn ways to refuse sale.

Talk with your boss about the policies of the store. Does your boss want you to call the police if someone starts yelling and fighting with you? If the person becomes physical or tries breaking things it may be wise to call the police and have them issue a notice of trespass, which will keep them from coming back to the store. Again, this is something you should talk about with your boss.

Always remember, it may be hard to tell a customer that they can't buy alcohol in your store, but it is still the law. If you do sell to a customer that is intoxicated the establishment could be closed down and you possibly could be sued. This is why it is important that you properly screen customers when they come into the store. You are responsible for your customers, so if you sell to them you have taken on responsibility for them.



Minors: The Drinking Age

The drinking age in the State of Vermont is 21 years old.

You have to be 21 to buy, drink or have alcohol.

However, you can be 16 and sell alcohol in a store.

Vermont law says that people under 21 cannot purchase, possess, or consume alcohol.

The law says:

A minor ages 16-20 shall not:

(1) Falsify their age in order to get alcohol.

They cannot say they are over 21 or use a fake ID.

(2) A minor 16-20 shall not possess alcohol. They cannot have alcohol in their possession (unless it is while working at an establishment and then they can only have the alcohol in order to sell or serve it)

(3) A minor 16-20 shall not drink alcohol.

If a person does purchase, attempt to purchase alcohol from you, possess, or consume alcohol, they will have to complete a Youth Substance Abuse Safety Program (YSASP)

If they fail to complete the program they must pay a \$300 penalty and have their driver's license suspended for 90 days.

Beyond the first offense,
or if the person is under 16 and they:

- (1) Falsify their age in order to get alcohol,
- (2) Possess alcohol (unless working at a licensed establishment where they can only have the alcohol in order to sell or serve it)
- (3) Purchase alcohol/or attempt to purchase alcohol
- (4) Or they drink alcohol

They will have to pay a fine of up to \$600.00
and may spend up to 30 days in jail and a license
suspension of 120 days.

***If an underage person
tries to buy alcohol
from you don't
hesitate to call the
police. After all,
they are trying to get
you in trouble by
purchasing
alcohol from you.***



You are responsible to make sure you
are not selling to minors. You are also
responsible to make sure that minors
aren't drinking on the premises.

Furnishing/Selling Alcohol to a Minor

As you can see by the law, there is a penalty for the minor who purchases, possesses, or consumes alcohol. There is also a penalty for the person who sells or furnishes the alcohol to the minor. The penalty for the seller, or furnisher is even more expensive. If you sell alcohol to a minor you personally may be charged with a criminal offense.

The law states:



Title 7 V.S.A. Section 658 states:

No one can sell or give alcohol to a person under 21 and no one can allow a person under 21 to drink alcohol.

The penalty for selling to a minor or enabling consumption by a minor is a fine of up to \$2000 and up to 2 years in jail, or both.

In addition, if a person sells or provides alcohol to a minor or allows a minor to consume alcohol, and that minor, as a result of consuming the alcohol, causes death or serious bodily injury to anyone while operating a motor vehicle, the penalty becomes a felony with a fine of up to \$10,000 or up to 5 years in jail.

The only exception to the above law applies to servers who furnish alcohol to a minor during the course of a compliance check performed by law enforcement. The penalty for a first offense is a \$100 fine; the penalty for subsequent offenses can be as high as \$500.

A seller must be sure that the person is at least 21 years old before you sell them alcohol. If you sell alcohol to a person under the age of 21 you can be charged criminally.

Along with the law that says you personally can't sell to a person less than 21 years of age there is also a Liquor General Regulation that says you can't sell to minors. This General Regulation says:

No alcohol shall be sold or furnished to a person under the age of 21.

You may personally get a penalty but also the liquor license may be fined, suspended or revoked by the Vermont Liquor Control Board.

Minors Continued

As mentioned before, it is important that a seller of alcohol make sure they only sell to customers that legally can purchase/consume alcohol. The seller must be watching customers to figure out if a customer is old enough. If there is any question in your mind you need to ask for ID. Actually, Regulation says that if someone is of questionable age you **must** ask for an ID.

Regulation:

*If someone is of questionable age you **MUST** ask for an ID.*

As a seller, you have to remember that people who are under 21 will try to make themselves look older than they really are. A lot of times women will wear makeup to make themselves look older. A person under 21 will also try to act older. They may seem overly confident and may argue with you about their age. The person could also try to act invisible or kind of hide so they don't look obvious. Usually by doing this they look more obvious. The important thing is to watch for any action that seems out of the ordinary. Remember, when a person is under 21 getting alcohol is a big deal. Once the person turns 21 buying alcohol is not a big thing anymore.

Can you think of other signs that you can tell a person is a minor?

Identification Cards - Proof of Age

It usually comes down to ID cards. The question that sellers usually ask is: "What IDs can I accept and which ones are not acceptable?". After all, if you answer that question wrong, your job, a criminal penalty, fine, suspension, or revocation of the liquor license are all on line.

The only ID cards that are acceptable in Vermont are a valid picture driver's license or non-driver identification card from Vermont or any other state or Foreign Country (this includes the new enhanced driver's IDs). You may accept a valid Passport or Passport Card or valid United States Military Identification card. Other forms of identification cannot be accepted to establish proof of age. A violation of this regulation may result in criminal charges and/or suspension or revocation of the liquor license. For example, you **cannot** accept college IDs.

Buying alcohol is a privilege, not a right. You, the seller, decide whether or not a person can purchase alcohol. Again, if you have any doubt that a customer may be under 21, **do not sell** to them. If the ID card does not look valid, or you are not comfortable accepting it,

YOU ARE NOT REQUIRED TO COMPLETE THE SALE.



REACT

R

REQUEST the ID

The ID must be Valid, must be Photographic and you must ask if you think they are of questionable age. Remember, it is the law that you must ask their ID. If they want to purchase alcohol, they must be able to prove that they are of age.

Acceptable forms of Identification

- Valid Photographic Driver's License
- Valid Non-Driver's License
- Valid Enhanced Driver's License issued by any State or Foreign Jurisdictions.
- Valid Military ID (any form)
- Valid Passport
- Valid Passport Card

E

EXAMINE the ID

Compare the face in front of you to the one on the ID. Weight, hair and makeup can change. Height, eye shape and ear placement do not change.

Look at the date of birth and expiration date. Don't just glance. LOOK! Read them and do the math! It is illegal to serve a minor and you could go to JAIL! READ the ID!

THE FACTS

In a 2012 PIRE study, 65% of minors using a fake ID were able to purchase alcohol in establishments.

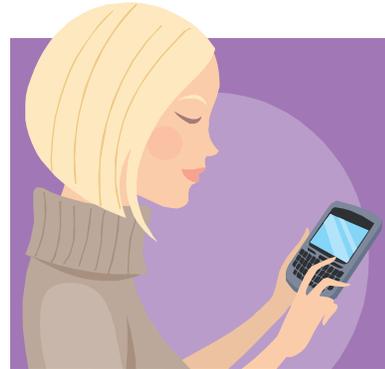
In 77% of failed Vermont compliance checks, the employee IDed the minor and still sold to them.

Continue to REACT

C

Confirm the ID

Call the your local authorities and give them all the information on the ID. They can confirm it is valid and that all the information matches. If it is not valid or if any of the information does not match.... Sometimes you will not need to make the phone call, sometimes simply telling the minor you are going to run their ID is enough to make them run away.



Call your local authorities

T

Take Action

Call the police, your manager... write this incident in the business's log book.

If the minor leaves the ID with you, please fill out the DLC ID Envelope and drop them in the mail.



Various Regulations

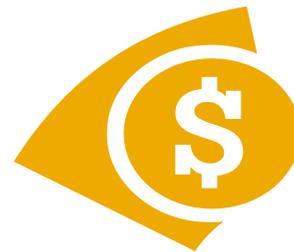
Smoking in Stores

Smoking is prohibited inside all licensed establishments.



Pricing of Alcohol

General Regulation prohibits stores from selling alcohol for less than they paid for it.



Age of Seller

General Regulation states that a person must be at least 16 to sell alcohol or tobacco in a store.

16

Alcohol on the Premises

All alcohol that is on the licensed premises must have been purchased on invoice from a wholesale dealer or an in or out of state winery that is licensed to direct ship to retailers.

That alcohol is for consumption

OFF the licensed premises.

(no one can drink in the store or on the property.)

Retail Delivery Permit

Permit holders may deliver not more than to 288 oz of Malt beverages and/or not more than 3,000 ml of vinous beverages to any one physical address in a 24-hour period.

Business must have and maintain all appropriate insurance coverages.

Deliveries may only be made between the hours of 9:00am and 5:00pm by an employee with a valid VT DLC 2nd class certification who is at least 18 years of age.

A log of all deliveries must be maintained and a log shall include at minimum:

The recipient's name and physical address

How the ID was verified

A signature of the recipient *

Complete description of product including quantity delivered and price

Actual time of delivery

Name of employee making the delivery

*Recipient must be at least 21 years old.

Gambling

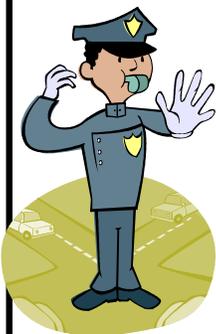
General Regulation prohibits illegal gambling on any licensed establishments. A store may sell lottery tickets as long as they are licensed to do so by the Vermont State Lottery Commission. A store may also sponsor any type of pool (Super Bowl, Buck, etc) provided that the store is not making any money.

Employees

According to regulation there must be a responsible person on the licensed premises. Anyone who sells alcohol must be able to read, write, and speak English.

Cooperation with Law Enforcement

Display of Licenses



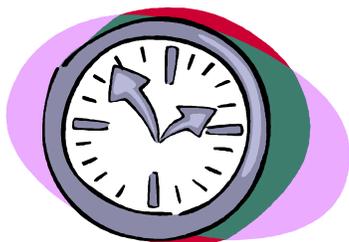
General Regulation requires that sellers of alcohol cooperate with Liquor Control Investigators as well as other Vermont law enforcement officers.

Regulation states that all licenses issued to an establishment, including the tobacco license and liquor license must be displayed where they can be seen by the public.

Hours of Sale

Licensed stores may sell alcohol
7 days a week from
6:00 a.m. until 12:00 midnight

(unless shorter periods of sale
are set by local towns).



Drinking on Duty Drinking in the store

It is important to remember that
drinking on duty is illegal.

General Regulation

states: "No licensee or their employees
shall consume or display the effects of alcohol
or any illegal substance while in the performance
of their duties."

There is also a regulation that prohibits
anyone from consuming alcohol on or around
the licensed premises.

General Regulation

says that a person must leave the store/parking
lot before drinking the alcohol that they
purchased.

Drugs/Fights Unlawful Conduct

Under General Regulation

it is the duty of sellers to be aware and in
control of customer conduct. Disturbances,
brawls, fighting or illegal activity on a licensed
premise, or outside the licensed premises is
not permitted. Sellers are responsible for
controlling situations as they occur. Don't be
afraid to call the police for extra help. Sellers
can often stop a problem before it starts by
being aware of their surroundings.

The law says; "No disturbances, brawls,
fighting, illegal activity, shall be permitted or
suffered upon any licensed premises;.." "Illegal
activity" could include drug activity, or
allowing people to smoke inside the store.
Sellers are responsible to take immediate
action when they observe illegal activities.

Fortified Wine

Stores that are not already contracted as an
Agency can obtain a Fortified Wine Permit.
Fortified wine contains between
16%-23% alcohol.

The store cannot set a price for below
the price set by the DLC.

Stores with this permit may be able to obtain
product not currently listed by full case load
quantities only.

Keg Logs

A keg is defined as a container that holds more than 5 gallons of malt beverage.

Laws pertaining to the sale of kegs require:

1. A store to make sure there is a keg tag attached to a keg before it is sold.

(The tag should be attached when the keg is delivered from the wholesale dealer)

2. A customer purchasing a keg is required to present a valid ID for keg purchases.

3. A **seller** must complete a keg registration form, which can be obtained from the Vermont Department of Liquor Control. This form includes a space for the keg tag number, customer's name, address, date of birth, and the ID number exactly as it is written on their ID. The seller must keep this form for at least 90 days after the keg is returned.

4. A store must collect a deposit of at least \$25.00 for each keg sold. The money must be returned to the customer if they return the keg within 60 days, and the keg tag is still attached.

Removing a keg tag is illegal, violators could face a penalty of up to two years in jail and a fine up to \$1,000.00 or both.



Growlers

- Retailer may fill Growlers **With written permission**
- Using only a direct sealed draught system.
- Will be filled for immediate sale,
- NO pre-filling
- Clean growlers will be provided by retailer.
- Labels will contain the name of the retailer, product, alcohol by volume, name of manufacturer, and *best if consumed in 72 hours*.
- Container is a bottle, can, keg or other receptacle containing malt or vinous beverage.
- A container is not: six pack rings, cardboard boxes, or other packaging material holding such containers.
- The store must collect a deposit

Tobacco Laws

Tobacco Products:

Tobacco products are anything with tobacco in it, such as cigarettes, cigars, chew, pipe tobacco etc.

Tobacco Paraphernalia:

Rolling papers, blunt wrappers, pipes , water pipes, hookahs and bong.

Tobacco Substitutes:

Including electronic cigarettes or other electronic or battery-powered devices that deliver nicotine or other substances into the body through inhaling vapor and that have not been approved by the FDA for tobacco cessation or other medical purposes.

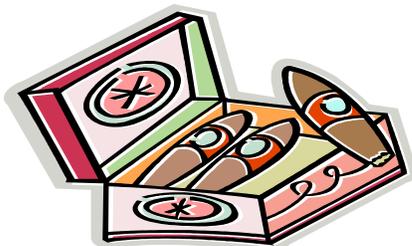
In order to sell these products a store must need obtain a Tobacco Substitute Endorsement which has comes from your town and the DLC.

Sale to Minors:

The legal age to purchase or use tobacco in the State of Vermont is 18. A seller of tobacco products must be at least 16 years old.

If a person sells or furnishes tobacco to a person under 18 the seller/furnisher may be fined \$100.00 for the first offense. The fine can go up to \$500.00 for subsequent offenses.

In addition to the seller receiving a fine, the Liquor Board may fine, suspend or revoke the store's tobacco license or their tobacco substitute endorsement.



Tobacco Hours of Sale:

An establishment may sell tobacco during all hours of operation.

A business may only display or store products behind a sales counter or in areas not accessible to the public or in a locked container unless the business is 18+only or in the case of cartons of cigarettes and multi-packs of chewing tobacco are allowed to be accessed by customers, but must be in plain view of a responsible employee at all times.

Cigars and pipe tobacco can be stored in a humidor on the sales counter only if in plain view of a responsible employee so that removal would be readily observed.

Vending machines, bidis and commercial rolling machines are illegal.

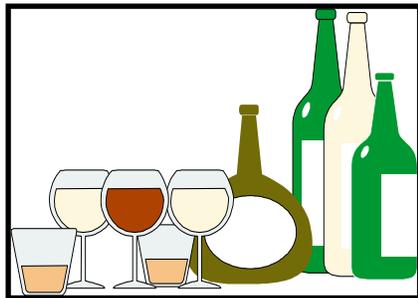
Cigarettes can not be sold in packs less than 20 and must have the Vermont Tax Stamp on it.

Flavored Cigarettes and rolling papers are illegal.

The use of tobacco products or substitutes is prohibited in any workplace with the exception of a business whose sole purpose is to provide the setting for patrons to purchase and use tobacco substitutes and related paraphernalia.

The use of lighted tobacco products or the use of tobacco substitutes is prohibited in any public place, enclosed indoor space, within 25 feet of a State Property, on hospital grounds or in smoke-free zones.

Wine/Malt Beverage Tastings



A Store is allowed to host wine or malt beverage tasting events within certain guidelines. A tasting application permit is available on our website under the licensing section. The website address is: <http://liquorcontrol.vermont.gov>

Wine/Malt Beverage Tasting Procedures

A Store may host a wine or malt beverage tasting no more than 48 times in a year. No more than one per day. An application must be made to the Department of Liquor Control 5 days in advance of the tasting. The application fee must be sent in with the application.

A wine/malt tasting permit will allow store to dispense wine or malt beverages to legal age customers under the following guidelines:

- A store can hold their own tastings up to 48 times in a year after applying for a permit from the Department of Liquor Control 5 days in advance of the tasting
- The tasting can be no more than 6 hours in duration
- There must be a designated area .
- The store can take the wine or malt beverages from their own stock for the tasting and can offer up to 6 different kinds of wines or malt beverages for the duration of the event.
- A store can allow a legal age customer to taste up to 2 ounces of each individual wine or malt beverage but they cannot have more than a total of 8 ounces.
- No more than 8 customers may be served at a time.
- There must be a sign posted that no one under the age of 21 is allowed to participate
- The server must be at least 18 years old and trained.
- The store must keep accurate accounting of the beverages consumed and is responsible for complying with all laws under title 7.

If you have any questions about hosting a tasting please feel free to call our office or your local liquor investigator. You can also visit our website at <http://liquorcontrol.vermont.gov>

Compliance Checks

The Department of Liquor Control conducts compliance checks of establishments that are licensed to sell alcohol and tobacco products. In these compliance checks, an individual under 21 (for alcohol) or under 18 (for tobacco) will attempt to buy alcohol or tobacco products. You should always be asking for IDs and never just ask the customer's age.

Compliance checks are conducted for alcohol and tobacco. Always remember to ask for the ID if someone looks of questionable age. Once you have the ID use some of the suggestions that are mentioned in the ID section of this booklet.



Tips to Assist Sellers

Be familiar with current alcohol and tobacco laws and regulations.

Maintain a logbook for incidents that occur while selling alcohol – this log can track such things as name and description of customers, or a brief description of an incident.

Other Information

There are other various regulations that you need to know if you are selling alcohol and/or tobacco in a store. This book does not list all the laws and regulations. It is only meant to be a general guide for sellers.

If you have further questions speak to your boss or the liquor investigator in your area. You can also look up Title 7 in the Vermont Statutes. The Statutes are available online at the Vermont Department of Liquor Control website at <http://liquorcontrol.vermont.gov>. They are also available at most public libraries and town clerks offices.

Record Keeping Responsibilities

Now that you have watched the Department of Liquor Control DVD and have read this booklet, complete the test. Then you are required to sign a certificate stating that you have been trained in liquor laws. Your boss should have this certificate available but if they need one they can access it on our website at <http://liquorcontrol.vermont.gov>. Or, they can call our office and ask for one to be sent to them. This certificate must be filled out prior to you selling alcohol or tobacco.

Congratulations, you have completed the training process.

If you have any questions, please ask the boss or you can call the Vermont Department of Liquor Control .

Information for the Boss

As stated earlier in this booklet you are responsible for training all of your employees before they start working and then once every two years after that. You can have them watch the Vermont Department of Liquor Control DVD and read this booklet. The Vermont Department of Liquor Control also offers seminars conducted by a member of the department. Anyone is welcome to attend these classes. The Department also offers an online training for a fee. To find out more information on these classes please go to our web page at

<http://liquorcontrol.vermont.gov>.



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