

IN-HOUSE TRAINING CHECKLIST MANUFACTURER MATERIAL

1. BEFORE THE TRAINING

- Check your own DLL certification to ensure it is valid.
- Ensure the internet is working and you are able to access:
<https://liquorcontrol.vermont.gov/inhouse-training>
- Download and print the In-House Manufacturer Training Manual and test.
If you are using materials you printed previously, be sure the revision date matches the latest version available online. If needed, you can request copies of the materials by calling our office at (802) 828-2339 or emailing us at DLL.DLCEduTeam@vermont.gov.
- Print any additional company policies related to alcohol that will need review.

2. MATERIALS NEEDED

- Printed copies of the In-House Manufacturer Training Manual for each employee being trained.
If you are using a digital copy of the booklet, ensure it is loaded for viewing, and each student has access.
- Optional Server training video
Ensure audio is available and working.
- Additional company alcohol policies that need review.
- Copies of tests for each employee being trained and pens. (See Certified Trainer email).

3. DURING THE TRAINING

- Silence phones and close any computer programs not needed for training.
- Have the employee read the In-House Manufacturer Training Manual.
- After the employee has read the manual, discuss key topics. Use the checklist provided at the end of this form to ensure all relevant topics are addressed.
- Watch the optional video with the employee. Pause the video when prompted to ensure understanding and to discuss any additional company policies related to the scenarios.
- Review company policies related to state laws and regulations and those specifically related to alcohol sales.
- Review information on security measures and safety procedures.
- Show the employee where the logbook, ID guide and/or any other additional items an employee may need are kept and where emergency numbers are posted.

4. TESTING

- Review the checklist below to ensure all topics were addressed.
- Have each employee take the test independently.
- Correct the test and review any incorrect responses. Revisit any content that the employee struggled with and reassess their understanding.

5. AFTER THE TRAINING

- If the employee passed the test put their completed test in their employee file. If the employee did not pass, consider your options for retraining. They must be retrained before they retake the exam. Contact DLL with any questions.
- Set a recertification date reminder for employees who were trained today.
- After you have given a training, please submit the training on the DLL Portal for each trainee <https://vermont.force.com/DLLLicenseManagement/s/login/>

TOPIC CHECKLIST

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| What does our business serve for alcohol | Controlling the conduct of your customers |
| Legal age to purchase | Dram shop law |
| Age to serve alcohol | Rules about employee drinking |
| QA Tasting | Acceptable forms of identification |
| Where customers can drink | How to check an ID |
| Rules regarding smoking or vaping at the business | Consequences for serving alcohol to minors |
| Tastings and Promotions | Curbside pickup |
| Cooperation with Law Enforcement | Training requirements, when to be trained |
| Not allowing customers to bring their own alcohol | Where training certificates are kept |
| Guidance Bulletin | Direct to retail shipper license |
| Drink sizes, amounts and limits | Direct ship to consumer license |
| What is more than a reasonable amount | Farmer's Market information |
| How impairment affects our business | Fourth Class License information |
| Signs of impairment | Visiting accounts (new/current) |
| How to deal with an impaired customer | |
| Kegs (if applicable) | Company policies not included in the material so far |
| Special Event Permit rules | |