

# **SPECIAL VENUE IN-HOUSE**

## **Training Manual**

**For Servers at a Permitted Event at a  
Library, Museum, Art Gallery or Bookstore**



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**DEPARTMENT OF LIQUOR AND LOTTERY  
DIVISION OF LIQUOR CONTROL**

08/2018

# Special Venue Training Manual

2018

## TRAINING REQUIREMENTS

Serving alcohol in a public establishment requires a licensed caterer or, in the case of certain establishments, a permit. In order to get a permit to serve alcohol at your Art Gallery, Bookstore, Museum or Library for an event, an Owner, Partner, Director or Manager must be trained through a DLC In-Person or On-Line Training. This trained person can train others using this manual which is only good at this business with the permit. All servers must be trained. Copies of the certificates must be filled out and kept where easily accessible during the event.

## PAPERWORK REQUIREMENTS

The permit, the receipt for the alcohol at the event, and the training certificates for all employees working the event must be available at the event. Permit holders that do not follow these requirements are subject to monetary penalties or may jeopardize the issuing of future permits.

*Everyone who works in the preparation, sale, service or enforcement of alcohol and tobacco laws, in a business, is required to be trained before they begin working and must be retrained every two years. Copies of training certificates must be available for inspection.*

*- Education Regulation*



**A one day permit for**

- Libraries**
- Art Galleries**
- Museums**
- Bookstores**



The Division of Liquor Control's Office of Education created this booklet to provide the basic rules an employee would need to know to do their job. This material only trains you for this job. It does not transfer to any other business. The Office of Education provides in-person trainings and online training for those who wish to take it. Education is important. You must be trained before you start and re-trained every two years.

Employees need to make sure there are no violations of Title 7 regulations or laws. If there are problems they be must corrected quickly. Knowing what you should do in the case of any problem is important. How do you handle issues within your business? This booklet will provide you with the basic rules you need to know, but it is important to talk with your employer for specific company policies that are in addition to this book.

It is the DLC's Office of Compliance and Enforcement that is charged with investigating possible violations of liquor laws and regulations, and carrying out law enforcement activities related to these incidents. Comprised of a team of law enforcement investigators and supporting staff, and working closely with other law enforcement agencies, this division protects the public safety and ensures that laws and regulations are followed.

The Department of Liquor and Lottery Control Board is made up of 5 members appointed by the Governor. They preside over all hearings and work with the legislative body to create Vermont's Regulations. This booklet contains many, but not all, of the regulations and laws that you will need to know to do your job. A complete list of the Title 7 regulations are on the DLC website. [liquorcontrol.vermont.gov](http://liquorcontrol.vermont.gov)

Review this booklet with your DLC trained trainer, watch the server video and be sure to discuss any company policies that your business has that makes it more restrictive than the laws.

## PERMIT RULES:

A Special Venue Permit allows you to conduct an event at which beer or wine are served by the glass to the public.

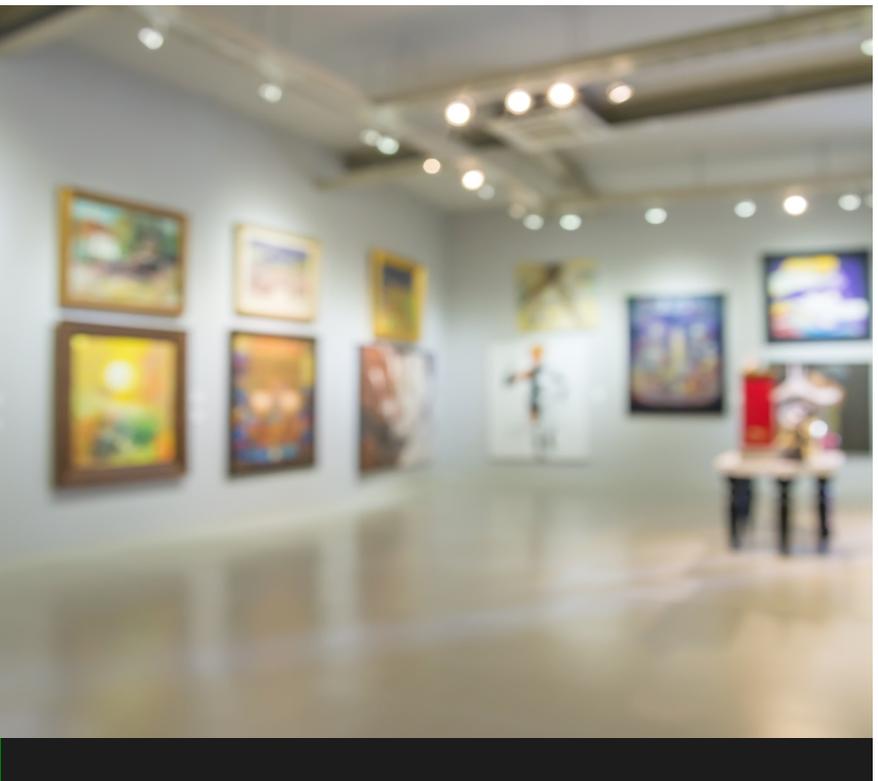
This permit is good for an event up to 6 hours long on single day. There is no limit to the number of permits that can be purchased in a year.

You can purchase the alcohol directly from a store in Vermont. Keep the receipt on file along with any other paperwork for this event for at least 2 years.

You can charge for guests to attend your event, however, you can not charge for the alcohol.

All servers of alcohol must be at least 18 years of age and properly trained.

You must follow all Title 7 laws, including rules on intoxication, IDs and Carding customers as well as the amounts of alcohol that can be served.



## REGULATIONS

No employee may be under the influence of alcohol or any other drugs or illegal substances while on duty.

Every business that serves alcohol must have a responsible person on site at all times. All employees must be paid by the business and be able to read, write and speak English.

The hours of your event are included on your permit application and must be within the legal state hours which are from 8am-2am. No alcohol may be served or consumed at the business outside of the hours on the permit.

Beer cannot be served in containers more than 32 ounces. There is no specific ounce limit for containers of wine served however, no more than 2 containers can be served to a customer at any one time.

All employees must cooperate with law enforcement. You cannot interfere in the course of their duties and you must provide your ID if you are asked. Remember to work with them. Talk to the manager about emergency procedures, who your local law enforcement is, and how and when to contact them.

## REFUSAL SKILLS

When a server believes that someone is showing signs of impairment they must take action. Experienced servers will tell you that this is one of the hardest parts of the job. While it can be difficult, it does not have to be.

Use the "SIR" method to help you determine what to do. **S**ize up the person to notice visible signs of impairment. Interview them to figure out whether they are exhibiting any signs of impairment and **R**efuse them if you see signs of impairment. 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 impairment.

When working with customers, be sure to **TAKE CARE** of them:

**T:** Talk and tell early. Letting customers know what the expectations for how to behave in your business is important. A customer shouldn't just hear stop. Help them slow down and pace themselves.

**A:** Alternatives: Before you need to cut someone off and ask them to leave, can you offer your customer something else to do besides drink? Have food, coffee or perhaps an activity like dancing, pool or darts? As part of pacing your customer, help them enjoy their time and not simply consume alcohol.

**K:** Keep calm. This is your job. Dealing with difficult situations can be part of the job.

**E:** Elaborate the law. You have the law on your side. Know it. Use it.

**C:** Clarify the refusal. Let your customer know that you cannot serve them. You will not change your mind. Be clear with the refusal.

**A:** Avoid putdowns and poor language. If the customer gets upset, you do not need to be upset with them. Do not swear, yell or threaten the customer. Do your job. Be professional.

**R:** Record and report any incidents to your employer and review with coworkers to improve how the business handles situations that arise.

**E:** Empathy: Your customer is a person too. Be kind. Remember that we all have bad days. This isn't your bad day, it is theirs, and they will remember how you handled it with them.

## MORE THAN WHAT IS REASONABLE

An employee shall not serve alcohol to a person whom it would be reasonable to expect would be under the influence as a result of the amount of alcohol you served them.

Basically, you need to be aware of how much alcohol you are serving, and how strong that alcohol is, to a person whether or not they are showing signs of impairment.

# IMPAIRMENT

In Vermont, alcoholic beverages may not be served or furnished to a person displaying signs of impairment from alcohol and/or other drugs or substances.

No alcohol may be consumed on the licensed premises by any person displaying such signs of impairment.

No person displaying signs of impairment shall be allowed to stay on the licensed premises.

If a person seems like they are impaired, whether you know they've been drinking or not, you cannot serve them and they cannot stay.

Remember that signs of impairment may include slurred speech, staggering, swaying, glassy eyes, confused look, acting confused, delayed reactions.

When you can hear and see that the customer appears to be impaired, you must not serve alcohol to them.

## human BRAIN anatomy



## ALCOHOL AND THE BRAIN

It is important to understand how alcohol works on the body. Alcohol is a sedative, depressant drug. 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. 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 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 what we refer to as APPARENT SIGNS OF INTOXICATION. If a person consumes more alcohol, their vital functions can be affected. Too much alcohol could lead to death.

A person can add alcohol to their body 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 someone else, it just means that they know how to hide the signs that they have been drinking.

When it comes to alcohol, one drink doesn't always mean one glass. Beer, wine and liquor all come in different "strengths." A person drinking one 12 ounce beer that has 5% alcohol will be affected differently than if you give that same person a 12 ounce beer that has 16% alcohol. That is almost triple the amount of alcohol in the same glass. Counting drinks and the alcohol in them is an important part of a servers job.



## DUTY TO CONTROL

Servers must be aware of the conduct of their patrons at all times. Regulation basically says:

It is the duty of the licensee to control the conduct of their patrons at all times. You cannot allow any disturbances, brawls, fighting or illegal activity on a licensed premise. You also cannot run your business in such a way that your patrons cause a problem on the sidewalks or streets outside your place of business.

Take a minute and think about a time when you knew a person was going to be trouble before the trouble started. Those are the things you are watching for. If a person acts like they may cause trouble, stop it before it happens. It is easier to handle a problem early than just waiting for it to go away because it rarely does.

The regulation requires that the licensee run their business so that the parking lots, streets, sidewalks and highways adjacent to the business do not become a public nuisance. In other words, don't tell customers to take their fight outside; deal with it instead. It is your responsibility to take care of the problem.

Whether it is when you are refusing a customer or when you are attempting to break up a fight, and the person becomes physical or tries breaking things it may be wise to call the police. This is something you should talk with your boss about.

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

This means that if a person becomes aggressive in your establishment you must handle the situation before it gets worse. As you read earlier, you may need to call the police for help with the problem. Sometimes you may be able to stop the problem before it gets worse by making a person leave before they become aggressive.

## SUPERVISION

No business shall allow any individual displaying signs of intoxication to stay on the licensed property, except under the direct personal supervision by a licensee or a licensee employee in a segregated, non-public area when the patron's immediate departure could be expected to pose a risk of bodily injury to the patron or any other individual.

That means that if you determine that a customer is impaired, it is your responsibility to make certain that they have a safe ride home. While you wait with them for their ride, you must keep them supervised and away from the general public.

Talk with the manager about options for safe rides for your customers (taxis or buses) and where to wait with a customer.

## MINORS

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

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

The law states that you personally can be held criminally responsible for serving to someone under the age of 21. There is also a Regulation that states the business will be held responsible for serving someone under the age of 21 as well.

Another regulation states that you must card anyone who is of questionable age.



## SERVING A MINOR

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 \$2,000 or 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. The business also receives penalties when an employee fails a compliance check by serving or selling to this minor.



## DRAM SHOP/CIVIL LIABILITY

The so-called “Dram Shop Law” allows certain people who are injured to get money damages from the person who served the alcohol. A person can get money damages if you:

- serve or sell alcohol to a someone under the age of 21,
- serve alcohol to a customer who is already under the influence of alcohol,
- serve or sell alcohol after legal hours,
- serve alcohol to someone who would be under the influence as a result of the amount of alcohol that they were served,

and that person damages person, place or property, then the people affected can sue you, your manager, the owner and their partners. If you are doing your job, and following all the liquor laws, you will not need to worry about being sued.

Those affected will have up to two years to file the lawsuit with the courts.

## LOG BOOKS and INCIDENT REPORTS

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 servers to keep a personal log of any unusual things that may 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 incident. Because most people can't remember what they did two years ago, it is best to write down the information for you to refresh your memory later. It is important for the server to keep his or her own log, so if you move onto another job later you can take it with you. The establishment is also encouraged to keep a log book.



## Acceptable Forms of ID

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

## VERIFYING CUSTOMERS AGE

It is the law that you must ask for an ID if you think they are of questionable age. The ID must be a Valid, Photographic Acceptable form of ID. If they want to purchase alcohol or tobacco, they must be able to prove that they are of age

Compare the face in front of you to the one on the ID. Weight, hair and make-up 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!**

Watch how the customer acts when you ask for their ID. Are they nervous or unsure? When you ask them questions about the information on the ID are they confident? If their behavior makes you suspicious, refuse them.

If there is a question about the ID, call 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, Do **NOT** accept it!

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.

What do you do next? 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. See next page for information on the ID Kit.

## COMPLIANCE CHECKS

The Division of Liquor Control conducts regular compliance checks to ensure that businesses are IDing customers for alcohol and tobacco. By using minors 18, 19 and 20 years old to attempt to purchase alcohol they are able to witness businesses verifying ages and refusing sales. Compliance minors will present their actual valid IDs. Refusing sales should be an easy demonstration of a business following the law.

## How to Use an ID Checking Kit

In order to help you identify fake IDs, you can purchase a Division of Liquor Control ID Checking Kit. In this kit you will find the most recent ID Checking Guide, a UV lighted magnifier and envelopes for mailing abandoned IDs to the DLC. Please remember that ID Checking guides need to be replaced yearly to assure you have the most up to date information available.

Minors using borrowed IDs and high quality fakes purchased over the internet can cause big trouble to a business. If an employee isn't taking the time to look carefully at IDs, a minor could get alcohol. This is a crime. The DLC is dedicated to helping you prevent underage drinking sales which can negatively impact the business. Getting caught selling to minors can ruin a business's reputation, cause fines and penalties and increase risks for public safety.

By using the tools in the ID Checking Kit and by brushing up on your refusal skills, you can help prevent underage drinking sales at your business. Remember, carding customers is not only part of the job, it's the law.

The guide contains images of driver's licenses for all 50 states and the Canadian Provinces. It also includes images of Passports and Military IDs. That means you can find images of some of the acceptable forms of identification in this booklet. You will also find other forms of identification, not acceptable for alcohol and tobacco in the State of Vermont. Please remember you can only accept a Valid Photographic Driver's License, a Valid Photo Non-Driver's ID, a Valid Photo Enhanced Driver's License issued by any State or Foreign Jurisdictions; Valid US Military IDs and Valid Passports and Valid Passport Cards.

When someone hands you an Out-of-State ID, open up your ID guide to that state. The sample IDs in the guide are the same size as the ID in your hand. Compare them. Read the written narrative. If there are any discrepancies, do not accept the ID and refuse the sale.

The narrative may also include any micro printing which you can use lighted magnifier to see. In the back of the guide you will see images of the holograms you can see using your black light. Does it look the same in your hand as in the book?

ID kits may be purchased through the DLC. The order form is on the website.

[liquorcontrol.vermont.gov](http://liquorcontrol.vermont.gov)



## APPLYING FOR THE PERMIT

You must apply for each permit no less than 5 business days in advance. Your town must approve your application before it is sent to the Division of Liquor Control with any fees attached. Your event hours will be listed on this permit and alcohol is only served at your location during those hours.



## Contact Us

Vermont Department  
of Liquor and Lottery  
Division of Liquor Control  
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Montpelier, VT 05602  
(802) 828-2339

Visit us on the web at:  
[liquorcontrol.vermont.gov](http://liquorcontrol.vermont.gov)

Updated October 2018

**Vermont Department of Liquor and Lottery, Division of Liquor Control**  
**In-House Education Training Certificate**  
Special Venue Permit In-House Training

**Date of Training:** \_\_\_\_\_ (expires 2 years from this date)

**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

Corporation/Partnership/Individual/LLC: \_\_\_\_\_

D/B/A (Business Name): \_\_\_\_\_

Address: \_\_\_\_\_ Town/City: \_\_\_\_\_

**I, \_\_\_\_\_, acknowledge that the above employee has read the Special Venue**

Trainer's Name (Print)

**Permit Training Booklet certifying them to serve alcohol at an event at this business under the provisions of Education Regulation 3B.**

\_\_\_\_\_  
Name of Trainer \_\_\_\_\_ Date of Trainer's DLC certification

\_\_\_\_\_  
Employee Name (Print) \_\_\_\_\_ Employee Signature

**This training certificate is NOT TRANSFERABLE to other businesses.**

Education Regulation 3B reads: Each licensee shall ensure that every employee who is involved in the preparation, sale, service or solicitation of alcoholic beverages or the sale of tobacco products, or enforcing of alcohol and/or tobacco laws and regulations must complete a training program offered or approved by the Division of Liquor Control before the employee begins working in that capacity and at least once every two years thereafter. Each licensee shall maintain written documentation, signed by each employee trained of each training program conducted. A licensee may comply with this requirement by conducting its own training program on its premises, using all information and materials furnished by the Division of Liquor Control, or from a program approved by the Division. **A licensee who fails to comply with the requirements of this subsection shall be subject to a suspension of no less than one day of the license issued under this title.**

Education Regulation 3D reads: All records, and certificates, indicating that an employee has been trained must be kept on all licensed establishments at all times. **Those training records shall be available at all times and must be presented immediately to a Liquor Control Investigator or a Vermont Law Enforcement Officer if it is requested or the licensee shall be subject to a suspension of no less than one day of the license issued under this title.**